# CITY OF OREGON CITY
# LIBRARY BOARD - REGULAR MEETING
# AGENDA

**Conference Room (2nd Floor), Oregon City Public Library, 606 John Adams St, Oregon City**

**Wednesday, July 26, 2023 at 5:00 PM**

**Remote attendance for this meeting is available via Zoom; please contact Denise Butcher (dbutcher@orcity.org) for the meeting link.**

## CALL TO ORDER

## ROLL CALL

## APPROVAL OF MINUTES

1. Approval of minutes from May 24, 2023
2. Approval of minutes from July 27, 2022

## LIBRARY DIRECTOR'S REPORT

3. The Library Director will share his July, 2023 report and Library statistics.

## PUBLIC COMMENTS

## DISCUSSION ITEMS

4. Library District Advisory Committee (LDAC) letter to Clackamas Board of County Commissioners
5. Results of Survey of Unincorporated Residents
6. Draft Security Camera Policy

## COMMUNICATIONS

## ADJOURNMENT

## PUBLIC COMMENT GUIDELINES

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## ADA NOTICE

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***Agenda Posted at City Hall, Pioneer Community Center, Library, City Website.***

***Regular meetings and work sessions of the full Library Board are generally streamed live on Oregon City's website at www.orcity.org and available on demand following the meeting. Most meetings of the full Library Board may also be viewed on Willamette Falls Television channel 28 as a rebroadcast; please contact WFMC at 503-650-0275 for a programming schedule. Meetings of Library Board committees are generally not streamed/rebroadcast.***

# CITY OF OREGON CITY
# LIBRARY BOARD
# MINUTES

**Conference Room (2nd Floor), Oregon City Public Library, 606 John Adams St, Oregon City**
**Meeting**
**Wednesday, May 24, 2023 at 5:00 PM**

**This meeting will be held online via Zoom; please contact dbutcher@orcity.org for the meeting link.**

## CALL TO ORDER

Chair David Goldberg called the meeting to order at 5:03 pm.

## ROLL CALL

*Members Present*: Cynthia Andrews, Heidi Blackwell, Bill Carton, David Goldberg, Lisa Oreskovich, and Larry Osborne were present in person. Nick Dierckman was present via Zoom.

*Staff Present*: Greg Williams, Library Director, and Denise Butcher, Library Operations Manager, were present in person.

## APPROVAL OF MINUTES

1. Review and approve minutes from the Library Board Meetings and Work Sessions

David Goldberg asked if anyone had corrections or objections to any of the minutes. None were voiced.

Bill Carton moved to accept the Work Session Minutes for January 13, 2021, September 8, 2021, January 12, 2022, August 24, 2022, November 30, 2022, March 22, 2023 and the Meeting Minutes for January 12, 2022 and April 25, 2023 as written. Cynthia Andrews seconded the motion. Cynthia Andrews, Heidi Blackwell, Bill Carton, Nick Dierckman, David Goldberg, Lisa Oreskovich, and Larry Osborne voted aye. The motion carried.

Greg Williams apologized for the backlog of minutes and stated that the workflow irregularity that caused them had been addressed.

Bill Carton expressed appreciation for the historical information the reviewed minutes provided. Greg shared that during COVID, Library staff produced minutes for other advisory bodies within the City.

## LIBRARY DIRECTOR'S REPORT

2. May 2023 Director's Report and Library Statistics

Greg Williams noted that the hold to filled ratio went in an unwanted direction, attributed it to the vacant Adult Services Librarian position, and anticipated it would resume a more even ratio now that it had been filled. David Goldberg noted that the accomplishment of 50/50 was remarkable given the collection was the smallest in the state. There was general assent. Greg spoke positively about the excellence of material selection for the collection.

Bill Carton asked if the holds sent to other libraries were new materials. Greg said that generally they were. Greg said that he had talked with the new Adult Services Librarian about reviewing data pertaining to the types of materials being filled from other libraries and using this to inform collection development.

David asked if there were any further questions. None were voiced.

## PUBLIC COMMENTS

None.

## DISCUSSION ITEMS

3. Budget Update

David Goldberg shared that he, Greg Williams, and Denise Butcher attended the most recent of the budget sessions and reported the atmosphere of the meetings as positive and conducive to discussion. David said the session started with a proposed budget that would have left the Library with $38k net from the General Fund, continuing of the trend of decreasing Library funding, and ended with a proposed budget in which the Library would receive $158k net from the General Fund. David said they had been asked how the Library had functioned with such funding; he had stated that the collection was small and the staffing model was dependent on unbenefited staff. David reported that the committee was receptive and a few questions were clarified. David said that the changes to the Library's funding was one of five changes made at the meeting and thanked Greg and Denise for their work.

Greg thanked David for attending all meetings and thanked Heidi Blackwell for her involvement. Greg expressed optimism about future budget conversations. Greg stated that the newly obtained funding was presented to the Budget Committee as an equivalent to a fully benefitted Library Assistant 2 position, and this would also reduce on-call spending. Greg stated that incorporating the new position would be a gradual process out of respect for existing on-call staff.

David recognized the challenging position that Greg and other City Directors sometimes find themselves in during the budget meeting process as Directors had worked with the City Manager on the presented budget and some Boards

communicated their belief the presented budget was inadequate. Greg spoke to respecting and appreciating Tony's role and efforts as the City's Budget Officer.

David expressed a desire to keep communications ongoing so as not to surprise anyone in the future and said that Tony Konkol had committed to meeting with Greg and David quarterly to discuss budgeting. David spoke positively about Tony personally.

David asked the Board for permission to go to the City Commission meeting on June 7 to raise three points: congratulate them on a well-run process, thank them for recognizing the trend of decreasing funding, and share the projection that the General Fund contributions would not sustain Library function once the Library Fund was drawn down, necessitating a future ballot measure to bridge the funding gap. David asked if there were any questions.

Greg asked for questions; none were voiced. Greg thanked the Board for their involvement in the budget process.

## COMMUNICATIONS

*Library District Advisory Committee (LDAC)*

Nick Dierckman said the annual report from LDAC was to be presented to the Board of County Commissioners. The LDAC Chair was going to write and present a cover letter for the report, in part to address different opinions within the LDAC members regarding use of bond funds and fund reserve amounts.

Nick shared that Commissioner Paul Savas was present and shared information about the original permissive intent of Library District funds for Library purposes.

Greg Williams provided context that prior to the pandemic, a Library District Task Force had been assembled by the County to discuss and address issues facing LINCC Libraries. Greg shared that in 2018 the County was going to change language in the District Master Order to explicitly permit the use of Library District funds for capital purposes, which was halted due to public feedback and provided the impetus for the BCC to create the Task Force to explore future directions. Greg relayed that Commissioner Savas estimated that with LDAC support, changes to the Master Order could be requested within 60 days.

Greg asked the Board to consider if the Board would support a change to the Master Order to explicitly allow the use of Library District funds for capital expenses if LDAC pursued the change.

David voiced an opinion that the use of District Funds for Library capital expenses was acceptable as it supported Library function. Nick said he agreed with David's position and that changing the Master Agreement would take time as all participating cities would need to agree.

Greg clarified that the County Commission could change the Master Agreement as a single body, but any changes to the Intergovernmental Agreements would still need City approval.

Nick noted the potential difficulty of navigating and enacting the changes on a city by city level. Nick reported that an LDAC had created a subcommittee to help determine how the work originally envisioned to be undertaken by the Library District Task Force might proceed. David noted that putting new funding options to the public would require participation and buy-in by all Directors and Boards.

David remarked that Nick would be able to share with LDAC that the Library Fund balance was being reduced with a draw down to fund the Library. David noted that Library District funding was not distributed until January, so the Library Fund balance covered operational costs from July to January.

Nick said property tax payments were due in November and took time for the County to collect and distribute.

Heidi Blackwell asked what the implications of the County's budget were for the Library District.

Greg said that the agreement between the County and Library cities was that County General Funds paid for the Network office, coordinating courier service, and computer systems.

David asked what the scale of the Network Office budget was. Greg said it was likely close to $3 million. Greg said when he was there, there was usually a reserve for equipment replacement and that County promised to set funds aside for replacement self-check machines in return for libraries taking on certain operational costs during RFID implementation. Greg said his understanding was that the in order to fund the new County courthouse without going out to voters for additional funds, County General Fund recipients were being asked to reduce their expenditures. Greg shared that for this budget cycle he understood there were no cuts to Network that would result in an immediate impact to libraries. Greg shared that he, and all LINCC library directors, were concerned about future cuts to Network funding, as any cuts to the central service provider would likely result in increased costs to LINCC libraries.

Greg said he a discussion about potentially cutting Sunday courier services had happened and such a cut would have a patron and library staff impact. Greg said this change had not ended up happened this budget year.

Greg said at the LDAC meeting he had voiced support for a new library district with a rate adequate to fund libraries' operational and capital needs, as well as the needs of the central Network office, so that their services would not be dependent on County General Funds. Greg felt his support was well-received.

Nick voiced agreement with Greg's position and acknowledged the complicated funding situation created challenges when presenting and explaining two separate budgets related to funding/operating of Libraries to the BCC.

David noted there were County-operated libraries. Greg clarified that Oak Lodge and Gladstone were never intended to be funded through the County General Fund, but that the Network office was funded through the County General Fund.

David said he had asked why the funds collected on a county wide basis were not distributed on a per capita basis and was told by Nick and Greg that the measure likely would not have garnered City and/or voter support had that been the case.

Nick said that one of the big conceptual changes with the District was for City libraries to serve unincorporated residents; in the past, the thinking had been cities should not spend for individuals outside of their boundaries. Nick said he had asked the same question David had.

Greg stated that the placement of physical libraries within the District would be different if a Clackamas Library District was built from scratch now. Greg noted that he felt the long history of City libraries and the communities' longstanding connections to those libraries would make a Multnomah County-style service model implausible.

David asked when the next LDAC meeting was scheduled and the soonest an election could take place. Nick said he could not offer a guess and anticipated more work needing to be done before anything would be ready for a ballot measure.

Greg said he was unable to guess and that the LDAC subcommittee would likely be reaching out to city management and library boards to determine priorities. Greg shared that LINCC library directors were working on a strategic direction document and one pillar was creating an adequate financial foundation for future success as a library district.

Bill Carton asked why a Task Force was necessary to authorize the use of funds for Library capital. Greg said when the Library District was formed, there was a capital library district in Estacada that had been formed to fund the expansion of the Estacada Library. Greg said that when the Library District was formed, it was formed with the understanding it was to manage operational expenses so as not to be in contradiction with Oregon State Law prohibiting two overlapping taxing districts collecting funds for the same purpose. Greg said that some recalled that the intent at the time was to modify the Library District purpose to allow using District funds for capital costs after the Estacada district ended, however, that change in language never happened. Greg said that in previous communications, the County had indicated that although the influencing factor had passed, the actual restriction on capital usage had not been lifted. Greg said that many in LDAC felt that because the original language was still in place that spending District funds on capital expenses was a violation of voter intent. Greg said that attempting to resolve this issue had

originally led to the BCC considering changes to the Master Order language to allow funds for library capital, which led to public pushback and the subsequent creation of the Library District Task Force.

Nick recognized that member libraries interpreted and treated the funding differently.

David noted that the funds were still being used for keeping libraries running and the continued debate over what could be paid for with district funds seemed excessive.

Nick thought LDAC participants might not represent the total view of their library. Nick thought that most libraries were concerned with ensuring operation with available funding and were less concerned with how other member libraries used their funding.

*Foundation*

Cynthia Andrews reported the Foundation would meet the next day.

Cynthia asked if the Unincorporated Survey would go to a sample of residents or all residents; Greg said it would go to a sample sufficient for a statistically valid sample.

David stated he had received a print copy and his wife found it on Facebook.

Greg said that he had reached out to Jason, who said completed mailed questionnaires were starting to be returned.

*Friends of the Library*

Larry Osborne reported that the Friends had multiple revenue streams beyond the bookstore including membership fees, donations, and a bottle drop account. Larry shared that the donation program once offered by amazon.com had been discontinued by amazon. Friends anticipated supporting summer reading by providing books, gift certificates, and prizes. Friends also discussed future funding opportunities, including an art display area and couch in the Youth Services area. Larry noted the Friends monthly revenue of around $4,000 and spoke highly about the efficacy of the organization. Greg acknowledged that Friends had done high amounts of sales in the last two months.

Heidi Blackwell asked if that was the total sale of the shop and the shelves in the library. Larry said it was the total, and the shelves in the library were generating upwards of $300/month.

*Teen Advisory Committee (TAC)*

Heidi Blackwell said she had not been at the last meeting and reported that TAC members voiced a desire for physical books rather than gift cards as Summer Reading prizes. Heidi reported that TAC and City Youth Advisory Committee had been invited to participate in several summer events, including Juneteenth and First City. Heidi reported that the small groups were continuing to meet, newsletters and

online content were forthcoming, and all participants still in the area and age group would continue on as TAC.

David asked if TAC would consider having a presence at the Farmer's Market. Greg offered support of the idea of programming and outreach occurring outside of the building and in the unincorporated service area. Greg noted that with the passing of the budget, there would be the potential for an outreach vehicle to help facilitate such outreach programming.

Nick asked if there was library presence at the Farmer's Market as he thought there had been in the past. David said he had not seen any.

Heidi noted that many of the schools had end of year and back to school activities with booths and supported library presence at existing gatherings. Greg said that with additional staff, such outreach was possible.

## FUTURE AGENDA ITEMS

## ADJOURNMENT

Chair David Goldberg adjourned the meeting at 6:05 pm.

# CITY OF OREGON CITY

**Staff Report**

625 Center Street
Oregon City, OR 97045
503-657-0891

**To:** Library Board **Agenda Date:** 07/26/2023

**From:** Library Director Greg Williams

## SUBJECT:

Approval of minutes from July 27, 2022

## STAFF RECOMMENDATION:

Approve the minutes of the July 27, 2022 meeting as submitted.

## EXECUTIVE SUMMARY:

This is a procedural item to ensure that all of the minutes presented for approval at the May 24, 2023 meeting have been officially and explicitly approved by the Library Board.

## BACKGROUND:

At the May 24, 2023 Library Board meeting, unapproved minutes for 9 prior meetings were presented to the Library Board for approval. In preparing minutes for the May 24, 2023 meeting, it was discovered that the verbal motion passed by the Board only explicitly mentioned 8 of the submitted minutes. The meeting minutes for July 27, 2022 were not specifically included in the motion (while the other dates were).

In order to eliminate any potential future confusion, Library Staff are requesting that the Library Board re-approve the minutes for the July 27, 2022 meeting.

## OPTIONS:

1. Approve the minutes of the July 27, 2022 meeting as submitted.
2. Approve the minutes of the July 27. 2022 meeting with amendments.
3. Do not approve the minutes of the July 27, 2022 meeting and provide staff with further direction.

**BUDGET IMPACT:**

Amount: n/a

FY(s): n/a

Funding Source(s): n/a

# CITY OF OREGON CITY
# LIBRARY BOARD
# AGENDA

**Conference Room (2nd Floor), Oregon City Public Library, 606 John Adams St, Oregon City**

**Wednesday, May 24, 2023 at 5:00 PM**

**Remote attendance for this meeting is available via Zoom; please contact Denise Butcher (dbutcher@orcity.org) for the meeting link.**

## CALL TO ORDER

## ROLL CALL

## APPROVAL OF MINUTES

1. The Library Board will review the following minutes for approval:

   January 13, 2021 - Work Session

   September 8, 2021 - Work Session

   January 12, 2022 - Regular Meeting

   January 12, 2022 - Work Session

   July 27, 2022 - Regular Meeting

   Not explicitly included in the verbal approval motion on 5/24

   August 24, 2022 - Work Session

   November 30, 2022 - Work Session

   March 22, 2023 - Work Session

   April 25, 2023 - Regular Meeting

## LIBRARY DIRECTOR'S REPORT

2. The Library Director will share his May 2023 report and Library statistics.

## PUBLIC COMMENTS

## DISCUSSION ITEMS

3. 2023-25 Budget Update

**COMMUNICATIONS**

**ADJOURNMENT**

## PUBLIC COMMENT GUIDELINES

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# CITY OF OREGON CITY
# LIBRARY BOARD
# MINUTES

**Hybrid Meeting**
**Wednesday, July 27, 2022 at 5:00 PM**

**This meeting will be held online via Zoom; please contact dbutcher@orcity.org for the meeting link.**

## CALL TO ORDER

David Goldberg called the meeting to order at 5:19 pm.

## ROLL CALL

*Members Present*: David Goldberg, Larry Osborne, and Cynthia Andrews were present in person. Nick Dierckman was present via Zoom.

*Members excused:* Heidi Blackwell, Elizabeth Zinter, and Kari Linter

*Staff Present*: Greg Williams, Library Director, Denise Butcher, Library Operations Manager

## APPROVAL OF MINUTES

1. Cynthia Andrews moved to approve the minutes for May 25, 2022, second by Nick Dierckman. The motion carried.

## LIBRARY DIRECTOR'S REPORT

2. Greg Williams highlighted June 2022's foot traffic as the highest it had been since reopening in July 2021. Greg noted that recent library YouTube videos garnered 3000 and 6000 views, with many international views. Greg said the people counter numbers should be more accurate for this month of statistics because staff received name tags to make the people counter ignore them.

   Greg shared that June card registrations were the second highest in 10 years of data and was three less than the all-time high for which there was data.

   Greg stated that Garth Fullington, Library Safety Specialist, had started since the last meeting, and Lis Strand Ludeman had started as Full Time Circulation Coordinator.

   Greg reported attendance of 90 for the Summer Reading Concert, at least 500 for Touch a Truck, around 100 for Juneteenth celebration, and roughly 50 for Repair Fair. Outreach was conducted by Barratt Miller, Youth Services Librarian, at First City Celebration and Gina Bacon, Adult Services Librarian, at Clackamas Community College Summer Connections. Greg recognized Jen Giovanetti, Adult Services

Librarian, for her recent article publication on Because Accessibility Matters (B.A.M.) programming. Nick Dierckman requested the article be sent out and Greg said he would.

Greg highlighted the addition of digital magazines to the Overdrive platform.

Greg shared April-June 2019 and 2022 statistics comparisons, noted adult circulation statistics were down, thought lengthening the loan periods of high circulating collections of DVD and BLU Ray explained a portion of the decrease, and noted children circulation statistics were up 7%. Greg noted an overall 20% decrease in first time check outs and unique borrowers between the two time periods.

Cynthia Andrews asked if it was possible to assess the effect of 1000 Books Before Kindergarten on circulation rates of children's materials. Greg did not think that there would be a direct way to do that due to individual data privacy, but thought information might be gleaned from comparing general youth circulation statistics before and after the program's implementation and perhaps from self-reported number of books read. Denise Butcher stated that 23,440 books had been read in association with the program to date.

Greg recognized that internet sessions were calibrated differently (in 2019 sessions were 60 minutes and in 2022 sessions were 120 minutes) and that the COVID 19 pandemic had likely contributed to growth in social media statistics.

Nick Dierckman asked how Library success was best measured and if materials circulated or individual patrons served were better measurements. Greg acknowledged that this question was at the heart of Director discussions, that there were no easy answers, and thought that a discussion among the Board about meaningful metrics would be warranted.

Larry Osborne asked what percentage of the collection circulated. Greg said he would pull that information for next meeting.

## PUBLIC COMMENTS

None.

## DISCUSSION ITEMS

3. Designation of Teen Advisory Committee (TAC) as a Library Board Committee

   Cynthia Andrews asked if there had been any feedback from the teens about the change. Sabrina Tusing, Teen Librarian, recapped that the makeup of the TAC had changed due to graduations and the three remaining members were receptive to the recategorization. Sabrina updated the website to recruit new members, estimated it would go live August 15, and a month-long application period would be followed by interviews. Space would be limited to 10 participants.

David Goldberg stated that Heidi Blackwell had expressed interest in being the liaison to TAC.

Greg Williams asked, per a previous discussion, for the addition of “teen projects” to the draft charter preceding the word “events.” Larry Osborne made a motion to accept the charter to recognize the Teen Advisory Committee as a Library Board Committee as amended; Cynthia Andrews seconded. David Goldberg, Larry Osborne, Cynthia Andrews, and Nick Dierckman voted aye; the motion carried. Chair Goldberg designated Heidi Blackwell as liaison to TAC.

4. Review draft questions for survey of residents in unincorporated portions of Library Service area

   Greg Williams provided the list of questions proposed for the City’s survey, the list of questions proposed for the Library’s survey for residents of the unincorporated area, and noted the Strategic Planning Committee’s suggestions of asking questions to measure satisfaction with library hours, rank services by importance, and a free response area would be included. David Goldberg asked if Greg had established if the vendor would charge more for a different administration timeline. Greg said they would not and the Library could send the survey out prior to the City’s survey, scheduled for September or October.

   Larry Osborne expressed concern that the length of the survey would decrease response rates and shift responses to participants with strong opinions.

   Greg said that the vendor would continue to rework and readminister surveys to the unincorporated area until a statistically significant number of responses had been received.

   Larry asked why the response options were arranged as very satisfied to very dissatisfied. Greg said he was uncertain and would ask the vendor.

   Nick Dierckman asked if the respondent’s distance from the library could be taken into account as responses might be influenced by proximity to the library. Greg said he would check with the vendor to see how it could be measured.

   David spoke in favor of sending the Library’s survey with the City’s survey as it was not far into the future. Greg asked if there was anything else the Board wished to have on the survey before he contacted the vendor to proceed. David asked to confirm that the budget impact would be around $10,000. Greg said that was correct.

5. The Strategic Plan Committee will share recommendations for a Tactical Plan framework

   David Goldberg stated that the Strategic Planning Committee met, adjusted the format of the tactical plan components, and was pleased with the results. Nick Dierckman spoke favorably of the Tactical Plan as an indicator of activity and prioritization.

Greg Williams relayed a question on Heidi Blackwell's behalf: would there be an opportunity for community engagement? Greg said he had not anticipated any for the formatting of the tactical plan, but expected future community engagement for changes to the Strategic Plan. Cynthia expressed support of this position unless there was dissatisfaction with service.

Greg shared that Heidi expressed a desire to make sure the unincorporated survey clearly indicated the survey was for Library services, not other City services, and that Greg would ensure that was the case.

Greg referenced a plan template for implementing complicated portions of the tactical plan.

## COMMUNICATIONS

Cynthia Andrews reported that there had been no July Foundation meeting. Cynthia shared that in May and June Brian Johnson of Morgan Stanley gave presentations to the Foundation regarding asset types and allocation options to achieve the Foundation's goal of maximizing potential gains while minimizing risk. Cynthia said the funds under consideration for change were approximately $50,000-60,000, which did not represent the entirety of the Foundation's funds.

Larry Osborne shared that the Friends of the Library had dedicated the completed mural and had an abundance of DVDs to sell.

Nick Dierckman stated that he had had no communication from Library District Advisory Committee (LDAC). Greg Williams stated that the new library network manager, Rick Peterson, started that week and had expressed excitement about starting the work and was still onboarding. Greg expected that there would be LDAC communication forthcoming as he adjusted.

## FUTURE AGENDA ITEMS

6. Greg Williams identified the following items of the future agenda items list as priorities for the next Board Meeting: State Library Statistical Report, Format and scope of Library Board Minutes, Community Room Policy review, and Collection Development Policy review.

   Nick Dierckman asked for clarification about the Library Board Engagement Plan. David Goldberg said it was intended to identify and match Board interest to future potential Board projects. Nick thanked David for the clarification. Greg anticipated that would be discussed at the beginning of 2023.

   Nick asked to talk about the holds ratio, if there was a way to identify why Oregon City Public Library (OCPL) was typically a net borrower, and asked if it was discussed at the Director's meeting. Greg said that generally it was discussed only if there was a major discrepancy and that the number of holds OCPL sourced from other libraries decreased between 2019 and 2022. Nick questioned if the discrepancy was tied to the

collection. Greg anticipated looking at collection demand more in depth as a part of the budget development process.

David asked if there was a way to check what was owned by OCPL that other member libraries did not have. Greg discussed a report developed by Adam Murphy that was used to check the number and ratio of owned items and holds on that title and informed material selection and purchase. Greg acknowledged the LINCC's library software's hold algorithm played a role as well.

**ADJOURNMENT**

The meeting adjourned at 6:18 pm.

**Oregon City Public Library**

Greg Williams, MLIS, Library Director
606 John Adams St | Oregon City OR 97045
Ph (503) 657-8269 ext 1010

# Library Director's Report for July 2023

## Monthly Statistics Notes

- Our FY 22-23 total for new library cards issued (3,472) represents a 26% increase over last year! In addition, this total was the third-highest in LINCC for the FY, and is the second-highest OCPL FY total ever (the highest was in FY 16-17 when the new building opened, and that total was only 80 higher). I think these numbers are another data point which help demonstrate that the services and resources we provide are wanted (and needed) by our community members!
- Our June, 2023 foot traffic (14,216) was the highest recorded since accurate people counter stats have been kept. Our FY 22-23 foot traffic total (148,175) is 29% higher than last year. Below is the day of week/hour of day patron traffic heat map ("ins") for the full FY 22-23.

***FY 22-23 LIBRARY FOOT TRAFFIC HEAT MAP (DAY & HOUR)***

| Day | 10a | 11a | 12p | 1p | 2p | 3p | 4p | 5p | 6p | *TOTALS (BY DAY)* |
|---|---|---|---|---|---|---|---|---|---|---|
| Su | | | 3765 (2.5%) | 2787 (1.9%) | 2449 (1.7%) | 2442 (1.6%) | 1698 (1.1%) | | | *13141 (8.9%)* |
| Mo | 2950 (2.0%) | 2643 (1.8%) | 2620 (1.8%) | 2547 (1.7%) | 2706 (1.8%) | 2808 (1.9%) | 2603 (1.8%) | 2074 (1.4%) | 1069 (0.7%) | *22020 (14.9%)* |
| Tu | 3304 (2.2%) | 2523 (1.7%) | 2442 (1.6%) | 2702 (1.8%) | 2805 (1.9%) | 3181 (2.1%) | 2771 (1.9%) | 2109 (1.4%) | 1150 (0.8%) | *22987 (15.5%)* |
| We | 3596 (2.4%) | 2503 (1.7%) | 2403 (1.6%) | 2690 (1.8%) | 3265 (2.2%) | 3838 (2.6%) | 2899 (2.0%) | 2129 (1.4%) | 1270 (0.9%) | *24593 (16.6%)* |
| Th | 3425 (2.3%) | 2510 (1.7%) | 2516 (1.7%) | 2376 (1.6%) | 2806 (1.9%) | 2943 (2.0%) | 2504 (1.7%) | 2202 (1.5%) | 1221 (0.8%) | *22503 (15.2%)* |
| Fr | 3275 (2.2%) | 2902 (2.0%) | 2737 (1.8%) | 2689 (1.8%) | 2756 (1.9%) | 2806 (1.9%) | 2345 (1.6%) | 1604 (1.1%) | 1013 (0.7%) | *22127 (14.9%)* |
| Sa | 3115 (2.1%) | 3238 (2.2%) | 2900 (2.0%) | 2689 (1.8%) | 2814 (1.9%) | 2626 (1.8%) | 2162 (1.5%) | 1260 (0.9%) | | *20804 (14.0%)* |
| *TOTALS (BY HOUR)* | *19665 (13.3%)* | *16319 (11.0%)* | *19383 (13.1%)* | *18480 (12.5%)* | *19601 (13.2%)* | *20644 (13.9%)* | *16982 (11.5%)* | *11378 (7.7%)* | *5723 (3.9%)* | ***148175 (100.0%)*** |

*Figure 1 - FY 22-23 patron traffic heat map*

## Library Staff

- Library Director Greg Williams was elected Chair of the Oregon State Library Board for the FY 23-24 year. He will also serve as the 2023-24 Chair of the LINCC Director's Group.
- Library Director Greg Williams was awarded the Oregon City Rotary Club's 2022-2023 "Service Above Self" award. This is the 2nd year in a row Greg has received this award!
- The Library posted a recruitment for the first new benefitted position included in the Library's FY23-25 budget. The position is a 30-hour/week, 0.75 FTE Library Assistant II position in our Youth Services Department. The recruitment will be open to internal staff only.

## Library Grounds and Facilities

- Our new circulation desk (funded through the City's ARPA distribution) is scheduled to be installed in mid-August. Installation will begin on Saturday after closing and continue through Sunday (hopefully substantially completed before we open at noon).

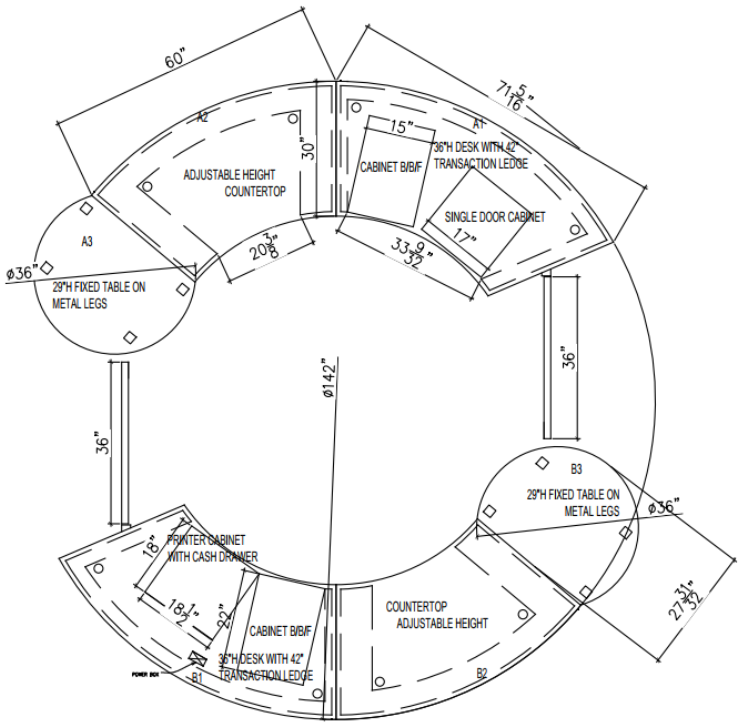



*Figure 2 - Drawing of new circulation desk*

**Library Operations**

- In conjunction with the majority of LINCC libraries, starting 7/1, we have reduced our overdue fine amounts on most materials to $0.10/day, with a $1.00 maximum.
- Recently, a patron borrowed approximately 80 video games (some from West Linn, but most from Oregon City). The items have not been returned. The Library attempted to communicate with the patron via phone, email, and letter, but no response was received. Given the high dollar value of the items ($3,000+), we have filed a report with OCPD. While we do not generally do so, given the high dollar value of the items and the likelihood that they were checked out to be pawned/sold (rather than used).
    - This situation also prompted the LINCC Directors to reduce the number of video games that can be checked out by a single person. Based on the data pulled by our central LINCC Library Services office, the lower limit should impact a minute number of patrons, while providing some additional safeguards for these high-value items.

**Library District / LINCC Cooperative**

- The Final Library District distribution was received at the end of June, 2023. The distribution memo is attached. The following table provides budgeted vs. actual Library District Distributions for the 21-23 Biennium; I am pleased to note that our biennial budgeted amount ended up

being **very** close to our actual distributions (the biennial budgeted amount was 99.1% of actual distributions received).

| | FY 21-22 | FY 22-23 | TOTAL |
|---|---|---|---|
| 1st Distribution | $ 2,409,887 | $ 2,509,241 | $ 4,919,128 |
| 2nd Distribution | $ 152,382 | $ 198,286 | $ 350,668 |
| **TOTAL** | **$ 2,562,269** | **$ 2,707,527** | **$ 5,269,796** |
| | | | |
| *City Budget* | *$ 2,572,490* | *$ 2,650,000* | *$ 5,222,490* |
| *actual vs. budget* | *$ (10,221)* | *$ 57,527* | *$ 47,306* |

*Figure 3 - BY 21-23 Library District distributions budget vs actual*

**Upcoming Events/Outreach**

- The Library will be staffing a table at the City's "National Night Out" event on August 1.
- The Library will be supporting grant-funded cultural events cultural events (coordinated by a committee including Library Board member Heidi Blackwell) throughout FY 23-24; we anticipate having a Library table and providing giveaway books at community cultural events for the following:
    - Hispanic Heritage/Dia de los Muertos – Saturday, Oct. 14 at Gardiner Middle School
    - Diwali – Sunday, Nov. 12 at location TBD
    - Lunar New Year – Saturday, Feb. 10 at location TBD
    - Pre-Eid Arab Fest – Saturday, Mar. 9 at location TBD
    - Ukranian Pysanky – Saturday, Apr. 27 at location TBD

CLACKAMAS COUNTY

DAN JOHNSON
DIRECTOR

DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
DEVELOPMENT SERVICES BUILDING
150 BEAVERCREEK ROAD OREGON CITY, OR 97045

# MEMORANDUM

**DATE:** June 20, 2023

**TO:** Patrick Williams, Finance Deputy Director

**FROM:** Dan Johnson, DTD Director 6/20/2023

**CC:** Gary Schmidt, County Administrator
Sarah Eckman, DTD Assistant Director
Diedre Landon, DTD Administrative Services Manager Snr.
Tracy Grambusch, DTD Financial Analyst

**RE:** Library Service District – Final Distribution Payment (FY 2022/2023)

---

Attached please find a spreadsheet, which details the final Library District distribution payment for FY 2022/2023. Following are the distribution amounts for each of the Library District cities, the City of Tualatin and the County operated Libraries (Oak Lodge Library and Gladstone Library):

| Payable to | Library | First Distribution | Payment Method |
|---|---|---|---|
| City of Canby | Canby Public Library | $ 79,567 | Investment Pool Transfer |
| City of Estacada | Estacada Public Library | $ 72,537 | Investment Pool Transfer |
| City of Happy Valley | Happy Valley Public Library | $ 247,250 | Investment Pool Transfer |
| City of Lake Oswego | Lake Oswego Public Library | $ 262,134 | Investment Pool Transfer |
| City of Milwaukie | Ledding Library of Milwaukie | $ 150,816 | Investment Pool Transfer |
| City of Molalla | Molalla Public Library | $ 82,141 | Investment Pool Transfer |
| City of Oregon City | Oregon City Public Library | $ 198,286 | Investment Pool Transfer |
| City of Sandy | Sandy Public Library | $ 114,984 | Investment Pool Transfer |
| City of Tualatin | Tualatin Public Library | $ 8,373 | Investment Pool Transfer |
| City of West Linn | West Linn Public Library | $ 134,749 | Investment Pool Transfer |
| City of Wilsonville | Wilsonville Public Library | $ 114,103 | Investment Pool Transfer |
| Clackamas County | Gladstone Public Library | $ 67,228 | Library District Revenue 212-500502-33160 Transfer |
| Clackamas County | Oak Lodge Public Library | $ 126,601 | Library District Revenue 212-500505-33160 Transfer |
| | ***Total*** | ***$ 1,658,769*** | Exp. 210-500503-47520 |

Per the intergovernmental agreement, the distribution amounts for the Sandy Public Library of $92,095 and Hoodland Branch of $22,889 have been combined into one payment of $114,984, which is sent directly to the Sandy Public Library.

If you have any questions, please contact Dan Johnson at DanJoh@co.clackamas.or.us.

Thank you.

# Clackamas County Library District
## Fiscal Year 2022 - 2023 Distribution Formula

| Total Current Year Tax Receipts | $1,426,167 | 100.00% | Prior Year |
|---|---|---|---|
| City Assessed Value | $776,976 | 54.48% | $126,140 |
| Unincorporated Population Served | $649,191 | 45.52% | $106,462 |

| | |
|---|---|
| Prior Year Fund Balance | $0 |
| Interest Earned | $134,993 |
| Delinquent Tax & Interest/Penalties | $97,609 |
| **Total** | **$232,602** |
| **Total Library District Revenues** | **$1,658,769** |

| | Assessed Value | Unincorporated Population Served | Assessed Value Prior Interest & Delinquent Tax | Unincorporated Prior Interest & Delinquent Tax | Tualatin Distribution | Total Distribution | % |
|---|---|---|---|---|---|---|---|
| Canby | $45,298 | $22,787 | $7,203 | $4,280 | | $79,567 | 4.80% |
| Estacada | $12,432 | $50,118 | $1,854 | $8,134 | | $72,537 | 4.37% |
| Gladstone | $25,407 | $32,654 | $4,163 | $5,004 | | $67,228 | 4.06% |
| Happy Valley | $89,741 | $122,502 | $14,620 | $20,387 | | $247,250 | 14.91% |
| Lake Oswego | $204,889 | $16,554 | $33,301 | $3,205 | $4,186 | $262,134 | 15.80% |
| Milwaukie | $59,361 | $70,697 | $9,675 | $11,083 | | $150,816 | 9.09% |
| Molalla | $18,337 | $52,649 | $2,990 | $8,166 | | $82,141 | 4.95% |
| Oregon City | $89,275 | $81,149 | $14,544 | $13,318 | | $198,286 | 11.95% |
| Sandy | $26,650 | $52,584 | $4,226 | $8,634 | | $92,095 | 5.55% |
| Hoodland | $0 | $19,865 | $0 | $3,024 | | $22,889 | 1.38% |
| Tualatin | $14,374 | $0 | $2,371 | $0 | -$8,373 | $8,373 | 0.50% |
| West Linn | $105,746 | $8,699 | $17,369 | $2,097 | $837 | $134,749 | 8.12% |
| Wilsonville | $85,467 | $9,024 | $13,825 | $2,438 | $3,349 | $114,103 | 6.88% |
| *Oak Lodge | $0 | $109,908 | $0 | $16,693 | | $126,601 | 7.63% |
| **Total** | **$776,976** | **$649,191** | **$126,140** | **$106,462** | **$0** | **$1,658,769** | **99.99%** |

| Tualatin Assessed Value & Prior Year Distribution | | Assessed Value | Prior Year, Interest and Delinquent Tax | Total |
|---|---|---|---|---|
| Tualatin | 50% | $7,187 | $1,186 | $8,373 |
| Lake Oswego | 25% | $3,594 | $593 | $4,186 |
| Wilsonville | 20% | $2,875 | $474 | $3,349 |
| West Linn | 5% | $719 | $119 | $837 |
| **Total** | **100%** | **$14,374** | **$2,371** | **$16,745** |

# Clackamas County Library District
# Fiscal Year 2022 - 2023 Distribution Formula
# Library City Assessed Value Percentage

October 31, 2022

| Participating Cities Assessed Value | | |
|---|---|---|
| Canby | $1,844,737,820 | 5.83% |
| Estacada | $506,980,309 | 1.60% |
| Gladstone | $1,033,265,635 | 3.27% |
| Happy Valley | $3,655,603,678 | 11.55% |
| Lake Oswego | $8,347,735,059 | 26.37% |
| Milwaukie | $2,417,875,102 | 7.64% |
| Molalla | $746,492,690 | 2.36% |
| Oregon City | $3,637,124,718 | 11.49% |
| Sandy | $1,085,841,338 | 3.43% |
| Tualatin | $583,973,178 | 1.85% |
| West Linn | $4,308,325,558 | 13.61% |
| Wilsonville | $3,482,502,215 | 11.00% |
| **Total** | **$31,650,457,300** | **100.00%** |

| | | |
|---|---|---|
| **Total Library District AV** | **$58,099,762,186** | **100.00%** |
| Less: Participation Cities AV | $31,650,457,300 | 54.48% |
| Equals : Unincorporated AV in District | $26,449,304,886 | 45.52% |

**Note:**

1) Per Library IGA Attachment A

Assessed Value will be established annually based on the County Assessed Value reported for the Library District.

# Clackamas County Library District
# Fiscal Year 2022 - 2023 Distribution Formula
# Unincorporated Population Percentage

*PSU April 2022* Updated August 2, 2022

| Unincorporated Population Served by Maps | | | | |
|---|---|---|---|---|
| | Service Area Population | City Population | Unincorporated Population Served | Percentage of Total Unincorp. Pop. |
| Clackamas County | | | | |
| Canby | 25,329 | 18,754 | 6,575 | 3.51% |
| Estacada | 19,475 | 5,014 | 14,461 | 7.72% |
| Gladstone | 21,450 | 12,033 | 9,417 | 5.03% |
| Happy Valley | 61,093 | 25,738 | 35,355 | 18.87% |
| Lake Oswego | 42,992 | 38,211 | 4,781 | 2.55% |
| Milwaukie | 41,638 | 21,235 | 20,403 | 10.89% |
| Molalla | 25,402 | 10,207 | 15,195 | 8.11% |
| Oregon City | 61,161 | 37,737 | 23,424 | 12.50% |
| Sandy | 28,041 | 12,869 | 15,172 | 8.10% |
| Hoodland | 5,741 | 0 | 5,741 | 3.06% |
| West Linn | 29,953 | 27,452 | 2,501 | 1.34% |
| Wilsonville | 27,648 | 25,044 | 2,604 | 1.39% |
| Oak Lodge | 31,707 | 0 | 31,707 | 16.93% |
| **Total** | **421,630** | **234,294** | **187,336** | **100.00%** |

| Population out of Library District | |
|---|---|
| Johnson City | 537 |
| Tualatin | 3,149 |
| **Total** | **3,686** |

| Unincorporated City Population | |
|---|---|
| Barlow | 133 |
| Damascus | 0 |
| Portland | 841 |
| Rivergrove | 502 |
| **Total** | **1,476** |

| | | Formula Check |
|---|---|---|
| Clackamas County Unincorporated | 185,860 | 187,336 |
| Clackamas County City | 239,456 | 234,294 |
| **Total Clackamas County** | **425,316** | **421,630** |

**Note:**

1) Per Library IGA Attachment A

Unincorporated Population Served is based on Unincorporated Population Percentage Rate using the "Service Area Maps". The Percentage Rate will only change if there is a change due to the following:

a) City Annexation
b) Service Area Map Change
c) Census update

Oregon City Public library
Monthly Statistical Report
Reporting period: **June, 2023**

| | Current Month | | FY 22/23 YTD | | Last Month | | Same Month Last FY | | FY 21/22 YTD | |
|---|---|---|---|---|---|---|---|---|---|---|
| **PATRON STATISTICS** | | | | | | | | | | |
| New Patron Registrations | 312 | | 3,472 | | 247 | | 381 | | 2,747 | |
| Total Registered Patrons | 18,085 | | 18,085 | | 17,769 | | 18,161 | | 18,161 | |
| Library Visitors (Ins) | 14,216 | | 148,175 | | 12,992 | | 12,611 | | 12,611 | |
| Library Visitors (Outs) | 14,081 | | 145,605 | | 12,733 | | 12,414 | | 12,414 | |
| **CIRCULATION (includes 1st-time circ and renewals)** | | | | | | | | | | |
| Adult materials | 14,955 | | 173,800 | | 14,254 | | 14,526 | | 169,368 | |
| YA materials | 2,270 | | 24,612 | | 2,000 | | 2,085 | | 23,954 | |
| Children's materials | 19,296 | | 216,334 | | 16,874 | | 18,938 | | 199,657 | |
| Electronic materials | 7,498 | | 79,689 | | 7,107 | | 5,567 | | 65,767 | |
| Total Circulation | 44,019 | | 494,435 | | 40,235 | | 41,116 | | 458,746 | |
| 1st Time Circulation (Physical) | 24,211 | | 268,480 | | 20,128 | | 25,043 | | 262,368 | |
| 1st Time Circulation (Self-Check) | 22,681 | *93.7%* | 253,198 | *94.3%* | 18,863 | *93.7%* | 23,357 | *93.3%* | 249,005 | *94.9%* |
| Holds received from other libraries | 12,650 | *53.2%* | 150,352 | *52.1%* | 12,806 | *52.9%* | 12,089 | *52.7%* | 149,769 | *52.2%* |
| Holds sent to other libraries | 11,122 | *46.8%* | 138,058 | *47.9%* | 11,394 | *47.1%* | 10,837 | *47.3%* | 137,207 | *47.8%* |
| **CIRCULATION DEMOGRAPHICS** | | | | | | | | | | |
| Borrowers - City Residents | 1,798 | *57.8%* | n/a | | 1,592 | *55.8%* | 1,616 | *57.8%* | n/a | |
| Borrowers - Unincorporated Residents | 1,050 | *33.8%* | n/a | | 1,014 | *35.5%* | 957 | *34.2%* | n/a | |
| Borrowers - Other | 261 | *8.4%* | n/a | | 248 | *8.7%* | 223 | *8.0%* | n/a | |
| Service Area Pop - City | 37,737 | *61.7%* | n/a | | 37,737 | *61.7%* | 35,885 | *58.5%* | n/a | |
| Service Area Pop - Unincorporated | 23,424 | *38.3%* | n/a | | 23,424 | *38.3%* | 25,426 | *41.5%* | n/a | |
| **TECHNOLOGY** | | | | | | | | | | |
| Internet Sessions | 762 | | 8,362 | | 707 | | 580 | | 6,450 | |
| WiFi Sessions | 931 | | 11,567 | | 1,037 | | 885 | | 7,233 | |
| **SOCIAL MEDIA / EMAIL** | | | | | | | | | | |
| Facebook followers | 4,553 | | n/a | | 4,516 | | 4,091 | | n/a | |
| Instagram followers | 2,258 | | n/a | | 2,246 | | 1,987 | | n/a | |
| Twitter followers | 952 | | n/a | | 953 | | 953 | | n/a | |
| YouTube subscribers | 366 | | n/a | | 368 | | 338 | | n/a | |
| YouTube unique viewers | 235 | | n/a | | 382 | | 339 | | n/a | |
| YouTube views | 299 | | 6,658 | | 510 | | 514 | | 46,904 | |
| Email newsletter subscribers | 5,056 | | n/a | | 5,044 | | 4,543 | | n/a | |
| | | | *See monthly Hootsuite report for additional social media statistics* | | | | | | | |
| **FINANCIAL** | | | *See monthly Budget to Actual report* | | | | | | | |
| **ELECTRONIC RESOURCES** | | | | | | | | | | |
| Kanopy plays | 248 | | 3,094 | | 273 | | 326 | | 5,385 | |
| Kanopy cost | $ 236 | | $ 3,305 | | 286 | | $ 310 | | 5,443 | |
| Kanopy average cost/play | $ 0.95 | | $ 1.07 | | $ 1.05 | | $ 0.95 | | $ 1.01 | |
| **SERVICE DESK INQUIRIES** | | | | | | | | | | |
| Ready Reference | 1,107 | | 9,249 | | 719 | | 1,019 | | 9,028 | |
| Reference | 86 | | 1,344 | | 98 | | 164 | | 1,802 | |
| Technology Assistance | 182 | | 2,133 | | 221 | | 250 | | 3,750 | |
| **FACILITIES** | | | | | | | | | | |
| Conference Room - Bookings | 32 | | 519 | | 45 | | 45 | | 100 | |
| Conference Room - Hours Available | 227 | | 2,748 | | 233 | | 231 | | 696 | |
| Conference Room - Hours Booked | 58 | | 850 | | 76 | | 74 | | 162 | |
| Conference Room - Occupancy Pctg | 25.6% | | 30.9% | | 32.6% | | 32.0% | | 23.3% | |
| Community Room - Bookings | 43 | | 262 | | 42 | | - | | - | |
| Community Room - Hours Available | 227 | | 1,398 | | 233 | | - | | - | |
| Community Room - Hours Booked | 79 | | 425 | | 59 | | - | | - | |
| Community Room - Occupancy Pctg | 34.8% | | 30.4% | | 25.3% | | 0.0% | | 0.0% | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| ***Key*** | | | | | | | | | |
| | *Required data for preparation of annual state statistics* | | | | | | | | |
| | *Optional data for internal library use* | | | | | | | | |
| | | | | | | | | | |
| | *38* | | | ***ATTENDANCE/PARTICIPATION*** | | | | ***HYBRID BREAKDOWN*** | |
| **DATE** | **TITLE** | **PRIMARY AUDIENCE** | **PRIMARY FORMAT** | ***Kids*** | ***Teens*** | ***Adults*** | ***Total*** | ***In-person*** | ***Online*** |
| 6/1/2023 | Teen Book Boxes | Ages 12-18 | Self-Directed | | 13 | | 13 | | |
| 6/5/2023 | Introduction to Meditation | Ages 19 and older | Live/Hybrid-Onsite | | | 3 | 3 | 3 | |
| 6/5/2023 | Meditation | Ages 19 and older | Live/Hybrid-Onsite | | | 9 | 9 | 9 | |
| 6/6/2023 | Genealogy | Ages 19 and older | Live/Hybrid-Onsite | | | 10 | 10 | 10 | |
| 6/7/2023 | Storytime | Ages 0-5 | Live/Hybrid-Onsite | 16 | | 15 | 31 | | |
| 6/7/2023 | Art Lab (2:30) | Ages 6-11 | Live/Hybrid-Onsite | 11 | | 8 | 19 | | |
| 6/7/2023 | Art Lab (3:15) | Ages 6-11 | Live/Hybrid-Onsite | 7 | | 4 | 11 | | |
| 6/8/2023 | Storytime | Ages 0-5 | Live/Hybrid-Onsite | 14 | | | 14 | | |
| 6/9/2023 | Holcomb Field Trips | Ages 6-11 | Live/Hybrid-Onsite | 100 | | 40 | 140 | | |
| 6/10/2023 | LEGO Lab (10:30) | Ages 6-11 | Live/Hybrid-Onsite | 17 | | 11 | 28 | | |
| 6/10/2023 | LEGO Lab (11:30) | Ages 6-11 | Live/Hybrid-Onsite | 5 | | 3 | 8 | | |
| 6/12/2023 | BAM LEGO | Ages 19 and older | Live/Hybrid-Onsite | | | 25 | 25 | 25 | |
| 6/12/2023 | BAM Movie | Ages 19 and older | Live/Hybrid-Onsite | | | 28 | 28 | 28 | |
| 6/12/2023 | Meditation | Ages 19 and older | Live/Hybrid-Onsite | | | 4 | 4 | 4 | |
| 6/13/2023 | OC Writers Group | Ages 19 and older | Live/Hybrid-Onsite | | | | | | |
| 6/14/2023 | Storytime | Ages 0-5 | Live/Hybrid-Onsite | 12 | | 11 | 23 | | |
| 6/15/2023 | Storytime | Ages 0-5 | Live/Hybrid-Onsite | 11 | | | 11 | | |
| 6/18/2023 | Adult June Craft Kits | General Interest | Self-Directed | | | 54 | 54 | | |
| 6/18/2023 | B.A.M. June Craft Kits | General Interest | Self-Directed | | | 16 | 16 | | |
| 6/18/2023 | Kids June Craft Kits | General Interest | Self-Directed | 96 | | | 96 | | |
| 6/18/2023 | Teen June Craft Kits | General Interest | Self-Directed | | 41 | | 41 | | |
| 6/21/2023 | Storytime | Ages 0-5 | Live/Hybrid-Onsite | 14 | | 11 | 25 | | |
| 6/22/2023 | Storytime | Ages 0-5 | Live/Hybrid-Onsite | 20 | | 16 | 36 | | |
| 6/23/2023 | Family Concert (Nathalia) | Ages 6-11 | Live/Hybrid-Onsite | 40 | | 20 | 60 | | |
| 6/24/2023 | Art Gym | Ages 19 and older | Live/Hybrid-Onsite | | | 8 | 8 | 8 | |
| 6/26/2023 | B.A.M. Movability | Ages 19 and older | Live/Hybrid-Onsite | | | 24 | 24 | 24 | |
| 6/26/2023 | B.A.M. Academy | Ages 19 and older | Live/Hybrid-Onsite | | | 20 | 20 | 20 | |
| 6/26/2023 | Meditation | Ages 19 and older | Live/Hybrid-Onsite | | | 3 | 3 | 3 | |
| 6/27/2023 | A.M. Bookchat | Ages 19 and older | Live/Hybrid-Onsite | | | 3 | 3 | 3 | |
| 6/27/2023 | OC Writers Group | Ages 19 and older | Live/Hybrid-Onsite | | | 6 | 6 | 6 | |
| 6/28/2023 | Local Author-Hiking | Ages 19 and older | Live/Hybrid-Onsite | | | 10 | 10 | 7 | 3 |
| 6/28/2023 | Storytime | Ages 0-5 | Live/Hybrid-Onsite | 13 | | 10 | 23 | | |
| 6/29/2023 | Storytime | Ages 0-5 | Live/Hybrid-Onsite | 19 | | | 19 | | |
| 6/29/2023 | Local Author-Hiking | Ages 19 and older | Live/Hybrid-Onsite | | | 10 | 10 | 7 | 3 |
| 6/29/2023 | B.A.M. Trivia | Ages 19 and older | Live-Virtual ONLY | | | 21 | 21 | | 21 |
| 6/30/2023 | Maker Lounge | Ages 12-18 | Live/Hybrid-Onsite | | 18 | | 18 | | |
| **TOTALS** | **36** | | | **395** | **72** | **403** | **870** | **157** | **27** |

# Library Board Report

**Jun 01 - Jun 30, 2023**

## Fans

**4.1K**
fans

## New Fans

**15**
new fans

## Posts

**60**
posts

## Engagement > Typ

| | |
|---|---|
| Reactions | 222 |
| Shares | 20 |
| Comments | 8 |

## Post Reach

**18K**
users

## Top posts > Reach

(Post with no description)

**1004** users

The Library will be closed for the Juneteenth holiday on Monday, June 19, 2023. We wish you and your loved ones a happy holiday.

**869** users

Remember to Like your fav Street Sweeper name by June 30!

**858** users

## Post Likes

**115**
likes

## Top posts > Reactions

(Post with no description)

**13** reactions

Libraries do so much more than just provide books. Hear the latest from Oregon City Public Library director Greg Williams in our

**10** reactions

**Oregon City Public Library**
Jun 13, 21:23

When this happens, it's usually because the owner only shared it with a small group of people, changed who can see it or it's been deleted.

**9** reactions

## Followers

**2.2K**
followers

## New followers

**24**
followers

## Profile visits

**189**
views

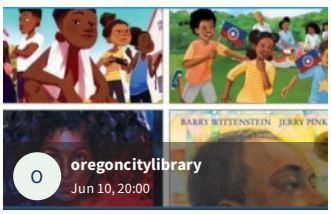
## Website clicks

**14**
website taps

## Posts

**92**
posts

## Top Posts > Reach

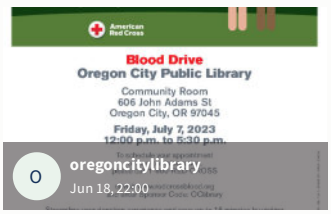



If you're looking to get the kiddos caught up on the meaning of this upcoming Juneteenth holiday, check out some of these titles!

**246** users

Kanopy is highlighting their collection of films that honor the legacy of #Juneteenth. Juneteenth is approaching, so join us as we

**231** users



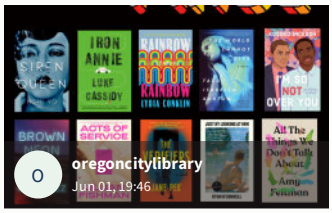

The next @redcrosscascades blood drive here at the Library is scheduled for Friday, July 7 from 12-5:30 PM in the Community

**223** users

## Post engagement

**182**
engagements

## Top posts > Likes

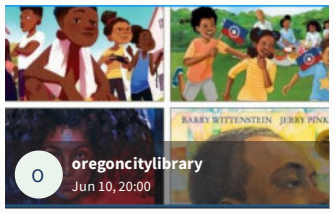



June is Pride month. Celebrate with these recommended reads!

**11** likes

Kanopy is highlighting their collection of films that honor the legacy of #Juneteenth. Juneteenth is approaching, so join us as we

**10** likes




If you're looking to get the kiddos caught up on the meaning of this upcoming Juneteenth holiday, check out some of these titles!

**9** likes

## Followers

**951**
followers

## Tweets

**70**
tweets

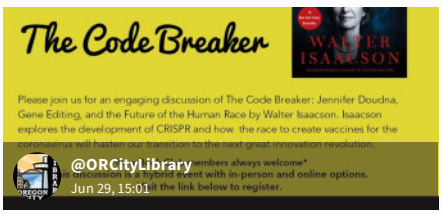
## Mentions

**8**
mentions

## Engagement > Type

| | |
|---|---|
| Likes | 27 |
| Retweets | 7 |
| Replies | 4 |
| Quote tweets | 2 |

## Top tweets > Engagements




Please join us for an engaging discussion of "The Code Breaker: Jennifer Doudna, Gene Editing, and the Future of the Human Race" by Walter Isaacson.

**31** engagements

It's #AudiobookMonth! Learn more on how to listen to audiobooks in the @LibbyApp with Apple CarPlay and Android Auto. #LibraryApp #LibraryLove #ReadingApp

**6** engagements

Check out some ot the creations made during Monday's BAM LEGO Lab event! https://twitter.com/ORCityLibrary/status/1669012653967130

**5** engagements

## Report sources

Oregon City Public Library

@ORCityLibrary

oregoncitylibrary

# Biennium Budget Report Y2 by Cate

## Through June 30, 2023

| | 2021-2022 Budget | 2021-2022 Balance | Year 1 Difference | 2022-2023 Budget | June 2022-2023 Activity | 2022-2023 Balance | 2022-2023 Encumbrance | Biennium Difference |
|---|---|---|---|---|---|---|---|---|
| **4 - Revenue** | | | | | | | | |
| 43 - Intergovernmental Revenues | 2,581,190.00 | 2,578,617.73 | 2,572.27 | 2,658,700.00 | 198,286.00 | 2,717,511.00 | 0.00 | (56,238.73) |
| 44 - Charges for Services | 2,520.00 | 9,953.35 | (7,433.35) | 3,020.00 | 1,364.57 | 13,109.01 | 0.00 | (17,522.36) |
| 46 - Fines & Forfeitures | 15,000.00 | 17,303.04 | (2,303.04) | 25,000.00 | 1,367.12 | 23,331.14 | 0.00 | (634.18) |
| 47 - Miscellaneous Income | 25,000.00 | (18,393.28) | 43,393.28 | 30,000.00 | 270.90 | 175,579.75 | 0.00 | (102,186.47) |
| 49 - Other Financing Sources | 150,000.00 | 150,000.00 | 0.00 | 150,000.00 | 12,500.00 | 150,000.00 | 0.00 | 0.00 |
| **4 - Revenue Totals:** | **2,773,710.00** | **2,737,480.84** | **36,229.16** | **2,866,720.00** | **213,788.59** | **3,079,530.90** | **0.00** | **(176,581.74)** |
| **5 - Expense** | | | | | | | | |
| 51 - Salaries and Wages | 1,052,610.00 | 1,004,788.98 | 47,821.02 | 1,099,977.00 | 89,989.75 | 1,074,770.33 | 0.00 | 73,027.69 |
| 52 - Benefits | 623,600.00 | 556,470.61 | 67,129.39 | 651,683.00 | 55,292.88 | 640,675.63 | 0.00 | 78,136.76 |
| 60 - Professional & Technical Services | 2,000.00 | 2,139.00 | (139.00) | 2,000.00 | 6,500.00 | 13,700.00 | 0.00 | (11,839.00) |
| 61 - Repair & Maintenance Services | 144,600.00 | 146,104.22 | (1,504.22) | 144,600.00 | 13,425.06 | 158,979.79 | (958.35) | (14,925.66) |
| 62 - Other Services | 1,750.00 | 1,523.76 | 226.24 | 1,750.00 | 88.68 | 1,888.19 | 0.00 | 88.05 |
| 63 - Employee Costs | 10,000.00 | 2,598.00 | 7,402.00 | 10,000.00 | 0.00 | 5,324.83 | 200.00 | 11,877.17 |
| 64 - Operating Materials & Supplies | 244,000.00 | 214,096.19 | 29,903.81 | 244,000.00 | 22,222.98 | 220,383.30 | 13,435.97 | 40,084.54 |
| 65 - Office & Administrative Supplies | 43,250.00 | 23,002.61 | 20,247.39 | 37,250.00 | 15,355.49 | 50,010.51 | 0.00 | 7,486.88 |
| 66 - Special Programs | 32,700.00 | 30,934.93 | 1,765.07 | 36,700.00 | 9,708.10 | 44,426.59 | 1,050.00 | (7,011.52) |
| 68 - Community Programs and Grants | 0.00 | 596.81 | (596.81) | 0.00 | 42.39 | 554.22 | 0.00 | (1,151.03) |
| 69 - Internal Service Charges | 102,092.00 | 102,092.00 | 0.00 | 102,092.00 | 8,507.63 | 102,092.00 | 0.00 | 0.00 |
| 70 - Capital Outlay | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 3,470.16 | 0.00 | (3,470.16) |
| 80 - Debt Service | 415,371.00 | 415,370.96 | 0.04 | 415,371.00 | 0.00 | 415,370.76 | 0.00 | 0.28 |
| 98 - Transfers | 20,000.00 | 20,000.00 | 0.00 | 20,000.00 | 1,666.63 | 20,000.00 | 0.00 | 0.00 |
| **5 - Expense Totals:** | **2,691,973.00** | **2,519,718.07** | **172,254.93** | **2,765,423.00** | **222,799.59** | **2,751,646.31** | **13,727.62** | **172,304.00** |

# CITY OF OREGON CITY

**Staff Report**

625 Center Street
Oregon City, OR 97045
503-657-0891

**To:** Library Board **Agenda Date:** 07/26/2023

**From:** Library Director Greg Williams

## SUBJECT:

Library District Advisory Committee (LDAC) letter to Clackamas Board of County Commissioners

## STAFF RECOMMENDATION:

n/a – Discussion only

## EXECUTIVE SUMMARY:

The Library Board Director and the Library Board's LDAC representative will present and review a letter that was sent by LDAC to the Clackamas BCC as part of LDAC's review of Library Annual Progress Reports (APRs).

## BACKGROUND:

Per Section 1.2 of the Cooperative Intergovernmental Agreement Between The Library District Of Clackamas County And Member Cities (Library District IGA), the Board of County Commissioners organizes and appoints a Library District Advisory Committee (LDAC) consisting of one nominee from each Library City.

One of LDAC's duties is to consider the evaluation reports (known as Annual Progress Reports, or APRs) which are prepared by Library staff, reviewed by Library Boards, and submitted to LDAC. The purpose of these reports is to provide information on Library's efforts to meet the service standards included in the Library District IGA. Over time, these reports have come to incorporate additional information concerning Library revenues, expenditures, and Library Board composition. The most recent APR submitted by Libraries was for FY 20-21; the Oregon City Library Board reviewed and approved Oregon City's APR at their April 13, 2022 meeting.

After submission of the FY 20-21 and FY 19-20 reports, over the course of several meetings, LDAC undertook a review and discussion of the data submitted by libraries. The substance of these discussions has been regularly relayed to the Library Board by Nick Dierckman (Oregon City's current LDAC representative) and Library Director Greg

Williams (who attends LDAC meetings in a non-voting, support and advisory capacity). The most frequent topics of discussion and disagreement between LDAC members has historically been 1) usage of Library District funds for capital purposes, 2) appropriateness of allocated costs, and 3) criteria or guidelines which should be used in evaluating the information provided by Libraries on the APR.

At the June 26th LDAC meeting, LDAC approve the attached letter to be sent to the BCC (in their role as governing body of the Library District) summarizing some of the challenges the group faces in evaluating APR data, along with a request for specific guidance from the BCC.

No action is required on this item, however, the Library Director and LDAC Representative wanted to share this letter with the full Library Board, to answer any questions the Library Board, and to note any Library Board concerns.

**OPTIONS:**

n/a – Discussion only

**BUDGET IMPACT:**

| | |
|---|---|
| Amount: | n/a |
| FY(s): | n/a |
| Funding Source(s): | n/a |

June 27, 2023

Board of County Commissioners
2051 Kaen Road
Oregon City, OR 97045

Dear Commissioners,

As the recognized advisory board to the Clackamas County Library District Board, your Library District Advisory Committee (LDAC) meets at least annually to consider evaluation reports from District libraries. Committee members, as representatives of their individual library boards, are diligent in reviewing their respective libraries' needs, goals, and financial budgets. When Committee members come to the LDAC table, they exhibit true passion and dedication to seeing the greatest good of all our libraries.

Due to delays caused by COVID-19, LDAC has been catching up with several years of data, presented in comprehensive reporting forms developed by an LDAC subcommittee in 2019. After evaluating annual reports for FY17/18 through FY20/21, the committee has not reached consensus on how to interpret standards used in evaluating certain data in the reports.

The difference of opinion stems from uncertainty as to how District governing documents (Measure 3-310 from the Nov. 2008 election, the Master Order, and the Cooperative Intergovernmental Agreements (IGAs) between Library Cities and the District) should be interpreted:

- Some LDAC representatives have raised concerns about district funds being used for capital expenses or debt service, and how District revenue may be used for overhead and administrative costs by associated Library Cities. These positions reflect a desire to preserve as much District revenue as possible for services.

- Some others contend there is room for interpretation, and any capital spending is done in the pursuit of maintaining operations and the service levels referred to in the Master Order. Similarly, Library Cities vary on how they calculate allocated costs.

- Others are confused by the apparent inconsistency in language in various founding documents and agreements.

Original intent behind the formation of the district has also been debated. Some insist there was an oral understanding that, after the Estacada library was built, the Board of Commissioners would amend the Master Order, explicitly allowing library funds to be used for capital improvements. However, that was not included in Measure 3-310 and the Master Order has never been amended.

LDAC requests clarification from the District Board on the following, based on the District's governing documents:

- Is the use of any District revenue for building construction or debt service permitted?

- Should LDAC scrutinize Library Cities' allocated costs? If so, how can these be evaluated related to the standard in the Library District IGA, Section 2.1?

Your guidance addressing these questions will clarify whether LDAC needs to pursue any topics further.

Finally, LDAC strongly advocates pursuing the previously planned evaluation, via the objectives outlined in the Library District Task Force plan, of how to improve both the District's governing documents and its funding level. The Library Directors made clear in 2018 that the District tax rate cannot maintain current levels of service, much less, capital expenditures.

LDAC will present a proposal to the Commissioners soon on possible ways to approach the future of the District.

Sincerely,
Your Library District Advisory Committee

# CITY OF OREGON CITY

**Staff Report**

625 Center Street
Oregon City, OR 97045
503-657-0891

**To:** Library Board **Agenda Date:** 7/26/2023

**From:** Library Director Greg Williams

## SUBJECT:

Results of Survey of Unincorporated Residents

## STAFF RECOMMENDATION:

n/a – Informational only

## EXECUTIVE SUMMARY:

The Library Director will share results of the survey of residents of the unincorporated portion of the Library's service area, recently administered by the ETC Institute.

## BACKGROUND:

Over the past few months, the Library Director, Library Board, and a survey vendor (ETC Institute) have been developing a survey to distribute to residents of the unincorporated portions of the Library's service area (who make up about 40% of our service population).

The structure and content of the survey were designed to be similar to Library-related questions asked on the biennial City satisfaction survey, which is only distributed to residents of Oregon City (who make up approximately 60% of our service area population). The goal of administering this survey was to provide (for the first time ever) comparable, statistically valid data from our entire service area regarding levels of satisfaction with Library services, familiarity with Library services, and residents service needs/priorities.

In May, 2023, ETC Institute began administering the survey. ETC Institute obtained the desired number of responses, and they have provided the attached report.

## OPTIONS:

n/a – Informational only

**BUDGET IMPACT:**

Amount: n/a

FY(s): n/a

Funding Source(s): n/a

# 2023 Oregon City Public Library Survey

## Findings Report

Presented to the Oregon City Public Library

July 2023

ETC INSTITUTE

# Executive Summary

# 2023 Oregon City Public Library Survey Executive Summary

## Purpose

ETC Institute administered a needs assessment survey for the Oregon City Public Library during the summer of 2023. The results of the survey will be used to better understand residents' familiarity and satisfaction with current services offered by the Library, and what services they might want to see in the future. This is the first library survey ETC Institute has administered for Oregon City.

## Methodology

The five-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the Oregon City Public Library service area, outside of the City limits. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Approximately ten days after the surveys were mailed, ETC Institute sent reminders to the households that received the survey to encourage participation. The reminders contained a link to the online version of the survey to make it easy for residents to complete the survey.

The goal was to obtain completed surveys from at least 300 respondents. This goal was met, with a total of 301 respondents completing the survey. The overall results for the sample of 301 respondents have a precision of at least +/-5.6% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for the survey,
- Importance-Satisfaction analysis; this was done to determine priority actions for Oregon City Public Library to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Major Findings

**Satisfaction with Library Services.** Eighty-one percent (81%) of the respondents surveyed are "very satisfied" or "satisfied" (rating of 4 or 5 on a 5-point scale) with the hours and days the Library is open; 78% are satisfied with the selection of physical resources available, 74% are satisfied with the Reader's Advisory, and 74% are satisfied with access to computers and library Wi-Fi. Residents are least satisfied with events for seniors (38% "very satisfied" or "satisfied").

Based on the sum of their top two choices, the Public Library services that residents indicated should receive the most emphasis over the next two years are: 1) selection of physical resources available and 2) selection of digital resources available.

# 2023 Oregon City Public Library Survey Executive Summary

**Satisfaction With Overall Quality of Library Services.** Seventy-four percent (74%) of the residents surveyed are "very satisfied" or "satisfied" with the overall quality of the Oregon City Public Library's services; 11% are "neutral," 3% are "dissatisfied" and 12% do not have an opinion.

**How Residents Get Information About the Library.** Thirty-six percent (36%) of respondents indicated they get information about the Library through the Oregon City Trail News publication; 27% use the City's website, 20% use the Library's social media, and 20% use word of mouth to get information about the Library.

**How the Level of Service at the Library Should Change.** Thirty-six percent (36%) of residents surveyed feel the level of service provided by the Oregon City Public Library should be "much higher" or "a little higher;" 42% feel the level of service should "stay the same," 1% feel it should be "much lower," and 22% do not have an opinion.

**Contact With Library Employees.** Thirty-one percent (31%) of respondents indicated they had called, emailed, or visited the Oregon City Public Library with a question, problem, or complaint during the past year. Of those, 70% felt it was "very easy" to contact the person they needed to reach; 21% felt it was "somewhat easy," 5% felt it was "difficult" or "very difficult," and 3% did not have an opinion.

When residents were asked about the frequency of various behaviors by Library employees, most (95%) felt they were "always" or "usually" courteous and polite, and 94% felt Library employees "always" or "usually" did what they said they would do in a timely manner.

**Usage of the Library.** More than half (57%) of the residents surveyed indicated their household used the Oregon City Public Library at least once a month during the past 12 months; 28% used the Library a few times a year, and 15% indicated they never use the Library.

Based on the sum of their top three choices, the main purposes for which households used the Oregon City Public Library over the past 12 months were: 1) checking out a book, 2) picking up materials on hold, and 3) downloading an eBook/audiobook.

When residents were asked what barriers prevented their household from using the Library in the past 12 months, the top responses, based on the sum of their top three choices, were: 1) used the internet instead, 2) did not have what I wanted/needed, and 3) used a different library.

**Awareness and Usage of Library Services/Programs.** The services and programs at Oregon City Public Library that have the highest percentage of awareness/usage include: books (97%), public computers (94%), DVDs (94%), library catalog to find and place holds (91%), audiobooks (90%), storytimes (84%), downloading eBooks (79%), conducting online research (79%), downloading audiobooks (79%), children's programs (78%), and summer reading programs (77%).

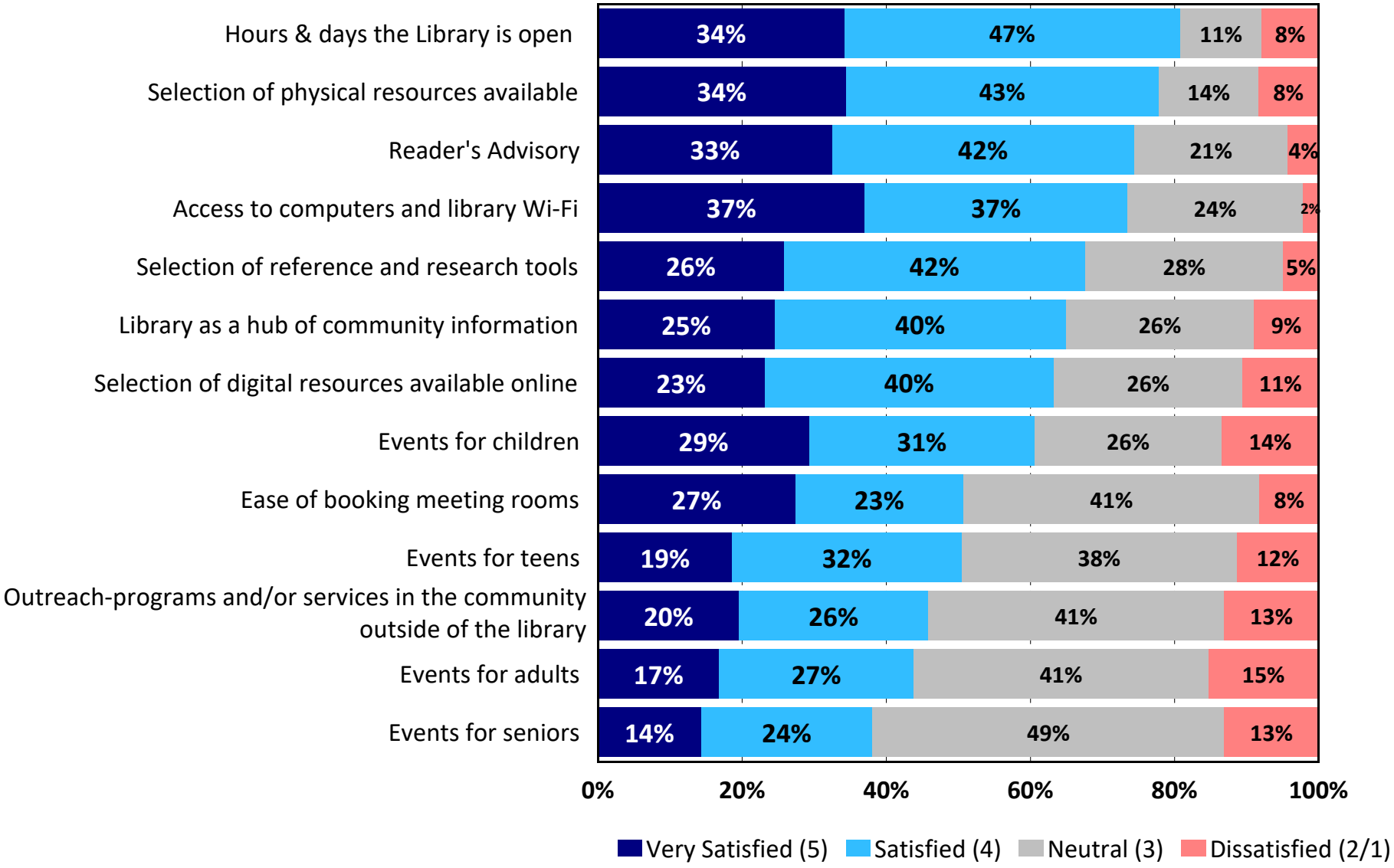
# 2023 Oregon City Public Library Survey Executive Summary

**Priorities to Extend Library Services Outside the City.** Based on the sum of their top three choices, the most important actions that the Oregon City Public Library could take to improve services outside the City are: 1) more downloadable audiobooks, 2) self-service book lockers/kiosks, and 3) more downloadable eBooks.

# 1 Charts and Graphs

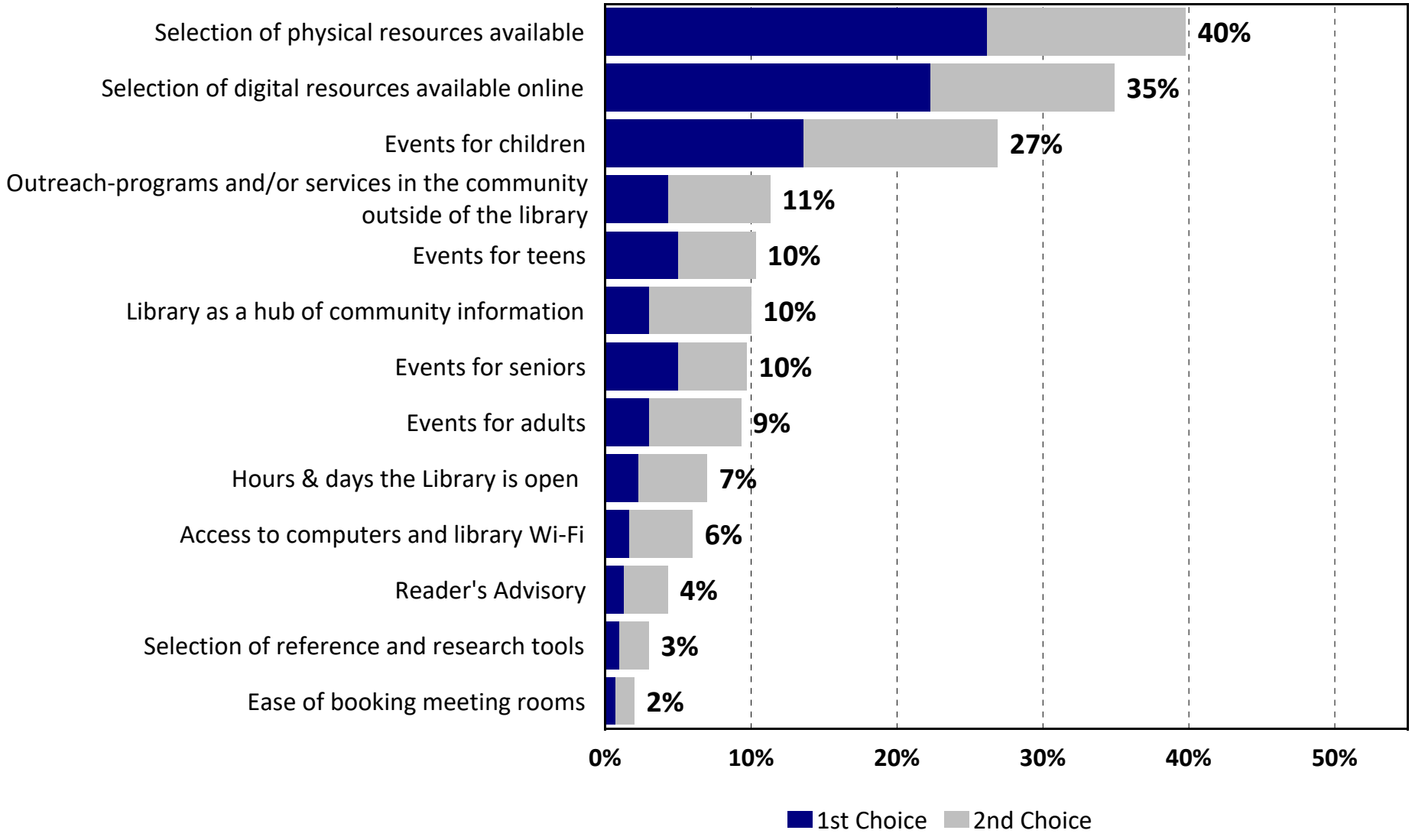
# Q1. Satisfaction with the Following Public Library Services

by percentage of respondents who rated the item on a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (excluding "don't know")



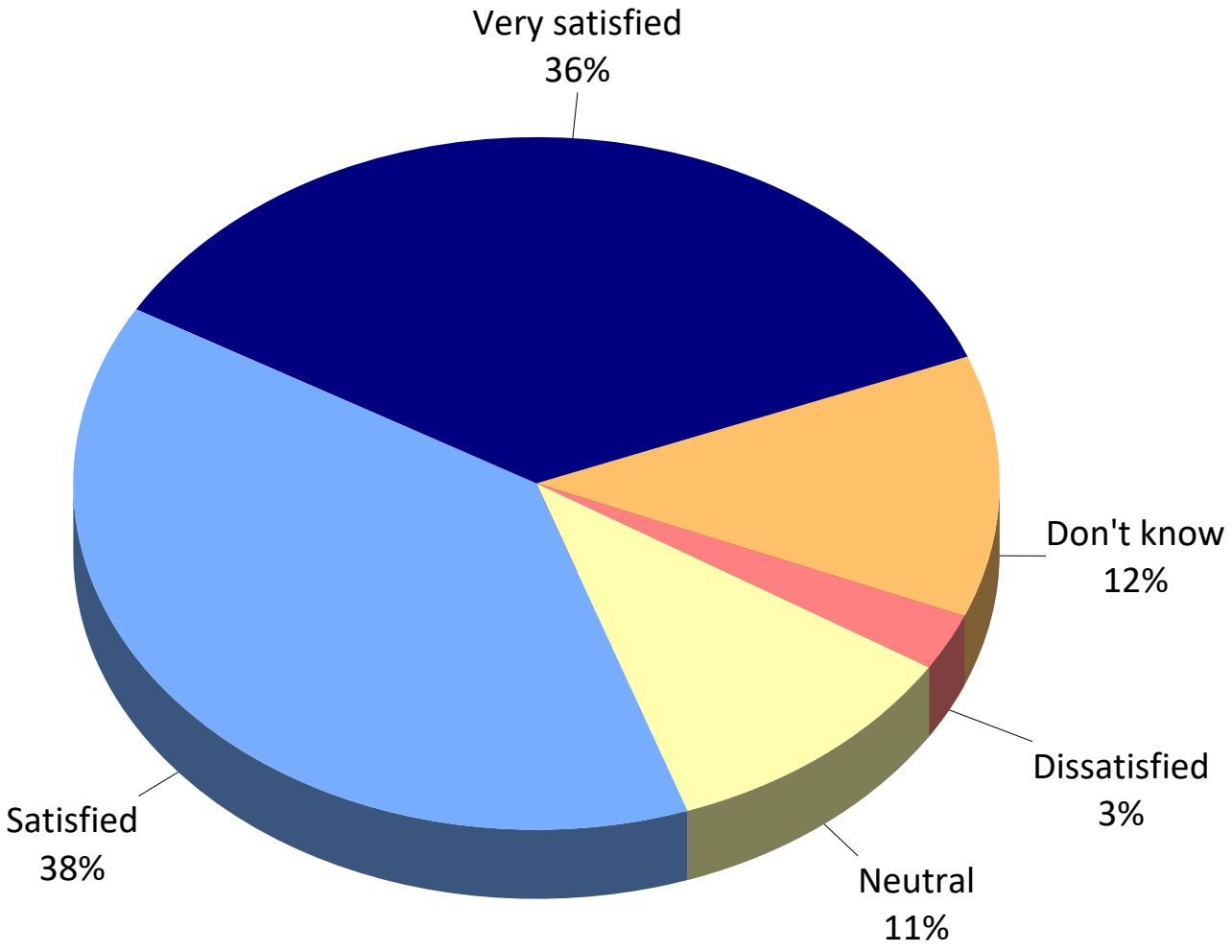
# Q2. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents that selected the item as one of their top two choices



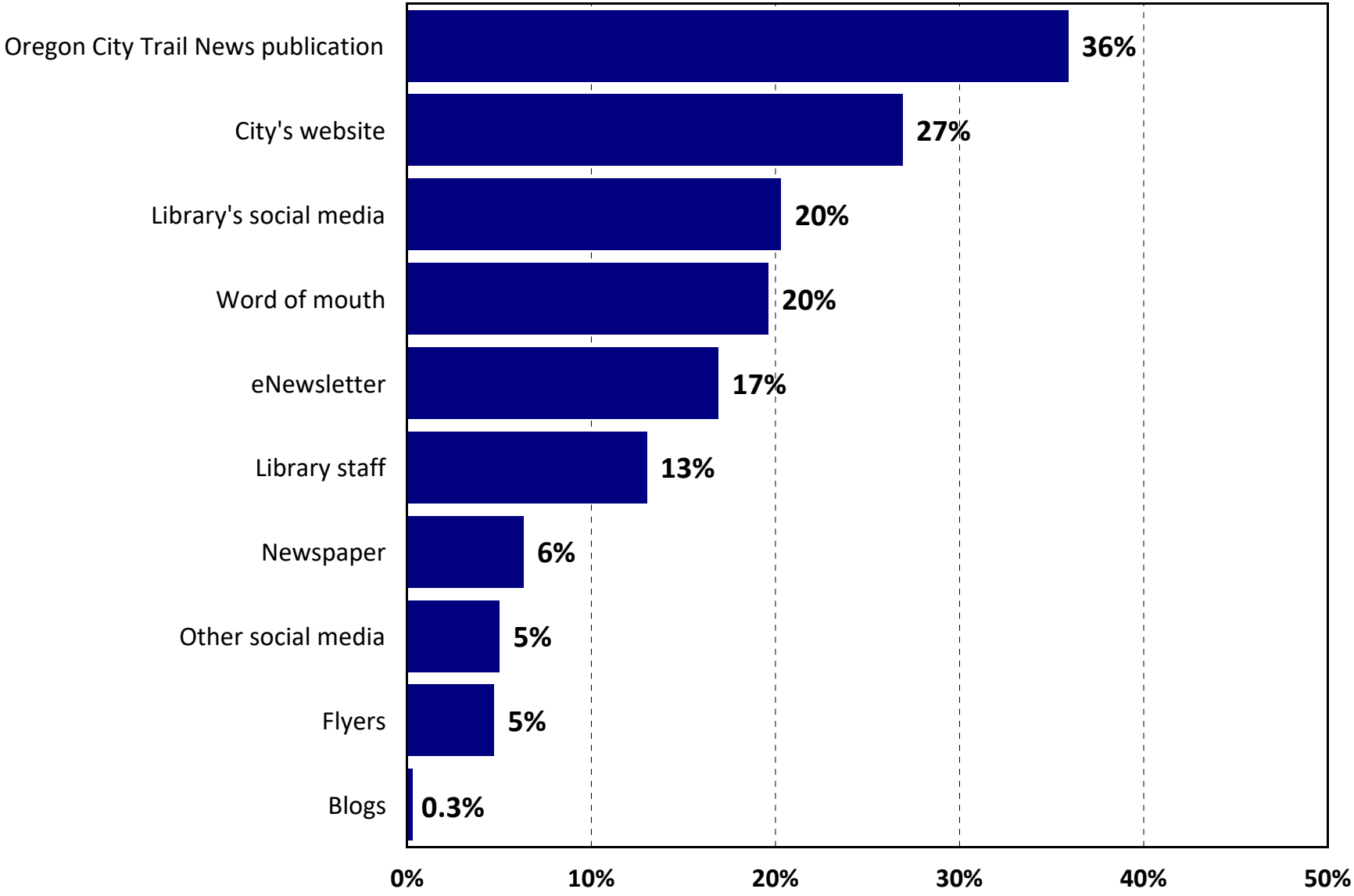
# Q3. Satisfaction With Overall Quality of the Oregon City Public Library's Services

by percentage of respondents



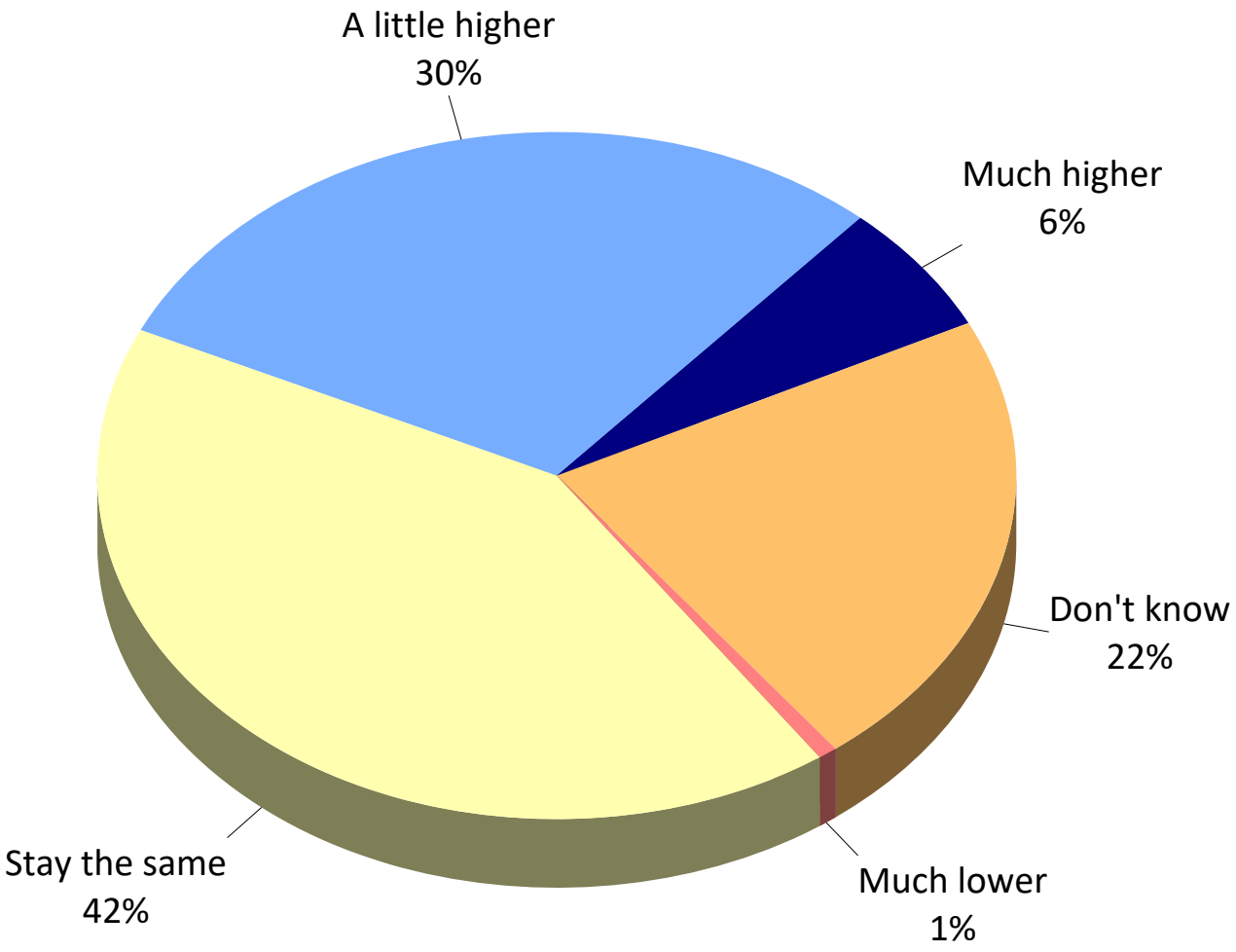
# Q4. How Residents Get Information About the Library

by percentage of respondents (multiple selections could be made)



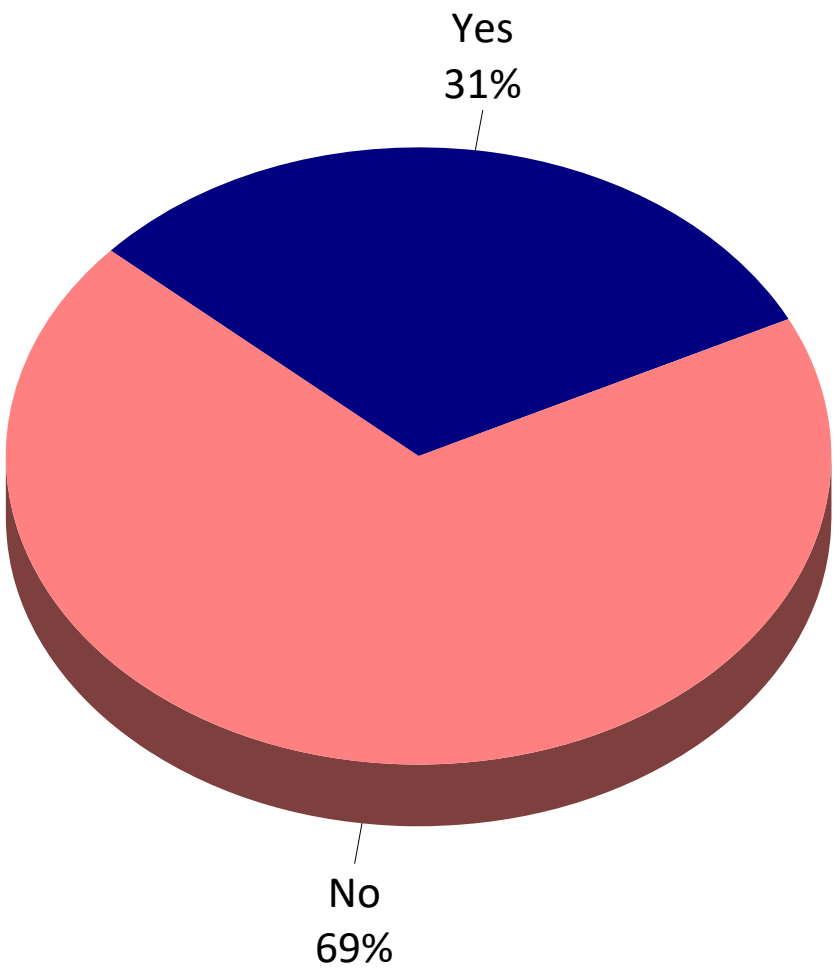
# Q5. How do you feel the level of service provided by the Oregon City Public Library should change?

by percentage of respondents



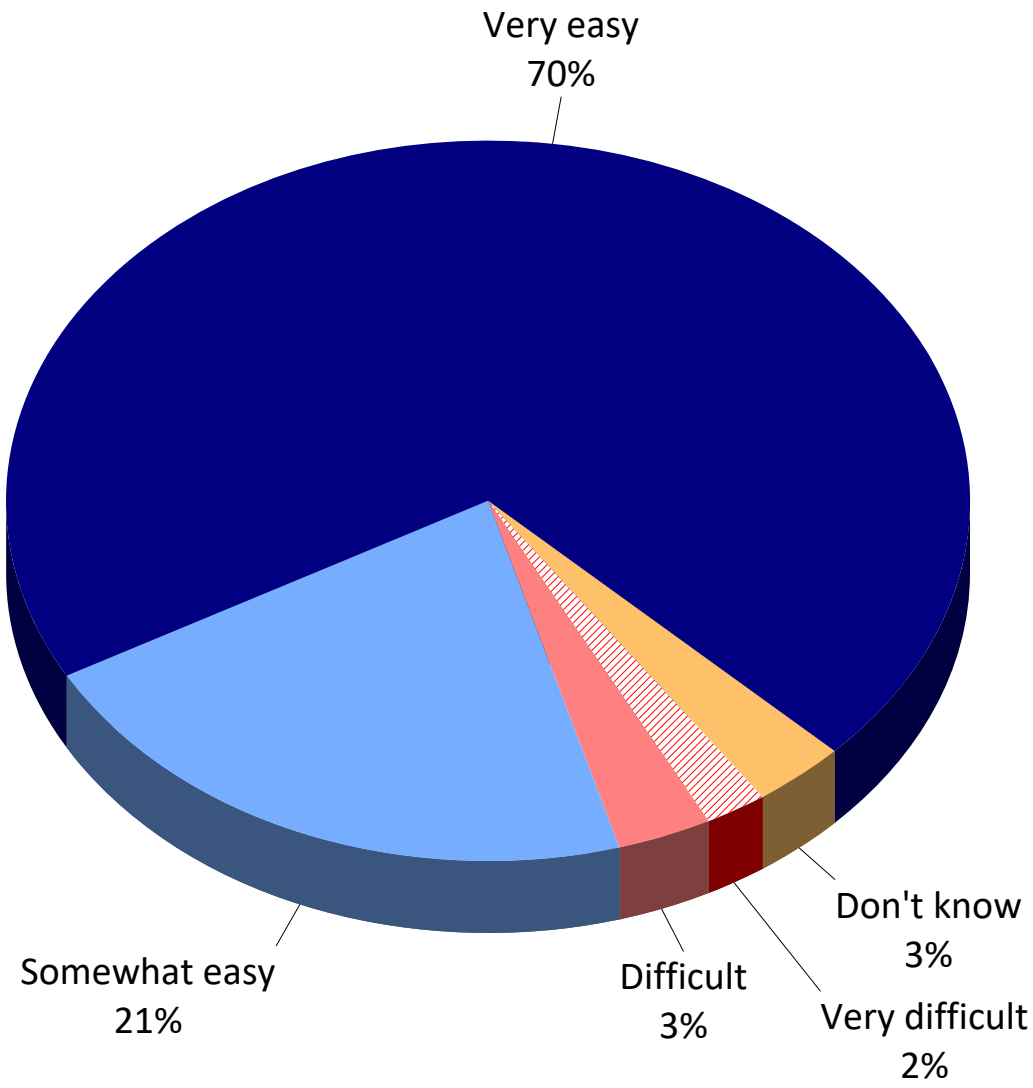
# Q6. Have you called, emailed, or visited the Oregon City Public Library with a question, problem, or complaint during the past year?

by percentage of respondents



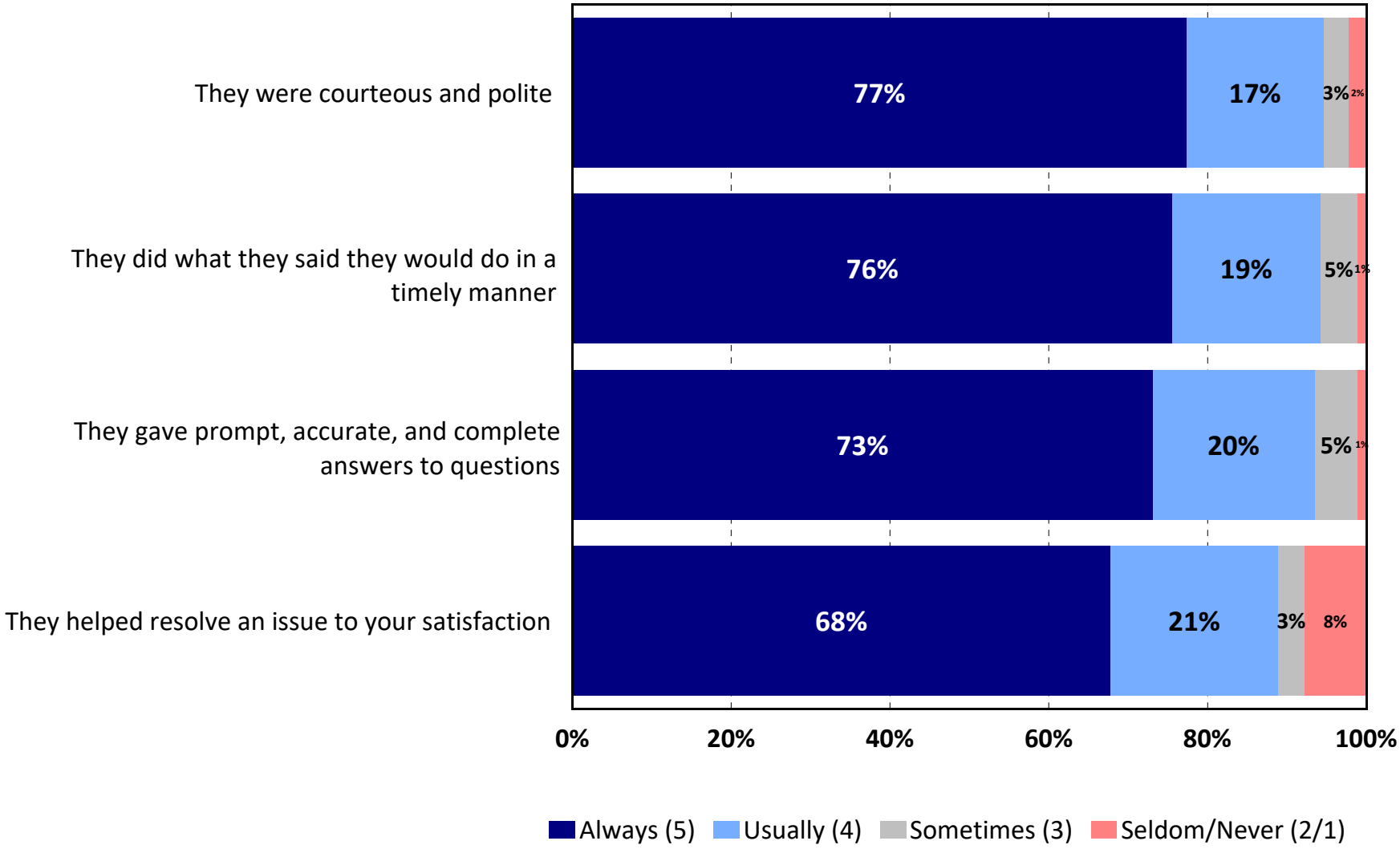
# Q6a. How easy was it to contact the person you needed to reach?

by percentage of respondents who called, emailed or visited the Oregon City Public Library during the past year



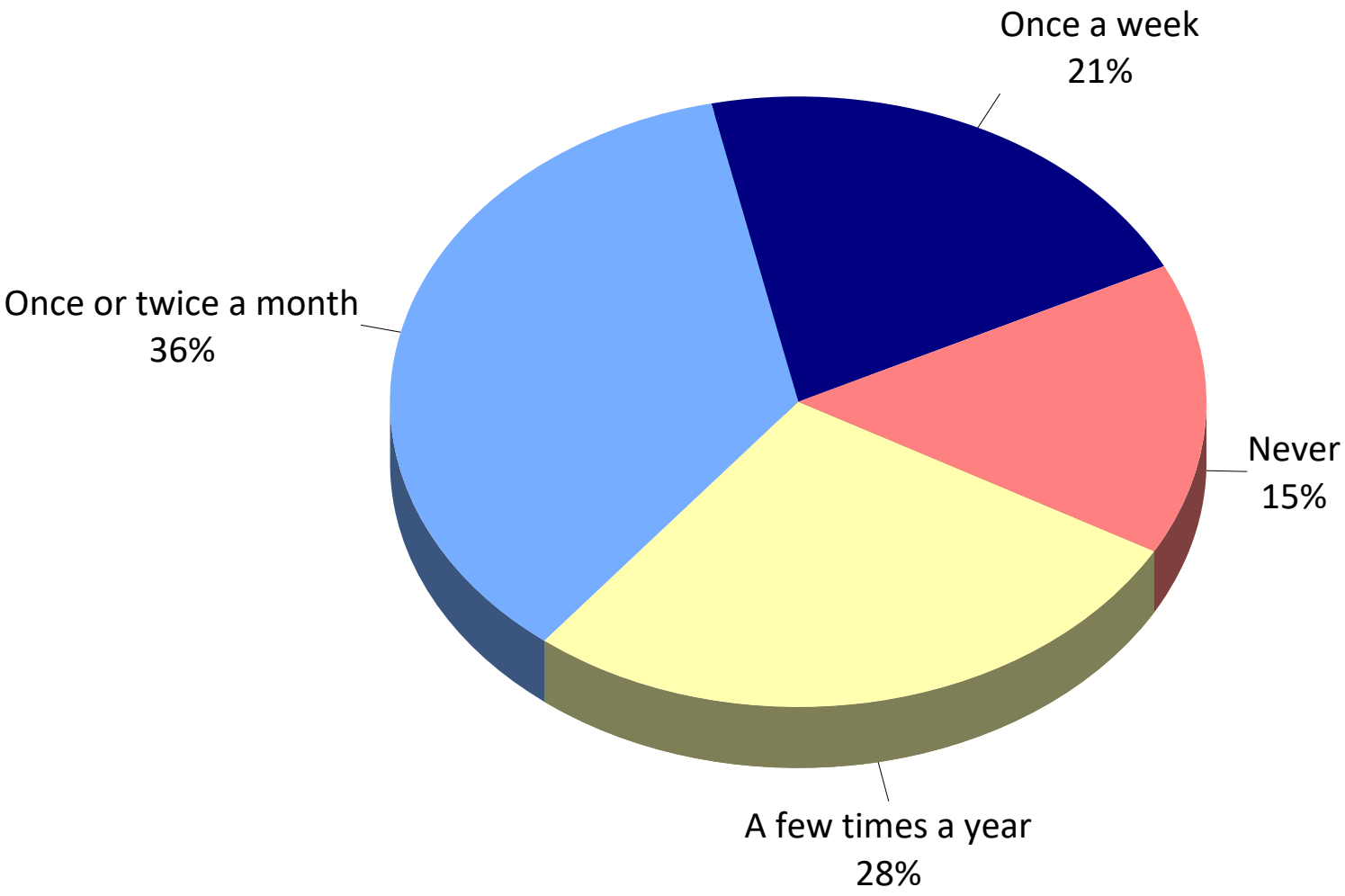
# Q6b. How Often Oregon City Public Library Employees Have Displayed the Following Behaviors

by percentage of respondents who called, emailed or visited the Oregon City Public Library during the past year and rated the item as a 1 to 5 on a 5-point scale, where a rating of 5 means “always” and a rating of 1 means “never” (excluding “don't know”)



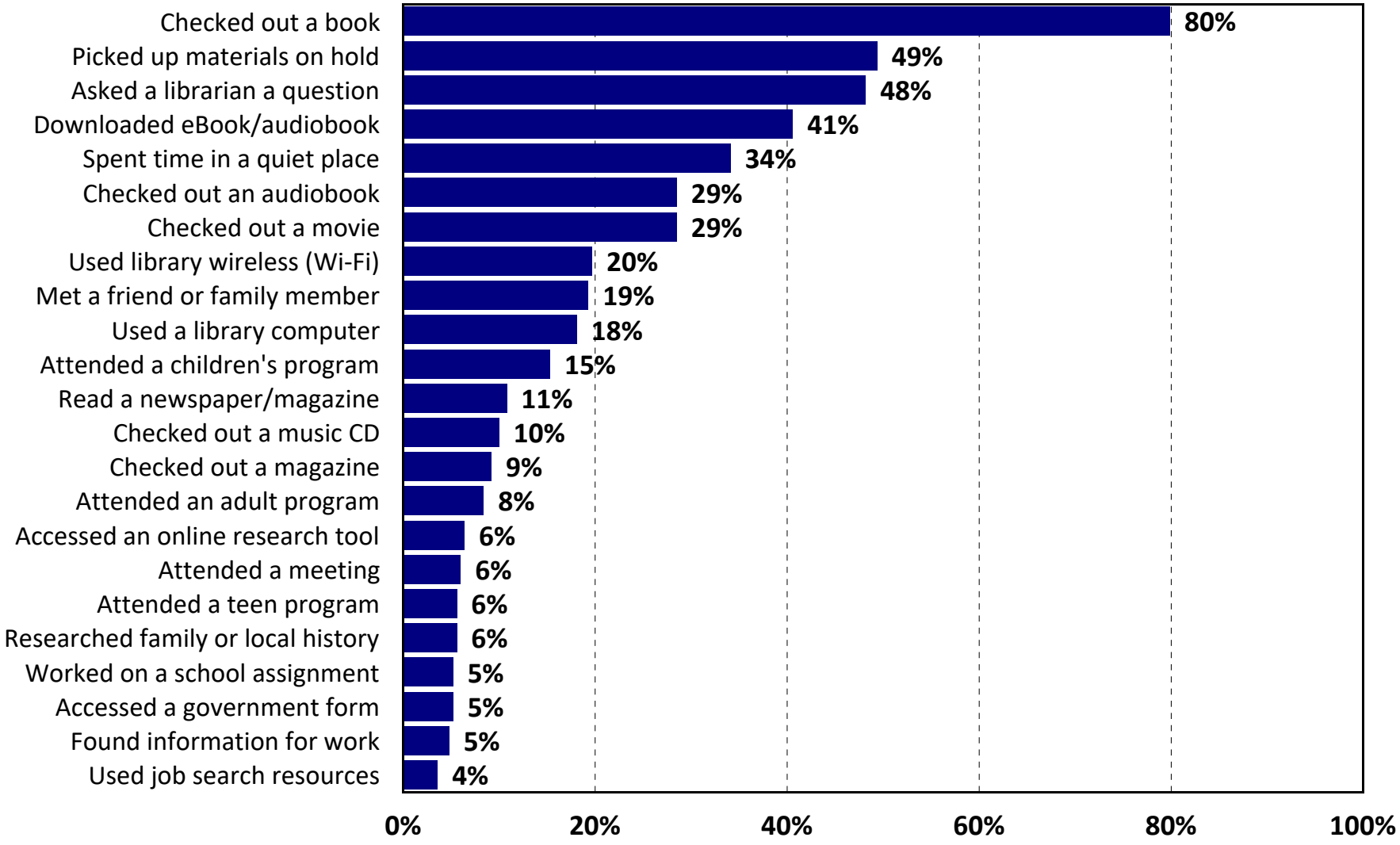
# Q7. How often have you and members of your household used the Oregon City Public Library in the past 12 months?

by percentage of respondents (excluding "not provided")



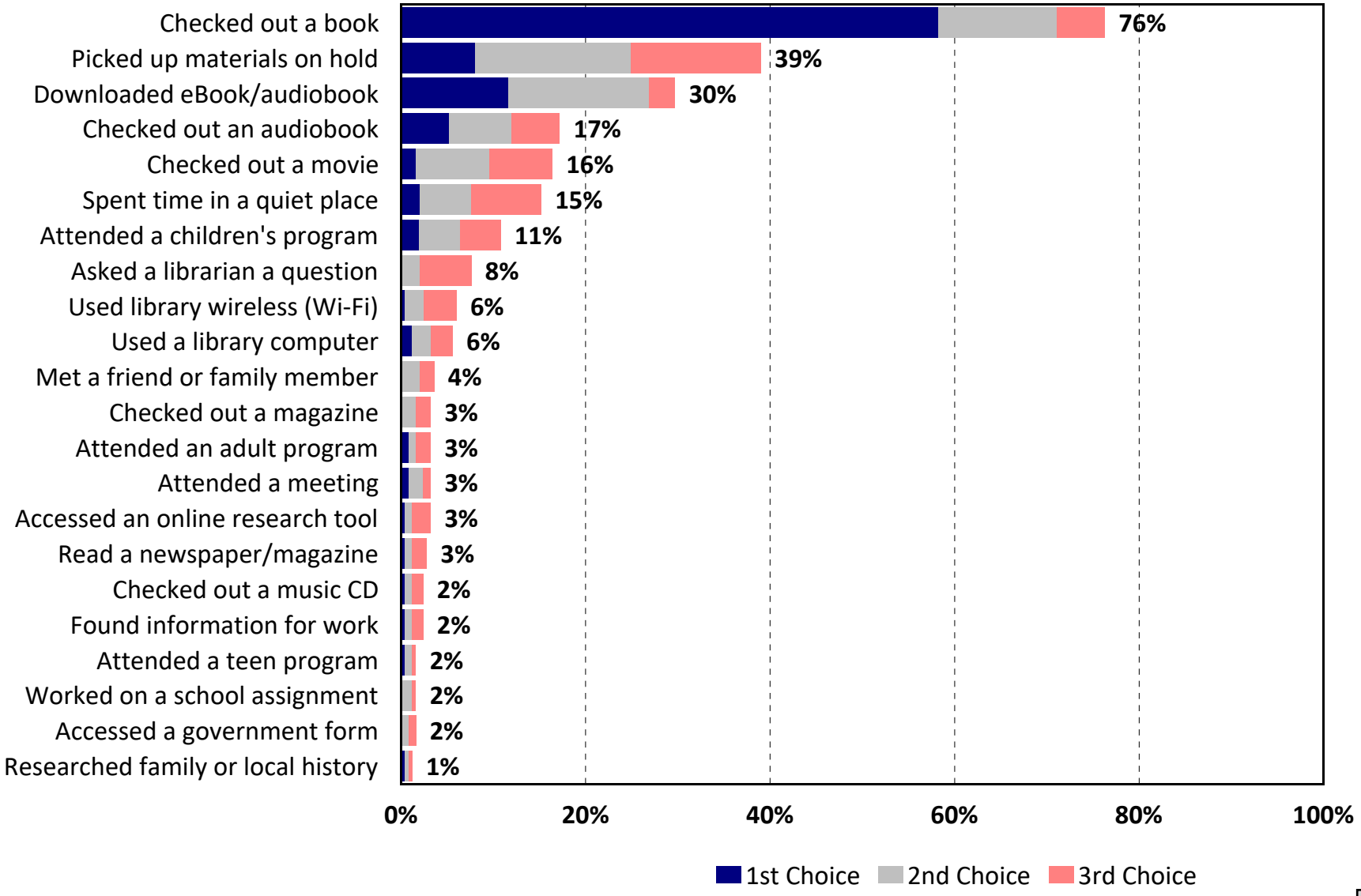
# Q8. Reasons For Which Households Used the Oregon City Public Library in the Past 12 Months

by percentage of respondents (multiple selections could be made)



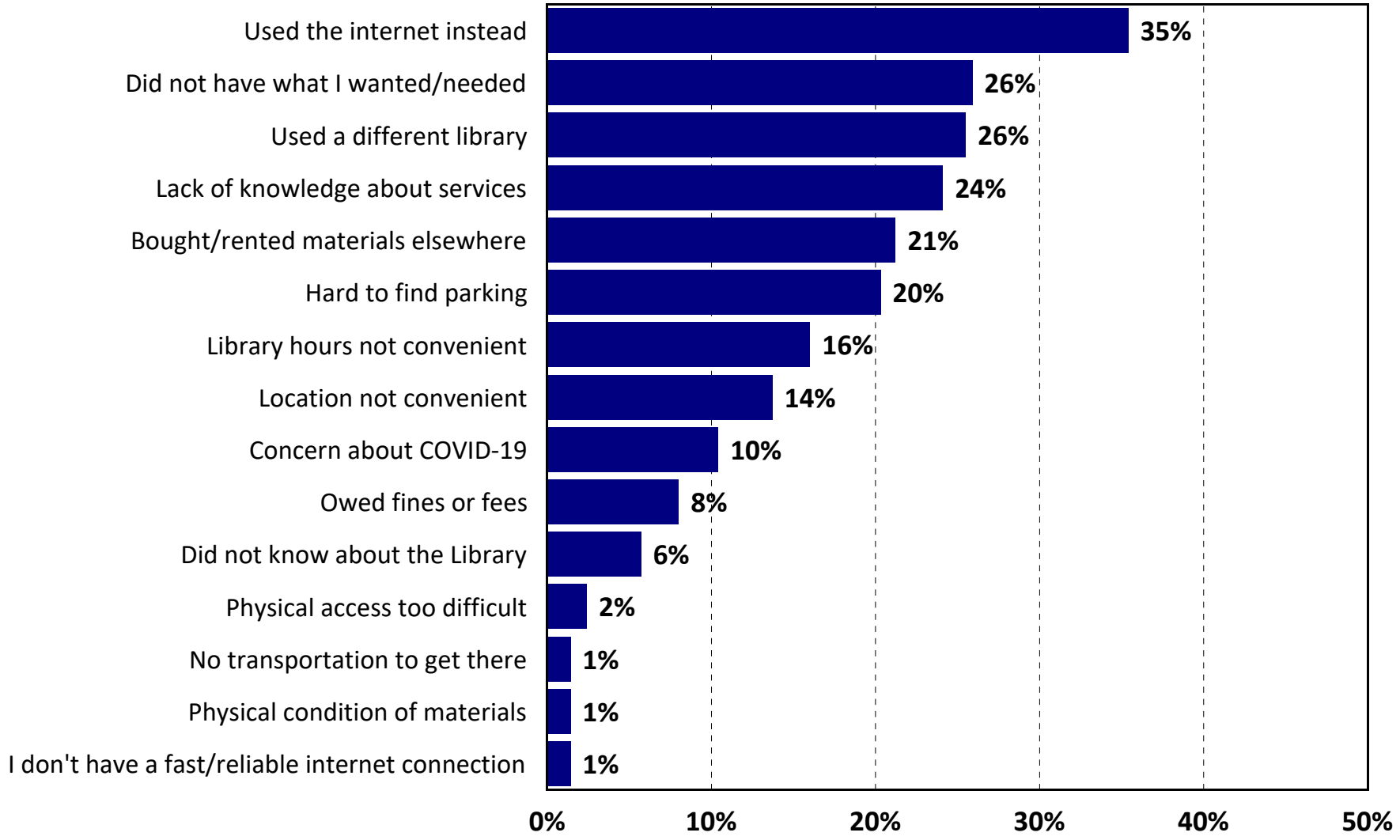
# Q9. Main Purposes For Which Households Used the Oregon City Public Library Over the Past 12 Months

by percentage of respondents that selected the item as one of their top three choices



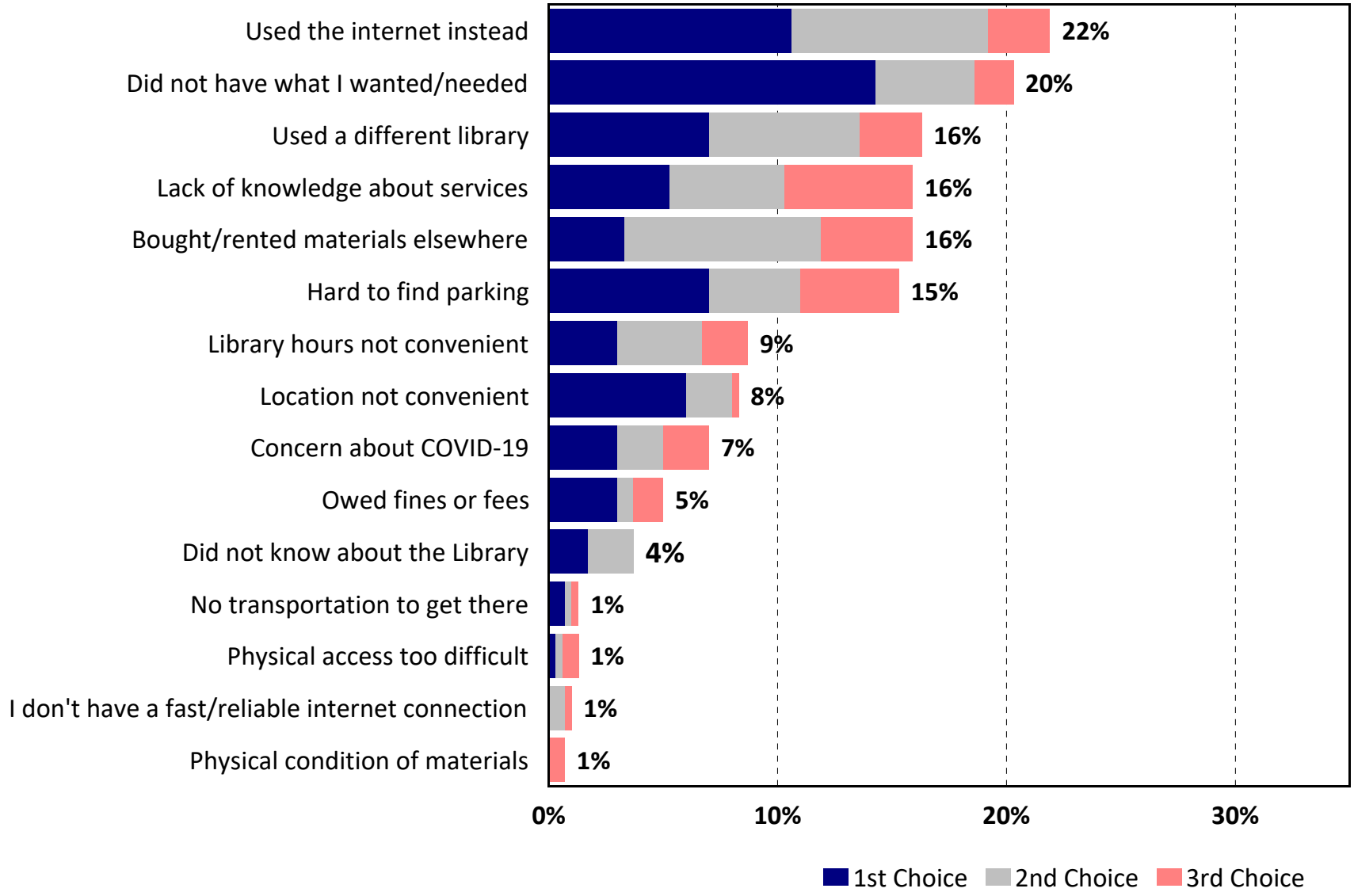
# Q10. Reasons Preventing Households From Using the Oregon City Public Library in the Past 12 Months

by percentage of respondents (excluding "none" - multiple selections could be made)



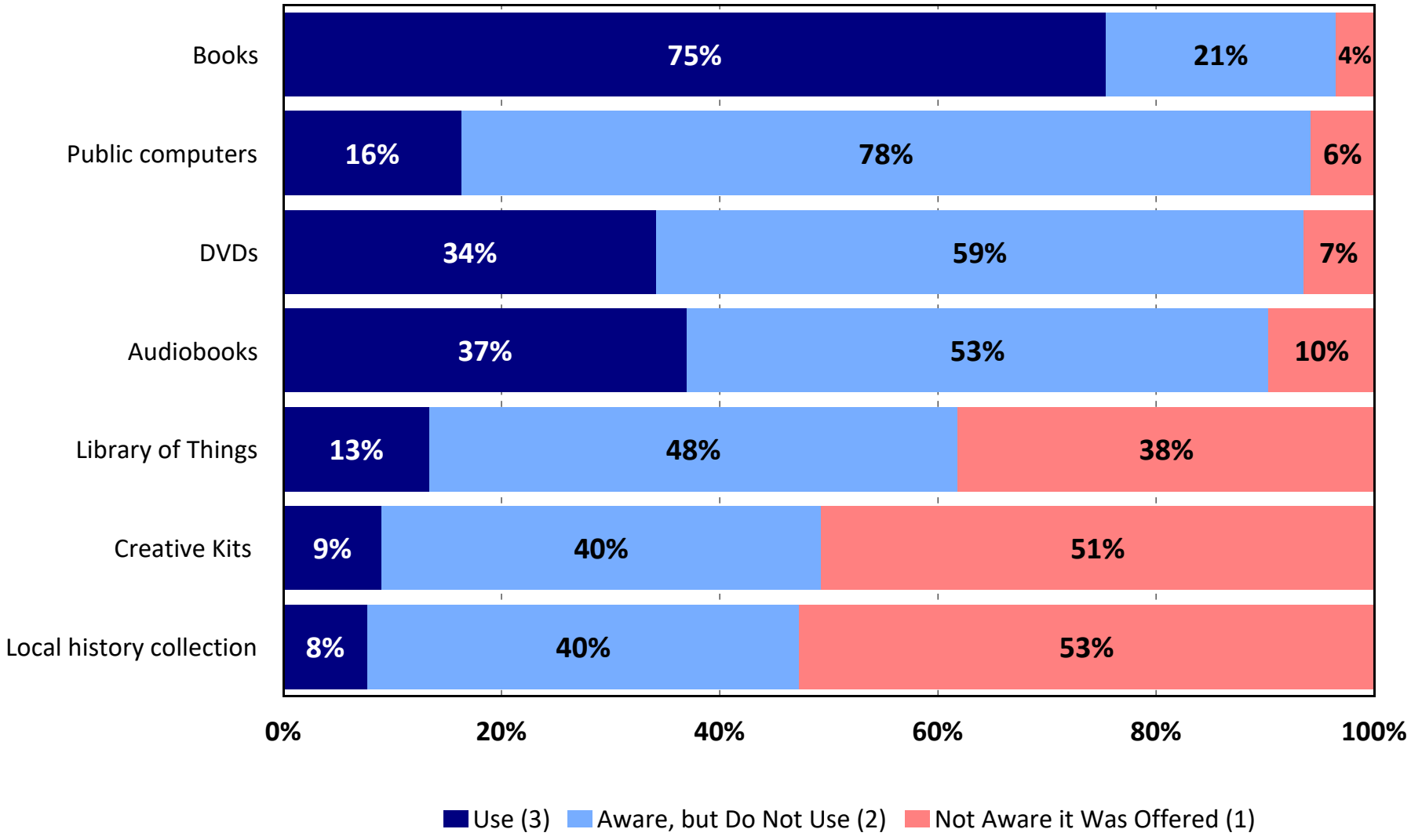
# Q11. Top Reasons Preventing Households From Using the Oregon City Public Library in the Past 12 Months

by percentage of respondents that selected the item as one of their top three choices



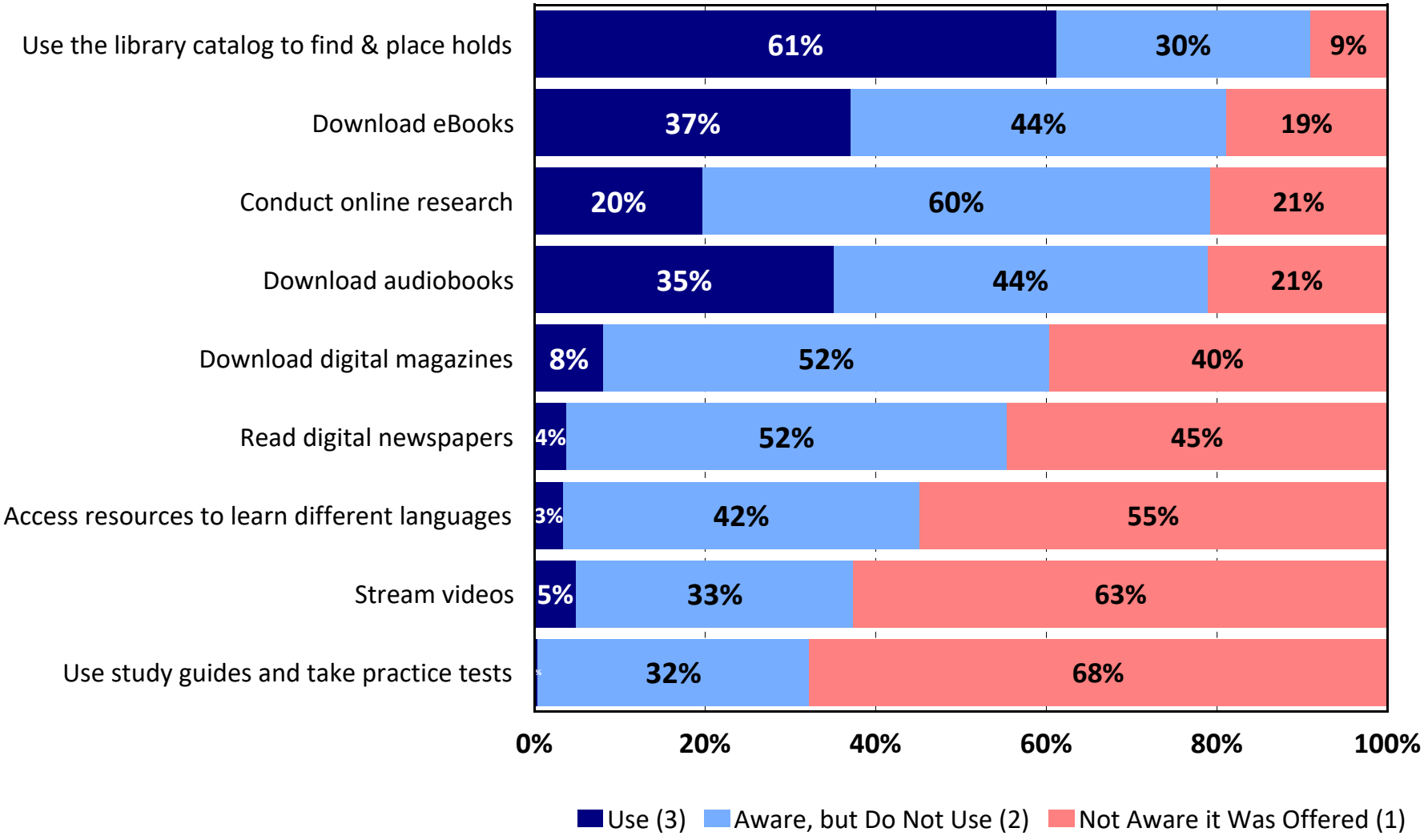
# Q12[1-7]. Awareness and Usage of the Following Services Offered by the Oregon City Public Library

by percentage of respondents that rated the item as a 1 to 3 on a 3-point scale, where a rating of 3 means "use" and a rating of 1 means "not aware it was offered" (excluding "not provided")



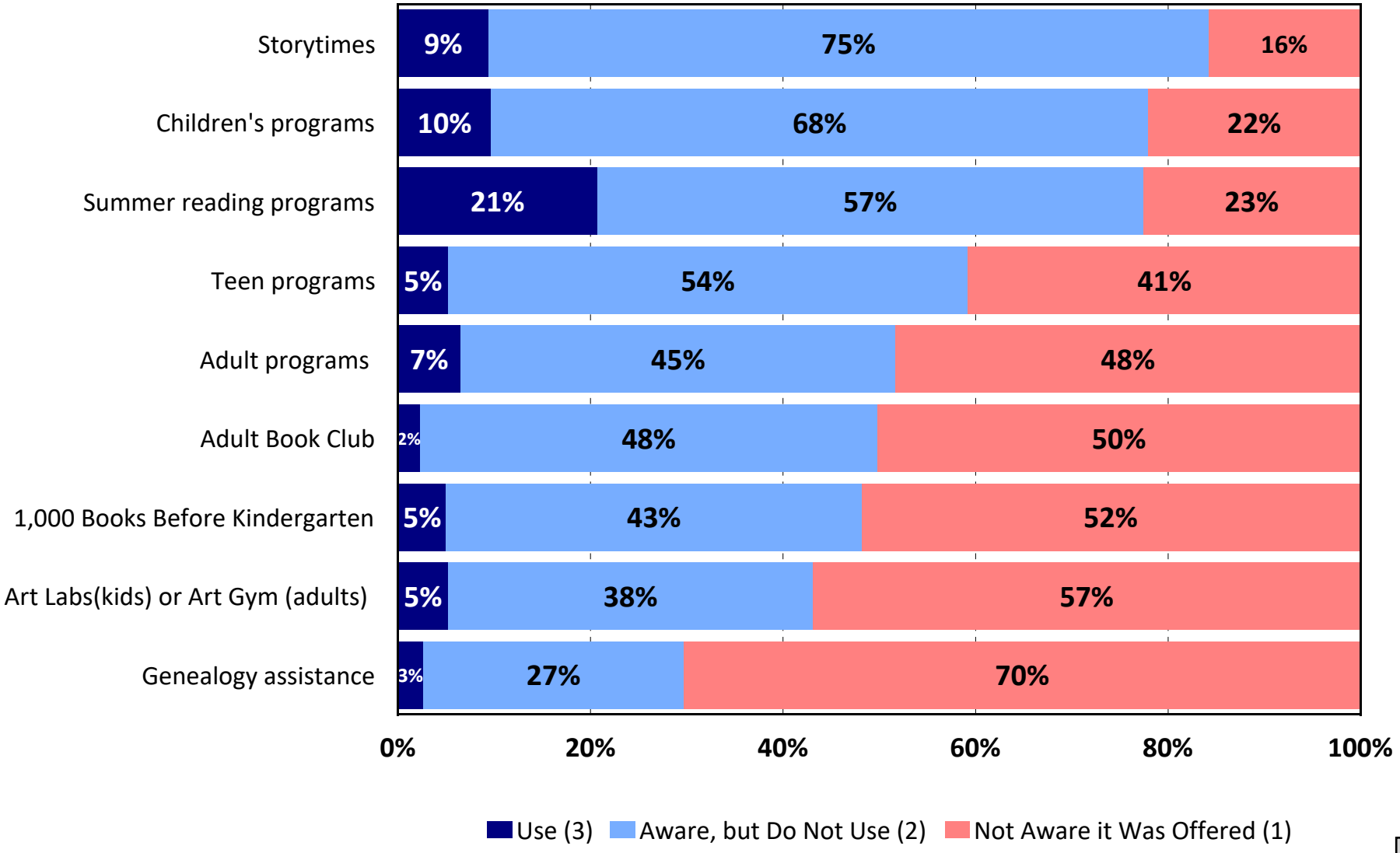
# Q12[8-16]. Awareness and Usage of the Following Digital Services Offered by the Oregon City Public Library

by percentage of respondents that rated the item as a 1 to 3 on a 3-point scale, where a rating of 3 means "use" and a rating of 1 means "not aware it was offered" (excluding "not provided")



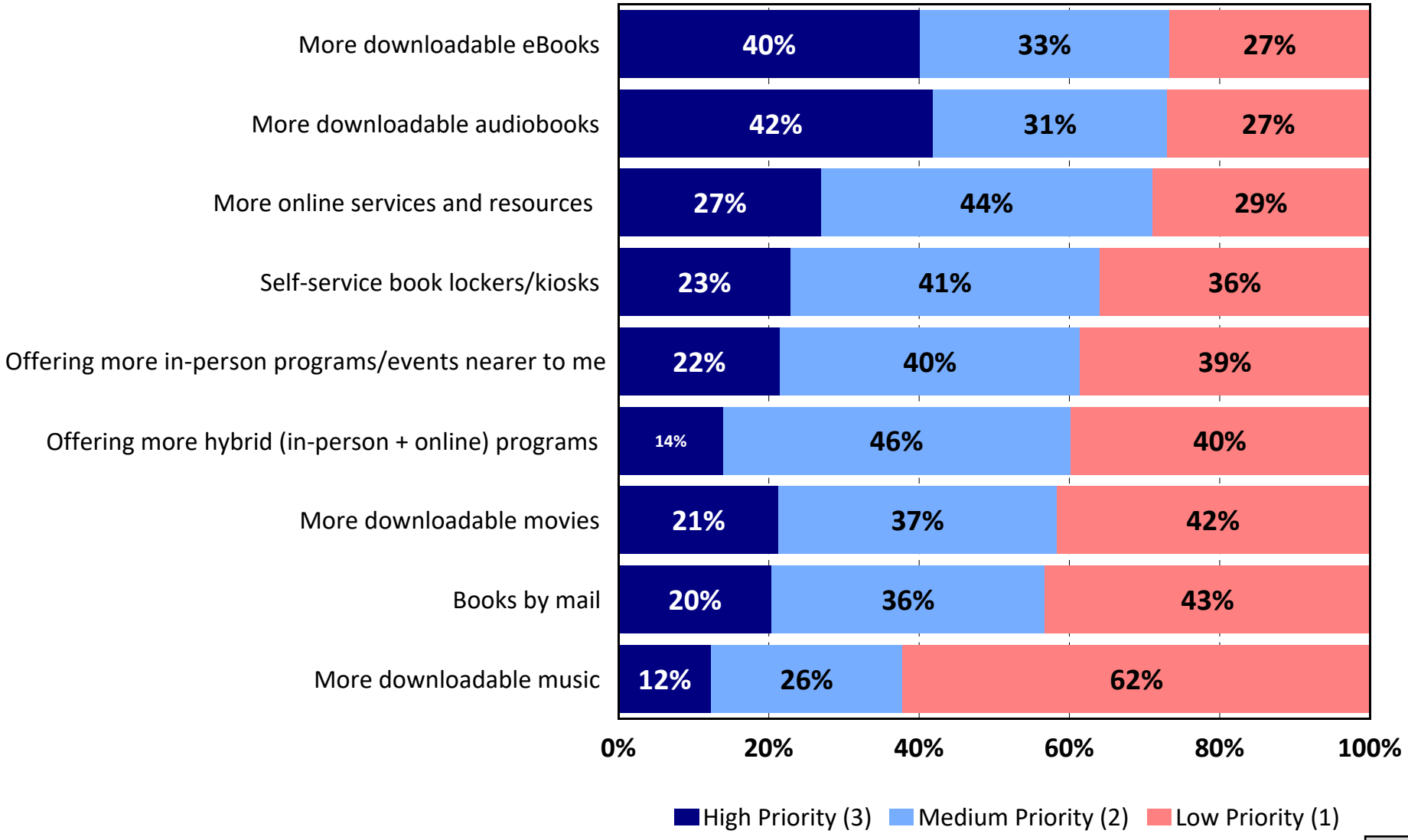
# Q12[17-25]. Awareness and Usage of the Following Programs Offered by the Oregon City Public Library

by percentage of respondents that rated the item as a 1 to 3 on a 3-point scale, where a rating of 3 means "use" and a rating of 1 means "not aware it was offered" (excluding "not provided")



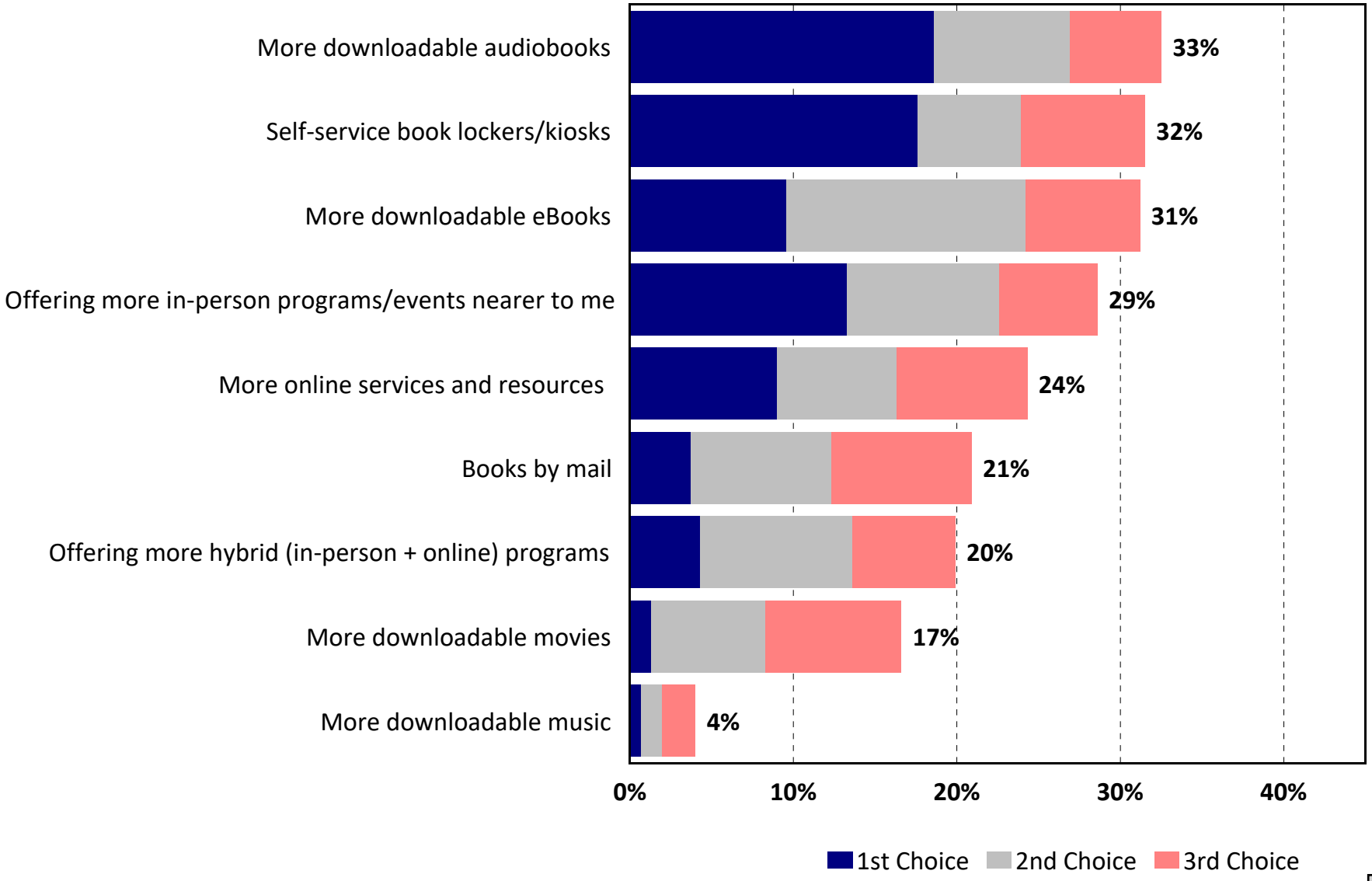
# Q13. Priorities for Actions the Oregon City Public Library Could Take to Extend Library Services Outside the City

by percentage of respondents that rated the item as a 1 to 3 on a 3-point scale, where a rating of 3 means "high priority" and a rating of 1 means "low priority" (excluding "not sure")



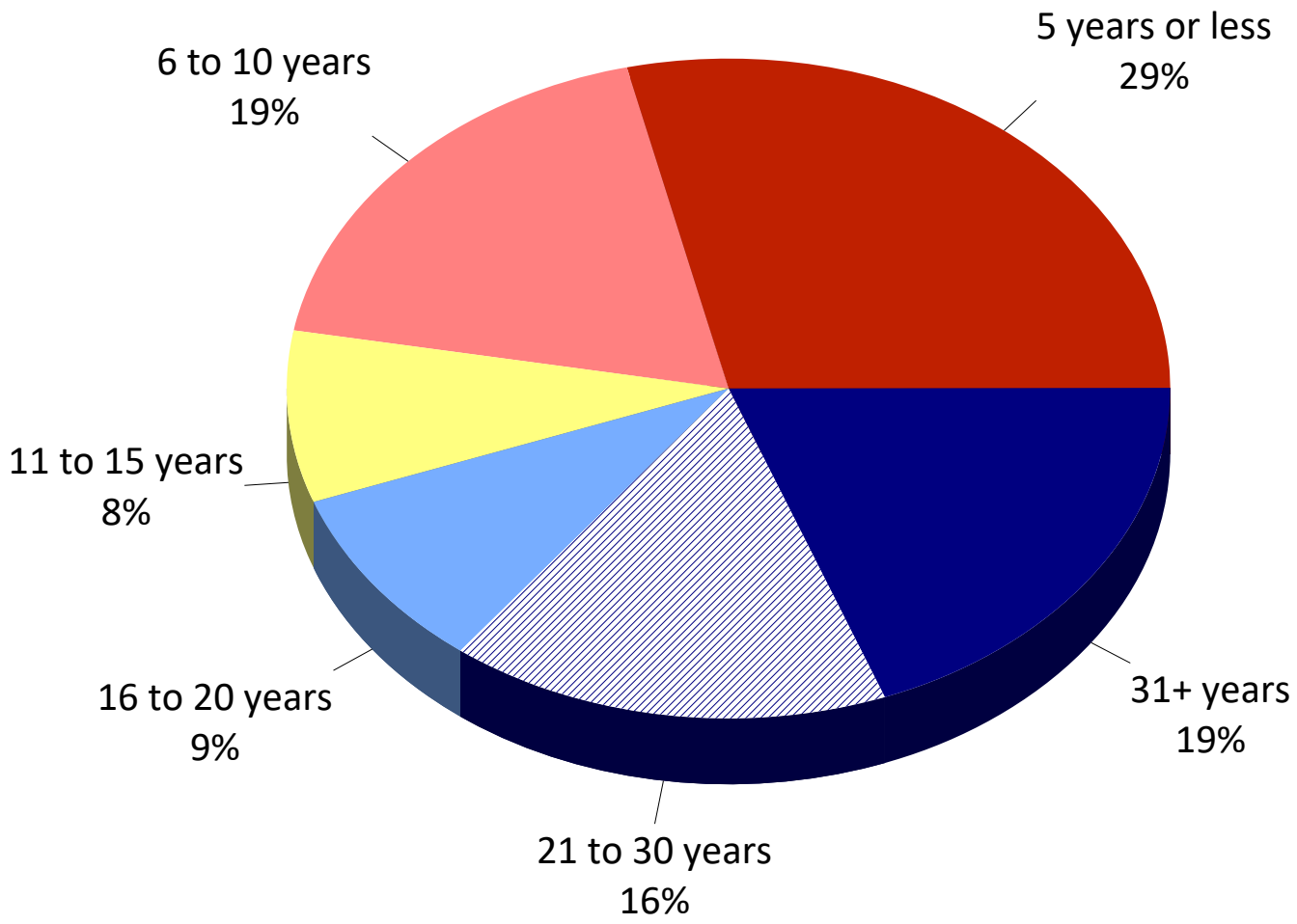
# Q14. Most Important Actions for the Library to Take to Improve Services Outside the City

by percentage of respondents that selected the item as one of their top three choices



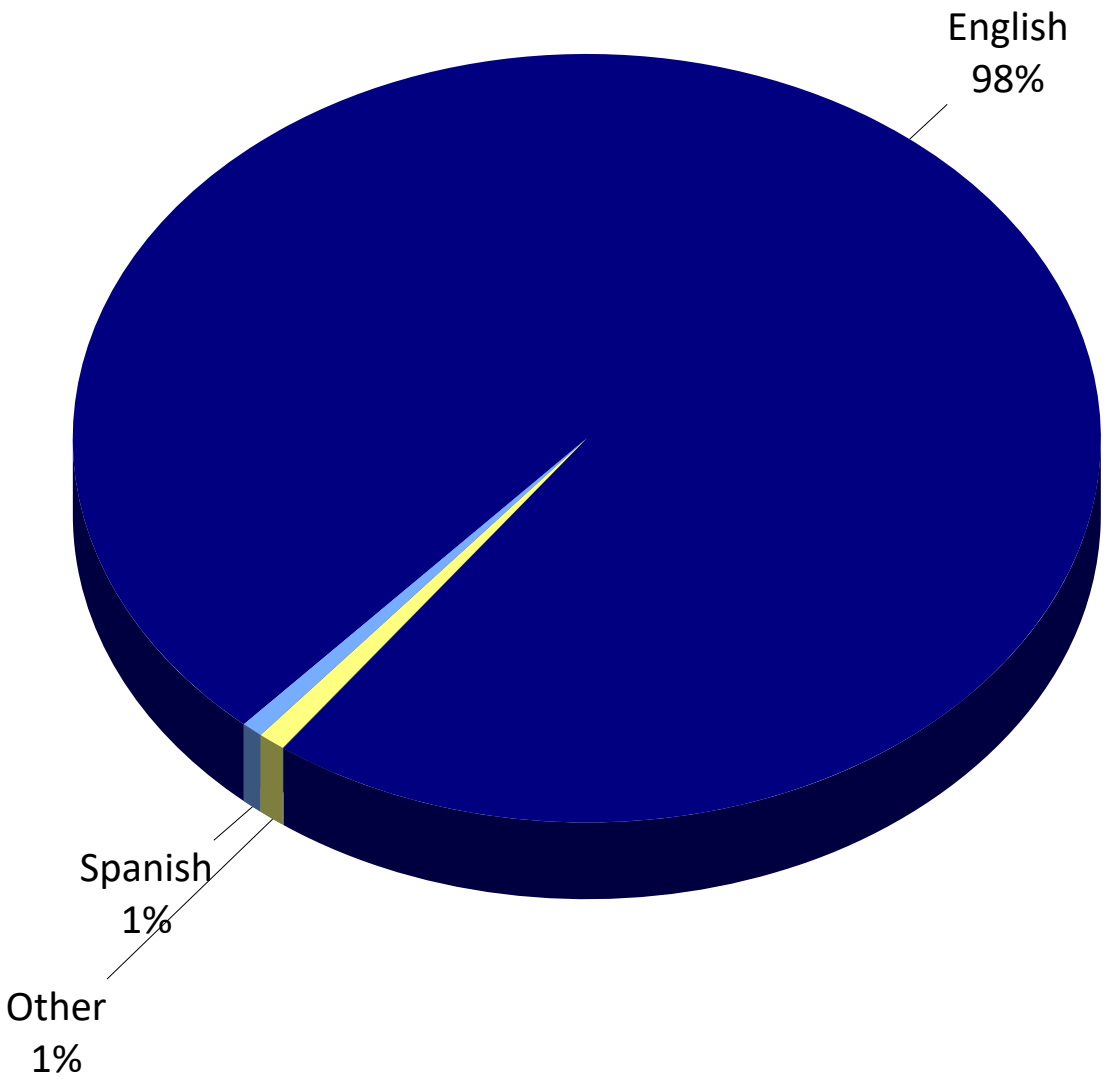
# Q17. Demographics: Approximately how many years have you lived in your current home?

by percentage of respondents (excluding "not provided")



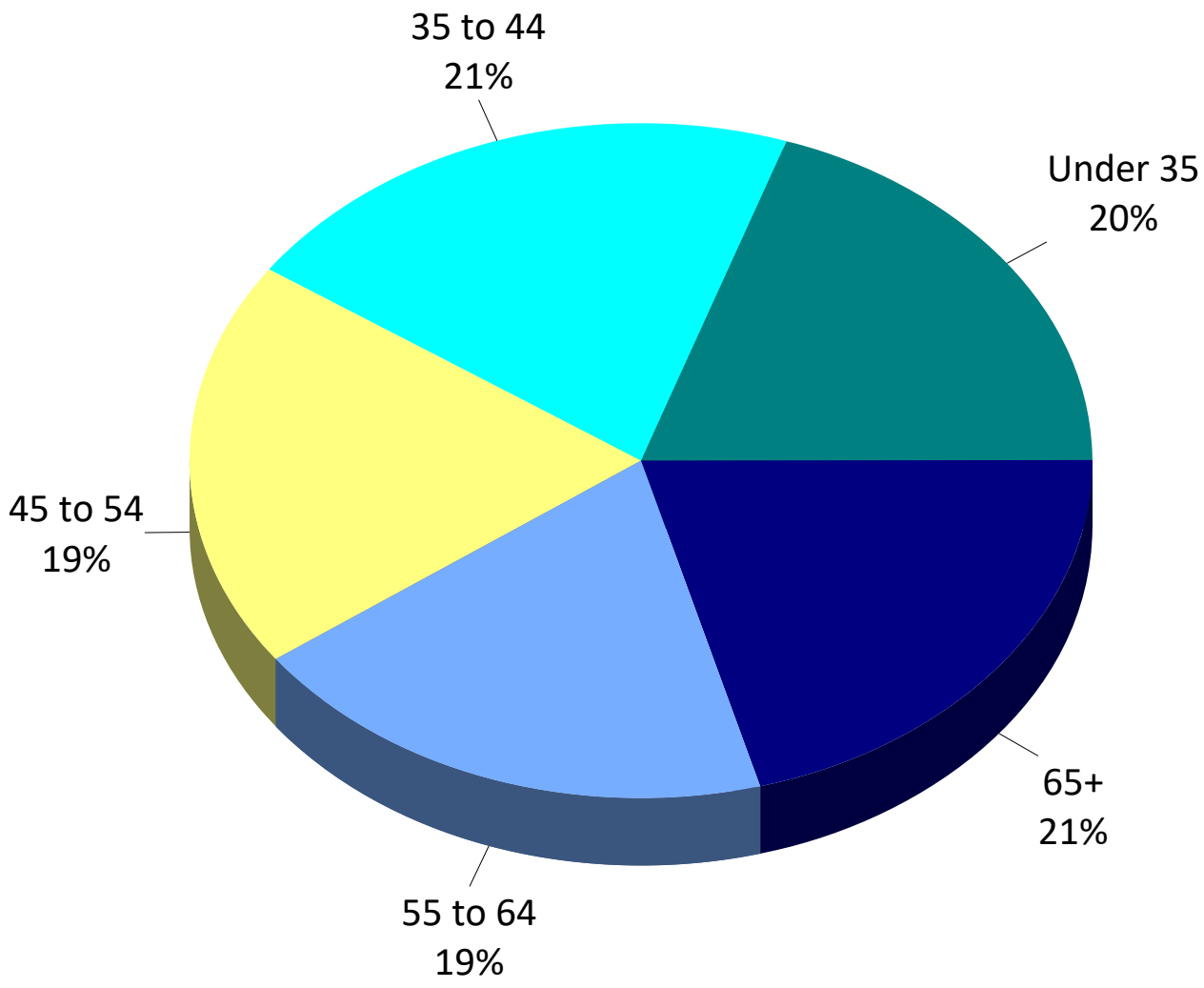
# Q18. Demographics: What is the preferred language spoken in your home?

by percentage of respondents



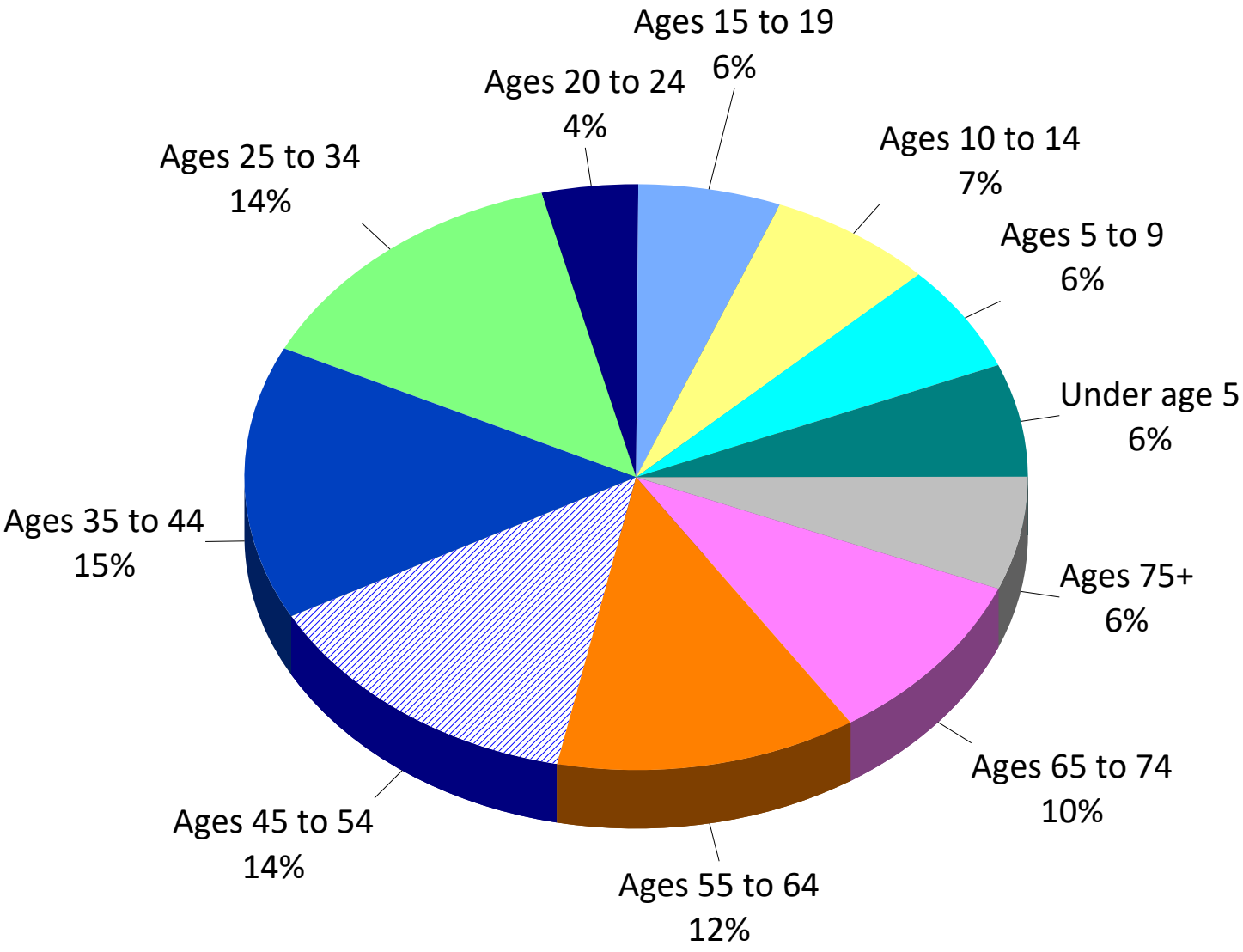
# Q19. Demographics: What is your age?

by percentage of respondents (excluding "not provided")



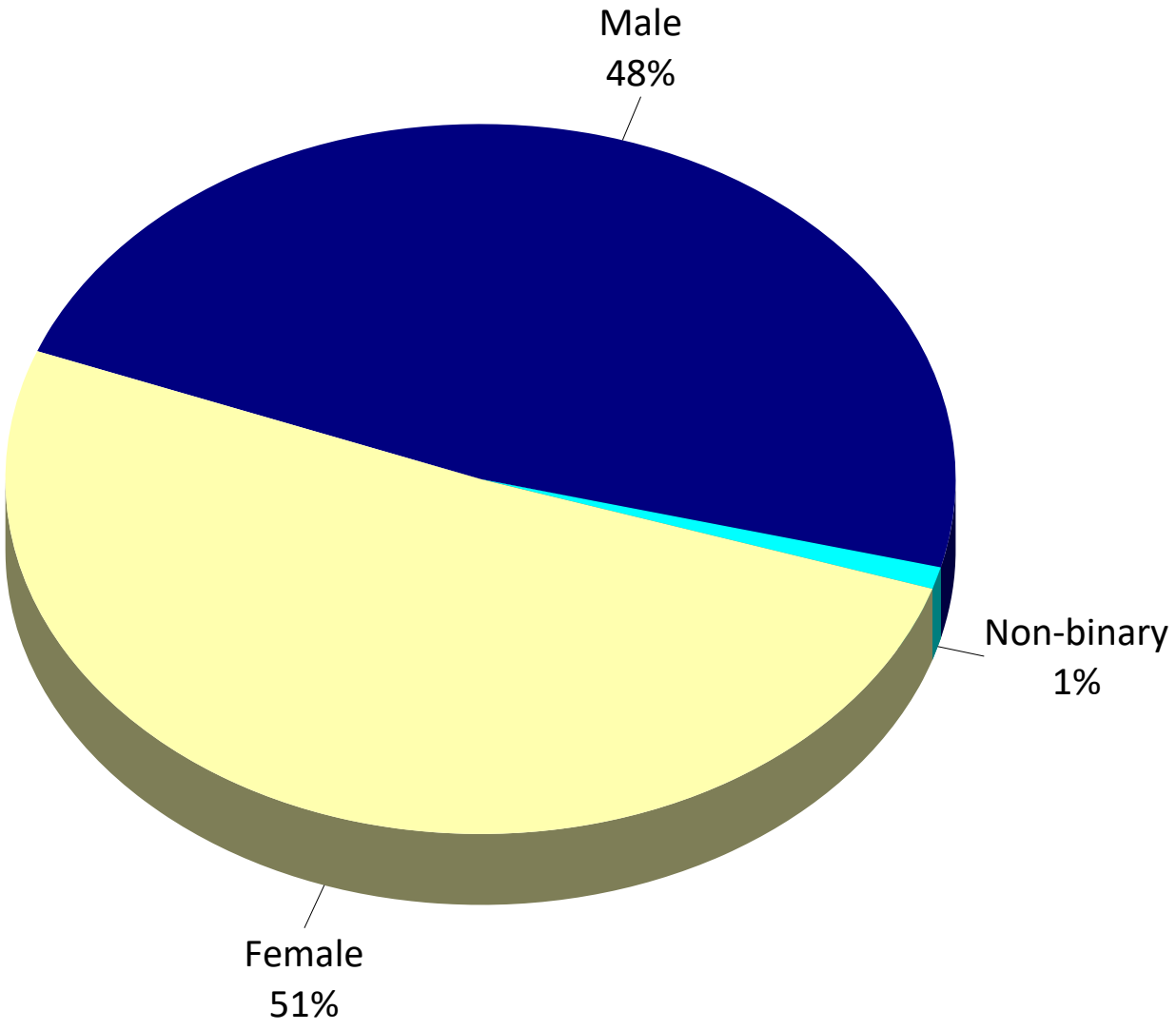
# Q20. Demographics: Ages of Household Members

by percentage of persons in the household



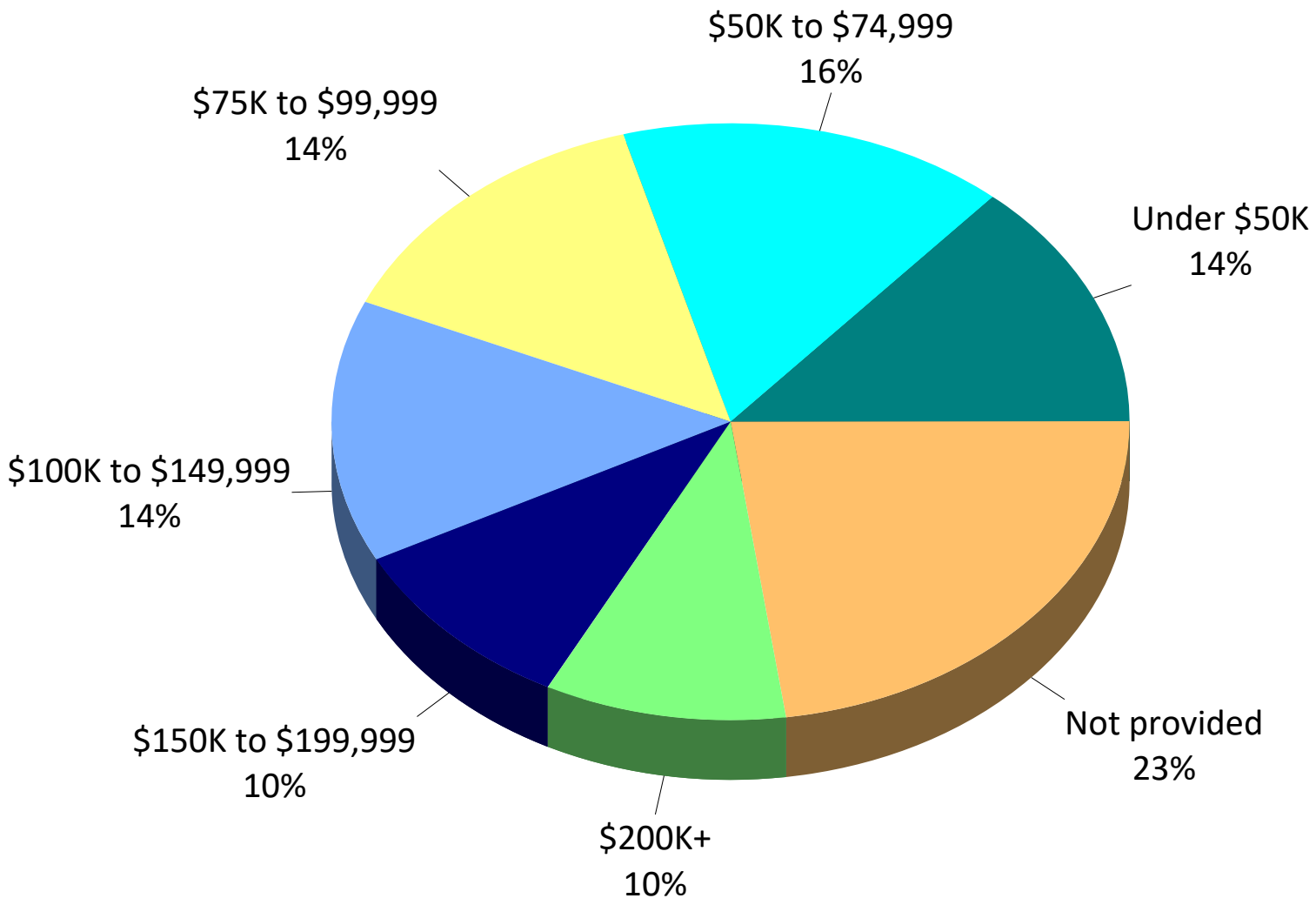
# Q21. Demographics: Gender

by percentage of businesses surveyed (excluding "not provided")



# Q22. Demographics: Annual Household Income

by percentage of respondents (excluding "not provided")



# 2 Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis

## Overview

Today, community officials have limited resources which need to be targeted to activities that are of the most benefit to their customers. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to customers; and (2) to target resources toward those services where customers are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that communities will maximize overall customer satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

## Methodology

The rating is calculated by summing the percentage of responses for items selected as the first and second most important services to residents. This sum is then multiplied by 1 minus the percentage of residents that indicated they were positively satisfied with the Library's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale, excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Residents were asked to identify the categories of service they thought were most important. More than one-third (34.9%) rated *"selection of digital resources available online"* as the most important.

With regard to satisfaction, *"selection of digital resources available online"* was ranked seventh overall, with 63.3% rating it as a "4" or a "5" on a 5-point scale, excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 34.9% was multiplied by 36.7% (1-0.633). This calculation yielded an I-S rating of **0.1281**, which was ranked first out of thirteen service categories.

The maximum rating is 1.00 and would be achieved when 100% of residents select an item as one of their top two choices and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of residents were positively satisfied with the delivery of the service
- if none (0%) of the residents selected the service as one of the two most important areas.

# Importance-Satisfaction Analysis

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS>=0.20)
- Increase Current Emphasis (0.10<=IS<0.20)
- Maintain Current Emphasis (IS<.10)

The results for the Oregon City Public Library Survey are provided on the following page.

# 2023 Importance-Satisfaction Rating
## Oregon City Public Library Survey
## Overall

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **High Priority (IS = .10-.20)** | | | | | | |
| Selection of digital resources available online | 35% | 2 | 63% | 7 | 0.1281 | 1 |
| Events for children | 27% | 3 | 61% | 8 | 0.1060 | 2 |
| **Medium Priority (IS <.10)** | | | | | | |
| Selection of physical resources available | 40% | 1 | 78% | 2 | 0.0884 | 3 |
| Outreach-programs and/or services in the community outside of the library | 11% | 4 | 46% | 11 | 0.0612 | 4 |
| Events for seniors | 10% | 7 | 38% | 13 | 0.0600 | 5 |
| Events for adults | 9% | 8 | 44% | 12 | 0.0523 | 6 |
| Events for teens | 10% | 5 | 51% | 10 | 0.0510 | 7 |
| Library as a hub of community information | 10% | 6 | 65% | 6 | 0.0351 | 8 |
| Access to computers and library Wi-Fi | 6% | 10 | 74% | 4 | 0.0159 | 9 |
| Hours & days the Library is open | 7% | 9 | 81% | 1 | 0.0134 | 10 |
| Reader's Advisory | 4% | 11 | 74% | 3 | 0.0110 | 11 |
| Ease of booking meeting rooms | 2% | 13 | 51% | 9 | 0.0099 | 12 |
| Selection of reference and research tools | 3% | 12 | 68% | 5 | 0.0097 | 13 |

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:** The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the top priorities.

**Satisfaction %:** The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being "very satisfied" and "1" being "very dissatisfied."

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# 3 Tabular Data

**Q1. Public Library Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following Public Library services.**

(N=301)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|---|---|---|---|---|---|
| Q1-1. Selection of physical resources available (books, CD's, & DVD's) | 27.9% | 35.2% | 11.3% | 5.3% | 1.3% | 18.9% |
| Q1-2. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 15.3% | 26.6% | 17.3% | 6.6% | 0.3% | 33.9% |
| Q1-3. Events for seniors | 4.0% | 6.6% | 13.6% | 2.7% | 1.0% | 72.1% |
| Q1-4. Events for adults (e.g., informational, literary, participatory, entertainment) | 7.6% | 12.3% | 18.6% | 5.6% | 1.3% | 54.5% |
| Q1-5. Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 7.0% | 12.0% | 14.3% | 3.0% | 1.3% | 62.5% |
| Q1-6. Events for children (e.g., early literacy development, story times, summer reading program) | 14.3% | 15.3% | 12.6% | 4.7% | 2.0% | 51.2% |
| Q1-7. Reader's Advisory (help finding something to read) | 17.3% | 22.3% | 11.3% | 2.0% | 0.3% | 46.8% |
| Q1-8. Selection of reference & research tools | 15.6% | 25.2% | 16.6% | 2.3% | 0.7% | 39.5% |
| Q1-9. Access to computers & library Wi-Fi | 22.3% | 21.9% | 14.6% | 1.3% | 0.0% | 39.9% |
| Q1-10. Ease of booking meeting rooms | 6.6% | 5.6% | 10.0% | 1.3% | 0.7% | 75.7% |
| Q1-11. Library as a hub of community information | 15.3% | 25.2% | 16.3% | 4.7% | 1.0% | 37.5% |
| Q1-12. Outreach-programs and/ or services in the community outside of the library | 7.0% | 9.3% | 14.6% | 3.7% | 1.0% | 64.5% |
| Q1-13. The hours & days the Library is open (M-F 10-7, Sat 10-6, Sun 12-5) | 30.2% | 41.2% | 10.0% | 6.0% | 1.0% | 11.6% |

**WITHOUT "DON'T KNOW"**

**Q1. Public Library Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following Public Library services. (without "don't know")**

(N=301)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Q1-1. Selection of physical resources available (books, CD's, & DVD's) | 34.4% | 43.4% | 13.9% | 6.6% | 1.6% |
| Q1-2. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 23.1% | 40.2% | 26.1% | 10.1% | 0.5% |
| Q1-3. Events for seniors | 14.3% | 23.8% | 48.8% | 9.5% | 3.6% |
| Q1-4. Events for adults (e.g., informational, literary, participatory, entertainment) | 16.8% | 27.0% | 40.9% | 12.4% | 2.9% |
| Q1-5. Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 18.6% | 31.9% | 38.1% | 8.0% | 3.5% |
| Q1-6. Events for children (e.g., early literacy development, story times, summer reading program) | 29.3% | 31.3% | 25.9% | 9.5% | 4.1% |
| Q1-7. Reader's Advisory (help finding something to read) | 32.5% | 41.9% | 21.3% | 3.8% | 0.6% |
| Q1-8. Selection of reference & research tools | 25.8% | 41.8% | 27.5% | 3.8% | 1.1% |
| Q1-9. Access to computers & library Wi-Fi | 37.0% | 36.5% | 24.3% | 2.2% | 0.0% |
| Q1-10. Ease of booking meeting rooms | 27.4% | 23.3% | 41.1% | 5.5% | 2.7% |
| Q1-11. Library as a hub of community information | 24.5% | 40.4% | 26.1% | 7.4% | 1.6% |
| Q1-12. Outreach-programs and/or services in the community outside of the library | 19.6% | 26.2% | 41.1% | 10.3% | 2.8% |
| Q1-13. The hours & days the Library is open (M-F 10-7, Sat 10-6, Sun 12-5) | 34.2% | 46.6% | 11.3% | 6.8% | 1.1% |

## Q2. Which TWO of the public library items listed in Question 1 do you think should receive the MOST EMPHASIS over the next TWO years?

| Q2. Top choice | Number | Percent |
|---|---|---|
| Selection of physical resources available (books, CD's, & DVD's) | 79 | 26.2 % |
| Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 67 | 22.3 % |
| Events for seniors | 15 | 5.0 % |
| Events for adults (e.g., informational, literary, participatory, entertainment) | 9 | 3.0 % |
| Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 15 | 5.0 % |
| Events for children (e.g., early literacy development, story times, summer reading program) | 41 | 13.6 % |
| Reader's Advisory (help finding something to read) | 4 | 1.3 % |
| Selection of reference & research tools | 3 | 1.0 % |
| Access to computers & library Wi-Fi | 5 | 1.7 % |
| Ease of booking meeting rooms | 2 | 0.7 % |
| Library as a hub of community information | 9 | 3.0 % |
| Outreach-programs and/or services in the community outside of the library | 13 | 4.3 % |
| The hours & days the Library is open (M-F 10-7, Sat 10-6, Sun 12-5) | 7 | 2.3 % |
| None chosen | 32 | 10.6 % |
| Total | 301 | 100.0 % |

## Q2. Which TWO of the public library items listed in Question 1 do you think should receive the MOST EMPHASIS over the next TWO years?

| Q2. 2nd choice | Number | Percent |
|---|---|---|
| Selection of physical resources available (books, CD's, & DVD's) | 41 | 13.6 % |
| Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 38 | 12.6 % |
| Events for seniors | 14 | 4.7 % |
| Events for adults (e.g., informational, literary, participatory, entertainment) | 19 | 6.3 % |
| Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 16 | 5.3 % |
| Events for children (e.g., early literacy development, story times, summer reading program) | 40 | 13.3 % |
| Reader's Advisory (help finding something to read) | 9 | 3.0 % |
| Selection of reference & research tools | 6 | 2.0 % |
| Access to computers & library Wi-Fi | 13 | 4.3 % |
| Ease of booking meeting rooms | 4 | 1.3 % |
| Library as a hub of community information | 21 | 7.0 % |
| Outreach-programs and/or services in the community outside of the library | 21 | 7.0 % |
| The hours & days the Library is open (M-F 10-7, Sat 10-6, Sun 12-5) | 14 | 4.7 % |
| None chosen | 45 | 15.0 % |
| Total | 301 | 100.0 % |

**SUM OF TOP 2 CHOICES**

**Q2. Which TWO of the public library items listed in Question 1 do you think should receive the MOST EMPHASIS over the next TWO years? (top 2)**

| Q2. Sum of top 2 choices | Number | Percent |
|---|---|---|
| Selection of physical resources available (books, CD's, & DVD's) | 120 | 39.9 % |
| Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 105 | 34.9 % |
| Events for seniors | 29 | 9.6 % |
| Events for adults (e.g., informational, literary, participatory, entertainment) | 28 | 9.3 % |
| Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 31 | 10.3 % |
| Events for children (e.g., early literacy development, story times, summer reading program) | 81 | 26.9 % |
| Reader's Advisory (help finding something to read) | 13 | 4.3 % |
| Selection of reference & research tools | 9 | 3.0 % |
| Access to computers & library Wi-Fi | 18 | 6.0 % |
| Ease of booking meeting rooms | 6 | 2.0 % |
| Library as a hub of community information | 30 | 10.0 % |
| Outreach-programs and/or services in the community outside of the library | 34 | 11.3 % |
| The hours & days the Library is open (M-F 10-7, Sat 10-6, Sun 12-5) | 21 | 7.0 % |
| None chosen | 32 | 10.6 % |
| Total | 557 | |

## Q3. How satisfied are you with the overall quality of the Oregon City Public Library's services?

| Q3. How satisfied are you with overall quality of Oregon City Public Library's services | Number | Percent |
|---|---|---|
| Very satisfied | 108 | 35.9 % |
| Satisfied | 116 | 38.5 % |
| Neutral | 33 | 11.0 % |
| Dissatisfied | 8 | 2.7 % |
| Don't know | 36 | 12.0 % |
| Total | 301 | 100.0 % |

**WITHOUT "DON'T KNOW"**

## Q3. How satisfied are you with the overall quality of the Oregon City Public Library's services? (without "don't know")

| Q3. How satisfied are you with overall quality of Oregon City Public Library's services | Number | Percent |
|---|---|---|
| Very satisfied | 108 | 40.8 % |
| Satisfied | 116 | 43.8 % |
| Neutral | 33 | 12.5 % |
| Dissatisfied | 8 | 3.0 % |
| Total | 265 | 100.0 % |

## Q4. How do you get information about the library?

| Q4. How do you get information about the library | Number | Percent |
|---|---|---|
| eNewsletter | 51 | 16.9 % |
| Library staff | 39 | 13.0 % |
| Word of mouth | 59 | 19.6 % |
| City's website | 81 | 26.9 % |
| Blogs | 1 | 0.3 % |
| Flyers | 14 | 4.7 % |
| Newspaper | 19 | 6.3 % |
| Library's social media | 61 | 20.3 % |
| Other social media | 15 | 5.0 % |
| Oregon City Trail News publication | 108 | 35.9 % |
| Other | 25 | 8.3 % |
| Total | 473 | |

## Q4-11. Other

| Q4-11. Other | Number | Percent |
|---|---|---|
| Library app | 2 | 9.5 % |
| Friends and family who frequent the library | 1 | 4.8 % |
| Call library staff and ask | 1 | 4.8 % |
| I don't sent information | 1 | 4.8 % |
| Website | 1 | 4.8 % |
| Inquiry | 1 | 4.8 % |
| I develop my opinions by visiting the library myself | 1 | 4.8 % |
| Drive by it every other day | 1 | 4.8 % |
| Going into the library | 1 | 4.8 % |
| Visit the library | 1 | 4.8 % |
| Signs | 1 | 4.8 % |
| Facebook, Instagram | 1 | 4.8 % |
| Signage in Library | 1 | 4.8 % |
| Just waking into the library | 1 | 4.8 % |
| Flyers when I visit, Facebook | 1 | 4.8 % |
| Word of mouth, internet | 1 | 4.8 % |
| SIGNS IN LIBRARY | 1 | 4.8 % |
| I don’t receive any news unless I go in and ask | 1 | 4.8 % |
| I have never been in the library | 1 | 4.8 % |
| Library website | 1 | 4.8 % |
| Total | 21 | 100.0 % |

## Q5. How do you feel the level of service provided by the Oregon City Public Library should change?

| Q5. How should the level of service provided by Oregon City Public Library change | Number | Percent |
|---|---|---|
| Much higher | 19 | 6.3 % |
| A little higher | 89 | 29.6 % |
| Stay the same | 125 | 41.5 % |
| Much lower | 2 | 0.7 % |
| Don't know | 66 | 21.9 % |
| Total | 301 | 100.0 % |

**WITHOUT "DON'T KNOW"**

## Q5. How do you feel the level of service provided by the Oregon City Public Library should change? (without "don't know")

| Q5. How should the level of service provided by Oregon City Public Library change | Number | Percent |
|---|---|---|
| Much higher | 19 | 8.1 % |
| A little higher | 89 | 37.9 % |
| Stay the same | 125 | 53.2 % |
| Much lower | 2 | 0.9 % |
| Total | 235 | 100.0 % |

## Q6. Customer Service. Have you called, emailed, or visited the Oregon City Public Library with a question, problem, or complaint during the past year?

| Q6. Have you called, emailed, or visited Oregon City Public Library with a question, problem, or complaint during past year | Number | Percent |
|---|---|---|
| Yes | 94 | 31.2 % |
| No | 207 | 68.8 % |
| Total | 301 | 100.0 % |

## Q6a. How easy was it to contact the person you needed to reach?

| Q6a. How easy was it to contact the person you needed to reach | Number | Percent |
|---|---|---|
| Very easy | 66 | 70.2 % |
| Somewhat easy | 20 | 21.3 % |
| Difficult | 3 | 3.2 % |
| Very difficult | 2 | 2.1 % |
| Don't know | 3 | 3.2 % |
| Total | 94 | 100.0 % |

**WITHOUT "DON'T KNOW"**

## Q6a. How easy was it to contact the person you needed to reach? (without "don't know")

| Q6a. How easy was it to contact the person you needed to reach | Number | Percent |
|---|---|---|
| Very easy | 66 | 72.5 % |
| Somewhat easy | 20 | 22.0 % |
| Difficult | 3 | 3.3 % |
| Very difficult | 2 | 2.2 % |
| Total | 91 | 100.0 % |

**Q6b. Several factors that may influence your perception of the quality of customer service you receive from library employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

(N=94)

| | Always | Usually | Sometimes | Seldom | Never | Don't know |
|---|---|---|---|---|---|---|
| Q6b-1. They were courteous & polite | 76.6% | 17.0% | 3.2% | 2.1% | 0.0% | 1.1% |
| Q6b-2. They gave prompt, accurate, & complete answers to questions | 72.3% | 20.2% | 5.3% | 0.0% | 1.1% | 1.1% |
| Q6b-3. They did what they said they would do in a timely manner | 69.1% | 17.0% | 4.3% | 0.0% | 1.1% | 8.5% |
| Q6b-4. They helped you resolve an issue to your satisfaction | 64.9% | 20.2% | 3.2% | 2.1% | 5.3% | 4.3% |

**WITHOUT "DON'T KNOW"**

**Q6b. Several factors that may influence your perception of the quality of customer service you receive from library employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")**

(N=94)

| | Always | Usually | Sometimes | Seldom | Never |
|---|---|---|---|---|---|
| Q6b-1. They were courteous & polite | 77.4% | 17.2% | 3.2% | 2.2% | 0.0% |
| Q6b-2. They gave prompt, accurate, & complete answers to questions | 73.1% | 20.4% | 5.4% | 0.0% | 1.1% |
| Q6b-3. They did what they said they would do in a timely manner | 75.6% | 18.6% | 4.7% | 0.0% | 1.2% |
| Q6b-4. They helped you resolve an issue to your satisfaction | 67.8% | 21.1% | 3.3% | 2.2% | 5.6% |

**Q7. Please indicate how often you and members of your household have used the Oregon City Public Library in the past 12 months.**

| Q7. How often have you used Oregon City Public Library in past 12 months | Number | Percent |
|---|---|---|
| Once a week | 62 | 20.6 % |
| Once or twice a month | 106 | 35.2 % |
| A few times a year | 81 | 26.9 % |
| Never | 45 | 15.0 % |
| Not provided | 7 | 2.3 % |
| Total | 301 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

**Q7. Please indicate how often you and members of your household have used the Oregon City Public Library in the past 12 months. (without "not provided")**

| Q7. How often have you used Oregon City Public Library in past 12 months | Number | Percent |
|---|---|---|
| Once a week | 62 | 21.1 % |
| Once or twice a month | 106 | 36.1 % |
| A few times a year | 81 | 27.6 % |
| Never | 45 | 15.3 % |
| Total | 294 | 100.0 % |

## Q8. Please check ALL the purpose(s) for which you or members of your household used the Oregon City Public Library in the past 12 months.

| Q8. All the purpose(s) for which you used Oregon City Public Library in past 12 months | Number | Percent |
|---|---|---|
| Checked out a book | 199 | 79.9 % |
| Checked out an audiobook | 71 | 28.5 % |
| Downloaded eBook/audiobook | 101 | 40.6 % |
| Checked out a music CD | 25 | 10.0 % |
| Checked out a movie | 71 | 28.5 % |
| Checked out a magazine | 23 | 9.2 % |
| Picked up materials on hold | 123 | 49.4 % |
| Attended a children's program | 38 | 15.3 % |
| Attended a teen program | 14 | 5.6 % |
| Attended an adult program | 21 | 8.4 % |
| Attended a meeting | 15 | 6.0 % |
| Used a library computer | 45 | 18.1 % |
| Used library wireless (Wi-Fi) | 49 | 19.7 % |
| Worked on a school assignment | 13 | 5.2 % |
| Used job search resources | 9 | 3.6 % |
| Found information for work | 12 | 4.8 % |
| Asked a librarian a question | 120 | 48.2 % |
| Read a newspaper/magazine | 27 | 10.8 % |
| Spent time in a quiet place | 85 | 34.1 % |
| Met a friend or family member | 48 | 19.3 % |
| Accessed an online research tool | 16 | 6.4 % |
| Accessed a government form (tax, license, unemployment | 13 | 5.2 % |
| Researched family or local history | 14 | 5.6 % |
| Other | 18 | 7.2 % |
| Total | 1170 | |

## Q8-24. Other

- Aduaquest.
- Checked out from Lending library of items.
- Consumer reports and NY Times
- Halloween
- location for Red Cross blood donation
- Outdoor sprinkler and swings/slide.
- P/u creativity kits
- Perused Library of Things. Bought old book
- Picked up a community pass. Checked out things from the Library of Things. Which I love!!
- Picked up entrance tickets for Japanese garden
- Picked up genre brochures.
- playground, splash pad
- Printing
- Rented games
- sprinkler pad
- teen volunteer
- Took my child to the splash pad outside and used the water bottle refilling station and the restroom. That's very generous to be allowed to do that. We appreciate it.
- Used culture pass
- Used the cultural pass
- Worked on manuscript.

**Q9. Using the numbers in Question 8, please indicate the THREE main purposes for which you or members of your household used the Oregon City Public Library over the past 12 months.**

| Q9. Top choice | Number | Percent |
|---|---|---|
| Checked out a book | 145 | 58.2 % |
| Checked out an audiobook | 13 | 5.2 % |
| Downloaded eBook/audiobook | 29 | 11.6 % |
| Checked out a music CD | 1 | 0.4 % |
| Checked out a movie | 4 | 1.6 % |
| Picked up materials on hold | 20 | 8.0 % |
| Attended a children's program | 5 | 2.0 % |
| Attended a teen program | 1 | 0.4 % |
| Attended an adult program | 2 | 0.8 % |
| Attended a meeting | 2 | 0.8 % |
| Used a library computer | 3 | 1.2 % |
| Used library wireless (Wi-Fi) | 1 | 0.4 % |
| Found information for work | 1 | 0.4 % |
| Read a newspaper/magazine | 1 | 0.4 % |
| Spent time in a quiet place | 5 | 2.0 % |
| Accessed an online research tool | 1 | 0.4 % |
| Researched family or local history | 1 | 0.4 % |
| None chosen | 14 | 5.6 % |
| Total | 249 | 100.0 % |

**Q9. Using the numbers in Question 8, please indicate the THREE main purposes for which you or members of your household used the Oregon City Public Library over the past 12 months.**

| Q9. 2nd choice | Number | Percent |
|---|---|---|
| Checked out a book | 32 | 12.9 % |
| Checked out an audiobook | 17 | 6.8 % |
| Downloaded eBook/audiobook | 38 | 15.3 % |
| Checked out a music CD | 2 | 0.8 % |
| Checked out a movie | 20 | 8.0 % |
| Checked out a magazine | 4 | 1.6 % |
| Picked up materials on hold | 42 | 16.9 % |
| Attended a children's program | 11 | 4.4 % |
| Attended a teen program | 2 | 0.8 % |
| Attended an adult program | 2 | 0.8 % |
| Attended a meeting | 4 | 1.6 % |
| Used a library computer | 5 | 2.0 % |
| Used library wireless (Wi-Fi) | 5 | 2.0 % |
| Worked on a school assignment | 3 | 1.2 % |
| Found information for work | 2 | 0.8 % |
| Asked a librarian a question | 5 | 2.0 % |
| Read a newspaper/magazine | 2 | 0.8 % |
| Spent time in a quiet place | 14 | 5.6 % |
| Met a friend or family member | 5 | 2.0 % |
| Accessed an online research tool | 2 | 0.8 % |
| Accessed a government form (tax, license, unemployment | 2 | 0.8 % |
| Researched family or local history | 1 | 0.4 % |
| None chosen | 29 | 11.6 % |
| Total | 249 | 100.0 % |

**Q9. Using the numbers in Question 8, please indicate the THREE main purposes for which you or members of your household used the Oregon City Public Library over the past 12 months.**

| Q9. 3rd choice | Number | Percent |
|---|---|---|
| Checked out a book | 13 | 5.2 % |
| Checked out an audiobook | 13 | 5.2 % |
| Downloaded eBook/audiobook | 7 | 2.8 % |
| Checked out a music CD | 3 | 1.2 % |
| Checked out a movie | 17 | 6.8 % |
| Checked out a magazine | 4 | 1.6 % |
| Picked up materials on hold | 35 | 14.1 % |
| Attended a children's program | 11 | 4.4 % |
| Attended a teen program | 1 | 0.4 % |
| Attended an adult program | 4 | 1.6 % |
| Attended a meeting | 2 | 0.8 % |
| Used a library computer | 6 | 2.4 % |
| Used library wireless (Wi-Fi) | 9 | 3.6 % |
| Worked on a school assignment | 1 | 0.4 % |
| Found information for work | 3 | 1.2 % |
| Asked a librarian a question | 14 | 5.6 % |
| Read a newspaper/magazine | 4 | 1.6 % |
| Spent time in a quiet place | 19 | 7.6 % |
| Met a friend or family member | 4 | 1.6 % |
| Accessed an online research tool | 5 | 2.0 % |
| Accessed a government form (tax, license, unemployment | 2 | 0.8 % |
| Researched family or local history | 1 | 0.4 % |
| None chosen | 71 | 28.5 % |
| Total | 249 | 100.0 % |

**SUM OF TOP 3 CHOICES**

**Q9. Using the numbers in Question 8, please indicate the THREE main purposes for which you or members of your household used the Oregon City Public Library over the past 12 months. (top 3)**

| Q9. Sum of top 3 choices | Number | Percent |
|---|---|---|
| Checked out a book | 190 | 76.3 % |
| Checked out an audiobook | 43 | 17.3 % |
| Downloaded eBook/audiobook | 74 | 29.7 % |
| Checked out a music CD | 6 | 2.4 % |
| Checked out a movie | 41 | 16.5 % |
| Checked out a magazine | 8 | 3.2 % |
| Picked up materials on hold | 97 | 39.0 % |
| Attended a children's program | 27 | 10.8 % |
| Attended a teen program | 4 | 1.6 % |
| Attended an adult program | 8 | 3.2 % |
| Attended a meeting | 8 | 3.2 % |
| Used a library computer | 14 | 5.6 % |
| Used library wireless (Wi-Fi) | 15 | 6.0 % |
| Worked on a school assignment | 4 | 1.6 % |
| Found information for work | 6 | 2.4 % |
| Asked a librarian a question | 19 | 7.6 % |
| Read a newspaper/magazine | 7 | 2.8 % |
| Spent time in a quiet place | 38 | 15.3 % |
| Met a friend or family member | 9 | 3.6 % |
| Accessed an online research tool | 8 | 3.2 % |
| Accessed a government form (tax, license, unemployment | 4 | 1.6 % |
| Researched family or local history | 3 | 1.2 % |
| None chosen | 14 | 5.6 % |
| Total | 647 | |

## Q10. From the following list, please check ALL the reasons preventing you or members of your household from using the Oregon City Public Library or its services in the past 12 months.

| Q10. All the reasons preventing your household from using Oregon City Public Library or its services in past 12 months | Number | Percent |
|---|---|---|
| Did not know about the Library | 12 | 4.0 % |
| Did not have what I wanted/needed | 55 | 18.3 % |
| Location not convenient | 29 | 9.6 % |
| Used the internet instead | 75 | 24.9 % |
| Owed fines or fees | 17 | 5.6 % |
| Bought/rented materials elsewhere | 45 | 15.0 % |
| Library hours not convenient | 34 | 11.3 % |
| Physical access too difficult | 5 | 1.7 % |
| No transportation to get there | 3 | 1.0 % |
| Hard to find parking | 43 | 14.3 % |
| Used a different library | 54 | 17.9 % |
| Physical condition of materials | 3 | 1.0 % |
| Lack of knowledge about services | 51 | 16.9 % |
| I don't have a fast/reliable internet connection | 3 | 1.0 % |
| Concern about COVID-19 | 22 | 7.3 % |
| Other | 20 | 6.6 % |
| None | 89 | 29.6 % |
| Total | 560 | |

**WITHOUT "NONE"**

## Q10. From the following list, please check ALL the reasons preventing you or members of your household from using the Oregon City Public Lbrary or its services in the past 12 months. (without "none")

| Q10. All the reasons preventing your household from using Oregon City Public Library or its services in past 12 months | Number | Percent |
|---|---|---|
| Did not know about the Library | 12 | 5.7 % |
| Did not have what I wanted/needed | 55 | 25.9 % |
| Location not convenient | 29 | 13.7 % |
| Used the internet instead | 75 | 35.4 % |
| Owed fines or fees | 17 | 8.0 % |
| Bought/rented materials elsewhere | 45 | 21.2 % |
| Library hours not convenient | 34 | 16.0 % |
| Physical access too difficult | 5 | 2.4 % |
| No transportation to get there | 3 | 1.4 % |
| Hard to find parking | 43 | 20.3 % |
| Used a different library | 54 | 25.5 % |
| Physical condition of materials | 3 | 1.4 % |
| Lack of knowledge about services | 51 | 24.1 % |
| I don't have a fast/reliable internet connection | 3 | 1.4 % |
| Concern about COVID-19 | 22 | 10.4 % |
| Other | 20 | 9.4 % |
| Total | 471 | |

## Q10-16. Other

- Aggressive drivers on road, violence and crime, I'm afraid to leave my home.
- Changes after Covid-19.
- Homeless population
- I have been unable to login to my account and online resources are not helpful, requiring me to go to the library to resolve the issue.
- I just haven't taken the time to go and check it out since Covid (I'm not concerned about Covid)
- I like the library though and believe it provides a great service. It's just not as convenient for me at this time. I do enjoy reading every day!
- I want to start by saying: We LOVE the main children's librarian and book time instructor.
- Low quantity of books on site compared to other local libraries.
- My UNCC card will not allow me access. Trying to get this resolved
- Selection of digital materials limited compared to Multnomah and Wash counties.
- sometimes we go to Camby
- The collection is so shrunken in new bldg.
- The stairs are a problem for us.
- time
- Too busy with other things
- Visited other libraries that had more children's program selection (Lunar New Year's, more class times) and bigger book selection.
- We use to hang out their with the kids, since Covid it is not kid friendly any more.
- When trying to access and could not receive a call back ever for getting my password. Online difficulty and so paid for a service to download books. It was easier.
- Work and no children in school.

**Q11. Using the numbers in Question 10, please indicate the THREE top reasons preventing you or members of your household from using the Oregon City Public Library or its services in the past 12 months.**

| Q11. Top choice | Number | Percent |
|---|---|---|
| Did not know about the Library | 5 | 1.7 % |
| Did not have what I wanted/needed | 43 | 14.3 % |
| Location not convenient | 18 | 6.0 % |
| Used the internet instead | 32 | 10.6 % |
| Owed fines or fees | 9 | 3.0 % |
| Bought/rented materials elsewhere | 10 | 3.3 % |
| Library hours not convenient | 9 | 3.0 % |
| Physical access too difficult | 1 | 0.3 % |
| No transportation to get there | 2 | 0.7 % |
| Hard to find parking | 21 | 7.0 % |
| Used a different library | 21 | 7.0 % |
| Lack of knowledge about services | 16 | 5.3 % |
| Concern about COVID-19 | 9 | 3.0 % |
| None chosen | 105 | 34.9 % |
| Total | 301 | 100.0 % |

**Q11. Using the numbers in Question 10, please indicate the THREE top reasons preventing you or members of your household from using the Oregon City Public Library or its services in the past 12 months.**

| Q11. 2nd choice | Number | Percent |
|---|---|---|
| Did not know about the Library | 6 | 2.0 % |
| Did not have what I wanted/needed | 13 | 4.3 % |
| Location not convenient | 6 | 2.0 % |
| Used the internet instead | 26 | 8.6 % |
| Owed fines or fees | 2 | 0.7 % |
| Bought/rented materials elsewhere | 26 | 8.6 % |
| Library hours not convenient | 11 | 3.7 % |
| Physical access too difficult | 1 | 0.3 % |
| No transportation to get there | 1 | 0.3 % |
| Hard to find parking | 12 | 4.0 % |
| Used a different library | 20 | 6.6 % |
| Lack of knowledge about services | 15 | 5.0 % |
| I don't have a fast/reliable internet connection | 2 | 0.7 % |
| Concern about COVID-19 | 6 | 2.0 % |
| None chosen | 154 | 51.2 % |
| Total | 301 | 100.0 % |

**Q11. Using the numbers in Question 10, please indicate the THREE top reasons preventing you or members of your household from using the Oregon City Public Library or its services in the past 12 months.**

| Q11. 3rd choice | Number | Percent |
|---|---|---|
| Did not have what I wanted/needed | 5 | 1.7 % |
| Location not convenient | 1 | 0.3 % |
| Used the internet instead | 8 | 2.7 % |
| Owed fines or fees | 4 | 1.3 % |
| Bought/rented materials elsewhere | 12 | 4.0 % |
| Library hours not convenient | 6 | 2.0 % |
| Physical access too difficult | 2 | 0.7 % |
| No transportation to get there | 1 | 0.3 % |
| Hard to find parking | 13 | 4.3 % |
| Used a different library | 8 | 2.7 % |
| Physical condition of materials | 2 | 0.7 % |
| Lack of knowledge about services | 17 | 5.6 % |
| I don't have a fast/reliable internet connection | 1 | 0.3 % |
| Concern about COVID-19 | 6 | 2.0 % |
| None chosen | 215 | 71.4 % |
| Total | 301 | 100.0 % |

**SUM OF TOP 3 CHOICES**

**Q11. Using the numbers in Question 10, please indicate the THREE top reasons preventing you or members of your household from using the Oregon City Public Library or its services in the past 12 months. (top 3)**

| Q11. Sum of top 3 choices | Number | Percent |
|---|---|---|
| Did not know about the Library | 11 | 3.7 % |
| Did not have what I wanted/needed | 61 | 20.3 % |
| Location not convenient | 25 | 8.3 % |
| Used the internet instead | 66 | 21.9 % |
| Owed fines or fees | 15 | 5.0 % |
| Bought/rented materials elsewhere | 48 | 15.9 % |
| Library hours not convenient | 26 | 8.6 % |
| Physical access too difficult | 4 | 1.3 % |
| No transportation to get there | 4 | 1.3 % |
| Hard to find parking | 46 | 15.3 % |
| Used a different library | 49 | 16.3 % |
| Physical condition of materials | 2 | 0.7 % |
| Lack of knowledge about services | 48 | 15.9 % |
| I don't have a fast/reliable internet connection | 3 | 1.0 % |
| Concern about COVID-19 | 21 | 7.0 % |
| None chosen | 105 | 34.9 % |
| Total | 534 | |

**Q12(1-7). Services: Please indicate whether you or members of your household use, are aware of but don't use, or are not aware of each of the following services and programs offered by the Oregon City Public Library.**

(N=301)

| | Use | Aware, but do not use | Not aware it was offered | Not provided |
|---|---|---|---|---|
| Q12-1. Books | 71.4% | 19.9% | 3.3% | 5.3% |
| Q12-2. DVDs | 31.2% | 54.2% | 6.0% | 8.6% |
| Q12-3. Audiobooks | 33.9% | 48.8% | 9.0% | 8.3% |
| Q12-4. Creative Kits (take-home crafts for adults, adults with disabilities, teens, & kids) | 8.3% | 37.2% | 46.8% | 7.6% |
| Q12-5. Public computers | 15.0% | 71.4% | 5.3% | 8.3% |
| Q12-6. Library of things (appliances, games, tools, & equipment to check out) | 12.3% | 44.5% | 35.2% | 8.0% |
| Q12-7. Local history collection | 7.0% | 35.9% | 47.8% | 9.3% |

**WITHOUT "NOT PROVIDED"**

**Q12(1-7). Services: Please indicate whether you or members of your household use, are aware of but don't use, or are not aware of each of the following services and programs offered by the Oregon City Public Library. (without "not provided")**

(N=301)

| | Use | Aware, but do not use | Not aware it was offered |
|---|---|---|---|
| Q12-1. Books | 75.4% | 21.1% | 3.5% |
| Q12-2. DVDs | 34.2% | 59.3% | 6.5% |
| Q12-3. Audiobooks | 37.0% | 53.3% | 9.8% |
| Q12-4. Creative Kits (take-home crafts for adults, adults with disabilities, teens, & kids) | 9.0% | 40.3% | 50.7% |
| Q12-5. Public computers | 16.3% | 77.9% | 5.8% |
| Q12-6. Library of things (appliances, games, tools, & equipment to check out) | 13.4% | 48.4% | 38.3% |
| Q12-7. Local history collection | 7.7% | 39.6% | 52.7% |

**Q12(8-16). Digital Services: Please indicate whether you or members of your household use, are aware of but don't use, or are not aware of each of the following services and programs offered by the Oregon City Public Library.**

(N=301)

| | Use | Aware, but do not use | Not aware it was offered | Not provided |
|---|---|---|---|---|
| Q12-8. Use library catalog (lincc.org) to find & place holds on materials | 56.1% | 27.2% | 8.3% | 8.3% |
| Q12-9. Conduct online research | 17.6% | 53.2% | 18.6% | 10.6% |
| Q12-10. Download audiobooks | 32.2% | 40.2% | 19.3% | 8.3% |
| Q12-11. Download eBooks | 33.9% | 40.2% | 17.3% | 8.6% |
| Q12-12. Download digital magazines | 7.3% | 46.8% | 35.5% | 10.3% |
| Q12-13. Access resources to learn different languages | 3.0% | 36.9% | 48.5% | 11.6% |
| Q12-14. Use study guides & take practice tests | 0.3% | 27.2% | 58.1% | 14.3% |
| Q12-15. Stream videos | 4.3% | 28.9% | 55.8% | 11.0% |
| Q12-16. Read digital newspapers | 3.3% | 45.8% | 39.5% | 11.3% |

**WITHOUT "NOT PROVIDED"**

**Q12(8-16). Digital Services: Please indicate whether you or members of your household use, are aware of but don't use, or are not aware of each of the following services and programs offered by the Oregon City Public Library. (without "not provided")**

(N=301)

| | Use | Aware, but do not use | Not aware it was offered |
|---|---|---|---|
| Q12-8. Use library catalog (lincc.org) to find & place holds on materials | 61.2% | 29.7% | 9.1% |
| Q12-9. Conduct online research | 19.7% | 59.5% | 20.8% |
| Q12-10. Download audiobooks | 35.1% | 43.8% | 21.0% |
| Q12-11. Download eBooks | 37.1% | 44.0% | 18.9% |
| Q12-12. Download digital magazines | 8.1% | 52.2% | 39.6% |
| Q12-13. Access resources to learn different languages | 3.4% | 41.7% | 54.9% |
| Q12-14. Use study guides & take practice tests | 0.4% | 31.8% | 67.8% |
| Q12-15. Stream videos | 4.9% | 32.5% | 62.7% |
| Q12-16. Read digital newspapers | 3.7% | 51.7% | 44.6% |

**Q12(17-25). Programs: Please indicate whether you or members of your household use, are aware of but don't use, or are not aware of each of the following services and programs offered by the Oregon City Public Library.**

(N=301)

| | Use | Aware, but do not use | Not aware it was offered | Not provided |
|---|---|---|---|---|
| Q12-17. Storytimes | 8.3% | 66.1% | 14.0% | 11.6% |
| Q12-18. Art Labs(kids) or Art Gym (adults) Make Your Own art programs | 4.7% | 33.9% | 50.8% | 10.6% |
| Q12-19. Genealogy assistance | 2.3% | 24.3% | 62.8% | 10.6% |
| Q12-20. 1,000 Books Before Kindergarten (year-round reading program for ages 0-5) | 4.3% | 37.2% | 44.5% | 14.0% |
| Q12-21. Summer reading programs | 17.9% | 49.2% | 19.6% | 13.3% |
| Q12-22. Adult Book Club | 2.0% | 41.5% | 43.9% | 12.6% |
| Q12-23. Adult programs (author talks, lectures, etc.) | 5.6% | 39.5% | 42.2% | 12.6% |
| Q12-24. Teen programs (video games, movies, craft sessions, etc.) | 4.3% | 45.2% | 34.2% | 16.3% |
| Q12-25. Children's programs (storytimes, music & movement, etc.) | 8.3% | 58.5% | 18.9% | 14.3% |

**WITHOUT "NOT PROVIDED"**

**Q12(17-25). Programs: Please indicate whether you or members of your household use, are aware of but don't use, or are not aware of each of the following services and programs offered by the Oregon City Public Library. (without "not provided")**

(N=301)

| | Use | Aware, but do not use | Not aware it was offered |
|---|---|---|---|
| Q12-17. Storytimes | 9.4% | 74.8% | 15.8% |
| Q12-18. Art Labs(kids) or Art Gym (adults) Make Your Own art programs | 5.2% | 37.9% | 56.9% |
| Q12-19. Genealogy assistance | 2.6% | 27.1% | 70.3% |
| Q12-20. 1,000 Books Before Kindergarten (year-round reading program for ages 0-5) | 5.0% | 43.2% | 51.7% |
| Q12-21. Summer reading programs | 20.7% | 56.7% | 22.6% |
| Q12-22. Adult Book Club | 2.3% | 47.5% | 50.2% |
| Q12-23. Adult programs (author talks, lectures, etc.) | 6.5% | 45.2% | 48.3% |
| Q12-24. Teen programs (video games, movies, craft sessions, etc.) | 5.2% | 54.0% | 40.9% |
| Q12-25. Children's programs (storytimes, music & movement, etc.) | 9.7% | 68.2% | 22.1% |

**Q13. The following are some actions that the Oregon City Public Library could take to extend Library services outside the City. Please indicate whether you think each action is a high priority, medium priority, low priority, or you are not sure.**

(N=301)

| | High priority | Medium priority | Low priority | Not sure |
|---|---|---|---|---|
| Q13-1. Self-service book lockers/kiosks (to pick up holds & return items 24/7) | 17.9% | 32.2% | 28.2% | 21.6% |
| Q13-2. Offering more hybrid (in-person & online) programs | 9.6% | 31.9% | 27.6% | 30.9% |
| Q13-3. Offering more in-person programs/ events nearer to me | 15.9% | 29.6% | 28.6% | 25.9% |
| Q13-4. More downloadable audiobooks | 30.9% | 22.9% | 19.9% | 26.2% |
| Q13-5. More downloadable movies | 15.3% | 26.6% | 29.9% | 28.2% |
| Q13-6. More downloadable eBooks | 30.9% | 25.6% | 20.6% | 22.9% |
| Q13-7. More downloadable music | 8.6% | 17.9% | 43.9% | 29.6% |
| Q13-8. Books by mail | 15.3% | 27.2% | 32.6% | 24.9% |
| Q13-9. More online services & resources (homework resources, job skill resources, online courses & lessons, etc.) | 17.9% | 29.2% | 19.3% | 33.6% |

**WITHOUT "NOT SURE"**

**Q13. The following are some actions that the Oregon City Public Library could take to extend Library services outside the City. Please indicate whether you think each action is a high priority, medium priority, low priority, or you are not sure. (without "not sure")**

(N=301)

| | High priority | Medium priority | Low priority |
|---|---|---|---|
| Q13-1. Self-service book lockers/kiosks (to pick up holds & return items 24/7) | 22.9% | 41.1% | 36.0% |
| Q13-2. Offering more hybrid (in-person & online) programs | 13.9% | 46.2% | 39.9% |
| Q13-3. Offering more in-person programs/ events nearer to me | 21.5% | 39.9% | 38.6% |
| Q13-4. More downloadable audiobooks | 41.9% | 31.1% | 27.0% |
| Q13-5. More downloadable movies | 21.3% | 37.0% | 41.7% |
| Q13-6. More downloadable eBooks | 40.1% | 33.2% | 26.7% |
| Q13-7. More downloadable music | 12.3% | 25.5% | 62.3% |
| Q13-8. Books by mail | 20.4% | 36.3% | 43.4% |
| Q13-9. More online services & resources (homework resources, job skill resources, online courses & lessons, etc.) | 27.0% | 44.0% | 29.0% |

**Q14. Using the numbers in Question 13, please indicate the THREE actions you feel are MOST IMPORTANT for the Library to take to improve services outside the City.**

| Q14. Top choice | Number | Percent |
|---|---|---|
| Self-service book lockers/kiosks (to pick up holds & return items 24/7) | 53 | 17.6 % |
| Offering more hybrid (in-person & online) programs | 13 | 4.3 % |
| Offering more in-person programs/events nearer to me | 40 | 13.3 % |
| More downloadable audiobooks | 56 | 18.6 % |
| More downloadable movies | 4 | 1.3 % |
| More downloadable eBooks | 29 | 9.6 % |
| More downloadable music | 2 | 0.7 % |
| Books by mail | 11 | 3.7 % |
| More online services & resources (homework resources, job skill resources, online courses & lessons, etc.) | 27 | 9.0 % |
| None chosen | 66 | 21.9 % |
| Total | 301 | 100.0 % |

**Q14. Using the numbers in Question 13, please indicate the THREE actions you feel are MOST IMPORTANT for the Library to take to improve services outside the City.**

| Q14. 2nd choice | Number | Percent |
|---|---|---|
| Self-service book lockers/kiosks (to pick up holds & return items 24/7) | 19 | 6.3 % |
| Offering more hybrid (in-person & online) programs | 28 | 9.3 % |
| Offering more in-person programs/events nearer to me | 28 | 9.3 % |
| More downloadable audiobooks | 25 | 8.3 % |
| More downloadable movies | 21 | 7.0 % |
| More downloadable eBooks | 44 | 14.6 % |
| More downloadable music | 4 | 1.3 % |
| Books by mail | 26 | 8.6 % |
| More online services & resources (homework resources, job skill resources, online courses & lessons, etc.) | 22 | 7.3 % |
| None chosen | 84 | 27.9 % |
| Total | 301 | 100.0 % |

**Q14. Using the numbers in Question 13, please indicate the THREE actions you feel are MOST IMPORTANT for the Library to take to improve services outside the City.**

| Q14. 3rd choice | Number | Percent |
|---|---|---|
| Self-service book lockers/kiosks (to pick up holds & return items 24/7) | 23 | 7.6 % |
| Offering more hybrid (in-person & online) programs | 19 | 6.3 % |
| Offering more in-person programs/events nearer to me | 18 | 6.0 % |
| More downloadable audiobooks | 17 | 5.6 % |
| More downloadable movies | 25 | 8.3 % |
| More downloadable eBooks | 21 | 7.0 % |
| More downloadable music | 6 | 2.0 % |
| Books by mail | 26 | 8.6 % |
| More online services & resources (homework resources, job skill resources, online courses & lessons, etc.) | 24 | 8.0 % |
| None chosen | 122 | 40.5 % |
| Total | 301 | 100.0 % |

**SUM OF TOP 3 CHOICES**

**Q14. Using the numbers in Question 13, please indicate the THREE actions you feel are MOST IMPORTANT for the Library to take to improve services outside the City. (top 3)**

| Q14. Sum of top 3 choices | Number | Percent |
|---|---|---|
| Self-service book lockers/kiosks (to pick up holds & return items 24/7) | 95 | 31.6 % |
| Offering more hybrid (in-person & online) programs | 60 | 19.9 % |
| Offering more in-person programs/events nearer to me | 86 | 28.6 % |
| More downloadable audiobooks | 98 | 32.6 % |
| More downloadable movies | 50 | 16.6 % |
| More downloadable eBooks | 94 | 31.2 % |
| More downloadable music | 12 | 4.0 % |
| Books by mail | 63 | 20.9 % |
| More online services & resources (homework resources, job skill resources, online courses & lessons, etc.) | 73 | 24.3 % |
| None chosen | 66 | 21.9 % |
| Total | 697 | |

## Q17. Approximately how many years have you lived at your current home?

| Q17. How many years have you lived at your current home | Number | Percent |
|---|---|---|
| 0-5 | 84 | 27.9 % |
| 6-10 | 55 | 18.3 % |
| 11-15 | 24 | 8.0 % |
| 16-20 | 27 | 9.0 % |
| 21-30 | 47 | 15.6 % |
| 31+ | 57 | 18.9 % |
| Not provided | 7 | 2.3 % |
| Total | 301 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q17. Approximately how many years have you lived at your current home? (without "not provided")

| Q17. How many years have you lived at your current home | Number | Percent |
|---|---|---|
| 0-5 | 84 | 28.6 % |
| 6-10 | 55 | 18.7 % |
| 11-15 | 24 | 8.2 % |
| 16-20 | 27 | 9.2 % |
| 21-30 | 47 | 16.0 % |
| 31+ | 57 | 19.4 % |
| Total | 294 | 100.0 % |

## Q18. What is the preferred language spoken in your home?

| Q18. Preferred language spoken in your home | Number | Percent |
|---|---|---|
| English | 287 | 98.3 % |
| Spanish | 2 | 0.7 % |
| Russian | 1 | 0.3 % |
| Vietnamese | 1 | 0.3 % |
| Chinese | 1 | 0.3 % |
| Total | 292 | 100.0 % |

## Q19. What is your age?

| Q19. Your age | Number | Percent |
|---|---|---|
| 18-34 | 57 | 18.9 % |
| 35-44 | 59 | 19.6 % |
| 45-54 | 56 | 18.6 % |
| 55-64 | 55 | 18.3 % |
| 65+ | 60 | 19.9 % |
| Not provided | 14 | 4.7 % |
| Total | 301 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q19. What is your age? (without "not provided")

| Q19. Your age | Number | Percent |
|---|---|---|
| 18-34 | 57 | 19.9 % |
| 35-44 | 59 | 20.6 % |
| 45-54 | 56 | 19.5 % |
| 55-64 | 55 | 19.2 % |
| 65+ | 60 | 20.9 % |
| Total | 287 | 100.0 % |

## Q20. Including yourself, how many people in your household are...

| | Mean | Sum |
|---|---|---|
| number | 2.8 | 831 |
| Under age 5 | 0.2 | 51 |
| Ages 5-9 | 0.2 | 50 |
| Ages 10-14 | 0.2 | 58 |
| Ages 15-19 | 0.2 | 48 |
| Ages 20-24 | 0.1 | 32 |
| Ages 25-34 | 0.4 | 117 |
| Ages 35-44 | 0.4 | 124 |
| Ages 45-54 | 0.4 | 117 |
| Ages 55-64 | 0.3 | 102 |
| Ages 65-74 | 0.3 | 81 |
| Ages 75+ | 0.2 | 51 |

## Q21. What is your gender?

| Q21. Your gender | Number | Percent |
|---|---|---|
| Male | 143 | 47.5 % |
| Female | 151 | 50.2 % |
| Non-binary | 3 | 1.0 % |
| Not provided | 4 | 1.3 % |
| Total | 301 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q21. What is your gender? (without "not provided")

| Q21. Your gender | Number | Percent |
|---|---|---|
| Male | 143 | 48.1 % |
| Female | 151 | 50.8 % |
| Non-binary | 3 | 1.0 % |
| Total | 297 | 100.0 % |

## Q22. Would you say your total annual household income is...

| Q22. Your total annual household income | Number | Percent |
|---|---|---|
| Under $50K | 41 | 13.6 % |
| $50K to $74,999 | 47 | 15.6 % |
| $75K to $99,999 | 43 | 14.3 % |
| $100K to $149,999 | 42 | 14.0 % |
| $150K to $199,999 | 30 | 10.0 % |
| $200K+ | 29 | 9.6 % |
| Not provided | 69 | 22.9 % |
| Total | 301 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q22. Would you say your total annual household income is... (without "not provided")

| Q22. Your total annual household income | Number | Percent |
|---|---|---|
| Under $50K | 41 | 17.7 % |
| $50K to $74,999 | 47 | 20.3 % |
| $75K to $99,999 | 43 | 18.5 % |
| $100K to $149,999 | 42 | 18.1 % |
| $150K to $199,999 | 30 | 12.9 % |
| $200K+ | 29 | 12.5 % |
| Total | 232 | 100.0 % |

# 4 Survey Instrument

**Oregon City Public Library**

Greg Williams, MLIS, Library Director
606 John Adams St | Oregon City OR 97045
Ph (503) 657-8269 ext 1010

Dear resident of the Oregon City Public Library service area,

The Oregon City Public Library serves more than 60,000 residents in our 110 square mile service area. More than 23,000 of our service area residents live outside city limits in unincorporated Clackamas County.

**The Library wants to hear from residents of unincorporated Clackamas County.** The enclosed survey will help us better understand your familiarity and satisfaction with current services offered by the Oregon City Public Library, and what library services you might want to see in the future. **Your feedback as a resident of unincorporated Clackamas County is very important.**

**We appreciate your time.** We estimate this survey will take 10 – 15 minutes to complete. The time you invest in filling out this survey will allow the Library Board and Library staff to better understand the needs of our unincorporated residents and help us make better decisions about how to serve you.

**Please complete and return your survey at your earliest convenience sometime in the next two weeks.** We are working with a company called ETC Institute to administer and analyze the results of this survey. Please return your completed survey in the enclosed postage-paid envelope. If you prefer, you may also complete the survey online at orcitylibrarysurvey.org.

**Your responses will remain anonymous.** If you have questions, please contact Library Director Greg Williams at 503-657-8269, x1010 or gwilliams@orcity.org.

Thank you for taking the time to participate in this survey.

Sincerely,

Greg Williams, MLIS
Library Director
Oregon City Public Library

# 2023 Oregon City Public Library Survey

The Oregon City Public Library would like your input to help determine library priorities for the community. This survey will take 10-15 minutes to complete. When you are finished, please return your survey in the enclosed postage-paid, return-reply envelope. If you prefer, you can complete the survey online at *orcitylibrarysurvey.org*. We greatly appreciate and value your time.

**1. Public Library Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following Public Library services.**

| | How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| 01. | Selection of physical resources available (books, CD's, and DVD's) | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Events for seniors | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Events for adults (e.g., informational, literary, participatory, entertainment) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Events for children (e.g., early literacy development, story times, summer reading program) | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Reader's Advisory (help finding something to read) | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Selection of reference and research tools | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Access to computers and library Wi-Fi | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Ease of booking meeting rooms | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Library as a hub of community information | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | Outreach-programs and/or services in the community outside of the library | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. | The hours and days the Library is open (M-F 10-7, Sat 10-6, Sun 12-5) | 5 | 4 | 3 | 2 | 1 | 9 |

**2. Which TWO of the public library items listed in Question 1 do you think should receive the MOST EMPHASIS over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____

**3. How satisfied are you with the overall quality of the Oregon City Public Library's services?**

____(5) Very satisfied ____(3) Neutral ____(1) Very dissatisfied
____(4) Satisfied ____(2) Dissatisfied ____(9) Don't know

**4. How do you get information about the library?** *[Check all that apply.]*

____(01) E-newsletter ____(05) Blogs ____(09) Other social media
____(02) Library Staff ____(06) Flyers ____(10) Oregon City Trail News publication
____(03) Word of mouth ____(07) Newspaper ____(11) Other: _____
____(04) City's website ____(08) Library's social media

**5. How do you feel the level of service provided by the Oregon City Public Library should change?**

____(5) Much higher ____(3) Stay the same ____(1) Much lower
____(4) A little higher ____(2) A little lower ____(9) Don't know

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**6. <u>Customer Service.</u> Have you called, emailed, or visited the Oregon City Public Library question, problem, or complaint during the past year?**

____(1) Yes *[Answer Q6a-b.]* ____(2) No *[Skip to Q7.]* ____(9) Don't know *[Skip to Q7.]*

**6a. How easy was it to contact the person you needed to reach?**

____(4) Very easy ____(2) Difficult ____(9) Don't know
____(3) Somewhat easy ____(1) Very difficult

**6b. Several factors that may influence your perception of the quality of customer service you receive from library employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

| | Frequency that... | Always | Usually | Sometimes | Seldom | Never | Don't Know |
|---|---|---|---|---|---|---|---|
| 1. | They were courteous and polite | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | They gave prompt, accurate, and complete answers to questions | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | They did what they said they would do in a timely manner | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | They helped you resolve an issue to your satisfaction | 5 | 4 | 3 | 2 | 1 | 9 |

## CURRENT USE OF OREGON CITY PUBLIC LIBRARY

**7. Please indicate how often you and members of your household have used the Oregon City Public Library in the past 12 months.**

____(1) Once a week ____(2) Once or twice a month ____(3) A few times a year ____(4) Never *[Skip to Q10.]*

**8. Please check ALL the purpose(s) for which you or members of your household used the Oregon City Public Library in the past 12 months.** *[Check all that apply.]*

____(01) Checked out a book
____(02) Checked out an audiobook
____(03) Downloaded e-book/audiobook
____(04) Checked out a music CD
____(05) Checked out a movie
____(06) Checked out a magazine
____(07) Picked up materials on hold
____(08) Attended a children's program
____(09) Attended a teen program
____(10) Attended an adult program
____(11) Attended a meeting
____(12) Used a library computer
____(13) Used library wireless (Wi-Fi)
____(14) Worked on a school assignment
____(15) Used job search resources
____(16) Found information for work
____(17) Asked a librarian a question
____(18) Read a newspaper/magazine
____(19) Spent time in a quiet place
____(20) Met a friend or family member
____(21) Accessed an online research tool
____(22) Accessed a government form (tax, license, unemployment)
____(23) Researched family or local history
____(24) Other: _____

**9. Using the numbers in Question 8, please indicate the THREE main purposes for which you or members of your household used the Oregon City Public Library over the past 12 months.** *[Write in your answers below using the numbers from the list in Question 8, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

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**10. From the following list, please check ALL the reasons preventing you or members of your household from using the Oregon City Public Library or its services in the past 12 months.**

____(01) Did not know about the Library
____(02) Did not have what I wanted/needed
____(03) Location not convenient
____(04) Used the Internet instead
____(05) Owed fines or fees
____(06) Bought/rented materials elsewhere
____(07) Library hours not convenient
____(08) Physical access too difficult
____(09) No transportation to get there
____(10) Hard to find parking
____(11) Used a different library
____(12) Physical condition of materials
____(13) Lack of knowledge about services
____(14) I don't have a fast/reliable internet connection
____(15) Concern about COVID-19
____(16) Other: _____
____(17) None

**11. Using the numbers in Question 10, please indicate the THREE top reasons preventing you or members of your household from using the Oregon City Public Library or its services in the past 12 months.** *[Write in your answers below using the numbers from the list in Question 10, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

## AWARENESS OF OREGON CITY PUBLIC LIBRARY

**12. Please indicate whether you or members of your household use, are aware of but don't use, or are not aware of each of the following services and programs offered by the Oregon City Public Library.**

| | Services | Use | Aware, but Do Not Use | Not Aware it Was Offered |
|---|---|---|---|---|
| 01. | Books | 3 | 2 | 1 |
| 02. | DVDs | 3 | 2 | 1 |
| 03. | Audiobooks | 3 | 2 | 1 |
| 04. | Creative Kits (take-home crafts for adults, adults with disabilities, teens, and kids) | 3 | 2 | 1 |
| 05. | Public computers | 3 | 2 | 1 |
| 06. | Library of Things (appliances, games, tools, and equipment to check out) | 3 | 2 | 1 |
| 07. | Local history collection | 3 | 2 | 1 |
| | Digital Services | | | |
| 08. | Use the library catalog (lincc.org) to find and place holds on materials | 3 | 2 | 1 |
| 09. | Conduct online research | 3 | 2 | 1 |
| 10. | Download audiobooks | 3 | 2 | 1 |
| 11. | Download eBooks | 3 | 2 | 1 |
| 12. | Download digital magazines | 3 | 2 | 1 |
| 13. | Access resources to learn different languages | 3 | 2 | 1 |
| 14. | Use study guides and take practice tests | 3 | 2 | 1 |
| 15. | Stream videos | 3 | 2 | 1 |
| 16. | Read digital newspapers | 3 | 2 | 1 |
| | Programs | | | |
| 17. | Storytimes | 3 | 2 | 1 |
| 18. | Art Labs(kids) or Art Gym (adults) Make Your Own art programs | 3 | 2 | 1 |
| 19. | Genealogy assistance | 3 | 2 | 1 |
| 20. | 1,000 Books Before Kindergarten (year-round reading program for ages 0-5) | 3 | 2 | 1 |
| 21. | Summer reading programs | 3 | 2 | 1 |
| 22. | Adult Book Club | 3 | 2 | 1 |
| 23. | Adult programs (author talks, lectures, etc.) | 3 | 2 | 1 |
| 24. | Teen programs (video games, movies, craft sessions, etc.) | 3 | 2 | 1 |
| 25. | Children's programs (storytimes, music and movement, etc.) | 3 | 2 | 1 |



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**13. The following are some actions that the Oregon City Public Library could take to extend L services outside the City. Please indicate whether you think each action is a high priority, medium priority, low priority, or you are not sure by circling the number to the right of the action.**

| | Potential Services and Resources | High Priority | Medium Priority | Low Priority | Not Sure |
|---|---|---|---|---|---|
| 1. | Self-service book lockers/kiosks (to pick up holds and return items 24/7) | 3 | 2 | 1 | 9 |
| 2. | Offering more hybrid (in-person + online) programs | 3 | 2 | 1 | 9 |
| 3. | Offering more in-person programs/events nearer to me | 3 | 2 | 1 | 9 |
| 4. | More downloadable audiobooks | 3 | 2 | 1 | 9 |
| 5. | More downloadable movies | 3 | 2 | 1 | 9 |
| 6. | More downloadable eBooks | 3 | 2 | 1 | 9 |
| 7. | More downloadable music | 3 | 2 | 1 | 9 |
| 8. | Books by mail | 3 | 2 | 1 | 9 |
| 9. | More online services and resources (homework resources, job skill resources, online courses and lessons, etc.) | 3 | 2 | 1 | 9 |

**14. Using the numbers in Question 13, please indicate the THREE actions you feel are MOST IMPORTANT for the Library to take to improve services outside the City.** *[Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

**15. Are there other actions the Oregon City Public Library could take to improve services outside the City?**

_____

_____

_____

_____

**16. If you have other comments, please provide them in the space below.**

_____

_____

_____

_____

## Demographics

**17. Approximately how many years have you lived at your current home?** _____ years

**18. What is the preferred language spoken in your home?** _____

**19. What is your age?** _____ years

**20. Including yourself, how many people in your household are...**

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75+: ____
Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

**21. What is your gender?** ____(1) Male ____(2) Female ____(3) Non-binary

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**22. Would you say your total annual household income is...**

____(1) Under $50,000 ____(3) $75,000 to $99,999 ____(5) $150,000 to $199,999
____(2) $50,000 to $74,999 ____(4) $100,000 to $149,999 ____(6) $200,000 or more

**23. If you have suggestions for improving the quality of library programs, facilities, or services, please write your suggestions in the space below.**

_____

_____

_____

**24. Would you be willing to participate in future surveys sponsored by the Oregon City Public Library?**

____(1) Yes *[Please answer Q24a.]* ____(2) No

**24a. Please provide your contact information.**

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the city are having difficulties with city services. If your address is not correct, please provide the correct information. Thank you.

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# 2023 Oregon City Public Library Survey

## Open-Ended Comments

Presented to the Oregon City Public Library

July 2023

ETC INSTITUTE

# Contents

**Question 15:** ***"Are there other actions the Oregon City Public Library could take to improve services outside the City?"*** ..... 1

**Question 16:** ***"If you have other comments, please provide them in the space below."*** ..... 3

**Question 23:** ***"If you have suggestions for improving the quality of library programs, facilities, or services, please write your suggestion in the space below."*** ..... 6

## Q15. Are there other actions the Oregon City Public Library could take to improve services outside the City?

- A self service Kiosk in the rural area would be a great idea. Also, staying open a little longer on weekdays, say 7:30 pm or 8:00 pm.
- Add more events for youth off site (e.g. in parks).
- Advertise on social media, I had no idea about all the services that are offered. I have lived her for 30 years.
- Aside from more locations, it's would be nice to get physical books without having to drive all the way in. Personally, I would appreciate children's activities at the grange halls. That's 15-20 minutes closer to our family than the library and those are trusted community spaces we are accustomed to visiting.
- better communication
- Book mobile
- Book mobile in the summers?
- Book returns at the top of the hill. I don't check out physical items because it is a long drive from Beaver Creek.
- Book returns in other areas of the city(Hilltop)
- Buy new graphic novels for the adult and teen graphic novel sections
- closer pick up points. Library is missing many important books.
- Do what you do very well before trying to broaden the base of services.
- Emphasize library of things and events to draw people into library usage and awareness.
- Emphasize the coordination with other libraries in the region.
- Find more ways to get the word out of all the library has to offer
- Finding ways to get people to use the library space more.
- Fines can be prohibitive to households
- Get a better book selection
- Group trips.
- Hire more friendly workers. They don't even welcome you when you walk in.
- I could use more signage advertising events-helpful when I visit. Why did some of the cultural express pass venues disappear?
- I think the library does a great job but I am also an able person who can easily get to the library. A bookmobile program to a senior center might be great? I find sometimes people don't know about the library and all of your wonderful services. A friend will complain about not being able to stream a movie or tv show from their providers that I have already rented from the library and I will tell them to use their local library! I also let them know about audiobooks and learning resources like the great courses cd's.
- I work weird hours, so it is easier for me to use online services.
- I'm not up to speed on this but don't understand the need.
- Improve hours. You cannot be a community hub when you are closed most of the hours on weekends and evenings.
- Let churches know.
- Let people know these services exist, I had no idea!
- Let people know you are hear and ready to visit.
- Library van in store parking lots, or at school lunch sites during summer. Everyone reads with hybrid discussion groups,

- Longer rental times, Salem does 3 weeks for everything.
- Maybe a pickup/dropoff hub at CCC? Access for older folks may be improved that way.
- mobile library
- More available e-audiobooks of the more popular titles or new releases!
- More information about services at library.
- More large print book sections.
- More marketing of services
- More outreach to local schools. Programs closer to my home. Programs for kids/teens.
- More small children's activities. DROP IN story time. Have a space limit. Its what's done at many other libraries near by and works great. The pre registration is difficult and off putting
- No late fees and fines. Especially for kids books. This is a HUGE deterrent especially for those who live further away.
- Not happy about how long the library stayed closed during the covid. It was completely unnecessary.
- Not really. You're doing a great job!
- Not that I can think of. The libraries do a great job in covering resources needed.
- Open up story time for children to be a similar format as the West Linn library.
- Partner with the Beavercreek Hamlet to advertise events.
- perhaps more notices in local newspapers
- Promote banned books and dangerous ideas. You may not change some adults but the kids/teens are still reachable. Promote free/open democracy.
- Promote local artist or arts and cultures
- Provide a maker-space style area. Also better descriptions and outreach about events/activities.
- Purchase books & movies from a Christian friendly perspective. Stop offering books to children that are sexually oriented. This is grooming. Children don't need to be exposed to any form of sexuality.
- Put more information out for people to see what you offer, services wise. Flyers or mailers or something.
- Scheduled mobile book return drops?
- Send a bookmobile thru neighborhoods.
- Stay open with real librarians please
- the massive bias towards whatever cause of the week you feel is repulsive. Trying to even get a history book or a philosophy book is impossible unless it hits your markers.
- The youth section is very thin, we use the other libraries that have a better selection.
- Using older people to do story times outside in parks more accessible to other families. Older adults would be a free service and local possibly to these children for a regular story time.
- When I moved to my current address (which is technically in Oregon City, but out in the sticks), I only found out about the library by taking initiative and googling for it. The library could take more initiative to do reach out (via mailers, maybe?) to inform people about its existence and the services offered.
- Wish there was a drive up drop off station for returning books. Broader range of things to check out. Ability to reserve for a given period of time. Longer check out times.
- Would love to see a Spanish / English Language Exchange weekly meetup.
- You all have always been GREAT. Pandemic changed people and everything else. Stress, fear, violence & crimes.

## Q16. If you have other comments, please provide them in the space below.

- Again I can't stress enough how kind the main children's librarian and head of book time are.
- Always feel like I'm scolded at story time. So I stopped going.
- Being a life long user of libraries, I appreciate the resources that are available. Keep up the good work!
- Bond
- Buy newer versions of movies and tv shows on dvd to replace the ones that are scratched up and buy cases to replace the cases of DVDs that are damaged
- Collection is depleted, not many important books.
- Did not know about genealogy services. Will be using.
- Get more books
- GRATEFUL FOR THE LIBRARY PROVING SERVICES DURING THE LOCKDOWN
- Have a better method to make recommendations for book/audiobook acquisition.
- I absolutely love the Oregon City Library. I think you've done a phenomenal job with the physical site- maintaining the old Carnegie building and adding the modern wing. It's a community anchor. We love to come down from Beavercreek and use the splash pad, play area, and get books. But as an avid reader with a full-time job, kids, lives in Beavercreek but commutes to Salem, that extra 20 minute drive to midtown requires the trip to be an event. It's not practical for me to check out books regularly. And if I do, I likely return them in the drop box in Canby in off hours (I drive through daily). Living in a rural place was a choice for my family. I don't expect the library to cater to my situation. But I would use the services more if books were delivered. I also highly support outreach events at the grange halls. Those community spaces should be maximized! Thank you for all the other services the library provides to our community!
- I always enjoy visiting the library. Beautiful space, an important community resource. We are fortunate to have a great library here.
- I am thankful for the library and appreciate that there is a safe place for children and adults to learn about the world around them without the pressures of payment for services. The library is a wonderful resource and I appreciate being able to check out hard to find foreign films, new novels that I do not need for my personal library, and just the pleasure of exploring topics that I find by chance that I wouldn't encounter outside of the library shelves.
- I feel embarrassed that I was not aware of some of the offerings and do not take advantage of the library. I thought I had to use the county library, not the OC library.
- I had no idea there is an "Oregon city library"!! I go to the Happy Valley library and borrow e-books through clackamas county
- I have no difficulty or reason that I don't use the library but just got out of the habit of using it when it was closed and started buying more books. My concern is for those who can't get to the library (for whatever reason), have limited hours they can get there because of work or other reasons, or are limited in their use of computers, etc.
- I have not come in much the last few years; but will work on using what you offer to help you grow and learn more about the community
- I like the library.
- I love the library, and am retiring soon. I hope to participate in more offerings. I view the library as the social center of our community.
- I love the library. Art gym has decreased in quality since Gina left. Now that she has been replaced I hope the selection of activities improve. The art kits were a god sent during Covid.
- I miss the first Friday movie series during the winter.

- I read a lot and appreciate the selection of books and being able to place holds.
- I think you should get rid of fines. Keep the replacement book cost but get rid of fines. I get 40-50 children's books out at a time for my 4 kids, and if we are late by one day it is an unfair amount of fines we accrue due to the amount of books. Or maybe only for "new" or lucky" books. But in general, get rid of fines.
- I would love coding classes for my kids ages 12 and 15.
- I'm a major library user, although I spread my attention between other libraries in the county, since books etc. are easily ordered. That is so much appreciated. Also, in the past two years, I've been reading to my granddaughters (now 5 and 7) and almost all the books have come from libraries across Clackamas County. From a user standpoint, it's one system. I'd encourage developing programs to help grandparents like me find the best and most helpful books to read to the kids. There's a lot of hit and miss guesswork involved.
- In this time of crazies wanting to ban books and limit educational resources, I would like to see all libraries make available, using local expertise, classes that fill in the gaps that some government officials are willing and trying to remove from our educational facilities. I have not heard that this has become a "thing" locally or in Oregon as a whole, but I think it is tremendously important to find ways to offset what seems to be coming nationwide.
- Increase access to kids programs by removing the barrier of having to pre-register. Add toys/activities for young kids to enjoy when they visit the library. More family craft/activity events.
- It is important to have more eBook available. Often I try to download an eBook or audio book, but the hold times are months.
- Just don't ever stop the Library of Things please
- Keep up the great work. Don't let the nut jobs ban books. Do not need drag queen story time.
- Kid specific computers would be a welcome addition.
- Lots more audio books! And improvements in the Libby app so you can really search. Right now it's difficult to search for titles.
- Love the areas to come work when I telecommute. Adding additional space for individuals to work would be nice
- Love the library and appreciate the resources and staff.
- Love the library.
- Love ya
- Make it easier to recommend a book be added to collections and then update me if book is added that I requested.
- More books
- More children's story times for parents that work during business hours. I would love to take my child but I can't find any evening or weekend options.
- More magazines showing "men's" content for lack of a better term. Stuff like popular mechanics, family handyman etc.
- My wife and I go to the Oregon City public library often just to hang out like it was an old blockbuster walk around. Find something great on the wall. Check it out and then return it when we're done. It's a great time.
- No story times with drag queens. If you can't say no to them, without offending, then don't offer story time at all, parents should be reading to their children.
- Please bring back First Friday documentaries. I would use the digital newspapers. Seel service lockers, some way to pickup closer to me.

- Return drop boxes are inconvenient, placed behind handicap parking. Should be drive by option or “loading zone” for people to return books in without having to park
- Since you moved the library I do not go. I am disabled and the parking is horrible. It is physically impossible to go.
- Thank you
- Thank you for keeping the homeless out of the building and surrounding area.
- Thank you. The library is welcoming, I view it as a sanctuary. I am happy to visit and bring my grandchildren when possible.
- The Covid emergency is over remove the huge social distance signs at the entrances.
- The library is a beautiful and serene public space!
- the library staff are very kind, considerate and knowledge able!
- The meeting rooms need to be opened back up to community groups and available for event check out. We need adequate staffing or training of volunteers to make this happen.
- the Oregon City Library is fabulous! I love it! the staff are always very helpful and courteous.
- The Oregon City Library is one of the best things about this city.
- The physical book collection is poor. Please fill the library with physical books, not computer kiosks. Example: the art reference section is a pathetic collection, smaller than my home library.
- The staff at the library are not welcoming. Seem very distant and not willing to help the patron.
- They should have made books available by mail during covid. And puzzles. There was no reason to stay closed so long other people went to work. Also, books and movies were a necessity during lock downs.
- We are house bound and use the tv for information.
- We love our Oregon City Library. It is a beautiful place to visit and to use services offered! It is a great service to the community!
- We love the library! It's beautiful, clean, peaceful and welcoming every single time we go. We are a family of a mom, dad and 9 year old daughter. We seriously love it there. They're doing a great job.
- We owe a bunch of fines, so haven’t used the library in quite a while, but I would love to start using it again with my two preteens as well. It looks like a lovely library, I need to just go in and check it out and see what all they offer.
- We use the Oregon City and Canby libraries on a weekly basis. Wonderful resource.
- We would love to see more in person kid events offered at times for working families. More activities with cultural exposure for kids.
- would like more current movie available. Would like "Life on a $5 bet" book by Edward Mechenbier.
- YOU HAVE VERY HELPFUL STAFFING
- You need to draw people in. I suggest a coffee shop options.

**Q23. If you have suggestions for improving the quality of library programs, facilities, or services, please write your suggestions in the space below.**

- A coffee shop. Special nights during the summer for coffee and dessert and music. Art Gallery showing.
- Anything related to Pride, sexuality, identity DOES not belong in a library. Does not belong in a children's section. Anyone who thinks it does, needs to rethink their own issues. Children don't consider anything about sexuality, so leave it out of their section.
- Avoid promoting LGBT material and don't focus on promoting a particular race. These are both discriminatory imo. People of a different identity or race need to be treated the same as everyone else and not promoted or drawn attention to.
- Basic reading skills has somehow been lost in the public schools. Children at every level are far behind normal & reasonable expectations. Offer some free reading tutorials to get the kids educated!
- BE THE HUB FOR ALL community events.
- Beautiful facility. Great resource. Maybe post a list of items needed for library.
- Better reference materials, Subscribe to Value- Line, Stock Guide, Morningstar
- Find a way to make books, movies, puzzles and magazines available to the public during the next pandemic
- Focus resources on more children programs/events that are multicultural. We miss the old indoor play area in the children’s area too.
- Get a better book collection
- I attended a musical at the Canby library , midday, it was very enjoyable.
- I love all the ways you serve the community. Thank You!
- I love the idea of there being a 24/7 book pickup/return locker setup. Also, maybe this already exists, but a drive up book drop.
- I think the library is wonderful.
- I would like to get a library card without going to the library so that I can rent digital books and magazines.
- I would love more interesting cultural events for adults and sometimes trek over to Lake Oswego for their musical and author events.
- Improving kids area. Adding toys back to play area. Adding more creative events for kids, especially after school times. Not just arts/music, but themed events or community events. Pets/care, cooking or recipes, mini science kits or science presentations.
- Increase access to kids programs by removing the barrier of having to pre register. Add toys/activities for young kids to enjoy when they visit the library. Encourage community groups to reserve the community room and utilize that space for activities.
- Keep libraries a safe neutral space for families. No politics or social preferences (pride month book displays) etc.
- Leverage social media more.
- Love love love our library
- Mail to seniors, closer to Fred Meyers or Post Office return drop off.
- Make more e-audiobooks available for the more popular books or new releases!
- Maker space, books on non-Christian religions, more "men's" oriented magazines for a lack of better term.
- More bilingual Spanish board books for babies

- More books and outreach about upcoming classes, programs
- More books available to kids in Spanish.
- more books, less open space
- More children's story times at more accessible hours for parents who work
- More children's programs. Reading classes are filled up or on waiting list.
- More eBooks more adult art activities more opera and ballet presentations
- More funding, stay open later, more books, promote banned. Book reading list, partner with schools, more kids activities, more cultural and civic passes
- More in person kids programs
- More loungey areas for individuals or two people to hang in
- More physical books. Improve access to the community meeting rooms for use by community groups.
- More youth programs, greater parking and more ability to get books at off hours.
- My child participates in the Teen Advisory Council. I feel that frequently the days are not well planned. My child is often not busy with any specific tasks while at the library and instead is just "killing time." More structure and better organization of the TAC would be welcomed.
- My current needs are simple. I check online to see if books on my recommended reading list are available and place the ones I find on hold for pickup. I drop them in the box outside when I am done. I seldom spend more time than it takes to pick up my holds inside. It is a beautiful facility and I should find more time there than I do. I would like more information on senior activities that do not require a big investment as my resources are limited.
- Need an ADA compliant parking lot.
- Notices when books are coming due—like a couple days out. Reminders.
- Offer space for diverse events, inclusion events. honor different cultures. Educate the community.
- Please make fines/fees lower or waive them once items are returned. This is a HUGE barrier for people of low income, especially single parents that can't always make it back on time to return books. We love the library but this is NUMBER ONE barrier. Our old library did not charge us once the books were returned!
- Please train your staff about the rights of service dogs I'm tired of being hassled and asked each time I come in when my dog is not only vested but behaving like a service dog and not a pet
- Return the children's area to a pre-covid state. Where are the computers for the kids to play educational games on? We paid for those we deserve to have them back. Where are the fun programs like the reptile man that you could come to and not have to reserve a spot?
- Since the indoor play area was taken away, we would like more outdoor play area. This makes the library a fun place to visit.
- So tired of Zoom want more in person.
- Sometimes the information on the website does not match what is actually available.
- Stop with all the woke s**t. You're a library not a community propaganda machine.
- Support groups for LGBTQ and parents dealing with children with addiction and depression.
- Thank you for asking and caring!
- The spray park should be open when it is hot. Not a calendar date.
- Think about setting up a Grandparents program.
- This is a good library.
- Try to do what you do better and cheaper.
- We love our library. Our children grew up using and became avid readers. Your continued service to the community is appreciated.

- We love the library!
- We need proper staffing so community members can use the meeting rooms again.
- Why isn't every book available online? Movies and audio books are not available.
- Would love to see Spanish / English language exchange programs
- You do a fantastic job .

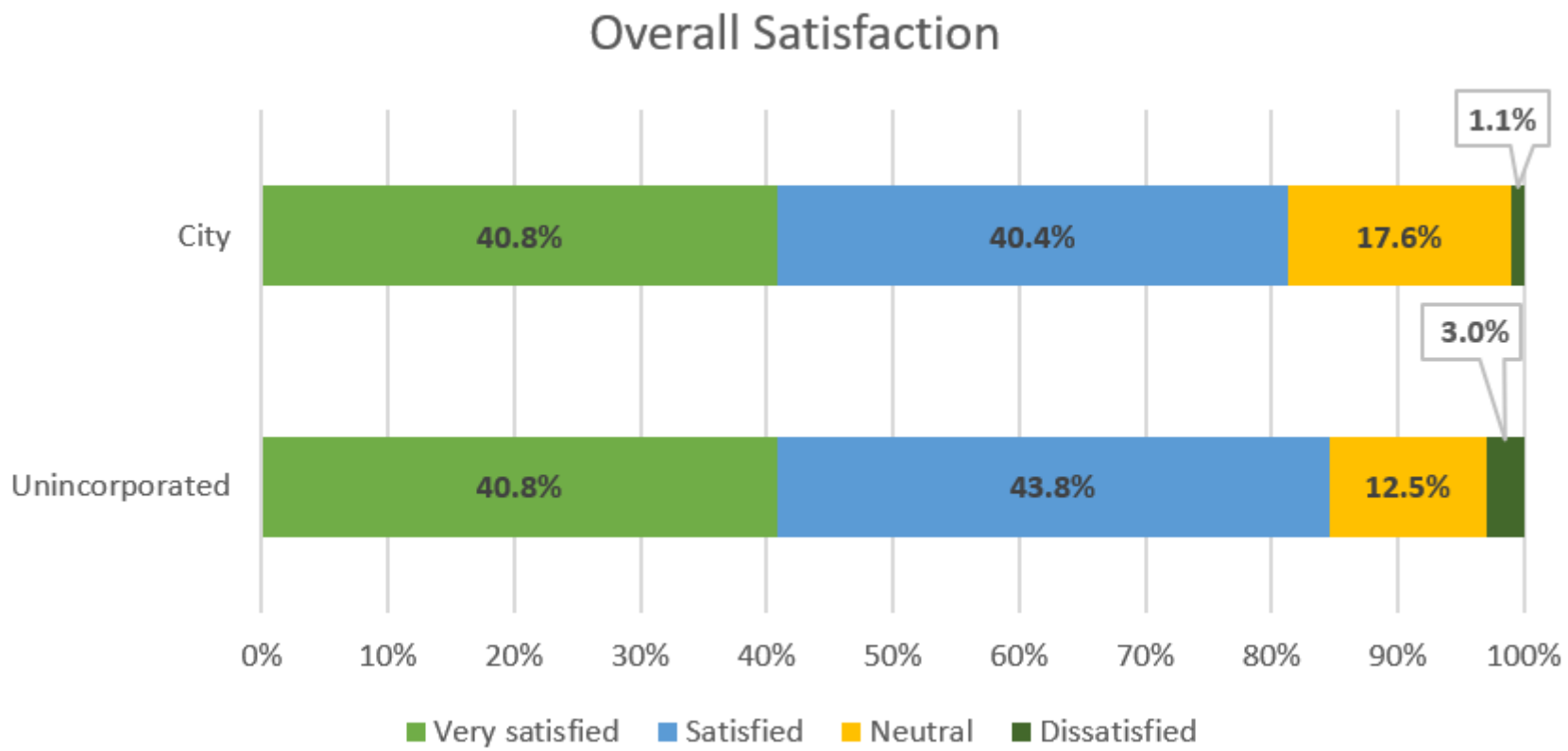
# Unincorporated Resident Survey Results

Greg Williams, Library Director

gwilliams@orcity.org

OREGON CITY

# Overall satisfaction levels



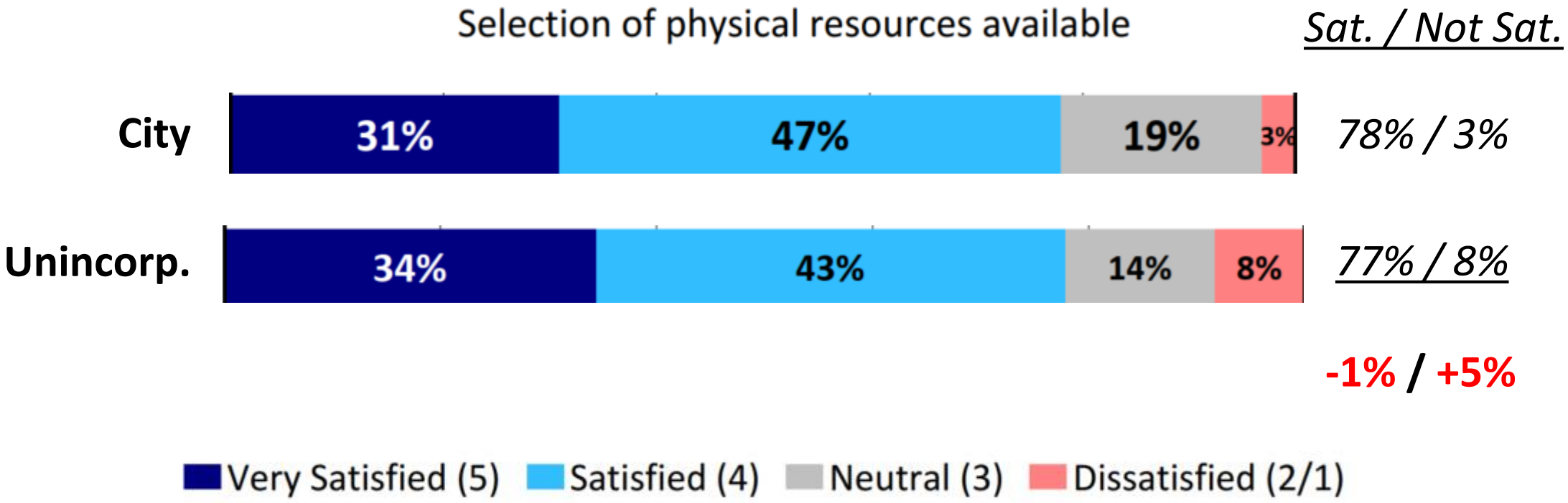

*81.2% / 1.1%*

*84.6% / 3.0%*

**+3.4% / +1.9%**

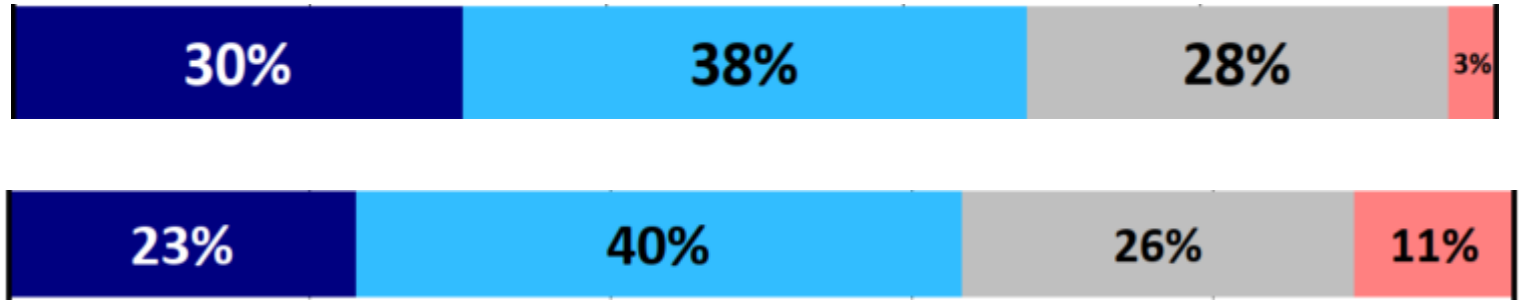
# Unincorporated Resident Survey Results

# City vs. Unincorp. Comparisons



# City vs. Unincorp. Comparisons

Selection of digital resources available online




*Sat. / Not Sat.*

*68% / 3%*

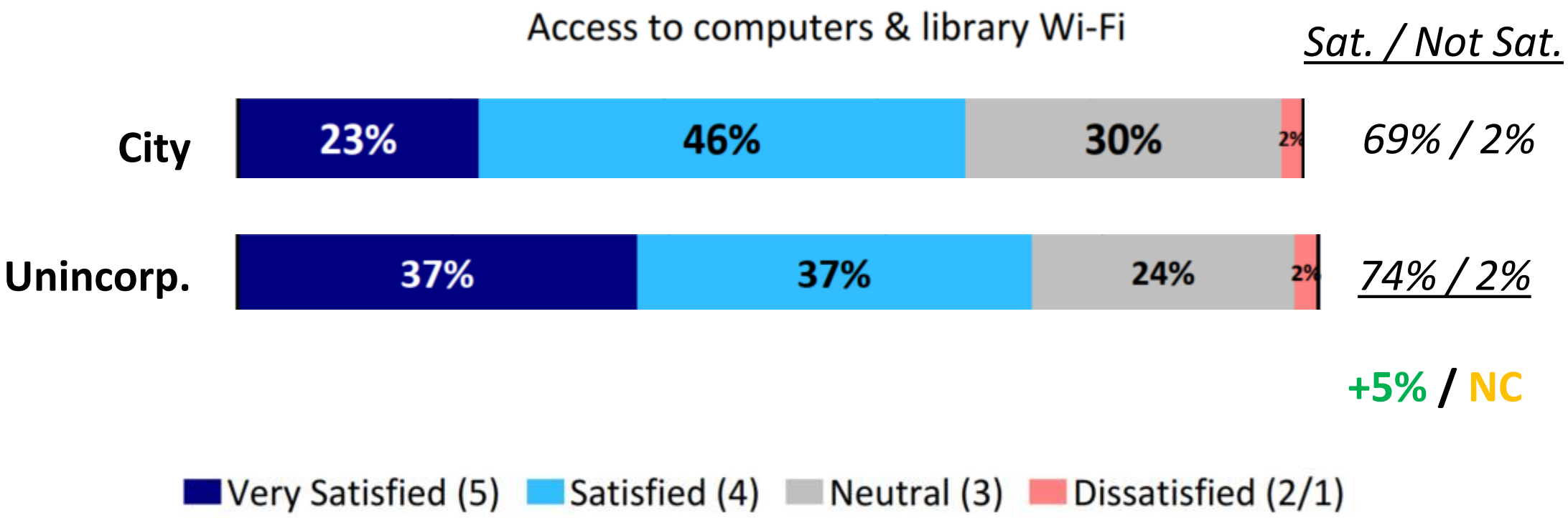
*63% / 11%*

**-5% / +8%**

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2/1)

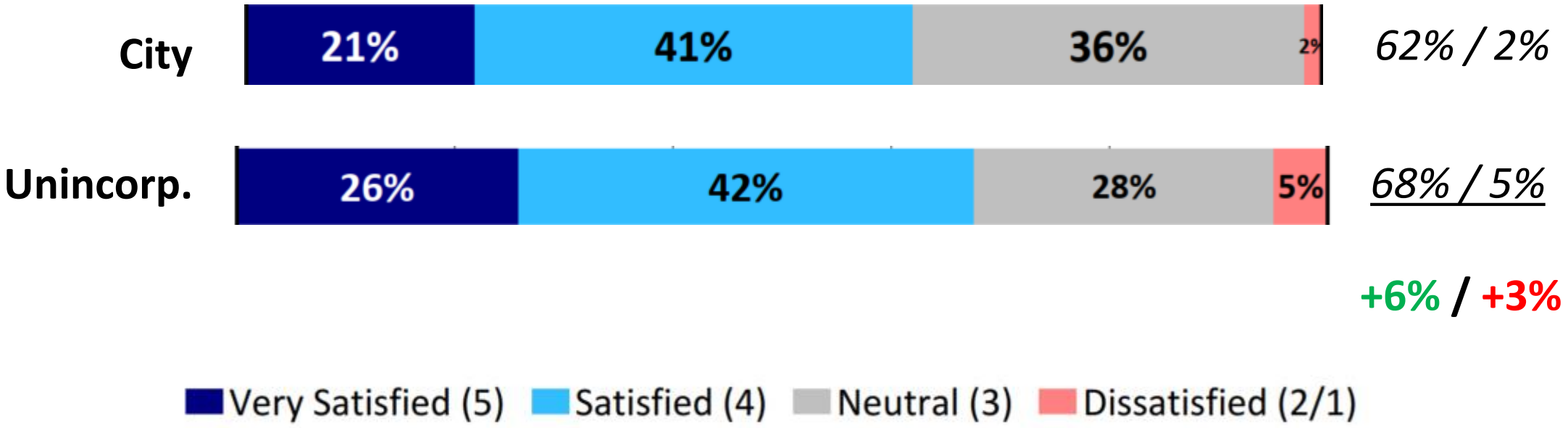
# Unincorporated Resident Survey Results

# City vs. Unincorp. Comparisons



# Survey Results - Comparisons

Selection of reference and research tools



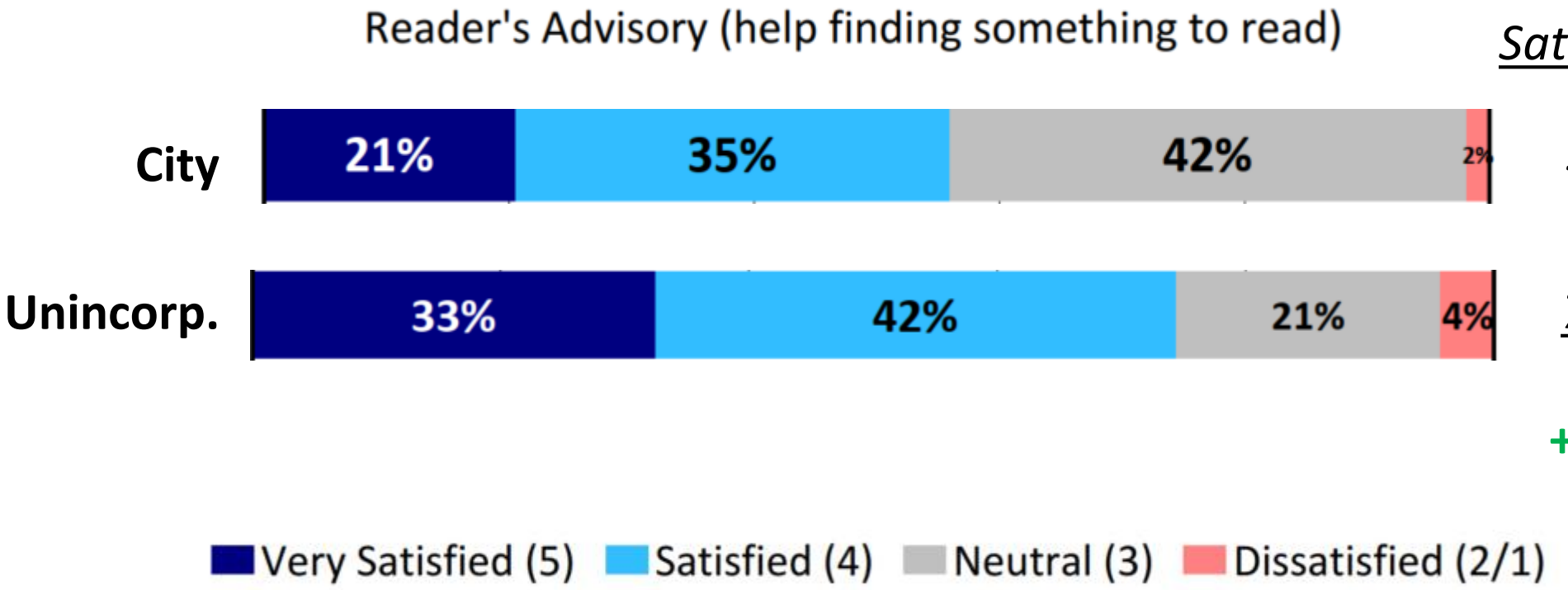

*Sat. / Not Sat.*

*62% / 2%*

*68% / 5%*

+6% / +3%

# City vs. Unincorp. Comparisons




*Sat. / Not Sat.*

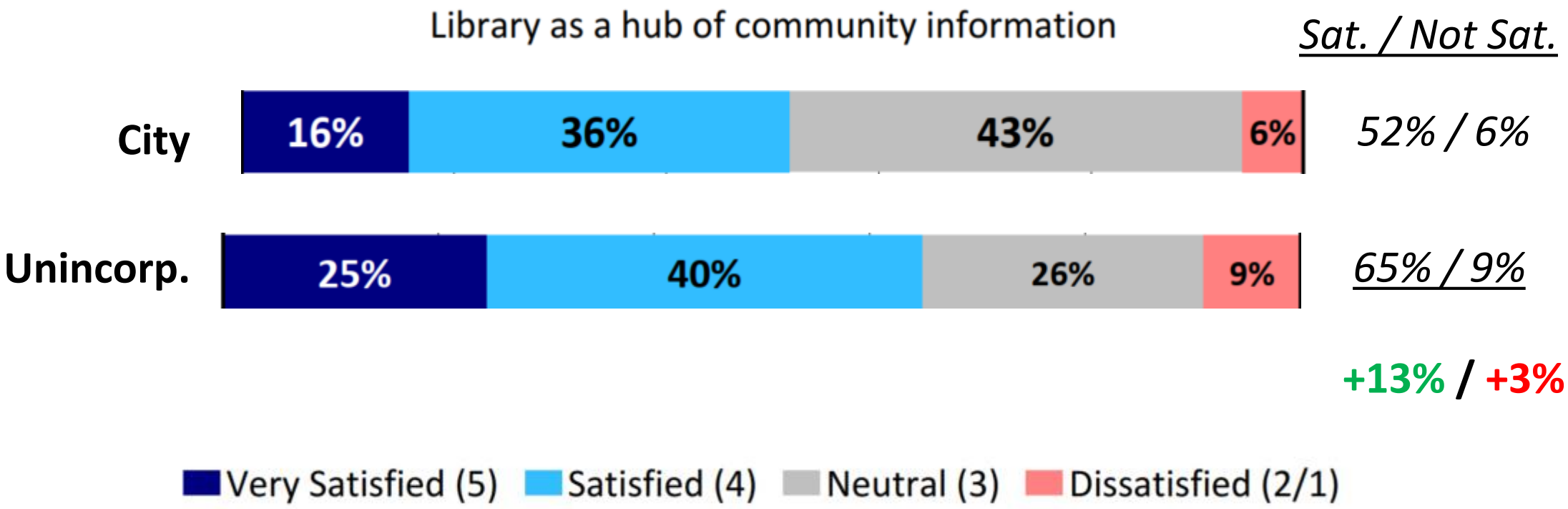
*56% / 2%*

*76% / 4%*

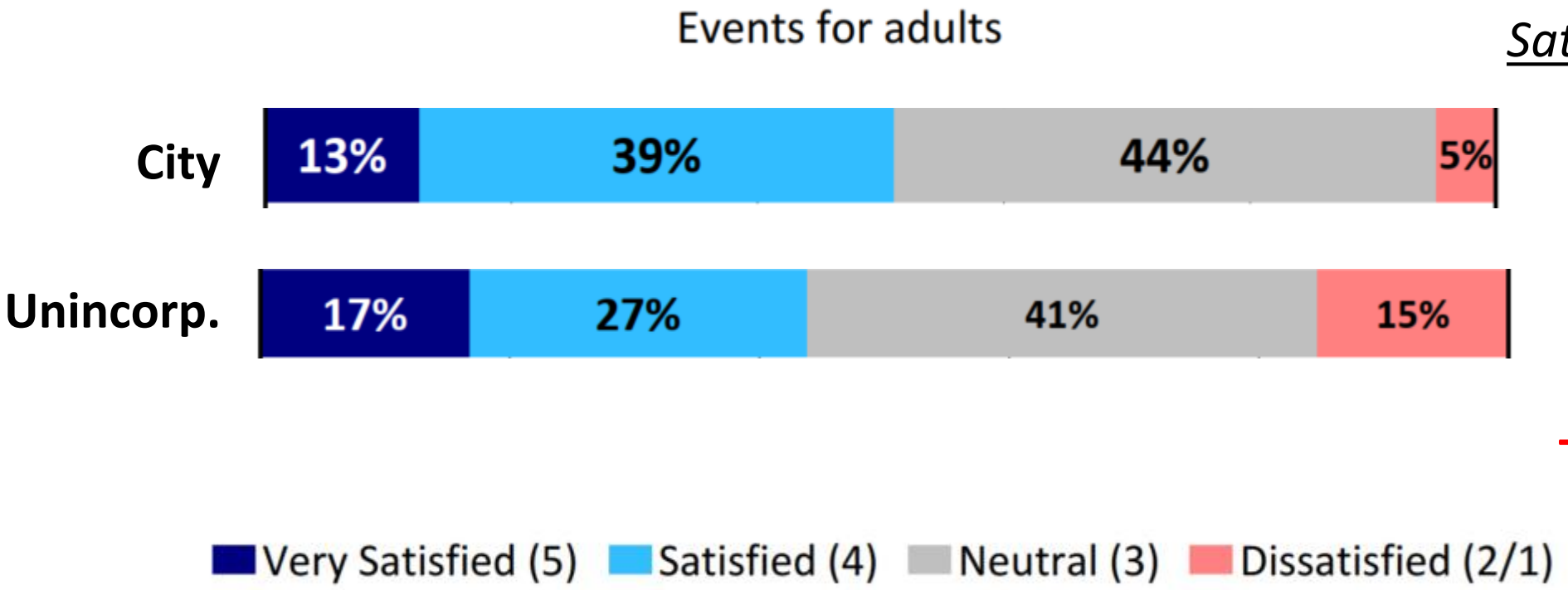
**+20% / +2%**

# Unincorporated Resident Survey Results

# City vs. Unincorp. Comparisons



# City vs. Unincorp. Comparisons



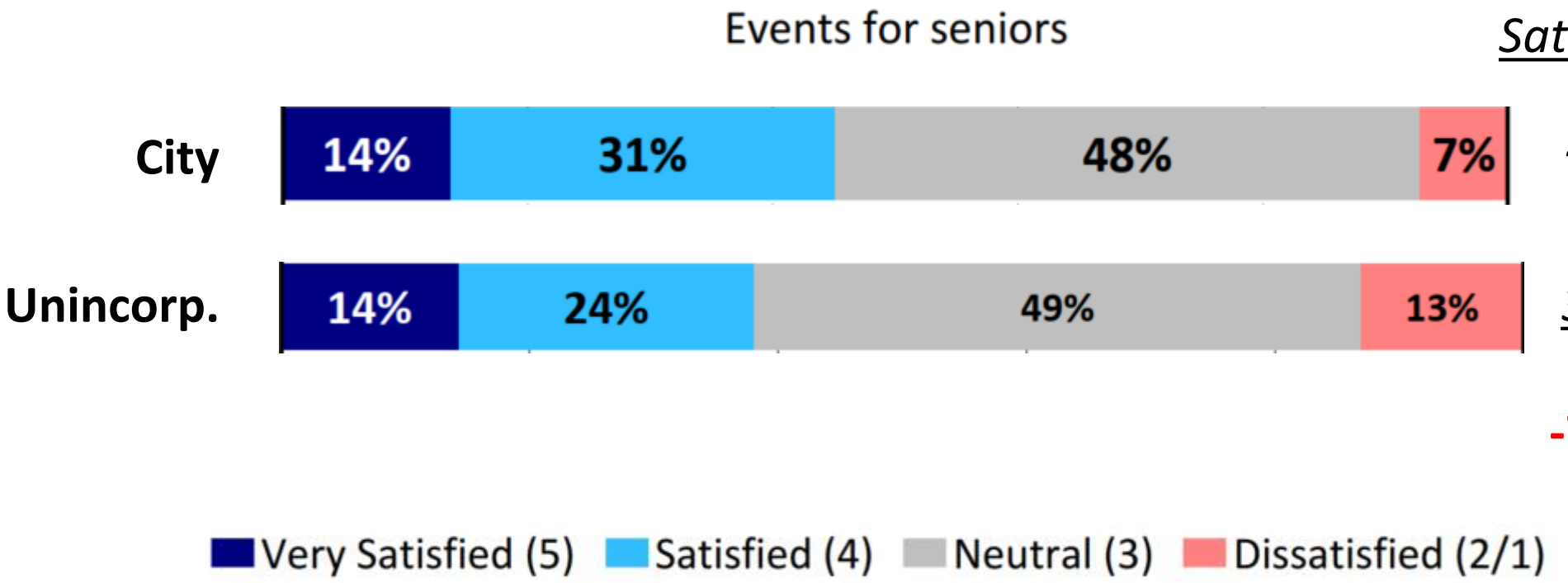

*Sat. / Not Sat.*

*52% / 5%*

*44% / 15%*

**-8% / +10%**

# City vs. Unincorp. Comparisons



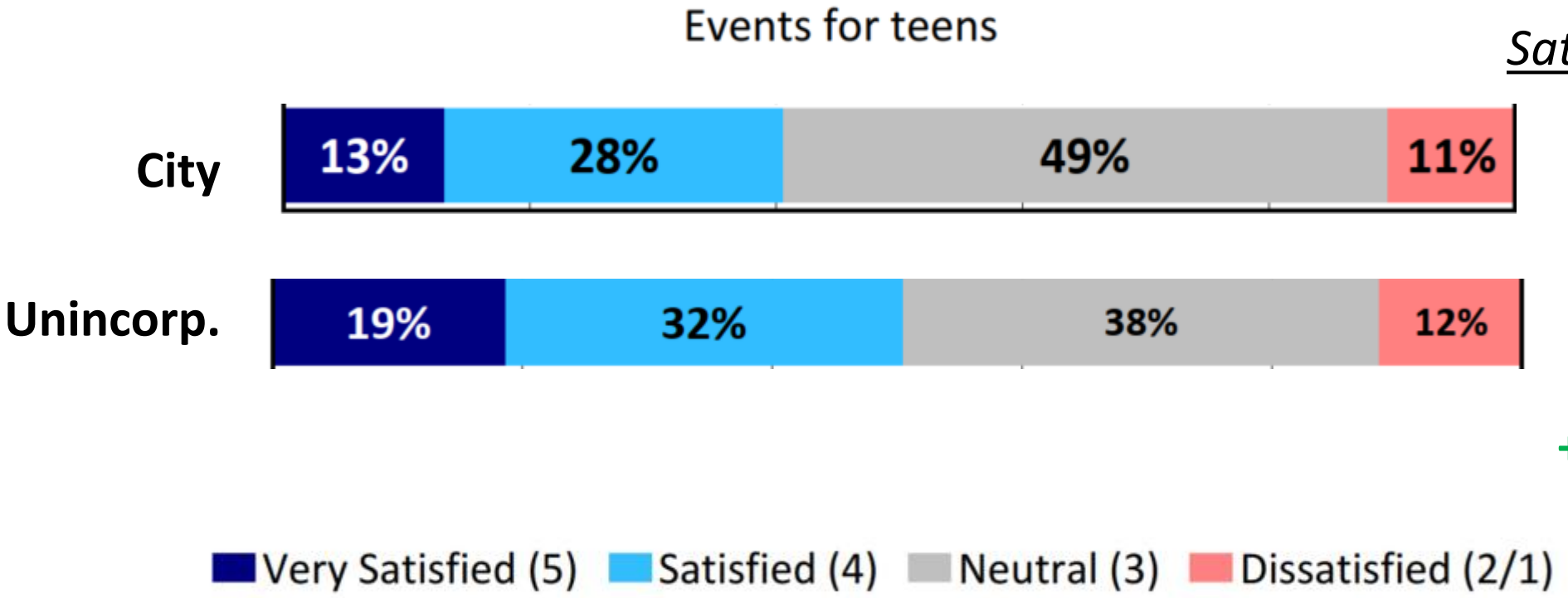

*Sat. / Not Sat.*

*45% / 7%*

*38% / 6%*

**-7% / +6%**

# City vs. Unincorp. Comparisons



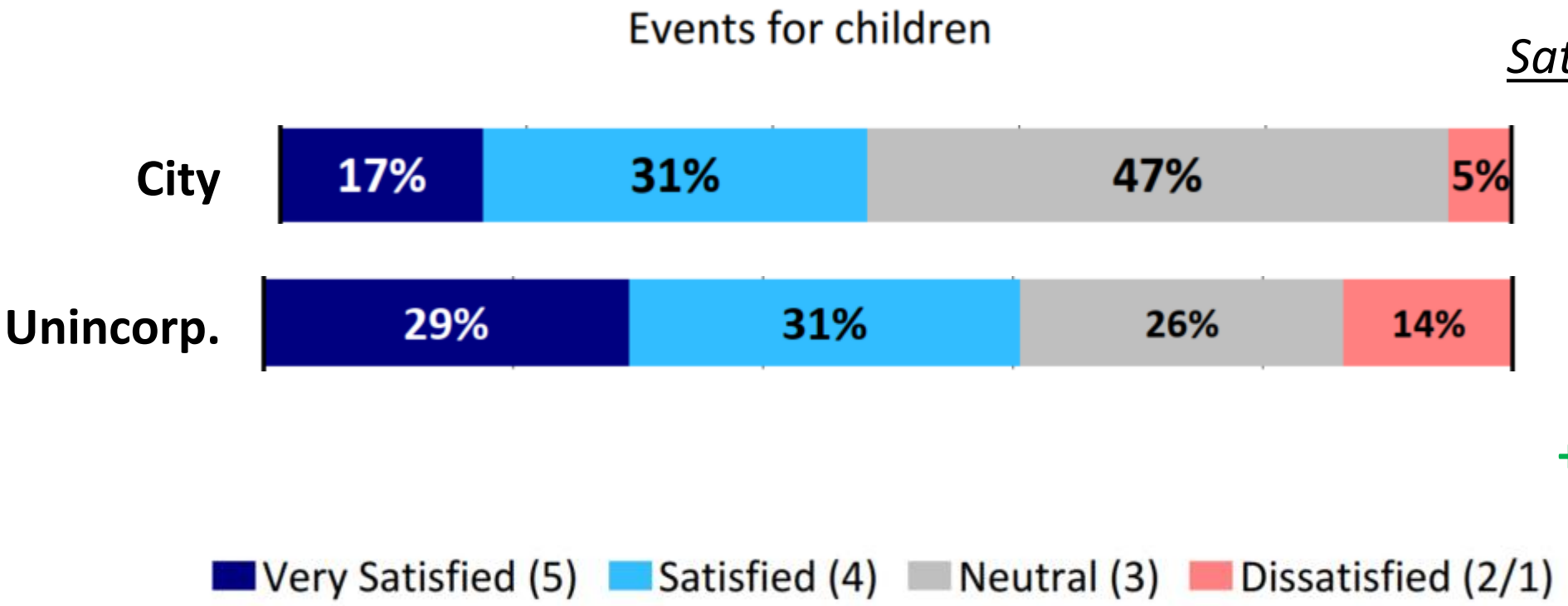

*Sat. / Not Sat.*

*41% / 11%*

*51% / 12%*

**+10% / +1%**

# City vs. Unincorp. Comparisons




*Sat. / Not Sat.*

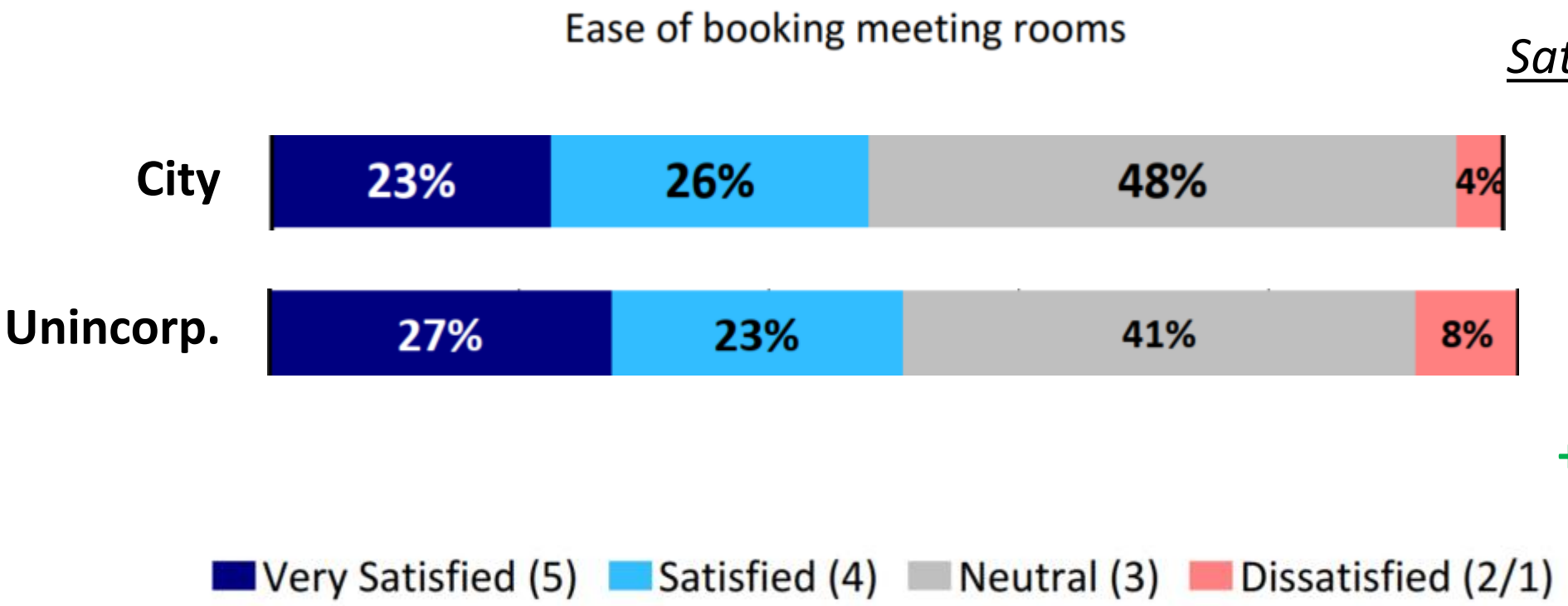
*48% / 5%*

*60% / 14%*

**+12% / +9%**

# Unincorporated Resident Survey Results

# City vs. Unincorp. Comparisons



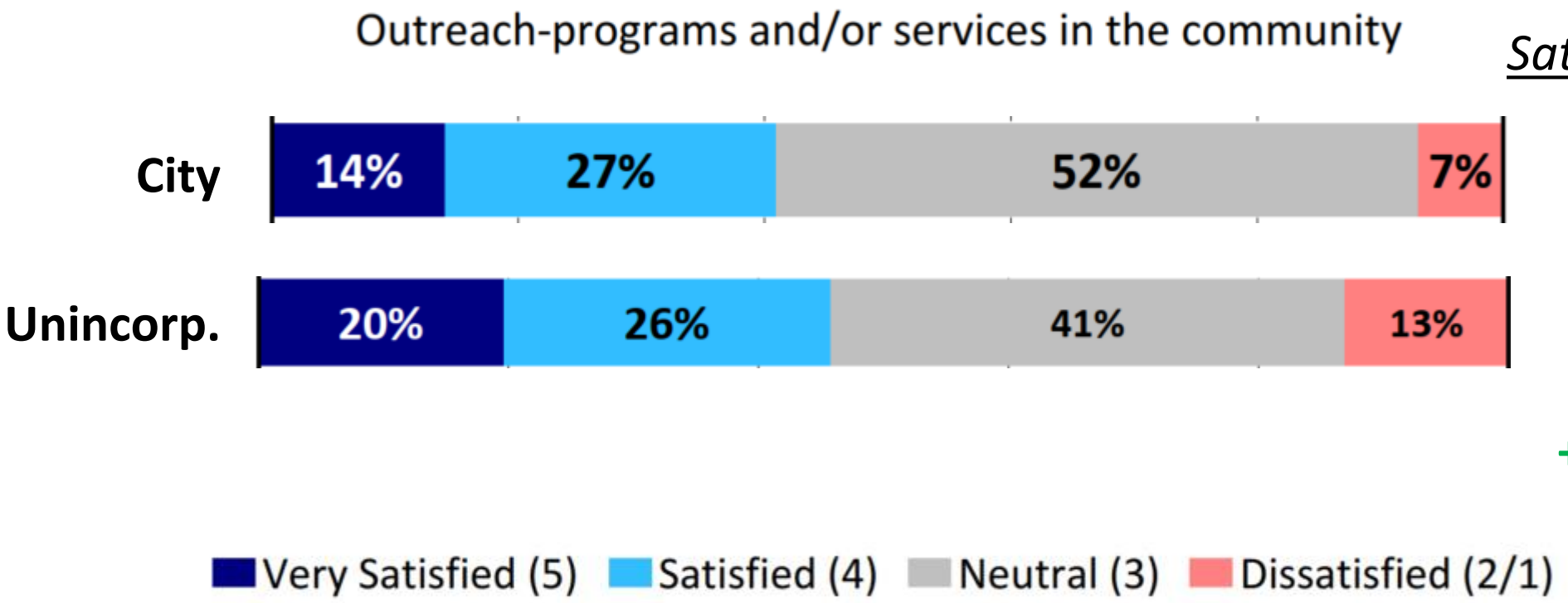

*Sat. / Not Sat.*

*49% / 4%*

*50% / 8%*

+1% / +4%

# City vs. Unincorp. Comparisons




*Sat. / Not Sat.*

*41% / 7%*

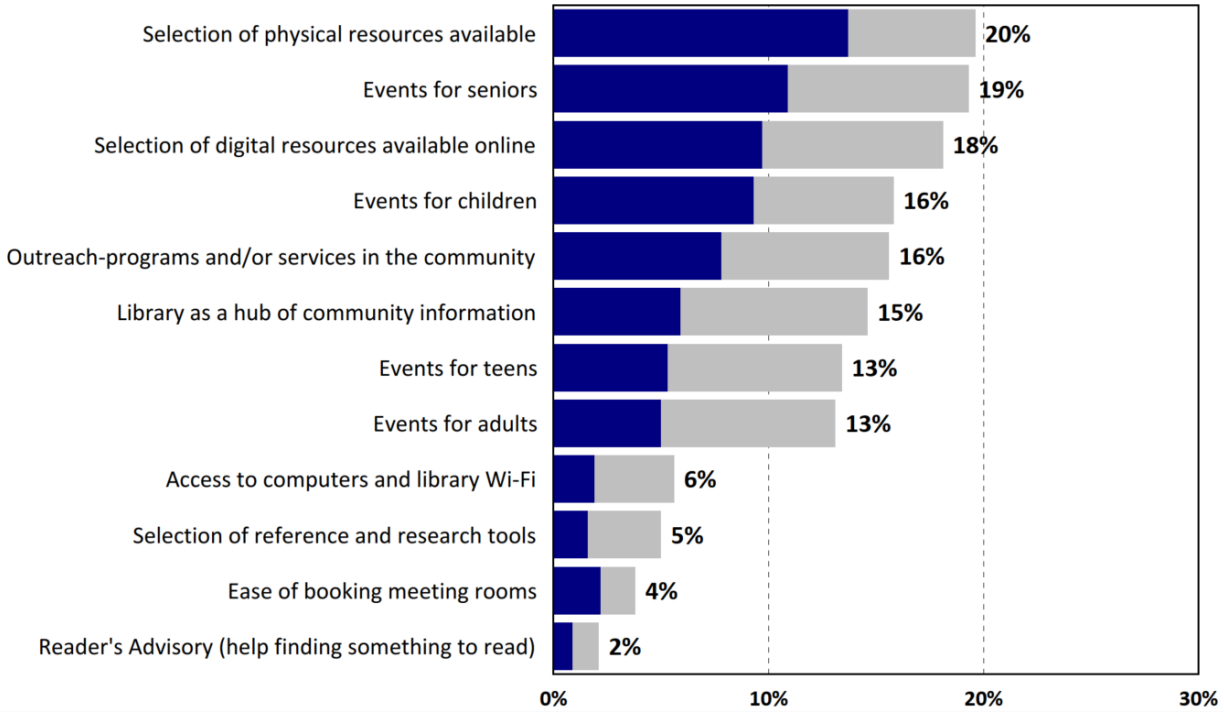
*46% / 13%*

**+5% / +6%**

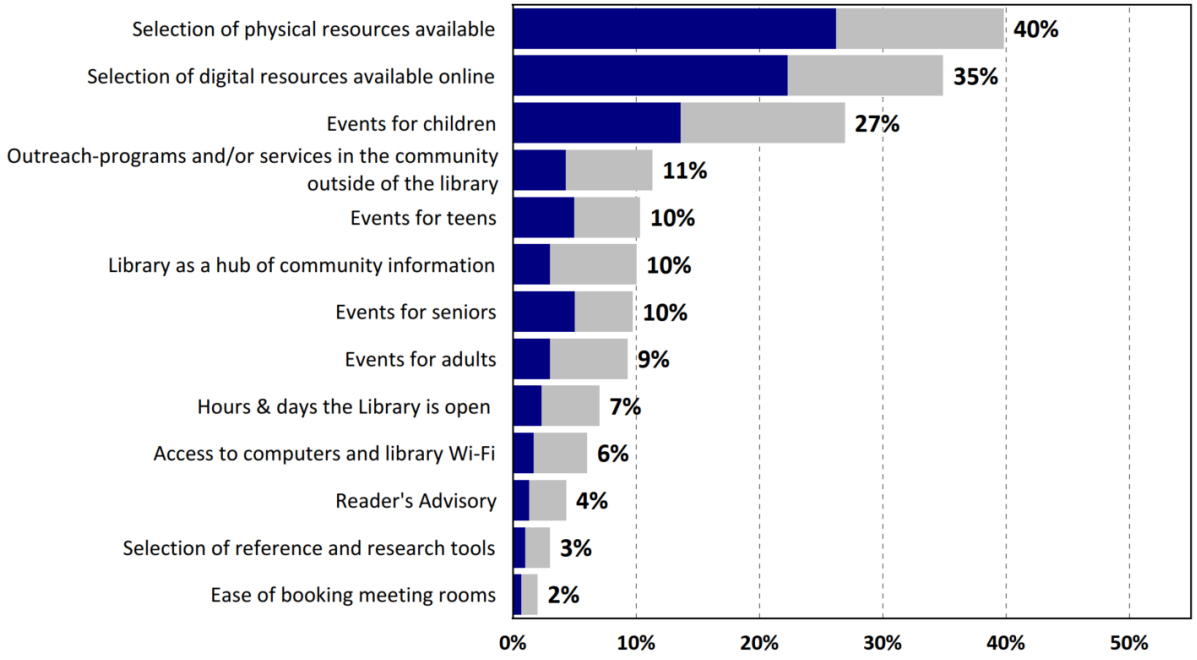
# Unincorporated Resident Survey Results

# Most emphasis over next 2 years?

## City

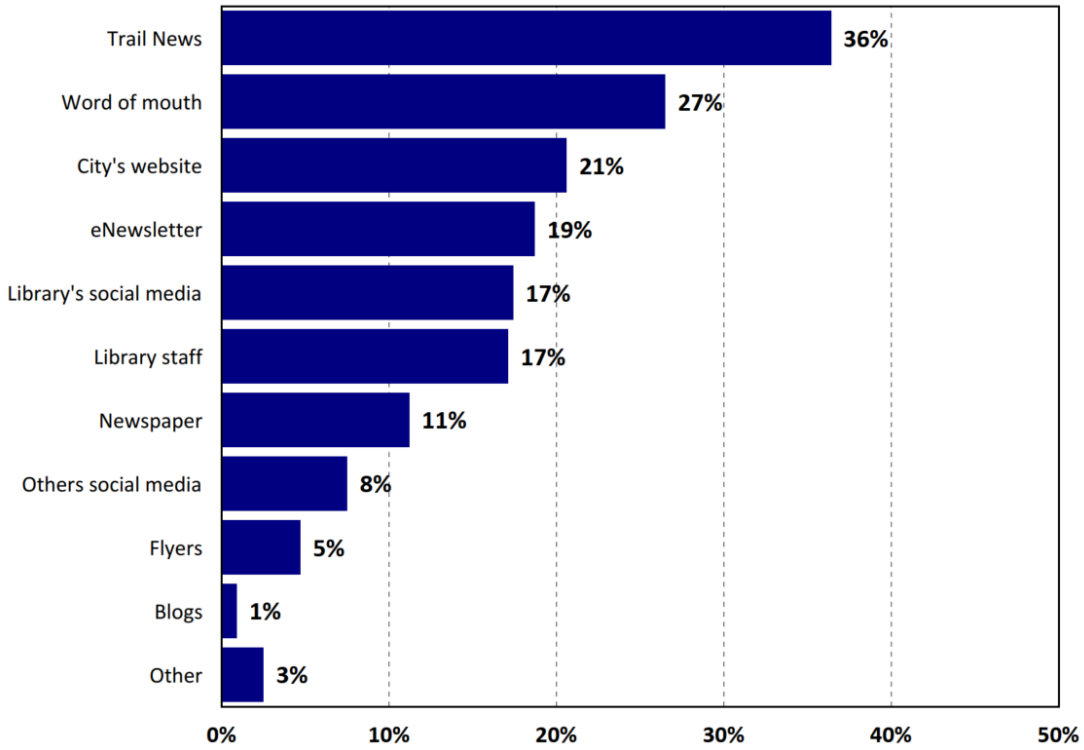



## Unincorp.

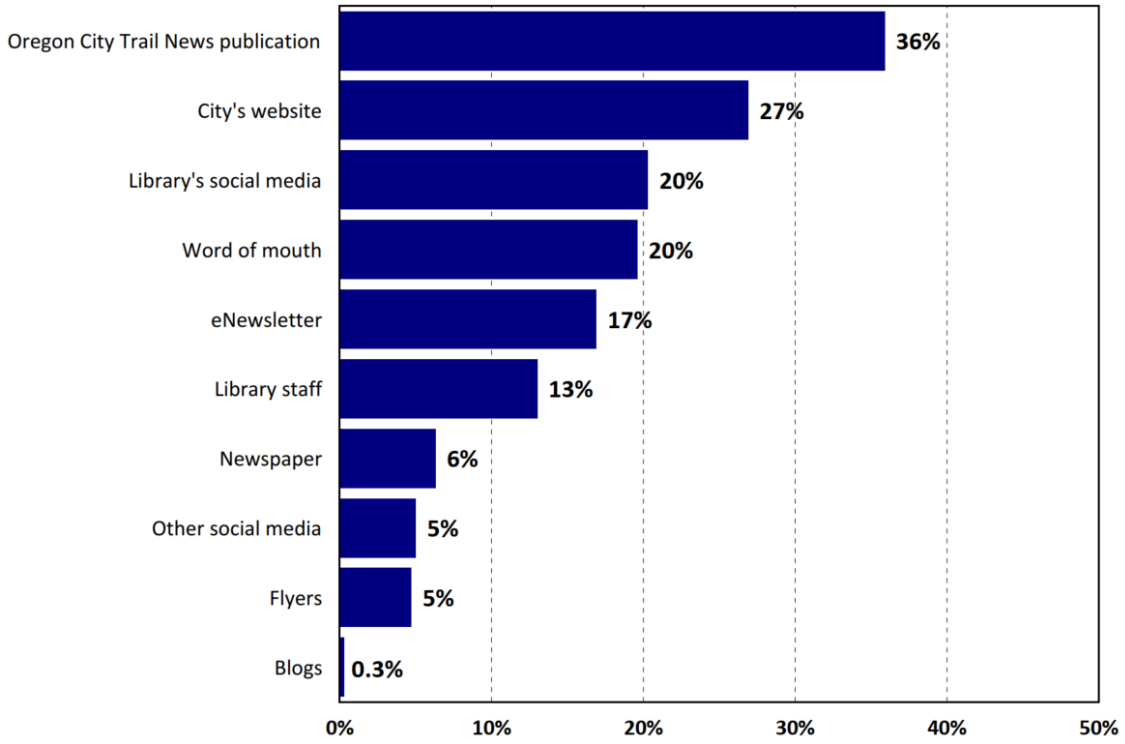


# How do you get Library Info?

## City




## Unincorp.




# Unincorporated Resident Survey Results

# Importance-Satisfaction

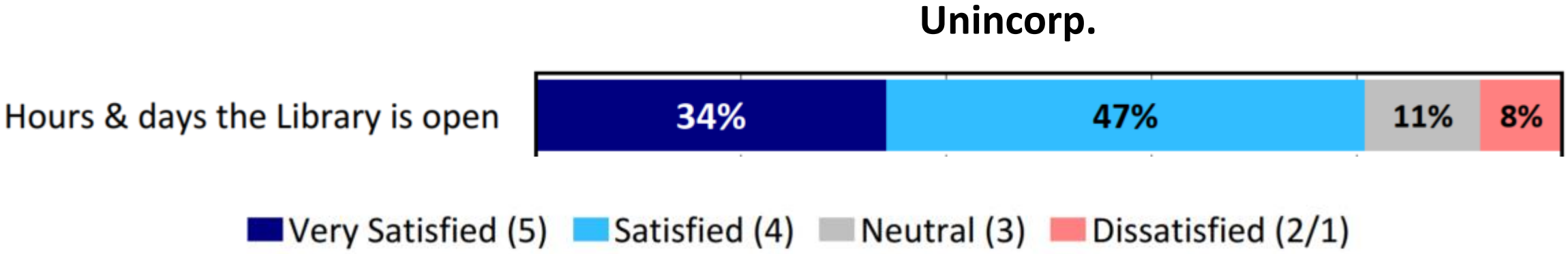
## City

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **High Priority (IS .10-.20)** | | | | | | |
| Events for seniors | 19% | 2 | 45% | 10 | 0.1060 | 1 |
| **Medium Priority (IS <.10)** | | | | | | |
| Outreach-programs and/or services in the community | 16% | 5 | 41% | 11 | 0.0922 | 2 |
| Events for children | 16% | 4 | 48% | 9 | 0.0826 | 3 |
| Events for teens | 13% | 7 | 41% | 12 | 0.0796 | 4 |
| Library as a hub of community information | 15% | 6 | 52% | 6 | 0.0707 | 5 |
| Events for adults | 13% | 8 | 51% | 7 | 0.0641 | 6 |
| Selection of digital resources available online | 18% | 3 | 68% | 3 | 0.0574 | 7 |
| Selection of physical resources available | 20% | 1 | 78% | 1 | 0.0431 | 8 |
| Ease of booking meeting rooms | 4% | 11 | 49% | 8 | 0.0196 | 9 |
| Selection of reference and research tools | 5% | 10 | 62% | 4 | 0.0190 | 10 |
| Access to computers & library Wi-Fi | 6% | 9 | 68% | 2 | 0.0178 | 11 |
| Reader's Advisory (help finding something to read) | 2% | 12 | 56% | 5 | 0.0093 | 12 |

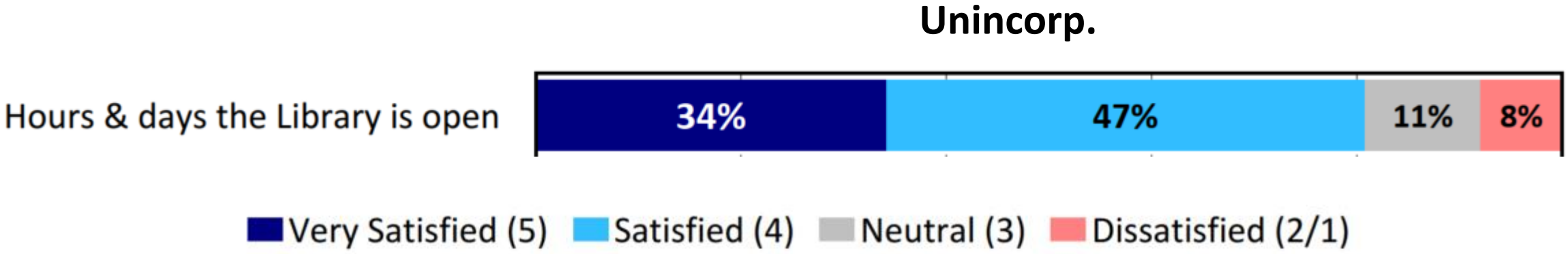
## Unincorp.

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **High Priority (IS = .10-.20)** | | | | | | |
| Selection of digital resources available online | 35% | 2 | 63% | 7 | 0.1281 | 1 |
| Events for children | 27% | 3 | 61% | 8 | 0.1060 | 2 |
| **Medium Priority (IS <.10)** | | | | | | |
| Selection of physical resources available | 40% | 1 | 78% | 2 | 0.0884 | 3 |
| Outreach-programs and/or services in the community outside of the library | 11% | 4 | 46% | 11 | 0.0612 | 4 |
| Events for seniors | 10% | 7 | 38% | 13 | 0.0600 | 5 |
| Events for adults | 9% | 8 | 44% | 12 | 0.0523 | 6 |
| Events for teens | 10% | 5 | 51% | 10 | 0.0510 | 7 |
| Library as a hub of community information | 10% | 6 | 65% | 6 | 0.0351 | 8 |
| Access to computers and library Wi-Fi | 6% | 10 | 74% | 4 | 0.0159 | 9 |
| Hours & days the Library is open | 7% | 9 | 81% | 1 | 0.0134 | 10 |
| Reader's Advisory | 4% | 11 | 74% | 3 | 0.0110 | 11 |
| Ease of booking meeting rooms | 2% | 13 | 51% | 9 | 0.0099 | 12 |
| Selection of reference and research tools | 3% | 12 | 68% | 5 | 0.0097 | 13 |

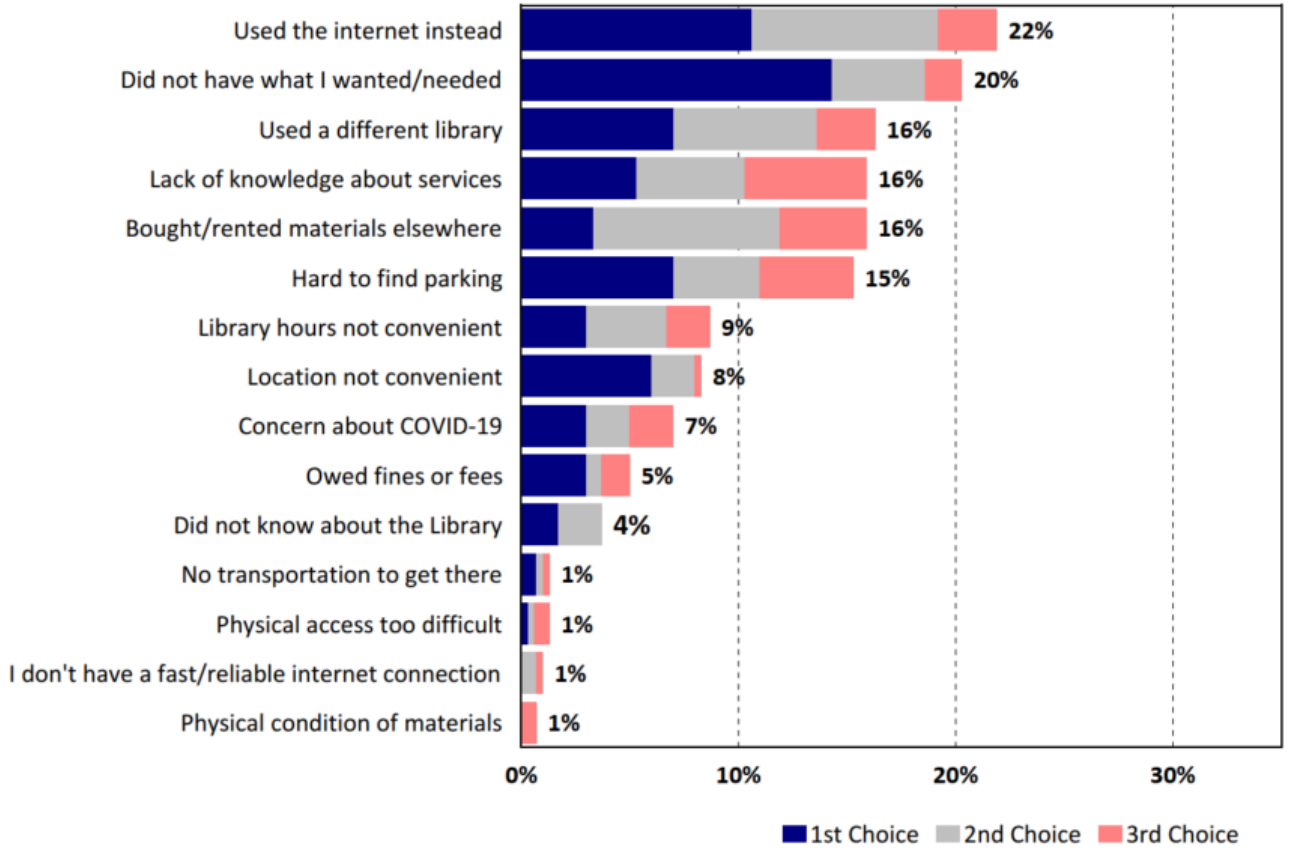
# Survey Results



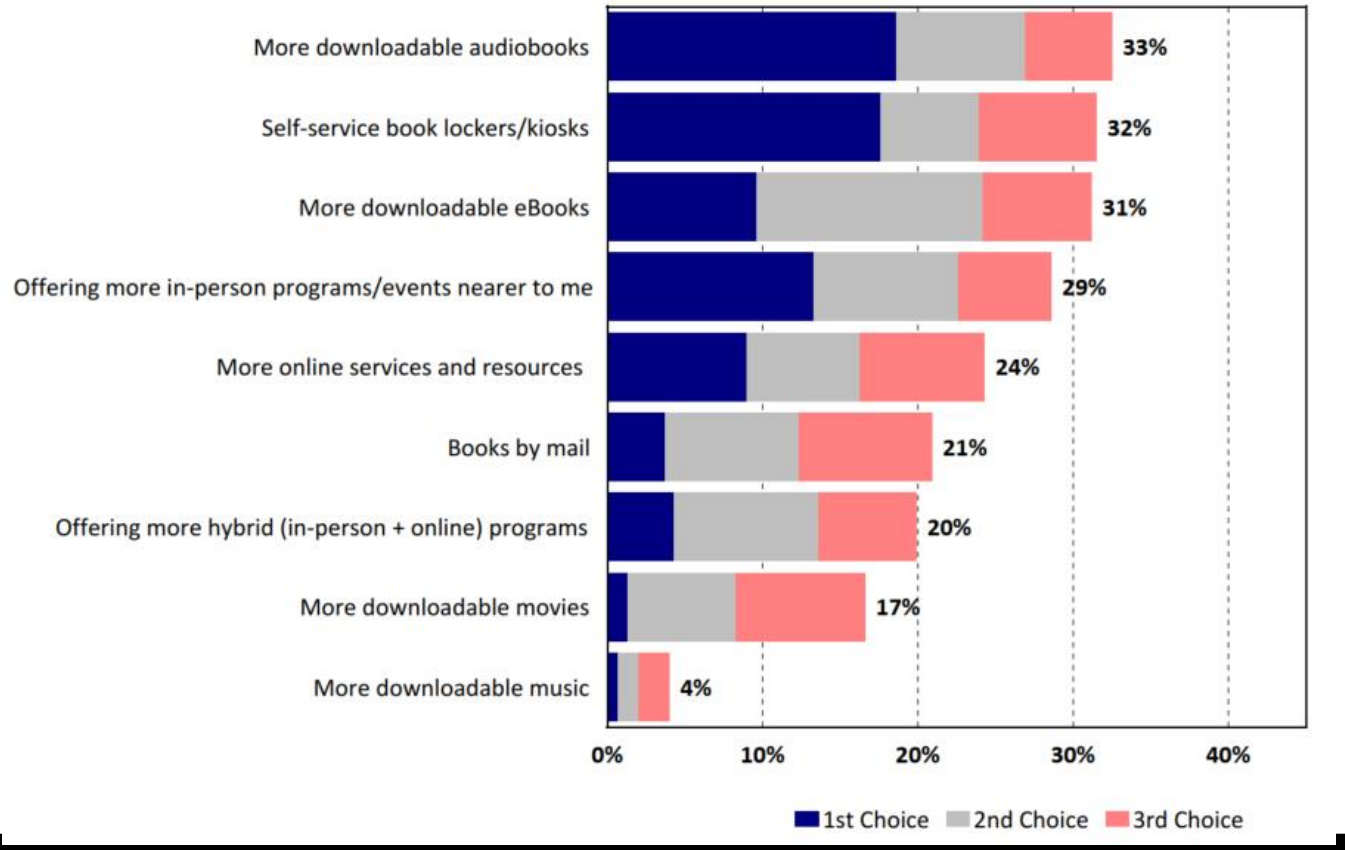
# Survey Results



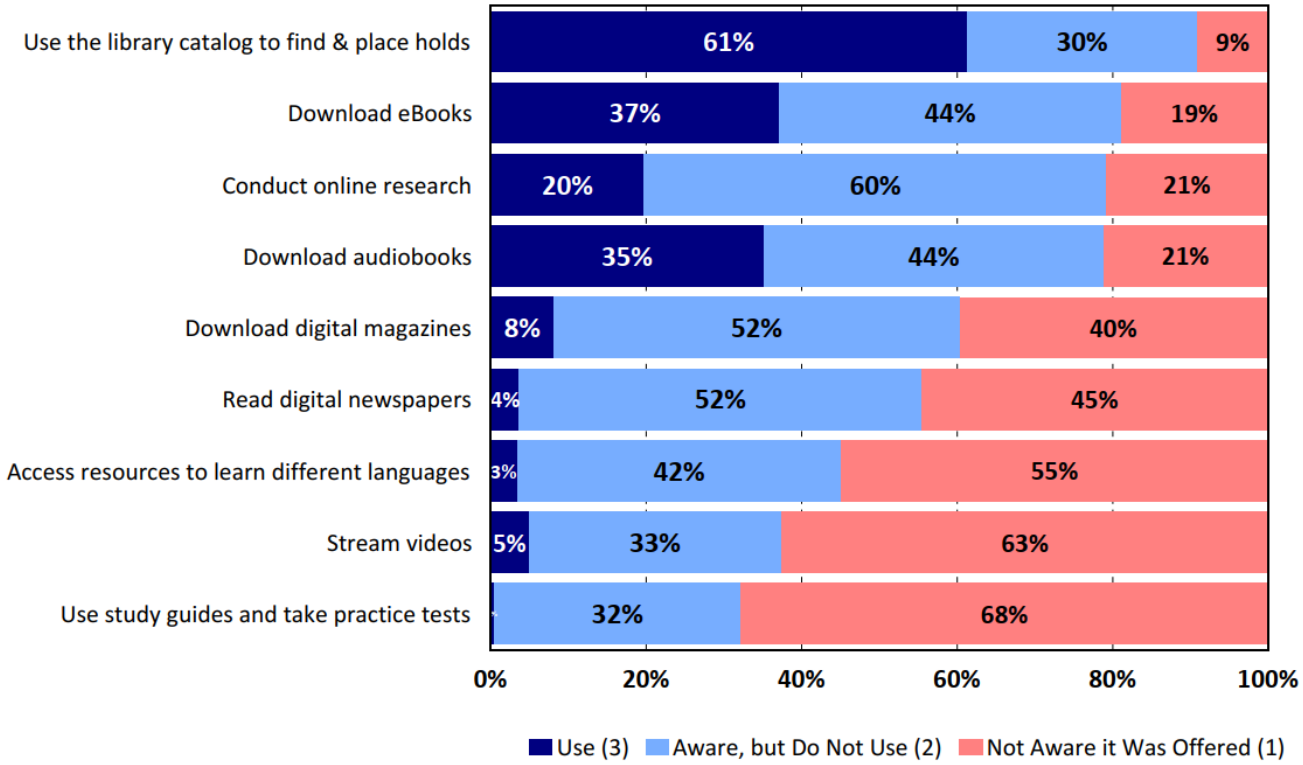
# Survey Results – Unincorp. reasons for not using OCPL



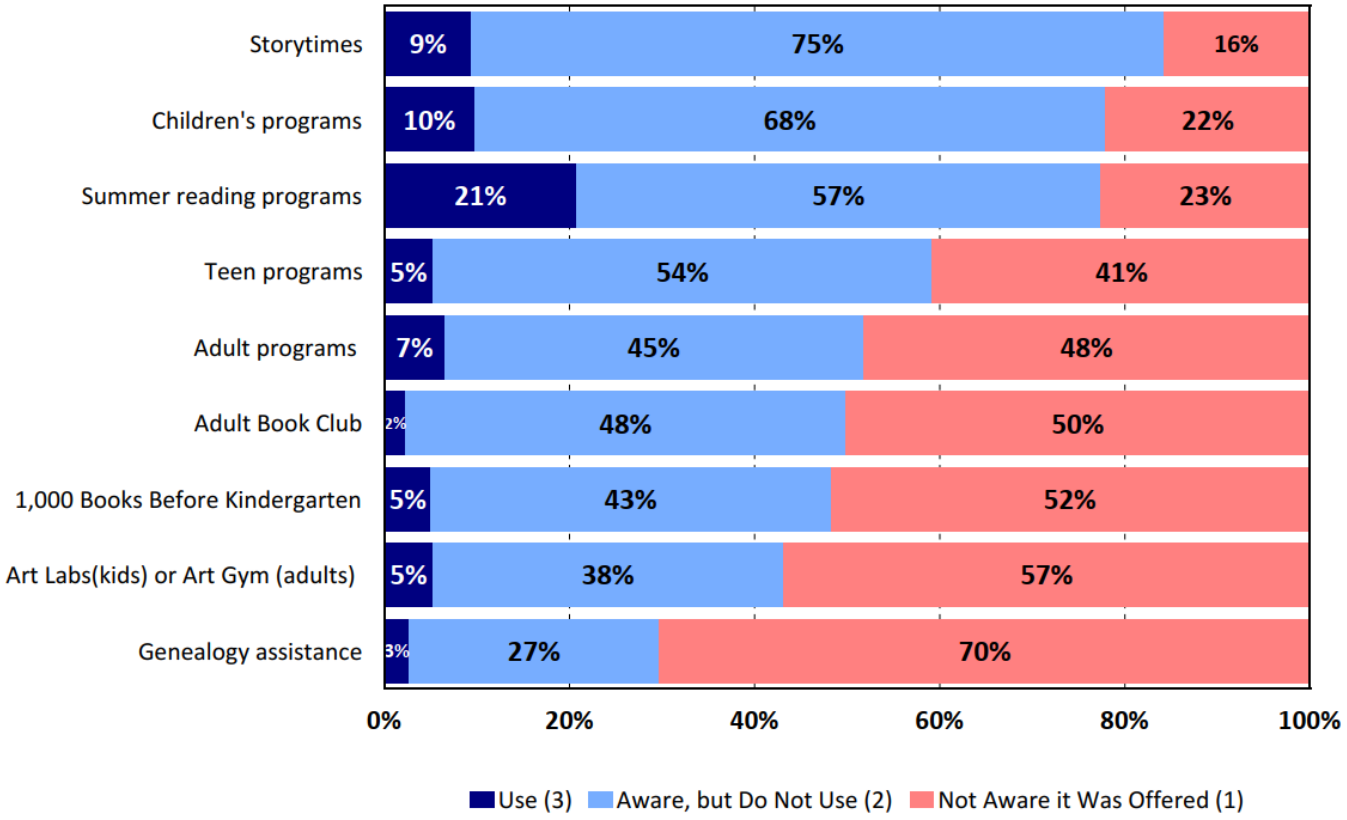
# Survey Results – Unincorp. Most Imp. Actions to Take



# Usage and awareness



# Usage and awareness



# CITY OF OREGON CITY

**Staff Report**

625 Center Street
Oregon City, OR 97045
503-657-0891

**To:** Library Board **Agenda Date:** 07/26/2023

**From:** Library Director Greg Williams

## SUBJECT:

Draft Security Camera Policy

## STAFF RECOMMENDATION:

n/a – Discussion only

## EXECUTIVE SUMMARY:

The Library Board will provide feedback on the current draft of a new Security Camera Policy.

## BACKGROUND:

Library staff are working on a new policy governing the use of security cameras in the Library. The Library Director is sharing the current draft with the Library Board to get any feedback they may have at this stage of policy development.

## OPTIONS:

n/a – Discussion only

## BUDGET IMPACT:

Amount: n/a

FY(s): n/a

Funding Source(s): n/a

# Oregon City Public Library Security Camera Policy

## Purpose

The Oregon City Public Library strives to offer a welcoming environment where patrons can use the Library's resources in safety and comfort. Security cameras are used at the Library for the purpose of enhancing the physical security of the Library, its property, staff, and patrons. The purpose of this policy is to establish guidelines for the placement and use of security cameras, as well as the access, retrieval, and use of recorded images.

## Definitions

"Live viewing" means images and footage from cameras being observed in real-time.
"Camera data" means still shots or continuous footage recorded and stored by security cameras.
"Continuous monitoring" means a staff member viewing camera data in real time for extended periods of time.

## Security Camera Placement Guidelines

- Security cameras may be placed in public areas of the Library to document events involving the safety and security of patrons, staff, and Library property (including the Library building, the Library-owned parking lot, collections, and equipment). Cameras may be placed in both indoor and outdoor locations.
    - Cameras will not be installed in areas of the Library where patrons or staff have a reasonable expectation of privacy, such as restrooms, private offices, or staff break rooms.
- Cameras will not be located or positioned for the purpose of identifying a person's reading, viewing, or listening activities in the Library.
- Cameras will not be located or positioned for the purpose of monitoring staff performance.
- Camera locations and positioning will not be changed, nor will cameras be installed or removed without permission from the Library Director, Operations Manager, or Director's designee.
- Notice will be posted at the Library entrances informing the public and staff that cameras are in use.

## Security Camera Use Guidelines

- While cameras are configured to record images continuously, cameras will generally not be continuously monitored.
    - Live viewing or review of camera data will generally only occur under circumstances involving reported or observed policy violations, suspected criminal activity, reported or observed destruction or theft of library resources, or other reported or observed security or safety related incidents.
    - Live viewing or review of camera data may occur to temporarily monitor an unstaffed public area of the Library.

  - Occasional and brief live viewing or review of camera data may occur in areas of the Library with historical behavior problems.
  - Live viewing or review of camera data may occur to assure proper operation of camera equipment and software.
  - Because cameras are not continuously monitored, individuals should take appropriate precautions for their safety and for the security of their personal property.
- Reasonable efforts will be made to safeguard the privacy of patrons and employees.
  - Other than to satisfy legal requirements, camera data will not be used to identify a person's reading, viewing, or listening activities.
  - Live viewing and camera data will not be used as part of any routine staff performance evaluation.

**Storage and Retention of Camera Data**

- In general, unless otherwise marked for retention, camera data is stored for approximately 30 days. General storage duration is determined by the City of Oregon City IT Department.
- Camera data marked for retention may be stored for a longer period of time, depending on the nature of the incident, applicable retention schedules, and legal or policy requirements. In the event of a suspected crime or incident, recorded data will be maintained until final resolution of the specific event.
  - Storage protocols, infrastructure, and contracts are managed by the City of Oregon City IT Department.

**Access to Camera Data**

- Access to camera data within the Library is generally limited to the following Library staff: Director, Operations Manager, Safety Specialist, or the Director's designee(s).
- IT Department staff may have or be granted access to camera data for the purposes of configuring, maintaining, or troubleshooting camera hardware and associated systems.
- Do others in City have access?

**Use And Disclosure Of Camera Data**

- Camera data is subject to applicable provisions of Oregon Public Records Law. Any provisions of the law take precedence over this policy.
- Authorized individuals may review camera data to determine the sequence of events and to identify those responsible for suspected Library policy violations, criminal activity, damage or destruction of Library property or actions disruptive to normal Library operations.
- Authorized viewers will make efforts to minimize or close camera software on their PCs when not live viewing or reviewing camera data.
- Camera data may be made available to law enforcement officials to assist with investigating and resolving library-related policy violations, suspected criminal activity, reported or observed destruction or theft of library resources, or other reported or observed security or safety related incidents.
  - If law enforcement officials request access to camera data for non-library related investigations, the Library Director in conjunction with the Chief of Police, City Manager,

and City Attorney will review any such request and make a determination on whether camera data can or should be provided.

- Camera data may be accessed in the review of incidents where there is reasonable basis to believe a claim may be made against the Library or the City for civil liability. In these cases, recorded data may be shared with Human Resources, City Administration, City insurance providers, or other parties involved in the determination or resolution of a civil liability claim.
- To help identify those responsible for Library policy violations, criminal activity, damage or destruction of Library property or actions disruptive to normal Library operations, camera data may be shared with other LINCC libraries, area social service providers, City departments, and others who may be able to help with identification efforts. In these cases, typically only a still photo is shared with no specific incident details.
- Camera data may be shared with Library staff to identify person(s) excluded from Library property to alert staff to potential patron or service issues, or for use in safety and security training activities.
- Camera data is not shared with the public, other than as may be required by Oregon Public Records Law.