



MEETING NOTICE

TUALATIN LIBRARY ADVISORY COMMITTEE

January 4, 2022 - 6:00 PM

Virtual Meeting:

<https://us02web.zoom.us/j/89343076692>

+1 253-215-8782, meeting ID 893 4307 6692

A. CALL TO ORDER

B. **APPROVAL OF MINUTES:** December 7, 2021

C. COMMUNICATIONS

1. Chair
2. Staff
3. Teen Library Committee
4. Public

D. OLD BUSINESS

1. Strategic Planning

E. NEW BUSINESS

1. Tualatin Area Ice Age Floods Foundation

F. FUTURE AGENDA ITEMS

1. TLAC Annual Report

G. COMMUNICATIONS FROM COMMITTEE MEMBERS

H. ADJOURNMENT

All meetings of the Committee are open to the public. This meeting location is accessible to person with disabilities. To request accommodations, please contact Jerianne Thompson, Library Director, at jthompson@tualatin.gov or 503-691-3063 at least 36 hours prior to the meeting.

For those wishing to provide comment during the meeting, there is one opportunity on the agenda: Public Communications. Written statements may be sent in advance to Library Director Jerianne Thompson no later than 5pm on January 4, 2022.



TUALATIN LIBRARY ADVISORY COMMITTEE MINUTES

December 7, 2021

Present: Alan Feinstein, Katherine Kang, Dana Paulino, Ashley Payne, Nicholas Schiller, Thea Wood, Marcus Young

Absent:

Public: Laura Baker, Friends of Tualatin Library

Staff: Jerianne Thompson, Library Director

A. **CALL TO ORDER**

Thea Wood called the meeting to order at 6:03 PM.

B. **APPROVAL OF MINUTES**

The November meeting minutes were approved by unanimous consent.

C. **COMMUNICATIONS**

1. **Chair:** None.

2. **Staff:** Jerianne Thompson reported that library management has decided to continue allowing food inside the Library. Alec Chunn has been hired as the new Librarian I, focused on youth services. The Library is hosting a food drive in partnership with Tualatin Kiwanis Club. She also shared that the Library's project with Tigard Library to issue library cards to all Tigard-Tualatin School District students is proceeding as planned. Thompson shared recent statistics.

3. **Teen Library Committee:** Katherine Kang reported that TLC hosted a speaker series in November and a winter holidays celebration in early December. TLC will be assisting with a couple of programs for elementary-aged students during winter break.

4. **Public:** None.

D. **OLD BUSINESS**

E. **NEW BUSINESS**

1. **Friends of Tualatin Library:** Friends of Tualatin Library President Laura Baker provided an update on Friends' activities in 2021. The Friends raise funds primarily through used book sales and provide grants to the Library to support programs. In 2021, the Friends donated \$2,880 to support

programs; annual program support is usually about \$20,000 but program expenses have been reduced because of COVID-19. The group's goals are to continue to recruit volunteers, continue supporting the Library, and increase membership.

2. Intellectual Freedom & Public Libraries: Jerianne Thompson gave a presentation about intellectual freedom, the right of individuals to seek and receive information from all points of view without restriction. She also reviewed the Library's process for responding to complaints or challenges to library materials and TLAC's role.

3. Public Comment: Committee members discussed whether to continue offering a public comment period as a standing agenda item. The committee agreed to continue the practice.

4. 2022 Meeting Calendar: Committee members reviewed the draft meeting calendar for 2022 and agreed to continue meeting at 6pm on the first Tuesday of each month. The meetings will continue to be virtual at this time.

F. FUTURE AGENDA ITEMS

G. COMMUNICATIONS FROM COMMITTEE MEMBERS

1. Members: None.

H. ADJOURNMENT

Meeting was adjourned at 7:00 PM.

_____, Jerianne Thompson, Recording Secretary

Focus Groups – Summary

What words would you use to describe Tualatin Library?

- Comfortable, inviting, diverse
- Welcoming and inviting. Staff go out of their way to acknowledge you, see if you need help.
- Small, intimate, nice & cozy
- Attractive – it draws me in from how it looks on the outside; inside is bright, full of windows
- Friendly, open
- Warm, inviting, easy to access
- Lots of activities, makes it easy to connect with the community
- Inviting, involved, creative
- Clean, inviting; mastodon is a big attraction for my children
- A lot of the events are fun
- Fascinating
- Tualatin Library is filled with kind people
- Easy access to books and other items
- Welcoming, warm, comfortable, relaxing

Strengths of Tualatin Library?

- Location, fireplace & seating
- Variety of volunteer opportunities
- Can get books from anywhere in the county; Cultural Passes
- Windows for natural light, seating around the fireplace, welcoming layout
- Staff – they've been so helpful
- The staff is really friendly
- It's easy to walk in and find what you need; everything is accessible
- Library provided service safely during COVID
- Storytime online – I love to watch it, and I learn how to teach my young children through it, too
- Community outreach goes above and beyond
- I love how adaptive the library has been during the pandemic
- All the resources and programs you have for kids
- I loved Saturday storytime; Tualatin was the only weekend storytime in Washington County
- Location, people, and availability of items
- The novel ways in which it is evolving to create more opportunities for community building
- The makerspace idea is brilliant; allows us to teach and help each other in an easy and informal environment
- Integration with other libraries (WCCLS, interlibrary loan)

What could we improve on?

- Getting to word out about programs and services
- More parking spaces
- More books
- Would love to see in-person events come back
- Bring back the coffee shop

- Awareness of library services
- Broader communication about what's available and how to access it
- More education around using Libby/audiobooks
- I would like to see more languages in the collection; interested in Chinese & Japanese
- Would like to see a library-specific newsletter
- The vibe of the place has changed to one of almost coldness
- Make it more of a community outreach to everyone; facilitate communication in the community as a hub
- Difficult to find classic literature in our library but I am no longer sure that should be the goal

What is the role of the library in the community?

- Not a single role: connection, education, access to diverse community, place for resources
- It's morphed into this central community space; it's this really nice place where everything intersects
- There's a comfort in knowing it's there, knowing I can go and get information and resources when I need them
- Libraries supply books; you do that so well and then some
- Encouragement of reading, the makerspace
- Events for all ages
- Early literacy
- Libraries should be a place for people to access learning materials and should also be a connection to different communities
- The library is the central hub for the community
- The library is a place to come together and find resources
- Providing access to resources
- A place for people to learn together, help bring the community together

Are there any issues taking place in our town that have a direct effect on your household that the library should be aware of?

- Traffic
- Homelessness
- Road construction
- COVID – I feel like the library is a safe place to take my two small kids
- Tualatin does not have a great downtown area

What should the library do more of in the future?

- Vaccination site for boosters?
- Concerts
- Additional tools for the makerspace
- I wish the library was just a little bit bigger
- No PCC here, is there space for those kinds of classes?
- Or something practical, like how to crochet, how to knit

- Take & Make crafts are always gone by the weekend, would be nice to start distributing them on Saturdays
- Adaptive equipment (for people with disabilities)
- Hard to say; Tualatin library does a great job
- More arts and cultural events
- Dolly Parton's Imagination Library program
- Events appealing to different people
- If there's a way to support more hours for the makerspace to be open, I want to support that
- Restart in-person events
- Better appreciation for volunteers
- As a community we need to get to know each other again, to have meaningful dialogue, to create things together, to teach and learn from each other

Community Interviews - Summary

Students: Jamie Kingery (principal, Tualatin Elementary) and Vilma Madrigal (family partnership advocate, Bridgeport Elementary)

- Many students are behind because of the virtual approach last year; need for homework, reading, math support
- District distributed hot spots to families with student ipads; some parents struggled with how to use the technology
- No longer a STEM specialist at the elementary level
- Kindergarten and pre-K registration are lower than expected this year
- Spanish-speaking parents would like to learn how to read and write English

Older adults: Susan Noack (Aging Taskforce chair)

- People are wanting to get out more, looking for new things to do
- Isolation is the biggest issue for seniors, need for socialization
- Senior facilities in town have their own transportation for residents

Latino residents: Betsy Ruef (Community Engagement Coordinator)

- General lack of awareness of the library as an option for help and support. How can we do a better job of getting the word out about library services and access?
- Latino residents don't know they can call the library for help with research questions
- Questions she often gets: connecting with community resources, business licensing, afterschool programs, technology help
- Consider making some short video for social media, hosting tours

Homeless & low income residents: Zach Gillock (outreach pastor, Rolling Hills Church), Rose Money (Family Promise)

- Seeing increased demand for shelter, but seeing fewer participants at RH's Monday night meals
- Concern about social isolation, need for relational connection
- See the library as a connection point

- Feeling fatigue – the pandemic is harsher and has a more traumatic effect on those with less income
- Those without stable housing often need some hand-holding to get back on track
- Access to technology and help filling out paperwork is key
- Could we partner with Rolling Hills on an ESL class?

Businesses: Roy Gugliotta (CEO, Chamber of Commerce) and Jonathan Taylor (Economic Development Manager)

- Employers are having a hard time recruiting employees, retail through advance manufacturing
- Small businesses took a hit in our community; have lost about 1/3 over the pandemic
- Small business owners need training, most never took a business course before starting business
- How can the library be a community center for business growth and development?

General community: Frank Bubenik (Tualatin mayor)

- Access to computers and wifi is key for students and workforce
- Library as a community gathering place, a trusted place
- Consider doing more outreach, find ways to bring the library to the community
- Whatever the library do to promote social connection is key (but also: zoom fatigue)

SOAR Assessment – Staff meetings 11/30/21 & 12/1/21

STRENGTHS:

Inclusivity
Welcoming
Accessibility (tools, location)
Community connections
Connections to other departments
Spaces for youth
Teamwork
Staff (service, varied interests, open-minded)
Mastodon
People like us
Makerspace
Hands-on & interactive
Award winning staff (Employee of Year)
People-centered
We embrace our differences
Flexible
Accommodating
Library of Yes
Dynamic & vibrant
Nimble
Creative
Responsive
Joyous building to be in
Customer service
Unique programs
Community engagement
Us!
Volunteers
“welcominginitudeness” (living room)

OPPORTUNITIES:

Outreach position (new connections, fresh perspective)
Student cards
STEAM Librarian (grow & engage, possibilities)
COVID & programs
Bibliotequitas
Take & makes
Basalt Creek annexation (transportation challenge)
Programs returning (music)
Technology services
Communication (connecting w/ younger generation)
Mobile maker lab
Public entity
Shelters (outdoor covered spaces)
Spanish-speaking staff

Social worker
Student card outreach
Makerspace
Engagement on DEI
Cross-training
Continue some kind of take home / digital programming
Library policies (regular review)

ASPIRATIONS:

Safe date location (open 24 hours)
Tech education
Social worker (regular presence)
Video integration with website (migrate off social)
Filming studio
WCCLS / Tualatin app
Independent website
Everything bilingual (signage, communications)
Spanish speaker every day
Video creation & editing (training)
Storytime for working families
More staff collaboration on programs
Full-time tech person (incl. electronic communications)
Book Babies for 3-5 year olds
Senior Library Asst position (staff growth)
Co-timed adult/youth programs
Brewpub
Expansion of space (staff space, storage)
Children's room desk
Expanded library of things
Tech tutors
ESL classes
Everyone in Tualatin has a card
Identity/branding makerspace (expand programs)
Café
Actual staff room (more space)
Bookstore for Friends
House band
Tech equipment for digital content
Our own social media

RESULTS:

Growth in # of Spanish-speaking staff
of makerspace users
Conversations with patrons (finding yes for current no's)
Student card use
Staff positions – Senior LA
Built a makerspace & staffing
Expanded access

Iterative plans (cataloging task force)

Patron retention

High satisfaction with services

Acknowledgement from community

Increased circ

Community trust in our responsiveness (feedback & engagement)

New patrons becoming regular users

Student cards highly used

High usage of takeaway programs