

Oregon State Library
BOARD OF TRUSTEES MEETING
August 21, 2015
Downtown Bend Library, Bend

Board members present: Ebonee Bell, Aletha Bonebrake, Sam Hall, Leslie Hicks, Ann Malkin, Jennie Tucker.

Guests present: None.

Staff present: MaryKay Dahlgreen, Margie Harrison, Shawn Range, Susan Westin.

Recorder: Jessica Rondema.

Chair Aletha Bonebrake called the meeting to order at 9:00 am.

APPROVAL OF MINUTES

Bonebrake made a proposal to add Board Engagement to today's meeting agenda under New Business. The StORYtime Project agenda item was removed from the agenda, as the offer no longer exists.

Hall moved to approve the minutes from the June 19, 2015, Board meeting and the updates to today's agenda. Tucker seconded. The motion passed unanimously.

REPORTS OF BOARD CHAIR AND TRUSTEES

Executive Committee Report

The minutes from the July 30th Executive Committee meeting are in the agenda packet.

Other Board Reports

Bonebrake gave a report about the literacy coalition in Baker County, which has morphed into a strong program in schools. The summer program is very popular and provides great visibility in the community. Bonebrake also reported that Libraries of Eastern Oregon (LEO) received the Art Place America project, which is a large project concerning the idea that art drives economic development. LEO has also been included in a stargazing project with the Oregon Museum of Science and Industry (OMSI). Bonebrake also attended the subscription rule-making administrative rule meeting at the State Library.

Hall reported that the Salem city government is reorganizing and the city is hiring a city manager and a library administrator. He also reported that there is still a donor lined up for the reading room at the Salem Public Library.

Malkin reported that Deschutes Public Library has announced the new Author! Author! series, which includes Timothy Egan, Elizabeth Gilbert, Lisa See, and Alice Hoffman with a special event featuring James McBride, who wrote *The Good Lord Bird*, performing with The Good Lord Bird Band. The series tickets are very reasonably priced and have been selling well.

Dahlgreen suggested that the Board read the article about Deschutes Public Library in the *Atlantic*, entitled, “A Library of Good Ideas” by Deborah Fallows (August 2, 2015).

Tucker gave a report about Union County. The La Grande Library will be partnering with the Council for Humanities in October for one of their conversation projects, Talking about Dying. Tucker participated in the Talking Books Endowment Task Force meeting in August via phone.

Hicks reported that Monmouth Public Library and Independence Public Library are both doing well. It was a very good summer reading season. Independence Public Library uses LSTA funds given to them by the State Library to hire a part-time bilingual position to do outreach to children of migrant workers.

Bell reported that the remodeled office space for Multnomah County Library Outreach is very nice. She also reported that one of the librarians at the Rockwood branch wrote a grant to build a makerspace as an addition to the Rockwood branch. Multnomah County Library is still working through many details after becoming a district. They have finally resolved the issue of who owns the art and special collections.

REPORTS OF THE STATE LIBRARIAN AND STAFF

Activities Since the Last Meeting

The State Library budget shows that we have remaining funds related to our limitation. We have expended the funds that we were able to spend. Dahlgreen requested that Range create a more readable budget report to clarify the amounts we have spent and our limitation. The limitation authorizes us to spend a certain amount of money if we receive it, such as a grant.

Dahlgreen discussed the Quarterly Performance Report. We are working to develop new key performance measures and to establish a baseline in order to determine how to improve. For example, we have an RFP out for a consultant to work with us to measure awareness of the State Library and satisfaction with our services.

Robin Speer, our volunteer coordinator and fund development person, is retiring at end of September. The fund development portion of her position is moving to Talking Books. Her position may become a joint communications person/volunteer coordinator position.

The amount of volunteer hours has decreased in Talking Books because we no longer have a large number of analog tape players that need to be fixed, nor do we have a group of volunteers with the technological know-how as we did in the past. We now send the small number of digital players that need to be repaired to South Dakota to be fixed.

The October 16th Board meeting will include the dedication of the Talking Book and Braille Library Donor Board, in addition to a tour of the Talking Books work area. This donor board is a project headed by Robin Speer to recognize people who have donated over \$10,000 cumulatively to Talking Books.

Robby Pietz of Government Information and Library Services is now the stacks coordinator. He and two student workers, Kate Anderson and Nathan Foos, have done a large amount of shifting and weeding, which allowed us to vacate Tier 5. We are using funds that had been allocated to rent on Tier 5 to purchase additional electronic resources.

Dahlgreen reviewed the minutes from the Executive Committee meeting on July 30th, discussing the Charitable Activities' pet drive and our quarterly staff meeting.

The managers had a planning retreat last week with Holly Valkama of the Coraggio group.

Dahlgreen mentioned our new web services librarian, Claire Bolyard. We also are also in the process of filling a number of positions, including a Talking Books State Library Specialist 1, a digitization specialist for Government Information and Library Services, an Information Technology position, and a Virtual Reference Librarian position.

Malkin had a comment about the possible changes to Robin Speer's position, which may involve volunteer coordination and communications. She recommended splitting this into two separate positions to be filled by different people, since those two fields are not a natural pairing. Dahlgreen and Range will discuss this idea. This could help us get stronger candidates for both positions. Malkin stressed the importance of a strong communications person to help move our strategic plan forward.

Governor Brown has appointed Clyde Saiki as the new Chief Operating Officer, replacing Michael Jordan. Dahlgreen has worked with him in the past and is currently on the Enterprise Technology Services Customer Utility Board with him. He has many years of experience in state government and is very familiar with the legislature.

Halsey has a new public library and is holding a grand opening on August 25th. Darci Hanning and Arlene Weible have worked hard to help get this library established. This library will add service in Linn County.

A few weeks ago, Dahlgreen had the opportunity to say a few words at the Oregon City Carnegie Library expansion groundbreaking, which should be completed in about a year.

The Oregon Community Foundation has hired Penny Hummel as a consultant to look at the needs of public libraries and how the philanthropic community can offer assistance. This study has been completed. Dahlgreen will send a link to the study to the Board once it is released.

Dahlgreen received an invitation to a meeting from the Seattle Public Library regarding a sesquicentennial for Edward Curtis in 2018.

The migration from Plinkit websites to new websites is almost complete. Many libraries have created stronger websites as a result.

Governor Brown has just appointed Mary Moller as the new Director of Executive Appointments, who comes from Portland State University. Dahlgreen plans to have a discussion with Mary Moller and Judge Kemp about our Board member appointment process and how to solicit applications from state agency staff.

Dahlgreen's goal is to have prospective board members submit applications in order to be confirmed during the November Legislative Days. A state agency employee will most likely fill our current vacancy. Two additional slots will be filled by the Deputy Superintendent of Public Instruction Salam Noor or a designee, and Executive Director of the Commission for the Blind Dacia Johnson or a designee.

Bonebrake had asked Dahlgreen to create a list of advisory councils and committees that advise the board. Those groups are as follows: Talking Book and Braille Library Advisory Council, Talking Book and Braille Endowment Task Force, Government Information and Library Services Advisory Council, three administrative rulemaking committees, Library Services and Technology Act (LSTA) Advisory Council, and the State Database Licensing Advisory Council (SDLAC).

The Board will see the drafts of the administrative rules in October before they are adopted in December. These rules will have been reviewed by the assistant attorney general.

Operational Progress Update

Dahlgreen gave an update on our operational plan. In the agenda packet, she provided a snapshot of our strategic imperatives and what we have accomplished so far.

For the Build Awareness of the State Library strategic imperative, we are working to create benchmarks. This group is working with the Focus on the Customer strategic imperative group. The combined groups have posted an RFP for a contractor to assess awareness and gather information about customer needs. Rondema is the lead on this combined project and worked with Range to create an RFP.

For Cultivate Staff Strengths, we have developed a new performance management process in which staff are expected to base their goals on strategic imperatives. We will measure results in July 2016, once everyone has gone through one cycle of this new performance management process. We also need to train staff on iLearn in order to track their training.

For Enhancing Partnerships, House Bill 3523 has given us the opportunity to partner with a number of organizations as well as provided us with the leverage to build additional partnerships.

For Focus on the Customer, we have created and approved customer service standards and have identified customers. We will be providing customer service training for staff in the fall. Staff will be creating a toolkit for the concrete aspects of this training. We will have an outside trainer conduct the rest of the training, which will consist of a series of discussions. These training materials will also be brought out again for the entire staff when new employees are hired.

Dahlgreen drew the Board's attention to the customer satisfaction survey from Library Support and Development Services. The legislature requires us to assess satisfaction, but our staff go above and beyond to solicit more specific responses. The Talking Book and Braille Library Customer Satisfaction Survey Report was handed out to the Board members.

Bonebrake mentioned that the note which was included with the Library Support and Development Services Customer Satisfaction Survey seemed negative. She stated that we should not be so concerned about slight changes above the 90% satisfaction mark. Dahlgreen will talk with the appropriate person about this.

CONTINUING BUSINESS

HB 3523 Implementation

Harrison has brought people together to discuss the administrative rules we need to create dealing with certification and subscription databases. Dahlgreen spoke with Julie Yamaka from the State Archives who explained the straightforward nature of creating administrative rules. It begins with the statute, and then we determine how to implement it. The draft rules have to be reviewed by the assistant attorney general. We then gather feedback from other agencies and stakeholders. Lastly, the Board approves the rule.

Harrison discussed the two administrative rules that have been drafted. One rule deals with certification of state agency libraries and the other deals with subscriptions. Both of these will involve completely new processes, as we are not currently doing either of these activities. Harrison worked with staff to identify potential processes and criteria.

The group discussing certification began by defining terms such as “library service” as well as discussing the reasoning behind this administrative rule, which is to reduce duplication, prevent overlap, and use our resources more wisely. If a state agency library meets certain standards, they will receive certification. The draft includes intent and purpose, definitions, process, and standards.

The group that met to discuss subscriptions included staff from the Department of Administrative Services (DAS) and a few other agencies that may have subscriptions. The group began by defining reference-related databases and physical versus digital subscription licenses. They identified the reasoning behind this rule, which was cost efficiency and to eliminate duplication. They also discussed establishing a subscriptions liaison as the go-to person within an agency.

We would need to begin by inventorying the databases that exist, how much agencies are paying, and the terms of their contracts. Afterward, the process would be simpler with regard to new subscriptions. If an agency wants to purchase a database subscription, we would see if the State Library or another agency has it. If not, we may want to do a group purchase or the agency could purchase the subscription itself if there is no interest from others. This draft includes intent and purpose, definitions, process, and criteria.

The third administrative rule group that has yet to meet will deal with writing a rule that states that we will only provide resources to state agency employees for state agency use relating to their job. We already have a process, so we will tweak the current process and create the rule.

Dahlgreen is working on two administrative rules: one about public use of the State Library and the other about materials and services. Our public hearing will occur on the date of the December Board meeting. Notice will go out in the administrative rules bulletin. Anyone will be able to provide feedback on the rules during the specified comment period. We will share that information with the Board.

We will need to address the fiscal impact of these administrative rules to state agencies, public, and small businesses. Ideally, this will have a positive fiscal impact on state agencies and the state in general.

There are no rules attached to the Reference Coordinating Council, which includes the State of Oregon Law Library and the State Archives. Dahlgreen will look into this to take effect January 1st.

State Librarian Performance Management Proposal

Dahlgreen reminded the Board of our new performance management process, which involves more than just an annual discussion of job performance. Managers and their staff will look at goals for the upcoming year and how they relate to our strategic imperatives. Dahlgreen is proposing that the Board handle the State Librarian's performance management the same way we look at the rest of the staff.

Dahlgreen will be meeting with our new policy advisor to clarify who will be doing the State Librarian's performance review.

Hall moved to approve Dahlgreen's goals outlined for evaluation process. Tucker seconded. The motion passed unanimously.

Hall suggested that we save paper by reducing the amount of blank pages in the Board agenda packet.

OPEN FORUM

The open forum began at 12:30 pm. No one was present to speak at the open forum.

NEW BUSINESS

Oregon Center for the Book Proposal

Hall moved to approve Dahlgreen's recommendation that the State Library retain the Center for the Book in the Library of Congress designation as the Oregon Center for the Book. Tucker seconded.

The Oregon State Library has been an affiliate of the Center for the Book in the Library of Congress since the 1980s. During our reorganization, we looked for other organizations to take on this program, but received no offers. We have divested ourselves of a number of Center for the Book programs. For example, Letters About Literature has moved to Willamette Writers and the Poetry Collection has moved to the University of Oregon. Dahlgreen spoke with the Director for the Center for the Book program John Cole while in Washington, D.C. The Center for the Book designation does not have funds attached. It is a helpful designation to retain and does not require staff.

The motion passed unanimously.

Endowment Fund Account

Our Talking Book and Braille Library endowment fund and expendable fund have only been able to exist in safe accounts with very low interest rates. During the 2015 Legislative Session, we were given the authority to put our funds in an account with higher interest, called an intermediate fund. Westin put together a task force to discuss the endowment fund. We have

almost 2 million in the endowment fund, from bequests, honorariums, memorials, and patron-directed donations.

Tucker and Hall represented the Board on the endowment task force. The assistant attorney general has given a high-level interpretation of what we should be doing with the endowment fund. We are waiting to hear the final recommendations from the attorney general's office. According to the statute, the principal was to stay intact and only the interest could be used.

The Board needs to make a decision about the intermediate fund and how much we will put into it. Westin will poll the task force to get a recommendation about the amount to pose to the Talking Books Advisory Council, before bringing the recommendation to the Board at the October 16th meeting.

The intermediate fund allows the State Treasury to manage an investment pool that more closely follows the stock market. They recommend keeping funds in the account for at least three years, to offset the ups and downs of the market. Treasury has a good record with such investments.

The other question deals with the 1997 Endowment Policy for what goes into the fund. We are talking with the assistant attorney general's office to find out if the principal of the endowment is locked. The Talking Book and Braille Endowment Task Force will meet again after the Board's October meeting to discuss the Endowment Policy.

We need to honor what we have told the donors that we would do with their donations. The assistant attorney general is looking at exactly what the term "endowment" means for us. The questions are the following: Can we currently spend any of the principal? What is the policy of the State Library Board for investing gifts?

Dahlgreen reminded the Board that we can accept donations for other programs within the State Library.

Board Engagement

Bonebrake and Hall have adjusted the timeline on the matrix about Board member engagement. The Board decided to have *Jeopardy*-style questions about the State Library instead of the quizzes. The Board will set aside an hour for this, each spring and fall.

After discussion, Bonebrake adjusted some of the action items and timelines. Bonebrake will email an updated version to the Board.

PLANS FOR THE NEXT MEETING

The next Board meeting is scheduled for October 16th at 9 am at the State Library in Salem. We will meet until 3 pm, including the donor board ceremony. The meeting will also include staff reports and recommendations from the Talking Book and Braille Library Advisory Council and the Library Services and Technology Act (LSTA) Advisory Council.

The December 4th Board meeting will include public hearings about the administrative rules in addition to the regular business meeting (the planning meeting on the 3rd has been cancelled). Dahlgreen will get clarity on the rules around public hearings.

The meeting adjourned at 2:00 p.m.

ACTION ITEMS

- Dahlgreen will send the Board members a link to the Oregon Public Library Needs Assessment report once it is released.
- Rondema will adjust future Board agenda packets to reduce the amount of blank pages.
- Dahlgreen will clarify the rules for public hearings.