

Library Advisory Board Minutes: June 13, 2017For Multnomah County Library Advisory Board

The Multnomah County Library Advisory Board (LAB) met on Tuesday, June 13, 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: Marc Alifanz, Erin Cooper, Thomas Dwyer, Rob Edmiston, Alisa Folen, Elizabeth Hawthorne, Emma Keppler, Lois Leveen, Lizzie Martinez, Cynthia Tseng, Carlene Weldon, Brian Wilson and Elliot Zais.

Board members excused were: Jack MacNichol and Mardy Stevens.

Staff members present were: Vailey Oehlke, director of libraries; Becky Cobb, deputy director; Terrilyn Chun, deputy director, Public Services; 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; Jon Worona, director of Content Strategy; Chelsea Bailey, communications strategist; Carolyn Baer, program coordinator, collections & technical services; Elizabeth Rothery, lead worker & copy cataloger, collections & technical services; and Paige Monlux, administrative analyst.

Also in attendance were: Jeff Renfro, budget analyst senior, Department of County Management, Multnomah County; Merris Sumrall, The Library Foundation; Bryn Johns-Hunter, Friends of the Library; and Chester Ching, private citizen.

The board approved minutes for the May 9, 2017 meeting.

CHAIR'S REPORT

Erin Cooper recognized LAB members whose terms on the LAB end this month. In keeping with tradition, the library honored Emma Keppler, Danika Stochosky and Carlene Weldon with the installation of books in the collection and bookplates appreciating their service on the board. Vailey Oehlke thanked all three for their time and substantive contributions to the board.

Chair Cooper noted that this is also Becky Cobb's last meeting. Ms. Oehlke reminded meeting attendees that a retirement party for Ms. Cobb will be held at Title Wave Used Bookstore on June 29, 2017. Chair Cooper will host a celebration on June 15, 2017.

LIBRARY DIRECTOR'S REPORT

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

- We Refuse to Be Enemies program sparks conversation
The programming series, including three teen programs, will take place this summer at Capitol Hill Library.
- Contact center moved during downtown power outage
Ms. Oehlke thanked Dave Ratliff, Jon Worona, Multnomah County Elections Office staff and Multnomah County staff for facilitating the move in an efficient and expedient manner. It was a great demonstration of staff communicating and working well together in service to the public. Responding to a question, Ms. Oehlke noted that staff often receive letters in their personnel files for outstanding service and the library has an award recognizing exemplary staff contributions, the Rosie Award. Responding to a question, Cindy Gibbon shared that the contact center answers approximately 400 calls per day.

NOMINATING COMMITTEE UPDATE

Chester Ching, an LAB candidate, quit the room during the voting process.

Marc Alifanz thanked members of the Nominating Committee for their work during the recruitment process and Chair Cooper for assistance. Mr. Alifanz shared that the nominating committee has two actions to present: the election of LAB officers and recommendations of candidates for appointment to the LAB.

Mr. Alifanz indicated that Liz Hawthorne and Jack MacNichol are the candidates for the positions of chair and vice-chair, respectively.

Lois Leveen moved to nominate Ms. Hawthorne for her first term as LAB chair. Rob Edmiston seconded the motion. By oral vote, the motion was approved unanimously.

Ms. Hawthorne moved to nominate Mr. MacNichol for his first term as LAB vice-chair. Cynthia Tseng seconded the motion. By oral vote, the motion was approved unanimously.

Mr. Alifanz related that the Nominating Committee reviewed several dozen resumes. From those, eight candidates were interviewed for four positions. Each candidate was very impressive.

Mr. Alifanz read the names of the four candidates who would be presented for recommendation for board appointments, three to regular board member positions and one to a youth member position.

Mr. Edmiston described the credentials of Chester Ching. Emma Keppler described the credentials of Amaya Gustave. Ms. Weldon described the credentials of Clare Wilkinson. Mr. Alifanz described the credentials of P.K. Runkles-Pearson.

No objection was made to voting on the candidates as a slate.

Elliot Zais moved to refer the names of the aforementioned candidates to the Multnomah County Library District Board for appointment to the Library Advisory Board. By oral vote, the motion was approved unanimously.

LETTER OF SUPPORT FOR CAPITAL PLANNING FRAMEWORK

Library Advisory Board members received copies of the draft letter of support for the library's capital planning framework. Katie O'Dell shared that, once approved, the letter will be incorporated into the framework, along with a letter of support from the Community Action Committee. Ms. O'Dell thanked the LAB for their support.

Lizzie Martinez moved to approve the letter for incorporation into the framework. Lois Leveen seconded the motion. By oral vote, the motion was approved unanimously.

TECHNICAL SERVICES REIMAGINED

Ms. Oehlke shared that over the last several years, the technical services department has been reviewing its technology and workflows and looking for opportunities to be more efficient to ensure patrons can access the materials they need as quickly as possible. Ms. Oehlke expressed appreciation for Javier Gutierrez's leadership throughout this process, and introduced Carolyn Baer and Elizabeth Rothery to share more about this work.

Program Coordinator Carolyn Baer provided an overview of the work that is accomplished in technical services, including materials selection, ordering, receiving, cataloging and circulation. With the advent and incorporation of digital records, cataloging priorities and procedures have changed. In 1963, technical services released 63,849 items into circulation. In FY 2016, 437,957 items were released.

In 2014, Mr. Gutierrez directed staff to perform a review of peer libraries' technical services departments. Staff discovered that other libraries were releasing materials for circulation seven days after receipt; whereas, MCL averaged a 6- to 12-week turnaround period.

Ms. Baer shared that John Huber, industrial engineer and author of *Lean Library Management*, was discovered to be an oft-used resource for redesigning library business processes and environments to maximize efficiency.

Ms. Baer described how technical services management and staff consulted with Mr. Huber to perform a total redesign of the department and workflows, with the following objectives:

- Decrease turnaround time
The goal of a five-day turnaround was set. By the time work had started with Mr. Huber, technical services had reduced turnaround time to two weeks. A goal for same-day or next-day turnaround was set for 30% of items.
- Establish best practice processes and work standards

- Maximize desk efficiencies
- Manage orders proactively

Lead Worker and Copy Cataloger Elizabeth Rothery described how a cross-functional team was developed with representatives from selections, acquisitions, cataloging and processing, neighborhood libraries and county facilities. The group held weekly conference calls with Mr. Huber for 12 weeks.

Ms. Rothery compared workflow charts from before and after the process redesign and shared illustrations of the old and new office layouts.

Post-project takeaways include a team that has established itself as capable of change and constant evolution, better internal and external communication and improved customer service. Technical services now meets its goals for material turnaround on a regular basis.

The project has also added value to the library as a system. Recently the interlibrary loan function was incorporated into technical services, without the addition of new staff. This allowed Central Library more flexibility to allocate staff where they are most in need. Staff also have more time to spend on digital projects, including The Gallery, the Library Writers Project and the My Librarian service.

Ms. Baer thanked Ms. Oehlke, Ms. Cobb and Mr. Gutierrez for believing in staff and investing time in staff training and development.

There followed a discussion about how digital files are used in material cataloging, how staff are cross-trained in new roles, and recent modifications to the purchase suggestion process. Patrons who suggest titles for purchase are now notified of the library's decision and are given the opportunity to place holds on materials that will be procured at their suggestion.

Ms. Oehlke expressed her appreciation to technical services staff for willingly embarking on and succeeding at such a dramatic change.

THE LIBRARY FOUNDATION (TLF)

Merris Sumrall reported that TLF worked with Jon Worona, Terrilyn Chun and Lyndsey Runyan to submit a proposal that would provide creative learning spaces for teens. The spring fundraising season is coming to a close. The Library Foundation recently brought on five new board members. Laura Fay, director of major gifts, will be going on maternity leave soon and TLF is preparing for the impact of her absence.

FRIENDS OF THE LIBRARY (FOL)

Bryn Johns-Hunter reported that FOL will be holding its annual membership meeting on June 14, 2017. Brian Wilson will be the keynote speaker and FOL will be voting on new board members. Friends of the Library will also be at the Rose City Book & Paper Fair on

June 16-17, 2017 at the Lloyd Center DoubleTree, at the Mississippi Street Fair on July 8, 2017 and at the OHSU Farmers Market on July 11, 2017 and August 22, 2017.

GOOD AND WELFARE

Ms. O'Dell shared that there will be a coffee reception on June 29, 2017 at the Multnomah Building at 9 am, prior to the Board of County Commissioners meeting at which the capital planning framework will be presented.

Ms. Leveen shared that while performing some research on Oxford English Dictionary, accessed through the library's databases, she discovered that she was cited in the OED. This exemplifies one of the many intangible ways in which the library positively affects people's lives.

Chair Cooper shared the following quote from the novel *The Girl Who Soared Over Fairyland and Cut the Moon in Two* by Catherynne M. Valente:

"A silent Library is a sad Library. A Library without patrons on whom to pile books and tales and knowing and magazines full of up-to-the-minute politickal fashions and atlases and plays in pentameter! A Library should be full of exclamations! Shouts of delight and horror as the wonders of the world are discovered or the lies of the heavens are uncovered or the wild adventures of devil-knows-who sent romping out of the pages. A Library should be full of now-just-a-minutes and that-can't-be-rights and scientifick folk running skelter to prove somebody wrong. It should positively vibrate with laughing at comedies and sobbing at tragedies, it should echo with gasps as decent ladies glimpse indecent things and indecent ladies stumble upon secret and scandalous decencies! A Library should not shush; it should roar!"

Chair Cooper adjourned the meeting at 8:35 am.

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