

***Library Commission approved minutes as presented on Mar 19, 2019.***

**1. CALLED TO ORDER AND ROLL CALL:**

Pamela Bailey, Chair, called the meeting of the Library Commission to order at 6:30PM on Tuesday Feb 12, 2019.

**Members Present:** Pamela Bailey, Chair; Kathleen Poulsen, Vice-Chair; Jon Youngberg, Secretary; Kirsten Beier; Valyrie Ingram; Matthew Hampton, Student;

**Members Absent:** Elizabeth Beechwood (excused); Nickie Augustine (excused);

**Staff:** Colleen Winters, Library Director

**Council Liaison:** Adolph “Val” Valfre

**Others:** Catie Beier.

**2. ADDITIONS/DELETIONS: None.**

**3. APPROVE LIBRARY COMMISSION MEETING MINUTES OF Jan 15, 2019:**

**MOTION:** Valyrie moved, seconded by Kathleen, to approve the January 15, 2019 minutes as amended. **MOTION CARRIED** by all.

**4. CITIZEN COMMUNICATIONS: None.**

**5. INFORMATIONAL ITEMS:**

**5a. FOUNDATION REPORT:** Colleen Winters shared comments about the activities of the Library Foundation of Forest Grove:

- a) The Foundation Board met last night, Mon Feb 11, 2019.
- b) Worked on the Garden Project and the Ginsburg Memorial. Subcommittee meeting about a plaque for the memorial, also on possible outdoor murals(s). The upcoming March meeting of the Board will focus only on this.
- c) The Board will produce a newsletter – it’s first in some years. Lots of work.
- d) Discussed extra fundraising ideas.
- e) See the Library Foundation of Forest Grove’s web site at: [www.fglf.org](http://www.fglf.org).

**5b. FRIENDS REPORT:** Colleen Winters shared comments about the activities of the Friends of the Forest Grove Library:

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- a) Presented at a meeting of the Chamber of Commerce. Promoting the library and the Friends Used Book sales.
- b) The Spring 2019 Used Book Sale is scheduled for the week of April 15 – 20, 2019. Set-up for the sale will begin on Apr 10, with take-down scheduled for April 22, 2019. The normal call for volunteers can be expected.
- c) The Friends on-going online book sales are continuing to go well.
- d) The Friends web site is at: [fglibraryfriends.org](http://fglibraryfriends.org).

**5c. COUNCIL LIAISON REPORT:** Adolph “Val” Valfre shared comments about the recent activities of the Forest Grove City Council:

- a) The State of the City address was given Feb 25 by Mayor Truax at the City Auditorium. And for the City of Cornelius also. (Chamber of Commerce lunch.)
- b) The City Council’s annual Retreat and work meetings were held Feb 2 and Feb 11. Goals and Objectives.
- c) Community Enhancement Program (CEP). Will have \$125,000 to allocate. Applications must be in by Mar 1, 2019. May 28 decisions on the CEP grants.
- d) Discussion of TV Hwy problems and improvements.

**5d. LIBRARY DIRECTOR’S REPORT:** Colleen Winters reported these items:

- a) Colleen mentioned that a new Teen Outreach librarian, Jillian, has been hired. The Teen Library Council will meet with Jillian and Nathan. The Teen Library Council may wish to have two meetings per month.
- b) A new method will be used soon to find reason(s) for the continuing leak of the large window structure on the south side of the library, by the computers.
- c) One library patron was recently excluded from the library for 90 days. He was also arrested by the Forest Grove Police Department.
- d) **Events of interest held at the library in the last month:**
  - 1. Jan 23 – Oregon Shadow Theatre – The Green Bird
  - 2. Jan 26 – The Generous Listener – Adults Read Aloud
  - 3. Jan 26 – Celebrate Diversity – 40 people attended program.
  - 4. Feb 5 – Craft of Sake with Sake One Brewing – very nice program, and a fun evening with 20 to 25 attendees.
  - 5. Feb 9 – Waste Less Workshop – Recycling and re-use – 35 attendees.
- e) **Events of interest planned at the library in the next month:**
  - 1. Feb 23 – The Generous Listener – Adults Read Aloud
  - 2. Mar 1 and Mar 15 – Adult Escape Room – 3 events, two days, with a waiting list of more attendees wanting to sign up.
  - 3. Mar 5 – Cultural Series – Chayag en Familia – Andean Music and Dance.
  - 4. Mar 16 – TED Talks

**6. DISCUSSION OF ITEMS:**

**a)** The 2019 Annual **B&C Recognition Dinner** was held in January. Pamela's short speech was well-received, and the dinner was nice as always.

**b)** The **Library Commission's Annual Retreat** (and potluck) for 2019 will be held Mar 19, 2019 at the Homestead neighborhood Clubhouse at 4300 Settlers Loop in Forest Grove, starting at 6pm.

**c) National Library Week** will be the week of April 7 thru 13, 2019. Ideas discussed: (1) Library Commission members could bring a different treat every day for lunch or early afternoon – Mon thru Sat. This worked well last year. (2) Previous ideas: Other edible treat opportunities, nice decorative mugs, fancy bookmarks. (3) The Friends will host a nice dinner event for library staff that week.

**d) "Survey and Listening Tour Results"**: Kirsten sent Library Commission members a full copy of all the comments made on the Survey and during the Listening Tour, via e-mail. Colleen continued to recommend that Library Commissioners read the large packet of comments received, to look for insight.

**e) Survey Follow-up / Staff In-service meeting.** An all-day in-service meeting will be held at the library Mon Feb 18, 2019 when the library will be closed for the President's Day holiday. Almost all the library staff will attend. Input from all staff hoped for. Survey and Listening Tour items will be discussed.

A document with the title "Forest Grove City Library Service Policy" was handed out (updated slightly from version from a few years ago). The Library Commission reviewed the document, which will be discussed at the staff in-service meeting.

The **morning session** will be about the patron experience at the Forest Grove City Library, considering the whole experience: from parking, signage, and to customer service inside the library. Clearly want a good patron experience. What can we do to make each patron experience be great? What are the obstacles to us being able to provide that? Why can't the patron do (or get done) what they want? What can we do to work with patrons, so they avoid a bad customer experience?

Also, want to achieve a consist service response between library staff and with other WCCLS libraries. How to help the patron when library staff are busy when the patron enters the library? Expected outcome of the morning session: want library staff to buy in to the Service Philosophy document, where they all agree with it.

Lastly, will discuss what should happen when a new person comes to the library for the first item. A "front greeter" would be useful. Signage, see the front circulation desk, etc. We have improvements we need to make.

The **afternoon session** will have "break-out" sections – four sections covering some of 8 possible topics: 1. The library's back doors – how can they be kept unlocked during normal business hours more often? 2. More (or different) library

open hours? How and when they can they be provided? Security concerns?  
3. Library of Things. How to do this? Focused on what? Type of items, etc. 4.  
Collection Development. (Circulation and Reference library staff will be in each of  
the four break-out sections.) 5. More programs and services for senior citizen  
patrons. 6. Family restrooms. 7. Study rooms. Currently have only two. Are more  
needed? Current honor system for using study rooms. 8. Publicity for library  
events. How do potential attendees find out about these events and programs?  
Best current ways? Better ways in the future?

At our next Library Commission meeting, we can expect to hear about some of the  
results of this library staff in-service day.

f) Colleen handed out a color brochure – the **WCCLS 2017-2018 Annual Report**.  
Some significant numbers mentioned: Almost 3.8 million total library visits to  
Washington County libraries. 1.7 million items in our libraries. 11.2 million total  
checkouts. Almost 1 million e-books checked out.

**7. ANNOUNCEMENT OF NEXT MEETING:**

The next Library Commission meeting will be held on Tuesday March 19, 2019 at  
6PM, in the Homestead neighborhood Clubhouse, at 4300 Settlers Loop in Forest  
Grove. This will be the Library Commission's annual retreat and potluck for 2019.

**8. ADJOURNMENT:**

Hearing no further business, Chair Bailey adjourned the meeting at 8PM.

Minutes respectfully submitted by:

Jon Youngberg, Library Commission Secretary