

**Agenda      Public Meeting: Policy Group Committee**

Location: Cornelius Public Library | [1370 N Adair St, Cornelius, OR 97113](https://www.wccls.org/locations/cornelius)

Time & date: Thursday, January 30, 2020, 9:30 am – 12:00 pm

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9:30	<b>1. Call to order &amp; introductions</b>	Doman Calkins
9:35	<b>2. Consent agenda</b> [motion/vote] 2a. Policy Group minutes from December 2019 2b. WCCLS monthly report for November 2019 2c. WCCLS monthly report for December 2019	Doman Calkins
9:40	<b>3. Update: Committee Pause team work so far</b>	Trice & Van Deman
10:10	<b>4. Update: Levy work so far, and what's next</b>	Tattersall
10:25	<b>5. Break</b>	
10:35	<b>6. Discussion: Circulation Transaction Policy</b>	Doman Calkins
11:30	<b>7. Discussion: recent issues with thefts</b>	Doman Calkins
11:45	<b>8. Announcements and sharing</b>	Doman Calkins
12:00	<b>9. Adjourn</b>	Doman Calkins

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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

**2020 Meeting Dates and Locations**

**Policy Group**

February 20	Hillsboro Brookwood Library – Board Room
March 19	WCCLS
April 23	Tigard Public Library
May 28	Garden Home Community Library
June 25	Jessie Mays Community Center (North Plains)
July 30	WCCLS
August 27	Banks Public Library
Sept. 24	WCCLS
October 29	Hillsboro Brookwood Library
December 3	WCCLS

Policy Group meetings may run from 9:30 am – 12:30 pm or 10:00 am – 12:00 pm, depending on the agenda for the month.

**Minutes** Public Meeting: Policy Group  
**DRAFT** Location: WCCLS Office | Room 258, 111 NE Lincoln St., Hillsboro  
Time & date: Thursday, December 5, 2019, 10:00 am – 12:00 pm

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### **Attendance**

Aloha Community Library: *absent*  
Banks Public Library: Denise Holmes  
Beaverton City Library: Glenn Ferdman  
Cedar Mill Community Libraries: Peter Leonard, Vice-Chair  
Cornelius Public Library: Karen Hill  
Forest Grove City Library: Colleen Winters  
Garden Home Community Library: Molly Carlisle  
Hillsboro Public Library: Stephanie Chase  
North Plains Public Library: Robin Doughty  
Sherwood Public Library: Adrienne Doman Calkins, Chair  
Tigard Public Library: Halsted Bernard  
Tualatin Public Library: Jerianne Thompson  
West Slope Community Library: Kristen Thorp  
WCCLS: Lisa Tattersall  
Guests: Crystal Trice, Katie DuBrutz

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

Doman Calkins called the meeting to order at 10:03 am. No additions to the agenda. Group welcomed new West Slope Supervisor, Kristen Thorp.

### **Consent Agenda:**

Holmes motioned to adopt the Consent Agenda for September and October. Chase seconded the Motion. Passed.

### **Update: WCCLS Executive Board - Budget Timeline**

Tattersall shared changes that were presented to the Executive Board in November.

### **Update: WCCLS Executive Board - Pool 2**

The Executive Board voted on and approved allocation of Pool 2 funds this year. It has been added to the Board of Commissioners Consent Agenda for December 17.

### **Discussion: Circulation Transaction Policy**

Circulation Transaction Policy was updated and approved by CircUS and WUG, however there are some significant policy changes re: the number of renewals included that Tattersall wanted to bring to the Policy Group to discuss before signing off. Chase expressed concerns about the “withdrawal of library privileges” section of the draft policy. Discussion ensued about the pros and cons of pushing the policy through, approving it in part, or reviewing it further at a later date. Consensus was to have Tattersall, Leonard and Doman Calkins discuss further and bring options to the table in January.

### **Status update: Committee Pause Process**

Trice gave an update and shared a timeline on the committee pause process. Overall feedback has been positive, as members are committed to moving forward. Once all committees are paused, Trice will begin the next phase of working with the Pause Team and Committee Pause Reps to formulate a process and prototype for committee work in the future.

### **Discussion: WCCLS Help Desk Support and Staff Re-org**

Tattersall presented information regarding the evolution of the Help Desk through the years. Adopting the Strategic Plan and re-organizing WCCLS staff means many processes are being reviewed. Tattersall is taking this opportunity to evaluate the Help Desk. Feedback was requested from the group and shared. Tattersall advised she will continue to share information as this evaluation moves forward.

### **Update: May 2020 Library Local Option Levy**

Tattersall shared that polling for the local option levy is complete. Topline results will be shared at the next County Board of Commissioners work session, which all are invited to attend on December 17.

Tattersall also informed the group that photoshoots and a levy stakeholder meeting are both in the works.

### **Discussion: Planning Policy Group Meetings Thru 2020**

Due to time constraints, Doman Calkins tabled this discussion until the next meeting.

### **Announcements and Sharing:**

- SPL: Began circulating board games this week
- NPL: Changed black and white printing charges - instead of a fee, donations are suggested at printer. Thus far, intake remains the same.
- HPL: A new Outreach Coordinator position has just been hired.
- GHL: Annual Holiday Bazaar is this week and Board members will be in attendance.

- TPL: Changed library hours on December 1. A new Youth Services Supervisor was just hired. Implemented a new patron incident tracking system.
- BCL: Working with a local architecture firm on space planning
- FGL: Attended a beneficial workshop on library space planning in Multnomah County.
- COR: Outreach Coordinator attended library marketing seminar in Chicago and brought back great new ideas
- TUL: Will host local fourth graders to sign up for cards and receive a free book, supported by the Library Foundation.
- Cedar Mill: Head of Adult Services Department is retiring December 20
- WCCLS: Have received 90 applicants for Department Communications Coordinator position.

**Adjourned: 12:02 PM**

*Submitted by Katie DuBrutz*

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# WCCLS Monthly Report: Position and Values | November 2019

## Funding

We secure and distribute the primary funding for countywide public library service.

- Lisa Tattersall presented to Banks City Council and Sherwood City Council about WCCLS' governance and funding structure.

## Infrastructure Support

We provide technology and logistics support to ensure equitable access to library materials and services.

- [We celebrated one year of our new catalog](#). Some significant digits from our first year with BiblioCore: 80,814 registered users; 3,428,122 catalog searches; 4,227,120 visits to the catalog; 5,097 lists created.
- Our new Delivery Clerk, Tyler Thacker, started on December 2. Tyler is originally from Colorado and is thrilled to be living in Oregon!



## Direct Service

We provide services to the public that are more effectively delivered at a county level.

- Planning for the [2020 Art of the Story Festival](#) is underway. The festival is tentatively scheduled for April 18 through May 9, 2020.
- Cynthia Peterson attended the annual [Washington County Family Caregiver Conference Conference](#), an empowering event to honor and support unpaid caregivers of older adults. She provided information about library resources, including the [Homebound Services program](#), [memory kits](#), and [brain exercise materials](#).

## Marketing & Communications

We develop and deliver messaging that drives awareness of the value that WCCLS and libraries provide to their communities.

- Send a supportive [tweet](#) or ["like"](#) to the WCCLS Social Media Team! The new team includes staff from three workgroups at WCCLS and will help maintain digital engagement with the public until a new Marketing & Communications Team is in place in 2020. The team includes PJ Bentley, Amy Emery, Mariko Kershaw, and Bryce Kozla.



## Leadership & Training

We identify common goals and provide training resources to ensure a consistently exceptional patron experience.

- As a member of Reforma Oregon, Martín Blasco assisted with the planning of the [Oregon 2019 Mock Pura Belpré Award](#) event, held on December 7. This event helps raise awareness of the importance of more quality children's literature written and/or illustrated by Latino authors.

## Values-in-action

*Accountability, Collaboration, Inclusion, Innovation, Stewardship*

- **Collaboration:** WCCLS partners with Community Action and Early Learning Washington County to provide the [Books for Kids/Libros Para Niños](#) program. This initiative, co-led by United Way, was created to ensure that every child is prepared for Kindergarten by delivering mobile libraries to childcare providers in Washington County. A recent note from a participating childcare provider shared: "I loved the professional book of this tub, because it ... was about divorce. I read it just [in] time as [the parents of] one of the kids I'm taking care of ... are going through a divorce and I'm able to help the family, especially the kid, during this hard transition."

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## Funding

*We secure and distribute the primary funding for countywide public library service.*

- WCCLS and all 13 member libraries received Ready to Read Grants from the State Library of Oregon for 2020. The funds will be used for early literacy programs and to support summer reading for children and teens.
- WCCLS welcomes Michael Clark as our new Senior Financial Analyst. Michael has an MBA and a Master's in Library Science! He is working on a PhD while also teaching undergraduate accounting classes. Michael has been with the County Housing Department for one year, and previously worked at the City of Portland and Portland State University.



## Infrastructure Support

*We provide technology and logistics support to ensure equitable access to library materials and services.*

- WCCLS financially and logistically supported the attendance of 3 member library staff to attend the [Guadalajara International Book Fair](#) in Mexico to acquire Spanish-language materials for 7 member libraries. High-quality Spanish titles can be hard to acquire in the United States, so trips to Guadalajara help us deliver quality library collections to Spanish readers.

## Direct Service

*We provide services to the public that are more effectively delivered at a county level.*

- WCCLS users set a single-month record by checking out 73,447 [ebooks](#) in December! We continue expanding our digital collection to meet the demand of local readers.

## Marketing & Communications

*We develop and deliver messaging that drives awareness of the value that WCCLS and libraries provide to their communities.*

- The next [Art of the Story Festival](#) is scheduled for April 18 - May 9, 2020, with the finale event taking place in the 600-seat Beaverton High School Auditorium. The featured professional storytellers will be Diane Ferlatte (with musician Eric Pearson), Steven Henegar, and Paul Jarrobino.

## Leadership & Training

*We identify common goals and provide training resources to ensure a consistently exceptional patron experience.*

- From October through December, WCCLS committees held their final meetings before the "committee pause" was implemented. They met to reflect on what they've accomplished over the years, and share their hopes for what a restructure will bring.

## Values-in-action

*Accountability, Collaboration, Inclusion, Innovation, Stewardship*

- **Inclusion:** Looking to connect more Spanish speakers with our collections, WCCLS promoted Spanish-language film collections ([DVD's](#) and [Kanopy streaming video](#)) through ads in Pamplin Media Group publications, the English- and Spanish-language websites for WCCLS, and on [our Spanish-language Facebook page](#).

