



Ledding Library Board Meeting

Agenda

October 14, 2024

Ledding Library

Meeting called by: Karla Branson, Library Board Chair

Attendees:

Karla Branson Deepak Kadetotad Shawne Smith Maryruth Storer Bea Perkins
Chair

Ann Heiliger Joel McLemore Krystina Thomas Brent Hushner
Vice-Chair Secretary Library Director

Guests: Donna Fuller, Friends of Ledding Library - Emma Sagor, City Manager - Eileen Geiter, Ledding Library Staff

AGENDA TOPICS

| | LEAD | TIME |
|--|----------|---------|
| 1. Call to order <ul style="list-style-type: none"> • Native Lands Acknowledgement • Gratitude Exercise/Introductions • Approval of minutes from August 5 meeting | Karla | 5:30 pm |
| 2. City Manager Check In | Emma | 5:40 pm |
| 3. Meet The Staff: Eileen Geiter | Brent | 5:45pm |
| 4. Friends Report | Donna | 5:55pm |
| 5. Foundation Check In | Krystina | 6:00 pm |
| 6. Public Comment | Karla | 6:05 pm |
| 7. Old Business <ul style="list-style-type: none"> ○ November Meeting Reminder | Karla | 6:10 pm |
| 8. New Business <ul style="list-style-type: none"> ○ Board Positions Update | Brent | 6:15 pm |
| 9. Director's Report <ul style="list-style-type: none"> ○ Library Update | Brent | 6:25pm |

Next meeting date: 5:30 pm, November 18, 2024, Community Room, Ledding Library, 10660 SE 21st Ave, Milwaukie.
Please contact Brent Husher at 503-786-7584 or husherb@milwaukieoregon.gov if you would like to connect to the meeting via Zoom or accommodations.



Ledding Library Board Meeting

Minutes

September 9, 2024

Ledding Library

Meeting called by: Karla Branson, Library Board Chair

Attendees:

Karla Branson
 Deepak Kadetotad
 Shawne Smith
 Maryruth Storer
 Bea Perkins
Chair

Ann Heiliger
 Joel McLemore
 Krystina Thomas
 Brent Hushner
Vice-Chair Secretary Library Director

Guest: Donna Fuller, Friends of Ledding Library

AGENDA TOPICS

| | LEAD | TIME |
|--|----------|---------|
| 1. Call to order <ul style="list-style-type: none"> • Native Lands Acknowledgement • Gratitude Exercise • Approval of minutes from August 5 meeting | Karla | 5:31 pm |
| 2. Friends Report—From Shawne—Sunday sales continue until end of October, last quarterly book sale will be 3 rd weekend in November, sales are above \$600 per weekend. Friends are funding authors’ events at Library. | Donna | 5:41pm |
| 3. Foundation Report—strategic planning retreat scheduled for 10/27. | Krystina | 5:41 |
| 4. Community Comment—No community comment this month. | Karla | 5:46 pm |
| 5. Old Business <ul style="list-style-type: none"> ○ Library Hours—Move to change hours has been made with the City. Changes made based on survey data and staff capacity. Adjustments to be made for evening events. The changes will allow the library to offer alternate/adjusted schedules for the first time. Hours to be publicized via Milwaukie Pilot, social media, Library website, and signage. Communications to be integrated with Strategic Plan. | Karla | 5:46 pm |
| 6. New Business <ul style="list-style-type: none"> ○ Future Topic Ideas—looking for suggestions for topics from Board Members for future meetings. Suggestion to have staff introductions, project updates, and items of interest such as AI integration, and exploring library services such as The Seed Library. Suggestions can be introduced up to a couple of weeks beforehand depending on upcoming agenda. | Karla | 5:56 pm |

| | | |
|---|-------|---------|
| <p>7. Director's Report</p> <ul style="list-style-type: none"> ○ Library Update <p>Printed reports distributed. Summer Reading a huge success, circulation/usage numbers continue to be high. Discussion regarding managing crisis situations and creating a support network. Staff trained in de-escalation as part of integration with City Strategic Plan. Hours adjustment is partially about providing more managerial/supervisor support for these situations.</p> | Brent | 6:17 pm |
| 8. Adjournment. | Karla | 6:34 pm |

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September 2024 Library Activities Board Report

Director's Report:

September was another busy month for the library and for me.

The month began with our preparing our staff and sharing with our community that library hours were changing in the following month of October. This took quite a bit of time, research and effort, but I believe it has been well received.

As of now, I have not received any formal complaint about the change. I have had great conversations around the decision-making process and the community has shown a great deal of support for the library team.

The month ended with our first two authors in our Fall Author Series lineup, that ended up including a finalist for the [National Book Award](#).

Below is a message that I sent out about the hours change. I include here because it reiterates our intentional and throughfall approach.

In October, we are implementing some modest changes to library hours. These changes are directly tied the [Library's Strategic Plan, 2024-2027](#), and [Milwaukie Momentum](#), the City's Strategic Plan.

Without the support of our Library Board, and City Manager, we would not be going forward with this this change. This is the result of a strategic planning process that engaged this library staff, and our library board. It also considered additional community input from last fall's survey conducted by the City. Some of you have heard me say this: "We can do anything, but we can't do everything," and this illustrates my commitment to that strategy. A strategic plan guides us to make hard decisions. It helps us to say yes and to say no.

Library Strategic Plan:

- **Priority 1: Improving Library Services at the Point of Need.** This focuses on delivering services beyond the building to areas underserved by the existing library location.
- **Priority 2: Improving Organizational Health and Sustainability.** The fifth point of this priority is to "evaluate staff and operational capacity to carry out current and planned library programming, services and outreach." I believe this modest change in hours should help us

increase staff capacity to meet our first priority of improving library services at the point of need.

I believe these changes embody Milwaukie's values: Accountable, Accessible, Efficient, Collaborative, and Equitable, as well as follow the spirit of [Milwaukie Momentum's](#) first two priorities.

Milwaukie Momentum Strategic Plan:

- Priority 1: **Support our Employees**
- Priority 2: **Work Smarter Together**
-

Some things to keep in mind:

- At 56, we'll still be open a similar number of hours per week as libraries around us.
- We'll have plenty of weekend hours, especially on Sundays.
 - In City surveys, this showed up as the 2nd more important need, comparing all of our library services and hours.
- After school hours, Monday through Friday, we'll still be open until at least 6pm
 - Monday, Thursday, Friday closing at 6
 - Tuesday and Wednesday closing at 7
- We'll continue to open daily at 10am.

Please note that library programs and outreach (delivering library services outside of our physical library) will at times still happen outside of these open hours. This will create more capacity allowing us to be more nimble when folks are slow to leave at the end of the day, tidy up, and present after hours programs/outreach.

As always, please let me know if you have questions, comments, or concerns.

Cheers,
Brent

Kudos:

David helped a patron use the in-house telephone to call about social services. The patron was extremely grateful for the use of the telephone and for David's kind assistance.

Melissa helped a patron install and download an audiobook to Libby. The patron was so happy with Melissa's kind and calm instruction in how to use the app that she left the library in tears because she was so impressed with all the services the library offers.

A patron struggling to pass his driver's test online received outstanding and patient assistance from Robert who set-up two tech help sessions to assist the patron with navigating the online test.

Melinda, from the Science Fiction & Fantasy book group wrote an email to Robert and said: *"This is just a share for fun, I've been tracking all the books I've read since 2017. I don't have a lot of reading time in this stage of my life so it's encouraging to me to see the whole picture of what I've achieved 😊 Wanted to note that since I've joined our book club, I've read 31 selections for the club, and another 11 that I read as a direct result of interest from the genre/something talked about in the club. I think that's pretty cool!!"*

Kudos to Brent for pacifying a crying child (with frazzled grandmother) in the lobby area with water, granola bars, and stickers. Now she will always view the library as a magical and welcoming place!

Improving Library Services at the Point of Need:

- Several staff members worked with Gabriela Santoyo Gutierrez, our City's Equity & Inclusion Coordinator, to test a potential upgrade to our language interpretation service called LanguageLine. The service offers voice and video interpretations. Over the week we were able to test Spanish, Arabic, Russian, and ASL. Special thanks to Library Foundation Board member, Bonnie Ingersoll, who spent time with several staff on a Saturday morning to test out the ASL video service.

Supporting Staff:

- Sara O'Donnell attended the Association for Library Services to Children (ALSC) National Institute (biennial conference) in Denver, Colorado this month.
- Alex completed a six-month series of Supervisor Training courses through BOLI to learn more about the role of supervisors.

Helping Milwaukians Most in Need:

- The Library offered extended Cooling Center hours on September 5 and 6, with Jessalynn, Alex, Jana, Brent, Riley (Public Works), and Judy (Finance) staffing.

- Becky and Kelly attended this month’s Milwaukie Houseless meeting at the Public Safety Building. Service providers across Clackamas County said they are seeing an increase in people in Milwaukie and Oregon City experiencing houselessness in need of mental health and/or addiction treatment.
- By the numbers:

| Helping Milwaukians Most in Need at the Library 2024 | | | | |
|---|-----|-----|---------|--|
| | Sep | Aug | Jul | |
| Weekly Tuesday Outreach Clients | 11 | 7 | 13 | |
| Water Bottles/Granola Bars | 132 | 97 | 100 | |
| Outreach Card Referrals | 8 | 9 | 13 | |
| Bus Passes | 2 | 3 | 6 | |
| Parole and Proboation Outreach | 20 | 16 | no data | |
| PITS Outreach Referrals noted | 4 | 6 | 5 | |
| Cooling Center Days | 2 | 0 | 5 | |
| Extended hours of Cooling Center | 5 | 0 | 18 | |
| Cooling Center Participants | 10 | 0 | 65 | |
| Cultural Passes | 143 | 195 | 159 | |

Community Partnerships, Collaborations and Connections:

- Ann MacGregor helped staff the LINCC table at Fiesta Latina en el parque – a celebration of Latino heritage and culture in North Clackamas. Happy Valley, Oak Lodge & Milwaukie Ledding Library handed out free Spanish books to over 100 kids throughout the afternoon.
- For the finale of adult Summer Reading, 68 Book Bingo cards were submitted, and five readers were awarded Book Bingo prizes. In addition to gift certificates to Milwaukie’s own Spoke & Word Bookstore, winners received goodies like shirts, posters, books, and assorted City swag. Thank you to our friends in other City departments (particularly Katie of PW/Urban Forestry) for providing some of the swag. Thank you also to the Friends of the Ledding Library for sponsoring and supporting adult SRP.
- The library will support another IRCO Job Training intern beginning in October. Anastasiia is currently a high school student in Clackamas County and will complete 100 hours of work this fall.

Programs and Outreach (AKA delivering library Services and materials outside of the physical library)

- Kirsten, Melissa & Jessalynn shared library information and issued library cards to families at the Rowe Middle School open house and Lewelling Elementary School's Fall Family Night.
- Jessalynn shared storytime with kids in the Ready Set Go classroom at Wichita Center. Seven different languages are represented in that single class!
- The Friends of Ledding Library sponsored two sign language programs for babies and toddlers as well as a Spanish storytime this month.
- Two drop-in playdates this month offered the perfect trial run of our new play sets. Over the past year, Sara created 6 creative play sets for young children using Ready to Read Grant money from the State of Oregon.
- Robert's Science Fiction and Fantasy Book Group met and discussed Robert Heinlein's "Glory Road". Tara's evening book club discussed "Whiskey Tender" by Deborah Jackson Taffa, in advance of the author's visit. Brent made a surprise visit and joined in the discussion of Whisky Tender. Christine's daylight book club talked about "Enchantment: Awakening Wonder in an Anxious Age" by Katherine May.
- Tara, Jan, Kirsten, Robert and David all took turns tabling at this year's Sustainability Fair. Staff enthusiastically engaged with the community and promoted the library's popular Library of Things and Seed Library collections. Approximately 150 people engaged with the library table and staff at this year's festival.



Our Fall Author Series opened with **Rebecca Clarren**, who spoke about her book ***The Cost of Free Land*** with twenty-eight in attendance.



On September 22, **Portland author Elizabeth Chai** came to share her minimalist philosophy, anti-consumer lifestyle, and her book ***How to Buy Essentially Nothing for a Year***. The owner of Mama & Hapa's Zero Waste Shop came to talk about his business as a co-sponsor of the program. The thirty attendees (including some children) had a lot of questions!

On Saturday, September 28 at 2:00 PM, author and memoirist **Deborah Jackson Taffa** (Quechan (Yuma) Nation and Laguna Pueblo) spoke to 34 attendees about her moving memoir ***Whiskey Tender*** and the tensions and frictions of coming of age on and off the reservation.



Book Displays:



In September, we featured Library Card Sign-Up Month on our main lobby display for the first half of the month and Hispanic Heritage for the second half of the month. Tara also displayed the Fall Author Series titles on the white lobby display. Robert added QR codes for Libby's Libros en Espanol and Hispanic Heritage Month collections.

We also had small displays for Banned Books in the adult library, Library card sign-up month in the Teen Room, and Back-to-school books in the children's library.



Other Highlights:

- During the months of June (897), July (740), and August (660), staff purchased, processed, and added at total of 2,297 new and replacement library items.
- Circulation Team held a quarterly meeting to discuss procedures and other topics.
- To bring more attention to the indoor book drop location, Fida purchased a Milwaukie Millie the Goose. City and Library staff are excited to provide some additional costumes for Millie throughout the year.

Several staff had milestone anniversaries in August and September.

- Melissa Perkins 10 Years
- Ellen Malizia 15 Years
- Lucy McLean 15 Years
- Robert Lanxon 30 Years
- David Anderson 35 Years (the longest-serving current employee of the City of Milwaukie)

| | Ledding Library | | | | Statistics | | | |
|------------------------------|------------------------|-------------|-------------|-------------|-------------------|-------------|-------------|-------------|
| | September | | | | 2024 | | | |
| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 |
| Circulation | 57573 | 53360 | 49679 | 47797 | 22378 | 43277 | 36757 | 52408 |
| Patron visits | 18659 | 17059 | 15184 | | | | | |
| New Cards | 320 | 345 | 318 | | | | | |
| Computer use | 1302 | 1054 | 1009 | | | | | |
| WiFi sessions | 1447 | 1375 | 1211 | | | | | |
| Questions (all desks) | 3145 | 2516 | 2061 | | | | | |
| Programs | | | | | | | | |
| Adult | 17 | 7 | 5 | | | | | |
| Attendance | 297 | 156 | 54 | | | | | |
| Juvenile | 7 | 10 | 11 | | | | | |
| Attendance | 443 | 692 | 380 | | | | | |
| Teen | 2 | 8 | | | | | | |
| Attendance | 77 | 26 | | | | | | |
| Total Programs | 26 | 25 | 16 | | | | | |
| Total Attendance | 817 | 874 | 434 | | | | | |
| Volunteers | | | | | | | | |
| Number | 64 | 63 | 54 | | | | | |
| Hours worked | 427 | 540 | 262 | | | | | |