

**Beaverton City Library Advisory Board
Meeting Minutes
October 12, 2011**

Present:

Ellen Brash Russell- Chair
Bob Becker
Howard Reeher
Carl Teitelbaum
Thomas Cutts
Catherine Arnold- City Council Liaison
Ed House, Library Director
Bernadette Donald, Support Specialist II

1. Read and approved minutes of September 14, 2011

- a. Minutes were approved as written.

2. Public Forum:

- a. There was none.

3. Council Liaison's Report: by Catherine Arnold

The community will vote on the Urban Renewal measure on November 8, 2011.

At the last Beaverton City Council meeting, the council approved the repair of the Main Beaverton City Library's roof. This project will include creating a slight incline and adding solar panels. The solar panels and temporary roof repairs will begin in the next couple of months. Currently, the City of Beaverton's Facilities and Building Maintenance group is researching what would be the best long-term design and material solution to replace the roof.

Questions:

Carl- How does the city sell the bonds for the Urban Renewal?

- A. That is to be determined. There are agencies that sell those types of bonds, but it will be awhile before there will be funds built up in the account to distribute. The support we received from the special districts is based on our commitment that our improvements will be highly likely to increase the value of the properties in the Urban Renewal area, and be completed within the 30-year time frame. In addition, we have agreed not to use the money for any big public centers or civic projects.

Bob- What will the solar panels be used for?

- A. The solar panels will be photovoltaic so it will be used to generate electricity and that electricity will be fed back into the grid. The City will receive a credit for the amount of electricity it generates.

4. Librarian's Report: by Ed House

Circulation Manager:

The Library Management Team has conducted interviews for the Circulation Manager position. As the preferred candidate currently lives in California, the interview was via telephone. The preferred candidate has been invited to visit the library on October 24, 2011 as an opportunity for her to gain a better understanding of our library and our community. We do hope to offer her the position, and we will begin the negotiation process after the visit.

Questions:

Bob- Is she currently working as a manager in a library in California?

A. Yes. She works in Pleasanton in Alameda County which is by Oakland, CA. She is working in a similar position as Michele Caldwell in managing both the Technical Services and Circulation departments.

Ellen- How big is the library she is currently working in?

A. The library used to be part of the Alameda County Library system, but they separated from the county to be independent. The population served is just the city population which is similar in size to the City of Beaverton; however, the Beaverton City Library serves not only the city but also a large part of the unincorporated area.

Library In-Service Day:

The Library had its In-Service Day September 22, 2011. According to the evaluations, this was the evaluated as the most well received In-Service Day ever offered. Previously, this event was organized and planned by the Library Management Team, but this year a staff committee organized and planned the day and programs.

Statistics:

Year-to-date, the Adult circulation has decreased at the Beaverton City Library (Main Library). In contrast, the Young Adult and Children's circulations have increased. In response, the Adult Services Manager is reviewing the statistics and trends to determine the cause for the decline. In comparing our circulation statistics to Cedar Mill, Tigard, and the Hillsboro libraries (our closest comparables), we noticed that their Adult circulation decreased as well. A definite reason for the decreased circulation has not been identified. One of the theories is that eBooks are becoming more popular. There is an increased trend county wide in the lending of eBooks.

Total circulation for Washington County Cooperative Library Service (WCCLS) increased by 1.96% for the month of September 2011; whereas Beaverton Libraries increased circulation by 4.00%, double the WCCLS average. The Murray Scholls Branch increased circulation by 9.20% and the Main Library increased by 2.86%.

For the month of September 2011, the Beaverton City Library (BCL) volunteer hours decreased 17.26% from September 2010. There are a few reasons for this decline. First, the volunteer hours that are spent on the Beaverton City Parade are usually spent in September, however, this year the parade was in August. Second, there has been a

decline in the use of volunteer technical assistants. When the computers all moved to the North side of the second floor, there was less need for the volunteer technical assistants because the regular staff could better assist the patrons. Third, the Children's program "Homework Helpers" started later this year and the number of programs that needed volunteers in the Children's department declined. Lastly, one of our main volunteers, Phyllis Davis, who is 92 years old and had previously been employed by the library, is no longer able to come in as often which means that her daughter does not come as often to volunteer either. Both of them normally account for eighty (80) hours of volunteer time each per month.

Questions:

Bob- I noticed that the gate count decreased by 4.27% in September.

A. Yes. The WCCLS library directors have all noticed that over the last three months. All of the libraries' growth has slowed. There is a question of whether or not we have plateaued as the population growth in Washington County has slowed.

Catherine- Card registrations has declined significantly year-to-date.

A. The card registrations have declined in large part due to the opening of the Murray Scholls Branch (MS). A year ago, there was a significant increase because people started using MS branch.

Howard- There is an increase in the number of holds. Was it considered that more patrons are using the holds service which allows them to reserve their books all at once and make fewer trips?

A. Yes, that is a possibility.

Ellen- What is the confidentiality of library records?

A. They are supposed to be confidential. People can request the names and addresses of all the registered patrons, but they cannot receive, by statute, a list of what a person has checked out without a court subpoena.

5. WCCLS Report: By Ed House

Radio Frequency Identification (RFID)

The request for quotation (RFQ) has been announced. The period of accepting quotes will close around the end of October. Hopefully, in the beginning of November the submissions can be reviewed and a selection made by the end of November. Having the vendor chosen by the end of November gives the libraries that would like to convert to an automated materials handling system in the next fiscal year, the opportunity to include the costs in their budget proposals for the next fiscal year.

Questions:

Bob- Are there many RFID vendors with comparable capabilities?

A. There are not many, but there are about three to five that can meet the specifications of the project. Some of them have given presentations on their products and services.

Ellen- Is Beaverton City Library (BCL) considering converting to an automated materials handling system?

A. Yes. We are going to ask for a quote, but it is still to be determined if we can afford the conversion. Some of the remodeling at the Main Library and MS branch were designed with the idea that the BCL would eventually convert to the automated system.

Aloha Community Library Association:

The Aloha Community Library Association is hoping to open a new library spring of 2012. The location will be by the Bale's Thriftway strip mall in Aloha, OR. This is an area (if Aloha was ever annexed into the city) that would be ideal for another branch of BCL. Currently, Aloha is not well served by library service. The Association has been approved for their 501c3; the location has been donated to them, and they have received other supplies such as shelving etc. Although they might open in spring of 2012, they are not expected to meet all of the standards to join WCCLS by that time as the process of meeting criteria to join WCCLS takes at least 18 months.

The BCL and WCCLS are looking at what the impact may be on our libraries. One of the impacts if The Aloha Community Library joins WCCLS is that the revenues WCCLS libraries currently receive will decline because the funds will need to be dispersed to an additional library. In the meantime, one option that the Aloha Community Library has is to contract with WCCLS to have courier services. With courier service this could mean that they could be included in the circulation of WCCLS items. Users could drop off Beaverton items at Aloha and they will be returned to us by the courier. Some of the items that we take out of circulation could be donated to the Aloha Community Library to help them build their collection.

Questions:

Catherine- Who would the Aloha Library answer to?

A. They would answer to their own governing board. However, all libraries that are a part of WCCLS must make certain agreements and meet certain standards to be a part of WCCLS.

Catherine- How do the community libraries operate with 100% funding from WCCLS?

A. Those libraries receive most of their funding from WCCLS but do participate in various fundraising campaigns. For example, Cedar Mills Library has the "Second Edition," a second hand store in their library.

6. Committee Reports: by Ed House

Library Foundation:

No Report

Friends of the Library:

The BCL has withdrawn all of the VHS videos from our collection and the Friends of the Library sold them this past weekend. Over the weekend, they raised \$800.00 from the

sale. Some VHS videos are still available for purchase in the front lobby. We will continue to sell them for a little while longer and then we will recycle what hasn't sold.

The Friends of the Library will have their annual meeting for membership on Saturday October 29, 2011. Instead of doing a huge fundraiser, they are selling raffle tickets for a Nook. The tickets are \$5 each.

7. Old Business:

At our last board meeting, a request was made to see an organizational chart for the Library. In the meeting packet, there is a new chart that shows the upgrade of the Circulation Supervisor to Circulation Manager. At this time the Circulation Manager has not been hired, but the name will be added when the new manager is hired.

Un-retrieved Holds:

I, Ed House, spoke to the WCCLS policy group and they have agreed to revisit the idea of charging for un-retrieved holds. After speaking with the Eugene Library director about their policy of charging for un-retrieved holds, I, Ed House, has a better understanding of the process Eugene took to implement their new policy. Eugene spent about six (6) months educating the patrons about the change in policy and why the policy was being implemented. The results for Eugene are that the number of un-retrieved holds has greatly decreased. Some of the people have been upset, but others were happy about the new policy.

Questions:

Bob- what prevents anyone from pulling someone else's hold off of the shelf and checking it out?

A. The item's barcode number is tied to the person who has it on hold. The only person who can check out the book once a hold has been placed is the person who requested the hold.

8. New Business:

Part Time Employee Hours:

Ellen brought up the issue of part-time staff and how many hours they worked. Ed explained per the City of Beaverton policy, to be considered part time, an employee must work at least twenty (20) hours per week. The BCL also hires extra help; a pool of individuals can be called upon to work shifts when our regular staff needs to take time off due to illness or vacation. We have on-call staff that is always willing to come in and probably work about twenty (20) hours per week.

Questions:

Carl- is there a minimum guarantee of hours when people come in?

A. There is no guarantee. The amount of time an on-call staff works depends on the assignment they are covering. They usually work at least three (3) hours. We use

them to cover the desks assisting patrons; there is no need for them to do the office work for the regular employee.

Ellen- How is the turnover at the Beaverton City Libraries?

A. Not significant.

Damaged Materials:

Ellen expressed a concern that Beaverton Library has a reputation of having a high number of damaged items in circulation. Ed responded that BCL tries to keep its collection in good condition, but has no control over the patron bringing back items damaged or in a worse condition than when they checked out the item(s). When an item is returned damaged, we assess the damage; and determine if it was from normal wear and tear or if it was caused by the patron. If the damage was caused by the patron, we contact the patron about the condition of the item and the assessed cost of replacement. Either way, the items are removed from circulation.

Howard mentioned that the cases in which the media are circulated seem to be in poor condition. He recommended including additional funds in next year's budget for re-casing media.

There was no further business and the meeting was adjourned at 8:00pm.

9. Date for next Advisory Board Meeting:

The next Board meeting will be November 9, 2011.

Respectfully submitted by:
Bernadette Donald
Support Specialist II

Approved by Library Board Chair

Date