



## TUALATIN LIBRARY ADVISORY COMMITTEE MINUTES

December 4, 2018

Present: Jack Milne, Nicholas Schiller, Laura Stewart, Thea Wood

Absent: Alan Feinstein, David Jaimes, Marcus Young

Public:

Staff: Jerianne Thompson, Library Director  
Tanya Williams, Assistant to the City Manager

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A. **CALL TO ORDER**

Thea Wood called the meeting to order at 6:30 PM and requested an agenda change to move the item Tualatin Moving Forward before Communications.

B. **APPROVAL OF MINUTES**

Nicholas Schiller moved and Laura Stewart seconded that the November meeting minutes be approved as written.

E. **NEW BUSINESS**

**1. Tualatin Moving Forward:** Tanya Williams presented information about Tualatin's \$20 million bond program to address traffic congestion and neighborhood safety. Several projects, which came from community input, are planned over the next three years. The City is currently focused on fast-track projects, including the recently completed buffered bike lanes on 115th Avenue and the upcoming Garden Corner Curves project. Information about the projects can be found on the website [www.tualatinmovingforward.com](http://www.tualatinmovingforward.com).

C. **COMMUNICATIONS**

**1. Chair:** None.

**2. Staff:** Jerianne Thompson reported that Tualatin has been named as a partner city on the Ice Age Floods National Geologic Trail. Library staff are using maker equipment to assist with an art project that will be part of a sidewalk replacement on Sagert Street. She also reported that 613 children have signed up for 1000 Books Before Kindergarten, with 37 who have completed the program, and more than 68,000 books read in the program's first year. In a recent storytime outcomes survey, 100 percent of participants agreed or strongly agreed that they benefited from the program. She shared recent statistics and comment cards.

**3. Teen Library Committee:** Jerianne Thompson reported that the Teen Library Committee had a discussion about the proposed makerspace. Committee members are assisting with winter break programs and are planning a 1980s prom-themed event.

**4. Public:** None.

**D. OLD BUSINESS**

**1. User Survey:** Committee members continued their discussion of comments on the user survey conducted by the Library in October.

**E. NEW BUSINESS**

**2. 2019 Meeting Calendar:** Committee members reviewed the proposed TLAC meeting dates for 2019. The committee agreed to move the January meeting date to avoid the New Year's holiday and to move the August date to avoid conflicting with National Night Out.

**3. Community Room Use Policy:** Jerianne Thompson distributed proposed revisions to the use policy for the Library Community Room. The changes include increasing the hours available to reserve, allowing use of multimedia equipment, and increasing the rental fees.

**F. FUTURE AGENDA ITEMS**

1. Library Operational Policies
2. Strategic Plan Update

**G. COMMUNICATIONS FROM COMMITTEE MEMBERS**

**1. Members:** Thea Wood asked for an update on the new Library of Things collection.

**H. ADJOURNMENT**

Meeting was adjourned at 7:35 PM.

\_\_\_\_\_, Jerianne Thompson, Recording Secretary



**Tualatin Public Library**  
18878 SW Martinazzi Avenue  
Tualatin, OR 97062-7092  
503.691.3079 Reservations  
503.691.3074 Library Information  
www.tualatinoregon.gov

## Policies and Procedures for Reserving the Tualatin Public Library Community Room

Persons with disabilities may request these materials in alternative formats. Please contact Nancy Beall at 503.691.3079 with your request and allow as much lead-time as possible.

**Welcome to the Tualatin Public Library.** ~~We are glad you have chosen our facility to hold your special event. This brochure is intended to provide you with information about the Library Community Room. In keeping with its mission, the Tualatin Public Library Community Room is available for public use.~~ If you have further questions or need additional information, please give us a call.

### Making a Reservation

- All reservations require that a City of Tualatin Facility Use Permit application be completed.
- Fees are payable at the time of application.
- Applicants must be 21 years of age or older, meetings must be open to the public, and not for conducting business.
- Applications must be submitted at least seven (7) days prior to the desired reservation date.
- ~~No telephone reservations will be taken since payment must accompany the application.~~

### ~~Alcohol Use~~

~~No alcohol use allowed, unless event is City sponsored or co-sponsored.~~

### Rental Periods

~~Please include all hours you intend to use the facility, including decorating or set-up times and time for clean-up.~~

The Tualatin Public Library Community Room is available for general public use\* during staffed Library open-hours only and is not available for rental on holidays or when the Library is closed. See usage policies. The minimum reservation period is 1 hour. ~~Please include all hours you intend to use the facility, including decorating or set-up times and time for clean-up.~~

Monday through Thursday: ~~4:00~~ 9:00 am to 9:00 pm  
Friday and Saturday: ~~4:00~~ 9:00 am to 6:00 pm  
Sunday: ~~4 pm~~ 9:00 am to 6:00 pm

For the purpose of scheduling reservations and determining fees, groups will be classified as shown below.

- Class 1:** Activities sponsored by the Tualatin Public Library and/or City of Tualatin  
May reserve the Library Community Room up to one **(1)** year in advance.
- Class 2:** Activities co-sponsored by the Tualatin Public Library and/or City of Tualatin  
May reserve the Library Community Room up to one **(1)** year in advance.
- Class 3:** Non-profit organizations may reserve the Library Community Room up to three **(3)** months in advance for ongoing or one-time activities. ~~Tualatin Residents: \$4015~~ per hour ~~Non-Residents: \$20 per hour~~
- Class 4:** All other organizations, including religious and political groups, are categorized by resident/ nonresident for the purpose of determining rental fees. May reserve the Library Community Room up to three **(3)** months in advance for ongoing or one-time activities. Tualatin Residents: ~~\$4525~~ per hour Non-Residents: ~~\$3050~~ per hr

~~Multimedia equipment, other than the projector screen, is not available for public use.  
Chair and table set-up and take-down is the responsibility of the renters.~~

A resident is defined as:

- A person who resides within the city limits of Tualatin.
- A person who works within the city limits of Tualatin.
- An ~~non-profit~~ organization of which 50% or more of the members reside within the city limits.
- An employee of the City of Tualatin.

Final determination of a group's classification will be made by the ~~Community Services Library~~ Director.

Extensions of ongoing reservations may be made one (1) time per month, but no sooner than two (2) months prior to the expiration of the current reservation.

The City reserves the right to cancel any facility use reservation at any time.

#### **Policies for Use of the Community Room\***

The primary purpose of the facility is to provide space for Library-sponsored programs and events and other official City of Tualatin activities. When not otherwise scheduled, the room will be available on equal terms, regardless of the beliefs or affiliations of individuals or groups requesting use, so long as the individuals or groups abide by the rules governing use of the room.

Use of the Community Room does not constitute or imply the Tualatin Public Library's or City of Tualatin's endorsement or approval of a user's event or activities.

All meetings and programs held by Class 3 and Class 4 groups **must be free and open to the general public,** ~~minimum 2 hours.~~

Soliciting for, or conducting business is not allowed. No admission fees may be charged or solicited. No donations of money or other property may be solicited. No promotions or sales of services, products, merchandise, materials, or other items are allowed. Exceptions are made for the Friends of Tualatin Library and the Tualatin Library Foundation.

~~For purposes of this policy "solicit for or conduct any business" means:~~

- ~~• Sell or offer to sell any article or service;~~
- ~~• Display goods, or descriptions or depictions of goods or services, with the intent to engage any member of the public in a transaction for the sale of any good or service; or~~
- ~~• Perform or engage in any act with the intent or expectation of receiving payment from any person.~~

Nothing in this policy shall be construed to prohibit any act protected under the circumstances by the federal or state constitution.

All activities occurring within the Library Community Room must comply with these rules and with the Library Rules. The Library Director shall have final authority regarding use of the Community Room. The Library reserves the right to refuse or revoke a reservation if the program or gathering is disruptive to the Library's normal course of business, is in violation of the adopted Library Rules, or is in violation of this room use policy. Any group asked to leave during an event because of violations of the rules forfeits the rental fee.

Fundraising for charitable purposes is allowed as long as the event is open to the public and complies with the Community Room and Library policies. A Special Event Permit application must be submitted and approved by the Library Director Manager for any fundraising activity, festival, or special event. Special Event Permits can be found at the Community Services office located at the Juanita Pohl Center or online at <http://www.tualatinoregon.gov/forms>.

~~The following multimedia equipment is available for public use: other than the ceiling-mounted projector and projector screen, is not available for public use.~~

~~The Community Room has 19 tables and 75 chairs, maximum capacity is 147. Chair and table set-up and take-down is the responsibility of the renters. Posters, decorations, or other wall hangings may only be attached to the tack boards.~~

### **Cleaning/Security Deposit**

A cleaning/security deposit is not required. Cleanup includes wiping table surfaces, removing debris from floors, and placing garbage in appropriate containers. ~~The Service Counter may be used and must be cleaned by the renter.~~

Any group or individual renting the Library Community Room and found to have caused damage, neglected to leave the room in a clean condition, or violated any Library rule, will be assessed the direct costs to replace, repair and/or clean damaged or dirty equipment and/or facilities, and may be denied a future facility reservation, up to one year.

The Library ~~Director Manager~~ may require comprehensive general liability insurance covering personal injury and property damage, naming the City of Tualatin, its officers, agents, and employees as additional insureds, when it is determined to be warranted, given the nature of the activity, size of the group, and/or the City's previous experience with a particular group.

### **Food and Drink / Beverage**

Refreshments must be prepared in advance. The room is not designed for cooking or preparation of food. No alcohol use allowed, unless event is City-sponsored or co-sponsored.

### **Cancellations**

A full refund will be given when the Library ~~Director Manager~~ has canceled a reservation and a reschedule date cannot be accommodated.

When a reserving group cancels or reschedules a reservation fourteen (14) days or more before a rental date, the full rental fee will be refunded, less a handling fee. The handling fee for cancellations is \$10.

When a reserving group cancels or reschedules a reservation less than fourteen (14) days before a rental date, no refund of the rental fee is given, unless the facility is re-rented. If the facility is re-rented, the full rental fee, less a \$10 handling fee will be refunded.

*(continued)*

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~~Multimedia equipment, other than the projector screen, is not available for public use.~~

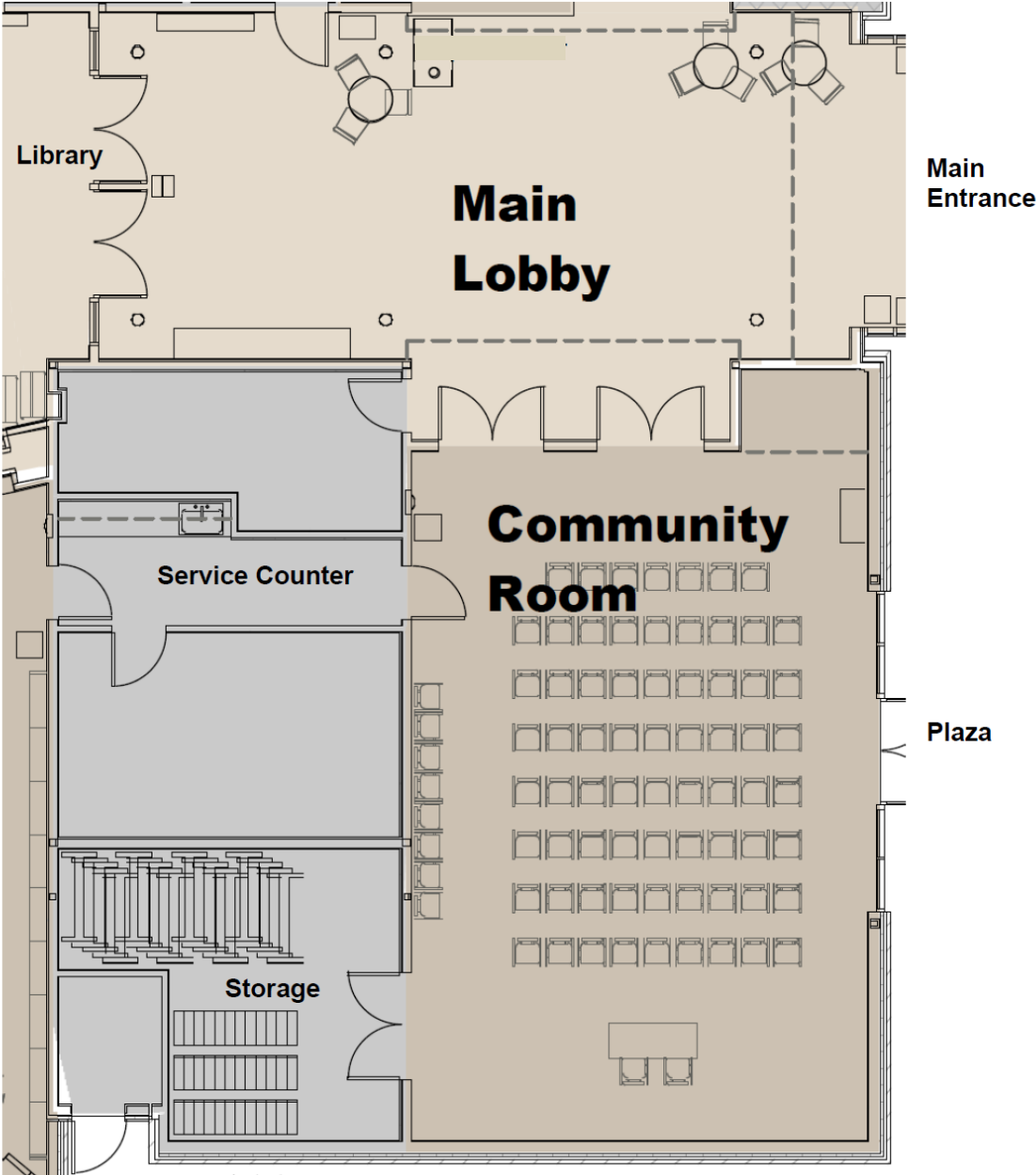
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~~The Service Counter may be used and must be cleaned by the renter.~~

**All Library Rules of Conduct, Tualatin Municipal Code 5-1, apply to activities occurring within the Library Community Room.**

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# Community Room Floor Plan



Strategic Goal: Community members experience the library as a welcoming place that inspires, delights, and satisfies curiosity

Strategy	Measurement of Success	Actions	Year End Status
1. Deliver excellent customer service for all library users	95% surveyed rate library service as very good to excellent	Develop customer service standards and train staff to standards	Developed tools & new procedures for staff to improve customer service; project team did not seek to develop standards
		Conduct one or more satisfaction surveys	90% ranked service as very good to excellent; 98% ranked good to excellent
2. Practice continuous improvement of the library's collections to support our users' curiosity	90% of library's collection checks out each year	Assess collection utilization & realign spending	Collection utilization assessed & budget adjusted; 86% of collection checked out last fiscal year
		Introduce Library of Things; expand Discovery Kits	Library of Things introduced; added a couple new Discovery Kits

Strategic Goal: Community members gather, connect, engage, and are empowered through the library

Strategy	Measurement of Success	Actions	Year End Status
1. Actively promote the library as a social gathering place.	75% or more surveyed say the library has helped them connect, engage, or be empowered	Offer programs that support social gatherings & conduct assessment	66% of surveyed say the library has helped them connect or engage with community
			Surveyed a couple of social gathering programs; results?
	# of meeting room uses	Promote availability of meeting rooms	Explored online reservatin systems to improve access; opted to stay with current process
2. Offer a safe and supportive place for teen interaction and mentorship	95% of teen volunteers say the library has helped them feel empowered, supported, or confident	Continue strong support of teen mentorship & learning opportunities through Teen Library Committee & summer teen program	95% of summer teens rated program as good to awesome; 96% said they felt supported by library staff
			Continued strong participation in both programs
3. Offer programs that provide civic engagement opportunities	90% or more surveyed attendees feel more aware of community issues or more confident about becoming involved with community	Offer civic engagement programs	Did not survey at civic engagement programs
		Solicit participation from Council and community leaders; promote through the new Community Engagement Coordinator	Worked with CEC on a couple of programs; invited Council participation



Strategic Goal: Young children are prepared for success in school

Strategy	Measurement of Success	Actions	Year End Status
1. Emphasize the library's early literacy program	90% of surveyed parents feel more confident about helping their child learn and/or indicate increased awareness of library resources	Increase communication about library resources and the benefits of attending storytime	Fall survey: 100% felt more confident, 100% more aware of resources
		Increase marketing to families living in low income neighborhoods	increased outreach to Head Start families; information about storytimes included in Begin with Books kits
2. Implement an initiative supporting parent involvement in early literacy	% of Tualatin preschool-age children registered for 1000 Books Before Kindergarten	Promote 1000 Books through local Head Start and daycare locations	613 children participating (40% of population); 37 completed in 1st year; in progress: outreach to all preschools
	# of Begin with Books distributed	Develop partnership with 1 or more local doctor's clinics to distribute Begin with Books	275 distributed
3. Partner with Tualatin schools to increase youth cardholders	# of youth cards issued, % of youth cards actively used	Work with TTSD to obtain registration data electronically	in progress; goal = next school year
		Continue marketing resources & fine-free youth materials	Regular outreach to Hazelbrook, 6th grade card initiative; planning 4th grade field trips for early 2019
		Work with TLC to create video promoting youth card	Video created & shared
4. Partner with Tualatin schools to increase student participation in summer reading	% of Tualatin students participating in Summer Reading	Develop competition among local elementary schools to recognize highest participation rate	36% of Tualatin students participated; trophy awarded but need to improve process (no marketing)
		Work with elementary & middle school principals to share data on SRP participants	Not pursued this year

Strategic Goal: Latino residents discover the library as a gateway to community connection

Strategy	Measurement of Success	Actions	Year End Status
1. Develop understanding of current needs of Latino families in Tualatin	Increased distribution of program & services info in Spanish	Solicit input from community members about current needs	in progress
		Work with city's Community Engagement Coordinator	in progress
			Began offering Spanish-language tech tutoring
2. Continue in-the-community, family-oriented outreach programming	# of outreach programs & attendance	Offer outreach to free summer lunch site(s)	Weekly programs at Atfalati park; hosted free lunch site with activities at library
		participate in school outreach activities	Offering afterschool program at Bridgeport this fall; monthly visits to Junto Apredemos
3. Maintain a robust Spanish-language collection for all ages	50% or more of the Spanish-language collection checks out each year	Send librarian to FIL bookfair to acquire new titles	librarian attended FIL; 53% of Spanish materials checked out last fiscal year
		Investigate feasibility of in-community capsule collections	no action

Strategic Goal: Youth have hands-on access to technology and science learning tools

Strategy	Measurement of Success	Actions	Year End Status
1. Continue supporting Tualatin Mobile Makerspace by facilitating access to classroom kits	# of classroom kit uses, # of teachers participating	Keep kits well-stocked and in working order	accomplished; working on transitioning kits to TTSD
		marketing & communication to schools about availability of kits	accomplished but usage remains low
2. Provide programs for children and teens that focus on STEAM	75% of children & teens attending STEAM programs express increased interest in those subjects	Increase diversity of age ranges served by STEAM programs	New programs for teens & adults
			No recent surveys from youth programs

Strategic Initiative: Library staff are prepared to provide excellent customer service

Strategy	Measurement of Success	Actions	Year End Status
1. Management will establish a continuing education framework for represented staff that supports customer service and/or strategic plan	90% of staff participate in at least 1 training opportunity annually		Acquired ALA training series for all represented library staff; % participated in training
	95% of staff report increased confidence in providing excellent customer service		95% of staff ranked themselves as very good or excellent at providing customer service
		Improve communications	Evaluated alternative options for staff knowledge base to improve communication & access to resources
2. Management will seek more bilingual/bicultural staff and recruit volunteers who are able to speak Spanish	# of staff hired		Spanish prioritized in hiring; no additional Spanish-speaking staff hired; increased hours of 1 Spanish bicultural staff; hired 1 bicultural Japanese staff
	# of active volunteers	Improve retention of Spanish-speaking teens	in progress