

Library Advisory Board Minutes: July 14, 2015
For Multnomah County Library Advisory Board

The Multnomah County Library Advisory Board (LAB) met on Tuesday, July 14, 2015, at Central Library in the U.S. Bank Room. Chair Erin Cooper called the meeting to order at 7:35 am.

Board members present were: Sarah Alibabaie, Marc Alifanz, Erin Cooper, Rob Edmiston, Elizabeth Hawthorne, Lois Leveen, Ya-Li Lizik, Jack MacNichol, John Potter, Mardy Stevens, Danika Stochosky, Sola Whitehead, Brian Wilson and Elliot Zais.

Board members excused were: Maegan Vidal and Carlene Wilson.

Staff members present were: Vailey Oehlke, Director of Libraries; Becky Cobb, Deputy Director; Terrilyn Chun, Public Programming and Community Outreach Manager; Shawn Cunningham, Director of Communications and Strategic Initiatives; Jeremy Graybill, Marketing + Online Engagement Director; Javier Gutierrez, Director of Collections & Technical Director; Rita Jiménez, Neighborhood Libraries Director; Shelly Kent, Human Resources Manager; Katie O'Dell, Youth Services Director; Dave Ratliff, Central Library Director; Martha Flotten, Gresham Library Administrator; Carlos Galeana, Regional Technology Coordinator; Bruce Jenks, Access Services Assistant; and Paige Hatcher, Administrative Analyst, Director's Office.

Also in attendance were: Krista Van Veen, Friends of the Library; and Lisa DeGrace, The Library Foundation.

The board approved minutes for the June 9, 2015 meeting.

CHAIR'S REPORT

Chair Erin Cooper welcomed new board members Sarah Alibabaie, Rob Edmiston, Lois Leveen and Elliot Zais. The board voted to approve the cancellation of the August 11 LAB meeting.

Chair Cooper related that an ad hoc governance committee will be formed. The committee will draft bylaws for the LAB and then bring them to the board for review, edits and approval. Mardy Stevens will chair the committee. Chair Cooper invited board members to email her if they are interested in serving on the committee.

LIBRARY DIRECTOR'S REPORT

From the Library Director's Report, Vailey Oehlke highlighted the student library card project that was piloted in the David Douglas School District. At Ms. Oehlke's invitation, Katie O'Dell shared additional information about the project, which distributed limited use cards to approximately 5,500 sixth-12th grade students. Responding to questions from Ms. Cooper and Lois Leveen, Ms. O'Dell shared that this

is the first limited use card offered by MCL and that almost all school district boundaries in the area align with the county boundary, with some exceptions.

Ms. Oehlke noted that nearly 100,000 babies, kids and teens have signed up for the Summer Reading program. Ms. Oehlke thanked The Library Foundation, library staff and the many volunteers who make the program a success.

Ms. Oehlke provided highlights from her participation at the American Libraries Association annual conference, which took place Friday, June 26 through Tuesday, June 30 in San Francisco, CA.

NOMINATING COMMITTEE

Mardy Stevens shared that the nominating committee had interviewed a candidate for the youth board member position vacated by Emma Caplan's departure. Ya-Li Lizik described the credentials of Emma Keppler. A motion was made to refer Ms. Keppler's name to the Multnomah County Library District Board. The motion was seconded and unanimously passed.

REGIONAL TECHNOLOGY COORDINATOR

Martha Flotten introduced herself as the administrator of Gresham Regional Library, located in the East County region, which also includes Fairview-Columbia, Rockwood and Troutdale libraries. Ms. Flotten shared information about the background, development and intent of the regional technology coordinator position.

Ms. Flotten described the experience and skills of Carlos Galeana who started in the regional technology coordinator position in August 2014 after working previously as a bilingual clerk at Rockwood Library. Within a month after he was hired into the position, Mr. Galeana had received 30 requests for appointments from patrons without any special advertising about the new position and the services it provides. Currently, on average, Mr. Galeana has 50 scheduled appointments with patrons per month.

Noting that the library's digital literacy priority applies to staff as well as patrons, Ms. Flotten shared the positive impact that Mr. Galeana's work has had on library employees, including supporting staff during the recent implementation of the new integrated library system and meeting with staff who seek to expand their skills and confidence using technology at the library.

Ms. Flotten related that while outreach work was not in the original position description, Mr. Galeana regularly receives requests from schools and other organizations to work with community members. Mr. Galeana has worked with Spanish-speaking families of students who attend Reynolds High School to help them navigate the school's website and with the Gresham Senior Center. Ms. Flotten shared that the community is making the connection that they can call the library for tech help.

Ms. Flotten described additional technology initiatives that Mr. Galeana's work supports, including document stations, iPads that teen patrons can check out and the Rockwood Library makerspace.

Ms. Flotten related other traits, besides technological proficiency, characterized by the role of regional technology coordinator, such as the ability to customize training and adapt to different learning styles, strong communication skills, flexibility and emotional intelligence.

Mr. Galeana shared information about his education and background and related this to his work as regional technology coordinator and at the library in general. Mr. Galeana discussed diversity in East County and provided specific examples of his work with patrons.

Mr. Galeana described several of the educational formats and settings the library uses to teach patrons about technology, including one-on-one appointments, casual conversation, phone and email conversations, traditional and personalized classroom models and outreach events. Staff receive a monthly technology newsletter. Mr. Galeana develops customized instructions for both staff and individual patrons. Mr. Galeana shared several strategies he uses when teaching patrons and staff about technology.

Ms. Oehlke discussed the library's digital literacy priority and related that several organizations in the Portland area, including Multnomah County Library, participated in the founding of the Digital Inclusion Network (DIN), which was inspired in part by the possible introduction of Google Fiber. Part of the work of the DIN will include assessing the community's digital needs.

There followed a general discussion during which questions from board members were addressed.

Mr. Galeana related that much of the community's increasing awareness of the regional technology coordinator's role and services has been generated by word of mouth communication after patrons have positive experiences.

Ms. Flotten and Rita Jiménez described systemwide demand for the services provided by the regional technology coordinator position and shared that the library is assessing how it may potentially expand the services provided by the position into other regions. Ms. Jiménez related that the library continues to work on meeting the needs of patrons who speak languages other than English. Patrons may request a Book-A-Librarian appointment with multilingual staff.

Mr. Galeana shared that the library offers staff opportunities for collaboration and professional development, including job shadowing, to strengthen staff members' technological and educational skill sets.

The group discussed how Mr. Galeana's background in education has contributed to his success in the position of regional technology coordinator.

Mr. Galeana described his participation in the development of the Rockwood Library makerspace and shared that he continues to build relationships with people and organizations in the community.

Ms. Oehlke shared that the groundbreaking for the Rockwood Library makerspace will take place at the end of August. The makerspace is projected to open in January. Ms. Oehlke related that the makerspace is the result of a grant from the Mt. Hood Cable Regulatory Commission with matching funds from The Library Foundation.

THE LIBRARY FOUNDATION (TLF)

Lisa DeGrace reported that TLF recently ended its fiscal year with a \$200,000 grant from The Collins Foundation.

The Library Foundation is collaborating with Katie O'Dell on surveys to evaluate some of the programs it supports.

FRIENDS OF THE LIBRARY (FOL)

Krista Van Veen reported that FOL is on hiatus for the month of July.

At the annual meeting in June, FOL appointed six new board members.

Ms. Van Veen reported that the Books for Beer events raised over \$3000. The Friends of the Library recently participated in the 2015 Mississippi Street Fair. Ms. Van Veen shared that FOL's bookstore had a profitable year.

Ms. Van Veen reported that Sara Lindgren, Administrative Coordinator at FOL, will retire at the end of the year. The Friends of the Library is starting the process for recruiting a new office manager, with the possibility of restructuring.

GOOD AND WELFARE

Ms. Stevens shared that Toronto Public Library is checking out humans. There followed a conversation about other libraries that offer patrons the opportunity to check out people.

Ms. Stevens shared that she viewed a 24-hour library booth offered by Pierce County Library in Puyallup, WA.

Ms. Cooper shared that she is seeing many Summer Reading t-shirts around the community.

Ms. Oehlke related that her term as president of the Public Library Association began at the American Library Association's Annual Conference in June. She will provide regular updates of her work in that capacity.

Chair Cooper adjourned the meeting at 8:22 am.

Respectfully submitted by:

Paige Hatcher

Administrative Analyst, Library Director's Office

Multnomah County Library, Oregon