

**Library Advisory Board Minutes October 8, 2013**  
For Multnomah County Library Advisory Board (LAB)

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The Multnomah County Library Advisory Board (LAB) met on Tuesday, September 10, 2013 at Central Library in the U.S. Bank Meeting Room. Chair Sola Whitehead called the meeting to order at 7:31 am.

Board members present were: David Blount, Erin Cooper, George Feldman, Megan Irwin, Bernadette Janét, Katie Lane, Jose Padin, John Potter, Adam Starr, Danika Stochosky, Henise Telles-Ferreira, Carlene Weldon and Sola Whitehead. Board members Mardy Stevens and Maegan Vidal were excused. Board member Etsegenet Ayele was absent.

Staff members present were: Vailey Oehlke, Director of Libraries; Becky Cobb, Deputy Director; Rita Jimenez, Neighborhood Libraries Director; Cindy Gibbon, Access & IT Services Manager; Dave Ratliff, Central Library Director; Katie O'Dell, Youth Services Director; Terrilyn Chun, Public Programming & Community Outreach Manager; Shawn Cunningham, Director of Communications and Strategic Initiatives; Javier Gutierrez, Director of Collections & Technical Services; Jeremy Graybill, Marketing & Online Engagement Director; Shelly Kent, Human Resources Manager; Jane Salisbury, Program Supervisor, Library Outreach Services (LOS), and Jamie Owens, Administrative Specialist, Director's Office.

Also in attendance were: Matthew Timberlake, IT Project Manager, Multnomah County; Althea Gregory, Budget Office, Multnomah County; Eric Zimmerman, Chief of Staff, Commissioner McKeel's Office; Allegra Willhite and Erin Butler, Friends of the Library, (FOL); Wes Breazeale, The Library Foundation (TLF).

The September 10, 2013 minutes were approved with changes.

**CHAIR'S REPORT**

Sola welcomed new member Megan Irwin. Sola announced that George Feldman, chair of the Electronic Access Policy Advisory Committee (EAPAC) will report from the September 27, 2013 meeting. George praised Cindy Gibbon for the clarity of the discussion about privacy versus access issues that had been brought up from an op-ed piece published in the Oregonian a couple months past. The opinion piece criticized the new Multnomah County Library (MCL) website's privacy with respect to a third-party vendor tool. Library vendors require access to certain patron data to provide service

(subject to local, state and federal privacy laws). Some patrons want a more open social media experience for discussions and others do not. George invited the LAB to the EAPAC meetings to learn more about it.

## **DIRECTOR'S REPORT**

Vailey reported about the Library Staff Day events. Academically-trained futurist Garry Golden spoke to library staff and also during a luncheon that some LAB members attended. The event was well attended by the County Commissioners and many local library directors. LAB members commented about what they took away from the lunch time discussion. Henise Telles-Ferreira noted her disappointment and concern with Garry Golden's vision of more pervasive technology and questioned his affiliation with a corporate or advocacy interest. Vailey shared that he is an independent consultant who frequently works with libraries. Vailey thanked Henise for being frank and added that his intent was to be provocative, to get everyone talking about the future, to learn what is potentially out there and how it all will impact our community. John Potter suggested that the Futures Committee follow-up on Garry Golden's ideas for more discussion.

Vailey announced that the newly remodeled Gresham library was re-opening today after a fifteen day closure.

Vailey shared the recent hiring of the library's first bilingual Somali speaker, Library Assistant Suad Mohamed. She brings many connections to MCL from the Somali community.

## **FY 13 BUDGET SUMMARY**

Becky provided two handouts: 2012-13 Budget Summary and 2012-13 Spending & Budget. Both of these documents recap how the library ended the last fiscal year. Budgeted revenues were \$58.3 million, which was a significant drop from the previous year's budget. MCL underspent the budget at \$56.8 million or 97%, which is typical. Actual revenues were \$54.4 million, so the library spent \$2.3 million from the previous year's \$8.1 million carryover, leaving a reserve of \$5.7 million. This year's budget is \$67.2 million, which provides sufficient revenues to restore hours of service and programs while retaining the carryover. This is the first year of the taxing district; MCL is in a different place in the tax hierarchy and now experiences less property tax compression. Vailey added that MCL is very mindful of the permanent tax rate and the need to have a 10% reserve as the Finance Committee has recommended. Bernadette Janét asked how the reserve funds are held. Becky answered that the money is invested as part of the county's overall portfolio, and the library has no control over how this money is invested. Monies are invested in accordance with policies set by the Board of County Commissioners.

Becky referred to the Budget & Spending handout that showed spending against budget by line item. Personnel costs remain the largest part of the budget. The materials and services section of the budget was spent at 86%, due to general underspending. The internal services part of the budget is what is paid to the county; the largest part is for county IT services and building management. The capital expense reflects the purchase of new servers to support the Millennium upgrade; that upgrade has since been delayed from September 2013 to February 2014.

Henise Telles-Ferreira asked if the building management costs also include the utility charges for the buildings and how proactive the county is about energy cost saving measures. Becky answered that the charges do include utilities and that the county is progressive in its efforts to reduce energy usage. Henise inquired about the library's use of gas vehicles. Vailey answered that as current vehicles need to be replaced MCL would consider hybrid replacements.

George Feldman asked if MCL is obligated to use the county services. Vailey answered that MCL could potentially use other services, but the cost benefit analysis needs to be completed. There is economy of scale and economy of expertise with the county. Right now the IT department is preparing a detailed scope of what MCL pays for in respect to IT provided services. It is a question of what financially makes the most sense and the level of impact on both the library and the county.

Eric Zimmerman asked about hiring private security versus using the Sheriff's Office Facility Security Officers (FSOs). Vailey said De Paul provides security at night and FSOs are deployed during the day at six library locations.

## **LIBRARY OUTREACH REPORT**

Katie O'Dell and Jane Salisbury presented a brief outline of the array of outreach services provided by the library. The library provides outreach services to all ages in the community, often focusing on specific audiences. Outreach to early childhood provides storytimes, book collections to child cares, home care, health clinics, and community agencies. In addition, the library provides extensive caregiver and parent education materials and classes. The library's Every Child initiative looks to provide service where the parents are in the most need with the least amount of access. This program furnished 2.5 million picture books through outreach alone, in addition to the materials circulated from the library's regular collection. Outreach staff go to pre-schools, health clinics, WIC centers - wherever there are children in need a good book. For older children and teens, library staff serve every school district in the county, many home-schooling groups, afterschool care sites, and community agencies also serving school-age youth. During the summer, staff bring the Summer Reading Program as well as books and materials to parks, housing sites, and summer programs for at-risk youth. Young people in the juvenile justice system are also served at Donald E. Long by youth outreach staff.

Outreach Services to adults (usually referred to as LOS, or Library Outreach Service) provides for those that have significant barriers in accessing library services, including shelter residents, incarcerated adults and youths, the home-bound, and people living in low-income housing and retirement homes. LOS brings hand-picked collections and volunteers deliver the books to shelters. Staff members bring books and materials to both adult jails and have book discussion groups with the men and women. Many of the LOS patrons are home-bound, and LOS will deliver crates of books or mail them; all of these services are free. For older adults in low income housing and retirement homes, there is lobby service - virtually a small library - that is brought into the lobby of these buildings for patrons to browse. A driver and a library outreach specialist visit different lobbies every day.

An adult literacy coordinator was hired, after LOS staff researched the need for stronger programs for patrons who need to either learn to read or improve their reading skills. This enables them to be able to go on to get a GED or attend citizenship classes. Fifty volunteers help with the program and there are 'Talk Time' groups at several branches with about 180 sessions in the past year, where people can practice their English.

Outreach is also conducted by various library staff at community driven events, such as Wordstock this last weekend, where staff can interact with patrons, authors and small press publishers. The library has been a presence at the Stumptown Comic Festival, meeting the next generation of authors and collectors. Library staff will visit Fix it Fairs and farmers' markets to reach people.

Four tenets of outreach service:

- Provide service to limited English speakers of Spanish, Russian, Chinese and Vietnamese languages
- Work in partnership and collaboration with community groups
- Go to where the people are
- Actively pursue activities that support the library's mission

Katie added that the outreach emphasis is networked throughout the entire organization. Although LOS and the Every Child Initiative are funded through MCL, Katie thanked TLF and the FOL for funding and support that allows the outreach services principles to go deeper and create more opportunities. Danika asked what kind of support outreach services would like from the library advisory board. Jane answered that much of the outreach work is done with patrons who are marginalized and it would be good to get the word out about these services. Katie invited LAB members to go on a ride-along with staff as they provide services in the community.

**THE LIBRARY FOUNDATION**

Wes Breazeale reported that there are two new Board members: David Blount and Annette Mulee. TLF will have two Board members attending the District Community

Committee lunch meeting today. The Library Foundation will again be in *Willamette Week's* Holiday Gift Guide.

### **FRIENDS OF THE LIBRARY**

Allegra Willhite reminded people about the upcoming 40<sup>th</sup> fall book sale set for October 18-21, 2013, at the Lloyd Center DoubleTree Hotel.

Thirty new members signed up at Library Staff Day held on October 3 and 25 new members signed up during the FOL's spring book sale.

### **GOOD AND WELFARE**

Danika reported that Oregon Museum of Science and Industry (OMSI) will hold an open house for teachers on October 15, 2013 from 6-9 pm, and she plans to be there with the library staffers. She invited the LAB to join her.

The next LAB meeting is on Tuesday, November 12, 2013.

Sola Whitehead, Chair, adjourned the meeting at 8:36 am.

Respectfully submitted by:  
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Multnomah County Library, Oregon