

**Salem Public Library Advisory Board  
Wednesday, October 17, 2018**

Nick called the meeting to order at 5:32 p.m.

**CALL TO ORDER**

**Members present:** Francine Boulosa, Bill Distad, Harry Iwatsuki, Louise Newswanger, Sigrid Olsen, Lois Stark, Nick Wood

**ATTENDANCE**

**Members absent:** Jeff Skrysak (excused), Callen Sterling (unexcused)

**Guests:** Carol Voeller (Friends of Salem Public Library)

**Library staff members:** Lilly Gamaney, Sarah Strahl

None.

**APPEARANCE OF  
INTERESTED  
CITIZENS AND  
PUBLIC COMMENT**

Minutes were reviewed for September 12, 2018. Nick moved and Lois seconded that minutes be approved. Motion carried unanimously.

**APPROVAL OF  
MINUTES**

**INFORMATION  
ITEMS**

Nick said that he sent an email to the Salem Public Library Foundation Board to let them know that LAB will make motions on donations requested at the previous meeting once a financial report is obtained from library staff. Nick said he has been researching laws related to public boards and commissions and will share about this at the next meeting.

**Chair's Report**

Sarah explained about several email attachments she sent to the group for their review ahead of the current meeting, which included information sheets and news articles about other libraries' fee structures and strategic planning. Sarah explained that there is an open on-call part-time recruitment for Library Assistant III's to support the collaborative service model. Sigrid complimented the social skills of staff working at service desks. Louise said that she likes the new collaborative service desk model. Sarah confirmed that the old Ask Here Desk (known in the past as the Reference Desk) is scheduled for removal. Sarah said this new approach is designed for patrons to get the help they need at their first stop, noting that the previous model resulted in many patrons being routed from desk to desk searching for the help they need. Sarah noted that this model will also allow staff to roam the building to help patrons in the stacks, at self-check machines, and while they wait in line to check out. Bill asked if staff are expected to stand at the new collaborative service desk during their shifts. Sarah explained that staff alternate between shifts on the desk (standing) and work at their desks (sitting). Sarah confirmed that staff are still answering calls from the Reference option on the phone tree as usual. Nick asked if there is any news on a resolution to the ongoing WiFi outage problems. Sarah said that library leadership will be meeting later this week with City IT leadership to discuss the deeper infrastructure issues and pursue solutions to the WiFi outages. Francine asked if the upcoming weeding project is geared toward clearing space on shelves. Sarah said no, but that with any moves, library collections may be coming back to a reduced footprint. Sarah noted also that lower shelves are good for patrons,

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staff sightlines, and security. Francine asked about deaccessioned items and if there will be limits to what can be brought to any temporary location. Sarah explained that some things are likely to remain in storage on-site and that library staff are working on plans for how items may be called up from storage if requested by patrons during the seismic project. Sarah said she will invite City engineering staff to the November meeting to address some of the more technical questions. Carol asked if asbestos could affect construction. Sarah said this is an unknown factor and that the progressive design build approach is designed to address these kinds of issues. Lois reminded that she is on the subcommittee for the architect/design part of the seismic project to represent the LAB.

Carol shared that the recent Friends Fall Book Sale was a great success, with more sales than last year. Carol said that the special November/December holiday raffle is coming together.

**Friends Report**

Lois shared that Salem Reads planning is ongoing. Lois said that the SPLF Board will have a three-hour strategic and long-term planning retreat next week.

**Foundation Report**

None.

**TAB Report**

**DISCUSSION ITEMS**

Lois reminded the group that at the June 2018 meeting, they approved a motion to allocate funds to offset the cost of one year of metered parking in the library parkade on Saturdays, estimated by the LAB group with the materials and data available to them at \$8,000. Nick said that when the LAB group received more exact costing figures from City staff for this proposal at a later meeting, the revenue for Saturday parking for one year was \$14,000 or a difference of \$6,000. Sarah confirmed this.

**Free parking proposal (Lois)**

Lois asked Sarah to talk more about options for automated parking in the library parkade. Sarah said that such a system will have benefits over the current model, including the ability to take credit cards and other forms of currency other than quarters. Sarah also noted that this approach could allow for parking validation to be offered to library users. Sarah noted that a completely fee-free parking structure could result in overcrowding from non-library users. Harry brought up the idea of contracting with a vendor who would install and own the parking system and take a percentage of the earnings. Francine mentioned that some people don't have credit cards. Lois and Sigrid reminded the group that this original action was considered as a thank you to the voters for approving the bond measure. Sarah clarified that while the LAB can choose to thank voters for their support of the bond measure, any projects officially endorsed by the City cannot contain or convey this kind of political messaging. Lois agreed that this makes sense and suggested refining the motion from the June 2018 LAB meeting to six months of free Saturday parking rather than one full year of free Saturday parking. Nick noted that the automated solutions are just an idea at this point and that the City has not officially agreed to go this direction even if LAB moves to allocate funds for implementation of automated parking solutions. Sarah added that Norm Wright (Director, City

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of Salem Community Development) is supportive of the idea, but that deeper discussions across departments of the City will be required to fully map out this or any similar parking fee proposal. Lois said that by offering free parking on Saturdays for a set period of time, library staff will be able to compare usage statistics on free and paid parking days and hopefully show an upward trend in use. Sarah said that data have already been collected both anecdotally and through the Orangeboy community survey to show that parking fees are a considerable barrier for users. Sarah said that there is the additional issue of instituting a short-term free parking initiative and then taking it away, noting that this could further frustrate patrons around the parking issue. Francine suggested two hours of free parking on Saturdays during the busiest times. Sarah noted that there are no data available to determine the busiest timeframe for Saturdays. Louise noted that a several-hour window may also confuse patrons if it's not advertised properly. Sigrid said that she is concerned that automated systems will create traffic jams in the garage and surrounding streets. Lois said she is concerned that the LAB is not using its resources to give back to the community, but that she is in support of an automated solution that would involve parking validation for library users. Sarah said that for the next LAB meeting, she will try to bring an answer from City leadership about their willingness to support and pursue the automated solutions and parking validation for library users. Lois moved to rescind the motion made at the June 2018 LAB meeting regarding free parking on Saturdays. Nick seconded the motion. Francine asked if non-users abuse the free parking that library staff arrange for big library events like the End of Summer Reading Club Carnival. Lilly noted that these free parking times are not advertised, so any non-library user would not be aware of it unless they drove by and saw the sign while searching for parking. The motion passed unanimously. Lois asked if Norm could attend the next LAB meeting. Sarah said she would invite him.

**MOTION: Rescind parking motion made at June 2018 LAB meeting**

Sarah said that she is working on a resolution to bring before Salem City Council to remove all fines and fees from library operation. Sarah talked about the main issue of lost revenue, noting that discussions are ongoing with City Finance and Legal staff regarding the definition of revenue. Sarah explained that this is a direction many peer libraries are headed. Sarah explained that this was also an outgrowth of the library's previous resolution to remove fees and fines for youth collections. Sigrid asked what the incentive is for patrons to return items under such a model. Sarah noted that libraries usually solve for this issue by instituting more proactive messaging to patrons that a return date is approaching or has passed, as well as maintaining the ability to charge patrons for items deemed lost. The group discussed general pros and cons of such an arrangement and indicated that this is a direction they support.

**Library fines (Sarah)**

Sarah noted that the next step for this proposal will be to conclude discussions with Finance and Legal regarding revenue and to draft the actual resolution. The group agreed that they want Sarah to bring a draft of a proposal for full removal of fines and fees to the next LAB meeting for review.

Sarah asked if LAB members would be willing to review and evaluate

**Oregon Mayors**

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Salem homeschool children's entries to the Oregon Mayors Association's "If I Were Mayor For a Day" contest. Sarah said that entries are due in January 2019 and that the LAB group would have until a date to be determined in March 2019 to review entries.

Lois moved that the group review homeschool entries. Bill seconded. Motion passed unanimously.

**Association's "If I Were Mayor For a Day" contest**

**MOTION: Review entries to Oregon Mayors Association's "If I Were Mayor For a Day" contest**

Louise noted the need for a retreat for LAB members to work on outstanding issues and goal-setting. Nick suggested scheduling this retreat to coincide with any consultation sessions on the strategic planning process (see Strategic Plan discussion below). Lois advocated for some LAB-specific retreat time. Harry advocated for some involvement during any LAB retreat, noting that they have valuable perspective. Sarah propose that both could be possible with part of the day devoted to LAB-only activities and other portions of the day devoted to combined LAB-library staff work.

**LAB retreat (Louise)**

Sarah gave an update on the Strategic Plan process for SPL, noting that work needs to be done on SPL's mission, vision, and values statements. Sarah suggested that a facilitator could be contracted to work with the LAB group, library staff, and other stakeholders to draft these statements and discuss future steps for strategic planning.

**Strategic plan (Sarah)**

**ACTION ITEMS**

The group reviewed a financial statement of their unrestricted funds to determine amounts for donations requested by SPLF Board at the September 2018 LAB meeting. Sigrid voiced concern that the SPLF Board may be expecting a \$5,000 donation every year now for Salem Reads. Nick noted that the LAB group could elect to donate a smaller amount this year. Sarah noted that these kinds of donations are a great way for boards to work together in supporting library programs and operations. Lois noted that supporting the purchase of scanning systems will affect a larger population than Salem Reads. Lois moved to donate \$4,000 to Salem Reads and \$10,000 to the purchase of scanning systems. Harry said that he talked to a staff member at a desk and this interaction convinced him that scanners are a good thing to spend money on. Sigrid and Francine seconded the motion. The motion carried unanimously.

**Donations to SPL Foundation Board**

**MOTION: Donations to SPLF Salem Reads and SPLF Scanner Project**

None.

**MISC BOARD ITEMS**

The next board meeting will be held on Wednesday, November 14, 5:30 PM, in the Board Room. The meeting adjourned at 7:17 p.m.

**NEXT MEETING & ADJOURNMENT**

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City Librarian's Report October 2018

### Staff News

We are hiring for PTE LA IIIs! We're taking a bit of a different approach than we have with past hirings. Also, we've been welcoming all of the interns hired by Karen Kinzie in September. The other ongoing recruitment is for a security officer as Garth Fullington is now enjoying his new role with our Community Development friends in Code Compliance. Library staff were all asked to provide feedback on how the Leadership Team, especially the City Librarians, can better engage and communicate across the board.

### Library Spaces

We are moving to a more collaborative service model and working to give our excellent service wherever the user is located in the library. The start of this project is the combination of the Ask Here and the Check Out service points. No longer will people wait in line at one desk only to find out they have to walk ten feet over and wait in line at a slightly different desk. This should add capacity for staff in addition to making our customer service model more user-friendly for the patrons on the 2nd floor. This change is the start of implementing collaborative services across the Main Library. It's already in full effect at West Salem Branch Library, which only has one service point for all customer service needs. This should help us be future ready for wherever we may be during the seismic project. To ensure that we can implement collaborative services across the Main Library and due to some timeframe needs from City partners like IT and Facilities this project is coming up quickly. It is being fast tracked and will help us prepare for our eventual move-out.

The Request For Proposal for Progressive Design Build contractors to work on the seismic project is live as of 10/10/18. You may have seen the Statesman Journal article from October 5th. The article will hopefully help remind people what the project is really focused on while also talking about why we moved to the Progressive Design Build (please refer to the August 2018 City Librarian's Report for more information on why we went that direction.)

### Wifi in the library

The library has recently encountered some challenges providing WiFi to our users. Even after hardware maintenance and upgrades, capacity is not up to what it should be. Over the past several years, WiFi use in the library has increased nearly 20%, year over year. City IT is looking into options to help us increase capacity and continue to provide this essential service infrastructure.

### Collections

What's next with Collection Development?

With the new Collection Development Policy in place, we will be ensuring our collection matches the vision and scope set forth in that policy, and that we are uniformly following its guidelines. In addition, with the upcoming renovation of the building, it is crucial that we take a comprehensive look at the entire collection before we move out to make sure we only move with us current materials in demand by our community.

While ongoing work is done to keep the collection up-to-date, looking at the entire collection in a compressed time frame is an ambitious undertaking. We will use industry standard tools such as the CREW manual and CollectionHQ data (including last circulation date, over- and under-stocked subject areas, etc.) in addition to factors set forth in the policy. These will guide decision-making and remove any outdated information, items that no longer circulate, and items in poor condition. Examples of the types of materials identified by these processes include:

- outdated information in areas of rapid change such as medicine
- superseded editions
- excess copies of previous bestsellers
- worn copies that need to be mended or replaced

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This type of collection maintenance also frees up shelf space for the constant arrival of new material, makes shelves easier to navigate, and identifies areas where we need to update or add new items. During this process, patrons may notice shelves looking more empty than usual while materials are being evaluated, replacements are being ordered, and items are being shifted. As per the Collection Development Policy, discarded items are offered to the Friends of the Salem Public Library for resale, benefiting the library's collections and programs.

The outcome of the thorough collection review will be a vibrant, current collection that meets the community's needs. It will also ensure we have informed data regarding collection size and needs as we start to do space and proportion planning with architectural input for the renovated library space.

### Events

October is monstrously full of special events for all ages!

Series Kick-offs include: **After School Adventures!** elementary STEM and arts programs held 4:30-5:30 Thursdays in the Story Rooms; **Fall Concert Series** targeted for adults, First Fridays through spring. Oct. 5 featured Pete Krebs and His Portland Boys Sextet. 2-3 p.m. Saturday 13, the annual all-ages **Halloween Costume Swap**.

12 -4 p.m. Monday Oct. 15, you are invited to the **West Branch Library Welcome Back Event**. Check out the improvements and enjoy refreshments and more!

10:15 a.m. and 11 a.m. Friday Oct. 19 **Signing Story Time** by author Dawn Prochovnic

All Day Saturday Oct. 27 **Salem Poetry Festival** events in Loucks.

3-5 p.m. Saturday Oct. 27, **Monster Mash-up Halloween House** created by the Teen Advisory Board for elementary-aged visitors in the Anderson Rooms.

4-6 p.m. Saturday Oct. 27, Library staff will be face painting and more at the annual **Police Costume Safety Event** at City Hall.

5 -6:30 pm Monday Oct 29 **you are all invited to the City Volunteer Recognition Event at the Library**

10:30 a.m. Wednesday, Oct. 31 **Preschool Halloween Party** in Loucks

7 p.m. Wednesday, Oct 31 **Hocus Pocus** movie in Loucks

### General Library News

New book-edge scanning stations, funded by the Salem Library Foundation have been delivered and are in the initial testing phase with IT. The scanning stations will be fully functional scanning/copying stations that are free to use unless customers need to print something. In lieu of printing customers can upload scanned documents to mobile devices, fax, USB drive, Google Drive, network folders, FTP, printer or email. Embedded in the software are many accessibility features like OCR compliant PDFs.

The patented design of the Book ScanCenter Elite protects the spine of the book from damage to extend its life. The book page lies flat on the glass, and the full image of the page is captured without distortion. The Book ScanCenter automatically crops, straightens and orients each page.

The system also protects privacy and confidentiality by only saving the scanning statistics and not any identifiable session information. Users can also password protect any scanned document and an additional authentication module can prevent anonymous emails from being distributed.

There are a few more details and setup questions to work through, however, we anticipate these will be ready for the public by sometime mid December 2018.

Finally, we've been rethinking the strategic planning process and will be bringing a broader discussion to the LAB at this October meeting!