

**PLD Directors' Meeting  
Salem Public Library  
February 22, 2017**

**Update from OLA President, Elsa Loftis**

- Legislative Day yesterday was a success. Thanks to all who participated and planned.
- ESSA (Every Student Succeeds Act) – Replacement for No Child Left Behind. We are advising implementation plans now in progress by schools. There is a task force advocating for school libraries and librarians; they attended town hall forums.
- OLA conference – In Salem April 19-22. “Thriving Together” is a nod to the inclusion of OASL and the Saturday program. Keynote is a Portland city commissioner. Author Maggie Stiefvater event and book signing on Friday evening.
- Public statements in this political atmosphere – OLA has had challenging conversations and hasn’t done anything formal yet. The legislative committee is drafting a core values statement which they will introduce to membership at the conference. Has anyone been wondering about OLA speaking up? There was agreement that having a core values statement from OLA would be helpful. ALA has one but OLA has been discouraged by members from hitching their wagon to ALA due to past actions.
- Strategic Planning – It is at the implementation phase. Top priorities: website, targeted member outreach, rural advocacy and outreach, leadership institute. Website software has been upgraded then we’ll get strategic about a searchable archive. Left over Portals money is being moved into leadership training.

**Update from State Librarian, MaryKay Dahlgreen**

- State Library Board – MaryKay and Aletha Bonebrake are participating in the budget hearing. The Board is also meeting for strategic planning. There are 9 specific board members based on legislation passed earlier. The full board will be in place in June 2018. The changes have been good. State agency staff have helped in bringing perspective.
- Personnel - Ann Reed will be leaving this month for new opportunities. They’re evaluating the position. You still have to do your statistics! Also have a Government Services reference library position opening.
- LSTA 5-year plan - Evaluation underway. Focus group and survey participation has been invaluable. The money must be spent on the LSTA 5 priorities. No big surprises with the evaluation. The 5-year plan is broad giving options and flexibility. For example, we now spend most money on state-wide programs instead of on individual competitive grants. That rebalancing is looking good in the evaluations. They made a change to the LSTA application process. The new shortened timeline will be evaluated; it may be that it was shortened too much.
- HB5018 – Budget bill for the State Library – the governor’s recommended budget. The governor cut some general fund money, and the State Library has two programs in general fund. TBABS cannot be cut further so the cut will come to Ready to Read. Senate Bill 75 would change the age to add 15-17 year olds and increase the minimum for small libraries. We had a plan to expand Ready to Read to Reading for Success based on the will of the library community, but the money isn’t there. Ready to Read is highly respected and puts money directly into communities – for legislators that is a plus.
- Public Library Standards – Working on updates. Want to use them as key performance measures for the work that the state library does. It’s how they’ll tell the legislature that they are doing

their job. How can OLA and the State Library work together to maximize the value of the standards? It feels like a better way to measure the work that we do.

- Talking Book and Braille Library – Public libraries are the best way to get people signed up. Any library can certify someone as visually disabled. The budget just covers staff and there is an obligation to the Feds to maintain a minimum staffing, so no cuts will be made to that budget.
- Answerland – Thanks to those who have renewed as partner libraries. We want to give it a fair shake and see if it is cost effective.

#### **Update on Douglas County – Buzzy Nielsen, Kate Lasky, Harold Hayes**

- Harold – 10 rural branches closing March 31, Roseburg May 31. The biggest challenge has been the commissioners who have actively campaigned against the library. Takeaway – hope that we all try to stay positive but keep your eyes open to those who have a different agenda. All bets are off when they hold power and don't agree with you. Another takeaway - if you are in a supportive county, look at forming a library district while times are good. Could they follow the Hood County model? OLA sent the commissioners a letter asking them to maintain the assets and collections. With other library closures, all were able to keep the assets. Douglass County has other complications in that the county only owns one building (Roseburg). Those local agreements will be cancelled as of March, so the cities will have to decide to keep assets.
- OLA was invited to help with a library futures committee. Buzzy will be the liaison with the commissioners.
- Consider showing up on April 5, at 9:00 a.m. at the Council chambers - it would be symbolic and supportive to the library supporters in the community.

#### **Round Table – Information Literacy in the Age of Fake News**

- Discussion about whether libraries have held programs about civics or privacy. Abigail recommended Wendy Willis of the conversation project to address privacy on the internet. She's at PSU in the Oregon kitchen table project. What about local media? Is there anyone there who might speak to this? Oregon Humanities Project has some possible topics.
- Discussion about controversial programs. Consider the opposite approach and be prepared for it. Lay down ground rules before the program starts. You cannot be threatening or hostile toward others. You can be passionate. It helps to set that tone, and you have to follow through. The hard part is when you have people who don't want to have the conversation.
- Fake news – Focus on being skeptical. Irony of information age is that we are in our bubbles of confirmation bias. Libraries can provide programs without presenting them with loaded words (like fake news). The core mission of libraries is providing all sides of information.

Sharing (happened informally during lunch)

#### **Round Table – Privacy: What could/should libraries be doing to protect patrons' privacy**

- Patron data - ALA has digital privacy guidelines. Audit how you handle patron data. Ask vendors about how they handle patron data. Look at NISO standards for library users to strike a balance between what users want and what is offered.
- Transparency and policies - It's important to be transparent to users. What exactly happens to their data? Does anyone have a great privacy policy to share? Look at Multnomah County Library. There will be an OLA pre-conference for writing a privacy policy. Candy Morgan does workshops with staff. Make sure patrons don't get the impression that their private data is more private because they are in the library.

- Library computers - Are browsers set for incognito and private mode? Some patrons complain about it. It takes training. Buzzy has browser settings to run like it was in private mode. Deep Freeze clears all data between user sessions. Some sites don't even work if you turn off third party cookies.
- Patron education – Teach classes on how to stay safe on the internet. How do you balance privacy vs convenience? Mini sessions with individuals work well.
- Public records - Some libraries working on record retention schedules. The archives division of the Secretary of State offers a schedule. Getting rid of it is as important as keeping it (legally). How do we handle digitally native documents and social media? Does your email system meet requirements? It would be helpful to have guidance about that. The city recorder can also be helpful. Ask city to do workshop on records retention.
- Public meetings – There has been training about what constitutes a public meeting due to the Lane County law suit (e.g., using “reply all” may create a public meeting). Be aware of this.

### **Round Table – Service to People Facing Homelessness**

#### Challenges with the increase in homeless patrons

- Do day shelters help offset the numbers we see? Those with a community day shelter said they still come to the library but leave their stuff there and clean up there. Some big cities have mobile showers and laundry units.
- Is some of this a population growth issue that won't ever go away?
- Some cities are in “engage don't enable” which leads to things like turning off Wi-Fi at night.
- More weapons are coming in. Discussion about legalities of weapons. Buzzy will send out info.
- Kirsten will send out their codified system for restrictions. In Hillsboro, exclusions cover all public city buildings.
- Large packages – how do people deal with them?
- Profanity is the first line of intolerance.

#### Providing services to homeless patrons

- Driftwood changed their policy enabling a card with two checkouts and computer access for which you don't need to show proof of address. Good for 90 days but also renewable.
- Some libraries have partnerships with local agencies who serve the homeless so they can get a full card. Some issue a “Provisional card” or “Temporary card.” It's helpful to connect with other agencies via Project Connect so they know what we do and we know what they offer.
- Some offer shower passes for the community center (like when someone is seen bathing in the bathroom). This proved to be too successful in Driftwood, actually.
- Social work intern – in that profession they talk a lot about self-care. The library profession largely ignores managing our compassion fatigue. Deschutes has a social worker in the library funded in partnership United Way. She does not solve chronic homelessness problems; some are too far gone. She's there to help those who want it, like women in their 50s who need help paying rent.

#### Resources

- [WebJunction: Resources on Libraries and Homelessness](#)
- YouTube video “[A librarian's guide to homelessness](#)” (a person involved with a shelter put it together to say what he wishes library staff knew.)

### **Round Table – Are Libraries Neutral?**

- Look at your community very broadly when you are offering services (e.g. to the Latinos and to the loggers).
- If we focus on the library's core values we can't go wrong because we can say we have always done this.
- True neutrality probably is not possible, but just because it's not possible doesn't mean we should give up on the idea. If you live in areas where there is strong support for the current administration, don't throw the baby out with the bathwater.
- Be civically engaged. For example, there is no real civic engagement in government like at budget meetings. Nobody is there. The library can raise its hand and find opportunities to add more and recapture the library as the democratic culture that is left standing.
- What if the staff is divided? One library reported that the conservative staff think the liberal staff are biased and doing more programming that is biased.
- Focus on community needs. WCCLS shared a document they've put out about services they offer. It could be perceived as being biased, but it is a response to community need. It's tricky putting it out because there are people who will perceive it as biased. You could even state "because our patrons have been asking about this..." It can be important to point that out.
- We have beliefs in our profession that are political. We try not to be partisan.

Thank you for coordinating with legislative day. Phone calls and emails to them matter, too.

We spent all of the time with round table discussions, so we did not have formal sharing or an open forum.

Meeting ended at 2:30 p.m.