

## Beaverton City Library Board Minutes

May 14, 2008

### Present:

Bob Becker, Chair  
Dick Colville  
Ann Doyle  
Dot Lukins  
Carl Teitlebaum  
Wayne Whitbeck  
Michele Caldwell, Circulation & Technical Services Division Librarian  
Linda Parker, Readers Services Division Librarian  
Darla Day-Parker, Administrative Assistant

### Absent:

Bruce Dalrymple  
Kimberly Hurd  
Ed House, Library Director

The meeting was called to order at 6:30 PM.

1. Read and approve minutes of April 9, 2008 meeting.  
The minutes were approved as submitted.
2. Public Forum:  
There was no public forum.
3. Council Liaison's Report:  
Bruce Dalrymple, City Councilor was not present. There were no issues for discussion.
4. Librarian's Report :  
*The Librarians report was presented by Linda Parker and Michele Caldwell in Ed House's absence.*
  - General Comments and Information:
    - The Summer Reading program will begin June 1. The theme for the Children's program is "Catch the Reading Bug". The theme for Young Adults is "Metamorphous". T-shirts displaying the Children's summer reading theme will be available for sale at the Library on June 1. The Friends of the Library are sponsoring the t-shirt sales and all proceeds will go to the Friends.
    - The Young Adult Division held a Teen Haiku Poetry contest. There were 381 entries and the winners were announced at the Teen Poetry Coffeehouse on April 30. Linda read the two poems that won first place.
    - Window blinds were installed over the clerestory windows on the east side of the building to alleviate the problem of direct sunlight shining into staff and patron's eyes, and causing glare on computer screens. An electric switch controls the window blinds so staff can raise and lower them as needed. The amount budgeted in this fiscal year paid for the installation of six sets of window blinds. The remaining windows will have blinds installed at a later date.
  - BCL & WCCLS statistical reports:
    - Beaverton's circulation for April 2008 was up 12% over April 2007.

- Beaverton's total collection holdings topped the 300,000 mark for the first time since several thousand "lost" (never returned) items were removed from the catalog a couple of years ago.
- Customer Service In-Service Day:
  - Linda and Michele reported the Customer Service In-Service Day, which all staff attended on April 25, was a great success. The focus of the day was to roll out the Library's new Customer Service initiative, A.C.E., and provide training on various aspects of customer service. The morning was spent with facilitator Lenny Borer working on internal customer service between library divisions; afternoon activities included presentations on communication, body language and how to say 'no' when working with customers. Linda and Michele shared the Beaverton City Library Customer Service Expectations poster (ACE) with the Board and told them staff had been given smaller cards to keep in their badge holders as a way to remind them to be sure they are meeting the (ACE) expectations when interacting with patrons.
  - Michele explained there are follow up activities staff is expected to complete by the end of summer. They include completing an online tutorial and questionnaire about Customer Service produced by the Houston (TX) library system and doing job shadowing of coworkers in other divisions of the library. Job Shadowing sessions will last 30-60 minutes and will give staff the opportunity to get to know coworkers outside their work group and see how customer service works in other parts of the library and how their job contributes to

- Children's Room Re-design Up-date:
  - Lile Movers will relocate the Children's collection and shelving on May 28 and May 29. During the remodel the entire Children's area will be closed off, but popular materials (paperback series, new books, DVDs, etc.) as well as a staffed Children's desk, will be set up in Meeting Room B for patron's to use.
- Approval of Policy: Use of Children's & Young Adult Rooms:
  - The changes to the policy were approved as written.

8. New Business:

- WCCLS Competitiveness report:
  - Linda reported to the Board that the librarians are placing material orders more frequently and are increasing standing orders as well as setting up standing orders for DVD's. She told the Board that the New Book Shelf area has been renamed and is now the New & In-Demand area and that we are expanding non-holdables (books & DVDs). She also said that non-holdables are non-renewable which allows materials to circulate at a faster rate. The Sizzler list is being monitored more aggressively and items that have many holds are ordered immediately.
  - Carl asked if the use of the Business Collection is monitored. Linda gave the Board a report of usage of the circulating business collections. The Reference Business collection has been integrated into the rest of the Reference collection upstairs and we have an excellent Business Librarian who is able to assist patrons in finding information and answering their questions.
- Annual User Survey:
  - Linda and Michele told the Board that the User Survey went well and progress was already being made on some of the program requests the public asked for. Linda replied that there are plans for a Chautauqua series, starting in the fall that will have three programs beginning with *Unique Oregon* in September. There will also be an Oregon Reads January – April 09 – *Stubborn Twig*—About Japanese immigrants in the Hood River area. There are also computer classes scheduled, and a book discussion group.
- Discussion on Ground Rules:
  - The Board decided to include the Ground Rules in the Library Board Notebooks.

9. Set Date for next Advisory Board meeting:

The next meeting is scheduled for Wednesday, June 11, 2008.

10. Call for Agenda Items for next Advisory Board meeting:

There were no new items.

The meeting was adjourned at 8:15 P.M.

Respectfully submitted by:  
Darla Day-Parker

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Approved by: Library Board Chair

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Date