

**Lincoln County Library District Board
Regular Meeting
Tuesday, November 12, 2019
Noon
LCLD Administrative Office
141 NW 11th
Newport, OR**

| | |
|----------------------------------|-----------------------------------|
| Agenda | |
| Call to order | President |
| Call the Roll & Establish Quorum | Secretary to the Board (Director) |
| Approval of the Agenda | President |

| Topic | Lead | Purpose Outcome |
|---|-------------|---------------------------------------|
| Public Comment | President | Anyone may come forward at this time. |
| Minutes Board Meeting October 8, 2019 | President | Approval |
| Reports | | |
| Director's Report | Director | Information |
| Financial Report | Director | Acceptance |
| Old Business | | |
| District Librarian Annual Evaluation Process | President | Decision |
| Local Option Levy Results | President | Decision |
| New Business | | |
| Trustee Training | Director | Information |
| Good of the Order | | Information |
| Next District Board Meeting December 10, 2019 Noon LCLD Administrative Office | | Information |
| Adjourn | President | Motion |

Minutes
Lincoln County Library District
Board Meeting
October 8, 2019
12:00 p.m.
LCLD Administrative Office
141 NW 11th
Newport, OR

ATTENDANCE—BOARD

Brian Fodness- President
Emily Portwood (phone)
Virginia Tardaewether
Marta West

ABSENT – BOARD

Chris Boyle

ATTENDANCE—STAFF

MaryKay Dahlgreen, District Director

CALL TO ORDER

Board President Brian Fodness called the meeting to order at 12:10 P.M.

CALL THE ROLL AND ESTABLISH QUORUM

Four members were present, quorum was established.

PUBLIC COMMENT

There were none

APPROVAL OF SEPTEMBER 10, 2019 MEETING MINUTES

Virginia moved and Marta seconded approval of the minutes of September 10, 2019. Passed unanimously.

DIRECTOR'S REPORT

Director reviewed the written report. Special attention was called to the Oregon Intellectual Freedom Clearinghouse Report from the State Library and an issue with Mcmillan Publishers who have decided to allow purchase of only one ebook for the first eight weeks after a book's release. The library community is concerned about the inequity this creates for library users. The all staff in-service day will be held at the Newport Public Library, all libraries will be closed and Board members are invited. MaryKay reported on the children and young adult book review group that Jane Cothron has led for a number of years. We moved both the books and the meetings to the District Office. The public library directors in Lincoln County met on October 4th for their regular meeting.

FINANCIAL REPORT

Suzy, our bookkeeper, has created a statement of revenue and expenditures that should be easier to review monthly.

OLD BUSINESS

District Library Annual Evaluation Process

MaryKay did not complete the self-evaluation that was requested of her. She will have that to the Board before the next meeting so a discussion can occur.

Notary Public Policy Resolution

MaryKay and the staff of the Siletz Library have reworked the Notary Public Policy with the input of the County Counsel. Board members have requested that the Siletz staff keep track of those notary items that are not allowed per our policy so we can re-evaluate the value of having limited notary public services. Marta moved and Virginia seconded adopting the policy via Resolution # 2019-9.1. Passed unanimously.

GOOD OF THE ORDER

Shared the response from the State Library to MaryKay's thank you for scholarship for Carol Rasmussen Schramm's attendance at the Association of Rural and Small Libraries Conference. MaryKay also shared a document from the State Library that outlines library districts in Oregon and shared the information that 3 acres of county property is being annexed into Newport so those voters will be withdrawn from the Library District. A discussion of large annexations followed with a reminder to be aware of these and make comments when provided the opportunity.

NEXT DISTRICT BOARD MEETING

Tuesday November 12, 2019 at the Driftwood Library in Lincoln City if a room is available.

NOTE: room is not available so we will have meeting at the District Office, 141 NW 11th, Newport.

ADJOURNMENT

Meeting adjourned at 1:10 p.m.

Lincoln County Library District
District Librarian's Report
November 12, 2019

Siletz Library:

- The Siletz Library has been having issues with both the meeting room door and the entrance door on the parking lot side. Several glass companies have come out and haven't been able to repair the doors. We asked Dallas Glass, who comes highly recommended, to provide an estimate for repairing both doors. They came out and looked in October and will be providing an estimate. Depending on the estimate the Siletz Valley Friends of the Library will be writing a grant to Siletz Tribal Charitable Contribution Fund which has funded a number of projects for the Siletz Library, via SVFOL.
- The Siletz Library staff have received an estimate to replace staff computers. They will be writing a grant to the Siletz Tribal Charitable Contribution Fund to purchase those computers and have them installed. We have received a grant from the Oregon Charitable Foundation each fall that could be used for the required match.
- Several classes from the Siletz school have been visiting the library on a regular basis.

LCLD:

- An all staff in service day was held on October 18, 2019. Staff from Driftwood, Newport, Toledo, Waldport, Siletz, Tillamook and Oregon Coast Community College gathered at the Newport Public Library to share ideas, strengthen collaboration between Lincoln County and Tillamook County libraries, and provide low cost professional development. There were approx. 70 library staff and Board members attending. We will be sending an evaluation for participants to complete.
- Working with the Chinook Library Network members (Toledo, Waldport, Siletz, LCLD, Oregon Coast Community College, Tillamook Bay Community College, and Clatsop Community College) we came to an agreement on costs for participation in the Bywater contract for 2019-2020. The District paid the bill this summer and will be reimbursed by the members before the end of this fiscal year.
- Paul Nielsen of Isler CPA was in the District office on October 17, 2019 preparing to complete the 2018-2019 audit which is due to the Secretary of State Audits Division by December 31, 2019.

Library District Director:

- I attended, and assisted with, the Oregon Association of School Library Annual Conference at Taft High School in Lincoln City on October 11th and 12th.
- I attended the Siletz City Council meeting on October 14, 2019.
- I worked for several hours with consultant, Holly Valkama, of 1961 Consulting to begin prioritizing and strategizing for our next steps in the District. Holly donated her time and was reimbursed for travel expenses.

- Brian Fodness and I volunteered for the Shangri La Halloween Carnival for their clients which was held on Wednesday, October 30, 2019.
- I will be taking vacation days on November 27th and 29th.

Coming Up:

- I will be attending a regional gathering about the Dolly Parton Imagination Library at the Wilsonville Public Library on November 15, 2019
- The District Office will be closed on November 28th and 29th for Thanksgiving. The Siletz Library will be closed on November 28th. We are still determining if the courier will operate the day after Thanksgiving.

Lincoln County Library District

Statement of Revenues and Expenditures - Cash Basis

For October 2019 and FYTD Ended October 31, 2019

| | Current Period Actual | Year to Date Actual | Annual Budget |
|-----------------------------------|-----------------------------|------------------------|---------------------|
| Revenues | | | |
| 4000 Revenues | | | |
| 4020 Chinook Library Network | | | 25000.00 |
| 4050 Lincoln County Law Library | | 11873.88 | 15000.00 |
| 4060 Previously Levied Taxes | 865.76 | 6443.90 | 40000.00 |
| 4070 Ready to Read Grant | | | 4300.00 |
| 4080 Siletz | | | |
| 4081 Siletz-Carry-over | | | 7000.00 |
| 4082 Siletz-City of Siletz | | | 1000.00 |
| 4083 Siletz-Interest | | | 10.00 |
| 4084 Siletz-Miscellaneous | | 201.75 | 500.00 |
| Total 4080 Siletz | | 201.75 | 8510.00 |
| 4090 State Forestry | | | 10000.00 |
| 4100 Property Tax Revenue 16/17 | 570.03 | 2787.10 | |
| 4101 Property Tax Revenue - 17/18 | 691.23 | 4062.16 | |
| 4102 Property Tax Revenue 18/19 | 2616.65 | 15910.41 | |
| 4103 Property Tax Revenue - 19/20 | | | 1276772.00 |
| 4800 Interest Income | 46.82 | 200.96 | 100.00 |
| 4900 Miscellaneous Income | 1147.60 | 7381.93 | 1000.00 |
| Total 4000 Revenues | 5938.09 | 48862.09 | 1380682.00 |
| Available Cash On Hand | | | 161320.00 |
| Total Revenues | \$ 5,938 | \$ 48,862 | \$ 1,542,002 |

| | | | |
|---|-----------------|------------------|------------------|
| Expenditures | | | |
| 5000 Personnel Services | | | 273922.00 |
| 5100 Salaries and Wages | 34645.72 | 75992.84 | |
| 5200 Payroll Taxes | 14622.23 | 58003.77 | |
| 5250 Payroll Fees | 422.97 | 1190.46 | |
| Total 5000 Personnel Services | 49690.92 | 135187.07 | |
| 5300 Employee Benefits | | | 104000.00 |
| 5305 Health Benefits | 1149.94 | 4599.76 | |
| 5310 Retirement Benefits | 4188.00 | 15683.42 | |
| Total 5300 Employee Benefits | 5337.94 | 20283.18 | |
| 6000 Materials and Services | | | |
| 6010 Professional Services | 344.60 | 344.60 | 29454.00 |
| 6011 Accounting Services | 420.00 | 19486.25 | |
| 6012 Legal Services | | 3355.00 | |
| 6013 IT Services | 650.00 | 1439.50 | |
| Total 6010 Professional Services | 1414.60 | 24625.35 | |
| 6030 General Office Expenses | 103.12 | 1240.08 | 81795.00 |
| 6036 ByWater Solutions | | 21210.00 | |
| 6040 Copier Lease | 328.80 | 1138.91 | |
| 6050 Mileage | | 29.00 | |

| | | | |
|--|----------------|-----------------|------------------|
| 6055 Orbis Cascade Alliance Courier | | | |
| 6056 OCAC - LCLD | | 6050.00 | |
| Total 6055 Orbis Cascade Alliance Courier | | 6050.00 | |
| 6060 Postage | 49.36 | 197.48 | |
| 6065 Professional Materials | | 799.99 | |
| 6070 Public Relations | 100.00 | 400.00 | |
| 6075 Rent and Utilities | | | |
| 6076 Electricity | | 75.95 | |
| 6077 Maintenance and Supplies | | 194.05 | |
| 6078 Gas | | 37.01 | |
| 6079 Rent | 2700.00 | 6924.92 | |
| 6080 Telephone and Internet | 20.13 | 481.89 | |
| 6081 LCLD Garbage | | 146.16 | |
| Total 6075 Rent and Utilities | 2720.13 | 7859.98 | |
| 6100 Supplies | | 341.79 | |
| 6105 Vans | | | |
| 6106 Fuel | 351.02 | 1462.86 | |
| 6107 Maintenance | | 666.68 | |
| 6108 Supplies | 48.22 | 48.22 | |
| Total 6105 Vans | 399.24 | 2177.76 | |
| Total 6030 General Office Expenses | 3700.65 | 41444.99 | |
| 6300 Travel/Training/Membership | | | 15490.00 |
| 6310 Membership Fees | 542.58 | 1417.58 | |
| 6320 Registration/Training/Travel | | | |
| 6321 Registration | | 241.00 | |
| 6322 Travel/Meals/Housing | 1687.66 | 5258.89 | |
| Total 6320 Registration/Training/Travel | | 5499.89 | |
| Total 6300 Travel/Training/Membership | 2230.24 | 6917.47 | |
| 6400 Operating Fees/Insurance | | 700.00 | 16600.00 |
| 6420 Election Fees | | 3447.00 | |
| 6430 Legal Notices | | 242.25 | |
| Total Operating Fees/Insurance | | 4389.25 | |
| 6500 Reimbursement/Library Development | | | 870261.00 |
| 6510 Cataloging/Interlibrary Loan/Reference | | | |
| 6511 OCLC | 5533.34 | 20690.80 | |
| Total 6510 Cataloging/Interlibrary Loan/Reference | 5533.34 | 20690.80 | |
| 6520 Library Development | | | 86100.00 |
| 6521 Support Local Libraries | | | |
| 6524 Summer Reading Programs | | 800.00 | |
| Total 6521 Support Local Libraries | | 800.00 | |
| 6525 Online Databases | | | |
| 6526 Library2Go (Overdrive) | | 4460.60 | |
| Total 6525 Online Databases | | 4460.60 | |
| 6550 Siletz | | | |
| 6551 Materials, Supplies and Services | 30.34 | 70.34 | |
| 6554 Siletz Electricity | 222.62 | 864.24 | |
| 6555 Siletz Collection Development | 705.33 | 1755.71 | |
| 6556 Siletz Water/Sewer | 101.00 | 387.00 | |
| 6557 Siletz Copier Lease | 50.82 | 203.28 | |
| 6558 Siletz Internet and Phone | 317.95 | 632.54 | |
| 6559 Siletz Gas | 18.62 | 54.62 | |
| 6560 Siletz Alarm | | 81.90 | |
| 6561 Siletz Programming | 130.92 | 1321.92 | |
| 6562 Siletz Repair & Maintenance | 820.00 | 820.00 | |
| Total 6550 Siletz | 2397.60 | 6191.55 | |

| | | | |
|---|------------------|-------------------|---------------------|
| Total 6520 Library Development | 2397.60 | 11452.15 | |
| Total 6500 Reimbursement/Library Development | 7930.94 | 32142.95 | 956361.00 |
| 6700 Bank Charges & Fees | 15.95 | 69.80 | |
| Total 6000 Materials and Services | | | 1099700.00 |
| 7000 Capital Outlay | | | 35000.00 |
| 7010 Office Furniture and Equipment | | 7415.46 | |
| Total 7000 Capital Outlay | | 7415.46 | |
| Operating Contingency | | | 29560.00 |
| Total Expenditures | \$ 70,321 | \$ 272,476 | \$ 1,512,622 |

AGENDA ITEM 11/12/2019

District Director Annual Evaluation Process

The Lincoln County Library District Board is responsible for an annual evaluation of the District Director. At the August 2019 Board meeting it was agreed that the Director, MaryKay Dahlgreen, would provide a self-evaluation for the previous 6 months (having had a 6 month evaluation in March 2019) to the Board who would then discuss her performance. In addition to the self-evaluation a draft position description is included which was used as the basis for the self-evaluation. Dahlgreen is proposing the draft position description be adopted by the Board and used for subsequent annual evaluations and as a model for LCLD position descriptions.

Lincoln County Library District
PO Box 2027, 141 NW 11th
Newport, OR 97365
541-265-3066
<https://lincolncolibrarydist.org>

RESULTS BASED POSITION DESCRIPTION

| | |
|---------------------------|---|
| Position: | District Director |
| Status: | Exempt |
| Organization: | Position located in the administrative office of the Lincoln County Library District (LCLD) |
| Reports to: | LCLD Board of Directors |
| Supervises: | LCLD personnel including Siletz Public Library staff |
| Works with: | LCLD Board, staff members, consortia, professional committees, State Library of Oregon, partner libraries |
| Primary Customers: | LCLD taxpayers, partner library directors, personnel, and board members from Lincoln County libraries, task force and committee members, city, county and state government officials, library patrons, vendors, community stakeholders, grant funders |

Purpose of the Position:

To manage the operations of the LCLD and support and strengthen the development of excellent library services in Lincoln County by working cooperatively with the partner libraries.

RESULT #1

40% District Director – The LCLD operates efficiently, effectively, and with the laws of the State of Oregon and the approved policies of the LCLD Board of Directors.

ACTIVITIES

Administration

- Member of LCLD Board and staff team
- Direct and manage the operation of LCLD according to the vision, mission, policies, goals, agreements with cities, and the LCLD strategic plan
- Supervise LCLD personnel, including performance appraisals at least annually or more frequently as needed and disciplinary actions when required.
- Keep accurate records in accordance with Oregon laws and the policies of the Board
- Evaluate effectiveness of District services in relation to the changing needs of the communities and partner libraries.

Financial

- Develop the annual budget following Oregon Budget Law with oversight from the Board and Budget Committee
- Approve and direct, in accordance with law and regulations of the Board, the purchases and expenditures of the LCLD within the limits of the budget.
- Meet the requirements of the auditing process in a timely manner

Policy

- Initiate and coordinate the development of policies for approval by the Board
- Communicate and administers the implementation of Board approved policies

Planning

- Develop strategic plans with the Board, based on the needs of the residents of Lincoln County.

Community Relations

- Represent the District in dealing with businesses, government agencies, non-profit agencies, libraries and the general public. Attend community meetings as appropriate. Join appropriate organizations.
- Develop and maintains working relationships with public entities, libraries and their Boards and community organizations.
- Provide active marketing, outreach and relationship building.

RESULT #2

15% - The LCLD Board of Directors have access to up-to-date information and knowledge in order to fulfill the requirements of their elected positions.

ACTIVITIES

- Attend all regular and special meetings of the Board and take part in the deliberations. Position does not vote. Work with the Board President to create monthly agenda. Provide monthly written reports and/or presentations to the Board regarding LCLD business and activities
- Compile and distribute Board packets to the Board in advance of the meeting.
- Ensure that minutes of board meetings and the records of the District are kept up to date.
- Thoroughly orient new Board members and make ongoing training available.

RESULT #3

25% - Library partners of the LCLD have timely access to knowledgeable consulting services, well organized training and shared information in an atmosphere of outstanding customer service.

ACTIVITIES

- Maintain open avenues of communication with the library community
- Provide support and problem-solving assistance for the partner libraries.
- Maintain resources to share about library trends, policies and other relevant topics with partner libraries.
- Capacity building to improve library services for all residents of LCLD

RESULT #4

10% - Administer Siletz Public Library

ACTIVITIES

- Develop, administer, supervise, and coordinate work of Siletz Public Library staff in cooperation with Library Manager.
- Manage budget of the Siletz Public Library
- Liaison with Siletz Valley Friends of the Library, Siletz City Council, and other appropriate organizations and agencies.
- Provide annual evaluation for Siletz Public Library staff members

RESULT #5

10% Professional development – Residents and partners of LCLD have an awareness of new and emerging trends, best practices and legal issues facing libraries.

ACTIVITIES

- Extend and enhance professional knowledge
- Attend training, meetings, and conferences to development relevant knowledge and skills
- Maintain membership and actively participate in state and national professional library associations and activities.

November 12, 2019

MaryKay Dahlgreen, District Director

Lincoln County Library District

Self-assessment March 1, 2019 – August 20, 2019

Annual Evaluation

RESULT #1

40% District Director – The LCLD operates efficiently, effectively, and with the laws of the State of Oregon and the approved policies of the LCLD Board of Directors.

ACTIVITIES

Administration

- I am fully engaged with both the Board and the staff of LCLD and the Siletz Public Library
- I am successfully directing and managing the operation of LCLD however, my next step needs to be working with the Board and our partners to create a vision, mission, policies, goals, agreements with cities, and the LCLD strategic plan as a roadmap to the direction of the District.
- I supervise the work of the District staff. I need to work with staff to create results based job descriptions and put an annual evaluation process in place.
- We have made great progress in keeping records in accordance with the laws of Oregon. The two audits required to bring us into compliance with the Secretary of State Municipal Audits Division have been completed and filed.

Financial

- The 2019-2020 budget was created following Oregon Budget Law and the approval process with Budget Committee and Board approval was completed in a timely manner.
- The work that has been done to create an effective and efficient bookkeeping system has provided us a framework to assure the purchases and expenditures are within the limits of the budget and accurate records are being kept.
- We are on schedule to complete and file our 2018-2019 audit by the December 31, 2019 deadline.

Policy

- This is an area that needs attention. We have some policies but most of those are outdated. A goal for this year is to create and have the Board approve a policy manual.

Planning

- Again, this needs attention. Lily Curanzy, a library school student and former employee of LCLD, has asked that we sponsor her capstone project for her library degree from the University of Washington.

Community Relations

- I have begun the process of making connections with a variety of government agencies, non-profit agencies, libraries and the general public. My membership in Rotary of Newport has provided introductions to a number of organizations in the community as

has our move to Shangri La. Our presence in their building is often a good opening for a conversation.

- I regularly attend the Siletz Valley Friends of the Library meetings as well as the monthly Siletz City Council meetings.
- We have begun the relationship building and are looking forward to active marketing and outreach in the upcoming year.

RESULT #2

15% - The LCLD Board of Directors have access to up-to-date information and knowledge in order to fulfill the requirements of their elected positions.

ACTIVITIES

- I have attended all the regular meetings of the LCLD as well as providing monthly reports on activities and financial accounts.
- This is an area where I have not met my expectations, or the Board's expectations. This is a priority for me now and I will be providing meeting packets a week prior to the Board meeting with the expectation that the Board will have reviewed the materials prior to the meeting.
- All minutes of the Board can be found on our website, and we have hard copies as well.
- I have recently learned of new training resource for the Board and will be presenting information about that at our November meeting. The Board also all attended an SDAO Board training which was quite valuable.

RESULT #3

25% - Library partners of the LCLD have timely access to support and problem solving assistance as well as shared information in an atmosphere of outstanding customer service.

ACTIVITIES

- I am in regular contact with all of the libraries in the district and also with other special library district in Oregon.
- The District office houses a collection of professional library materials that are available to all the partner libraries. We are working on providing up to date materials and welcome suggestions from our partners.
- A goal in the next year is to work with partners and community organizations to determine what the District has the capacity to provide for the citizens of Lincoln County and how we can build that capacity.

RESULT #4

10% - Administer Siletz Public Library

ACTIVITIES

- The manager and staff of the Siletz Public Library are exceedingly competent and the manager provides most of the day to day oversight of library operations. We do talk on a regular basis and I try to meet with all three staff members together every month or so.
- The budget of the Siletz Public Library is embedded in the District budget and is being managed along with the District budget. One of my goals is to make a greater delineation between the Siletz and District budgets to ensure funds are being spent appropriately.
- The annual evaluation process for Siletz public Library is being developed as I work on a process for the District staff.

RESULT #5

10% Professional development – Residents and partners of LCLD have an awareness of new and emerging trends, best practices and legal issues facing libraries.

ACTIVITIES

- I attend as many trainings and professional development activities as are appropriate and important for my position. I have and will continue to attend the Oregon Library Association Annual Conference as well as the Special Districts of Oregon Annual Conference. I attended the Association of Rural and Small Libraries (ARSL) Conference with the manager of the Siletz Library this fall and hope to send other staff to next years. I have attended the Summer Reading Summit sponsored by the State Library and the Oregon Association of School Libraries Annual Conference. We held an all staff in service day for staff in Lincoln and Tillamook County libraries. This used to be an annual event but has not occurred since 2012. We are members of OLA, ALA, ARSL, and the American Indian Library Association.

AGENDA ITEM 11/12/2019

Trustee Training

The State Library of Oregon has purchased statewide access to online Trustee Training courses from United for Libraries, a division of the American Library Association. It consists of Short Takes for Trustees, 10 short videos (8-10 minutes each) that I would like to share at Board meetings on a regular basis. There is also a series of online courses, The Trustee Academy, that will provide more in-depth training on the roles and responsibilities of Board members.

Included are the email message from the State Library, two handouts "Public Library Trustee Ethics Statement" and "Twelve Golden Rules for Board Members" and descriptions of both Short Takes for Trustees and The Trustee Academy. This agenda item will be a conversation about how best to deliver this training to Board members.



MaryKay Dahlgreen <marykay.dahlgreen@lincolncolibrarydist.org>

New Trustee Training Resources from United for Libraries

1 message

Darci Hanning <darci.hanning@state.or.us>

Wed, Jul 3, 2019 at 8:32 AM

To: "marykay.dahlgreen@lincolncolibrarydist.org" <marykay.dahlgreen@lincolncolibrarydist.org>

Hi MaryKay,

The State Library of Oregon has purchased statewide access to online Trustee Training courses from United for Libraries: The Association of Library Trustees, Advocates, Friends and Foundations, a division of the American Library Association. A value of **\$475 per library**, access is provided by the state library FREE to all Oregon library directors, staff, and library trustees through September 30, 2020!

Login accounts for the ALA website are in the process of being created for you based on your email address: marykay.dahlgreen@lincolncolibrarydist.org

Once your account is set up, you will receive an email to set your password for your new ALA website account. Note: you do NOT need to be an ALA member in order to have access to these resources! After you have set your password just visit <http://www.ala.org/united/oregon> to access the resources listed below.

If you need additional assistance with your account, please contact united@ala.org and be sure to include your full name, library name, and email address in the body of your email.

Last but not least, you may request access for your trustees by sending a list their full names, email addresses, and your library name to: united@ala.org and your staff may request access by sending their full name, email address and library name to: united@ala.org. They will each receive an email with a link to set their password for their new ALA website account which will give them access to everything listed below.

Short Takes for Trustees is a series of 10 short videos (8-10 minutes each) that can be shown during Trustee meetings to stimulate discussion about the important role that Trustees play in the governance of their libraries. Topics in the series explain the basics, such as what it means to be a Trustee (discussing the broad fiduciary responsibilities of governing boards as well as the limits of an advisory board), as well as how to set policy, how to evaluate the library director (and why you should!), along with board self-evaluation, and the ethical and parliamentary standards for boards — both governing and advisory.

The Trustee Academy is a series of online courses to help Trustees become exceptionally proficient in their roles on behalf of their libraries. All of the online courses are taught by a professional in the field. Courses include: Trustee Competencies, Working Effectively with the Library Director, The Library's Budget for Trustees, Standing Up for Intellectual Freedom, and Everyday Advocacy – Why the Library Matters!

Special Bonus Webcast: *Troubled Library Boards: Prevention and Survival*. Troubled library boards are increasingly common. Serving on a troubled board is stressful, and it can take the focus away from a board's primary mission. What essential practices can prevent or minimize board problems? When a board does become dysfunctional, how can those involved survive and create change? This recorded webinar is led by Sally Gardner Reed, former executive director of United for Libraries; Trustee Jo Beckwith of Illinois; and Stephen Bero, director of the Algonquin (Ill.) Public Library.

Questions? Please contact me at darci.hanning@state.or.us or 503-378-2527.

Cheers!
Darci

Darci Hanning, MLIS

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State Library of Oregon
Library Support and Development Services

Oregon Libraries: Short Takes for Trustees

Welcome to Short Takes for Trustees



Short Takes for Trustees

Courses can be shown during Trustee meetings to stimulate discussion about the important role that Trustees play in the governance of their libraries, or Trustees

can watch individually. Click the video links below to access each course. When prompted, please enter your personal email address, first and last name, library name, and state as verification that you viewed the webcast. Click the resource handout links below to download and print the accompanying resources to prompt discussion.

If you are experiencing any problems, please contact the United for Libraries office at (800) 545-2433, ext. 2161 during normal business hours or email united@ala.org (<mailto:united@ala.org>) after business hours.

Be sure to check out the Trustee Academy (http://www.ala.org/united/trustee-training/or/trustee_academy), also available FREE for Oregon libraries.

What It Means to Be a Trustee

- Video (https://ala-events.zoom.us/webinar/register/6615675494970/WN_g9OVsl2VTmGtXXcjSHCdww)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%201.pdf>) (PDF, 172 kb)

Board Meetings

- Video (https://ala-events.zoom.us/webinar/register/6515675524388/WN_wa113Z3VQuilencxfJtKTg)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%202.pdf>) (PDF, 51 kb)

Board Ethics

- Video (https://ala-events.zoom.us/webinar/register/3115675525447/WN_5t5wC2ASTXqWvMkwu-2MFQ)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%203.pdf>) (PDF, 89 kb)

Library Advocacy

- Video (https://ala-events.zoom.us/webinar/register/4815675526554/WN_RqheDZCqTlanQjzSQe28-A)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%204.pdf>) (PDF, 225 kb)

Library Policies

- Video (https://ala-events.zoom.us/webinar/register/2215675527666/WN_G_9oKqmuQASh_Oa4uuTCvQ)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%205.pdf>) (PDF, 205 kb)

Strategic Planning

- Video (https://ala-events.zoom.us/webinar/register/1915675528826/WN_MmNMnjXMTOGUtRnqTw1mrg)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%206.pdf>) (PDF, 132 kb)

Working with Friends

- Video (https://ala-events.zoom.us/webinar/register/9015675529998/WN_9zwFeoDjThq537HTxra5jQ)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%207.pdf>) (PDF, 356 kb)

Evaluating the Library Director

- Video (https://ala-events.zoom.us/webinar/register/9615675531301/WN_8dl4lQ1KQl-7PxCHiPqZ8Q)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%208.pdf>) (PDF, 210 kb)

Board Self Evaluation

- Video (https://ala-events.zoom.us/webinar/register/8115675532806/WN_AAjWv27fQOaRKDGObhA0hw)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/Short%20Takes%209.pdf>) (PDF, 118 kb)
- A Library Board's Practical Guide to Self-Evaluation (</united/sites/ala.org.united/files/content/trustees/short-takes/board-self-evaluation.pdf>) (PDF, 357 kb)

Succession Planning and New Board Orientation

- Video (https://ala-events.zoom.us/webinar/register/7715675534184/WN_S1ISH_YYQt2xiKvaBxX6pA)
- Resource Handout (</united/sites/ala.org.united/files/content/trustees/short-takes/st-10.pdf>) (PDF, 127 kb)

Oregon Trustee Academy Courses

Welcome to the Trustee Academy

If you are experiencing any problems, please contact the United for Libraries office at (800) 545-2433, ext. 2161 during normal business hours or email united@ala.org (<mailto:united@ala.org>) after business hours. Click the links below to access each course. When prompted, please enter your personal email address, first and last name, library name, and state as verification that you viewed the webcast.



To request a certification of completion, click the course specific links below.

Complete the online form with your contact information. Check the box to certify you have completed the course. Be sure to spell your name and the name of your library correctly as the information to complete your certificate will be pulled directly from the form. Certificates are created and emailed every week on Friday.

Be sure to check out Short Takes for Trustees (http://www.ala.org/united/trustee-training/or/short_takes), also available FREE for Oregon libraries.

Trustee Competencies

This course covers the knowledge, skills, abilities, and attributes of a successful public library Trustee. The course is led by Kevin Tomlinson, area field consultant with the Idaho Commission for Libraries. Kevin has served as reference librarian, branch head, department head, and library administrator in large and small public libraries. Kevin earned his MLS from Indiana University. He currently serves on the board of the Association for Rural and Small Libraries.

- **Webcast** (<https://ala-events.zoom.us/recording/share/r3RNOtCa8vmpNnr0nRx-ZxLjnSNt6gAxMMR-diSlv4mwlumekTziMw>)
- **Certificate** (<http://www.surveymonkey.com/s/GXNDKRK>)

Working Effectively with the Library Director

This course covers the role of the Board, the role of the library director, and how to communicate effectively with each other. Learn about strategic planning, board meetings, an emergency communication plan, and how to create a sustainable and effective working relationship. This course is led by Deirdre Brennan, Executive Director, of Reaching Across Illinois Library System (RAILS).

- **Webcast** (<https://ala-events.zoom.us/recording/share/-MApt1u91BBLIjnWKZTsdmNhFQAlyllvm2Gsprllf2wlumekTziMw>)
- **Certificate** (<https://www.surveymonkey.com/r/7SLPXPY>)
- **Additional Resources:**

- *A Library Board's Practical Guide to Board Self-Evaluation*: This annual self-evaluation tool can assist Trustees to assess the competencies essential to their performance as Board members. Further, it will assist them in seeking opportunities for training and continuing education and adjust individual perception of operation and gaps in information. Download now
(http://www.ala.org/united/sites/ala.org.united/files/content/training/trustee_academy/board-self-evaluation.pdf). (PDF, 357 kb)
- Sample Policies - please see our collection of sample policies
(<http://www.ala.org/united/trustees/policies>), including an Ethics Policy and Conflict of Interest Statement.

The Library's Budget for Trustees

This course covers understanding where funding comes from, working with the director to develop the budget, ensuring the budget is in alignment with goals, making the case for the budget to funders, making effective budget presentations, and monitoring the budget at monthly meetings. This course is led by Marcellus Turner, City Librarian, The Seattle Public Library.

- **Webcast** (<https://ala-events.zoom.us/recording/share/b3pl7WPCqd4eUAN7bwcC4RZyrDr4qY8CWTotUw68Pi2wlu mekTziMw>)
- **Certificate** (<https://www.surveymonkey.com/r/7SVFKKD>)

Standing Up for Intellectual Freedom

10/25/19: We are currently experiencing technical difficulties with this webcast and are working to resolve as soon as possible.

This course covers intellectual freedom, the core value of librarianship, the difference between a challenge and a ban, library policy and the process of reconsideration, the purpose of the Office for Intellectual Freedom and the Freedom to Read Foundation, and resources and services offered by the Office for Intellectual Freedom. This course is led by James (Jamie) LaRue, Director of the American Library Association's Office for Intellectual Freedom.

- **Webcast**
- **Certificate** (<https://www.surveymonkey.com/r/7WZ3CZ8>)

Everyday Advocacy – Why the Library Matters!

This course covers getting to know your funders and letting them know what the library is doing and importantly – why it matters. Learn how to be a powerful voice at budget time to ensure your library receives the funding it needs. This course is led by Libby Post, Strategist-in-Chief and President of Communication Services (<https://commservices.net/>).

- **Webcast** (https://ala-events.zoom.us/recording/share/wAxSlaHPetFKJDwPWhfR0CBn9Kh6a7w5Rhs4iOhG_1uwlumekTziMw)
- **Certificate** (<https://www.surveymonkey.com/r/7SLQD9L>)



PUBLIC LIBRARY TRUSTEE
ETHICS STATEMENT

Official Statement from United for Libraries

Public library Trustees are accountable for the resources of the library as well as to see that the library provides the best possible service to its community.

Every Trustee makes a personal commitment to contribute the time and energy to faithfully carry out his/her duties and responsibilities effectively and with absolute truth, honor and integrity.

- Trustees shall respect the opinions of their colleagues and not be critical or disrespectful when they disagree or oppose a viewpoint different than their own.
- Trustees shall comply with all the laws, rules and regulations that apply to them and to their library.
- Trustees, in fulfilling their responsibilities, shall not be swayed by partisan interests, public pressure or fear of criticism.
- Trustees shall not engage in discrimination of any kind and shall uphold library patrons' rights to privacy in the use of library resources.
- Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the library, acknowledging and supporting the formal position of the Board even if they disagree.
- Trustees must respect the confidential nature of library business and not disclose such information to anyone. Trustees must also be aware of and in compliance with Freedom of Information laws
- Trustees must avoid situations in which personal interests might be served or financial benefits gained as a result of their position or access to privileged library information, for either themselves or others.
- A Trustee shall immediately disqualify him/herself whenever the appearance of or a conflict of interest exists.
- Trustees shall not use their position to gain unwarranted privileges or advantages for themselves or others from the library or from those who do business with the library.
- Trustees shall not interfere with the management responsibilities of the director or the supervision of library staff.

- Trustees shall support the efforts of librarians in resisting censorship of library materials by groups or individuals.

Signature _____ Date _____

Approved by the United for Libraries Board in January 2012

tip sheet #11

Tools for Trustees

TWELVE GOLDEN RULES FOR BOARD MEMBERS

The following tips are excerpted from The Public Library Start-Up Guide by Christine Lind Hage (chapter 3, page 21), available at www.ala-store.ala.org.

- 1) A Trustee must have an interest in the library. Does she or he believe enough in the educational, informational, and recreational role of the library to fight for the library as the church member fights for her or his church, the school person for her or his educational program, the doctor for her or his patient? It is a duty of the Trustee to do so.
- 2) A Trustee must have time to give to the library. Continuity of policy is almost impossible if a board member is absent two out of three meetings. No citizen should accept appointment as a library Trustee if she or he does not intend to come regularly to meetings. Likewise, a Trustee who finds new interests interfering with attendance should resign.
- 3) A Trustee must consider the position not a matter of prestige but an opportunity for courageous and forward-looking efforts to push the library ahead. An ideal trustee is a good businessperson, is interested in education, has few prejudices, and has good judgment, sound character, common sense, and public spirit. A Trustee should be chosen with these personal qualities in mind and not because of the church she or he attends, the section of town in which she or he lives, her or his political party affiliations, and so on.
- 4) A Trustee must know the law under which the library is organized.
- 5) A Trustee serves without compensation.
- 6) A Trustee carries a full share of responsibility as a board member, assuring that a few members do not have to do all the work or take all the blame or praise.
- 7) A Trustee does not voice her or his opposition or criticism, either publicly or privately, after a policy or rule is adopted by a majority vote of the board.
- 8) A Trustee is careful to keep confidential information confidential and does not give out information regarding future board actions or plans.

continued on reverse

9) A Trustee treats the staff members and the librarian in a completely impersonal fashion. Under no circumstances does a Trustee listen to grievances of staff members or treat individual problems on her or his own. The librarian is in charge of the staff and has administrative control until a grievance is presented to the library board as a whole.

10) A Trustee should know the funding sources of the library and be familiar with the library budget.

11) A Trustee must know the needs of the library and community and be aware of trends and new procedures in the library field. The best and perhaps only way to do this is to read professional library publications, meet with Trustees of other libraries, visit other libraries, and attend the annual conferences and meetings of Trustees and librarians.

12) A Trustee knows that all powers are always vested in the library board and none at all in the individual board member. The individual has no power to act for the library in any way, unless authorized by the board itself; it is always the board as a unit that holds the responsibility and the powers.

updated 1/15

United for Libraries

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Bryn Mawr, PA 19010

(800) 545-2433, ext. 2161
fax (484) 698-7868
www.ala.org/united

ADDITIONAL ITEMS FOR LCLD BOARD 11/12/19

Best Practices Assessment 60-Day Follow-up

This is Rob Mills, response to an email I sent him regarding the Board Practices Assessment.

Tracking Elephants in the Room

This is an article written by Rob Mills that was in the Fall 2019 edition of the SDAO Newsletter. Rob suggested I share this with the Board.

Library Districts in Oregon: 2019

The State Library of Oregon has provided this information about library district, both special and county service districts. You will note I have corrected the LCLD population on your copy. I have alerted the State Library of the mistake, they counted everyone in Lincoln County rather than those in district boundaries (everything outside of Lincoln City, Newport, Toledo, Yachats).

SDIS 2019/2020 Best Practices Survey

We will receive a 10% discount on our SDIS insurance in 2020 based on our completion of the marked items.

“The Complicated Role of the Modern Public Library” by Jennifer Howard. Published by the National Endowment for the Humanities.

This article and others like it will be valuable as we move forward into our planning for the future of LCLD and libraries in Lincoln County.



MaryKay Dahlgreen <marykay.dahlgreen@lincolncolibrarydist.org>

RE: Board Practices Assessment 60-Day Follow-up

4 messages

Rob Mills <RMills@srwd.org>

Fri, Oct 11, 2019 at 5:59 PM

To: MaryKay Dahlgreen <marykay.dahlgreen@lincolncolibrarydist.org>

Hello MaryKay . . .

Thanks for your response to our follow-up and also for your good question about my "reasonably straightforward" comment. In the course of conducting nearly 130 of these BPA's I've become a bit guarded in judging a board's overall level of candor as they assess their risk management effectiveness. We cover a lot of ground in merely 90 minutes of BPA discussion and there's not enough time for me to probe deeply into things board members may be saying that would tell me more about how they're functioning, what they're really saying, and their motivation for saying what they're saying. People naturally want to paint a positive picture of themselves and I'm always trying to determine if the picture matches reality. I've done the BPA with some boards that obviously were only doing it to get the 4% premium credit. Other boards I work with seem to have a real tight fit between what they say and what they *are*.

Without being completely aware of it until your question, I guess I've worked from a mental model about board candor based on a simple scale from "not very" to "reasonably", to "completely". While working with your board members I remember being impressed with how direct and open they were in expressing their desire to get themselves out of the current "mess". That was completely candid in my book. But context is important and I also recall wondering what was the board's prevailing level of candor during the years when the "mess" was developing? Why could they then not call out their situation as a "mess" that needed their attention? That's the kind of probing I would have liked to pursue but time didn't allow. Anyway, all this caused me to land on "reasonably candid" rather than "completely".

Sorry for this lengthy explanation . . . but I want to add that the BPA is a self-assessment process and in the final analysis your board's candor is best judged by you and your board members, not by me or SDAO. Your question indicates to me that you and your board have discussed and come to some conclusions about being "reasonably straightforward" and I strongly suspect you've been "completely candid" in the process. That's what is most important. Best regards to you and your board members . . . it is a pleasure working with you.

Rob Mills

SDAO Consulting Services

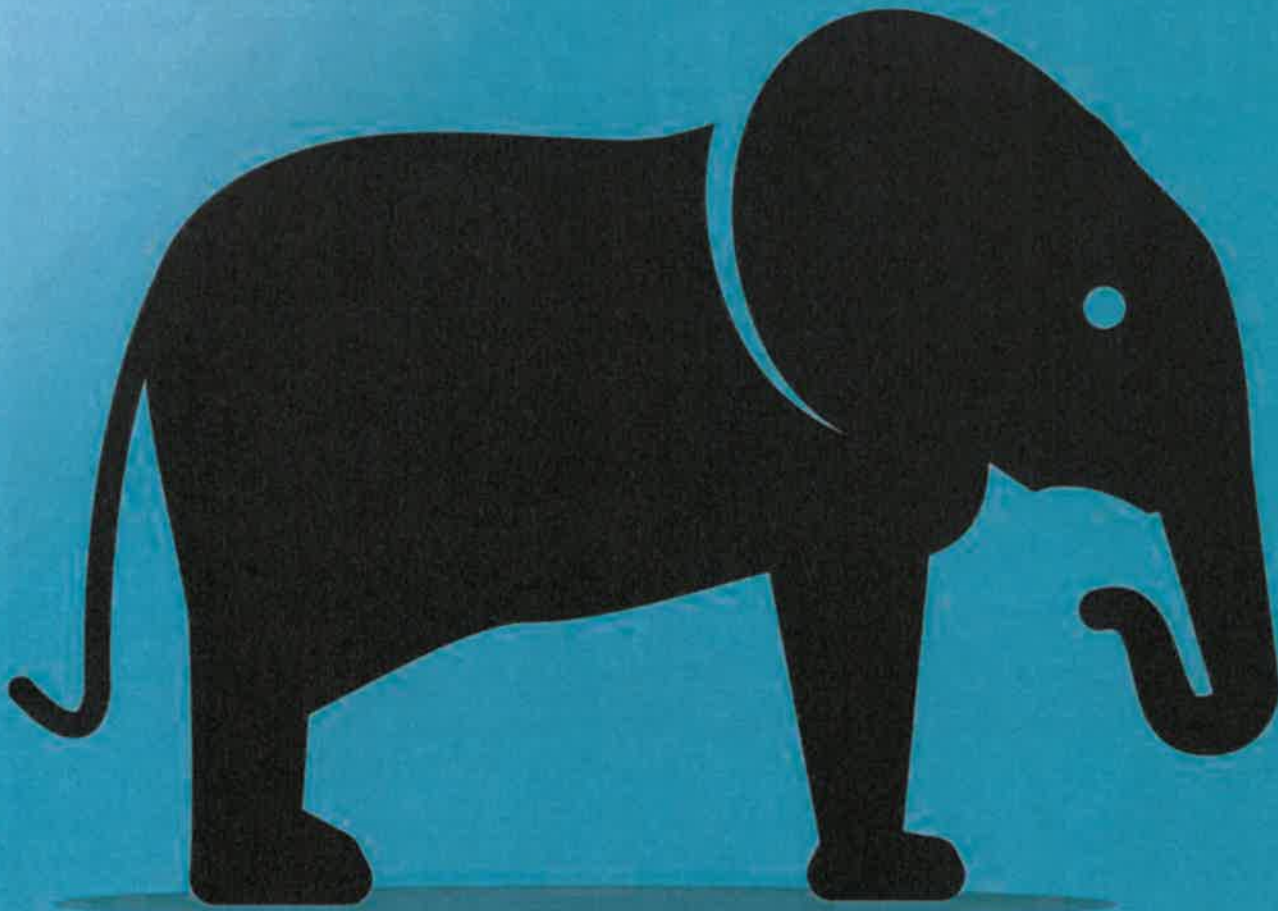
Sent: Thursday, October 10, 2019 10:21 AM

To: Rob Mills

Subject: Re: Board Practices Assessment 60-Day Follow-up

Hi Rob-

We did have a discussion at the August 13, 2019 Board meeting. We agreed that we are in the process of addressing all the caution areas and noted that nearly all of the Board members attended the SDAO Board training which was very valuable. We will continue to monitor our progress of the BPA.



Asking tough questions and raising thorny issues may not make us the most popular person in the room, but they go with the territory of being a board member or part of a management team. Even when we're encouraged to "call things out" and "speak truth to power", it can be uncomfortable – sometimes threatening – to bring up real issues underlying tough problems. But left unstated, these issues become roadblocks to problem-solving.

When the board members of a small, rural fire district finally recognized the gnarly personnel problem they had on their hands, some of the damage had already been done. Months of run reports, OSHA warnings, and even alerts from their office manager had indicated things weren't

right. But board members were slow to respond. They knew the supervisor should be held more accountable for running a properly credentialed, suitably equipped, motivated crew. And they were frustrated with his lack of responsiveness to the directions they gave. Still, as one board member put it, "We were lax in addressing deficiencies."

Why was it so difficult for this board to get around to dealing with the problem? Their "elephant in the room" – the inconvenient truth known privately to all but never openly discussed – was the distasteful prospect of confronting an employee whose family had given years of dedicated service to the district. Generations of family members had been volunteers with the district and were long-time, well regarded leaders in their tight-knit

2nd page

Tracking Elephants in the Room

Rob Mills, SDAO Senior Consultant



community. Board members feared their actions would not go down well with the employee, his family members, and the community. But they didn't talk about it.

Two events finally brought this board face-to-face with their "elephant". An internal emergency preparedness audit done by one of the experienced volunteers revealed deficiencies so serious that according to the office manager, "We may not have been allowed to continue operating." The elephant came into even sharper focus when board members reviewed the results of their Board Practices Assessment and realized that their low management practices ratings were actually playing out in their failure to address the personnel problem.

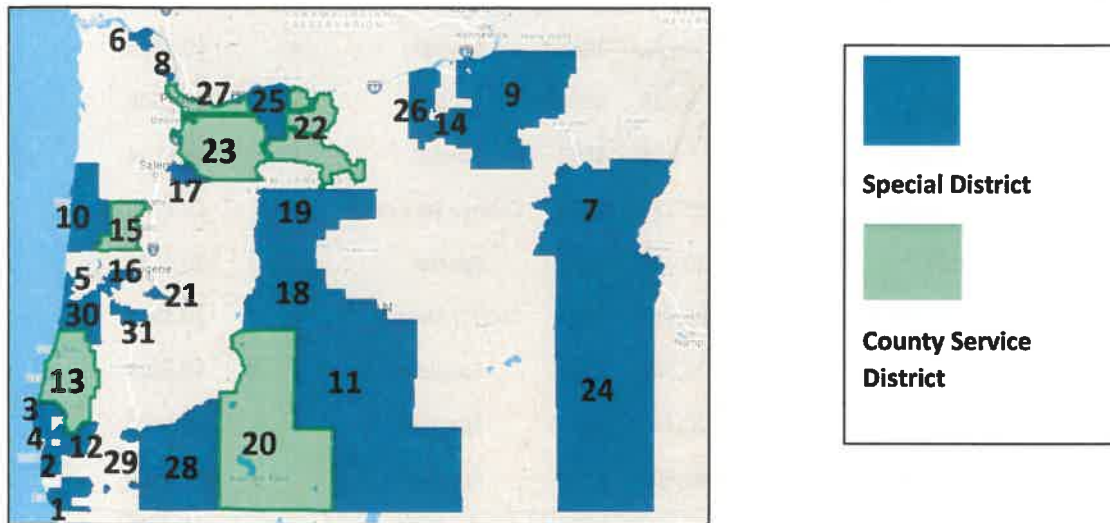
Together, these data points sounded a badly needed wake-up call for board members. In short order and with guidance from SDAO, they met with the employee for a formal performance review. Faced with the facts, he acknowledged that he really was not prepared to put in the time and energy it would take to meet the board's expectations and left the position. Whether the board's popularity has suffered from all of this is not known. What is known is that recognizing the elephant in the room – the real issue underlying their reluctance to deal with the problem – led this board to do the responsible thing by resolving a situation that had put the district in jeopardy.



Library Districts in Oregon: 2019

There are currently 31 library districts in Oregon — 25 special library districts and six county library service districts. All 31 districts are funded through voter-approved permanent tax rates. The map below shows the location of each of Oregon's library districts. Please note: the boundaries shown, however, may not be exact. Information about each district is provided below the map, corresponding to the numbers on the map (see for all districts). For more information, please visit:

<https://libguides.osl.state.or.us/libraryservice>



| | Name of District (and County) | Population within District boundaries ¹ | Year formed | Type of district | Member libraries in district ² | Tax Rate ³ |
|---|---|--|-------------|------------------|---|-----------------------|
| 1 | Chetco Community Library District (Curry) | 14,311 | 1982 | Special | 1 | \$0.4256 |
| 2 | Curry Public Library District (Curry) | 4,948 | 1982 | Special | 1 | \$0.6609 |
| 3 | Langlois Public Library (Curry) | 697 | 1982 | Special | 1 | \$0.7707 |
| 4 | Port Orford Public Library (Curry) | 2,491 | 1982 | Special | 1 | \$0.4975 |
| 5 | Siuslaw Public Library District (Lane) | 18,736 | 1984 | Special | 1 | \$0.5163 |
| 6 | Clatskanie Library District (Columbia) | 6,116 | 1985 | Special | 1 | \$0.2862 |

¹ Based on July 1, 2018 population estimates.

² Number of independent library entities serving the public that are within the boundaries of the district; library systems with branches count as one; does not include libraries outside of a district that contract with a district.

³ Maximum permanent rate per \$1,000 assessed value. Does not necessarily reflect current effective rate.



| | Name of District (and County) | Population within District boundaries | Year formed | Type of district | Member libraries in district | Tax Rate |
|----|---|---------------------------------------|-------------|------------------|------------------------------|----------|
| 7 | Baker County Library District (Baker) | 16,765 | 1986 | Special | 1 | \$0.5334 |
| 8 | Scappoose Public Library District (Columbia) | 12,720 | 1986 | Special | 1 | \$0.2536 |
| 9 | Umatilla County Special Library District (Umatilla) | 62,565 | 1986 | Special | 11 | \$0.3682 |
| 10 | Lincoln County Library District (Lincoln) | 48,210 23,090 | 1988 | Special | 4 | \$0.2465 |
| 11 | Lake County Library District (Lake) | 8,115 | 1990 | Special | 1 | \$0.4546 |
| 12 | Agness Community Library District (Curry) | 148 | 1992 | Special | 1 | \$0.6634 |
| 13 | Coos County Library Service District (Coos) | 63,275 | 1992 | County Service | 9 | \$0.7289 |
| 14 | Oregon Trail Library District (Morrow) | 10,224 | 1992 | Special | 3 | \$0.2536 |
| 15 | Benton County Library Service District (Benton) | 85,645 | 1994 | County Service | 1 | \$0.3947 |
| 16 | Fern Ridge Library District (Lane) | 13,311 | 1994 | Special | 1 | \$0.3824 |
| 17 | Silver Falls Library District (Marion) | 20,315 | 1994 | Special | 1 | \$0.5700 |
| 18 | Deschutes Public Library District (Deschutes) | 188,980 | 1998 | Special | 1 | \$0.5500 |
| 19 | Jefferson County Library District (Jefferson) | 19,761 | 2000 | Special | 1 | \$0.4349 |
| 20 | Klamath County Library Service District (Klamath) | 67,960 | 2000 | County Service | 1 | \$0.4900 |
| 21 | Lane Library District (Lane) | 9,684 | 2004 | Special | 1 | \$0.5900 |
| 22 | Wasco County Library Service District (Wasco) | 25,965 | 2006 | County Service | 3 | \$0.6800 |
| 23 | Library District of Clackamas County (Clackamas) | 418,865 | 2008 | County Service | 13 | \$0.3974 |
| 24 | Ontario Library District (Malheur) | 26,665 | 2008 | Special | 1 | \$0.5500 |
| 25 | Hood River County Library District (Hood River) | 25,310 | 2010 | Special | 1 | \$0.3900 |
| 26 | Ione Library District (Morrow) | 815 | 2011 | Special | 1 | \$0.2500 |
| 27 | Multnomah County Library District (Multnomah) | 813,300 | 2013 | County Service | 1 | \$1.2400 |
| 28 | Jackson County Library District (Jackson) | 219,200 | 2014 | Special | 1 | \$0.6000 |
| 29 | Josephine Community Library District (Josephine) | 39,249 | 2017 | Special | 1 | \$0.3900 |
| 30 | Lower Umpqua Library District (Douglas) | 6,468 | 2018 | Special | 1 | \$0.3900 |
| 31 | North Douglas Library District (Douglas) | 2,590 | 2018 | Special | 1 | \$0.4400 |

SDIS 2019/2020 Best Practices Survey

SDIS 2019/2020

Entity Name

Lincoln County Library District

Contact Name

Jaime Keeling

Contact Email

jkeeling@sdao.com

Contact Phone

503-798-9242

Total Discount %

10




Check Yes if
completed












Yes






Help

More Information


Affiliate Membership - 2% Credit. Is your organization a member of:

- | | | | |
|---|---|--------------------------|---|
| 1 | Oregon Fire District Directors Association (OFDDA)? | <input type="checkbox"/> |  (http://www.ofdda.com) |
| 2 | Oregon Association of Hospitals and Health Systems (OAHHS)? | <input type="checkbox"/> |  (http://www.oahhs.org/) |
| 3 | Oregon Fire Chiefs Association (OFCA)? | <input type="checkbox"/> | ?  (http://www.ofca.org) |


| | Check Yes if completed | Yes | Help | More Information |
|----|--|--------------------------|------|---|
| 4 | Oregon Rural Health Association (ORHA)? | <input type="checkbox"/> | |  (https://orha.wildapricot.org) |
| 5 | Oregon Water Resources Congress (OWRC)? | <input type="checkbox"/> | |  (http://owrc.org) |
| 6 | Oregon Association Chiefs of Police (OACP)? | <input type="checkbox"/> | |  (http://www.policechief.org) |
| 7 | Oregon Mosquito and Vector Control Association? | <input type="checkbox"/> | |  (http://www.omvca.org) |
| 8 | Oregon Recreation and Park Association (ORPA)? | <input type="checkbox"/> | |  (http://www.orpa.com) |
| 9 | Oregon Public Ports Association (OPPA)? | <input type="checkbox"/> | |  (http://www.oregonports.com) |
| 10 | Oregon Association of Clean Water Agencies (ORACWA)? | <input type="checkbox"/> | |  (http://www.oracwa.org) |
| 11 | Oregon Association of Conservation Districts (OACD)? | <input type="checkbox"/> | |  (https://oacd.org) |
| 12 | Cemetery Association of Oregon? | <input type="checkbox"/> | |  (http://www.oregoncemeteries.com) |
| 13 | Oregon APCO-NENA? | <input type="checkbox"/> | |  (http://www.oregonapconena.org/) |
| 14 | Oregon Transit Association (OTA)? | <input type="checkbox"/> | |  (http://www.oregontransit.com) |

| Check Yes if completed | | Yes | Help | More Information |
|------------------------|--|-------------------------------------|------|---|
| 15 | Oregon People's Utility Districts Association (OPUDA)? | <input type="checkbox"/> | |  (http://www.opuda.org/) |
| 16 | Oregon Association of Water Utilities (OAWU)? | <input type="checkbox"/> | |  (http://www.oawu.net) |
| 17 | Oregon Library Association (OLA)? | <input checked="" type="checkbox"/> | |  (http://www.olaweb.org) |
| 18 | Oregon Economic Development District Association (OEDD)? | <input type="checkbox"/> | |  (http://www.oedd.org/) |
| 19 | Oregon PRIMA? | <input type="checkbox"/> | ? |  (http://orprima.org) |

Board Practices Assessment - 4% Credit.

| | | | | |
|----|---|-------------------------------------|---|---|
| 20 | Has your organization completed a Board Practices Assessment provided by the SDAO Management Consulting Services Program? | <input checked="" type="checkbox"/> | ? |  (http://ref.sdao.com/bestpractices/bpa.pdf) |
|----|---|-------------------------------------|---|---|

Online Training - 2% Credit. To receive credit, you must complete the following online course:

| | | | | |
|----|---|-------------------------------------|---|---|
| 21 | Has your organization completed the SafePersonal Public Records Training? | <input checked="" type="checkbox"/> | ? |  (https://www.safepersonnel.com/) |
|----|---|-------------------------------------|---|---|

Public Records Checklist - 2% Credit.

| | | | | |
|----|--|--------------------------|--|--|
| 22 | Has your district adopted a public records policy? | <input type="checkbox"/> | | |
|----|--|--------------------------|--|--|

**Check Yes if
completed**

Yes

Help

More Information

23 Is your district aware of the statutory provisions exempting certain public records? ☐

24 Is your district aware that Public Records Law does not require public bodies to create public records? ☐

25 Does your district adopt fees for responding to public records requests? ☐

26 Has your district designated one person to coordinate response to public records requests? ☐

27 Does your district provide Request for Disclosure of Public Records form to individual requesting records? ☐

28 Does your district provide Response Acknowledging Public Records Request to individual requesting records? ☐

29 Does your district certify that the information provided is a true copy of the paper or electronic record? ☐

**Check Yes if
completed**

Yes

Help

More Information

30 Does your district cite the specific exemption(s) when denying a public record?

☐

31 Are you in compliance with the records retention schedule for Oregon Special Districts? See link below.

☐

(<https://secure.sos.state.or.us/oard/displayDivisionRules.action?selectedDivision=589>)

Public Records Policy - 2% Credit.

32 In order to receive the 2% credit, your district must have adopted a public records policy that includes the new changes in the law pertaining to the timeframe for responding to requests. Select the help link to view a sample policy.

☐

(<http://ref.sdao.com/bestpractices/policy.docx>)

SDAO-SDIS Training - 2% Credit. Has a representative from your organization attended?

33 2019 SDAO Annual Conference? (pre-conference sessions are also eligible).

☒

?



(<http://www.sdao.com/S4/Events/S4/Events/annual-conference.aspx>)

34 SDAO/SDIS spring, summer, or fall regional trainings?

☒

(<https://www.sdao.com/EventList?InitialText=regional>)

**Check Yes if
completed**

Yes

Help

More Information

35 SDAO/SDIS onsite
risk management
training conducted
by SDAO risk
management staff or
management
consulting staff
during the current
policy year (2019)?

☐

HUMANITIES

THE MAGAZINE OF THE NATIONAL ENDOWMENT FOR THE HUMANITIES

Feature

The Complicated Role of the Modern Public Library

Something for everyone

Jennifer Howard

There aren't many truly public places left in America. Most of our shared spaces require money or a certain social status to access. Malls exist to sell people things. Museums discourage loiterers. Coffee shops expect patrons to purchase a drink or snack if they want to enjoy the premises.



Pratt Library President and CEO Heidi Daniel reads at story time.
—Enoch Pratt Free Library



Pima County Health Department Library Nurse Daniel Lopez takes the blood pressure of homeless man Jim Truitt at the Main Joel D. Valdez Pima County Public Library in Tucson, Arizona.
—© Pima County Public Library

One place, though, remains open to everybody. The public library requires nothing of its visitors: no purchases, no membership fees, no dress code. You can stay all day, and you don't have to buy anything. You don't need money or a library card to access a multitude of on-site resources that includes books, e-books and magazines, job-hunting assistance, computer stations, free Wi-Fi, and much more. And the library will never share or sell your personal data.

In a country riven by racial, ethnic, political, and socioeconomic divides, libraries still welcome everyone. "We are open spaces," says Susan Benton, the president and CEO of the Urban Libraries Council, whose members include public-library systems serving cities large and small across the United States. "We certainly are without judgment about anybody's characteristics."

That commitment to inclusivity, along with a persistent ability to adapt to changing times, has kept public libraries vital in an era of divisive politics and disruptive technological change. But it has also put pressure on them to be all things to all people, and to meet a vast range of social needs without correspondingly vast budgets. These days, a branch librarian might run story hour in the morning, assist with a research project at lunchtime, and in the afternoon administer life-saving medical aid to a patron who's overdosed on the premises.

If the idea of libraries as frontline responders in the opioid crisis sounds far-fetched, look no further than the Denver Public Library. In February 2017, a twenty-five-year-old man suffered a fatal overdose in one of its bathrooms. That prompted the library to lay in a supply of Narcan, a drug used to counteract opioid overdoses. Other libraries, including the San Francisco Public Library, have followed suit and begun to stock the life-saving drug.

Such interventions indicate the expanded role our public libraries now play in a fraying social network. Eric Klinenberg, a sociologist based at New York University, spent a year doing ethnographic research in New York City library branches for his latest book, *Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life*. Klinenberg borrowed the title from Andrew Carnegie, the Gilded Age industrialist-turned-philanthropist who funded some three thousand public libraries—“palaces for the people”—in the United States and abroad.

In an update of Carnegie’s idea, Klinenberg describes public libraries as “social infrastructure.” That means “the physical spaces and organizations that shape the way people interact,” he wrote in a 2018 op-ed in the *New York Times*. “Libraries don’t just provide free access to books and other cultural materials, they also offer things like companionship for older adults, de facto childcare for busy parents, language instruction for immigrants and welcoming public spaces for the poor, the homeless and young people.”

Klinenberg’s book is just one of a series of recent high-profile tributes to America’s public libraries. The *New Yorker* writer Susan Orlean’s most recent book, called simply *The Library Book*, begins with a personal love song to the subject before diving into the rich, troubled history of the Los Angeles Public Library and its iconic building in downtown L.A. In 2014, the photographer Robert Dawson published a book-length photographic essay that lovingly documents the astonishing variety of the seventeen thousand or so public libraries across the United States, from one-room shacks in the tiniest of towns to branches in strip malls to breathtaking, Carnegie-era book palaces in center cities. And a forthcoming NEH-funded documentary, *Free for All: Inside the Public Library*, brings to life some of the history and personalities that have shaped this major force for public good.

All of these projects confirm how libraries have proved over and over again, through decades of rapid change and predictions of obsolescence, that they remain essential to Americans' lives. In an era of extreme weather events and other disasters, they're becoming even more necessary.

The journalist Deborah Fallows and her husband, James Fallows, road-tripped across the country to report their 2018 book *Our Towns: A 100,000-Mile Journey into the Heart of America*, in which public libraries play a starring role. "In Ferguson, Missouri, the public library stayed open when the schools were closed after the riots, to offer the kids a safe place and even classes taught by volunteers," Deborah Fallows wrote in a May 2019 dispatch for the *Atlantic*. "After the hurricanes in Houston, some library websites were immediately up and running, announcing that they were open for business. After Hurricane Sandy, some libraries in New Jersey became places of refuge. And in the Queens Library's Far Rockaway branch, which didn't have heat or light, the librarians set up shop in the parking lot to continue children's story hours."

Beyond Books

There are limits to the civic responsibilities public libraries can shoulder. "We're not the police, we're not social workers," says Monique le Conge Ziesenhenné, the director of the Palo Alto City Library system in Silicon Valley and the 2018–19 president of the Public Library Association, a division of the American Library Association. "We do provide an important thread to a community's well-being and health."

In calmer times, public library systems offer a staggering array of programming that goes well beyond the books-and-story-time model many of us remember from our childhoods.

Ziesenhenné rattles off a list of some of Palo Alto's offerings: a seed-lending library, home-brewing tutorials, a "Knack 4 Knitting" club, bilingual story hours, programs designed to help immigrants learn how to live in the United States. Keeping up with a national trend, the library recently created a makerspace with 3-D printers. In July, one branch hosted a workshop on how to use "graywater" from inside a house to sustain native-plant landscaping in the yard.

The list goes on and on. There's something for almost everyone at the local library, whether you're a parent who needs literacy support for your preschooler, an immigrant working on language skills or bureaucratic forms, a mystery fan in search of the latest whodunit by a favorite author, or someone experiencing homelessness who needs assistance with social services or access to a computer and the Internet.

Or you could just check out a book, as generations of library patrons have done before you. As extra-literary programs and digital offerings have expanded, the codex has not faded away. "We are still crazy busy with the basic printed materials," Ziesenhenné says. "In Silicon Valley you would not necessarily expect that, but it's absolutely true."

Being located at the wealthy epicenter of the tech revolution doesn't mean that the library has bottomless funds, though. Like most libraries, "we never have enough money for what we want to do," Ziesenhenné says.

Even as print thrives, public librarians everywhere spend a lot of time wrangling with the great digital shift and how to adapt to it. In Palo Alto and elsewhere, they're seeing an increase in the use of digital content as patrons become more familiar with how to use streaming media.

To keep up with changing technology and user expectations, public libraries have invested in more computer terminals and Wi-Fi capability. They have upgraded and expanded facilities to provide more outlets, meeting rooms, study spaces, and seating that patrons can use for extended periods of time as they take advantage of free Wi-Fi.

New, bigger, brighter coworking spaces see high usage among millennials, according to Ziesenhenne. “We are the original sharing economy, I like to say.”

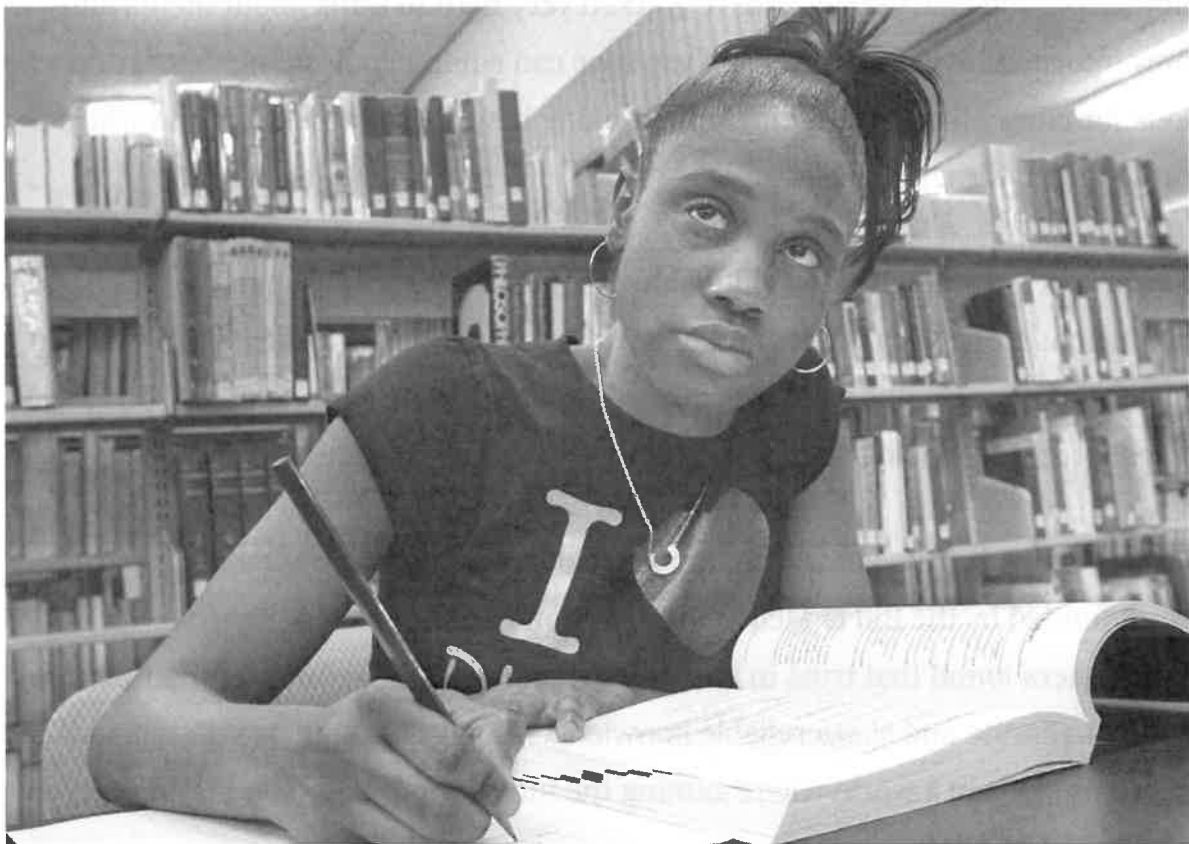
The explosion of information online hasn’t sidelined librarians. It’s only made them more essential at a time when too few of us know how to distinguish real news from the fake variety. “We’ve worked very hard to think about media and how information is presented and ways we can equip people going forward to look for clues on a website,” including asking how old the content is and who’s providing it, Ziesenhenne says.

Librarians have an advantage in making themselves heard through the noise and confusion: Along with nurses and firefighters, they’re among the few groups and institutions Americans still trust, according to Lee Rainie, director of Internet and technology research at the Pew Research Center.

From 2011 until 2016, Pew did a number of deep-dive studies of public libraries, work funded by the Bill & Melinda Gates Foundation. In those surveys, researchers found that trust in librarians remained high because of their proven ability to curate and share reliable knowledge. “That’s become one of the more precious skills in a world where gaming the information ecosystem is an everyday reality,” Rainie says.

Pew's library research generated other findings that grabbed media attention: Millennials grew up loving libraries and continue to support and make use of them, Rainie says. Now that they have families of their own, they've remained loyal. Having a child under the age of six is the biggest predictor of library use, Rainie adds; parents of young children like the family-friendly programs libraries run.

Pew's research also found that families often see libraries as sanctuaries. "They were zones of peace, sometimes, in neighborhoods and communities where that was a precious commodity," notes Rainie.



For many teens and adults, especially those from underprivileged backgrounds or without computer access at home, the local branch also functions as an on-ramp to the Internet. “Libraries have rebranded themselves as tech hubs without a lot of fanfare,” he says. They allow customers to learn and experiment with new digital resources such as 3-D printers without having to invest in them at home. “People treat libraries as petting zoos for new technology,” as Rainie puts it.

All of those activities require staff time and/or money. As they decide where to spend finite resources, libraries rely on survey data and on detailed conversations with their communities to keep content and programming up to date and adjust what they offer as times and needs change. Library staffers often act as community liaisons even when they’re not on duty, bringing back grassroots knowledge that helps the library add or adapt services in response.

“The library of my youth made all the rules,” says Patrick Losinski, CEO of the Columbus Metropolitan Library in Ohio. The mantra of today’s library, he says, is: How do you meet people where they want to be?

To get answers, the Columbus library recently hired a survey firm to gather information on patrons’ use of and views on the library. The results revealed a virtual town square of activity, with visitors dropping by to check out and return books (41 percent), bring their kids to play area (13 percent), do research (14 percent), read and relax (13 percent), study (9 percent), and use Wi-Fi, computers, printers, or copiers (about 27 percent combined). “Our customers also checked out more than fifteen million items last year, so we’re still a library,” Losinski says.

The survey confirmed that the community views its library as a force for social good. Ninety-one percent of respondents said helping kids by working more closely with schools should be one of the library’s top priorities; 50 percent said

that should be its highest priority. Losinski reports that over 50 percent of the area's youngsters do not have the literacy skill set they need for kindergarten, including basics such as how to hold a book and how to pronounce words they encounter.

Being able to read well gives kids a leg up in schooling and in life, but many children do not have the resources—books at home, parents with time and literacy skills and good child care—to help them master that skill. Public libraries around the country are stepping up to the challenge.

Children participate in 37,000 sessions a year in the Columbus library's reading-buddies program, which helps kids prepare for a reading-proficiency test in third grade. In Los Angeles County, libraries have recast traditional story time as "school readiness time" and rebranded bookmobiles as "Reading Machines" to visit day care centers and bring parenting-support strategies out into the community.

"Libraries are not about books, they're about people," says Skye Patrick, who since 2016 has been the director of the Los Angeles County Library system. When Library Journal named Patrick its Librarian of the Year for 2019, it saluted her "efforts to eliminate barriers and increase access to services for her residents."



“Equity means different things for different people,” Patrick says. “We wanted to challenge our staff to have a better awareness both of the experience of their colleagues and the experience of their customers.”

Patrick’s strategy to improve library access included putting in place a program called iCount, which provides tools and training for supervisors and staff on how to recognize inherent biases in programs and services. Thinking hard about equity and a wide range of patron experiences and needs is a must for L.A. County’s librarians, who work in one of the four largest and most diverse public library systems in North America. (The other three are the Toronto Public Library, the New York Public Library, and the Los Angeles Public Library system that serves the city of L.A.) The county has 86 library facilities (plus three bookmobiles) that collectively serve about 3.4 million residents; the system covers some 3,000 square miles and 49 cities.

Statistics for the fiscal year that ended June 30, 2018, give a sense of the scale at which it operates: annual circulation—10,857,015; e-book circulation—1,184,289; reference and information questions handled—5,908,474; number of Wi-Fi sessions—4,388,244.

Patrick is no stranger to large library systems; she ran the Broward County Library in Florida before she took her current job. In her experience, there is no workable one-system-fits-all model for public libraries. When she arrived in L.A. County, she set up a listening tour to meet with some of the county's 3.4 million residents to hear what they wanted from their library.

"I called it a community visioning system, because I wanted the community to actively participate in the creation of the library they needed," she says. One of the biggest takeaways: "a resounding desire for more hours." Along with money constraints, "that's always the issue for every library," she says.

In response, the system added fifteen thousand more public service hours with some creative strategies that included the use of self-checkout technology, staggered staff schedules, and an additional 1 to 4 service hours per branch per week. "It was low-hanging fruit for us, and it garnered some true goodwill from the community," Patrick says.

Other requests, such as a kindergarten class's request to install slides and serve ice cream every day, weren't feasible—"although we did think about it!" Patrick says. But "based on that response, they associated us with fun, and that's a big win." The kids didn't see the library as stuffy and rule-bound.

Beyond being fun, libraries create sanctuaries for patrons who have few safe spaces in their lives. "There's a tremendous amount of comfort and safety for people experiencing mental health issues," Patrick says. "When they're here,

they're not on the street."

That inclusivity brings challenges. Some are minor, as when patrons wash up in library bathrooms because they've been living on the streets without access to personal-hygiene essentials. But if mental illness is at work, a library user may need a lot more than a place to clean up.

The vast majority of library users do not represent a danger to other patrons or staff, but libraries' openness carries risks. Librarians have been threatened or killed in the course of doing their jobs. In January 2019, while getting ready for a book sale, the director of the Fort Myers Beach library in Florida was targeted and stabbed to death by a homeless man. A month earlier, in December 2018, the supervisor of the North Natomas branch of the Sacramento Public Library was shot to death in her car in the library's parking lot by a man she had banned from the library for bad behavior. Her widower wrote an op-ed in *American Libraries* magazine to call attention to the dangers that library workers face. But security measures like metal detectors or monitoring systems don't align well with libraries' commitment to maintaining patron privacy and creating truly open spaces.

Pew's Lee Rainie describes libraries as "early warning systems for broad cultural phenomena." Those phenomena can be positive, such as the thirst to experiment with new technology and the desire to broaden access to good information and social services. But they can also be negative. Tensions between different social groups can arise when people who otherwise rarely interact rub elbows at the library.

Skye Patrick identifies a fracture point between what she calls "our two customer bases." Some patrons ask for more security at library branches or express dismay about disruptions created by homelessness. Her job involves trying to educate

one group about the rights of the other. The bottom line for all patrons: “As long as they are adhering to our code of customer expectations, they have the right to use the library,” she says.

The L.A. County bureaucracy, of which the library is a part, can help smooth the way for the disenfranchised. For instance, the Department of Social Services will provide an address for homeless patrons to use in order to get a library card. The library also offers fine-free cards for young people under 21, eliminating one common barrier to full access. (The system hasn’t dispensed with fines altogether yet, although like many libraries it is moving away from fines and has held amnesty periods in which patrons can return overdue materials without penalty.)

Librarians have long helped users navigate life challenges like finding a job, studying for an exam, or applying to school. More and more they play a crucial role in connecting patrons in need of social or mental health services with relevant agencies. “Our branch staff has been trained to at least point to the kinds of services that are available,” Patrick says.

Along with a growing number of libraries, it joined forces with the mental health department to bring social workers on-site to work with patrons in need. Beyond such partnerships with other county agencies, the Los Angeles County Library focuses on fostering what Skye Patrick calls “protective factors”: meaningful social connections, positive parent-child interactions, positive cultural identity, literacy support, and school readiness.

“Time will tell, but I feel really confident that it’s working,” Patrick says, adding that library staff also feel safer with that extra support in place. “That does not mean it solves everything.” Even an institution as resourceful, flexible, and resilient as the public library has its limits.

About the author

Jennifer Howard is a writer based in Washington, D.C. Her work has appeared in the *Washington Post*, the *Chronicle of Higher Education*, the *Times Literary Supplement*, *Bookforum*, *VQR*, and elsewhere.

Funding information

The National Endowment for the Humanities has had long and productive partnerships with libraries of all kinds across the country: public libraries, research libraries, specialized libraries and collections, university libraries, and school libraries. NEH library projects—from infrastructure to outreach—help these vital institutions stay current and inclusive.

In 2018, NEH launched a new program for Infrastructure and Capacity-Building Challenge Grants to support brick-and-mortar library projects as well as other efforts to strengthen the institutional base for the humanities in America. For example, the Hartford Public Library in Michigan received a 2019 NEH grant of \$400,000 to construct a new library and community center, making available cultural and educational resources for the southwest area of the state.

Free for All: Inside the Public Library is an upcoming documentary on the history of the public library in America. Video Veracity received \$540,000 from NEH to plan and produce the film, which looks at past and current uses of libraries and examines the library's role in American democracy.

With an NEH grant of \$315,000, the University of California, San Francisco, Library, collaborating with San Francisco Public Library and the Gay, Lesbian, Bisexual, Transgender Historical Society, will digitize 150,000 pages from 49 archival collections related to the early days of the AIDS epidemic in the Bay Area and make them accessible online.

NEH has awarded \$1,250,000 to the Digital Public Library of America, an online resource for materials in America's libraries, archives, and museums. From its launch in 2013, the all-digital library has grown from 2.4 million items in its collection to more than 35 million images, texts, videos, and sounds.

The Newberry Library in Chicago has received 183 grants from NEH since 1970, totaling \$53,698,333 to support collection building, exhibitions, research, workshops and institutes for teachers, and public programming. This year, with a \$200,000 NEH grant, the library offers a series of citywide public programs and digital resources exploring the history of the July 1919 Chicago race riots.

Since 1970, the American Library Association has received 66 NEH grants, totaling \$32,006,701 for projects ranging from bookshelf programs such as Muslim Journeys to traveling exhibits on topics such as the Dust Bowl and the African-American baseball experience, to reading and discussion series such as the Federal Writers Project and the Columbian Quincentenary. In 2018, ALA received an NEH grant of \$397,255 to conduct the Great Stories Club, a nationwide program for at-risk teens on themes of empathy, heroism, and marginalization.

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