

Meeting Agenda



MEETING TITLE: Sherwood Library Advisory Board

DATE & TIME: Wednesday, November 15, 2019, 6:30 p.m.

LOCATION: Sherwood City Hall, Conference Room A (through downstairs lobby)

ATTENDEES:

Library Advisory Board members (4 year terms)	Position #	Term Expiration
Vacant	1	6/30/2023
Randy Mifflin (Vice Chair)	2	6/30/2021
Melanie Dobson (starts 1/2020)	3	6/30/2019
Ursa Shaw (Rural Rep)	4	6/30/2020
Jane VanKuren	5	6/30/2020
Steven Remsen	6	6/30/2019
D'Ann Wells (Chair)	7	6/30/2021
Rebecca Mifflin (High School Rep)	8	6/30/2020
Vacant	9	6/30/2023

Liaisons	
Renee Brouse	City Council
Adrienne Doman Calkins	Library Manager
Crystal Garcia (Secretary)	Librarian II

Guests
TBD

AGENDA:

6:30-6:45	Call to Order/Roll Call/Introductions Welcome Steven Remsen! Changes to Agenda Approval of October 16, 2019, meeting minutes	(Wells)
6:45-6:55	Chair & Vice Chair nominations	(Wells)
6:55-7:10	Quarterly Management Report FY19-20 Qtr 1 Facility Master Plan updates	(Doman Calkins)
7:10-7:45	SWOT analysis & Accomplishments/Goals discussion	(Doman Calkins)
7:45-7:50	Other Business / Public Comment	(Wells)
7:50-8:00	Council Updates	(Brouse)
8:00	Adjourn	(Wells)

Sherwood Library Advisory Board 2019-2020 meetings and tentative agenda items:

Wednesdays, 6:30-8:00 p.m.

- **December 12, 2019** (5:00-5:45 p.m. board meeting) (6:00 p.m. is the City's Annual Boards & Commissions Appreciation Dinner)
 - Elect Chair & Vice Chair
 - Review Connections Report
 - Strategic Plan 2020-2022 process continues
- **January 15, 2020**
 - Welcome Melanie Dobson!
 - Statistics for Quarter 2: Oct-Dec
 - Draft User Survey review
 - Policies to review: Public Computer and Internet Use Policy, Safe Child Policy
 - Strategic Plan 2020-2022 process continues
- **February 19, 2020**
 - WCCLS Levy Secretary of State approved talking points
 - TeenLAB presentation
- **March 18, 2020**
 - Review WCCLS levy impacts on budget
 - Oregon State Library Standards presentation and discussion
 - Strategic Plan 2020-2022 process continues
 - "Heat map" of annual statistics and trends to date
- **April 15, 2020**
 - Adopt Strategic Plan 2020-2022
 - Statistics for Quarter 3: Jan-Mar
- **May 20, 2020**
 - Review ORS & City Code for Boards & Commissions
 - Review Edge Assessment progress
- June—no meeting
- **July 15, 2020**
- August—no meeting
- **September 16, 2020**
 - Statistics for FY19-20 Quarter 3: Jan-Mar
- **October 21, 2020**
 - Chair & Vice Chair nominations
- **November 18, 2020**
 - Statistics for FY20-21 Quarter 1: Jul-Sep
 - SWOT analysis for City Council (TBD)
- **December, TBD, 2020** (5:00 p.m. on the evening of the City's Annual Boards & Commissions Appreciation Dinner)

Meeting Minutes



MEETING TITLE: City of Sherwood Library Advisory Board

DATE & TIME: Wednesday, November 20, 6:30 p.m.

LOCATION: Sherwood City Hall, Conference Room A

FACILITATOR: D'ann Wells, Chair

NOTES TAKEN BY: Crystal Garcia

MINUTES APPROVED: Thursday, December 12, 2019

ATTENDEES:

Library Advisory Board

D'Ann Wells (6/30/2021), Chair

Randy Mifflin (6/30/2021), Vice Chair

Ursa Shaw (6/30/2020), Rural rep.

Rebecca Mifflin, High School rep. – absent

Jane Van Kuren (6/30/2020)

Steven Remsen (6/30/2019)

Melanie Dobson (starts 1/2020)

Vacant

Vacant

Council Liaison

Renee Brouse, City Councilor

City Staff

Adrienne Doman Calkins, Library Manager

Crystal Garcia, Librarian II, Secretary

AGENDA:

1. Call to Order/Roll Call/Introductions (Wells)
Welcome Steven Remsen!
Changes to the Agenda
Approval of October 16, 2019, meeting minutes
2. Chair & Vice Chair nominations (Wells)
3. Quarterly Management Report FY19-20 Qtr1 (Doman Calkins)
Facility Master Plan Updates
4. SWOT analysis & Accomplishments/Goals discussion (Doman Calkins)
5. Other Business / Public Comment (Wells)
6. Council Updates (Brouse)
7. Adjourn (Wells)

MEETING NOTES:

Call to Order/Roll Call/Introductions/Changes to Agenda/Approval of Minutes

The meeting was called to order at 6:31 p.m. by Chair D'Ann Wells. Introductions were made. The Board welcomed new board member, Steven Remsen. Adrienne Doman Calkins requested moving the SWOT analysis discussion into the first agenda item timeslot to allow more time for the discussion. Ursa Shaw moved to approve the October 16, 2019 minutes. Chair Wells seconded, and the motion was approved unanimously.

Chair & Vice Chair nominations

Randy Mifflin was nominated to serve as Chair. Chair Wells is interested in service as Vice Chair. The Board will vote at the December 12, 2019 meeting.

SWOT analysis & Accomplishments/Goals discussion

Doman Calkins handed out the draft 2019 Library Advisory Board SWOT report. The Board reviewed the draft and made the following comments and suggestions:

- Add the completion of the Facility Master Plan as a strength.
- Include a "Innovation" bullet point as a strength—specifically to discuss the growth of the Library of Things collection and the new 3D printer.
- Include various statistics, sound bites, or service stories meant to serve as positive talking points.
- Move "Limited resources...provide business and career development" from a weakness to a strength.
- Add the upcoming user survey and analysis as an opportunity.
- In the "Threats" section, list the "Budget" threat first.
- In the "Threats" section, change "technology" to "digital literacy gap".
- There was discussion around clarifying how "Homebound services" demonstrates a threat. There was agreement that the larger threat is that demands are diversifying as the community demographics shift.

Quarterly Management Report FY19-20 Qtr 1 & Facility Master Plan updates

Doman Calkins reviewed the Quarterly Management Report for FY19-20 Qtr 1. The Library presented 134 events in the first quarter, with 5,700+ attendees. The Board was particularly impressed by the success of the Citizenship Class series. Doman Calkins shared that the Library is planning a second series of citizenship classes shortly after the new year.

Doman Calkins shared that the Library is likely to receive approximately \$24,000 from the WCCLS "Pool 2" fund. Doman Calkins is anticipating using a small portion of "Pool 2" funds to have renderings done for the library expansion project.

Council Updates:

Councilor Brouse shared that Council is discussing a potential bond request going before voters to support expanding the YMCA, building a pedestrian bridge across Highway 99, and traffic calming efforts. Voter polling is expected to take place in January. Some on Council are in favor of

adding the bond to the May ballot, however, Councilor Brouse would prefer the bond go before the voters in 2021.

The meeting was adjourned at 8:01 p.m.

Respectfully submitted,

Crystal Garcia



Contents:

- 1) Statistics
- 2) Events, Classes, Programs, & Outreach
- 3) Other Activities

Statistics



The Library welcomed **381 new library card holders** this quarter, bringing **total Sherwood Library card holders to 12,418**. We welcomed nearly **64,700 visits** this quarter, an average of 719 per day.

Monthly Patrons	Jul-19	Aug-19	Sep-19	Qtr 1
<u>Total registered patrons</u>	12,182	12,295	12,418	12,418
Total registered last year	11,286	11,399	11,608	11,608
% change	7.9%	7.9%	7.0%	7.0%
Accounts active this mo.	3,273	3,192	3,113	3,193
% of accounts active	27%	26%	25%	26%
<u>New library cards</u>	151	113	117	381
New library cards last year	128	116	207	451
% change	18%	-2.6%	-43.5%	-15.5%

Visits & Hours	Jul-19	Aug-19	Sep-19	Qtr 1
<u>Door count</u>	23,912	20,965	19,800	64,677
Door count last year	23,251	20,919	20,008	64,178
% change	3%	0%	-1%	1%
Open hours	270	266	244	780
Open days	30	31	29	90
People/hour	88.6	78.8	81.1	83
People/day	797	676	683	719
Total cko & renewals / hour	127.2	125.7	125.9	126
Visits per capita	0.97	0.85	0.80	2.62

Service Stories: “[This library] is such a part of our community. It is really an important part of our city.” —Patron compliment shared by Joy Redington, Library Assistant

A patron who moved here a few years ago greatly appreciates what we have to offer, and is especially glad we’re open on Sundays! The libraries she used to go to had reduced service and staff before she left.— Patron compliment, shared by Adam Lewkowsky, Librarian I, Adult Services



Not all answers are on Google. Library staff answered **1,136** reference and readers' advisory questions this quarter.

Reference & Reader's Advisory	Jul-19	Aug-19	Sep-19	Qtr 1
Total staff interactions	334	408	394	1,136



Libraries help bridge the digital divide. Our public computers are being used more than ever before. **Total computer sessions was nearly 4,000 this quarter, a 9.2% increase compared to last year. The total time our public computers were used went up 21%. More than 6 out of every 100 visitors used a public computer this quarter.**

Public computer usage	Jul-19	Aug-19	Sep-19	Qtr 1
Sessions	1,284	1,403	1,227	3,914
Sessions last year	1,056	1,278	1,249	3,583
% change	21.6%	9.8%	-1.8%	9.2%
Sessions per 100 visits	5.4	6.7	6.2	6.1
Hours	1,032	1,105	897	3,034
Hours last year	709	983	819	2,511
% change	45.6%	12.4%	9.5%	20.8%

Service Story: On our accessibility computer station

One of our patrons who is in a wheelchair and has issues with using computers ... wanted to apply for jobs. We ... set up at our accessibility computer, which had a larger keyboard and mouse for easier usage, and she found it very helpful. [Staff] assisted her with getting her resume updated and online job applications filled out...Overall, she applied for 4 jobs, and secured an interview before the end of the last day. --Shared by Adam Lewkowsky



Total local collection size is 52,709—including books, movies, music, electronic games, Library of Things, and more. An average of 71% of the collection is available at any given time. Library patrons have access to 1.7 million items countywide. We added nearly 1,700 new items this quarter.

Collection Development	Jul-19	Aug-19	Sep-19	Qtr 1
Count of items added	101	913	669	1,683
Items added last year	328	1254	549	2,131
Count of items withdrawn	418	685	1,150	2,253
Items withdrawn last year	394	420	527	1,341
Total collection size	52,493	52,802	52,709	52,709

Service Story: On our audio book selection

"Thank you so much, these are some really good books on [CD] suggestions...for our trip. You have such a great selection and so many authors to choose from." —Patron compliment shared by Joy Redington.

Total circulation increased 1.9% this quarter compared to last year, at nearly 98,500 total checkouts this quarter, with an estimated value of over \$2,100,000. Physical checkouts declined 2.5%, confirming a trend that started in December, 2018. Digital checkouts rose 33% and account for 16% of checkouts.

Monthly Circulation	Jul-19	Aug-19	Sep-19	Qtr 1
Total checkouts (includes digital)	34,333	33,431	30,718	98,482
Total checkouts prev. year	33,372	33,269	30,040	96,681
% change	2.9%	0.5%	2.3%	1.9%
Physical checkouts & renewals	28,876	27,937	25,708	82,521
Total physical previous year	29,360	29,123	26,171	84,654
% change	-1.6%	-4.1%	-1.8%	-2.5%
Self-checkouts only	12,938	12,367	11,635	36,940
% @ self-check	44.8%	44.3%	45.3%	44.8%
Digital checkouts (Overdrive)	5,457	5,494	5,010	15,961
% of checkouts that are digital	15.9%	16.4%	16.3%	16.2%
Total digital checkouts prev. year	4,012	4,146	3,869	12,027
% change	36.0%	32.5%	29.5%	33%
Held items in Co. owned by SPL	5,294	5,899	5,751	16,944
Held items @ SPL	8,150	7,800	7,696	23,646
% of total physical checkouts	28%	28%	30%	29%
Checkouts per capita	1.4	1.4	1.2	4.0
Checkouts per card holder	2.8	2.7	2.5	7.9
Checkouts per FTE	3,099	3,017	2,772	8,888
Value of checkouts (estimated)	\$739,876	\$720,438	\$661,973	\$2,122,287

Service Story: On having a robotic cat at the front desk and in Library of Things

"As a group of young girls walked by the front desk one of them said, 'I've been here over a thousand times and that's Ginger! They also have a gray cat you can take home.' When I asked if she had taken the gray cat home her response was, 'Yes, and it was awesome!' Another young girl said that she had taken a ukulele home before. Then all four girls hovered around Ginger and pet her...at the same time." —Submitted by Crystal Garcia, Librarian II, Adult Services

Events, Classes, Programs, & Outreach



We **presented 134 events this quarter with over 5,700 participants**—all part of our mission to inspire discovery, enrich lives and building community through equitable access to life-long learning. Library events are always open to the public and free of charge. **Participation is down 23%.** We decreased the number of high-engagement outreach events this summer due to weather and staff capacity, we have had reduced access to the Center for the Arts for larger events, and decreased some passive programming due to staff capacity.

Events, Classes, Programs & Outreach	Jul-19	Aug-19	Sep-19	Qtr 1
<u>TOTAL # of Events</u>	52	41	41	134
Total # last year	56	40	47	143
% change	-7%	3%	-13%	-6%
<u>Total Participation</u>	3,165	1,548	1,006	5,719
Total participation last year	3,723	1,828	1,848	7,399
% change	-15%	-15%	-46%	-23%
<u># of Adult Programs/Outreach</u>	8	7	11	26
# of Adult prog last year	7	3	2	12
Participation: adult programs	357	253	95	705
Participation last year	435	187	40	662
% change	-18%	35%	138%	6%
<u># of Teen Programs/Outreach</u>	3	1	3	7
# of Teen prog last year	8	7	7	22
Participation: teen programs	56	39	28	123
Participation last year	902	131	78	1,111
% change	-94%	-70%	-64%	-89%
<u># of Youth Programs/Outreach</u>	32	27	23	82
# of Youth prog last year	35	29	35	99
Participation: youth programs	1,939	941	544	3,424
Participation last year	3,492	1,094	775	5,361
% change	-44%	-14%	-30%	-36%
<u># of Programs/Outreach for All Ages</u>	8	5	2	15
# of All Ages prog last year	9	5	6	20
Participation: all age programs	813	315	182	1,310
Participation last year	1,171	789	958	2,918
% change	-31%	-60%	-81%	-55%
Participation per FTE	286	140	91	516
Participation per capita	0.13	0.06	0.04	0.23

What we did and who came to local classes, programs & events

Adult programs & events	# of participants
Adult Book Discussion	42
Adult Summer Reading book reviews	346
Adult Summer Reading registrations	82
Citizenship Classes	17
DIY Craftshop: Robin Hood Hats	30
Electric Vehicles 101	3
Genealogy Workshop	3
One-on-One Tech Help	7
Presentation at WorkSource Oregon	23
Trivia Night @ 503 Uncorked	93
Ukulele Workshop with the Ukalaliens	26
Writing Workshop	33
Grand Total	705

Service Stories: On our new Citizenship Classes

September 12 was our first Citizenship Class from Mission: Citizen, a nonprofit group that helps people in the Portland area prepare for and take the naturalization test. They run a 10-week series of classes (with volunteers who are proficient in multiple languages) ... [p]eople who attend all classes with a stipend of \$250 to help pay for the ...test. We've had 7 people consistently attend the classes ... and we've gotten very positive feedback from them.

—Submitted by Adam Lewkowsky.

Service Story: From a patron signing up for Adult Summer Reading

"The library is the heart of this city! I just love the library and it is so important to our community!" —Patron compliment shared by Joy Redington.

All ages programs & events	# of participants
Art Walk	137
Bilingual Storytime in the Park	221
Miniature Castle Making Contest 2019	51
Movies in the Park outreach	120
Music on the Green outreach	145
Old Town Sherwood Fall Art Walk stop	45
Saturday Market Outreach	50
Summer Art Walk	96
Summer Reading Tuesdays@2:00 Takohachi	158
Summer Reading Tuesdays@2:00: Chayag--Andean Trails / Caminos del Ande	98
Summer Reading Tuesdays@2:00: Nathalia	69
Summer Reading Tuesdays@2:00: Red Yarn	120
Grand Total	1310

Youth programs & events	# of participants
Afternoon Movie: Robin Hood	30
Baby Storytime	227
Bilingual Storytime in the Park	263
Book Buddies	42
Crazy Candy Sushi	28
Family Inclusive Storytime	275
Fiction Friends	15
Fun For Ones	414
Junior Nature Ambassadors: Busy Beavers	40
OMSI's Portable Planetarium	63
Open Play	10
Paperback Pals	18
Play & Learn Family Storytime	33
Preschool Storytime	134
Stuffed Friends Sleepover	27
Summer Reading finishers for birth-12	546
Summer Reading sign-ups for birth-12	222
Summer Reading Tuesday@2: Universe of Stories	42
Summer Reading Tuesdays@2:00 Reptile Man	366
The Bug Chicks	66
Tweens & Teens: Faux Stained Glass Art Program	19
Twos Together	298
Where's Waldo	250
Grand Total	3428

Service Story: On using the display case for an exhibit

"Thank you for your support! The display case is so easy to use.

Great accessories & helpful library staff made it go smoothly."

—Jane Vankuren, Rotary Peace Committee member.

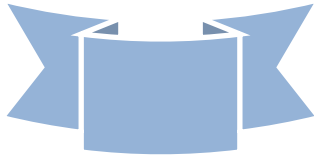
Service Story: From a working parent

"Yay! Storytime on Saturdays! We can make it to those ones."

—Patron compliment shared by Joy Redington.

Teen programs & events	# of participants
Bamboo Flute Making Workshop	12
Globe Snackers	16
Stuffed Friends Sleepover	8
Summer Reading finishers ages 13-17	52
Summer Reading sign-ups ages 13-17	31
Teen Book Club	4
Grand Total	123

Volunteers assisted with events, materials handling, and more, helping 631 hours this quarter, giving staff more time to provide library services.



Volunteers	Jul-19	Aug-19	Sep-19
Hours	232.5	212.3	185.8
Equivalent FTE	1.3	1.2	1.1
Hours last year	189.8	161.5	203.3
% change	23%	31%	-9%

Other Activities

- **New Resources & Services:**
 - Started a series of Citizenship Classes, with assistance available in English and Spanish.
- **Training:**
 - Several staff attended the OLA Support Staff Division Conference.
 - Library Manager attended an IMLS (Institute of Museum and Library Services) Community Catalyst review event.
- **Management:**
 - Strategic Plan for 2017-2019 is projected to be completed at 90%.
 - Applied for Ready to Read Grant through the State Library for over \$3000 toward Summer Reading.
 - WCCLS Executive Board approved the new Strategic Plan and it was adopted by Washington County Board of Commissioners.
 - Submitted the annual statistical report to the State Library of Oregon.
 - Planned joint All Staff In-Service Day with Tigard Public Library.

Respectfully submitted,
Adrienne Doman Calkins
Library Manager
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