

Oregon State Library
BOARD OF TRUSTEES MEETING
October 17, 2014
Oregon State Library, Salem

Board members present: Ebonee Bell, Aletha Bonebrake, Sam Hall, Susan Hathaway-Marxer.

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

Chair Aletha Bonebrake called the meeting to order at 9:05 a.m. There was no quorum, as Ebonee Bell had yet to arrive.

REPORTS OF BOARD CHAIR AND TRUSTEES

Bonebrake reported that she responded to the two letters that were received and distributed at the September 26th Board meeting. She sent her responses to the Board members and they have also been included in the Board agenda packet. Bonebrake received a reply from one person already, and will read it during the open forum.

Dahlgreen wrote a letter to Jim Bucholz, director of the Department of Revenue, thanking them for their help in preserving the Oregon history through the digitization of our historical index cards. This project was a very successful and efficient collaboration.

Bonebrake congratulated us on this collaborative project and would like Dahlgreen to send this letter to the co-chairs of the Joint Committee on Ways and Means in the Legislature.

Hall reported that the City of Salem and the Willamette Valley Genealogical Society (WVGS) are writing a Memorandum of Understanding. Salem Public Library Administrator BJ Toewe is very happy to have WVGS at their library.

Bonebrake asked if we can highlight this project for our Legislators as well. Dahlgreen explained that there are more tasks to accomplish, such as separating their materials from ours. We would like to wait until the Memorandum of Understanding with Salem Public Library is complete, before sending out a statement.

Hall mentioned that Salem Public Library is probably a better place for the genealogical society in terms of free, public access. The children's room project at the Salem Public Library should be completed ahead of schedule but at a higher cost.

Bell arrived at 9:18 am, and the Board now had a quorum.

APPROVAL OF MINUTES

Hall moved to approve the minutes from the August 15, 2014, and the September 26, 2014, Board meetings. Bell seconded. The motion passed unanimously.

REPORTS OF BOARD CHAIR AND TRUSTEES (continued)

Bell reported that author Mitchell Jackson is coming for Everybody Reads at the Multnomah County Library. He wrote *The Residue Years*, which is his first novel.

Hathaway-Marxer reported about Literary Arts, which is celebrating its 30th anniversary this year. The organization has a great partnership with Oregon Public Broadcasting (OPB). They are going to rebroadcast thirty past lectures over a thirty week period with their Literary Arts Archive Project.

Bonebrake reported that the Oregon Trail Library District has been working on a branch in Irrigon. They have been working out of a bus for several years, but they finally have a building. They cannot currently use their new building, however, due to a conflict about occupancy. So they have been circulating books from the parking lot. Bonebrake hopes to have additional information in December.

REPORTS OF THE STATE LIBRARIAN AND STAFF

Strategic Plan Process

Dahlgreen reported on the progress of the strategic plan. The staff was very involved in the creation of our core values. We met over the course of a few weeks, sharing stories and explaining how those stories demonstrate our values. We developed the following five core values: Open to Opportunity, Excellent Customer Service, Strong Community, Professionalism, and Personal Leadership. Dahlgreen, Harrison, Range, and Westin met to discuss the format, along with Katie Anderson from Library Support and Joel Henderson from Talking Books.

These are “aspirational values” that will be incorporated over the next year into our performance evaluations, our hiring process, and will be talked about on a regular basis. We will live these values. Dahlgreen is very impressed with the work of the staff to put this together.

The Board approved the strategic plan at their meeting on September 26th. We are now moving into the operational planning phase. We have asked Holly Valkama of Coraggio group to assist us with the operational plan. The signed contract with the Coraggio group identifies two phases in the planning: the plan draft, followed by plan review and adoption. We will create four cross-functional teams to develop operational plans to support each of our strategic imperatives: focus on the customer, build awareness of the State Library, build on staff strengths, and enhance partnerships.

Each team will have a management sponsor, and four team members. Coraggio Group has templates for these teams. The teams will look at initiatives, strategies, and action items that will help us move toward the strategic imperatives. In these one-year plans, teams will consider staff resources, budget, interdependencies, and stakeholder engagement. The teams will then approach the managers with their proposals for initiatives and strategies. The managers will review the strategies and initiatives, and look for modifications before adoption. Coraggio also has a prioritization tool and a progress-tracking tool. The managers have a meeting with Valkama in two weeks, where they will be introduced to the tools. We will then begin the process of “operationalizing” the strategic plan.

Bonebrake commented that using the same consultants who have the skills and the tools to assist us is a good, comprehensive approach.

The additional cost for this operation plan was \$12,900, added to the \$26,000 for their planning work. The goal is the operational plan. The strategic plan is taking us through the rest of the 2015-17 biennium.

Bonebrake has been incredibly impressed with the good work of the Coraggio group and their speed. She believes this is a cost-effective way to meet the Legislature's and the Governor's expectations.

Hall suggested that we consider the operational plan for the coming biennium, rather than waiting until 2017-19. Dahlgreen clarified that she was assuming we would already have the operational plan in place by 2017-19.

Hathaway-Marxer asked if there were any new staff positions being requested in our current budget that has already been submitted. Dahlgreen said we are requesting a fund shift for a staff position, but not a new position.

One of the reasons we have closed the reference room is to repurpose our existing staff. More than adding new staff, we need to repurpose and shift current staff to do the kinds of things we need to do, such as outreach.

Dahlgreen will ask Valkama to share the templates for our upcoming work at the December Board meeting.

Dahlgreen went through the budget materials, starting on page 23. The Board is on target with their funds. The Endowment has increased due to appeals and bequests.

Hathaway-Marxer wants to know who the names and the amounts of the bequests. We will include a report of the bequests that we have received in the December packet.

Dahlgreen discussed the Affirmative Action Quarterly Report. Dahlgreen asked the Board if they would like to change our parity goal, which is the same as it was in 2013. Bonebrake asked how we know what amount to use for our goal? Parity is the condition where the percentage of the representation of a protected group in the workforce, occupational category, job group, or class equals the percentage of such persons in the availability base. The availability base is set at the state level.

Hall talked about the lack of value of the Affirmative Action quarterly report. This is something that the Board has not understood.

Bell mentioned that if we wish to improve the numbers of qualified candidates of color, the search must be nationwide. The Board discussed the level of difficulty in reaching such populations.

Dahlgreen sees this report as reminding us about equity and parity, and causes us to ask if we are making the efforts that we need to be making toward equity. It is Dahlgreen's responsibility to be looking at diversity. She will talk with Frank Garcia of the Governor's Office for Diversity and Inclusion about the Affirmative Action report and how to approach it.

Harrison and many of the staff from Government Services are being trained for the new integrated library system that we are sharing with Chemeketa Cooperative Regional Library Services. The anticipated date to “go live” is January 26, 2015. SirsiDynix is the vendor.

The Reference Room closure has prompted several letters, which Bonebrake has discussed. The Operations office is currently the point of access for the public. Dahlgreen commended the staff, especially Rondema and those in the Operations Division, because they have agreed to be the front line for the public in this new process. There is some concern that we are not providing good customer service. However, MaryKay feels that we are giving good public service, given our resources. Since the Reference Room is no longer open, the Government Room (formerly known as the Microfilm room) is where the Government Services staff assist their patrons. The level of service to state employees has not changed.

Dahlgreen will be attending the meeting of the Chief Officers of State Library Agencies (COSLA) in Jackson Hole, Wyoming, next week. She will also be going to Medford at the end of next week for the Southern Library Federation Meeting. She has not been down there since they passed their library district in May. Josephine County is on the ballot for their library district. They have been providing great information and advertising for their district, including a supportive letter written by Ursula Le Guin.

The Oregon Association of School Libraries will be holding a one-day conference for school libraries this year in October. After a day of sessions, Angela Johnson will be talking about race and culture in schools, as well as doing a few school visits. Numerous schools are cooperating with this event.

Division Reports

An employee from each of the four divisions shared one activity from their division, as an alternative to having Board members meet with our staff before the meetings.

Robin Speer, Volunteer Program Coordinator in the Operations Division, gave a report on the recently updated OSL Volunteer Service Program Strategic Plan 2013-2015. The plan was reviewed and updated by the Volunteer Cross Division Workgroup. They made significant changes to the vision and mission, choosing language that more closely illustrates the service we deliver. These changes were discussed extensively and were approved by the State Library managers.

Changes were also made to acknowledge the new requirements schools have for high school student volunteer hours before graduation. College-aged volunteers are considered adult volunteers.

Our current intern program has two levels. Unpaid interns are those receiving college credit for the work they complete at the State Library. Paid internships exist on an as-needed basis, for a defined time period.

The Volunteer Cross Division Workgroup added measurements and outcomes to the goals and the action plan. Volunteers are here to assist staff in completing work to support the State Library’s mission. We have eliminated the genealogy volunteer positions, but have signed up 16

people from the Willamette Valley Genealogy Society to prepare and transport their collection to the Salem Public Library by January 1, 2015.

Bonebrake noted that we have a wonderful Volunteer Service Program. Dahlgreen commented that Speer is an extraordinary Volunteer Program Coordinator. Hathaway-Marxer suggested that we share this with other state agencies. Speer has given some advice to contacts in other agencies. She is also a member of the Mid Valley Volunteer Management Association.

Dahlgreen recently attended the Public Library Directors meeting. This is the fifth year that we have been funding Clatsop County's Serving the Underserved grant. Our goal is to have this project be funded from multiple sources. Dahlgreen learned from Esther Moburg of Seaside and Jane Tucker of Astoria that they went to the county to provide funding for this project, which involves getting library cards for children. The county informed them that some funding for this project has been put in the budget. This project also now includes Warrenton.

Ann Reed from Library Support and Development Services Division talked about the Library Services and Technology Act (LSTA) grant process. In 2013, we took the LSTA grants from peer review to outcomes based evaluations. The hope in using these evaluations is to better inform and improve the grant process itself.

Our current process is a ten month cycle, from when the LSTA packets are released until the Board makes a funding decision. They LSTA Council decided to try to bring the results of grant request closer to the start. They are proposing a one-step process. Packets would be mailed out in January. In March, there would be a voluntary online review including comments. Proposals would be due in April. The council would meet and give the Board funding recommendations in May. The Board would decide which grants to fund in June. The grants would begin July 1st. There would no longer be invitations to write and submit a full proposal based on a brief proposal. The optional review in March will help inexperienced libraries get assistance. Because grants begin July 1st, they would end June 30th. There are currently too many grants with extensions, so they will need to tighten up their timelines. This new process will begin for the 2016 cycle.

This change came about for a number of reasons. We had an audit visit from IMLS, who noted that we were providing the libraries with too much leeway with deadlines. From the staff point of view, the two-step process involves a lot of paperwork. In addition, the nature of the grant process has changed. The council is hoping to use the September meeting to review evaluations and identify best practices.

Erich Pepler from Talking Book and Braille Library discussed the welcome cartridge that they have begun to send out to new patrons. In the past, they have sent out a User Information Guide about Talking Books, which is a lengthy booklet. The Talking Books staff members do not believe that the patrons are reading these daunting guides. One aspect of Pepler's job is to assess everyone's account that has an overdue book, and mail out a notice. Many of the people with overdue items are brand new patrons.

Pepler had the idea to put information about the program onto a "welcome cartridge" that is under five minutes long. They started with 100 of these cartridges, which have a two-week loan period. The staff have been checking in with the patrons after those two weeks if they haven't returned the cartridge, to answer questions and see how things are going. It is a good idea to

contact these people early, because they may get frustrated with the program and stop using it altogether. Talking Books acquires about 25 new patrons a week. Pepler ends up contacting about eight of them about returning the cartridge. Most of those people do return it. Talking Books is also gaining knowledge about why patrons might not use the service.

Dahlgreen mentioned that this shows remarkable foresight of the staff. Rather than waiting for patrons to get frustrated, they are modeling how the program works. She is very impressed.

Bonebrake is excited to hear how this is going, and if the overdues reduce or more patrons remain with the program.

Pepler then played a few minutes of the welcome cartridge for the Board to hear.

Alice LaViolette from Government Information and Library Services gave a PowerPoint presentation about our project involving scanning the Oregon Index this past summer. The Oregon Index is a historical index written on 3 x 5 inch cards, with citations from the early 1900s to the mid-1980s. The index was mainly created by State Library staff who would look at newspapers and magazines, marking articles that they thought would be important for documenting what was going on around the state. They would select subject headings, type them up, and file them by subject. LaViolette uses this index weekly, mainly for state agencies. There are 460 drawers containing over 600,000 cards. Portions of the index have been lost through the years, from other attempts to digitize them. Standards of citations have also changed, which may make it difficult to run Optical Character Recognition (OCR) on the text.

LaViolette did research about similar projects using check scanners or business card scanners. She then sent out a request via mailing list to see if any agencies were interested, and Department of Revenue responded, along with a few others. We chose to work with the Dept. of Revenue. State Library staff prepped the cards and numbered them, to be sure they remained in order during scanning and transport. Government Services staff rolled the cards over to the Department of Revenue on carts. As the cards went through the scanner, the backs of them were sprayed with identifying numbers and dates. They were able to do one drawer in five minutes. It took 61 days to complete the scanning. Over 600,000 scanned images are now on a single hard drive, with backup copies.

The Department of Revenue staff learned a lot about their own equipment, and they are now scanning some of their paper documents. We also forged a great relationship with the Dept. of Revenue and have had a number of their employees register for our services. Dahlgreen thanked LaViolette leading this project.

OPEN FORUM

Perry Stokes, director of the Baker County Library District, representing the Sage Library System, spoke at the open forum. Due to an oversight, year two of Sage's grant request was submitted after the deadline. The LSTA Advisory Council was unable to score or recommend for scoring the grant request due to the missed deadline. The project from Sage is The Clean Slate: Increasing Cataloging Capacity in the Sage Library System, Year 2, at \$47,704. The activity for the grant has just begun. They did interviews for the job, and finally filled the position in Mid-September. They are very impressed with the person hired for this position.

The reason for the oversight is related to a change in Sage Library administration, including a new chair and fiscal agent. The previous chair was Buzzy Nielson, who was also the grant writer for this project. Stokes took over from Nielson. He assumes full responsibility for this missed deadline. The other grant they submitted made the deadline. For this grant, Stokes assumed that someone else was going to submit it, which resulted in a five-day delay. Stokes asked the Board to please include this on the list of approved grants.

Bonebrake received an email from Sandy Thompson in Bend, which was a follow-up message to Bonebrake's response to Thompson's original letter. Bonebrake read the email aloud to the Board. Hall suggested that we invite her to apply for the Board. He thought she had very valid points, encouraging the Board to take another look at the statute and possibly adjust the wording of the mission to take out the phrase "through local libraries" with regard to serving Oregonians. Hall commented that the Board may be interpreting the statute more narrowly than necessary.

Bonebrake is concerned that if we state that we provide services for Oregonians without specifying "through their local libraries," would we be committing ourselves to using funds we don't have.

Hall suggested that we return to this discussion as the Board talks about the use of LSTA funds. He wonders if we are doing enough for all Oregonians directly, through projects such as Libraries of Oregon that serve the unserved.

Bell felt that the Board has already had a discussion about including the phrase, "local libraries." Bonebrake thinks that Thompson may be bringing up an issue that the Board had not considered. Bonebrake and Bell agreed that we need to look at the statute again.

Dahlgreen reminded the Board that twenty years ago, a change was made to stop funding the State Library with LSTA funds.

Bonebrake thinks that Thompson's point is that in order to serve the public, we need to keep our doors open.

Hall thinks there are things we could be doing that are not through a public library, such as Libraries of Oregon, which is a direct effort by us.

Dahlgreen mentioned that the library community should be involved in this discussion. The LSTA funds are not given to the State Library, but to the library community in Oregon.

Hathaway-Marxer commented on the makeup of the Board, and stressed the need for three additional Board members. Dahlgreen believes that we will be receiving three new Board members in December.

Dahlgreen mentioned that the Board directed Dahlgreen to pull a group together to make a recommendation for the Board to take to the Legislature about Oregoniana, historical materials, and how we provide service to the public in cooperation with other organizations. Dahlgreen thinks Thompson could provide a very useful perspective. Also, she wants to contact the Oregon Historical Society and Oregon universities.

Bonebrake agreed to call Sandy Thompson to suggest that she put in an application to be on the Board. She will also mention the other committee that will be developed. Dahlgreen will write

up a description of both opportunities (the Board and the historical resources task force) for Bonebrake to use in her communications with Thompson.

Dahlgreen emphasized the importance of Board members encouraging people to apply for the Board.

NEW BUSINESS

Recommendations of the LSTA Advisory Council

Susan Lindauer, Vice Chair of the LSTA Advisory Council, appeared before the Board to discuss the Council's recommendations. Lindauer confirmed that the Council is recommending funding for nine projects. She pointed out that Multnomah County Library's project, Evaluating Listos Para El Kinder, had a lower score than the usual threshold of seven. However, they recommended funding because so much can be learned from this project, and it has the potential to greatly benefit the unserved. It is also an outcome-based evaluation project, which is the way the LSTA program is heading. It received a relatively low score because there were concerns about spending money on evaluations and that the evaluation portion should have been included in the original grant.

OSU Libraries & Press' project, Reading the Pacific Northwest, was not recommended for funding. The main concern from the Council was that the digitized materials would not be accessible to the public, or that they could be sold. The organization also had a very small collection, and making it difficult to see the impact of the project in relation to the funds requested.

The Council gave the Harney County Library's project, COOL! (Connecting Our Own Libraries), a very low score of 3.60. The main concern about this project was that they did not see the expertise to execute the project being proposed. The Council also had concerns about technology needs in order for this project to achieve its goals and outcomes. These concerns were brought up after the initial submission of the grant, but were not addressed in the final grant.

Lindauer then spoke about the late proposal from Sage Library System. In the past, there has been some leniency with regard to deadlines. The Council wanted to set a precedent that applicants need to be serious about the deadlines. They also did not want to show any favoritism by recommending a late submission for funding, unless the delay was due to a natural disaster or technology breakdown. Lindauer respects the Council for coming to this decision, as there are difficult decisions to be made.

A full grant was never received from the Independent Publishing Resource Center. We attempted to contact them, but received no response. The University of Oregon withdrew their "Digital Potlatch" project because they wanted their other grant project to receive priority.

This is the first time that a state agency has requested an LSTA grant that we have encountered. The Department of Geology and Mineral Industries is applying for a grant to fund their "Historical Mining and Minerals Records" project.

Dahlgreen gave the Board some clarification about the Baker Library System and Sage. Up until two months ago, Sage Library System was administered by Eastern Oregon University, which is part of the Orbis Cascade Alliance for academic libraries. They moved to a different system, so they can no longer participate with non-university libraries. Baker County Library is now the fiscal agent for the Sage Library System. Both Perry Stokes and Buzzy Nielson were involved in this transition management issue during the grant proposal process.

The late proposal from Sage Library System was not scored. Hall requested their score for last year, which would have been their year 1 proposal. Reed brought the information. Sage Library System's grant proposal received a score of 8.1 last year. The second year of this grant did not meet the deadline.

Hall made a motion to accept all the positive recommendations and include the Sage Library System proposal. Hathaway-Marxer seconded. The motion passed unanimously.

The Board then discussed the statewide projects. **Hathaway-Marxer moved to approve the statewide projects that have been recommended for funding. Bell seconded. The motion passed unanimously.**

Bonebrake thanked everyone on the LSTA Advisory Council for their hard work.

Hathaway-Marxer had a question about the measure that Treasurer Ted Wheeler is promoting, which asks for the authority to set up a bond. The money would go into a fund that would be the basis of a foundation-type fund for a college loan program, but also to give money to schools so they can lower their tuition costs. Bonebrake sees it as an effort from the state to support educational institutions.

Dahlgreen said that this initiative seems to be showing that higher education is very important to our state and it does not receive enough funding. Ready to Learn is making the connection between library use and school achievement. The perspective of the State Library is that this is a very local way to achieve this goal, involving going into your local library, where the funding goes directly into your college savings plan, rather than this overarching policy decision that higher education is important and should be paid for by the state.

Hathaway-Marxer understands but thinks that the promotion for college savings plan takes this issue out of being just a library issue. She believes that the State Library needs an entrée into the Treasurer's Office because of the interest from the endowment fund. She is suggested that we have a conversation with the Treasurer's Office.

Bonebrake invited Stokes to speak about the Ready to Learn initiative. He remarked that funding is needed for the College Savings Plan, and will eventually need legislative dollars, rather than simply relying on donors. Mark Mulvihill, from the Pendleton Education Service District, is on the Oregon Education Investment Board, and he is planning to take this issue to the legislature.

Bonebrake stated that this project has a lot of potential for our state.

Dahlgreen commented that our staff has worked very hard with the Oregon College Savings Plan and that Katie Anderson, our Youth Services Librarian, is the reason it is in the Ready to Learn program. We have a very close relationship with the Oregon College Savings Plan, which provides five \$1000 scholarships to children who participate in the summer reading program.

There are always more opportunities for participation and outreach, but she does not want it to be misunderstood how much the State Library staff is working on this.

Hathaway-Marxer just wanted to state that she thinks there are partnership opportunities between the Oregon State Library and the Treasurer's Office.

Westin reviewed the budget and budget plan for FFY 2014 and 2015. Federal Fiscal Year 2013 has now closed. One grant was turned back because they were not able to get personnel in place in time, even with Reed's assistance. We also received some monies back from Multnomah County Library. Those monies go into areas such as Plinkit and OSLIS. The latter was able to complete its collection of online literacy books due to these extra funds.

With regard to the 2014 budget, State Librarian recommends that we have a Public Library Director's Institute. This would be a very solid opportunity within the continuing education area. There are many new public library directors in Oregon. We feel that this would be an opportunity (similar to Focus on Children and Young Adults) to have a three day boot-camp style training, going over the OLA Public Library Standards, Boards and Trustees, and more. The plan would be to hold this every other year, alternating with the Focus on Children and Young Adults Institute.

Westin gave some information about the Digital Collections Summit. This report, which took an environmental scan of digitization in Oregon and made subsequent recommendations, was received very successfully. The Heritage community would like to do a workshop for basic digitization at the annual Oregon Heritage Conference. This report also helps us determine how to move forward with digitization, with regard to money and priorities. We would be able to bring Danielle Plumer back into the state as a facilitator and on-site expert. The Digital Public Library of America is also talking with universities in Oregon.

Westin will rename the budget line item of "Orbis Cascade" to "Ebsco Academic Subsidy."

Hall asked about putting a staff position on the LSTA budget. Dahlgreen clarified that there are a number of staff positions on the LSTA budget that are not part of the 4% administration allotment. Those are program costs, not administrative costs.

Hall noted that there is no budget line for Extending Services to the Unserved for 2015. He was surprised that there is only \$1,000 allotted for Libraries of Oregon. He believes it needs much more to be successful.

Dahlgreen said that Libraries of Oregon is something that needs to be revisited. She will talk with a librarian at Oregon State University about this. The Board needs to have a discussion about how they would like to handle services for the unserved, as well as the Talking Books Endowment, creating a foundation, and our historical collections. She has asked for the Board's assistance for in moving these items forward.

Hall sees Libraries of Oregon as a major initiative from the Board, and believes there should be state funds. He sees this as a state service. He feels that this is the way to reach people who do not have local library service.

Dahlgreen will work with Westin to do a comparison of the LSTA budget from 2014 to 2015.

Dahlgreen noted that we are shifting the way we are spending LSTA money. In the past, about two-thirds of the money has been spent on competitive grants. She believes that we need to be more nimble in order to fund projects, such as those that may come from the Digital Collections Summit.

Bonebrake remembers a conversation of the Board where they decided to spend less on competitive grants. She thinks it is beneficial to highlight the areas of change, so that we can focus on including them in conversations for decision-making.

Hall made it very clear that he is very willing to participate on a group to discuss Libraries of Oregon and service to the unserved.

Hall moved to approve the FFY 2014 and 2015 LSTA Budget, with the reservations noted above. Hathaway-Marxer seconded. The motion passed unanimously.

Westin stated that the third agenda item is a report about the updated LSTA Guidelines, which Reed explained in her presentation. These new guidelines will come before the Board in June 2015 for review and approval.

We have received a report from the Digital Collections Task Force, whose purpose was to create guidelines or standards to judge whether organizations are using viable practices, products, and software for their digitization efforts. John Russell from University of Oregon headed the task force, along with Arlene Weible and key players from OSU, Multnomah County Library, and other organizations. Their recommendations include a focus on Oregon themes and putting the standards in place. There will be additional recommendations coming from the Digital Collections Summit. The LSTA Advisory Council wants to be sure that questions are included in the guidelines about the intent of the collection to be digitized, in order to ensure that the materials will remain open, accessible, and free.

Bonebrake thanked Lindauer for presenting at the Board meeting and for her hard work. She also thanked Ann Reed for her hard work.

Dahlgreen encouraged the Board members to read the Statewide Database Licensing Advisory Committee's (SDLAC) annual report on pg. 47 of the Board packet.

Recommendation for Answerland

This is the recommendation for our statewide cooperative virtual reference service, which is currently called Answerland. Last year, Dahlgreen put together a task force to look at what is required to have an effective statewide cooperative reference service. The group confirmed that virtual reference is currently the best approach. Jenny Berg from the McMinnville County Library and Caleb Tucker-Raymond from the Multnomah County Library and the coordinator of Answerland have done an excellent job with Answerland. The question remains the same: How do we fund this expensive service? The Board has considered charging libraries in the past. Dahlgreen tasked Darci Hanning of the Oregon State Library and Kevin Barclay, assistant director at the Deschutes Public Library, to contact libraries in the state and ask if they would be willing to pay for this service.

Based on Dahlgreen's discussions with Hanning and Barclay, we have been offering a top-of-the-line product. We may need to scale it back. There has not been the level of distribution or

promotion that there could have been for Answerland. We need to build a base, and then engage in conversations with libraries and funding sources to see if and how we would improve the service.

In 2013, Multnomah County Library announced that they would no longer be the fiscal agent for this service. However, Dahlgreen was unable to find another library willing to take on this responsibility. Multnomah County Library agreed to be the fiscal agent for one more year. The model of contracting out this service worked well eleven years ago, but is not the best model currently. Dahlgreen believes that the best model right now is for the State Library to take on this responsibility. Hanning has worked with Washington State Library to learn about their cost-sharing approach, where libraries pay for part of this service. Our approach will be a bit different however, as we have 128 libraries or library agencies in the state.

Funding has been allocated for 2014, so by July 1st, 2015, Multnomah County will no longer be fiscal agent and we would take over responsibility for running the service. Dahlgreen believes that we can lower the cost of the service, possibly using only one staff member, rather than two. Technology has also changed dramatically, and we can look at commercial products that could be hosted in the cloud. Our pay scale is also lower than that of Multnomah County, so we may see some savings. We will need to determine how to staff this service. We may shift some staff to take on this responsibility. We will not be able to provide as much staff oversight of the transcripts of provide the same level of staffing.

Dahlgreen is asking for permission to work with Multnomah County Library and the Answerland Advisory Council to transfer the Answerland service to the State Library. At the December meeting, Dahlgreen will have a report for the Board to make a decision.

Hall made a motion to approve moving forward with working with Multnomah County Library and providing a full report on Answerland in December. Bell seconded. The motion passed unanimously.

PLANS FOR 2015 MEETINGS

The February Board meeting is scheduled for Friday, February 20th, from 9 am – 2 pm. It will be in Salem, since our temporary Administrative Rule hearing may be the same day.

The Board agreed to make the arrangements for the remaining 2015 Board meetings at the February meeting, in order to include the new Board members in the decisions.

Bonebrake thanked everyone for great participation and very engaging staff reports.

PLANS FOR NEXT MEETING

The next Board meeting is scheduled for Friday, December 5th at the Oregon State Library in Salem, from 9:00 am – 2:00 pm.

The meeting adjourned at 1:59 p.m.

ACTION ITEMS

- Rondema will contact Board members before sending LSTA grant project documents to inquire how each Board member would like to receive them (electronic, entire packet...)
- Dahlgreen will ask Valkama at the December Board meeting to share the templates for our upcoming operational planning work.
- Westin will put together a list of bequests that Talking Books has received for the December Board packet.
- Dahlgreen will talk with Frank Garcia of the Governor's Office for Diversity and Inclusion about the Affirmative Action report.
- Dahlgreen will write up a description of the opportunities that Bonebrake will mention to Sandy Thompson in Bend.
- Westin will rename the LSTA Budget line item of "Orbis Cascade" to "Ebsco Academic Subsidy."
- Dahlgreen and Westin will do an LSTA Budget comparison.