

Library Advisory Board Minutes: February 14, 2017For Multnomah County Library Advisory Board

The Multnomah County Library Advisory Board (LAB) met on Tuesday, February 14, 2017, at Central Library in the U.S. Bank Room. Vice-Chair Carlene Weldon called the meeting to order at 7:31 am.

Board members present were: Marc Alifanz, Alisa Folen, Elizabeth Hawthorne, Emma Keppler, Lois Leveen, Jack MacNichol, Lizzie Martinez, Mardy Stevens, Cynthia Tseng, Carlene Weldon, Brian Wilson and Elliot Zais.

Board members excused were: Erin Cooper.

Board members absent were: Thomas Dwyer, Rob Edmiston, Danika Stochosky and Christopher Williams.

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; 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; Katie O'Dell, Special Projects director; David Ratliff, Central Library director; Jon Worona, director of Digital Strategies; Chris Linn, Safety and Security manager; and Caitlyn Percell, senior office assistant.

Also in attendance were: Chris Fick, Chief of Staff, District 3, Multnomah County; Commissioner Jessica Vega Pederson, District 3, Multnomah County; Laura Fay, The Library Foundation; Matt Berning, Friends of the Library; and Michael Rasko, Friends of the Library.

The board approved minutes for the January 7, 2017 meeting.

CHAIR'S REPORT

Chair Erin Cooper is traveling this month. Vice-Chair Carlene Weldon provided the chair's report in her absence.

Vice-Chair Weldon reported that the recruitment and nomination process for new members has begun.

Marc Alifanz's first term ended in June 2016; however, due to an oversight, his

reappointment was not included in the nominating committee's proceedings last spring.

The Nominating Committee recommended the retroactive reappointment of Marc Alifanz for a second term. The motion was seconded and passed.

A motion was made to amend the LAB's bylaws to include the process for reappointing board members in the same manner that new members are appointed. The motion was seconded and passed.

The ad hoc Governance Committee will reconvene, mostly likely via email, amend the bylaws and bring them back to the March 14 meeting for full LAB approval.

Mardy Stevens requested a list of ad hoc Governance Committee members.

Vice-Chair Weldon announced that the Finance Committee will bring the draft annual Citizen Budget Advisory Committee report to the March 14, 2017 LAB meeting. Two-thirds of members will need to be in attendance in order to have a quorum to approve the report. Vice-Chair Weldon encouraged members to attend the March 14 meeting so that the quorum is met.

LIBRARY DIRECTOR'S REPORT

Vailey Oehlke shared that Commissioner Vega Pederson, serving as the Board of County Commissioners/Library District Board liaison to the library, is an ex officio member of the LAB and will sit at the front table with the director of libraries and chair and vice-chair of the LAB. Commissioner Vega Pederson represents District 3 on the Multnomah County Board of County Commissioners, which also sits as the Multnomah County Library District Board.

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

- My Librarian receives Harvard Kennedy School recognition
- Library weathers winter storms

Ms. Oehlke reported on the damage incurred by the front of Central Library and the Friends of the Library store when the branch of one of the large elm trees on 10th Avenue fell onto the building during the last snowstorm. The elm trees are believed to have been planted around 1890. The City of Portland assessed the trees and determined that they are potential hazards. Due to their age and condition, both of the trees will need to be removed. The trees hold a lot of sentimental value but, unfortunately, no other options exist except to remove them.

Dave Ratliff reported that the library, along with the street and sidewalks, will be closed while the city removes the trees later in February. Removal is expected to take less than one day. The Contact Center will operate during this time. Becky Cobb shared that the library is investigating what, if anything, the library can do to repurpose the wood. The

library is also exploring options for what will replace the trees. Shawn Cunningham added that the library works closely with the Facilities team to keep an eye on the health of the trees at all library locations.

Ms. Stevens asked the LAB to unanimously recognize the awesome efforts of library staff to keep things going during the winter weather.

GOVERNANCE

Vice-Chair Weldon invited committee chairs to provide reports.

NOMINATING COMMITTEE REPORT

Ms. Stevens shared that the Nominating Committee is looking for candidates to fill two positions and one youth position with terms beginning July 2017. Ms. Stevens encouraged board members to have conversations with people in their networks. The committee is looking at possibly creating a youth interest form and designing posters. Lois Leveen expressed support for building on the efforts of last year and continuing to bring diversity to the board. Ms. Weldon and Mr. Alifanz noted that the LAB is currently underrepresented in east Multnomah County. It is not mandatory that LAB positions represent specific neighborhoods but it is highly encouraged that the board represent all of the library's service district area. Ms. Leveen asked if there is the possibility that the Nominating Committee could share a description that board members could send out about the positions, including the dates, times and places of where interviews will be held. The Nominating Committee has identified weeks during which the interviews will take place, but not specific dates. There followed a discussion about the possibility of providing applicants with the dates of interviews.

ELECTRONIC ACCESS POLICY ADVISORY COMMITTEE REPORT

Ms. Leveen reported that the Electronic Access Policy Advisory Committee will meet on March 2, 2017, 4:30 pm at Central Library. Jon Worona, director of Digital Strategies, will speak at the meeting. At Ms. Leveen's invitation, Mr. Worona shared that he would discuss the virtual privacy lab, a project of San Jose Public Library. The virtual privacy lab is essentially a tool for people to educate themselves about their options in terms of online privacy.

FINANCE COMMITTEE REPORT

Jack MacNichol reported that the Finance Committee has met thrice with plans for two more meetings. The committee has discussed IT service rates, current facilities costs and the impact the capital planning process might have on future spending and operating costs. Jeff Renfro, the library's budget analyst, will attend the committee's meeting on February 15 to discuss the district's financial forecast. After that, the Finance Committee will work on drafting the annual Citizen Budget Advisory Committee (CBAC) budget report.

The report must be approved at the March 14, 2017 LAB meeting. Mr. MacNichol encouraged board members to make every effort to attend the March 14 meeting in order for a quorum to be present to vote on the report. If members are unable to attend, please notify Paige Monlux as soon as possible. There followed a discussion about the legality of voting via email. Ms. Oehlke indicated that the library would confirm whether or not this practice is in compliance with public meeting law. The CBAC report will be shared with board members in advance of the March 14 meeting.

SAFETY AND SECURITY UPDATE

Ms. Oehlke shared an overview of library efforts over the last few years in terms of safety and security. This included hiring a Safety and Security manager, installing new cameras, providing training for staff, creating the position of library safety officer (LSO) and hiring several LSOs. Ms. Oehlke introduced Don Allgeier, director of Operations, and Chris Linn, Safety and Security manager, to speak further on the subject.

Mr. Allgeier shared that Mr. Linn has been with the library since August 2014 and the library has made great strides during his leadership. In terms of the library's security unit, the library currently employs five LSOs and works with three security vendors to provide additional coverage. These include DePaul, Northwest Enforcement and the Multnomah County Sheriff's Office. The Central Person-In-Charge (PIC) coordinator is a new position that has been operating at Central Library. The library's Facilities and Logistics unit also provides support.

Mr. Linn thanked Ms. Oehlke, Mr. Allgeier and the LAB for the opportunity to provide an update on safety and security efforts. Much of the library's focus in this area over the past year has been on staffing and training in order to enhance the library's overall preparedness to prevent and respond effectively to safety and security incidents.

Mr. Linn related that he would share information about the specific positions and roles that have been created, training that is underway and additional efforts that are in progress that the library anticipates completing in the next few months. Dave Ratliff, Central Library director, will then provide a brief update on the work of the crisis worker at Central Library.

The library's greatest emphasis has been on the creation of the role of the library safety officer position. The five LSOs currently employed by the library work primarily at the Belmont, Gregory Heights, Gresham, Hollywood and North Portland libraries. They started in July 2016. The group of positions is designed in the long term to be able to provide systemwide support to the library. This is a hands-off position; the emphasis is on prevention of safety and security concerns, largely by relationship-building with patrons and staff.

Mr. Linn shared a visual representation of the LSO uniform design. The uniform is designed to create a clear visual identity without necessarily adhering to the traditional law enforcement design. The intention is for it to be something that patrons find approachable.

There has been discussion about exploring other colors as well as enhancing the front of the shirt so that the name bar states the officer's name and position while still maintaining an approachable appearance.

Mr. Linn discussed additional support provided by facilities security officers, who are employed by the Multnomah County Sheriff's Office, as well as support provided by DePaul and Northwest Enforcement.

The Central PIC coordinator works 20-24 hours per week as the PIC at Central Library, responding to and assisting patrons with security concerns. This position will have a critical role in PIC training for others who will work in that role at Central as well as at other locations. This is still a relatively new effort. The position started in November 2016.

The aforementioned efforts have achieved the key positive impact of establishing a heretofore unrealized consistency of safety and security support throughout the system.

In the area of continued learning, PIC training has expanded from a four-hour class to a two-and-a-half day session that is more comprehensive. Three areas in particular that have been expanded focus on physical safety, behavior rules and the interpretation of and response to those rules. The training offers participants opportunities to practice responding to different scenarios and situations, with a debrief that includes recommendations and further discussion.

Additional efforts include the following:

- Staff can participate in personal safety training, facilitated through a contract with Empowered.
- The library is working with county IT to develop a centralized incident reporting platform to communicate with more people, enhance analysis capability and allocate resources appropriately. This is expected to launch in April.
- Behavior rules are being reviewed and potentially revised.
- Mr. Linn has been participating in the recent initiative of the county to assess safety and security needs across the county's buildings and services.

Mr. Ratliff provided an update on the efforts of the crisis worker at the library. This project began about a year ago. Susan Voss-Rothmeier is at Central Library 30 hours per week. She tours the building looking to see if people need help. During the past year, she and her back-up colleague have assisted approximately 660 individuals and participated in about 1100 conversations.

The most common situations involve helping patrons access basic needs (food, clothing, shelter) as quickly as possible. Ms. Voss-Rothmeier and her colleague also help people access mental health and health care, explore options for long term housing and provide employment assistance.

Mr. Ratliff shared specific examples of several patrons who have been served through the crisis worker project and are now experiencing more stable living situations.

There followed a discussion concerning emergency preparedness. The county is focusing on this broadly and the library is participating in those efforts.

There followed a discussion regarding the LSO's work schedules. They work a fixed schedule; officers work at least two closing shifts at their primary locations. The library will be better able to analyze the impact of the LSO position after more time has elapsed.

Ms. Oehlke thanked Mr. Linn for all of his work for the library and library staff.

THE LIBRARY FOUNDATION (TLF)

Laura Fay reported that TLF continues its fundraising efforts. The Library Foundation has received significant positive feedback about the Everybody Reads program. Tickets for the author lecture on March 9, 2017 are \$15. Ms. Fay encouraged LAB members to attend. The lectures are recorded and an audio archive is kept. This year's book, *Evicted*, by Matthew Desmond is definitely resonating with the community.

FRIENDS OF THE LIBRARY (FOL)

Matt Berning and Michael Rasko reported on the tree branch that fell during the winter storm and broke through the window of the FOL gift shop at Central Library. Today only, the store will be open early for LAB members.

Over the last several months, FOL awarded Library Outreach Services with a \$10,000 grant for large print books.

Upcoming FOL events include:

- February 28, 2017: Friends and Family Night at McMenamins Market Street Pub, 5pm-close
- April 21-24, 2017: FOL Spring Sale at the Doubletree Hotel in the Lloyd district. Literary trivia will take place Saturday night. All educators get 50% off. Volunteering is encouraged.

GOOD AND WELFARE

None reported.

Vice-Chair Weldon adjourned the meeting at 8:37 am.

Respectfully submitted by:

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Caitlyn Purcell, senior office assistant
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