

Library Advisory Board Minutes: September 12, 2017
For Multnomah County Library Advisory Board

The Multnomah County Library Advisory Board (LAB) met on Tuesday, September 12, 2017, at Central Library in the U.S. Bank Room. Vice-Chair Jack MacNichol called the meeting to order at 7:31 am.

Board members present were: Marc Alifanz, Chester Ching, Erin Cooper, Rob Edmiston, Alisa Folen, Lois Leveen, Jack MacNichol, P.K. Runkles-Pearson, Mardy Stevens, Cynthia Tseng, Clare Wilkinson, Brian Wilson and Elliot Zais.

Board members excused were: Elizabeth Hawthorne and Lizzie Martinez.

Board members absent were: Thomas Dwyer and Amaya Gustave.

Staff members present were: Don Allgeier, director of operations; Aaron Bluitt, neighborhood libraries director; Shawn Cunningham, director of communications and strategic initiatives; Johnette Easter, human resources manager; Sonja Ervin, equity and inclusion manager; Cindy Gibbon, director of policy and special projects; Jeremy Graybill, marketing + online engagement director; Javier Gutierrez, technical services director; Rita Jiménez, neighborhood libraries director; Katie O'Dell, programming and outreach director; Jon Worona, director of content strategy; Chelsea Bailey, communications strategist; June Bass, programming and community outreach manager; Seana Lane, Summer Reading program coordinator; Chris Linn, safety and security manager; and Paige Monlux, administrative analyst.

Also in attendance were: Commissioner Jessica Vega Pederson, District 3, Multnomah County; Jamie June, The Library Foundation; and Michael Rasko, Friends of the Library.

The board approved minutes for the July 11, 2017 meeting as amended.

CHAIR'S REPORT

Vice-Chair Jack MacNichol asked all LAB members to email Chair Elizabeth Hawthorne with a list of the committees on which they are serving.

Vice-Chair MacNichol welcomed new LAB members and shared that a new member orientation was held on September 5, 2017.

Lois Leveen suggested changing the name of the Electronic Access Policy Advisory Committee to the DigiCommittee. The next meeting of this committee is scheduled for

Thursday, October 5, 2017 at 4:30 at Central Library. On the agenda is a discussion of the IMLS grant-funded, collaborative research project conducted by Portland State University and Multnomah County Library to assess patrons' digital problem solving skills.

Mardy Stevens announced that the next Nominating Committee meeting is scheduled for Tuesday, February 6, 2018 at library administration. At that meeting, the nominating committee will determine the calendar for subsequent Nominating Committee meetings.

Vice-Chair MacNichol will email meeting dates to LAB members.

LIBRARY DIRECTOR'S REPORT

Don Allgeier highlighted the following items from the director's report:

- Welcoming Aaron Bluitt, new neighborhood libraries director
Johnette Easter, human resources manager, also recently joined the library's executive management team.
- Library lends itself to fire response
Multnomah County Library staff deployed to the temporary shelter for Eagle Creek Fire evacuees that was set up at Mt. Hood Community College

SUMMER READING WRAP-UP

June Bass, interim programming and community outreach manager, introduced Seana Lane, who has been serving as the Summer Reading program coordinator for two years.

Ms. Lane described the importance of Summer Reading programs in preserving reading levels of students through the summer months. She shared several of the changes made to Multnomah County Library's Summer Reading program for the 2017 term and related that next year, the program will continue with the path model but retain the calendar foundation to encourage sustained reading throughout the summer months. The high school challenge was reformatted to encourage more active participation. This resulted in a 20% increase in participation. Successful partnerships with Home Forward and seven school districts encouraged students to sign up before the end of the school year. Ms. Lane reviewed responses to a survey administered to participants. She shared information about volunteer recruitment, experiences, responsibilities and pathways for additional volunteerism at the library, including on teen councils, which contribute greatly to the advancement of the Summer Reading program and the library. Ms. Lane thanked The Library Foundation, volunteer services, marketing + online engagement and the facilities and logistics teams for helping to make Summer Reading a success.

There followed a discussion about translation of Summer Reading forms and instructions in languages other than English and the importance of focused engagement with students rising from the 8th to 9th grades.

Ms. Lane shared that the grand opening of the new teen space at Gresham Library is tonight, Tuesday, September 12, 2017.

LIBRARY RULES AND GUIDELINES

Don Allgeier shared that the library rules have been in the process of being revised. He thanked Jon Strauhull from the County Attorney's office, Chris Linn, the library's safety and security manager, and Chelsea Bailey, communications strategist for helping to craft the revised library rules.

The objective of the library rules is to help enhance the safety of library users, create safe and welcoming environments and balance a wide variety of user needs. Feedback collected over time from the nearly 200 library staff who are eligible to serve as Persons In Charge (PICs) at library locations illustrated the need for revisions to the rules.

Mr. Allgeier provided an overview of the implementation timeline, which will begin with an internal roll-out, a period for public comment, implementation and ongoing review. The library's executive management team will provide onsite support for staff in locations as it is anticipated that there will be many conversations with patrons prior to implementation.

Cindy Gibbon provided contextual background about the status of libraries as limited public forum spaces. Library patrons have a constitutional right to access information. Library rules and their enforcement must ensure that patrons can exercise their due process rights. The processes for rules enforcement and exclusion appeals must meet legal requirements. A new exclusion appeals process will offer patrons the opportunity to submit appeals through an online form and access help to complete the form. Additional avenues for appeals are being considered in instances when a patron wishes to contest an appeal decision.

There followed discussion about the following topics:

Library rules are posted online and at all library locations. Persons In Charge and security personnel are trained to assume that patrons have no familiarity with the library rules. When a patron is behaving in a manner that is in conflict with the library rules, the first interaction is typically an introduction to the rules themselves and a warning.

After the revised library rules are implemented, the library's executive management team will meet to assess the progress of the rollout.

It is anticipated that the two most challenging changes to the rules will involve personal belongings and food in the library. There will be times when the rules will need to be flexible. Staff are mindful of the challenges that people face and are looking into creative options for personal belongings.

Excluded patrons lose access to physical library locations as well as to any digital resources that require a library card number.

Shawn Cunningham shared that the library will announce the revised rules on October 2. The library will collect public comments through October 15. Library staff are communicating with community partners and stakeholders who serve people experiencing homelessness. Additionally, patrons who sign on to library computers will receive a pop-up message.

THE LIBRARY FOUNDATION (TLF)

Jamie June reported that Julie Peterman, TLF's development associate, will be collaborating with Seana Lane around the Summer Reading program. Katie Winters is TLF's new grants manager. The Library Foundation's fall fundraising campaign is now underway.

FRIENDS OF THE LIBRARY (FOL)

Michael Rasko reported that the Fall Used Book Sale takes place October 6-9, 2017. There will be trivia on Saturday, October 7, 2017 and on Sunday, October 8, 2017, attendees with educators' cards will receive 50% off.

GOOD AND WELFARE

Mardy Stevens shared that the Center for Women's Leadership annual Power Lunch takes place Thursday, October 5, 2017. Commissioner Vega Pederson shared that she is on the board and it's a very exciting event.

Shawn Cunningham shared that the library will announce the Everybody Reads 2018 selection on Wednesday, September 13, 2017.

Ms. Stevens shared a letter written to the editor of Pamplin Media in response to the library's capital planning framework.

Vice-Chair MacNichol adjourned the meeting at 8:40 am.

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