

**PLD Fall Directors' Meeting**  
**Tigard Public Library**  
**Friday, September 22, 2017**  
**9:00 – 2:30**

**Update from State Librarian - MaryKay Dahlgreen**

- Beneath the Dome DVD from State Library – has a box of DVDs for libraries to add to their collections. If you take one, please write down that you took it.
- Douglas County Library System – 8 of the libraries reopened, most with volunteers. Effort to having combined activities – Library2Go, ILS, sharing a courier. A lot of tension between the communities. Roseburg will work with the ESD, the county is giving the building to the city. Things are much more hopeful. Drain is going to create a Library District.
- Wallowa County – was under fire from county commissioners. They are going to try and go to voters for a county-wide library district. Ruth Metz has been hired to work with them. Will include unincorporated areas.
- Fall City (CCRLS) – City Council has voted to withdraw funding from the Fall City Public Library. Looking at passing a local option levy or forming a library district. Schools want to keep it going.
- Legislative Session – Good session, great testimony. All the money got added back in to the Ready to Read grant. Originally \$500K was taken out, but all was put back in. Due to advocacy with those on the government outreach committee, etc. and Katie Anderson and all her work with outcomes. Thank all your youth services staff. And thank your legislators. Katie Anderson is joining WCCLS as a youth services librarian.
- Jessica Rondema is joining the Oregon Dept. of Transportation on October 5. Two openings now. Ross Fuqua from WCCLS is joining the State Library as the Data & Federal Programs Consultant (LSTA grants and hounding us for public library stats) on Monday, 9/25. Two new librarians joining the State Library – Natalie Grant (outreach librarian) and new electronic services librarian starting in mid-October.
- State Library – relocating to new space. State Library staff will be moving to 1<sup>st</sup> and 2<sup>nd</sup> floors since the Governor's state policy staff is moving to their current space.
- Two people from state library sent to the national book festival using a LSTA grant.
- Staff working very hard on creating a new State Library website. Working on architecture right now.
- Talked to Jeremy Skinner/Curry County – were affected by the fires. Brookings Library was evacuated a few times.
- Woodburn Public Library – door count has decreased. Serves a large Hispanic community and many are avoiding the library and other community places due to increase in ICE activities. Be thinking about these issues as we try to continue to be the most welcoming place in the community.

## **OLA and Legislative Update - Buzzy Nielsen, OLA President**

- Cascade Locks Library reopened after being closed for 2 weeks due to Eagle Creek fire.
- Thank you to the OLA Board last year – very challenging year due to threats to RTR and intellectual freedom.
- Legislative Committee – when legislators hear from us, it works. Reason RTR was fully funded. Reason the house voted to fully fund LSTA. Does have to pass the Senate. We will be calling on you to contact your senators. All our national delegation supports LSTA. There was a bill to require public libraries to allow tutors to use their meeting rooms for free. Did not pass.
- Time to renew the IMLS grant. We will be contacting you soon to contact your legislators.
- OLA Lobbyist – Nan Heim – with us since 1979. She is retiring this year. At the OLA Board October meeting they are approving a contract for Amanda Dalton, from Dalton Advocacy. Comes highly recommended from Nan and state legislators.
- Intellectual Freedom Committee – won the Gerald Hopkins Legislative Award from ALA this year for their Tuesday topics. Kudos to this committee.
- Legislative Agenda is OLA's core values statement – adopting at next board meeting to address questions from membership about federal government happenings.
- OASL Fall Conference – highly recommended. Held at Jesuit.
- OLA Conference April 18-22 at Eugene Hilton. Partnering with OASL again this year. Saturday OASL conference highly successful last year. Theme – many points of life, one bright future. Using Libraries of Eastern Oregon theme.
- OLA is trying to reach out to libraries we don't often hear from – rural libraries, small libraries, etc. May 16-18 – OLA's first leadership institute, will be held in Pendleton. Funded with LSTA money. Looking for mentors to work with these new leaders.
- State Library is offering grants to match scholarship grants for attending different OLA units.
- OBOB – has started.
- OLA Website – plans for redoing the site this year.
- OLA Board Retreat – discussed NW Central and how it's underutilized. Goals this year to work with NW Central and pull out/feature some of the great content they have.
- OLA – looking for smaller projects to get people involved with OLA to develop interest in getting involved on committees.
- Many OLA units are working at holding their meetings around the state. Really want to hear from everyone around the state. Use GoTo for all their meetings, so you can attend virtually.
- OLA Quarterly – Buzzy is editing the issue. Small libraries, big ideas is the theme. Deadline is September 25. Need more proposals.
- Support Staff – we don't hear from these voices very often. We want to get them more involved. Would like to get a support staff to run for President of OLA.
- No Legislative Day this year – done every other year.
- Oregon Library Passport Program Statistics – program working well.

- Oregon Authors Website – being transferred to Ooligan Press at PSU, as a partnership between these two groups.

### **Dolly Parton Imagination Library - Pat Duke, Wilsonville**

- Opportunity to roll out program to rural libraries in Oregon. For counties less than 100,000 population.
- Program will mail out a well selected book every month for free to children ages 0-5. These children receive 60 books for free before they enter Kindergarten.
- Turnkey program for a community. Spend a few hours a month cleaning up the database and paying the bill. Dolly Parton organization takes care of the rest.
- In Wilsonville, 800 kids signed up for it. Have 1300-1400 kids in Wilsonville under the age of 5.
- Opportunity in Oregon (funded by a local family foundation, the James and Shirley Rippee Foundation) – Cost is \$25 per year per child (12 books mailed to a child per year). Funding will cover half the costs for three years, so cost would be \$12.50 per year per child. Pat working to see if they would extend beyond 3 years. Other organizations can help out too – Early Learning Hubs are getting involved, Kiwanis, local rotary club. Starting a road trip tomorrow – Newport, Hood River, Burns, Paisley, Grants Pass and Myrtle Point. Family is from Coos County. Hoping to expand program to other rural areas in the state (such as the Willamette Valley).
- Send Pat a note if you want to attend and talk with Pat about this program. Reach out to Pat if you have any interest at all.
- Libraries promote it to get kids and families signed up for program. You enter the names (or just approve if they enter online). Libraries get an updated list of those who have moved. Wilsonville has a volunteer who manages the database from home. High security, information is not used for anything else. Not allowed to solicit funds from those families either. Very easy to administer.
- Question – is there a way to help families with insecure living situations take advantage of it? Wilsonville makes the address the library and the books end up in Pat's box. We put the books behind the circ desk and contact the families until they have a permanent living situation.
- Question – does anyone limit enrollment? A: a better strategy is to start smaller with geography, starting with certain zip codes, for example.
- Wilsonville – started with his local Kiwanis group. Took 8 months to get funding in place. Had commitments for 4 years on the day he launched. Knew he had some longevity built in. Then they could focus on enrollment and take that to future funders to extend sustainable model. Trying to talk to as many groups as possible to get involved.
- Question: are the books in other languages? Short answer – some books are bilingual. Relatively small number, but they are starting to add more titles. World languages cost more money, so hard to negotiate costs down. But looking to add bilingual titles (not monolingual languages, such as Spanish).
- 501 C3 status is required to be a funder.

- Wilsonville: Kiwanis group funds the program through their 501c3 (not the 501c4 arm). Got funding from Xerox and Rippee Foundation as well. Local dentist contributed \$5,000 and does \$100 per month for the last 5 years.
- Question: any outcomes based statistics? Many communities are capturing outcomes based stats and peer reviewed research is being done. Wilsonville will be talking with the school district superintendent to expand these into schools/partner.
- Question: how many communities do this nationally? A: 1800 communities, mails 1 million books per month. Dollywood Foundation partners with Penguin for the books. Question about Dollywood going to Guadalajara Book Festival to acquire bilingual/monolingual books in Spanish. Difficulty has to do with costs of the books. Program in England and Canada now, want to expand to other countries. Down the road, it could be possible we could get books in other languages.
- Question – wordless books? Focus is to help with families with low literacy or learning a new language.
- Return address label is whoever is sponsoring organization (Kiwanis, etc.).
- The database has different levels of logins that allows permissions.
- Database can't be used for anything that doesn't support the program. Database exists to get books in kids' hands. You would contact regional director and ask for permission to promote programs, etc.
- There are some strong rules around this program from Dolly Parton, including her personal brand.
- There are academics who are doing studies to see impact on students as they enter school. But is there anything happening locally in Oregon? There are local communities that are tracking this with their school districts. You need to work with your school district.

#### **Group Discussion – Libraries and the Opioid Crisis: What affects are we seeing?**

- If you live in a state who has BCBS coverage, you can get Narcan.
- A few have had overdoses in the library.
- Libraries seeing increase in facing issues they don't have training in.
- Larger conversation in how staff respond to emergencies. Tigard regularly practices Code Adam, and has training on how to use AED units. People struggling to find stable housing is an issue, goes hand in hand with drug and alcohol abuse. What sort of support and follow-up do we provide staff after an incident? How do we support our staff?
- One attended a Narcan training – not difficult to administer.
- Employee Assistance Program (EAP) through county helped one library whose staff witnessed a death in the library.
- Police Chief informed Cornelius staff that individuals can be violent after administering Narcan.
- EAP – can provide help with meeting with staff on dealing with stressful situations – patrons dealing drugs in library, bringing weapons in and threatening staff.

- Town hall Kirsten (Driftwood Public Library) attended on opioid crisis – libraries have adapted their policies based on situations of city council, etc. Some cities decide only law enforcement and EMTS will handle, others decide to provide training on Narcan, etc.
- Emergency Training – good to do 1-2x/year. Some staff will never feel comfortable in an emergency situation. Newberg does training at least 1x/year. Evacuation practice good too.
- Discussed need for an OLA Training on responding to emergencies. Leah Griffith (Newberg Public Library) willing to work with someone on this for an OLA session or a preconference session. Maybe bring in another outside resource – EAP, etc. Tory DeYoung at special districts is a good resource.
- Facebook group on Libraires and the Opioid Crisis is helpful.
- CPI – Crisis Prevention Institute
- Different buildings respond differently to different situations. Oregon City developing a little flip chart/tool at staff desks on what to do in particular situations.
- How to share with other city departments and other libraries (repeat behavior issues with particular patrons).
- Hillsboro has coordinated with their Shute Park branch, Aquatics Center, Senior Center, etc., information on who has been trespassed, etc. Also have staff they share between Parks and Rec and library.
- Some mentioned they've learned to nip problem behavior in the bud, more proactive now. Balance making other patrons feeling uncomfortable/scared, the 99% who follow the rules.
- MIX use agreement in Washington, Multnomah and Clackamas counties – allows us to share information between counties. If someone has committed a crime or been trespassed, this is okay to share.
- Hillsboro has great relationship with mental health dept. of police for Shute Park branch.
- Washington County Sherriff – staff vehicles with Sherriff's deputy and mental health worker. Successful at some libraries, some not.
- Be aware of what facility it is the police will take a person to. Could be the ER or the jail, as opposed to a mental health facility.
- If it's a mental health issue, make sure you keep ADA in mind.
- Make sure your staff understand what your behavior policies are (e.g. if someone is talking to themselves, etc.)

### **Libraries and service to those in poverty - Kate Schwab, Chair of OLA Outreach Table**

- Leads on individuals and libraries doing outreach/serving these communities.
- What topics would attendees like covered?
- Serving patrons and serving patrons who have insecure housing.
- Some libraries have developed courtesy cards/relaxed proof of address requirements.
- Some libraries have governing bodies that prohibit no proof of address.

- WCCLS just eliminated fines on juvenile materials. Youth card just instituted where parent signature is not required.
- Cornelius has also seen drop in attendance and check out of Spanish materials.
- Crook County and Driftwood considering getting rid of fines on all materials.
- How do you talk to your governing bodies about eliminating fines? Starting with juvenile collections is a good start. Some libraries it costs more to collect fines. Other libraries put out donation jars and get more money that way. Sometimes the fear of fines is the barrier.
- In Crook County (Deschutes too) – don't charge for lost items that are 2 years or 3 years old (items they would withdraw anyway).
- Tualatin – looked at data and compared to cardholders, including children, who weren't using the library due to fines or blocked cards.
- Does anyone get any feedback from parents about teaching responsibility to kids? Usually it's those without kids who have issues with this.
- Would like to see if anyone from a library where their entire county is in poverty. Ex: Jefferson County (Madras, etc.).
- Question came up: how are we of service to communities who are struggling?
- What are we trying to do? Are we being welcoming or being good stewards of taxpayers?
- There's also a large number of communities who are underserved in rural communities. Can't use the library for free due to not paying taxes.

**Group Discussion – Instituting new collections for new language populations: When and how?**

- WCCLS – Early Learning Hub received an LSTA grant and worked with Beaverton City Library to purchase books in languages of immigrant communities. Working with those populations to get the word out. Went to different community groups and wanted to find out their experiences with the library and what they would like to see. Parents wanted books on American parenting styles. Parents want to self-educate themselves. Another important thing that came from those meetings was a need for more wordless books.
- Now working with Hillsboro Libraries on the second grant to institute similar program.
- How do you select for a language where the staff don't speak the language? WCCLS worked with community leaders to assist with this process, which was helpful.
- Developing relationships with those communities is essential.
- Leah brought up the question of how to access libraries who have world language collections when they just have 1-2 families needing materials? ILL? Most smaller libraries don't have the larger populations to have the budgets to support this. Sometimes they just want a bunch of picture books in a specific language – not an ILL request by title.
- Put out requests on LIBS-OR.
- Crook County – have a small Spanish speaking population. Looking into putting free libraries in smaller neighborhoods that speak Spanish. Driftwood Public Library doing

this to reach areas of the community that aren't coming to the library. Several libraries are sponsoring little free libraries.

- Some libraries are reaching out to their school's translators to get a sense of the languages spoken in the community.
- Some libraries are using info from school districts on numbers of languages spoken at home and matching that against circulation statistics.
- Newberg – not comfortable to those 18K surrounding her area that aren't paying taxes without charging for a library card. They do give all kids a free library card. Also looking at allowing checkouts of 1-2 items to give people a taste of the library to see if they are interested in paying for a library card.

**Group Discussion – When to say no, when to say “not now”: Managing demands for time as directors and libraries.**

- If you have a strategic plan, helps with saying yes to things that meet that and no to others. Also have a lot of people involved with the strategic planning process, so others can see one person can't take this on by themselves.
- “With me” volunteering – asking someone to help with something instead of delegating all of it.
- Program at OLA on value of belonging to service organizations like Rotary, etc. Good for other staff members to see it's not only a role for the library director.
- Many library directors have served on their rotary club boards, many as president.
- What are our staff's expectations of our jobs? Sometimes it's attending meetings, coffees, lunches.
- Making your calendar available to your staff helps. Also sharing with your staff what you are doing on various OLA committees, etc. Helps combat the impression that you are never there.
- You don't have to join everything at the same time.
- Okay to say I'm willing to commit to this for 1 year, up to 3 years.
- Be mindful what you commit to timewise.
- Some library directors are expected to serve on these committees, some as part of their job descriptions.
- Passing on authority to other staff members.

**Wrap Up**

- Spring Directors' Meeting? Will have in late winter/early spring. Early March?
- Doodle poll will be sent out with possible dates and where to hold it.

Meeting ended at 2:30.