



CITY OF OREGON CITY LIBRARY BOARD REGULAR MEETING AGENDA

Virtual Meeting

Wednesday, February 10, 2021 at 5:30 PM

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

CALL TO ORDER

ROLL CALL

APPROVAL OF MINUTES

1. Review and approve minutes from the January 13, 2021 Library Board regular meeting.

LIBRARY DIRECTOR'S REPORT

2. The Library Director will share his February, 2021 report and statistics.

PUBLIC COMMENTS

Citizens are allowed up to 3 minutes to present information relevant to the City but not listed as an item on the agenda. Prior to speaking, citizens shall complete a comment form and deliver it to the Staff Member. When the Chair calls your name, proceed to the speaker table and state your name and city of residence into the microphone. The Library Board Officers do not generally engage in dialog with those making comments but may refer the issue to the City Manager.

DISCUSSION ITEMS

3. 2020 Community Satisfaction Survey
4. 2021-23 Library Budget Discussion

COMMUNICATIONS

FUTURE AGENDA ITEMS

5. 2021 Library Board Meeting Schedule

ADJOURNMENT

PUBLIC COMMENT GUIDELINES

Complete a Comment Card prior to the meeting and submit it to the City Recorder. When the Mayor/Chair calls your name, proceed to the speaker table, and state your name and city of residence into the microphone. Each speaker is given three (3) minutes to speak. To assist in tracking your speaking time, refer to the timer on the table.

As a general practice, the City Commission does not engage in discussion with those making comments.

Electronic presentations are permitted but shall be delivered to the City Recorder 48 hours in advance of the meeting.

ADA NOTICE

The location is ADA accessible. Hearing devices may be requested from the City Recorder prior to the meeting. Individuals requiring other assistance must make their request known 48 hours preceding the meeting by contacting the City Recorder's Office at 503-657-0891.

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

Video Streaming & Broadcasts: The meeting is streamed live on the Oregon City's website at www.orcity.org and available on demand following the meeting. The meeting can be viewed on Willamette Falls Television channel 28 for Oregon City area residents as a rebroadcast. Please contact WFMC at 503-650-0275 for a programming schedule.



City of Oregon City Meeting Minutes Library Board

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

Item #1.

Wednesday, January 13, 2021

Online via Zoom

6:15 PM

1. Call to Order:

Scott Edwards called the meeting to order at 6:20 PM.

Members Present: Larry Osborne, Cynthia Andrews, David Goldberg, Nick Dierckman, Kari Linder, and Scott Edwards.

Members Absent: Ken Hall.

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

2. Approval of Minutes:

David Goldberg motioned to approve the minutes from the Library Board's December 9, 2020 meeting with no changes. Kari Linder seconded the motion. Larry Osborne, Cynthia Andrews, David Goldberg, Nick Dierckman, Kari Linder, and Scott Edwards all voted aye. The motion carried.

3. Library Director's Report:

Greg Williams shared that five new on-call staff members had been hired and thanked Denise Butcher and Katrina Charfauros, Circulation Coordinator, for their time and efforts in selecting the new hires.

Greg highlighted that some changes to FTE and budget had been made to create a 32 hour per week Library Technology Specialist position and shared that Adam Murphy had been selected for the position. Greg recognized that library technology is always important and is even more so in the current pandemic environment.

Greg stated that the basement staff area had been reconfigured to facilitate physical distancing. Greg said that upgraded people counters and occupancy monitors were expected to be installed by the next Library Board meeting and he would report on them more at that time.

Greg shared that digital New York Times access was going live for library patrons. Friends of the Library paid for the first year's cost of this service.

Greg shared that in addition to the partnership Oregon City Public Library had with the Oregon City School District for the distribution of unused Summer Reading prize books, the library had also partnered with Clackamas County Head Start to deliver 150 book bags to local youth. There are still a few prize books left and talks with other local groups were underway to distribute them.

All LINCC libraries agreed to extend COVID era circulation practices, namely longer circulation times and no overdue fines, at least through the end of March 2021.

Greg revisited a question David posed in the last meeting about COVID impacts on circulation

numbers. Greg showed that circulation numbers for all LINCC libraries were down significantly from December 2019 to December 2020, except for Milwaukie. Greg said that during December of 2019, Milwaukie was operating out of a temporary location and in December 2020 the library had returned to its permanent location.

David thanked Greg for sharing his findings.

4. Public Comments: none

5. Discussion Items:

Election of Officers 2021

Scott Edwards stated that the election of Chair and Vice Chair would occur that night. Scott explained the duties of the Chair: to preside over Library Board meetings, the responsibility of identifying subcommittees, seeing that Board position vacancies are filled, and seeing to the business of the Board. Scott explained that the Vice Chair's duties were to assume the duties of the Chair in the absence of the Chair. Both positions are for a one-year term.

Scott outlined that nominations for positions would be followed by voice votes.

Kari Linder and Larry Osborne simultaneously nominated Scott Edwards to position of Chair. No other nominations were submitted and nominations were closed. Scott asked for all in favor of Scott Edwards as Chair to vote aye. Kari Linder, Larry Osborne, David Goldberg, Cynthia Andrews, Scott Edwards and Nick Dierckman voted aye. Scott Edwards was elected as Chairperson of the Oregon City Library Board.

Scott asked for nominations for the position of Vice Chair. Larry Osborne nominated David Goldberg for Vice Chair. Cynthia Andrews seconded the nomination. There were no further nominations and nominations closed. Scott asked for all in favor of David Goldberg for Vice Chair to vote aye. Kari Linder, Larry Osborne, Cynthia Andrews, Nick Dierckman, and Scott Edwards voted aye. David Goldberg was elected Vice Chair of the Oregon City Library Board. David thanked the group for their nomination. Scott thanked Larry for serving as Vice Chair for two years.

Discussion of Candidates for Library Board Vacancies

Scott acknowledged that the two applicants for the vacant Library Board position were both highly qualified and making a decision would be difficult. Scott opened the floor to discussion.

Cynthia spoke positively of Elizabeth Zinter's enthusiasm, ideas, insights, and level of preparation. Kari agreed. Nick shared that he was impressed with Elizabeth's focus on diversity and how she might bring different perspective to the board. Cynthia also stated that Elizabeth's focus in interview and in resume on diversity and accessibility would be beneficial. David acknowledged the difficulty of choosing between the two candidates, but that Elizabeth's preparation and focus on inclusion were impressive. Larry appreciated the organization of her answers.

Larry Osborne moved that Elizabeth Zinter be the recommended candidate for the vacant position. David Goldberg seconded the motion. Scott Edwards, Kari Linder, Larry Osborne, Cynthia Andrews, Nick Dierckman, and David Goldberg voted aye. The motion carried.

Replacement for Ken Hall as FOTL Liaison

Scott thanked Ken for his time on the Board as well as his role as liaison to Friends of the Library. Scott asked for volunteers to assume the role of Liaison to Friends of the Library. Greg outlined the duties of the role, which include attending the monthly Friends meeting, which typically includes Greg presenting the Library Director's report, sharing and discussion of financial reports, Bookstore operations, and membership activities, and discussion of any library funding requests. Scott tabled

the discussion until next Board meeting in the event Elizabeth might be interested in it. Scott said if there were no volunteers at the next meeting, he would assume the role.

6. Communications:

Library District Advisory Committee (LDAC)

Nick shared that the most of the recent LDAC meeting focused on how library operations had adapted during the COVID-19 pandemic. Nick said that the focus of the upcoming March meeting would be on “next steps” for the Library District Task Force. Greg clarified that the Task Force was created by the Clackamas Board of County Commissioners, and that LDAC recommendations for “next steps” would need to meet with BCC approval. Nick added that the Task Force would also include City Managers and finance personnel.

Library Foundation

Cynthia said that the last scheduled virtual meeting did not occur due to technical difficulties. Cynthia reported that Foundation business was still occurring and that end of the year donation requests had been sent, partnerships with Oregon City School Foundation continued, and Dolly Parton Imagination Library efforts were still going well.

Friends of the Library

Greg shared that Friends was doing well considering the reduced hours they are operating, hoped to increase its volunteer involvement in 2021, and had broken even in 2020. Friends reported 46 members and that 10 of those members had joined in December 2020. Greg also shared that Friends were reviewing their bylaws with an eye to formalizing some of their procedures.

City Commission

Scott shared that he and Greg, on behalf of the Library Board, had presented the annual Library Board update to the City Commission. Nick thanked Scott for his presentation. Greg thanked Scott for his support of staff. Scott expressed appreciation for the scope of challenges the Library had faced and adapted to in the past year.

7. Future Agenda Items: none

8. Adjournment:

The meeting adjourned at 6:47 PM.



Library Director's Report for February 2021

Monthly Statistics Notes

- We have been doing some work on refining internal statistics collection/consistency, particularly when it comes to social media/video engagement. As a result:
 - Adult Services programming statistics now include engagement statistics for applicable video programming (Poetry Corner and Guided Meditations).
 - Our Facebook Follower statistic had previously reported page “likes” instead of “followers”. The month-to-month increase is reflective of switching to this more accurate statistic (not indicative of 300 new followers in a month!).
- We shared the following Calendar Year 2020 infographic as part of City Manager Tony Konkol’s recent presentation to the Oregon City Business Alliance (OCBA).

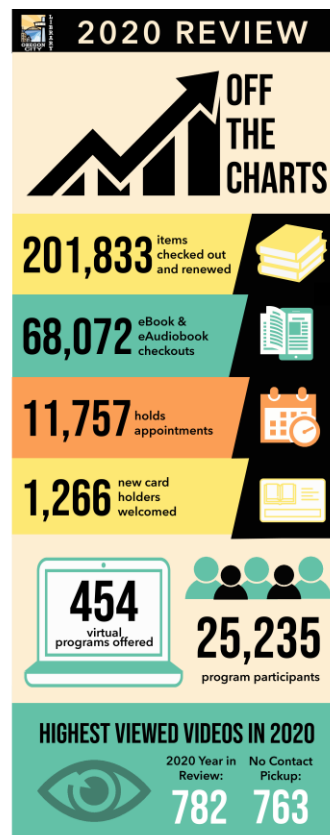


Figure 1 - 2020 infographic

Library Staff

- Staff completed OSHA-required COVID-19 safety training during January. Staff watched videos and engaged in live (via Zoom) reviews covering 10 specific topic areas.
- Congratulations to Youth Services Librarian Barratt Miller and Technology & Library Promotion Librarian Aaron Novinger, who will both celebrate their 5-year work anniversaries this year!

Library Grounds and Facilities

- New people counters are set to be installed on February 10.

Library Operations

- We have added a Saturday Circulation shift, focusing on processing check-ins, holds, and shelving. We are working on expanding availability of no-contact holds pickup appointments to Saturdays as well.
- Library management met with Valentina Muggia, the City's new Behavioral Health Specialist. We discussed some of the challenges the Library had faced in the past, and brainstormed on possible next steps to provide staff with more resources and support when working with patrons experiencing mental health crises.

Library Programs and Services

- We are anticipating introducing no-contact printing pickups the week of February 15. Patrons will be able to submit their job via email, website, or smartphone app, then come to the 6th street entrance during our holds pickup hours, where a staff member will release and deliver their print job (while observing COVID-19 safety protocols). No appointment will be necessary, and there will be no charge for printing. Print jobs will be limited to 50 pages/day/patron.
- During February, the Library will be recommending books, ebooks, and films to stream on Kanopy to celebrate Black History Month. On social media, we will be profiling important figures in American history each week, which you can preview here:

<https://www.orcity.org/library/black-history-month>.

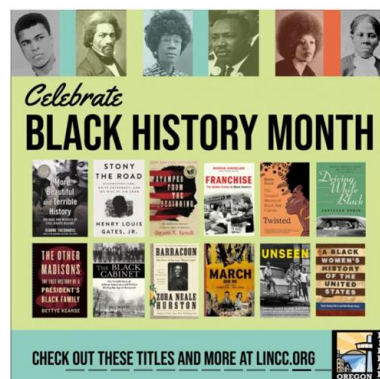


Figure 2 - Black History Month social media promotion

- We have added several new grab bag offerings! For the month of February, we will be offering Black History Month grab bags for adults, and Valentine's Day grab bags for kids! We have also added Board Books as a regular option for our youngest readers (and their parents!).



Figure 3 - Additional Grab Bags

- We have set up a table in the 7th St. vestibule where patrons can pick up tax forms without an appointment. Federal forms and instruction booklets have not yet arrived, so staff is printing copies of the most common tax forms; for less common forms, patrons are encouraged to contact our Reference Desk to arrange a no-contact pickup.
- Our Elevated Readers Book Club narrowed down a list of 30 titles and selected the club's 2021 reading list. The titles are:
 - *The Dutch House* by Ann Patchett
 - *Go Tell it on the Mountain* by James Baldwin
 - *American Dirt* by Jeanine Cummins
 - *Unsheltered* by Barbara Kingsolver
 - *The Library Book* by Susan Orlean
 - *Caste: the Origins of our Discontents* by Isabel Wilkerson

Library Partnerships and Outreach

- After a long COVID hiatus, our Teen Advisory Group (TAG) was able to gather via Zoom in December! The group met for about 45 minutes, with 10 of the 11 TAG members attending the very informal meeting (the one member who could not attend was completing a calculus exam!).

For the first part of the meeting, we did several fun ice breaker questions to hear from each member, start small discussions, and find out what they have been doing since COVID began. We discussed and answered questions about virtual programs currently being offered to teens,

including Bi-weekly trivia, Creative Kits and Dungeons & Dragons. Additionally, we highlighted our no contact holds pick up, grab bags, and the online reader advisory form (which one TAG member had already used). We also asked if members wanted to share something that they read, created, or did since they last met. Some shared taking safety measures to visit family in Utah, one member went to San Diego over the summer, and one shared that their family rented an inflatable castle so that she, and her live-in cousins, could have something fun to enjoy!

Staff also conveyed to the group that our Youth Services staff are available via phone or email if anyone was struggling and/or needed to talk to someone because sometimes we all have bad days or feel alone. We were so excited to see each of their faces, and we are planning to get back into the swing of having regular TAG meetings.

- The Library and Parks department partnered on a Storywalk featuring the book “Be a King: Dr. Martin Luther King Jr.’s Dream and You.” Pages of the book were posted in the windows of the OC Pool’s community room for families to read while getting some exercise outside and to facilitate conversations with kids about race. We are also working on an exciting “Rain or Shine” challenge with the Parks Department...more details next month!



Figure 4 - Storywalk at the OC Pool

- Our Youth Services team (Barratt Miller and Sabrina Tusing) presented at the Oregon City School District’s 2021 Equity Conference on Wednesday, February 3. In addition to providing information about how to find diverse books in the library and online, they shared some of their

favorite diverse books from 2020 with over 90 K-12 teachers. Presentation slides and easy-to-print book lists are available online at <https://www.orcity.org/library/diverse-books-2021>



Figure 5 - Screenshot from Finding Diverse Books presentation

Library District / LINCC Cooperative

- The 2021 Libraries in Clackamas County Teen Summer Reading Artwork Contest opened Saturday, January 2. Entries were accepted through Friday, January 31. The winning design will be used for all countywide 2021 LINCC Teen Summer Reading program materials, such as posters, forms, flyers, etc. A prize will be awarded for First Place. Honorable Mentions may also be recognized. We promoted the contest heavily during the month, hoping for a winning entry by an OC teen!
- Nearly 200 libraries across the nation (including Multnomah County Library and the Hillsboro Public Library) have signed the Urban Libraries Council's Statement on Race and Social Equity. LINCC Directors are working on adding our libraries to the list of signatories. The statement, which is consistent with the Oregon City Library's adopted Vision, Mission, Core Values, and Guiding Principles, as well as City Commission Resolution 20-19 reads:

As leaders of North America's public libraries, we are committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. Our libraries can help achieve true and sustained equity through an intentional, systemic and transformative library-community partnership. Our library systems are working to achieve equity in the communities we serve by:

- *Eliminating racial and social equity barriers in library programs, services, policies and practices*

- *Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role*
- *Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice*
- *Serving as a convener and facilitator of conversations and partnerships to address community challenges*
- *Being forthright on tough issues that are important to our communities*

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.

As part of this effort, we also conducted a LINCC-wide equity assessment. Utilizing a questionnaire developed by the Urban Libraries Council, every one of our LINCC Committees evaluated our efforts towards inclusion, identified the successes our libraries have had in promoting equity and reducing barriers to access, and suggested some areas where we may wish to focus more energy in the future. Please see the attached material from the LINCC Equity Committee.

Patron Feedback

- A patron on Facebook reported receiving some of the Book Bags we delivered through a partnership with OCSD:

"My boys got one of these bags! Thank you! ❤️"

- On Instagram, a parent let us know the storywalk at the Pool helped generate conversations with her kids.

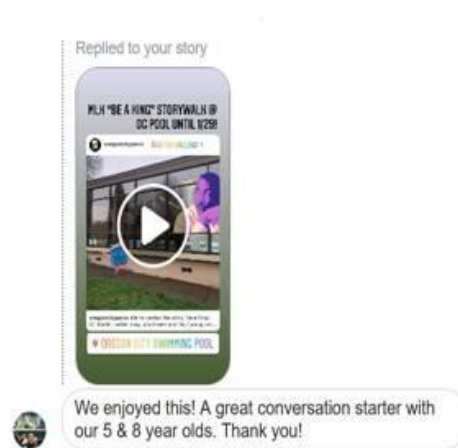


Figure 6 - Instagram feedback

- A patron was so happy during a recent pickup appointment, she hugged her books!



Figure 7 - Patron hugging books!

Dear library directors,

The Equity Committee is pleased to submit the compiled responses to the Urban Libraries Council questions completed by LINCC committees. The bird's eye view we got of the data while completing this task gave us insight into both the big and small ways LINCC and its member libraries are serving the disenfranchised members of our communities. The Equity Committee's overwhelming reaction to the information we gathered was pride. We are proud to be a part of a system that puts an extraordinary amount of energy and focus into lifting up the voices of those who have historically been silenced. Seeing the full range of programs, services, time, and resources library staff have dedicated to creating a more equitable and inclusive environment for *all* our patrons was truly impactful.

We also took this opportunity to undertake an informal gap assessment to identify areas where we could take our equity work further. Please find these recommendations below. We see this as a loose framework for moving toward a more inclusive future for LINCC libraries.

- More diverse/inclusive hiring practices. Currently, library staff are not representative of the communities they serve. This includes having more bilingual or non-English speaking staff.
- Provide opportunities for young people in marginalized populations to experience jobs, internships, and volunteering in our libraries. We must provide opportunities for young people to first see what is possible in order to aspire to those possibilities in the future.
- Going fine-free. The Equity Committee has gathered a number of resources on the inequitable impacts of fines on marginalized populations.
- Assessment of community needs. How are we discovering community challenges? New potential partnerships? How are we identifying groups/cultures who are not represented?
- Drafting a LINCC-wide inclusivity/equity/anti-racism statement.
- A county-wide program or support for homebound patron services.

Thank you for taking the time to read and consider our recommendations.

Sincerely,
LINCC Equity Committee

Irene Camacho (MO)
Jennifer Giovanetti (OC)
Molly Muldoon (WV)
Katie Murphy (SA/HO)
Sara O'Donnell (MI) – Chair 2020-21
Melissa Perkins (MI)
Isaac Rains (HV)
Kimberley Rhoades (WL)
Nicholas Rhodeside (CO)
Shannon Sedell (LO)
Marisa Soltz (CA)

Question #1. How is your library eliminating racial and social equity barriers in its programs, services, policies and practices?							
At least one, and in most cases more, LINCC libraries are involved in the following:							
Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps
Working with a DEI consultant for assistance in creating a DEI committee for library staff. The committee will explore how we can eliminate racial and social equity barriers in programs, services, policies, and	Expanding World Languages collections for all ages, adding new languages to meet demand	Host authors and presenters who explore the topics of racial and social equity barriers	Post relevant library resources and dialogue on social media	LGBTQ+ statement approved by Library Board	Collaborate with school language liaisons to connect families with library programs and services;	Some libraries have remote bookdrops for those who have difficulty accessing the library;	Greatest gap is in hiring practices and staff diversity.
Bilingual staff at some libraries	Collection development with a focus to purchase materials that reflects the diversity of our communities	Annual Oregon Humanities Conversation Project programs	Provide book club events, programming, booklists, displays, and social media campaigns around racial and social equity topics (i.e. anti-racism, LGBTQ+, and a variety of multicultural topics and events)	Anti-racism statement approved by Library Board	Distribute fine vouchers at PTO meetings and preschool open houses, and as summer reading prizes	Eliminated VIP profile and adjusted limits on General profile to make access more equitable;	
	Circulating laptops and WiFi hotspots so all patrons have equal access to these technologies without the financial burden	Community collaborations for Community Reads programs	Provide outreach and promotional materials in Spanish, Russian, Chinese, Vietnamese, and Korean, in addition to adding more to those collections and having bilingual members on staff	Configured self-checks to have many languages available	Share discarded library materials with schools;	Provide alternative pickup options (like delivery or mail) for those with mobility or transportation issues through Homebound card profile;	
	Implemented a Library of Things collection which allows people who cannot afford to buy items (such as laptops, wifi hotspots, kitchenware, camping equipment, puzzles, toys, etc.) an opportunity to borrow them from the	B.A.M. (Because Accessibility Matters) offers inclusive programming designed for our disability community	Promotion of diverse collection materials through displays, bookbundles, booklists, Pinterest boards, social media, newspaper reviews, etc.	Gender neutral bathrooms available	Work with local food pantry to distribute free books;	Alternative solutions for those without fixed addresses to get temporary library cards;	
	Seed libraries that offer free seeds, instructions, and circulating garden tools to help ensure food security for all households	First Friday Film series feature documentaries on a variety of topics, including issues related to EDI, and facilitate conversations about the film afterward		Public computers with accessibility features	Arranged with the Friends of the Library to provide a selection of free books to people who may not qualify for a library card;	Access to online resources to people who can't visit the library in person through the eCard program;	

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		Building Bridges program series, which focuses on how to combat racism in our communities		Rainbow and pronoun buttons for patrons and staff, encouraging staff to be forthright about their pronouns	Discussions with OCPD's Homelessness Liaison Officer and Father's Heart Street Ministry (Dan Hanes and Robin Schmhardt);		
		Working towards more diverse programming and programming that provides opportunities for educating about diversity		While the library is closed, 24-hour wi-fi is accessible outside the building to ensure those in need can still have access to the internet	LGBTQ+ Conversation trainings led by Clackamas County Staff and local LGBTQ+ teen support group, The Living Room;		
		Multigenerational Hispanic programming			Access to the city social worker who can help to remedy housing and food insecurity for all races, ages, genders, and income levels;		
		Ongoing citizenship classes			Bilingual programs to underserved preschool populations;		
		Facilitate monthly book discussion groups that read titles from BIPOC authors					

Question #2. How is your library creating and maintaining an environment of diversity, inclusion and respect both in the library system and in all aspects of the library's community role?

At least one, and in most cases more, LINCC libraries are involved in the following:

Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies, & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps
JEDI Training for Staff: Training to build awareness & respect for community diversity	Selection of materials representing diversity and inclusion for patrons of all age groups.	Diverse Voices/Authors (ex. Community Reads)	Banners about Diversity in English & Spanish	Gender Neutral Bathrooms	Equity, Diversity, and Inclusion Council (EDIC) Community Festival participation.	Use of preferred Name field in WF	
JEDI Staff Committees; LINCC Equity Committee	Focus on the reflection of diverse perspectives, antiracist, #ownvoices literature	Culturally diverse programming offered LINCC-wide.	Libraries for Everyone signage.	Health/hygiene center at WL containing toiletries & sanitizer for teens to grab as they need.	Outreach to Parrot Creek & The Living Room	Standardization of hold slip configuration to address inequity & privacy concerns	
Formal training and unscripted listening sessions	Focus on independent publishers, #ownvoices authors, native authors, booklist blogs like Debbie Reese, books curated by Native American museums, biracial bookshelf, antiracist book blogs, diverse book finder	Incorporation of nonverbal, visual techniques, such as puppets and props, in storytimes to provide an interactive experience that reaches across potential barriers of language or abilities.	Teen fiction and non-fiction book lists that feature LGBTQIA+ and BIPOC authors and characters and link them directly to our online catalog	ADA compliance in all libraries and Universal Design Concepts in practice in many.	Collaboration with DHS & Worksource	Alt Hold ID field allows for greater level of confidentiality for vulnerable patrons	
Collaborative work within the Consortium to acknowledge & represent the diverse backgrounds, interests, and needs of our community members.	Collection promotion: displays, bookbundles, booklists to highlight diversity and inclusion, social media promos, etc.	Encourage audience participation and two-way communication instead of a traditional teacher or performer model.	Promotion of diverse collection materials through displays, bookbundles, booklists, Pinterest boards, social media, newspaper reviews, etc.		Partnerships with local schools to get students library cards and to highlight and share our diverse collections, booklists, and promotional materials.		
Consortium-wide EDI Training 2019	Collection development in other languages such as Spanish; New and improved world language materials	Programming that includes texts and conversations around DEI	Diversity Equity and Inclusion Booklists on websites and in print.		Partnerships with local DEI organizations.		
EDI staff blog for education and awareness	All libraries have used their collection development practices to expand diversity and other inclusive practices by offering a wide variety of topics and voices in its standard collections and special collections (e.g. Oregon City's Zine, Local Author, LGBTQ+ Teen, and Bilingual collections).	Bookclubs such as Building Bridges Anti-Racist Bookclub.	Social Media posts and engagement focused on Diversity Equity Inclusion.		Fostering relationships with our diverse patrons, engaging them in the library both as volunteers and participants in programs		

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Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies, & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps
Dementia and Age related disability training-Clackamas County ADRC	NT staff have been including non-English MARC data, including subject headings and title content	LGBTQ* drop in program	Visibly celebrated observances such as Pride Month, Hispanic Heritage Awareness Month, Black History, Transgender awareness, Disability Awareness, etc.				
Project Ready participation	NT staff are involved in regional and local discussions related to more inclusive subject heading vocabularies	Community Reads programs with diverse authors	Bookmarks of DEI New Releases				
Youth Services staff participated in Racial Justice Challenge sponsored by	Spanish language teen section, LGBTQ titles, and current race relation titles	Family Pride Day event	Thematic displays				
City-Wide policy Reviews to include things such as pronouns in email signatures.		Census Promotion and trainings.					
		Beanstack app challenge for teens called Challenge Yourself! A Librarian's Guide to Anti-Racism for Teens					

Question #3. How is your library serving as a convener and facilitator of conversations and partnerships to address community challenges?							
At least one, and in most cases more, LINCC libraries are involved in the following:							
Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies, & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps
Ryan Dowd trainings (homelessness)	ORCA/OBOB support	Programs/Events around race, LGBTQ+, equity, diversity, inclusion (EDI), etc. such as:	Social Media Posts with resources		Staff attends community meetings, such as Sandy Connect & Estacada Connects		How are we discovering community challenges?
All county library staff have all participated in professional development opportunities as well as other EDI trainings (ie. homelessness, anti-racism, etc.)	Banned Book Week celebrations	All Ages Celebrate Pride Events	DEI Displays		Staff liaison to EDI Community Committee		How are we discovering new potential partnerships?
Bill de la Cruz training on Bias	DEI Booklists and Displays	Anti Racist & Diverse AuthorBook Clubs	Displays celebrating Black History Month, Women's History Month, Native American History Month, etc.		Hosted high school students for a conversation with city councilors on climate change		How do we identify groups/cultures not represented?
	Read Without Walls program	Film discussions centered on racial justice			Engaging teen volunteers to serve as a liaison on the city's Teen Council		
	Social Media posts highlighting resources & collections	Matt de la Pena Talk for WLWV Schools			Partnerships with local organizations such as: *Alliance for Inclusive Community groups *Respond to Racism *Local School Districts *Living Room Drop-In Center for LGBTQ Youth *Bridging Cultures *Milwaukie Historical Society *Oregon Humanities *Wilsonville Community Sharing *Heart of the City *Wichita Center *Northwest Family Services *Town Center Courtyard *Ready Set Go *CARE after school program *North Clackamas P-3 Committee *Rowe Community Collaborators *Clackamas Community College		
	Anti-Racist Book Club Kits	Oregon Humanities Conversation Projects					
		Jazz and Friends LGBTQ Event					
		Bilingual Poetry: English & Arabic					

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		One City, One Book; Adult & Teen Community Reads					
		Virtual Conversations on Race					
		Because Accessibility Matters (BAM) disability programming					
		Bilingual Storytimes					
		English as a Second Language (ESL) conversation groups					

Question #4. How is your library ensuring that it is reaching and engaging disenfranchised people in the community and helping them express their voice?

*At least one, and in most cases more, LINCC libraries are involved in the following:

Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies, & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps
Provide staff training around issues of equity and access (example: Ryan Dowd's homelessness training, city or library equity training)	Offer a diverse selection of materials in languages and subjects of interest to underserved communities	Work with community organizations to offer free library resources, and programs to build connections within the community (examples: Incredible Infants, Baby Sign Language in Play, Lunar New Year, Multicultural Children's Book Day, Dia de Los Muertos celebrations, and more)	Provide rainbow and pronoun buttons (she/her, they/them, he/him) for patrons and staff to wear if they choose	Provide in-library play areas with age-appropriate toys and activities encouraging early literacy skills	Visit and partner with local schools, daycares, and preschools to promote library resources, provide on-site programs, and ensure families can get library cards regardless of their housing situation		
	Select and promote diverse and 'own voices' books for the library through collections, programming, displays, and booklists	Host programs supporting and showing alliance with the LGBTQ+ community, including Pride NW, The Living Room's holiday parties, and a Jazz and Friends read aloud		Provide space for non-profit community organizations to meet	Provide giveaway books, fine vouchers, library card sign-ups, and programming (such as storytimes and literacy classes) to people with barriers to library service, including Head Start families, people in low-income or assisted housing, and young/teen parents		
Bill de la Cruz training on Bias	Provide circulating materials in languages other than English, particularly in Spanish, but also including Russian, Arabic, Cherokee, and Tigrinya, among others	Host programs supporting and showing alliance with the LGBTQ+ community, including Pride NW, The Living Room's holiday parties, and a Jazz and Friends read aloud		Use library window displays to engage with the public, who may not have device and internet access	Offer summer reading sign-ups and giveaway books at outreach sites, including food pantries, WIC sites, schools and other free summer meal sites		
Employ staff who speak languages other than English	Purchase self-published books by local authors	Offer free summer reading programs for all, encouraging literacy at all ages and often including free books and other giveaways		Focus on creating a welcoming environment where all are respected, such as providing all-gender restrooms and inclusive signage	Partner with community groups to expand programming at the library in both English and Spanish, such as Ready, Set, Go; Clackamas Parenting Together; and Healthy Start playgroups		

Question #4. How is your library ensuring that it is reaching and engaging disenfranchised people in the community and helping them express their voice?

*At least one, and in most cases more, LINCC libraries are involved in the following:

Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies, & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps
One library (Wilsonville) created an outreach librarian position with a focus on reaching and engaging underserved populations	Offer wi-fi hotspot and Chromebook lending	Offer story times and playgroups in languages other than English		Provide library space for patron art and free expression	Attend local meetings on race and partner with local JEDI organization		
	Provide bilingual informational and PR materials explaining library services	Offer programs, such as a teen writing contest, LGBTQ+ events, or Art Lab, to provide opportunities for disenfranchised youth	Social Media posts and engagement focused on Diversity Equity Inclusion.	Approved an Anti-Racism Statement for the library and started work on an LGBTQ+ statement (SA/HO)	Deliver materials to home-bound patrons		
	Catalog materials according to national standards to promote access and equity, including regularly adding foreign language headings, genre heading, and culturally-informed subject headings	Offer English as a Second Language classes and/or conversation groups	Visibly celebrated observances such as Pride Month, Hispanic Heritage Awareness Month, Black History, Transgender awareness, Disability Awareness, etc.		Partner with senior living facilities to deliver training and services, including delivering withdrawn library materials		
		Partner with 'free summer lunch' programs or local food banks to offer a location for their program and/or free books to lower income families	Bookmarks of DEI New Releases		Provide programming and materials to underserved communities (examples: a monthly prison book club, tech help for people with employment barriers such as mental illness, providing books for low-income housing communities, a story hour program for a senior center, outreach to families in a domestic abuse shelter, etc.)		

Question #4. How is your library ensuring that it is reaching and engaging disenfranchised people in the community and helping them express their voice?

*At least one, and in most cases more, LINCC libraries are involved in the following:

Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies, & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps
		Ensure library services for patrons experiencing homelessness	Thematic displays		Provide materials, programs, and information outside of the library and offline for people who do not have internet access or transportation, such as in the local newspaper, at farmers markets, in laundromats, in health clinics, etc.		
		Because Accessibility Matters (BAM) disability programming			Invite community participation in a variety of ways, such as a Teen Advisory Boards, BAM (Because Accessibility Matters) Advisory Council, and discussions with OCPD's Homelessness Liaison Officer		
					Partner with local educational and support groups to offer in-library programs and library access. Examples: Healthy Start playgroups, Incredible Infants classes, Clackamas Parenting Together classes		
					Attend community meetings, listening to the needs voiced in these meetings		
					Partner with local educational and support groups to offer in-library programs and library access. Examples:		

Question #4. How is your library ensuring that it is reaching and engaging disenfranchised people in the community and helping them express their voice?

*At least one, and in most cases more, LINCC libraries are involved in the following:

Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies, & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps
					Encourage diverse voices to participate in library committees, building planning, processes, and other long-range plans		
					Provide online content to engage the community in thoughtful and respectful dialogue around topics around		

Question #5. How is your library being forthright on tough issues that are important to our communities?								
*At least one, and in most cases more, LINCC libraries are involved in the following:								
Staff Training & Development	Collections	Programming & Services	Promotions & Signage	Facilities, Policies, & Mission Statements	Community Outreach & Partnerships	Accounts & Circulation	Gaps	
We recognize libraries as a Third Place. Libraries are considered a safe and respectful space for community conversations. Libraries are for everyone.								
LINCC wide All-Staff day training	Aggressive weeding of dated materials	Programming specifically around social justice issues	Displays that promote and celebrate marginalized communities and equitable topics	Land Acknowledgement to open meetings honoring Indigenous Peoples	Community Surveys and Focus Groups: To capture issues and discover solutions for our community; To develop a strategic plan that reflects national social justice concerns, affirming our commitment to embracing diversity; To discover ways to improve the presence of LINCC in communities; To get community feedback through groups such as Teen Advisory Boards	Decreasing barriers to getting card with online applications		
City and county mandated DEI trainings	Book Bundles that foster conversations around race and own voices	Community Reads	Promote on social media resources such as book lists and blog posts around DEI to communities including children and adults	Antiracist statement by cities, including resource lists to promote antiracism	Provide book lists, websites, authors, and outside resources that support DEI to further disseminate information and understanding	Extending loan periods		
DEI webinars and trainings specific to staff roles	Inclusion of materials in languages other than English	Conversation Projects			Utilize print and social media platforms to promote DEI library resources	No fine collection during COVID		
Civic education and fact based information workshops	Development of materials for all ages around social justice topics	Story times in ASL, Spanish, Mandarin, and languages other than English			Monitor social media posts for inclusion and diversity of content			
Individual library staff training	Intentional cataloging of materials to promote use by patrons	Community bridge building programs			Monitor web content for accuracy and fact based information			
					Community Collaborations & Partnerships with: Oregon Humanities Conversation Project; City DEI Organizations; Living Room; School Districts; City Food Pantries			

Question #6. Does your library collaborate with national or local organizations on race and social equity? (If yes, please share the top three partners.)								
At least one, and in most cases more, LINCC libraries are involved in the following:								
RACISM & EQUITY	LGBTQ+	IMMIGRATION	MENTAL HEALTH	SOCIAL SERVICES	FOOD BANKS	EDUCATION	GOVERNMENT	OTHER
Respond to Racism (project in the City of LO)	Cascade AIDS Project	Hispanic Interagency Networking Team (HINT)	Clackamas Co. NAMI (National Alliance on Mental Health)	DHS	Estacada Area Food BankSandy Community Action Center	Oregon Humanities	U.S. Census Bureau	WLA/OLA, particularly w/i the TS Roundtable, regarding EDI topics
Wilsonville Alliance for Inclusive Communities	The Living Room LGBTQIA group	Clackamas ESD Migrant Education Program	DD & MH Provider of Oregon	Lutheran Family Services	MI Food Bank	MHCC Transitions/Transiciones	The Action Network for National Voter Registration Day	Young Squires organization
WLAIC (West Linn Alliance for an Inclusive Community)	Pride NW	IRCO		Metropolitan Family Service	WL Food Bank	Local schools & school districts	State Library of Oregon	
Sandy Stand Up Movement		Oregon Latino Health Coalition		The Action Network	Wilsonville Community Sharing (food bank)	RISE: A Feminist Book Project Committee		
LO Against Racism				Parrott Creek Child and Family Services		North Clackamas P3 Interagency Collaborative		
LO for Love (HS group)				Hunger Fighters				
Bridging Cultures (CA)				Clackamas County Head Start				
Unite Oregon City				Clackamas County Early Childhood Committee				
				Todos Juntos				
				AntFarm (SA)				
				The Heart of the City (WI)				
				Homeless Coalition of Clackamas County				
				Rotary Club				

Oregon City Public library
Monthly Statistical Report
Reporting period: **January, 2021**

	Current Month	FY 20/21 YTD	Last Month	Same Month Last FY	FY 19/20 YTD
PATRON REGISTRATIONS					
New Patron Registrations	81	493	77	241	1,910
Total Registered Patrons	18,212	18,212	18,153	20,071	20,071

CIRCULATION (includes 1st-time circ and renewals)

Adult materials	8,049	51,789	8,779	24,586	166,900
YA materials	793	5,455	881	1,890	13,585
Children's materials	7,776	43,746	7,760	18,012	126,363
Electronic materials	6,094	40,930	5,814	4,693	31,523
Total Circulation	22,712	141,920	23,234	49,181	338,371

1st Time Circulation (Physical)	10,641	64,125	10,986	31,457	212,398
1st Time Circulation (Self-Check)	90	0.8% 1,267	2.0% 149	1.4% 27,371	87.0% 184,144

Holds received from other libraries	12,547	57.8% 77,685	56.1% 13,058	59.2% 14,958	56.8% 100,624
Holds sent to other libraries	9,166	42.2% 60,774	43.9% 9,002	40.8% 11,394	43.2% 72,458

CIRCULATION DEMOGRAPHICS

Borrowers - City Residents	763	56.8%	n/a	765	56.5%	1,905	56.3%	n/a
Borrowers - Unincorporated Residents	478	35.6%	n/a	481	35.6%	1,159	34.2%	n/a
Borrowers - Other	103	7.7%	n/a	107	7.9%	321	9.5%	n/a

Service Area Pop - City	35,570	58.3%	n/a	35,570	58.3%	34,860	58.3%	n/a
Service Area Pop - Unincorporated	25,422	41.7%	n/a	25,422	41.7%	25,401	41.7%	n/a

TECHNOLOGY

Internet Sessions	-	-	-	1,876	12,653
WiFi Sessions	67	684	90	1,942	14,925

SOCIAL MEDIA / EMAIL

Facebook followers	3,820	n/a	3,536	3,519	n/a
Instagram followers	1,733	n/a	1,720	1,392	n/a
Twitter followers	905	n/a	901	850	n/a
YouTube subscribers	159	n/a	150	-	n/a
YouTube unique viewers	468	n/a	348	-	n/a
YouTube views	702	4,674	572	-	3
Email newsletter subscribers	4,267	n/a	4,269	4,206	n/a

See monthly Hootsuite report for additional social media statistics

FINANCIAL

See monthly Budget to Actual report

PROGRAMMING *

Children's programming - # of progs	13	129	16	42	221
Children's programming - attendance/engagement	695	9,888	1,491	1,613	9,397

YA programming - # of progs	-	2	-	2	28
YA programming - attendance/engagement	-	4	-	34	246

Adult programming - # of progs	20	148	19	18	122
Adult programming - attendance/engagement	747	1,961	203	284	2,090

Virtual programming currently uses a 2-week statistical collection period; stats will be one month "behind"

MEETING ROOM USE

Revisions pending

MATERIALS PROCESSING

Revisions pending



Biennium Budget Report Y2 by Category

Item #2.

through 1/31/2021

	2019-2020 Budget	2019-2020 Balance	Year 1 Difference	2020-2021 Budget	January 2020-2021 Activity	2020-2021 Balance	2020-2021 Encumbrance	Biennium Difference
4 - Revenue								
43 - Intergovernmental Revenues	2,357,051.00	2,481,216.44	(124,165.44)	2,418,515.00	2,362.42	45,768.54	0.00	2,248,581.02
44 - Charges for Services	0.00	3,430.86	(3,430.86)	0.00	0.00	1,800.00	0.00	(5,230.86)
46 - Fines & Forfeitures	40,000.00	38,473.34	1,526.66	40,000.00	0.00	0.00	0.00	41,526.66
47 - Miscellaneous Income	50,000.00	88,006.36	(38,006.36)	50,000.00	0.00	12,545.62	0.00	(551.98)
49 - Other Financing Sources	150,000.00	150,000.00	0.00	150,000.00	0.00	150,000.00	0.00	0.00
4 - Revenue Totals:	2,597,051.00	2,761,127.00	(164,076.00)	2,658,515.00	2,362.42	210,114.16	0.00	2,284,324.84
5 - Expense								
51 - Salaries and Wages	929,069.00	854,273.44	74,795.56	917,766.00	70,271.80	506,580.87	0.00	485,980.69
52 - Benefits	530,822.00	489,850.09	40,971.91	556,618.00	36,157.71	255,804.12	0.00	341,785.79
60 - Professional & Technical Services	2,540.00	1,337.50	1,202.50	2,540.00	0.00	250.00	0.00	3,492.50
61 - Repair & Maintenance Services	142,557.00	134,592.89	7,964.11	127,057.00	9,723.60	67,636.34	12,836.86	54,547.91
62 - Other Services	653.00	1,480.16	(827.16)	653.00	135.83	851.42	643.48	(1,669.06)
63 - Employee Costs	13,700.00	3,962.55	9,737.45	13,700.00	0.00	200.00	200.00	23,037.45
64 - Operating Materials & Supplies	310,750.00	211,877.38	98,872.62	229,250.00	14,553.88	110,068.79	15,242.86	202,810.97
65 - Office & Administrative Supplies	49,712.00	34,828.86	14,883.14	49,712.00	1,911.69	25,631.91	2,280.36	36,682.87
66 - Special Programs	31,150.00	38,320.04	(7,170.04)	31,150.00	307.20	4,164.43	75.89	19,739.64
68 - Community Programs and Grants	8,741.00	9,749.84	(1,008.84)	0.00	0.00	235.61	0.00	(1,244.45)
69 - Internal Service Charges	45,700.00	45,700.00	0.00	46,100.00	3,841.66	26,891.62	0.00	19,208.38
70 - Capital Outlay	0.00	0.00	0.00	0.00	0.00	9,761.00	0.00	(9,761.00)
80 - Debt Service	415,371.00	415,371.02	(0.02)	415,370.00	0.00	71,865.24	0.00	343,504.74
98 - Transfers	20,000.00	20,000.00	0.00	20,000.00	1,666.67	11,666.69	0.00	8,333.31
5 - Expense Totals:	2,500,765.00	2,261,343.77	239,421.23	2,409,916.00	138,570.04	1,091,608.04	31,279.45	1,526,449.74



Library Board Report

Jan 01 - Jan 31, 2021



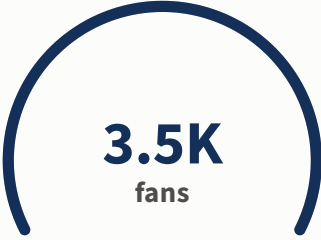
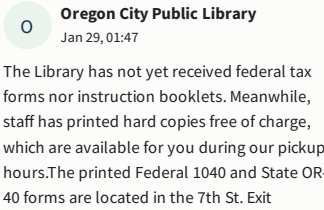
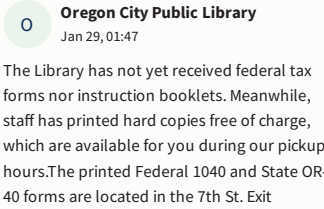
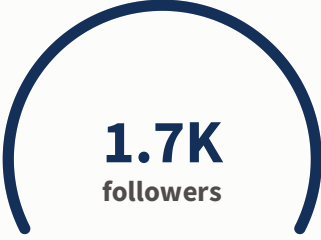
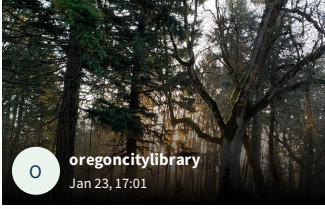
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oregoncitylibrary



Oregon City Public Library

f Fans  3.5K fans	f New Fans 15 new fans	f Posts 94 posts	f Engagement > Type Reactions 211 Shares 80 Comments 16
f Post Reach 24K users	f Top posts > Reach    Teens! The 2021 Teen Summer Reading Artwork Contest is open!! Submission deadline is January 31, 2021. Young artists, It's been quite the 2020! At the Library, we moved our events online, which created some quirky moments for us on camera. The Library has not yet received federal tax forms nor instruction booklets. Meanwhile, staff has printed hard copies free of charge, which are available for you during our pickup hours. The printed Federal 1040 and State OR-40 forms are located in the 7th St. Exit vestibule. You do not need an appointment to pick up a form. For more information and/or to download your own forms, visit https://www.oregoncity.org/library/tax-forms 971 users 956 users 829 users		
f Post Likes 123 likes	f Top posts > Reactions    It's been quite the 2020! At the Library, we moved our events online, which created some quirky moments for us on camera. Oregon City Library patrons now have access to The New York Times online, free with your LINCC library card! Accessing this resource The Library has not yet received federal tax forms nor instruction booklets. Meanwhile, staff has printed hard copies free of charge, which are available for you during our pickup hours. The printed Federal 1040 and State OR-40 forms are located in the 7th St. Exit vestibule. You do not need an appointment to pick up a form. For more information and/or to download your own forms, visit https://www.oregoncity.org/library/tax-forms 15 reactions 13 reactions 8 reactions		
@ Followers  1.7K followers	@ Top Posts > Reach    The Library is open online and for appointment-based holds pickups. Search our catalog and place your holds at lincc.org. Good morning! ☐ #oregoncity #oregoncitylibrary It stuck for a bit! . #oregoncitylibrary #almostasnowday #oregoncity 751 users 547 users 459 users		
@ Posts 32 posts	@ Top posts > Likes    The Library is open online and for appointment-based holds pickups. Search our catalog and place your holds at lincc.org. Good morning! ☐ #oregoncity #oregoncitylibrary It stuck for a bit! . #oregoncitylibrary #almostasnowday #oregoncity 141 likes 73 likes 56 likes		

Followers

905

followers

Net New Followers > Accomplishments

@ORCityLibrary

4

Tweets

89

tweets

Engagement > Type

Likes

36

Retweets

6

Replies

1



CITY OF OREGON CITY

Staff Report

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

To: Library Board **Agenda Date:** 02/10/2021
From: Library Director Greg Williams

SUBJECT:

2020 Community Satisfaction Survey

STAFF RECOMMENDATION:

n/a – Informational only

EXECUTIVE SUMMARY:

The Library Director will share and discuss highlights from the 2020 Community Satisfaction Survey.

BACKGROUND:

Starting in 2018, the City has commissioned a survey every two years to help ensure that the City's priorities continue to match the needs and desires of residents. The information provided will be used to improve existing services and help the City better understand the evolving needs of residents. The survey is distributed only to City residents.

The attachment to this staff report only contains selected highlights from the survey findings, and from a recent presentation by the survey administrator (ETC Institute). The entire findings report (166 pages) can be downloaded from the City website (https://www.orcity.org/sites/default/files/fileattachments/community/page/27221/oregon_city_2020_report_jan_12.pdf)

OPTIONS:

1. n/a – Informational only

BUDGET IMPACT:

Amount: n/a

FY(s): n/a
Funding Source(s): n/a

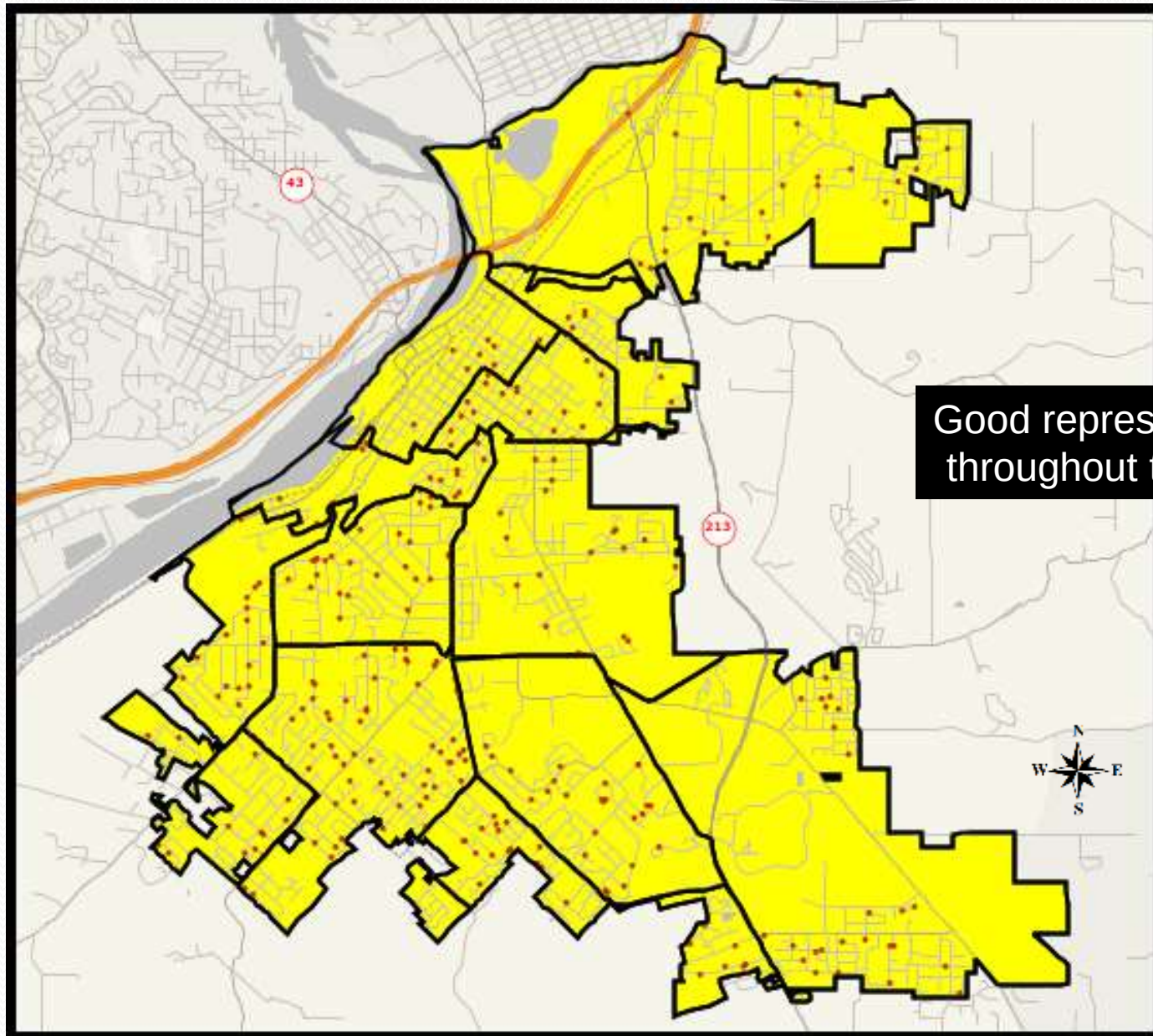
Methodology

Item #3.

- **Survey Description**
 - ☐ seven-page survey
 - ☐ included many of the same questions that were asked in 2018
- **Method of Administration**
 - ☐ by mail and online to a random sample of City residents
 - ☐ each survey took approximately 15-20 minutes to complete
- **Sample size:**
 - ☐ completed surveys: 321 (goal was 300)
 - ☐ demographics of survey respondents accurately reflects the actual population of the City
- **Confidence level:** 95%
- **Margin of error:** +/- 5.4% overall

Location of Survey Respondents

Item #3.



Good representation
throughout the City

Library Service Area

Legend

Places

- ▲ County Courthouse
- City Hall
- Hospital
- ✈ Airport
- ⛳ Park / Recreation
- ⛳ Golf Course
- ⛳ Boat Launch
- ❄ Winter Recreation
- ☠ Cemetery
- 📖 Library
- ⚓ Ferry Crossing
- 🏊 Swimming
- 🚶 Oregon Trail
- 🏠 Interp. Center

Boundaries

- City Not Included
- City Boundary
- Rural Communities
- Year 2000 Tract Block Groups
- Year 2010 Tract Block Groups
- Shared Tract Block Groups



0 20 40 60 80 100



Bottom Line Up Front

Item #3.

- **Residents Have a Positive Perception of the City**
 - ❑ 86% rated Oregon City as an excellent or good place to live
 - ❑ 77% rated Oregon City as an excellent or good place to raise children
- **Oregon City Rates Higher Than Other Cities in the Overall Quality of City Services**
 - ❑ Oregon City rated 18% above the U.S. Average and 24% above the Regional Average in the overall quality of services provided by the City
- **Oregon City Rates Higher Than Other Cities in Providing Customer Service**
 - ❑ Oregon City rated 22% above the U.S. Average and 19% above the Regional Average in the quality of customer service provided by City employees
- **Top Overall Priorities:**
 - ❑ Maintenance of City Streets
 - ❑ Economic Development
 - ❑ Codes and Ordinances
 - ❑ Communication with the Public

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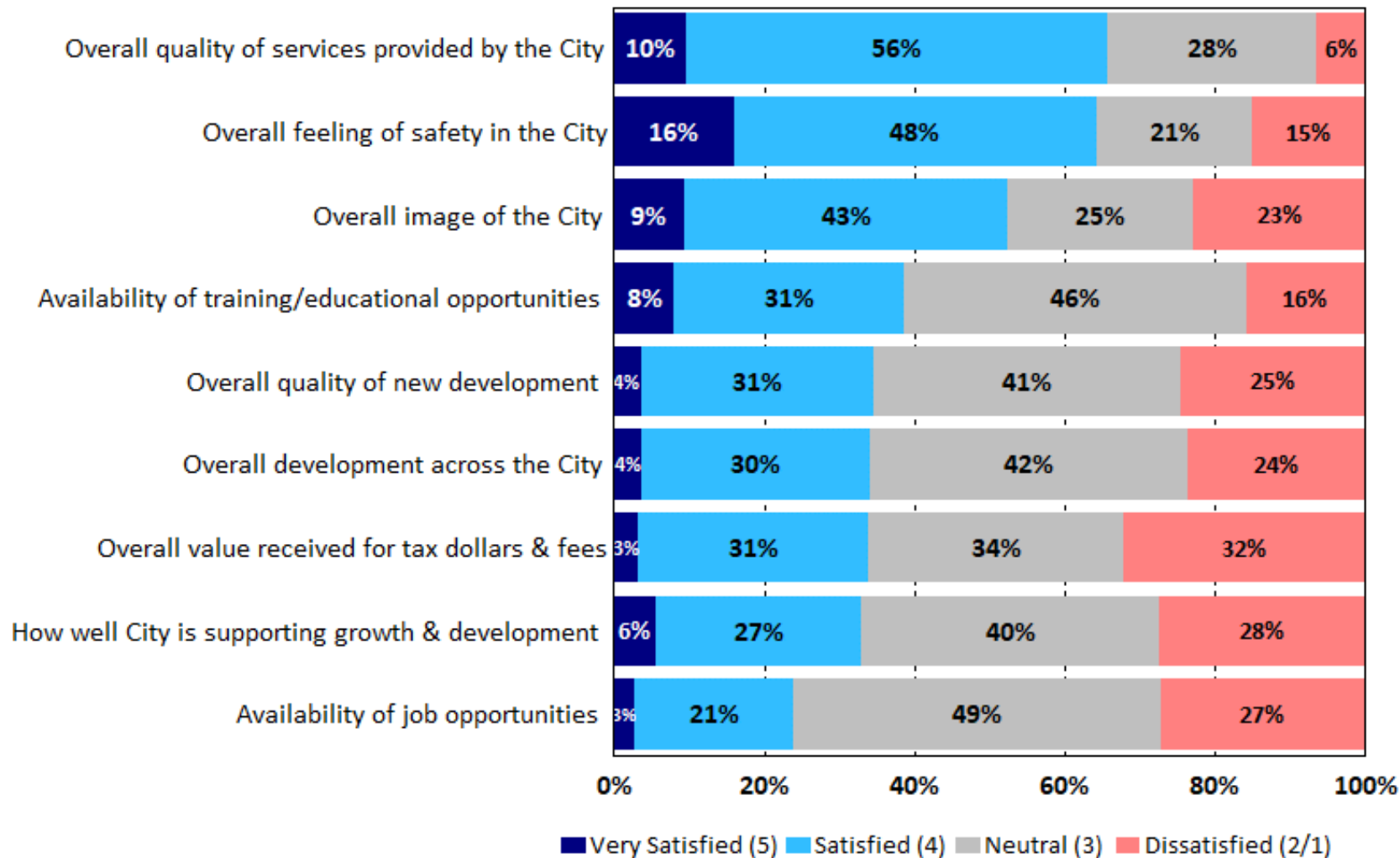
Major Finding #1

**Residents Have a Positive
Perception of the City**

Q3. Satisfaction with Items That Influence Perceptions of the City

Item #3.

by percentage of respondents (excluding don't knows)



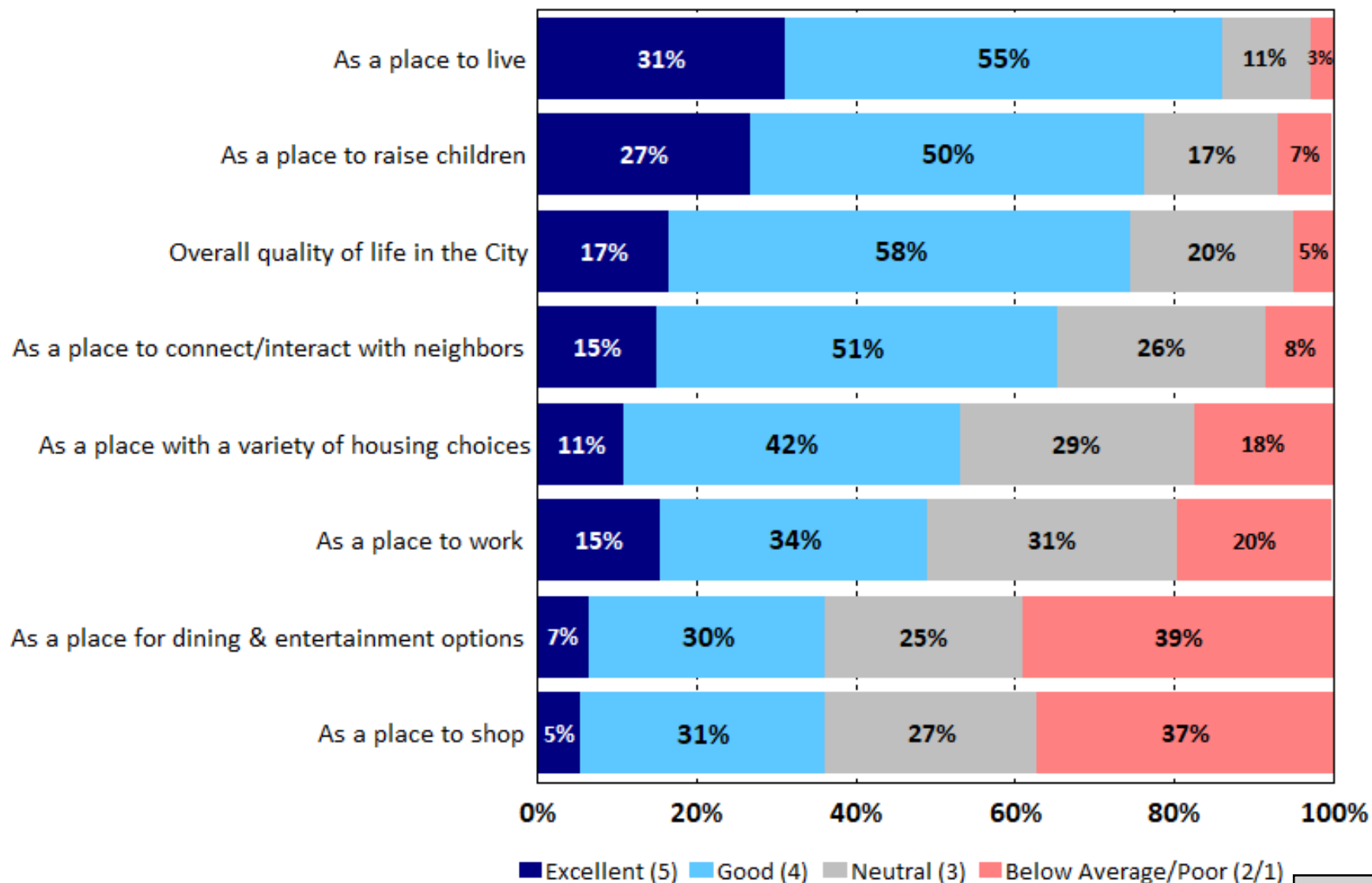
Source: ETC Institute (2020 - Oregon City, OR)

11-1 Ratio of Respondents Who Are Satisfied vs. Dissatisfied with the Overall Quality of City Services (66% vs. 6%)

Q22. Ratings of Oregon City

Item #3.

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

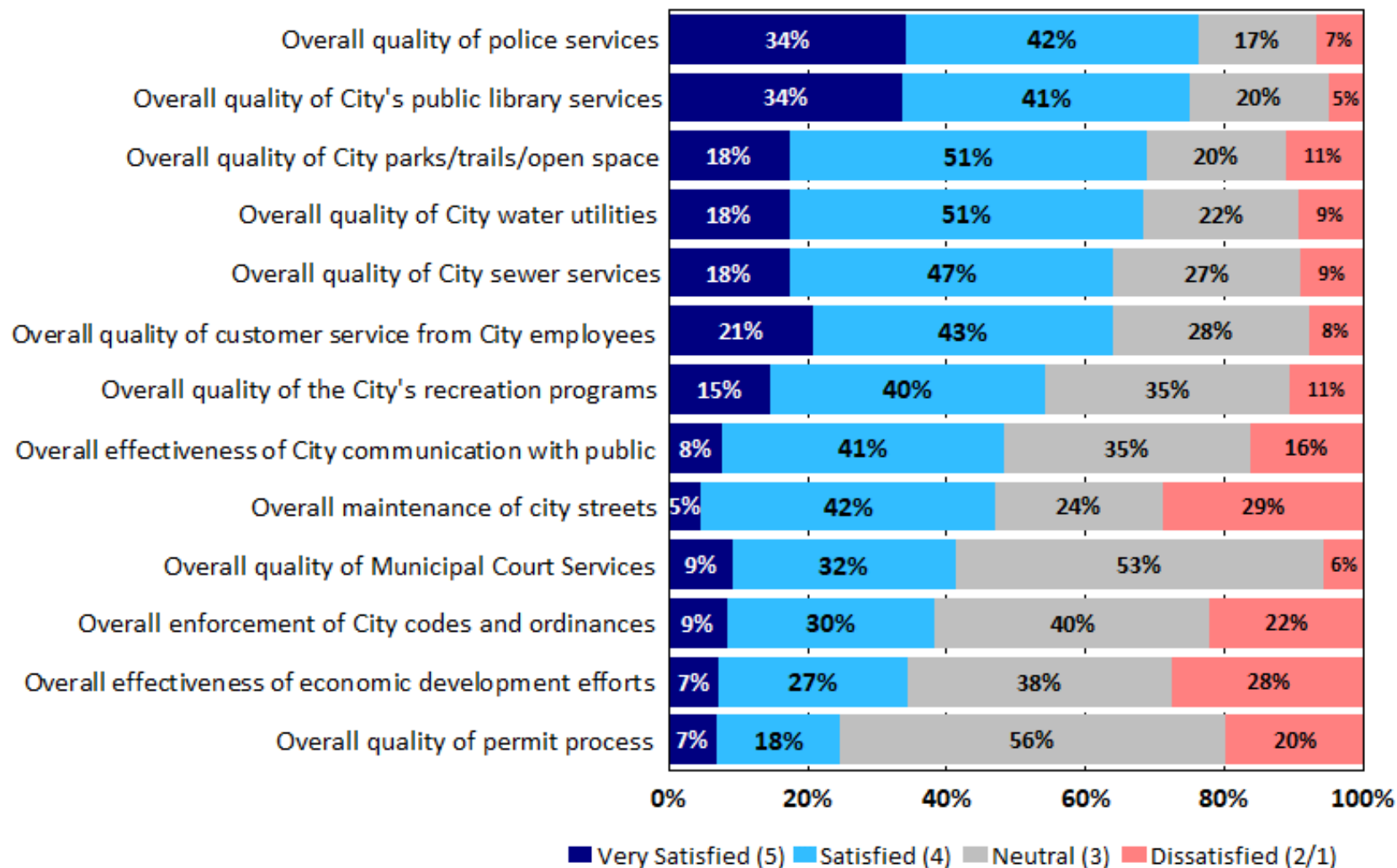
Page 39

Most Residents Feel Oregon City as an Excellent or Good Place to Live and Raise Children

Q1. Overall Satisfaction with City Services by Major Category

Item #3.

by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

With the Exception of Economic Development and Maintenance of City Streets, Less Than 25% Were Dissatisfied with Any Category of Major City Services

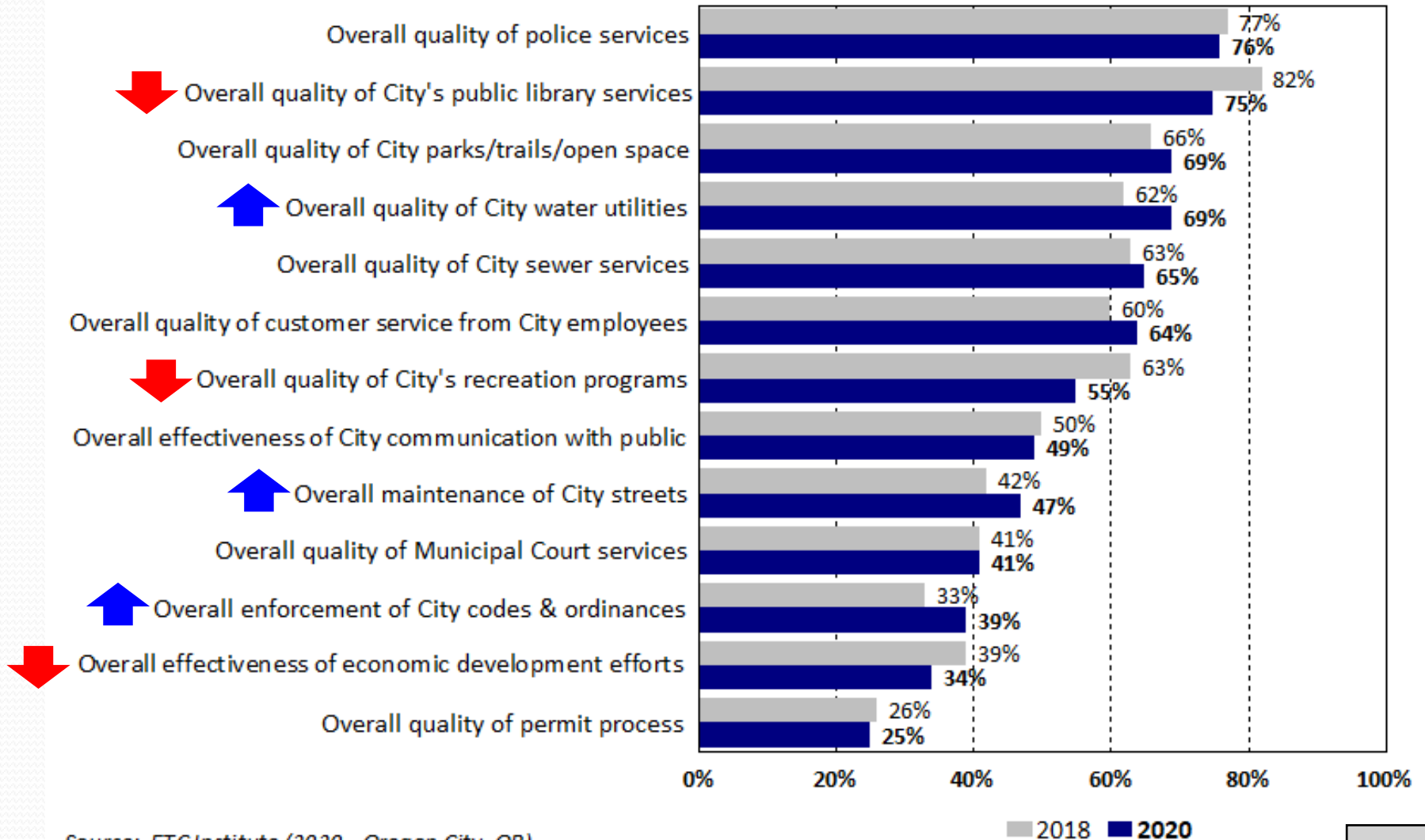
Major Finding #2

Trend Analysis

TRENDS: Overall Satisfaction with City Services by Major Category - 2018 vs. 2020

Item #3.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

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Significant Increases From 2018:

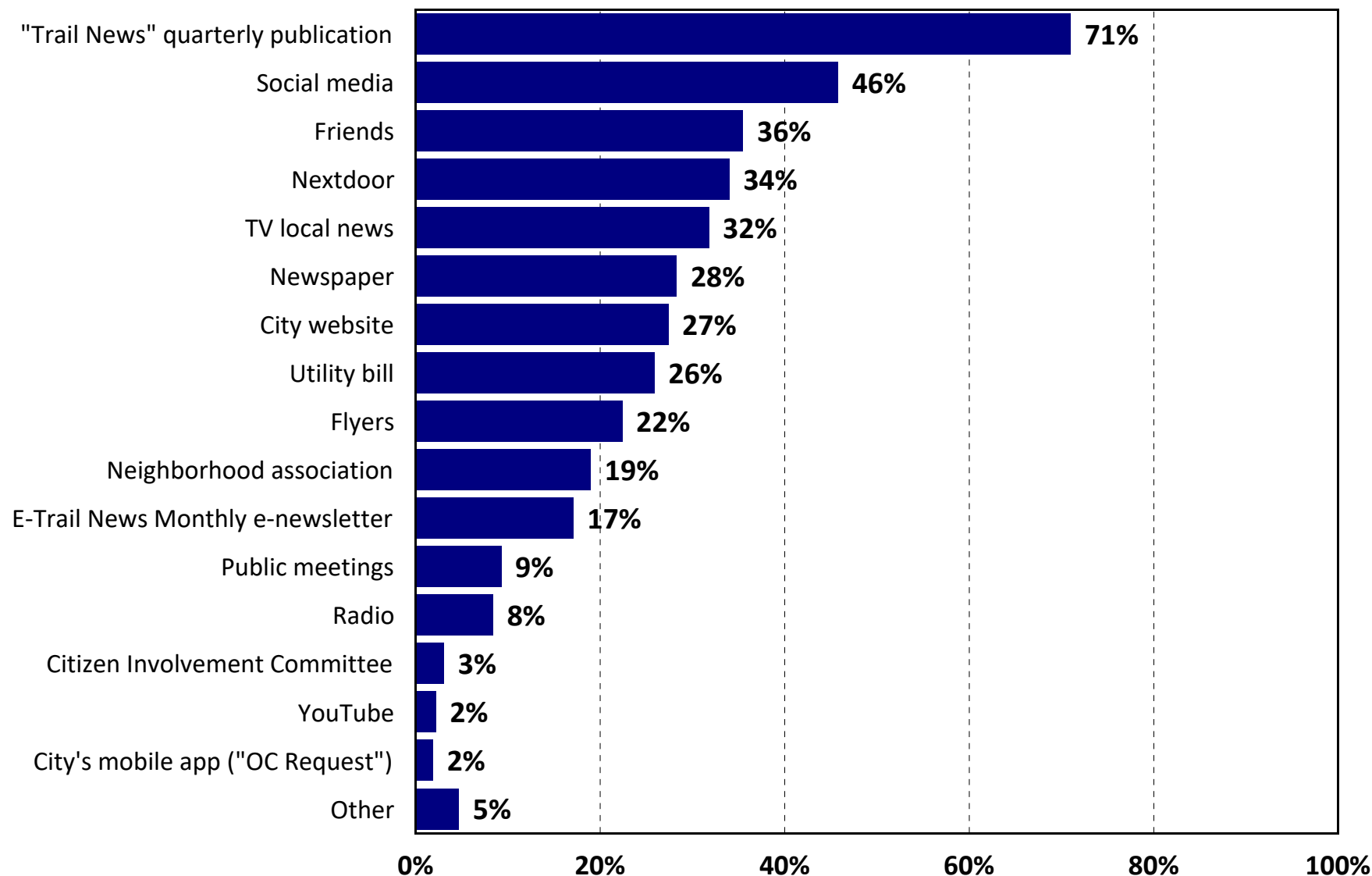


Significant Decreases From 2018:



Q10. Where do you currently get news and information about City programs, services, and events?

by percentage of respondents (multiple choices could be made)

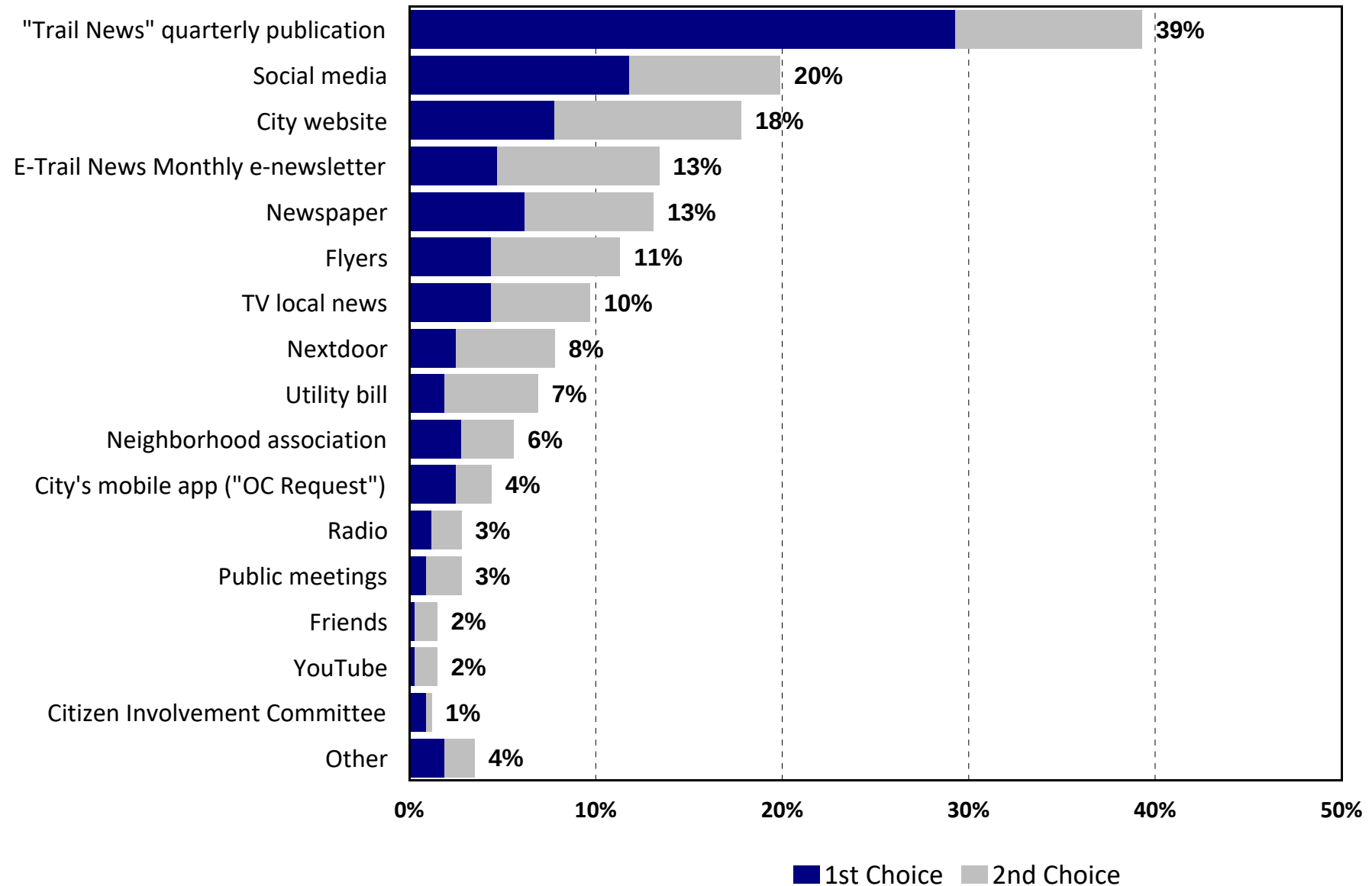


Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

Q10a. Most Preferred Way to Get Information From the City

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

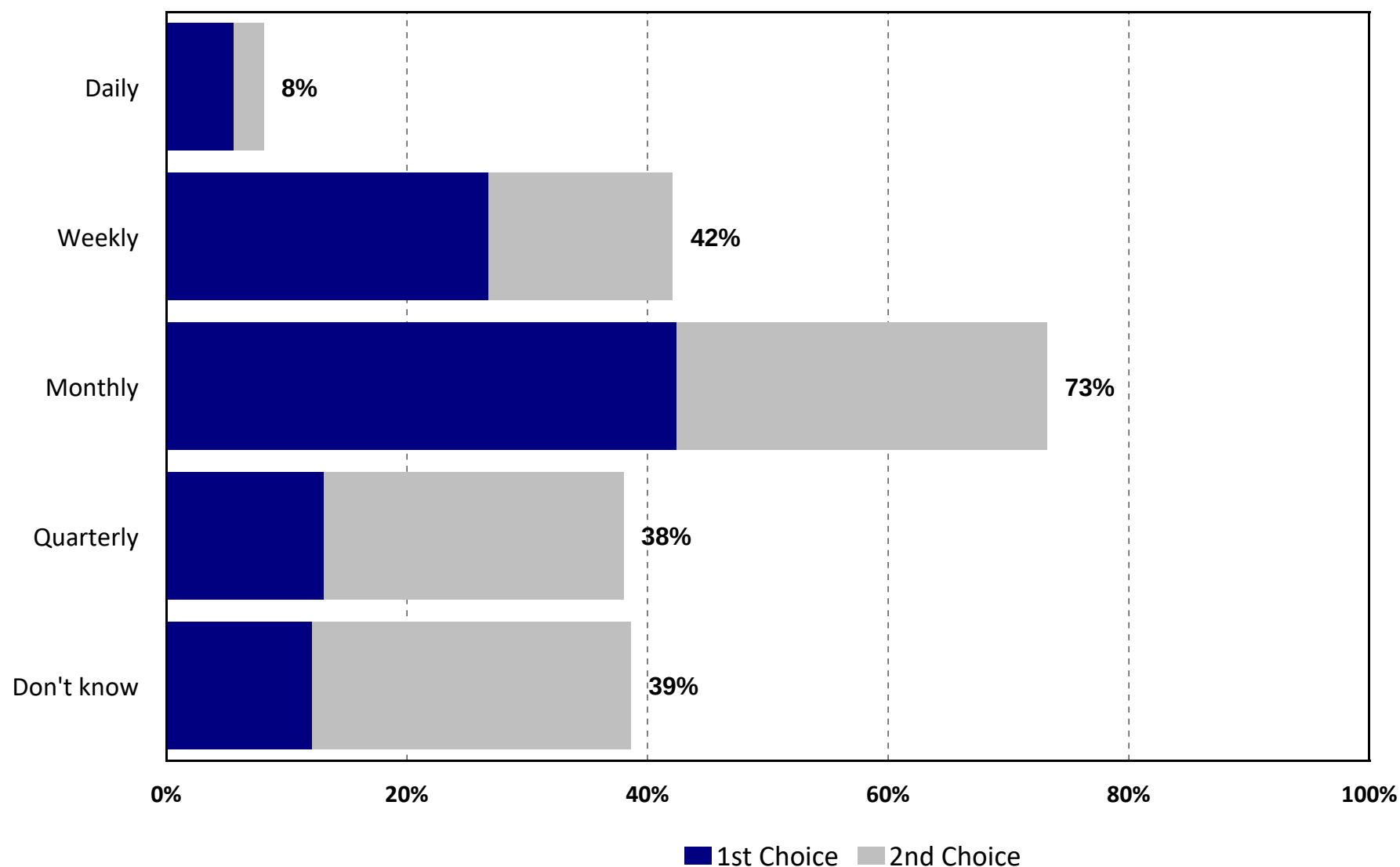


Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

Q10b. How Frequently Respondents Would Like to Receive Information From the City

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

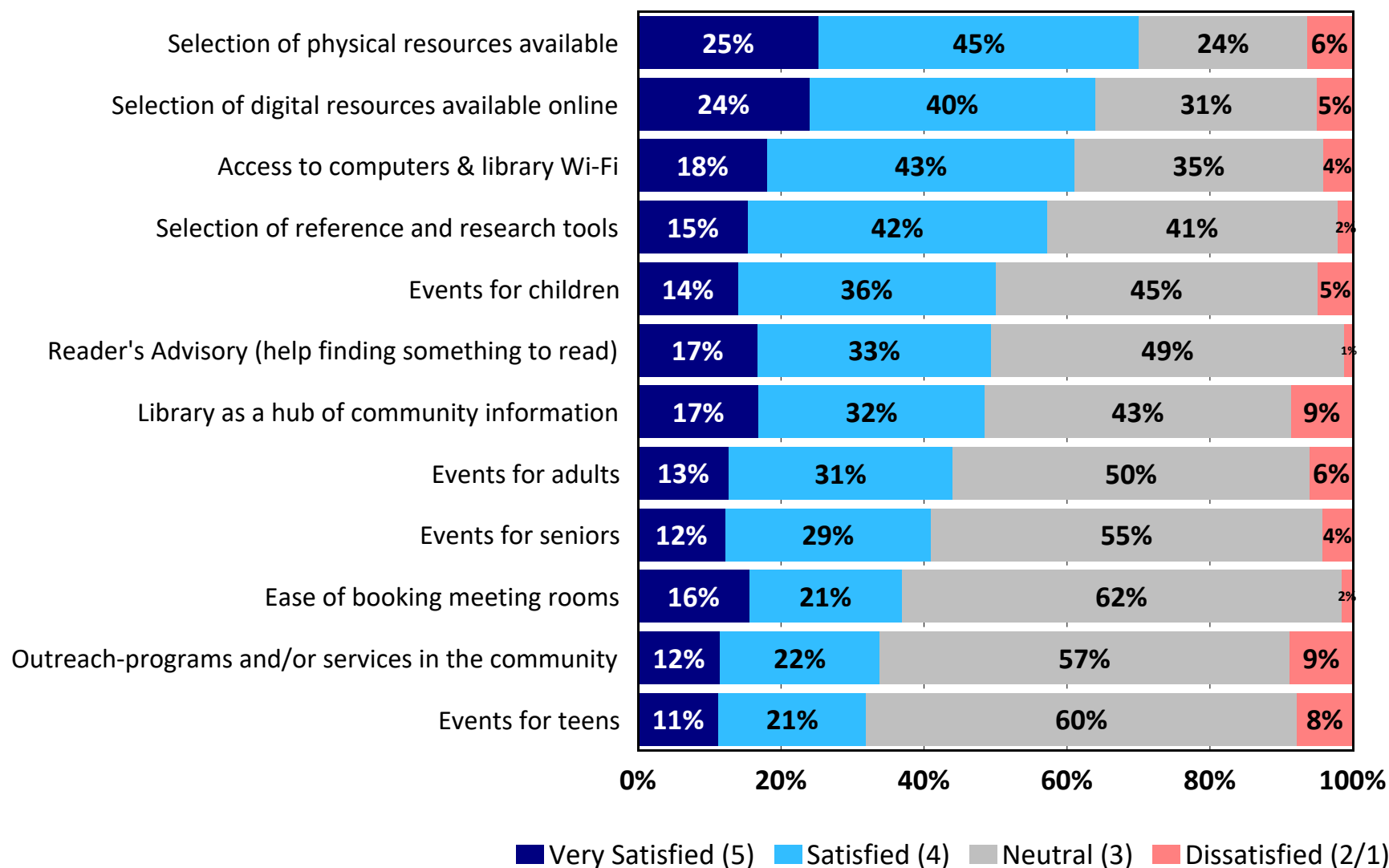


Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

Q17. Satisfaction With Public Library Services

by percentage of respondents (excluding don't knows)



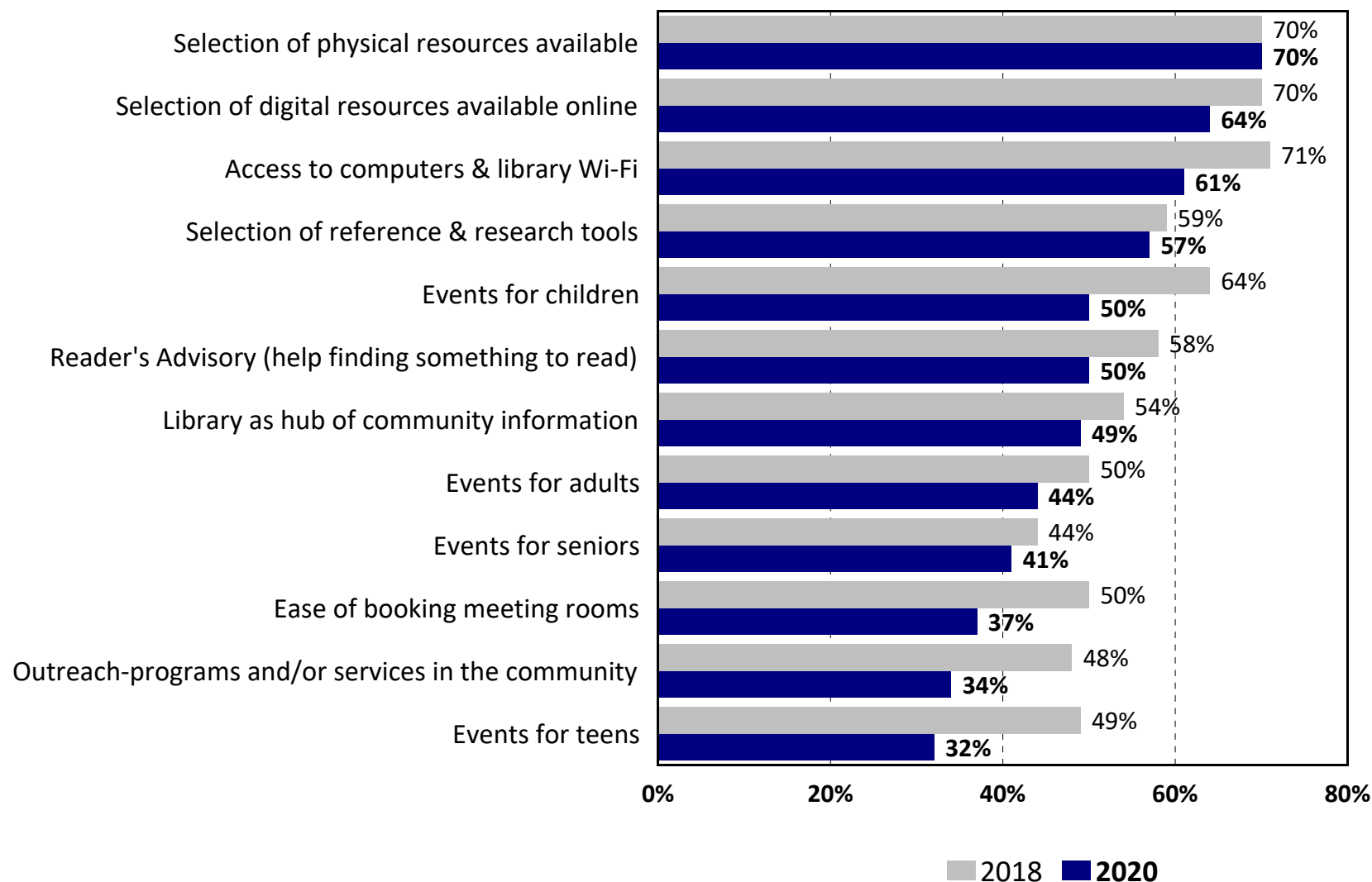
Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

TRENDS: Satisfaction With Public Library Services

2018 vs. 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

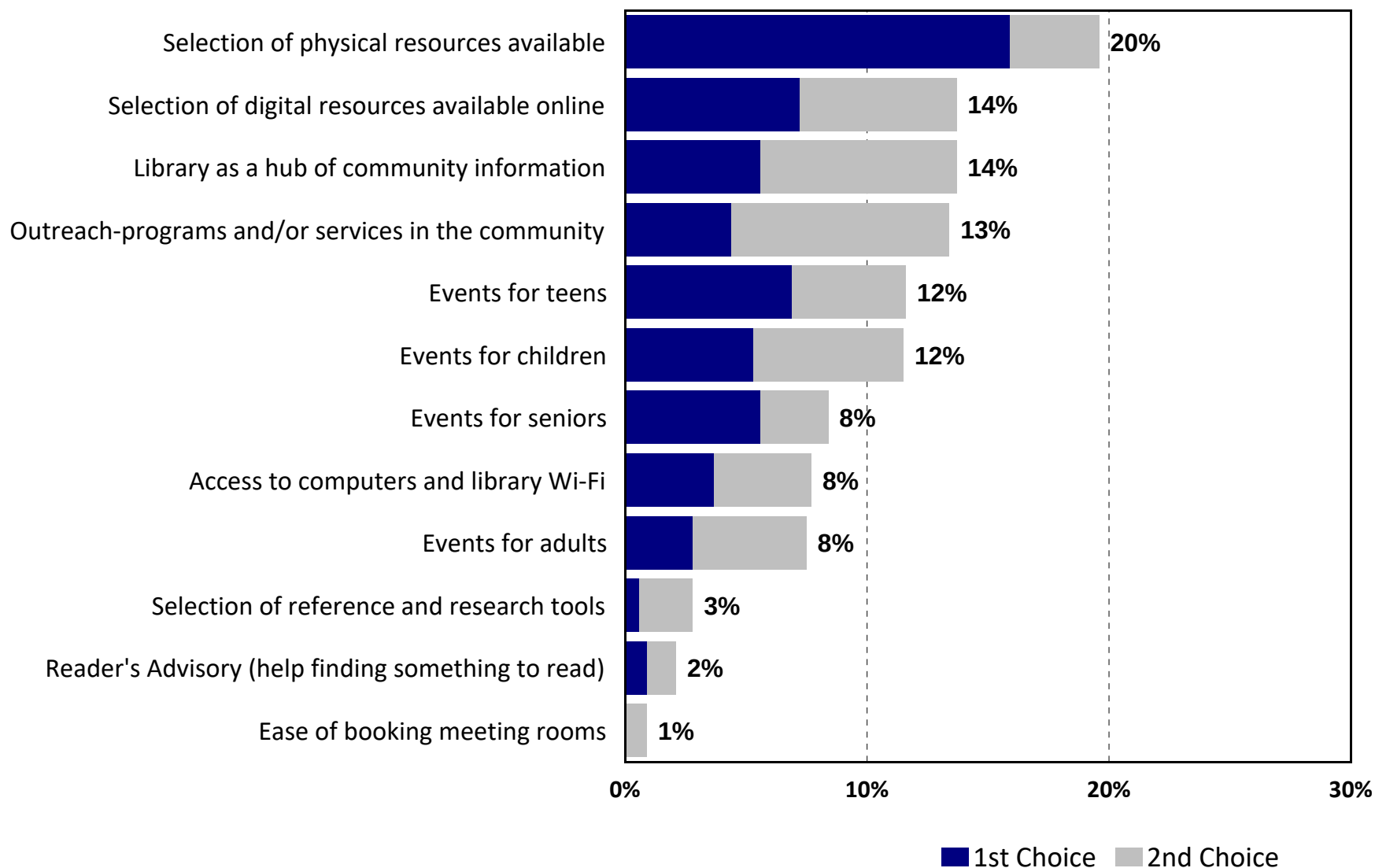


Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

Q18. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

2020 Importance-Satisfaction Rating

Oregon City, OR

Public Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
Outreach-programs and/or services in the community	13%	4	34%	11	0.0887	1
Events for teens	12%	5	32%	12	0.0790	2
Library as a hub of community information	14%	3	49%	7	0.0706	3
Selection of physical resources available	20%	1	70%	1	0.0586	4
Events for children	12%	6	50%	5	0.0575	5
Events for seniors	8%	7	41%	9	0.0496	6
Selection of digital resources available online	14%	2	64%	2	0.0493	7
Events for adults	8%	9	44%	8	0.0420	8
Access to computers & library Wi-Fi	8%	8	61%	3	0.0300	9
Selection of reference and research tools	3%	10	57%	4	0.0120	10
Reader's Advisory (help finding something to read)	2%	11	49%	6	0.0106	11
Ease of booking meeting rooms	1%	12	37%	10	0.0057	12

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 City's top priorities.

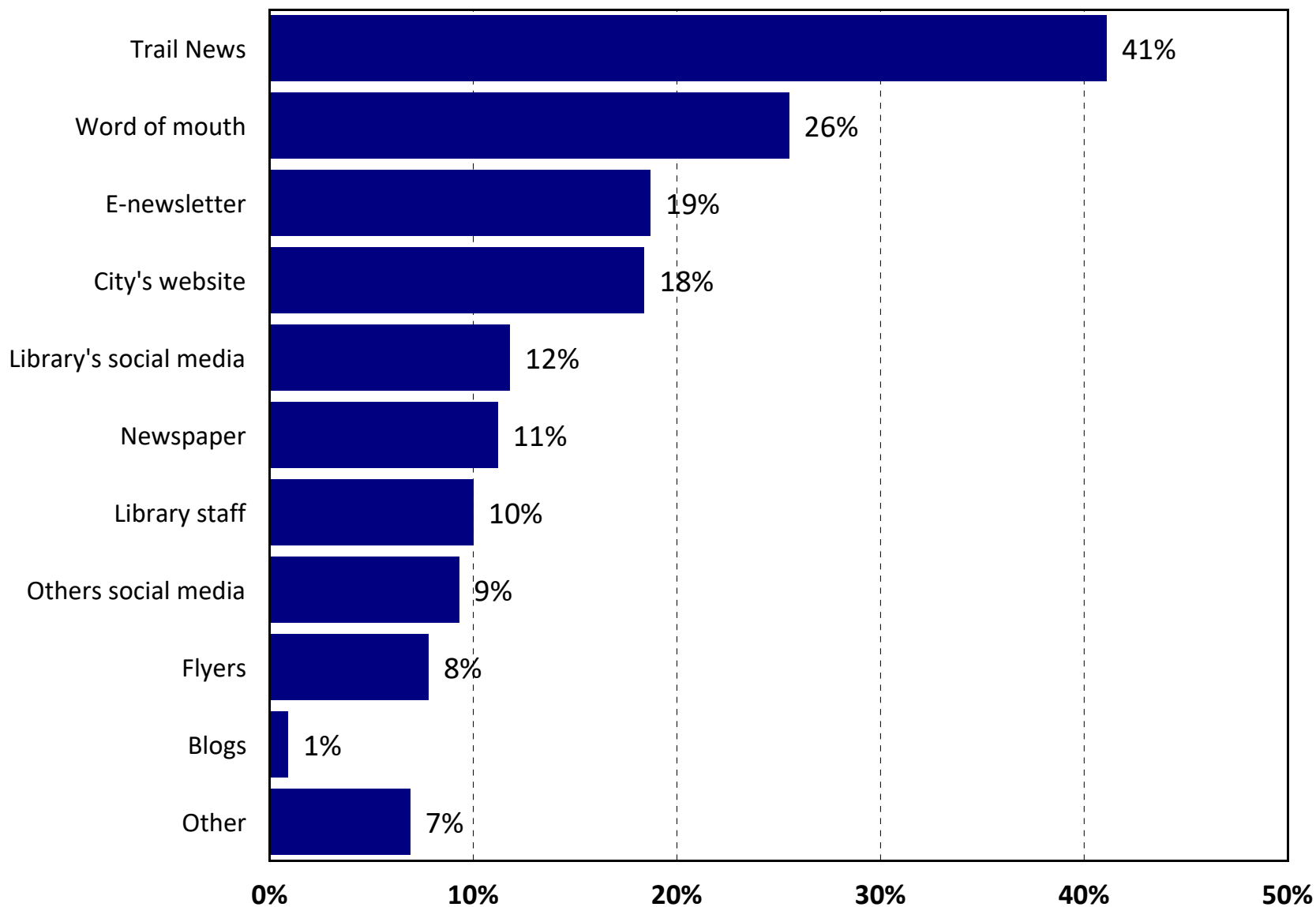
Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Q19. How do you get information about the library?

by percentage of respondents (multiple choices could be made)

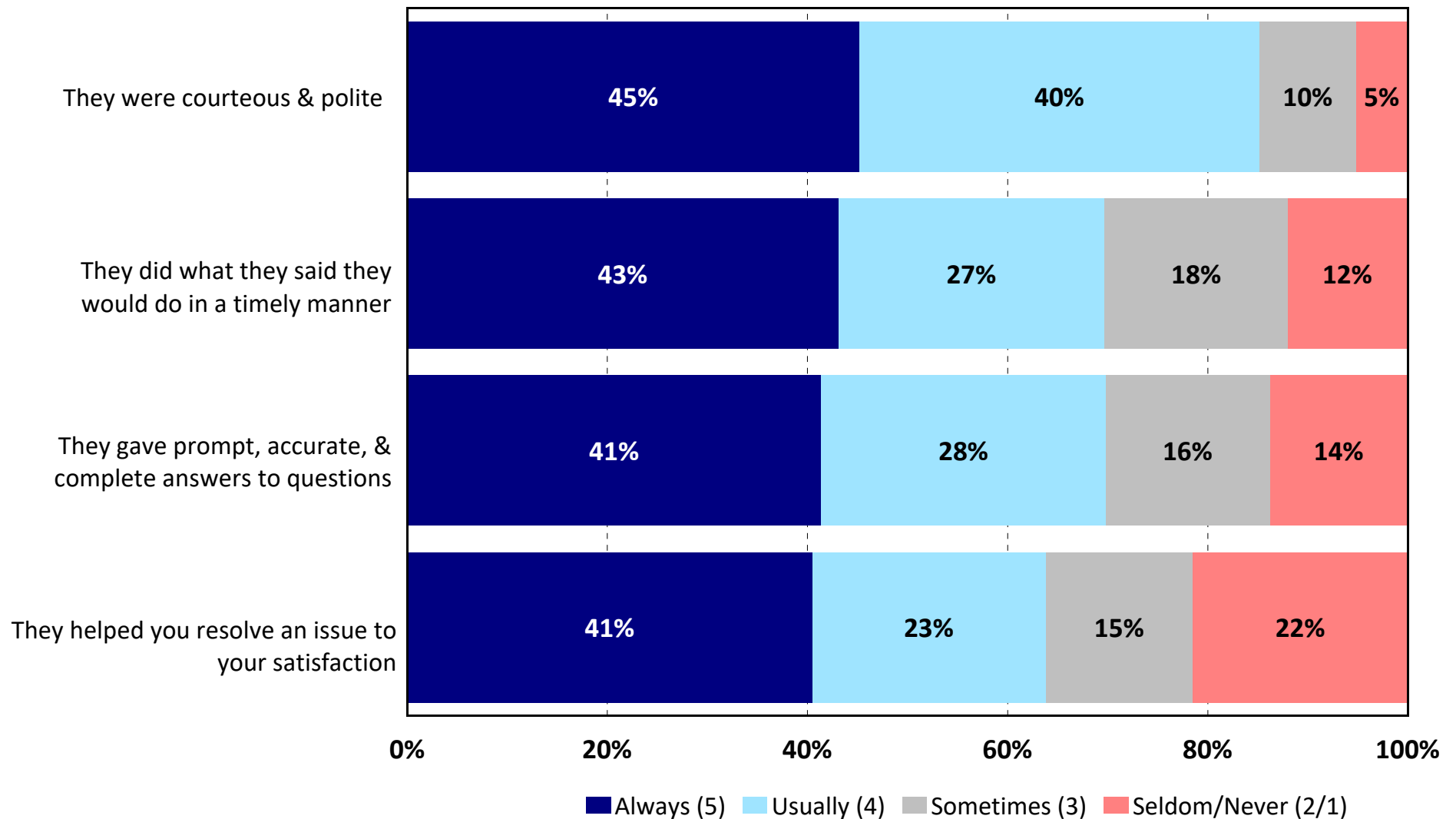


Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

Q23c. Perception of the Quality of Customer Service From City Employees

by percentage of respondents who contacted the City in the past year and rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)

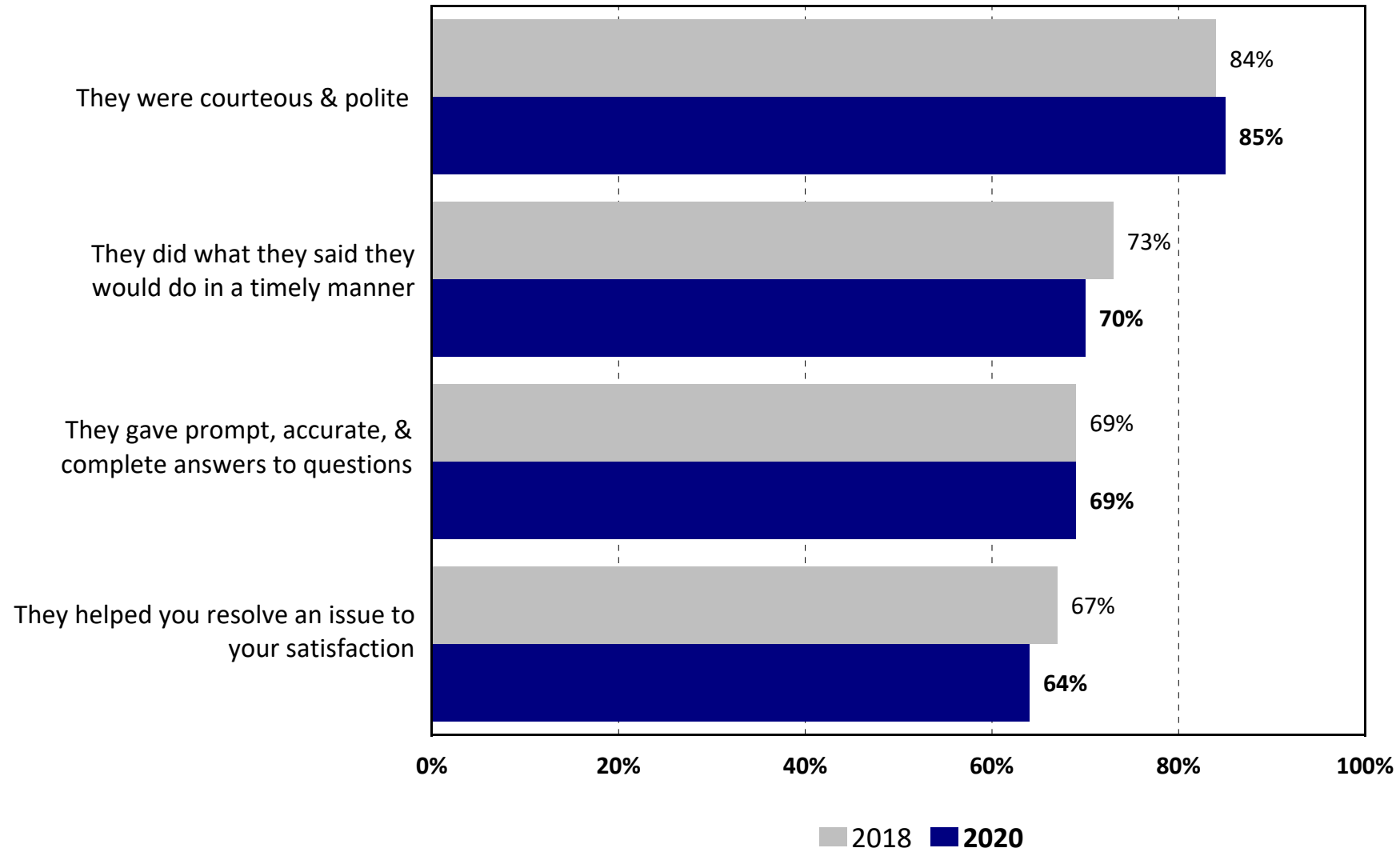


Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

TRENDS: Perception of the Quality of Customer Service From City Employees 2018 vs. 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

ETC Institute (2020)

2021-23 Library Budget Discussion

Greg Williams, Library Director
gwilliams@orcitem.org

Discussion overview

- City budget calendar review
- What's "on our radar" as we develop our budget proposal
- Library Board Q&A/feedback/priorities





City Budget Calendar

OREGON CITY BUDGET CALENDAR 2021-2023 BIENNIAL BUDGET

Budget Committee Appointments	January
Worksheets/Personnel Listings/Narratives to Departments	January 29
City Commission Retreat	January 29 – 30
Budget Worksheets/Personnel Listings/Narratives returned to Finance (from Departments)	February 12
Meetings with Finance (Departments)	February 22 – March 2
Budget Requests to City Manager	March 4
Meetings with City Manager (Departments)	March 11 - 19
Budget Analysis and Budget Book Preparation (Finance)	March 22 – April 2
Finance Director Final Budget Review	April 5 - 9

Library Board Meeting – February 10

Library Board Meeting – March 10

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FY 21/23 Library Budget Discussion

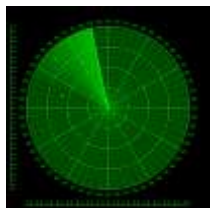


City Budget Calendar

Newspaper Notice of Budget Committee Meeting(s) (5-30 days before the meeting) • (OC News due 4/8 for 4/14 for OC) • (OC News due 4/15 for 4/21 for URA) Website Notices of Budget Committee Meeting(s) (at least 10 days before the meeting)	April 14 (OC) April 21 (URA)
Distribute Budget Materials to Committees	April 16
Oregon City Budget Committee Meeting (Last Two Optional)	May 3, 6 & 13
Urban Renewal Budget Committee Meeting (Second Optional)	May 17 & 20
Newspaper Notice of Budget Hearings (5-30 days before the meeting) (OC News due 5/20 for 5/26)	May 26
OC and URA Budget Hearings (City Commission meeting and UR Commission meeting)	June 16
Tax Certifications to County Assessor (by July 15)	July 15
Budget to County Clerk (by September 30)	July 31



FY 21/23 Library Budget Discussion



On Our Radar

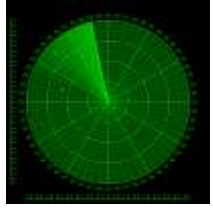
REVENUE

- Library District Distribution
 - County is projecting overall **2.7%** increase in property tax revenue for FY 21/22 down from 3.0% for FY 20/21)
 - County is projecting collection rate of **93.5%** for FY 21/22 (down from 95.4% for FY 20/21)
 - FY 21/22 County estimate = \$2,497,563

*Image by CommanderOzEvolved - Own work, CC BY-SA 4.0,
<https://commons.wikimedia.org/w/index.php?curid=71027615>*



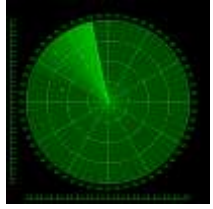
FY 21/23 Library Budget Discussion



On Our Radar

REVENUE

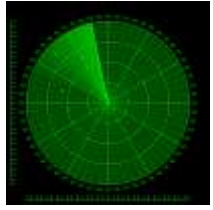
- Overdue fines
 - Previous biennium, budgeted at \$40,000 / year
 - During COVID, LINCC libraries have not been assessing overdue fines
 - Overdue fines do present equity concerns
 - Other regional systems have gone fine-free, not currently feasible LINCC-wide



On Our Radar

REVENUE

- Unknown if CARES / other COVID-19 relief funding will be available going forward

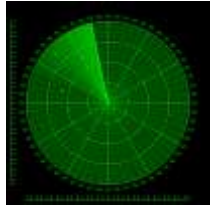


On Our Radar

EXPENSES

- Adequacy of current staffing going forward, especially given operational needs, library goals, and community desires
- Project underway to review library job descriptions and current classifications
- \$415k annual debt payment (we do get some General Fund support)
- Demand for electronic materials / resources





On Our Radar

EXPENSES

- Continued investment in virtual programming
- Additional post COVID-19 building reconfiguration
- Long-term need to fund capital repair/replace
- Potential capital needs to better serve entire service area
- Carnegie floor needs to be replaced



Q & A / Feedback

- Questions?
- From the Library Board perspective, what considerations should we keep in mind as we go through the budget process?



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2021 Library Board Calendar - DRAFT

Every meeting to include:

- *Minutes Review/Approval*
- *Director's Report/Statistics Review*
 - *Director's Report to include COVID-19 updates*
- *Public Comment*
- *Member Communications*

February 10, 2021

- City Community Survey Results
- 2021 - 2023 Library Budget overview and discussion

March 10, 2021

- Review of City Commission Goal Setting Retreat
- Teen area / repurposing small meeting room
- Library 2021 Survey and Assessment Plan (City Commission Goal)

April 14, 2021

- Youth Services Overview (presentation from staff)
- Policy review (TBD)

May 12, 2021

- Adult Services Overview (presentation from staff)
- Technical Services Overview (presentation from staff)
- Policy review (TBD)

June 9, 2021

- Circulation Overview (presentation from staff)
- Volunteer Overview (presentation from Staff)
- Policy review (TBD)

July 14, 2021

- Strategic Plan Progress Report / Update Review
- Library Technology Overview (presentation from staff)
- Library Publicity Overview (presentation from staff)

August 11, 2021

Take off

September 8, 2021

- Review Annual State Library Statistics
- Review LDAC Annual Progress Report

October 13, 2021

- Review OLA Standards
- Review ALA statements/values
- Policy Review (TBD)

November 10, 2021

- Review questions for interviews of Board candidates (2 vacancies in 2022)
- Summer Reading Recap
- Policy Review (TBD)

December 8, 2021

- Interviews for Board candidates

OTHER POSSIBLE TOPICS / WORK SESSIONS

- Improving outreach throughout our service area (including City and unincorporated areas)
- Meeting(s) re: Task Force topics/discussions (especially boundary discussions)