

**Agenda      Public Meeting: Policy Group Committee**

Location: Tuality Health Education Center, Classroom A | [335 SE 8th Ave, Hillsboro](#)

Time & date: Thursday, March 28, 2019, 10:00 am – 12:00 pm

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10:00	<b>1. Call to order &amp; introductions</b>	Holmes
10:05	<b>2. Consent agenda</b> [motion/vote] 2a. Minutes from the February 2019 Policy Group meeting 2b. WCCLS staff report	Holmes
10:10	<b>3. Presentation from County Counsel re: public meeting law</b>	Tattersall
10:30	<b>4. Demonstration of new events calendar</b>	McShane
10:45	<b>5. Verbal reports</b> 5a. Central Storage 5b. Core Competencies Subgroup 5c. Consistent criteria for giving General cards to Youth Subgroup	Trice Doman Calkins Holmes
10:55	<b>10 minute break</b>	
11:05	<b>6. <a href="#">From Awareness to Funding</a>, OCLC Report</b> [discussion]	Tattersall
11:40	<b>7. Strategic planning update</b>	Tattersall
11:55	<b>8. Important announcements</b>	Holmes
12:00	<b>9. Adjourn</b>	Holmes

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**WCCLS Policy Group Guiding Principles (adopted in August 2016)**

- We care about providing quality customer service
- We define quality customer service as reliable, consistent, friendly, and competent service at local and countywide levels both for internal and external customers
- We care about being good stewards of public resources
- We care about building community and relationships
- We care that Washington County libraries are vital and relevant

**2019 Meeting Dates and Locations**

**Policy Group**

April 25	Garden Home Community Library
May 30	Cornelius Public Library
June 27	Tigard Public Library
July 25	Hillsboro Brookwood Library
August 29	Tualatin Public Library
Sept. 26	Sherwood Public Library
October 31	TBD
November	<i>No meeting</i>
December 5	WCCLS

**Executive Board**

April 24	Clean Water Services
May 22	City of Tualatin
Sept. 25	City of Hillsboro
Nov. 20	City of Forest Grove

All Executive Board meetings are 1:15 pm – 2:15 pm

**Minutes** Meeting: Policy Group  
**DRAFT** Location: Hillsboro Brookwood Library, Board Room  
2850 NE Brookwood Pkwy, Hillsboro

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### **Attendance**

Aloha Community Library: Terri Palmer  
Banks Public Library: Denise Holmes, Chair  
Beaverton City Library: Glenn Ferdman  
Cedar Mill Community Libraries: Peter Leonard  
Cornelius Public Library: *absent*  
Forest Grove City Library: Colleen Winters  
Garden Home Community Library: Molly Carlisle  
Hillsboro Public Library: Stephanie Chase  
North Plains Public Library: Will Worthey  
Oregon College of Art and Craft Library: *absent\**  
Sherwood Public Library: Adrienne Doman Calkins, Vice-Chair  
Tigard Public Library: Teresa Ferguson  
Tualatin Public Library: Jerianne Thompson  
Tuality Healthcare Library: *absent\**  
West Slope Community Library: Veronica Eden  
WCCLS: Lisa Tattersall  
Guests: Crystal Trice, Karen Muller, Ruth Osuna  
\* Non-public libraries share one vote

### **Call to Order, Introductions, Additions to the Agenda:**

Holmes called the meeting to order at 10:02. No additions to agenda. New Deputy County Administrator for Washington County, Ruth Osuna, attended to learn more about libraries in Washington County.

### **Consent Agenda:**

Chase motioned to adopt the Consent Agenda, as modified. Doman Calkins seconded the Motion. Passed.

### **Report from WCCLS Executive Board:**

Tattersall reported that the Executive Board recommended the proposed budget to the Washington County Board of Commissioners.

The Executive Board voted to eliminate the processing fee, effective March 1. WCCLS Automation will do the work in Polaris to turn it off tomorrow, with email following. Tattersall will remove the processing fee from the Washington County fee schedule. Policy Group discussed that this change includes not waiving the overdue fine for lost materials, but libraries can still negotiate fees with patrons and use discretion to waive fines. WCCLS staff will draft necessary policy changes for the next Policy Group meeting.

The Executive Board appreciated receiving an update about online fine payment, and will examine six months of data at their April meeting.

### **Polaris Leap:**

Polaris Leap will be available for staff to use in June, with Staff Wi-Fi. There's currently no offline mode or RFID integration for Leap. Libraries will still need to have staff client on at least one workstation in each library.

Members requested that WCCLS staff to research what it would take to be able to use Leap at outreach (e.g. Farmer's market library card signups). They also asked if WUG could brainstorm internal uses for Leap at libraries.

### **School Access Team (SAT) update & discussion about school partnerships:**

The goal of the SAT is to have a one-stop-shop internally to handle work from member libraries with school initiatives; it is an internal response team. Members requested the School Initiatives one-pager as a PDF to share with stakeholders. Members expressed a desire for WCCLS to communicate at a high level with school districts about things they should know (e.g. no juvenile fines).

Members shared local school initiatives and challenges. Common initiatives include working with individual schools to provide teacher training or student programs, library tours, classroom visits, Oregon Battle of the Books support, and after school program support. Common challenges include not enough staff time to do more partnership work and busy school district staff.

A Policy Group subcommittee is working to develop consistency on how libraries give General cards to youth.

### **Renewal limits, automatic renewals, and ALA's "Resolution on Monetary Library Fines as a Form of Social Inequality":**

- Members discussed other data they want to gather before having a bigger discussion. WCCLS staff will gather data from other library systems.

- Temperature check was positive about continuing discussions regarding exploring eliminating library fines in future

#### **Review of on-going/upcoming work and planning future agendas:**

- Coalition of Communities of Color report next steps: Invite an Oregon Humanities facilitator/speaker to a Policy Group training, not at a regular business meeting.
- Next steps from the Policy Group retreat: Chris Trani will come back to do two sessions.
  - 1) How to have difficult conversations, building on the work done in the retreat with the DISC assessment
  - 2) Practice those skills with a facilitated discussion around accountability, perhaps this summer
- Policy Group subcommittee is working on how libraries give General cards to youth.
- Core Competencies subcommittee will convene on Friday, March 29.

#### **Strategic planning update:**

- Please fill out the survey; deadline is next Friday, March 8. The survey includes a section on committee effectiveness.
- Coraggio Group is completing 25 one-on-one interviews with Washington County executives, Executive Board members, some Policy Group members, and community partners.
- They will develop an insight report based on what they learn through the interviews and survey, which will be shared at the strategic planning retreat on March 19. Thirteen member library staff (one from each library) and thirteen WCCLS staff will attend the retreat, from various work groups and roles.
- A 7-member strategic planning committee will then convene to work on strategic directions.
- We may have focus group meetings to share out iterations of the plan for continuous feedback.

#### **Important Announcements & Round-the-Table Sharing:**

- WSL: Manager Veronica Eden is retiring March 29, 2019
- TUL: Hired new Access Services Supervisor
- BCL: Converting computer classroom to a makerspace and adding three study rooms
- SPL: Adding power/data in some new spots in the library with Pool 2 funds; beginning Stage 2 of Library of Things, including a public survey
- TPL: Reinvigorate teen space; adding video games and “binge boxes” to their collection; hope to open their local history room to the public
- GHF: Permit was approved, and demolition started last Friday
- CML: Bethany annex is in the permit phase; Comcast is ahead of schedule, thanks to Sylvia Lee for her work on this
- NPPL: The North Plains City strategic plan includes expanding the library

- ACL: Now has Wi-Fi in the Community Room, thanks to Josh Chilcott

#### **Task review**

- WCCLS staff work on P&Ps related to processing fee elimination
- WCCLS Automation staff will research possibilities for using LEAP for outreach
- WUG will research internal library efficiencies with LEAP
- Tattersall will send the School Initiatives handout to Policy Group after it is posted on the Extranet
- The WCCLS School Access Team will consider developing county-wide messaging for school staff
- WCCLS staff will gather more data and research about renewal limits for the April Policy Group meeting
- Tattersall will email data about removing juvenile fines at WCCLS to Policy Group

**Adjourned: 12:02 PM**

*Submitted by Crystal Trice*

# What's Happening at WCCLS?

March 2019

## Administration

- Currently interviewing for Senior Financial Analyst position
- Working with Coraggio on strategic planning process – Thank you for sharing your insights through the survey and interviews!
- Kicking off the “OCAC Epilogue” team to help transition the Oregon College of Art and Craft out of WCCLS. The team includes Dan Kelley, Amy Emery, Cassie Franks, Marie Martin, and Crystal Trice. Lisa Tattersall is product owner of this scrum team
- Budget preparations are complete
- Finalizing Summer Reading partnerships and renewing Cultural Pass to Adventure venue partnerships

## Automation

**ILS Staff** continue research on Polaris LEAP for implementation in June; working on the cross-functional work group teams: BiblioCore Operations, Student Access Team, OCAC; working with Garden Home Library on Polaris changes for their expansion project; working with committees on Polaris Core Competencies and policies and procedures

**Cataloging staff** continue work on the BiblioCore Operations workgroup; continuing with Authority control work; the vendor has announced they will be closing soon and we will begin the process of writing specifications for a new vendor; started recruitment process for Cataloger; OLA TSRT activities

**Reports staff** are creating, revising, and modifying reports for library staff; working with ILS and Network staff to troubleshoot issues

**Web staff** continue to work on the BiblioCore Operations workgroup; working on: Art of the Story and Summer Reading webpages; Extranet archiving improvements; implementation of BiblioEvents – training with BiblioCommons staff and member library staff; reviewing vendor website for website service performance monitoring product; working on additions and changes with the Cultural Pass software

**Network staff** implemented rollout of staff wireless access with configuration for each library and responding to Helpdesk staff wireless tickets; co-location: migration of services and hardware to be done with brief off-hour interruptions; research for supporting LEAP implementation; working with member libraries: Cornelius Library, Bethany Annex, and Garden Home for Comcast and/or wireless network installation; Envisionware upgrades are almost complete; continuing with software and hardware replacement and maintenance; software updates and performance issues; completed trial period of software for web-services monitoring

## Collections & Adult Services

### The audiobook boom

Audiobook checkouts in OverDrive/Libby have grown 58% over checkouts from just one year ago. Digital audiobook use is growing commercially and in libraries, and it helps that Libby is regularly recognized as a top-tier app overall. For instance, it was recently featured among Time’s best apps of 2018: <http://time.com/5475374/best-iphone-android-apps-2018/>. New “always available” collections will help meet this demand in the future.

### Thank you, online support teams!

The Ebook Troubleshooters and Discovery & Account Support Heroes (DASH) do incredible work helping patrons every day with ebook and catalog questions. In February, the two teams answered a combined 233 questions through LibAnswers, and since the launch of BiblioCore, the two teams have handled 2,043 questions total!

### Hashtag your booklists

Hashtags aren’t just for social media. You can use them in your BiblioCore booklists, too! We are encouraging all staff to include hashtags at the end of their booklist descriptions, just like in Instagram posts. If staff use the hashtag #wccls and then a hashtag for their local library, it makes it much easier to search for and filter staff-created booklists. Once staff at

your library are all using the same hashtag, you can then link to hashtags to display a complete list of lists! Check out [#WCCLS](#) and [#TigardLibrary](#) for live examples.



GENERAL RECOMMENDATIONS

## International Women's Day 2019

Staff-created list

March 8 is International Women's Day—a day to celebrate women's social, cultural, economic, and political achievements while also acknowledging the challenges they continue to face in the quest for gender equality. The 2019 theme, #BalanceForBetter, runs all year and emphasizes the essential role that gender balance plays in thriving communities and economies. How can you forge a #BalanceForBetter this year? Check out the titles on this list for some inspiration! #WCCLS #TigardLibrary

By:  Tigard RachaelH  
Washington County Cooperative  
Library Services

### Ask WCCLS Anything: BiblioCore Edition

WCCLS gets such great questions from library staff about the BiblioCore catalog that we wanted to find a way to share the answers with everyone! The “Ask WCCLS Anything: BiblioCore Edition” webinar on April 5 will be our first attempt to gather these questions and answer them in a format available to all staff. Anyone can attend the live webinar or watch a recording. Any and all BiblioCore questions are welcome (big or small!) and you can submit your questions at <http://bit.ly/AWABiblioCore>.

### Courier

- Courier sorted and transported 264,731 items in February.
- Staff at Griffin Oaks has racked the warehouse, providing vital storage space for Outreach. Personnel also organized the SpaceSaver shelving for the implementation of the Central Storage Program. This program provides off-site storage for Washington County Libraries.

### Outreach & Youth Services

#### Youth Services

- **Trauma-Informed Care & Libraries:** Library industry specific Trauma-Informed Care modules and resources are now available on the [Extranet](#). Bryce Kozla has also created a presentation “Becoming Trauma Informed: Why Should We Care?” and is available to give this presentation at member library staff meetings.
- **Summer Reading Shared Values:** YSC finalized their [Summer Reading Shared Values](#) document. These shared values will be considered when making decisions about how to support member library staff in regards to the summer reading program.
- **Early Literacy brochures** are now available in Simplified Chinese, Traditional Chinese, Vietnamese, and Arabic, in addition to English and Spanish.

#### Multicultural Services

- **Día promotion:** Print pieces for the celebration of Día (Children’s Day/Books Day) have been distributed and are available on the [Extranet](#).
- **Leading with Race and County DEI work:** WCCLS staff continue to attend meetings and engage with community partners in developing specific action plans.

#### Homebound Services

- **Older Adult Behavioral Health Committee:** Cynthia Peterson is a member of this newly formed Department on Aging and Veteran Services CHIP (Complete Health Improvement Program) committee.

