

Library Advisory Board Minutes: April 11, 2017For Multnomah County Library Advisory Board

The Multnomah County Library Advisory Board (LAB) met on Tuesday, April 11, 2017, at Central Library in the U.S. Bank Room. Chair Erin Cooper called the meeting to order at 7:30 am.

Board members present were: Erin Cooper, Thomas Dwyer, Rob Edmiston, Alisa Folen, Elizabeth Hawthorne, Emma Keppler, Jack MacNichol, Lizzie Martinez, Mardy Stevens, Carlene Weldon and Elliot Zais.

Board members excused were: Marc Alifanz, Lois Leveen, Cynthia Tseng and Brian Wilson.

Staff members present were: Vailey Oehlke, director of libraries; Becky Cobb, deputy director; Don Allgeier, director of Operations; Terrilyn Chun, Programming and Community Outreach manager; Shawn Cunningham, director of Communications and Strategic Initiatives; Sonja Ervin, Equity and Inclusion manager; Martha Flotten, interim Youth Services director; Cindy Gibbon, Access and Information Services director; Jeremy Graybill, Marketing + Online Engagement director; Shelly Kent, Human Resources manager; Katie O'Dell, Special Projects director; Dave Ratliff, Central Library director; June Bass, Volunteer Services manager, Liza Dyer, Volunteer Services coordinator and Paige Monlux, administrative analyst.

Also in attendance were: Commissioner Jessica Vega Pederson, District 3, Multnomah County; Jeff Renfro, budget analyst senior, Department of County Management, Multnomah County; Laura Fay, The Library Foundation; and Krista Van Veen, Friends of the Library.

The board approved minutes for the March 14, 2017 meeting.

CHAIR'S REPORT

Chair Erin Cooper remarked that things are going well with the capital planning process. She attended the public meeting at North Portland Library, where participants were enthusiastic. The second to last Community Action Committee meeting took place on April 5, 2017. That was the last meeting with Group 4. There will be one more meeting of the Community Action Committee.

Katie O'Dell shared that a draft capital planning framework is in place. The project team is working on finalizing that framework. There will be a presentation of the draft framework at the May 9, 2017 LAB meeting.

Ms. O'Dell and Vailey Oehlke emphasized that this is not the end of the process; rather, it is the end of the first part of the process. Ms. Oehlke thanked Commissioner Vega Pederson for attending one of the public meetings. Ms. Oehlke will be meeting with Multnomah County Commissioners in the coming weeks to review the draft framework.

Chair Cooper's last LAB meeting acting as chair will be June 13, 2017. Vice-Chair Carlene Weldon will end her second term on the LAB in June. Therefore, the LAB will need to appoint a new chair and vice-chair. Chair Cooper encouraged interested LAB members to notify Mardy Stevens or Marc Alifanz if they would like to nominate themselves or another LAB member for an officer position. The deadline for nominations is April 30, 2017.

Ms. Stevens noted that the LAB will be filling three regular positions and one youth position for terms starting in July 2017.

LIBRARY DIRECTOR'S REPORT

Ms. Oehlke highlighted the following items from the Director's Report:

- Carlos Galeana earns national recognition
Mr. Galeana was named a Library Journal 2017 Mover and Shaker in the category of Digital Developers.
- Terrilyn Chun to be next deputy director

VOLUNTEER ENGAGEMENT IN THE LIBRARY

Ms. Oehlke described how important volunteers are in providing hours of service to the library. Many serve in the Summer Reading program, engaging youth and connecting them to the library. Volunteers work all over the system and the library appreciates the support they provide. For many volunteers, it's an opportunity for them to give back to the community.

Ms. Oehlke introduced June Bass, Volunteer Services manager, and Liza Dyer, Volunteer Services coordinator. Ms. Bass remarked that the library is very fortunate to have such a dedicated group of individuals serving on the LAB.

Liza Dyer shared a hypothetical story, inspired by true stories from MCL volunteers, which described the many connections between patrons, volunteers and library services. These include, but are not limited to, the Follow the Reader program, Summer Reading program volunteering, teen councils, Summer Works intern program, scholarship application assistance, resume help, tabling at employer volunteer fairs and outreach services. The volunteer program has a deep and lasting impact on community members.

The Volunteer Services team recruits, interviews, screens, places volunteers at locations and in programs, engages staff with volunteers, creates policies and procedures and works on risk management.

Last year, there were 2,078 MCL volunteers. In one year, 1,426 people applied to volunteer

and 1,176 were placed in positions. Volunteers gave 65,511 hours. Ninety percent of volunteers work in libraries or administrative buildings and 10% work in community outreach. Volunteers serve in more than 50 different roles.

Ms. Bass and Ms. Dyer provided an overview of volunteers' demographic data, including age, gender, spoken language, race and ethnicity.

Midland, Rockwood, and Hillsdale libraries are the locations with the most volunteer hours. There followed a discussion about why this is this case. Midland Library is a regional library that is very well used. The large facility holds more volunteers and there is extensive youth engagement, including an active teen council. In the summer, Midland Library (as well as Rockwood and Gresham libraries) offers the summer lunch program. By comparison, Rockwood Library is much smaller than Midland Library, but it also has significant youth engagement. Hillsdale Library staff are committed to community engagement.

National and local trends indicate that volunteers want more flexible roles with flexible schedules, short-term opportunities and roles for youth who need school service hours. The areas in which people want to contribute more include adult literacy, English language learning, citizenship and addressing "fake news."

Some of the challenges that Volunteer Services encounters when trying to place volunteers include finding days/times that match when volunteers are available and when they are needed, matching volunteers with their preferred geographic locations, finding volunteers with advanced skills for complex programs and language skills for multicultural programs. Additionally, there are limited opportunities for group volunteering projects. There followed a discussion about how the economic demographics of a community can impact community members' ability to donate time through volunteering. St. Johns and Troutdale libraries have challenges finding volunteers. The Rockwood Makerspace program requires advanced skills and it can take longer to find volunteers who have these skills and are available when volunteers are needed. Volunteer Services is often looking for people who are bilingual, in particular to assist with digital literacy programs.

In terms of the impacts of volunteering, over 2,000 community members are dedicated to the library's mission and act as advocates. Volunteers benefit from lifelong learning, better health, stronger skills and work experience, and more community connections. Often the library is the first place youth have experience working with someone who isn't a guardian or teacher.

Ms. Bass and Ms. Dyer encouraged LAB members to advocate for volunteerism, at the library and beyond. The library is currently recruiting for Summer Reading volunteers and needs people in particular at North Portland and St. Johns libraries. Information, including eligibility requirements, is available on the library website. In response to a request from Elizabeth Hawthorne, Ms. Bass will provide an email with recruitment language for LAB members to share with their networks.

There followed a discussion about the difficulty of getting adult volunteers at the Rockwood Makerspace. Volunteer Services is working on a mechanism to recruit more volunteers from East County.

Ms. Oehlke thanked LAB members for volunteering on the LAB.

THE LIBRARY FOUNDATION (TLF)

Laura Fay reported that the library and TLF have coordinated 20 programming grant requests. These will be sent to the TLF board for final approval at its April meeting. Once approved, this funding will be reflected in an amendment to the library's FY 2018 budget.

The Library Foundation is working with Jon Worona and Lyndsey Runyan on a proposal.

The Spring funding appeal has begun. Donations will be matched. The Library Foundation is optimistic that TLF will reach its fundraising goals.

FRIENDS OF THE LIBRARY (FOL)

Krista Van Veen reported that FOL is focusing on its annual Spring Used Book Sale, which will take place April 21-24, 2017. Volunteers are needed and people can sign up on the website.

Friends of the Library will be moving into its new office on May 1, 2017.

GOOD AND WELFARE

Ms. Stevens shared the LAB recruitment flyers. Candidates can submit applications through April 30, 2017.

Chair Cooper adjourned the meeting at 8:12 am.

Respectfully submitted by:
Paige Monlux, administrative analyst
Multnomah County Library, Oregon