Agenda   **Public Meeting: Policy Group Committee**
Location: Cornelius Public Library | 1370 N Adair St, Cornelius
Time & date: Thursday, September 26, 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 July 2019 Policy Group meeting 2b. WCCLS monthly report for August 2019	Holmes
10:10	3. **Policy Group Vice-Chair/Chair-Elect** [motion/vote]	Holmes
10:15	4. **Discussion: Distributing Online Fine Payment Revenue** - WCCLS will provide a handout at the meeting	Tattersall
10:30	5. **Discussion: Next steps for WCCLS committees**	Tattersall
11:15	**Break**	
11:25	6. **Update: May 2020 levy** - What we know so far, what to expect	Tattersall
11:35	7. **Discussion: Retreat in October**	Tattersall
11:50	8. **Announcements and sharing**	Holmes
12:00	9. **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
October 17   Retreat at Jenkins Estate
November   No meeting
December 5 WCCLS Admin

All Policy Group meetings are 10 am – 12 pm

Executive Board
Nov. 20   Clean Water Services: 1:15 pm – 2:15 pm

WCCLS Monthly Report: Position and Values | August 2019

Funding

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

- The Washington County Board of Commissioners have targeted May 2020 for when the Library Local Option Levy will be on the ballot. The current Levy will expire in June 2021, and provides 40% of WCCLS funding.
- WCCLS applied for a 2020 Ready to Read Grant from the State Library to support the importance of play in learning and development at member libraries.

Infrastructure Support

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

- Staff prepared over 20 individual statistical reports and instructions with WCCLS data that our member libraries need to complete the required State Library of Oregon annual report.
- Tuality Healthcare Library permanently closed on August 12. Thirteen WCCLS staff worked to close the library efficiently and successfully, completing over 150 discrete tasks.

Direct Service

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

- Kanopy has expanded their collection of The Great Courses, and overall usage continues to grow. Users enjoyed over 12,000 films and series in August.
- 5,651 people registered for Adult Summer Reading, a 29% increase over 2018. Survey highlights: "It was fun! I liked showing my kids that I was doing the program with them." "It was so fun to get an interesting email every week! I'm surprised how sad I am that it's over!"

Marketing & Communications

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

- WCCLS promoted Mango Languages on social media and saw the number of hours spent on Mango double from the previous month!
- Marie Martin created two timely pages for the WCCLS website: 7 Free Library Card Perks You Should Know About and Celebrate Hispanic Heritage Month.

Leadership & Training

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

- Lisa Tattersall presented a webinar to member library staff about our new WCCLS strategic plan.
- Katie Anderson created a 10-minute training about Libby for library staff to share with teachers.
- Three WCCLS staff members have begun leadership roles with the Oregon Library Association.

Values-in-action

*Our values are: Accountability, Collaboration, **Inclusion**, Innovation, Stewardship*

Homebound staff mail and recommend books, serving approximately 380 county patrons who cannot visit the library in person. Some patrons return their mail bags with special notes of thanks. Marilyn called her bag "The Green Pouch of Literal Literary Happiness". These deliveries help patrons feel part of WCCLS's vision for a curious, engaged, and literate community where everyone is welcome and thrives.

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Minutes   Public Meeting: Policy Group
DRAFT   Location: Hillsboro Public Library Brookwood | 2850 NE Brookwood Pkwy, Hillsboro
              Time & date: Thursday, July 25, 2019, 10:00 am – 12:00 pm

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Attendance
Aloha Community Library: *absent*
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: Linda Osuna, Stephanie Chase
North Plains Public Library: Eric Danko
Sherwood Public Library: Adrienne Doman Calkins
Tigard Public Library: Halsted Bernard
Tualatin Public Library: Jerianne Thompson
Tuality Healthcare Library: *absent*
West Slope Community Library: Terisa Brown
WCCLS: Lisa Tattersall
Guest: Crystal Trice

Call to Order, Introductions, Additions to the Agenda:
Holmes called the meeting to order at 10:02. Danko volunteered to be timekeeper. No additions to agenda.

Consent Agenda:
Loenard motioned to adopt the Consent Agenda. Thompson seconded the Motion. Passed.

Discussion: "You saved" receipt message
In the Policy Group May meeting, members discussed the idea of sharing the monetary value of checkouts with patrons. WUG discussed this Polaris feature, recommending it to Policy Group for review. Tattersall reviewed the agenda handout, which summarizes the feature. The group suggested the feature be turned on August 12.

Discussion: Budget for FY20
Members shared their library's top three projects or priorities for FY20, as well has how their budget compared to previous years.

- TPL: refreshing technology room to be more modular, auditing all public-facing technology to determine replacement needs, increasing staff development budget significantly
- HPL: kicking off Tiny Branches today, implementing digital makerspace at Shute Park soon, starting new "Readables" collection with lower-literacy, popular titles
- SPL: adding tools to Library of Things (including hot spots), diversifying large print and youth services collections, adding new formats for youth talking books, replacing public computers and adding OPAC and content creation station, programming with 3D printer, adding new self-checkout in Children's section
- FGL: planning 110th anniversary in October, finishing some strategic plan objectives (space evaluation, Library of Things). Slight increase to materials budget.
- GHL: improving the Annex with a desire to start renting it out, writing a grant for technology upgrades, improving staff and board orientation and training
- ACL: strategic planning, huge emphasis on fundraising, internal equity team
- COR: hiring and maintaining staff, trying to get to "normal" with workflows and procedures in a much bigger space, establishing reliable routine of programs so that they are able to put more energy into special programs
- NPPL: creating dedicated shelving space for world language materials, upgrading staff machines, strategic planning
- WSL: making the front area of the library more welcoming, replacing furniture to be more flexible
- CML: figuring out how to manage Annex, evaluating software for online meeting reservations, looking at staffing models and classifications, upgrading PCs. Additional funding from Jumpstart for the Annex.
- BCL: converting computer classroom to makerspace, evaluating space for additional meeting rooms, weeding Ready Reference collection and then moving it to circulating collection, working with Hatfield School Fellow from PSU to help develop a DEI program, hoping to implement a coffee service.
- TUL: converting area of the library into a makerspace, refreshing furniture in children's area, and stepping up outreach. Voluntarily reduced collection budget to help fund makerspace.
- BAL: replacing staff and public computers, continue implementing strategic plan, celebrating 100 year anniversary of the City of Banks, working more with the schools. Available funds are down.

Discussion: WCCLS Strategic Planning Update
- The plan was approved at yesterday's Executive Board meeting!
- Executive Board members were positive about the plan and process, and understand how the elements of the plan work together.
- Kudos to Leonard for sharing strategic imperatives in an engaging way

- Coraggio launched a conversation with the Executive Board about how they would like to function as a board moving forward. They discussed onboarding, helping elected officials know more about the library, the purpose of the Executive Board, and the desire to be a focus group to bounce ideas off of before going to the public
- We will explore a joint meeting with Policy Group and the Executive Board in future
- Next steps for strategic planning include writing a short narrative to accompany the plan and a webinar for member library staff about the strategic plan.

Discussion: Committee Housekeeping
A Policy group retreat in October will focus on conversations about change and/or conflict, facilitated by Chris Trani. More details to come.

The Vice-Chair nominating committee will be Holmes and Doman Calkins this year, to simplify the process.

Lynda/LinkedIn discussion
Members discussed the privacy concerns raised by ALA in recent weeks. Tattersall shared that WCCLS is staying in contact with our LinkedIn representative and other library systems to monitor this concern. WCCLS is also working with the vendor to ensure that authentication will be secure for patrons.

Adjourned: 11:58 AM

Submitted by Crystal Trice