



City of Oregon City

Meeting Minutes

Library Board

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

Wednesday, February 10, 2021

Online via Zoom

5:30 PM

1. Call to Order:

Scott Edwards called the meeting to order at 5:37 pm.

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

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

Scott Edwards announced that he would be resigning from the Library Board effective February 11, 2021 as he was moving out of Oregon. Scott reflected on his personal memories of growing up and visiting the Oregon City Library and his positive experiences on the Board.

2. Approval of Minutes:

Nick Dierckman motioned to approve the minutes from the Library Board's January 13, 2021 meeting with no changes. Larry Osborne seconded the motion. Larry Osborne, Cynthia Andrews, David Goldberg, Nick Dierckman, Kari Linder, Elizabeth Zinter, and Scott Edwards all voted aye. The motion carried.

3. Library Director's Report:

Greg Williams congratulated Scott on his move and thanked him for his time and efforts as Board Chair.

Greg noted that some social media statistics showed unusual changes between January and February as some online video programming content had not previously been included. Additionally, Facebook followers replaced Facebook likes as a metric following City and internal discussion.

Greg referenced an infographic shared at the 2020 Oregon City Business Alliance. Greg shared a number that jumped out to him was the 12,000 hold pick up appointments, electronic access was up, and programming numbers were high in terms of sessions and patron reach.

Greg stated that all staff completed OSHA COVID 19 training which included viewing a video series and attending training via Zoom and the content was all already familiar content and practice. Greg congratulated Youth Services Librarian Barratt Miller and Technology and Library Promotion Librarian Aaron Novinger for celebrating five-year work anniversaries.

Greg shared that the installation of the people counters was underway and should be completed by the end of the week.

Greg reported that staff had begun coming in on Saturdays to assist with material handling

processes including shelving, checking in materials, and pulling picklist. Greg added that plans were being finalized to expand hold appointments on Saturdays.

Greg shared that Oregon City hired a behavioral health specialist based in the Police Department. The specialist offered additional areas for staff training during a meeting with Greg. Scott expressed appreciation for the specialist and shared that he had observed escalated patron behavior firsthand and library staff responses. Denise Butcher stated that Scott had helped with a tense patron situation two summers ago.

Greg said that No Contact Printing was nearly finalized and should be completed by the end of the week. Greg shared that the library had been providing reading and viewing recommendations in honor of Black History month as well as posting information on notable Black figures. Greg acknowledged his appreciation of Gina Bacon's graphic design.

Greg shared that grab bags had been expanded, two seasonal (Black History and Valentine's Day) and one permanent (Board Books).

Greg stated that a table with select tax documents and tax resource information had been set up in the Seventh Street vestibule for grab and go patron access.

Greg related that the Elevated Readers Book Club selected their 2021 reading list and the selection of choices were listed in the Director's Report packet.

Greg shared that in December, the Teen Advisory Board met for the first time since the COVID shutdown. There was no formal agenda for the meeting besides reconnecting and checking in.

Greg stated that the Library partnered with Parks Department to coordinate a Story Walk in January "Be a King" and the pages of the book were placed in the windows of the pool facility. The next Story Walk was planned for March at the Ermatinger House.

Greg shared that a Rain or Shine Challenge is scheduled for March, in partnership with the Parks Department. Parks would determine 10 outside activities and the Library would determine 10 indoor activities. Participants would be able to track their progress on the Beanstack tracking program.

Greg shared that Barratt Miller and Sabrina Tusing participated in the Oregon City School District Equity Conference to share how to find diverse books, presented book talks on diverse titles, and provided a best of the year booklist. This year's conference was digital and recorded.

LINCC (Libraries in Clackamas County) asked for teen art submissions to be used the Teen Summer Reading promotions and Greg expressed hope that an Oregon City teen's work would be chosen this year.

Greg shared that the directors of the LINCC libraries planned to sign on to a social and racial equity statement written by the Urban Libraries Council. As part of this process, a spreadsheet of LINCC's libraries' Diversity, Equity, and Inclusion programming and actions was assembled. Greg thanked Jen Giovanetti for putting together the spreadsheet. Greg thought the statement aligned with the library's values and Oregon City Commission's position. An additional takeaway was that the cooperative's aggregate DEI programming was robust.

Nick Dierckman asked if there was a centralized calendar of library events for patrons to see. Greg referred him to a shared LINCC Google calendar and acknowledged that each library was part of a different city with different scheduling software and that those differences sometimes caused challenges in calendar consolidation. Nick voiced appreciation for the weekly Oregon City email updates.

Elizabeth Zinter asked if there was a breakdown in the spreadsheet to see what Oregon City Library specifically was doing. Greg said there was not and that the Equity Committee purposely decided to make this an aggregate countywide effort. Greg stated that Oregon City had contributed heavily to the list and said he could look up individual programs if there were questions about specific programs.

Nick asked about registration numbers in the statistical section and stated that he thought that there was a loss of about 1800 cards compared to last year and combined with the 1200 new cards indicated that there were roughly 3000 fewer cardholders. Greg stated that he did not have exact numbers in front of him, but there had been a drop. Greg stated that he thought that it was more accurate to say that they were not gaining cardholders at normal rates because in times where the library is fully open approximately 200 new cardholders are added per month and with current reduced operations it is closer to 30 to 40 accounts per month.

Nick shared that he had been also been looking at proportions of Oregon City residents and residents of unincorporated areas with library cards for the purposes of potential outreach. Nick asked for clarification about when cardholders are removed from the system. Greg said that if accounts do not have activity for three years, the account is removed from the system. Nick again expressed interested in outreach to the unincorporated area.

Larry Osborne asked if a person whose account is purged had to reapply or if there was an expedited process to reinstate cardholder who have previously held a card compared to a non-card holder. Greg responded that if someone has been purged from records that they would have to start a card application all over. If someone just has an inactivated card due to information verification issues or larger fines, they would just need to resolve those issues at the library and they would have a functional account again.

4. Public Comments: none

5. Discussion Items:

2020 Community Satisfaction Survey

Greg referenced that there is a link to the full 2020 Community Satisfaction Survey findings in the staff report. Greg summarized the methodology of the study, specifically that it was a City resident specific survey, conducted by an outside vendor. Greg identified expanding future surveys to include residents from unincorporated areas as something to pursue in order to gather more information across the library service area.

The study revealed that participants rated living in Oregon City favorably overall. The library had the second highest satisfaction levels of all departments. In comparison to the 2018 results, there were decreases in the degree of satisfaction. Greg stated that this downward trend was due to COVID and the vendor reported that this trend had been widely seen in other cities they had surveyed.

Larry Osborne expressed pleasant surprise with the current satisfaction rate of 75 percent.

The survey also provided insight into how library information reaches the public. The Trail News publication proved a surprisingly popular information source and the library is reevaluating how to optimize information distribution through Trail News, social media, and county wide newsletters.

Nick pointed out that the use of Trail News would likely only reach City residents.

Greg reported that survey responders prefer monthly communication and that the library has been releasing library content on a monthly basis.

Greg highlighted the results of an importance satisfaction rating results from the survey. In this

portion of the survey, participants ranked what is most important to them and what they found the least satisfactory. The vendor compared the intersection of two lists to identify areas for improvement. Based on the ranking, the vendor identified outreach programs and teen events, which were areas that the library had internally identified as areas of focus in order to best serve patrons.

Cynthia Andrews asked if there was a way to tell who had responded to the survey in order to determine who has needs being met, particularly as it pertained to teens and event funding. Cynthia pointed out that adults and caregivers may have very different responses than teens themselves and suggested more information be gathered directly from teens, particularly prior to large scale budget commitments. Greg agreed.

2021-2023 Library Budget

Greg shared his screen and requested feedback if additional information was needed and extended his wish to involve the Board in the budget process. Greg shared the budget timeline.

David Goldberg asked what went into the Budget Worksheets. Greg stated that worksheets included expenditures to date, projected end of year expenditures, and preliminary estimates of upcoming biennium revenues and expenses costs. Nick asked if the Strategic Plan had been reviewed as he thought there was a survey that needed to be conducted. Greg replied that there were lots of Strategic Plan related assessments that would be happening in the next month or so, as well as discussions around Strategic Plan initiatives themselves. Greg acknowledged that COVID had made this an irregular year as it related to the Strategic Plan and may influence the Strategic Plan's evolution. Greg shared his understanding that the Strategic Plan was intended to be a living document.

David asked if outside resources would be needed to conduct the assessments. Greg replied that he thought most could be managed in house or with City resources.

Nick had questions about the balance in the financial report. Greg replied that the balance is the difference between the amount budgeted in a particular category and the amount spent in that particular category. Greg invited follow up questions if the Board was interested in more detailed categories or had general questions.

Nick asked if there was a reserve fund and if it was included in the budget.

Greg responded that there was a community facilities fund and it had been funded at \$20,000 per year for the past biennium with the intention that it is used for future capital needs. The library also had an ending fund balance reserve to help weather uncertain funding years and catastrophes.

Greg shared an overview of projected Library District Distribution, which is the primary source of library funding. For fiscal year 2021-2022 the County projected a 2.7% increase in property tax revenue and a 93.5% collection rate for an estimated total of \$2,497,563. Greg contextualized this estimate as being approximately \$50,000 less than the last estimate, but not major cause for concern.

Greg also shared that LINCC's decision to go temporarily fine free during COVID would impact Oregon City Public Library's budget as overdue fines had previously been budgeted at \$40,000 per year. Greg anticipated it being a while before fines resumed and acknowledged that because fines present an equity concern, talks had occurred to see if LINCC would consider going fine free. At the time of the discussion, it was not financially feasible to do so county wide, but there was interest.

David asked if lost materials were included in this estimate. Greg did not think so, and Denise said lost materials were reported in a separate category. Greg indicated he would follow up.

Greg mentioned that he was not sure what, if anything, about going fine free had been discussed by

and with the Board previously and that he would be interested in having a discussion.

Scott responded that while it had come up in past Board meetings and the Board had had questions and concerns, it had never been fully discussed. Greg thanked Scott for his insight and thought it would likely warrant a full future discussion.

Nick suggested that this might be a topic for the task force as well. Greg agreed. Nick also asked for clarification for the bond duration. Greg thought it was a 20-year bond, but that he'd verify with the Finance Department.

Greg stated that it was uncertain if CARES or equivalent COVID relief funding would continue to be available going forward.

Greg shared concern about the library expenses given community desires for services, staffing levels, and operational logistics.

Greg was working with Human Resources to update job classifications, descriptions, and compensations as it had been several years since they were reviewed and the work now and the work in the future may not align with the descriptions on file.

Greg mentioned the annual debt payment was about \$415,000 and that the Library received General Fund support of \$150,000, for which Greg was grateful. David asked if anyone had examined if it made sense to refinance given the low interest rates. Greg responded that he had asked the same question of the new Finance Director while he visited the library the week prior and it was being looked into.

Greg addressed that the community expressed desire for more electronic resources (ebooks, databases, Kanopy plays) and those were much more expensive than their physical counterparts.

Greg noted that the virtual programming was something that was worked well in COVID conditions, provided outreach opportunities, and would be continued in some form even after operations returned to normal.

Greg mentioned that building reconfiguration would likely need to be undertaken to prepare for future library needs to include more spacing and easier to clean furniture.

Greg stated the importance of setting aside funds for building maintenance for long term building use as well as for smaller area improvements.

Greg stated that Facilities had identified the wood floor in the Carnegie section as needing replacement and this would need to be budgeted for in this biennium.

David asked for clarification in big picture finances regarding reduced fines and anticipated reduced revenue.

Greg stated that he would be able to provide a clearer picture at the next meeting after meeting with Finance. Greg addressed that budget law requires expenditures to match revenue. Greg identified District Revenue, General Fund, and Fine Revenue as the top three revenue sources to the library's budget. Greg anticipated District Revenue as being close to the previous year, General Fund as hopefully being close to the previous year, and Fine Revenue being significantly reduced. Greg identified staffing as an expenditure concern.

David asked if by next meeting there would be confirmation that current staffing level would be budgeted for in the next biennium. Greg clarified that he was not concerned about staffing cuts, but rather the level of staffing not being sufficient to satisfy future community needs and demand for

various library services.

6. Communications:

Library District Advisory Committee (LDAC)

Nick shared that the next meeting was scheduled for March and that the details of reassembling a task force adjacent to LDAC were being explored.

Library Foundation

Cynthia said that as of the Foundation meeting January 21, 558 children under the age of 5 were registered for the Dolly Parton Imagination Library project with associated ongoing costs of \$1500 per month. The draft memorandum of understanding was sent to the Oregon City Schools Foundation concerning the co-management of the Dolly Parton Imagination Library project and was expected to be finalized in March. Two new Foundation Board members joined the Board.

Friends of the Library

Scott pointed out that the liaison position to Friends was available and would need to be filled.

7. Future Agenda Items:

Greg raised a suggested calendar of topics for the 2021 Library Board meetings, with the understanding that everything is flexible.

Greg said he would send out a formal email invitation for the Friends of the Library liaison position.

The Board and Scott wished each other well.

8. Adjournment:

The meeting adjourned at 6:59 PM.