

Library Advisory Board Minutes: May 9, 2017For Multnomah County Library Advisory Board

The Multnomah County Library Advisory Board (LAB) met on Tuesday, May 9, 2017, at Central Library in the U.S. Bank Room. Chair Erin Cooper called the meeting to order at 7:32 am.

Board members present were: Marc Alifanz, Erin Cooper, Rob Edmiston, Alisa Folen, Elizabeth Hawthorne, Lois Leveen, Jack MacNichol, Cynthia Tseng, Carlene Weldon, Brian Wilson and Elliot Zais.

Board members excused were: Emma Keppler and Mardy Stevens.

Board members absent were: Thomas Dwyer and Lizzie Martinez.

Staff members present were: Vailey Oehlke, director of libraries; Becky Cobb, deputy director; Terrilyn Chun, deputy director, Public Services; Don Allgeier, director of Operations; 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; Javier Gutierrez, director of collections & technical services; Rita Jiménez, neighborhood libraries director; Shelly Kent, human resources manager; Katie O'Dell, special projects director; Dave Ratliff, Central Library director; Jon Worona, director of Content Strategy; Chelsea Bailey, communications strategist; David Miles, interim Hollywood Library administrator 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; Jamie June, The Library Foundation; Bianca Chakiryan, Friends of the Library; and Gloria Tuma, private citizen.

The board approved minutes for the April 11, 2017 meeting.

CHAIR'S REPORT

Chair Erin Cooper remarked on *Library Journal's* naming of Carlos Galeana as a Mover & Shaker in the category of Digital Developers. Chair Cooper circulated a congratulatory card for LAB member signatures.

Chair Cooper reported that Vailey Oehlke will participate in an introductory session for new LAB members after the July 11, 2017 meeting. She invited LAB members to submit any

ideas for topics that they think would be beneficial for new members to learn about. Chair Cooper will compile the list and share it with Ms. Oehlke.

Chair Cooper is coordinating a social in June, to serve as going-away party for Becky Cobb, a welcoming party for new LAB members and a farewell to departing members. A Doodle poll was shared to identify a date. More information is forthcoming.

Lois Leveen reported that the Electronic Access Policy Advisory Committee (EAPAC) will hold its last meeting of the fiscal year on Thursday, June 1, 2017, 4:30 pm, at Central Library. Cindy Gibbon shared that, if the group is amenable, the topic will be a report from Digital Inclusion Fellow Charly Eaton. Ms. Gibbon and Jon Worona shared information about the Digital Inclusion Fellowship, which was arranged through Nonprofit Technology Network (NTEN) as part of the Digital Equity Action Plan (DEAP).

LIBRARY DIRECTOR'S REPORT

Ms. Oehlke reported that she will be traveling to Seattle to participate in a workshop, Libraries As Platforms for Civic Engagement, coordinated by the University of Washington's Technology & Social Change Group (TASCHA).

From the Director's Report, Ms. Oehlke highlighted the following articles:

- Library hosts new citizens at naturalization ceremony
- Coffee and Conversation helps staff and homeless patrons connect

Ms. Oehlke noted that it is National Bike Month and challenged herself and other attendees to ride a bicycle.

NOMINATING COMMITTEE UPDATE

Marc Alifanz reported that this is the busy season for the Nominating Committee, which has been reviewing applications for three open positions and a youth position. The Nominating Committee received around 20 applications. From those, eight were selected for interviews later this month. All of the applications and resumes were very impressive.

Mr. Alifanz reported that, to date, Liz Hawthorne and Jack MacNichol have been nominated for Chair and Vice-Chair, respectively.

Both Elliot Zais and Mr. MacNichol have indicated interest in serving for second terms on the LAB.

In response to a question from Commissioner Vega Pederson, Mr. Alifanz shared that two of the applicants live or work in East County.

Voting on officer positions, new member appointments and current member reappointments will occur at the June 13, 2017 LAB meeting.

DRAFT CAPITAL PLANNING FRAMEWORK

Ms. Oehlke reported that the library is about a year into the capital planning process. Group 4 Architecture, which the library selected as consultants for the project, were chosen for their adeptness and experience, specifically with their emphasis on community engagement. The library is especially trying to reach out to underserved communities to hear about their aspirations, for the library, for their communities and for themselves.

Ms. Oehlke discussed the increasing population trend in the region and the relatively small footprint of all Multnomah County Library locations combined. The library spends a significant amount of time and energy developing policies and work procedures to accommodate these space constraints.

Ms. Oehlke emphasized that the result of the capital planning process so far is a framework, rather than an explicit, discrete plan. The framework is meant to provide guidance for the next 20 years of capital planning considerations. Ms. Oehlke thanked everyone who participated in the process for their time and energy.

Katie O'Dell provided an overview of the one-year project to shape a future-focused facilities framework for the library. The timeline included three phases: assessment, strategizing and planning.

The library will be presenting the framework to the Multnomah County Library District (MCLD) Board on June 29, 2017, asking them to adopt the framework. All will be invited to attend.

Ms. O'Dell shared an overview of the project participants. The MCL Project Team consisted of four core staff members. The library's Executive Management Team was involved for Think Tanks. Ms. O'Dell shared the experience and credentials of Group 4 Architecture as well as Hennebery Eddy Architects, the architects of record for Multnomah County. The Community Action Committee was intended to bring together people from all walks of life, representing a variety of community agencies.

Brian Wilson, who chaired the Community Action Committee, thanked Ms. O'Dell for her hard work and dedication and remarked positively about the participation of LAB members and library staff. He shared that everyone was very excited to participate in the process. The Community Action Committee consisted of about three dozen community members who were engaged to participate in a yearlong process to analyze the library's current buildings, including to assess their square footage, leased/owned status, parking availability, etc. The group performed significant research, reading articles and studies, learning about library systems nationally and internationally, and studying what other communities have accomplished. The Strategic Visioning Workshop included even more people from the community. Mr. Wilson reiterated that the framework is not a plan. It's in an important tool that will assist our community into the future.

Ms. O'Dell shared that the library also worked with MultiCultural Collaborative, who are experts in engaging underrepresented communities.

The Strategic Vision Workshop brought together representatives from the nonprofit, education, arts and business communities.

Ms. O'Dell provided more information about the work that was accomplished during each phase of the process:

- Phase 1 - Assessment. The assessment phase included a review of existing facilities and owned versus leased spaces and demographic analyses and projections, not only of current library users, but the community as a whole. The Community Action Committee held its kick-off meeting and continued its work as Mr. Wilson described. The Strategic Vision Workshop was held in October 2016. The report from that event as well as information about the project itself are available on the library's website at multcolib.org/planning.
- Phase 2 - Strategies. The strategies phase focused on the question: What is the potential for new library facilities? This involved engaging staff in Customer Experience Workshops and thinking about how expansion would affect operating costs and staffing models. The bulk of this phase was devoted to community engagement in November 2016-April 2017. Group 4 Architecture and Hennebery Eddy started looking at estimated costs.

Community engagement included a public survey with over 1700 responses. Staff conducted 51 community conversations with 2000 people. These occurred all over the community where library staff had connections. MultiCultural Collaborative facilitated 13 focus groups, which were attended community members as well as a staff representative. The library introduced the ideas of the framework at two public meetings in April 2017.

Staff engagement included in-person presentations to each work group. At these, the project team introduced staff to the idea of capital planning. Staff received regular email updates and there were local interactives at each location. Other staff engagement included collaboration with the Community Engagement Committee, Staff Day interactives, two Customer Experience Workshops and eighteen teen council interactives.

- Phase 3 - Facilities Capital Framework. During this phase, the project team reviewed options for funding strategies and implementation; discussed planning standards and guidelines; and drafted facilities capital framework (FCF) recommendations.

Ms. O'Dell reviewed a chart that visualizes how library space has increased over time juxtaposed with population growth over the next 20 years. Currently MCL has 0.33 square feet of space per capita. Compared with peer libraries, at best, MCL is half their size. Many

of these libraries are already engaged in library expansion. The draft FCF recommendations have 0.6-0.8 square foot per capita as a target. Ms. O'Dell noted the library's robust outreach services and its effect on that target.

Ms. Oehlke noted that it is also important to compare MCL's size to other local libraries. Both Lake Oswego Public Library and Jackson County Library District offer three times the space per capita that MCL does.

Shawn Cunningham noted the increasing delta between population growth and library space without an increase in the latter.

Ms. O'Dell provided an overview of the different planning zones of Multnomah County and discussed how the draft FCF recommendations suggest that different zones need to see varying levels of expansion, from a 45% increase in the southwest zone to 320% in the east zone.

Expansion could mean building new libraries, relocating existing libraries, and/or expanding current buildings. An East County flagship location is being considered and the library will explore opportunities to move an outreach services team to East County. As the population moves east, services are as well. A more centralized location would save staff time.

Ms. O'Dell discussed the draft FCF principles: build equity in East County and expand sustainably. She also provided examples of possible capital project scenarios and budgets, implementation strategies, and phasing and sequencing considerations, including building equity, expanding sustainably, maximizing value and leveraging opportunities.

There followed a discussion about how potential projects are assessing transportation options. The project team has been reviewing TriMet's service options and has started introductory conversations with the City of Gresham about its long range plans. One of the most important considerations is how patrons will get to library sites.

Next steps include the MCLD Board's resolution to adopt the draft framework on June 29, 2017 and then the implementation phase, which is to be determined. Much of it will involve planning, reviewing when leased spaces are due for renewal and continuing the goodwill and advocacy that has resulted from community conversations during the first phase.

Lois Leveen thanked Ms. O'Dell for all her hard work.

Ms. Oehlke remarked positively on the flexibility of staff. Ms. O'Dell volunteered to take on this project, which is wholly different from her regular position.

Once the framework is adopted, the news will be shared widely.

Chair Cooper inquired about the longevity of the Community Action Committee. Ms. O'Dell shared that the team will officially sunset on June 29, 2017. The project will roll into a new phase when there will be new opportunities for engagement. Mr. Wilson noted that there was a high degree of interest from Community Action Committee members to continue the work.

Ms. O'Dell will send invitations once the time of the MCLD Board resolution is determined. It will also be posted on the LAB calendar.

THE LIBRARY FOUNDATION (TLF)

Jamie June reported that TLF's board of trustees approved and forwarded TLF's FY 2018 funding commitment to the library. This will be rolled into the budget amendment process. Ms. June thanked Ms. O'Dell, Terrilyn Chun and Martha Flotten for their work.

The Library Foundation has procured nearly \$400K worth of Summer Reading prizes.

The Library Foundation is in the middle of the spring fundraising campaign. All gifts will be matched by a couple of donors.

Ms. Oehlke thanked TLF for their work, support and funding. Every year, the process provides a great opportunity for staff and TLF to discuss library priorities.

FRIENDS OF THE LIBRARY (FOL)

Bianca Chakiryran reported that the Spring Used Book Sale took place in April. It was a very successful sale and the first year FOL hosted the Spring Used Book Sale at the DoubleTree Lloyd Center. Proceeds were around \$70K; whereas, typical proceeds from past years have been around \$40K. Over 100 volunteers contributed to the event over the course of four days. A new initiative rolled out on Sunday, with 50% off prices for all educators. It was met with a great turnout.

The FOL office moved on Saturday, May 6, 2017, to the Jeffrey Center, on the 4th floor.

At the FOL board meeting on May 10, 2017, the board will vote on new members.

Upcoming events include:

- Friends of the Library Annual Meeting: June 14, 2017. New board members will be sworn in. Mr. Wilson is the keynote speaker.
- Rose City Book Fair: June 16-17, 2017, DoubleTree Lloyd Center.

The FOL store is open early today for LAB members. Ms. Chakiryran shared that the store has a lot of fun, new inventory.

GOOD AND WELFARE

Chair Cooper shared that the LAB team was one point short of winning the literary trivia

contest at the Spring Used Book Sale. A fun time was had by all.

Ms. Hawthorne reported positively on the FOL book sales. She is a regular volunteer. The amount of work that staff and volunteers put into the event is phenomenal.

Ms. Leveen remarked positively on the ease of dropping off election ballots at library locations. She encouraged everyone to vote in the May 16, 2017 Special Election. Ms. Oehlke shared that there have been years when the library has collected up to 25% of all submitted ballots.

Commissioner Vega Pederson reported that she regularly hosts town hall meetings at Midland Library. On April 30, 2017, she co-hosted a town hall with Rep. Diego Hernandez. The meeting was well-attended and library staff were all very welcoming, helpful and effective. The ability to provide community members with space and opportunities for civic engagement underlines the need for a long term facilities plan.

Chair Cooper adjourned the meeting at 8:33 am.

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