

Agenda Public Meeting: Policy Group Committee

Location: Tigard Public Library | [13500 SW Hall Blvd, Tigard, OR 97223](#)

Time & date: Thursday, June 27, 2019, 10:00 am – 12:00 pm

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|-------|---|------------|
| 10:00 | 1. Call to order & introductions | Holmes |
| 10:05 | 2. Consent agenda [motion/vote] 2a. Minutes from the May 2019 Policy Group meeting 2b. WCCLS staff report | Holmes |
| 10:10 | 3. Central storage policy [discussion & possible decision] 3a. Policy document Optional background about central storage <i>If this policy is approved at today's meeting, WCCLS will begin offering central storage to all libraries starting July 1. If we require further discussion before making a decision, central storage will be offered to all libraries at a later date, after the policy is approved.</i> | Holmes |
| 10:20 | 3. Strategic planning [discussion] <ul style="list-style-type: none">• What are you most looking forward to about the new plan?• How can we positively prepare ourselves for change?• What do you need from WCCLS to be local advocates for the plan? | Tattersall |
| 11:00 | 5. Art of the Story Festival [discussion] 5a. Report on the 2019 Festival | Tattersall |
| 11:30 | 6. Announcements and sharing | Holmes |
| 12:00 | 5. Adjourn | 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

July 25 Hillsboro Brookwood Library
August 29 Tualatin Public Library
Sept. 26 Cornelius Public Library
October 31 WCCLS Admin
November No meeting
December 5 WCCLS Admin

All Policy Group meetings are 10 am – 12 pm

Executive Board

July 24 Tualatin Valley Water District: 1:15 – 3:00 pm
Sept. 25 City of Hillsboro: 1:15 pm – 2:15 pm
Nov. 20 City of Forest Grove: 1:15 pm – 2:15 pm

What's Happening at WCCLS?

June 2019

Administration

- WCCLS paid for the countywide Homelessness Training Institute (Ryan Dowd), with a total cost of \$4,200, or approximately \$29 per participant. Some staff feedback: *"I loved the [Ryan Dowd] training! Thank you so much for offering it! I learned a lot that will benefit my work--not just with individuals experiencing homelessness but also improving relationships with all patrons, my coworkers, etc. I also really liked the opportunity to meet and chat with community partners before it started."*
- 2019 Art of the Story Festival featured 14 public events with 16 storytellers, attended by 1,475 people. Survey feedback from 299 attendees reported a 4.6 rating out of 5 for events.
- 2019 Summer Reading Sponsorship: secured \$2,418,820 of in-kind support for WCCLS & LINCC summer reading programs (free advertising and donated incentives)
- [Cultural Pass to Adventure](#): added two new venues in June – World of Speed Motorsports Museum and Oregon State Parks.



Automation

Cataloging and ILS: Preparation for the new Cataloging Librarian starting on July 15! Working with CAS staff on MARC records for online products. Continued preparation for Polaris LEAP – includes demonstrations at committee meetings and training materials. Preparing for end of year Polaris Acquisitions Rollover.

Network and Reports: Working with Bethany Annex, Garden Home and OCAC on network hardware installation or de-installation. Network infrastructure: traffic shaping testing and implementation; improvements to patron authentication for online products; upgrading the Crystal Reports server; upgrading wireless network software; new filtering method – documentation for COMPUS written and distributed; multiple new servers staged in preparation for migrating to software upgrades for virtualization platform. Working with staff on the installation of the Crystal Reports upgrade including testing the new software; working in the Data Quality WUG subcommittee on reports; preparing for the State Library reports.

Collections & Adult Services

By the Numbers

- 2,699 adults registered for Summer Reading and the WCCLS Reads newsletter
- [200 always available audiobooks added to OverDrive](#)
- 60 Instagram followers who liked [our picture of rainbow cupcakes from the County's Pride Month proclamation](#)
- 8 libraries visited by Digital Engagement Assistant, Kaitlyn, as she builds a collection of photos for sharing on Instagram
- 2 finalist candidates interviewed by Cassie on a panel for the Orbis Cascade Alliance Manager position

Courier

- Courier processed and delivered 283,006 items in May. Survived the first heat of the summer with a well-stocked freezer of ice-cream and cool WCCLS t-shirts.
- New process of running small crew for a few hours on the Memorial Day holiday worked very well to eliminate backlog and delays in materials circulation. Feedback from libraries was positive and we were able to make small changes to the process to better serve our libraries going forward.



Cross-functional Teams

OCAC Team Epilogue: Over 11,000 books from the OCAC collection were accessioned by 29 library and non-profit organizations!

Outreach & Youth Services

Youth Services

- Teen Read Week Author Talk: Renée Watson has been scheduled for author talks at Beaverton City Library, North Plains Public Library and Sherwood Public Library in October during Teen Read Week
- The [Oregon Battle of the Books web portal](#) is updated for the 2019-2020 school year
- WCCLS sponsored Summer Reading Performers have been selected, scheduled, and are ready to go!

Multicultural Services

- Día de los niños / Día de los libros: Survey feedback from member libraries indicate Día program attendance was up by over 85% from last year. [Ten libraries offered Día events](#). The Latino Services Group is discussing plans for next year in their June meeting.

Homebound Services

- Staff shared the following story from a caregiver: “[Homebound Patron] absolutely loves the program. [She] loves to read but has macular degeneration. Audio books are perfect for her situation as her condition also hinders watching movies. She thanked us profusely.”

Washington County Census 2020 Complete Count Committee

- Stephanie is the WCCLS representative on this committee. Please let her know about any local efforts or support needs.

Pride 2019

WCCLS was very proud to join our Washington County colleagues in our first-ever Portland Pride Parade on June 16.



DRAFT WCCLS Central Storage Policy

POLICY

WCCLS provides limited storage space at the central Courier warehouse for certain types of materials belonging to member libraries (“Central Storage”). This allows member libraries to optimize use of their local spaces.

BACKGROUND

As WCCLS member libraries have grown, there is a need for more storage space for collections and programming materials.

REGULATIONS

Member libraries may can utilize Central Storage space by preparing materials according to Procedures. This includes individual items that circulate from Central Storage and grouped items in totes.

Member libraries agree not to keep individual items and/or totes in Central Storage for more than two years without use.

~~Individual items stored in Central Storage will circulate with WCCLS COOP as the assigned branch. For statistical purposes, these items will not be counted towards the owning library's circulation statistics. They will be counted towards WCCLS' circulation statistics.~~

Items assigned to Central Storage will be given priority in filling hold requests.

Acceptable types of items to store individually include books, audio, and audio-visual materials. Items must fit on a standard library shelf. Do not store items that are not typically shipped through the Courier. When needed, WCCLS staff will determine whether or not an item format is acceptable for storage.

Member libraries are responsible for checking contents and condition of individual items circulating from Central Storage. WCCLS staff does not check individual items.

Central Storage will store items as space allows.

GUIDELINES

Member libraries can contact Central Storage at centralstorage@wccls.org for special projects such a library remodels or expansion projects, as space allows.

History

Drafted by Central Storage Development Team 05/08/2019

Approved by WUG [MM/DD/YYYY06/13/2019](#)

[Updated by WCCLS Manager 06/18/2019](#)

Approved by Policy Group MM/DD/YYYY

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APRIL 27 – MAY 4, 2019

15th Annual Festival

Art of the Story

A Washington County Cooperative Library Services Event

Attendance:

The festival attracted an audience of 1,475 (up from 1,408 the prior year).

Survey Feedback/Comments from 386 attendees:

- 4.7 approval rating out of a high of 5
- Sense of community, welcoming relaxed environment, storytellers and sharing, great program!
- It is a series of very sweet nights centered around wonderful entertainment
- The stories, the tellers! Different cultures - diversity!



Beaverton Library Auditorium - Adult Story Slam - Standing Room Only



Beaverton Library - Adult Slam Contestants - 5 Local Tellers

What Attendees Liked Best About Festival:

- "The quality of the storytelling – it brings me back every year!!"
- "Music & story together – superb!"
- "Loved it all; the variety & diversity of voices especially"
- "Very well organized. Tellers were fantastic. Can't wait for more."
- "My grandsons & I saw the Reverend & LOVED it!"
- "Free, very good value and great cultural experience."
- "Held in my neighborhood!"
- "loved having the teen along with the professionals!"

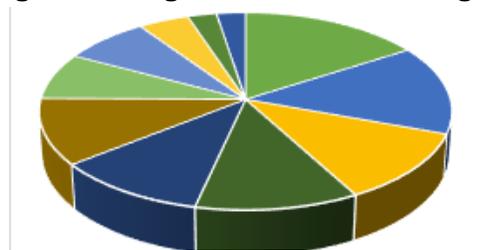
What Could We Improve:

- "Better microphone"
- "have extra entertainment while we wait"
- "softer seating?"
- "Spread the word."
- "More social media presence."
- "circle chairs instead of lines for better stage vision"
- "provide bigger venue" "more seating"
- "can we have a wine bar?"

Festival attendees by Library Use:

- 31% Beaverton Libraries
- 26% Hillsboro Libraries
- 20% Cedar Mill & Bethany Libraries
- 13% Tigard Library
- 11% Garden Home Library
- 10% Multnomah County Libraries
- 7% North Plains Library
- 6% Forest Grove Library
- 4% Tualatin Library
- 4% West Slope Library
- 4% Banks Library
- 4% Other
- 3% Aloha Library
- 3% Cornelius Library
- 2% Sherwood Library
- 1% Clackamas County Libraries

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- 25% Friend or Family
- 12% Librarian
- 23% WCCLS festival poster or flyer
- 12% WCCLS website
- 18% WCCLS newsletter
- 7% Arts Guide
- 18% Other
- 4% City Newsletter or School
- 17% Local City/Library Website
- 4% Social Media
- 17% Newspaper



4 of the 6 tellers at the Festival Finale - ACMA Auditorium

Top 5 preference for future stories:

1. Humorous (74%)
2. Real Life (57%)
3. Historical (47%)
4. Adventure (47%)
5. Native American 39%)

2019 Festival Budget:

Grants & Contributions = \$ 14,032
In-kind product & Services = \$ 14,333
 Total Festival Budget = \$ 28,365

2019 Festival Partners:

- 12 WCCLS member libraries WCCLS
- Regional Arts & Culture Council Member
- Library Friends Groups
- Pamplin Media Group
- Recology
- Courtyard by Marriott
- Arts & Communication Magnet Academy
- Sherwood Center for the Arts
- Walter's Cultural Art Center
- Washington County Depart. Health - Disability, Aging & Veteran Services
- Jessie Mays Community Center
- Reedville Catering
- Tualatin Hills Park & Rec District



Cynthia Butts - Older & Wiser Teller Showcase - Elsie Stuhr Center

14 Venues & 16 Storytellers:

Hosted countywide by twelve WCCLS member libraries, 2 Cultural Arts Center, 1 senior center and 1 high school. Ten exclusive adult shows, three for adults and children ages 6+ and two bilingual English/Spanish shows. One student story slam for grades 8 – 12. Approximately 90% adult audiences at most events (ages 40 – 75). Tellers: Rev. Robert Jones, Sr. (Detroit), Jasmin Cardenas (Chicago), Kelly Hoffman and Lawrence Howare (Portland), Adult Story Slam contestants: Janet Liu, Patrick Gannon, Sakar Raman, Norina Beck and Mike Devenney and Student Story Slam contestants: Aishwarya Marathe and Grayson Wright. New this year - the Older & Wiser showcase featured local tellers Cynthia Butts, John Wylder, Janis Collins, Chuck McConnel and Frances Hunter.



Jessie Mays Community Center - Rev. Robert B. Jones, Sr.