



CITY OF OREGON CITY

LIBRARY BOARD

MINUTES

**Conference Room (2nd Floor), Oregon City Public Library, 606 John Adams St,
Oregon City
Meeting
Wednesday, July 26, 2023 at 5:00 PM**

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

CALL TO ORDER

Chair David Goldberg called the meeting to order at 5:04 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 May 24, 2023 Library Board Meeting

Cynthia Andrews made a motion to approve the May 24, 2023 Library Board Meeting minutes as submitted. Larry Osborne seconded the motion. Cynthia Andrews, Heidi Blackwell, Bill Carton, Nick Dierckman, David Goldberg, Lisa Oreskovich, and Larry Osborne voted aye. The motion carried.

2. Review and approve minutes from the July 27, 2022 Library Board Meeting

Heidi Blackwell made a motion to approve the July 27, 2022 Library Board Meeting minutes as submitted. 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.

LIBRARY DIRECTOR'S REPORT

3. July 2023 Director's Report and Library Statistics

Greg Williams conveyed his gratitude and appreciation for the Board's efforts, time, and dedication to the Library and had spoken to this at the City's Volunteer Appreciation Dinner.

Greg highlighted that card signups for the closed fiscal year were the second highest on record, second only to the year the Library reopened with the expansion. Greg stated that foot traffic for the year was nearly 150,000 and noted that comparison to prior years was difficult due to the way prior years' traffic had been counted.

Greg shared a heat map of visitor activity and thought this might be a source of data for future discussions about open hours.

Greg mentioned he had been elected Chair of the Oregon State Library Board and Chair of LINCC Director's Group.

Greg said that the first of the benefitted part-time, internally recruited Youth Services Library Assistant IIs was posted, would close Friday, and interviews would be Tuesday.

Greg shared that the new circulation desk would be installed in the next few weeks.

Greg said most LINCC libraries reduced the overdue fees to \$0.10/day to lower barriers to access; some libraries had not been able to do this for financial reasons.

Greg stated a police report was filed for 80 unreturned video games checked out by a single person. Greg acknowledged that this was not a usual course of action, but the decision to file a complaint had been made due to the high value of the missing items..

Cynthia Andrews asked if staff thought the materials had been checked out and not returned due to content or a desire to sell them. Greg said the belief was that they had been checked out for resale. Bill Carton noted pawn shop sales were not anonymous. Denise Butcher said that it was thought that they were sold to a videogame reseller.

Greg said this occurrence led to the reconsideration of video game check out limits across the county; video game checkouts per account had been reduced to 10 video games at a time compared to the previous limit of 80 at a time.

Greg shared that the projected revenue for district funds was very close to actual revenue and credited a collaborative process between Library and Finance staff.

Greg relayed the Library would have a table at National Night Out and would have a presence at other cultural happenings. Heidi Blackwell shared that the Library, Parks Department, Oregon City School District, and Souflags would be working together to put on different cultural events.

Greg invited questions.

Nick Dierckman asked if the call for young teens was related to the Teen Advisory Committee (TAC).

Heidi said that there were roughly three openings for TAC, which was mostly high school aged, and that the recent call for applicants was for the newly formed Young Teen Advisory Committee, which was focused on middle schoolers. Heidi said that the criteria for eligibility was student residence in the service district rather than school attended. Greg said committee bylaws were in development.

PUBLIC COMMENTS

None.

DISCUSSION ITEMS

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

Nick Dierckman stated that the letter was written to share two years' of Annual Progress Report data and to ask the County Commissioners how they interpreted the appropriate use of Library District funds.

Greg Williams said that he thought the letter had been drafted by the LDAC Chair, who is also the Happy Valley Library Board Chair, who would provide the information to County Administrator Gary Schmidt and let County Administrator Schmidt determine the best way to share the information with the County Commissioners.

David Goldberg expressed hope that the controversy about Library capital expenses would be cleared up by the ensuing discussion.

Greg noted the wording from the first version of the letter had been changed to be specific on the language about what LDAC funds could be used for as different Cities had different definitions for the same terms.

5. Results of Survey of unincorporated residents

Greg Williams said that the survey results had been shared with the Board and were included in the packet.

Nick Dierckman expressed appreciation for the comparison. Cynthia Andrews voiced appreciation for the baseline data provided by the survey. Greg stated that he was pleasantly surprised with the overall results.

Bill Carton asked how the survey had been conducted. Greg said that the City had contracted with ETC to get a statistically valid survey. Greg noted similar general satisfaction scores to city residents. Greg noticed that selection of digital resources available had a noteworthy difference, with less satisfaction from unincorporated residents, and identified that as an issue fixable primarily through the allocation of additional funds.

Bill asked if it was possible to track if there was an unsatisfactory search or unfulfillment of a request. Greg said he would check with Network but thought it might be possible to pull data from the embedded request purchase function. Greg acknowledged that demand for ebooks outpaced available copies and that any extra funds were generally put towards reducing the holds queue.

David Goldberg asked if the copies were licensed to LINCC or the member libraries. Greg said that there were three avenues of econtent that OCPL patrons had access to. These levels were 1) the Library2Go consortium that was shared access through the state, 2) LINCC only access, and 3) library specific content. Greg said that the third level had traditionally not been used out of the spirit of increasing access across the county.

Nick Dierckman referenced an article about ebooks and asked if the ebooks expired after a certain number of circulations. Greg said that on an industry level, that was generally the case, but it was also dependent on the publisher and licensing agreement. Nick said the article implied that electronic circulation agreements were comparable to the lifetime circulation of books. Greg disagreed with the accuracy of that claim, believing that physical items were more durable than ebook publishers might claim.

Greg noted that unincorporated residents expressed higher satisfaction with computers and wifi. Bill noted that the hotspots had very long wait lists and expressed curiosity about the usage patterns regarding supplementary or primary use of the device, and by usage area. Greg acknowledged that they were constantly popular items and thought it might be possible to obtain data on residence area, but impossible to obtain data on why the item was used.

Greg noted high satisfaction with reader's advisory. Bill asked who provided reader advisory. Greg answered it was primarily staff at the reference and children's desks.

Greg identified adult programming as an area for improvement. Cynthia asked if the data reflected the content or the quantity of adult events. Greg said there was no way to know for sure, but based on the free response comments it was likely a little of both, plus location. Greg said senior programming was a similar situation.

Greg noted that there were higher satisfaction levels with teen and children's programming in unincorporated respondents, as well as higher dissatisfaction levels. Greg noted similar splits in the satisfaction ratings on ease of booking meeting rooms and outreach programs.

Greg noted differences in the ranked preferences for library services in the future, as well as how library information was received. There was general discussion of the reach of paper copies of Trail News.

Larry Osborne expressed surprise at the number of responses indicating participants were unaware of the Library's offerings or social media presence. Nick asked about the feasibility of sending a mailer with information about library services. Greg thought that might be effective.

Nick voiced support for a half page postcard mailer. Greg estimated the cost to send a onetime mailer to unincorporated residents at \$8-10k and thought that could be a good use of funds given the survey results. There was general discussion of using the mailer to acknowledge survey results and promote available library services.

Bill asked if there were statistics about the comparative library card numbers per household in city and unincorporated areas. Greg said that residence data about active users could be pulled from statistics regarding checkouts. Greg floated future discussion about what statistics would be helpful. Bill thought measuring the change in number of cards belonging to people in the unincorporated area before and after the mailers would be an informative metric of success of mailing information. Greg floated the idea of including a special ecard sign up link on the flyer to generate library card sign up data based on the follow up mailer.

Greg shared that there was no comparative city resident data for the question about satisfaction with open hours, and that most unincorporated responses were positive regarding open hours. Larry suggested looking into if there was a specific category of patron unable to access the Library during current open hours.

Greg summarized the survey results questions for reasons why patrons did not use the Library as well as prioritized next actions. Larry asked if other libraries had book lockers. Greg said that West Linn had one and it had prompted discussion among other libraries for the need to standardize the offering, should other libraries add them, to make the user experience as consistent as possible.

Greg identified that the results showed many opportunities for increasing awareness of library services.

Greg invited feedback.

Cynthia wondered how the percent of unincorporated residents not using the Library compared to city residents not using it. Greg was not sure that that question had been asked, but thought further analysis of card data could make the comparison.

6. Draft Security Camera Policy

Greg Williams shared that his goal was to have a draft policy to the Board at either the next meeting or the meeting after that and asked if there were any concerns. Greg acknowledged the challenge of balancing the library profession's need for privacy and the operational realities of providing safety and security.

David Goldberg asked if the policy was going to be reviewed by the City Attorney; Greg said yes.

COMMUNICATIONS

Library District Advisory Committee (LDAC)

Nick Dierckman said a small committee had been set up to map out the future direction of the Library District and he was on it.

Library Foundation

Cynthia Andrews said that there had been no June meeting and the next one would occur Thursday, July 27.

Friends of the Library

Larry Osborne said that a joint meeting with the Library Foundation in December had been discussed as a replacement of the dinners previously held.

Teen Advisory Committee (TAC)

Heidi Blackwell said that applications were open to August 4 for both. Nick Dierckman asked if any application for Young Teen Advisory Committee had been received. Heidi said she was unaware of any.

FUTURE AGENDA ITEMS

ADJOURNMENT

Chair David Goldberg adjourned the meeting at 6:10 pm.