



Salem Public Library Advisory Board

Salem Public Library

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Salem Public Library Advisory Board

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Next Meeting: Wed., Apr. 10, 2019

www.cityofsalem.net

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Meeting Agenda

Wednesday, March 13, 2019

5:30 p.m. – 7:00 p.m.

Main Library

Anderson Room B

585 Liberty St. SE, Salem, OR, 97301

1. Call to Order
2. Approval of Minutes
 - Wednesday, February 13, 2019
3. Public Comment
(Appearance of persons wishing to address the Board on any matter other than those which appear on this Agenda.)
4. Information Items
 - Seismic Upgrade Project update (City staff)
 - Teen Advisory Board (TAB) update
 - Chair's report
 - City Librarian's report
 - Friends of SPL report
 - SPL Foundation report
5. Discussion Items
 - Update on research into data keeping (Lois)
 - City Council report (Lois)
 - Automated renewals (Sarah)
6. Action Items
 - None
7. Miscellaneous Board Items
8. Adjournment

City Librarian's Report March 2019

Staff News

We're always learning

Library staff consistently look for opportunities that help them develop their skills to better serve our community. Christopher Rumbaugh, our Adult Services Manager, recently spent two days of hands-on, intensive workshops about:

- Designing outcome-based evaluation of programs and services
- Assessing the needs of your community
- Techniques for tracking public library data and using these data for planning, management, and demonstrating the library's worth
- Using data and stories to document the impact of your library

Some of our youth services staff will be attending the Saturday, March 23 Inclusivity workshop provided by The Oregon Library Association Children's Services Division.

Service Milestones

Laura McMahon, 35 years and Carol Rugebregt, 15 years.

Not goodbye, but see you later!

Marya Hunsinger has been an integral member of the Youth Services team, providing Spanish and English programs, training, outreach and assistance for over 20 years. She has been the Library's go-to translator and proofreader, and Discovery Room exhibit assistant. Marya's energy, sense of humor and fun outfits that match storytime themes are just some of the reasons we will miss her after her retirement. Current and former co-workers and friends will wish Marya a happy retirement at 3:00 p.m. Wednesday, March 20 in Story Room B. That evening, she will say gracias and adios to her Spanish storytime families with a fiesta in Story Room A.

Library Spaces

Listening to the community with the upgrade project

See attached report of what we've been learning from all of the community input gathering both through the Market Survey done in 2018 to the February 19th Seismic Open House and Surveys and even statistics on usage of our collections. We're shifting quickly into the relocation research part of the project as well and aim to have a full plan together by the end of the summer.

Collections

Responding to LAB's recommendations and requests

Materials selection staff are investigating a variety of potential methods and workflows to track why individual items are withdrawn from the catalog. They are also conducting time studies to determine overall staff time required and potential service impact going forward. Their recommendation based on their study will be included in LAB's report to council. See attachment for a narrative and summary of manual tracking done from mid-December to late February. Manually inputting this detailed and nuanced info has effectively doubled selector's time and is not a likely future option, especially given the added time to match barcodes to titles to tie the detailed information to the specific item. Selectors and programming staff plan to share behind the scenes information on library services, including the life cycle of a book, as part of our celebration of National Library Week in April.

New materials and new displays

Spanish language materials purchased through the Libros for Oregon grant (with support from the Foundation) have been processed and are now on display and available for checkout. Our involvement in Libros for Oregon is a two-year commitment and we're already gearing up for the book fair in Guadalajara this coming November. Speaking of display, some of the Adult Non-fiction collection has been rearranged to allow for more face out display at the front of these particular ranges. Despite the well-known adage, many of us do like to judge books by their cover, especially when they are attractively arranged to catch our eye.

Events

Salem Reads events have been a hit!

The [Salem Public Library Foundation](#) chose Good Morning, Midnight because the book has many dimensions to spark broad community engagement, including: science education, climate change, species extinction, isolation, living in extreme environments, and disaster preparedness. [The Calendar of Events for Salem Reads was jam-packed with fun and educational opportunities, including a visit from the author!](#) The programs with the author capped off the event. Lily Brooks-Dalton ran into some plane trouble on her way to Salem for her event at the Library but the Foundation and Library staff had a back up plan for the writing contest winners to read their entries to the gathered crowd. Goodmorning, Midnight ends rather abruptly and so the contest was to write the next chapter(s). The winners were excited to read their work aloud and who knew that a writing contest idea 9 months before the big night would end up saving the day! Well done to everyone at Salem Public Library, Salem Public Library Foundation and every other partner and sponsor who made the ambitious idea of "What if everyone in the community read the same book?" a reality.

First grader invasion!

On the last day of February, Salem Public Library had a welcome surprise visit from 100 Swegle Elementary visitors (all of the First graders and their helpers). The First grade classes were following up on Librarian Jessica's earlier outreach visit to their school as part of the READ Bookmobile partnership with the Assistance League of Salem-Keizer. The final Read Bookmobile visits for this school year take place in March.

Snuggle Up Reading Club Prize Pick up time

Families that participated in the Snuggle up Reading Club during February are stopping at the "Ask Here" desk on the third floor to choose their prize books. These prizes are made possible through a state Ready-to-Read grant.

Challenge Yourself!

March Into Non-Fiction Reading Challenge is February 12-March 12.

Readers and listeners (ages 0 - 18) are taking the non-fiction reading challenge, choosing books from a variety of non-fiction categories in March. In April, participants turn in their completed reading log in exchange for a new non-fiction book to keep. Register online or at the Youth Services or Teen Services Ask Here Desks.

Spring Break is Coming!

Library programming teams are gearing up for a full slate of Spring Break programs for all ages. One highlight is the Ugandan Children's Choir performance in Loucks at 3:00 p.m. on Saturday, March 23.

General Library News

Website Facelift

Have you looked at the Library's website lately? Our web communications team is made up of Library, IT and City Manager's office staff. Their ongoing collaborative efforts to make the Library's website easier to use, faster to navigate, and less crowded/more attractive are getting positive comments from staff and the community. The library category page was the most visited pages on the City of Salem website in 2018 with 150,673 page views during the year.



Salem Public Library Renovation Project

Salem Residents Offer Views on Library Design

The City of Salem Invites Public Input

Salem Public Library has been listening to Library patrons and the community at large on their hopes for the upcoming renovation of the Library building — including the design of Library space and services offered within its walls.

Salem voters approved a bond measure in 2017 to retrofit the Library to withstand a seismic event. This seismic retrofit provides a simultaneous opportunity to upgrade Library facilities to better serve current and projected community needs and interests. (See <https://www.cityofsalem.net/library-upgrade>.)

Several recent initiatives to solicit public input on priorities for use of spaces and features in the main Library building have engaged Salem residents. People also were asked about their favorite programs and collections, as well as community use of Library facilities. These initiatives included:

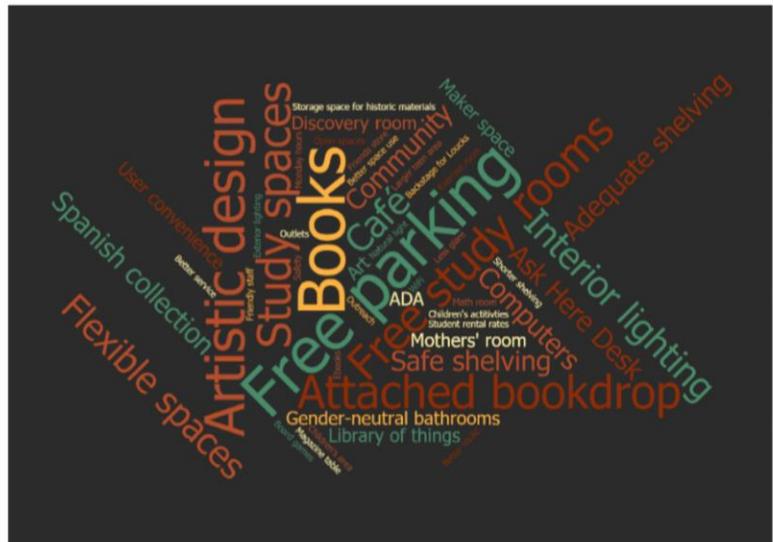
- *A 2018 community survey of Library use to deepen understanding of Library customers and Salem residents*

Survey results highlight ways to engage current users with relevant programs, materials and services, as well as to attract new users who have yet to discover all the Library has to offer. For survey results, go to <https://www.cityofsalem.net/library-upgrade>, under “What We’ve Learned”, and click on [survey of community Library use](#).

- *A Library Open House (January 31, 2019) presenting results of the community Library use survey, and soliciting feedback on hopes for the future of the Library building, favorite parts of the Library’s collections, and preferences for the interim Library location (for Library services during construction)*

[Click here](#) for **word cloud** summary of public input.

- *A survey offered online and in print, in both English and Spanish, (February 12-26, 2019)*



Hopes described for the future of the main Library building

The survey invited input on priorities for improving/adding Library features and spaces, as well as favorite Library programs and services, and changes to increase Library use. (Complete [Survey Monkey](#) results are [available here](#).)

- *A community Open House (February 19, 2019) featuring a presentation on diverse architectural approaches to Library design by Laura Klinger of Hacker Architects, lead architect for the Library renovation project*

The fifty participants provided feedback on desired improvements/additions to the Library building, and what they value most about the Library's spaces, features, programs, services and collections. (Summary of [community meeting comments available here](#).)

- *Listening sessions involving project architects with Library staff, Library Advisory Board, Friends of the Library and the Library Foundation produced advice on Library improvements, including design elements to improve visitor experience and Library functions. (See [available list](#) of "Top 10 Programming Themes".)*

This feedback is supplemented by recent statistics on circulation and turnover in the Library's collections ([click link](#) to view [circulation/turnover report](#)) and will include results of upcoming Open Houses on Library renovation design options (late April) and unveiling of the final Library design (fall 2019).

Key Findings

Public responses to date confirm that people have diverse preferences in what they value most about the Library's spaces, features, programs, services and collections, and what they would like to see improved.

- For example, answers to the question "How Important is it to you that the following features and spaces of Salem Public Library be improved?" show that all spaces and features are viewed as somewhat or very important. *This underscores the importance of **flexible space** in the final Library design — space that can serve multiple functions or be easily repurposed over time.* (See Question #1 in [Survey Monkey](#) summary, [available here](#)).
- Another consistent finding was the desirability of free parking. *Nearly 88 percent of survey respondents say "free parking" is important to increased Library use — a finding borne out in other feedback.*
- *Recent statistics show upward trends in circulation/turnover of the Library's collections.* Books remain central to the Library's collections and comprise the lion's share of its circulation. While many respondents express interest in maintaining/growing a vibrant book collection, the highest growth in collection use is in resources other than books (e.g., eBooks, CDs, audiobooks, DVDs, etc.). This is especially true of younger Library users.
- *About 25 percent of households in the Library's service area have an active Library card, and Salem's population is expected to grow around six percent over the next five years.* This presents an opportunity for the library to add 5,000 new users. The biggest growth potential in Library users is elementary school age children and their parents and other younger adults (age 25-45).

- *Library services for children are of high value to the community as a whole.* The community survey also shows a strong linkage between people who were exposed to libraries as children and those who use libraries as adults, another incentive for the Library to maintain a vibrant space/program for children and teens.
- *While less statistically significant, many people express a strong attachment to the Library's art collection, including the etched glass panel.*
- Other comments include feedback on placement of computers (in ample, private work spaces throughout the Library, rather than collected in a single room), interest in developing a collection of "things" (from tools to cooking utensils), a desire for use of natural light, comfortable furniture in the reading room, a closer connection between spaces for children and teens, improved safety around the Book Return, a covered walkway between the Library and the parking lot, and a café on Library premises. For others, the availability of public meeting and study areas are among the Library's most important services.

Who We Heard From

In weighing these findings, it's important to keep in mind who responded to opportunities to provide input, and whose voices were not heard.

The community survey on Library use is most representative of *all* Salem residents, providing information on Library use and non-use across a broad demographic spectrum. Even in this survey, views of non-English speakers, and those who have yet to use the Library, are underrepresented.

The online/paper survey attracted over 300 respondents, but most are motivated, frequent Library users (55 percent use the Library weekly). More important, this sample was heavily weighted toward an older demographic: (37 percent of respondents are over age 65; 68 percent do not have children living in their homes). The Open Houses attracted a similar cohort of older, frequent Library users.

Future Listening Efforts

Salem Public Library and City staff plan to continue conversations about how the Library can best serve community needs. Initiatives are underway to obtain feedback from parents of young children and from non-English speaking families. Public input will inform upcoming decisions about use and design of the Library building, as well as future Library programs, collections and services.

Salem Public Library Provides More Details on its Collection

Salem Public Library has developed new information on how it continuously manages its collection of books and other materials to best match changing community needs and interests.

[The Library's collection is regularly updated using professional standards adopted by libraries all over the U.S.](#) Books are removed if they are in poor condition, little used, no longer current or a surplus copy. Replacements are sought for damaged books that are still in demand. Every year, the Library adds 33,000 *new* items —books, DVDs CDs, magazines, eBooks and other resources — to satisfy the needs of every age group, pre-school to retiree.

The Library has now posted on its webpage, data regarding books removed from *December 13, 2019 to February 21, 2019*. Librarians used barcodes instead of book titles to expedite tracking the books removed or replaced during this period, and the reasons for each decision. To view the data, [click here](#). For a snapshot of items removed or replaced, listing their titles, please [click here](#). Information available *before* development of this data collection method did not describe selection criteria for each book removed.

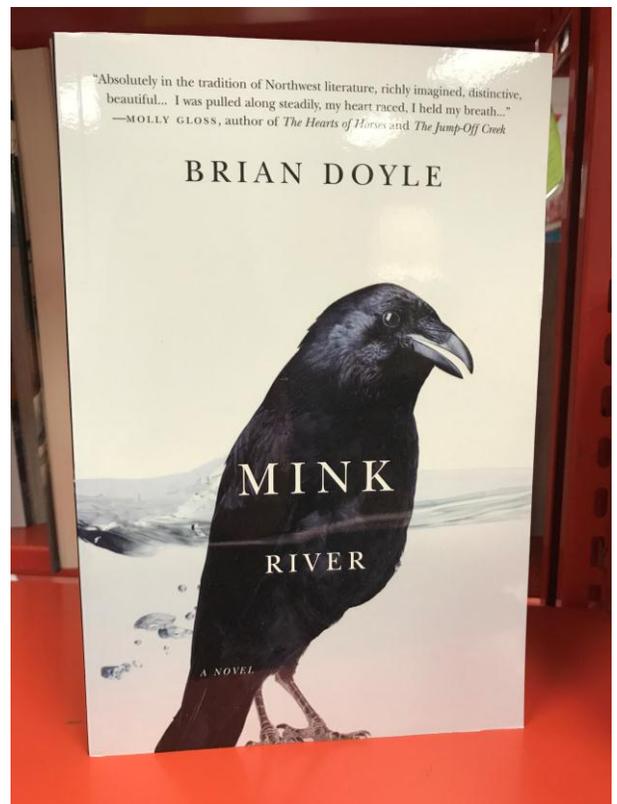
Examples of books removed and added to the Library's collection during this period, and the reasons why, include:

- *Crime and Punishment* by Fyodor Dostoyevsky

Withdrawn for poor condition. We own two other copies at Salem Public Library Main Branch (SPLM) and one at Salem Public Library West Salem Branch (SPLW).

- *Mink River* by Brian Doyle

At the time of check-in, Circulation staff identified poor condition and sent it down to Technical Services for evaluation. Item was not able to be mended and was withdrawn. Librarian was notified and replacement copy ordered. New copy is in the Library and currently being cataloged. We also own a book club kit of this title.



New replacement copy of Brian Doyle's novel, Mink River

- *Selected Poems of Langston Hughes* by Langston Hughes

Withdrawn for poor condition. Librarian ordered a new copy of *The Collected Poems of Langston Hughes*, currently on the shelf. The “Selected Poems” are available at three other Chemeketa Cooperative Regional Library Service (CCRLS) libraries.

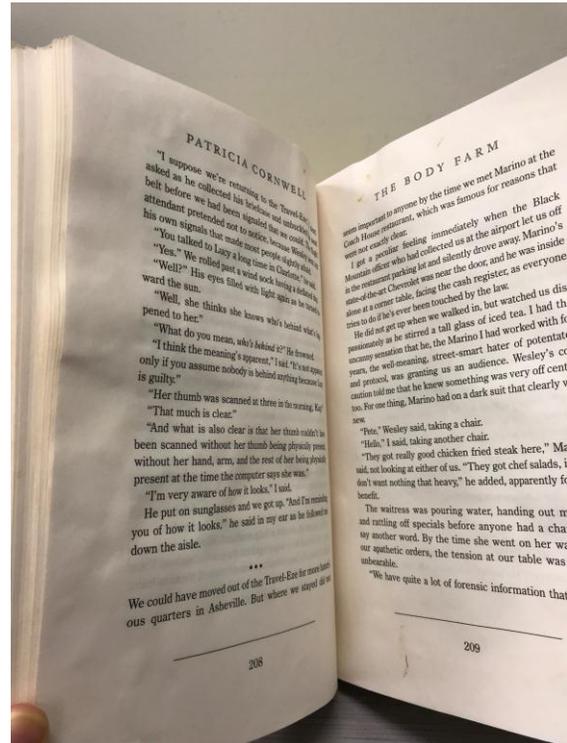
- *War and Peace* by Leo Tolstoy

This three-volume set was withdrawn for poor condition (volume 1 was grubby and stained, and volume 3 had grubby pages, water damage and stains). All three volumes were withdrawn and replaced with an additional copy of an all-in-one volume. When the book was withdrawn, SPLM owned an additional all-in-one copy, but that copy has since been lost by a patron. The new copy is in the Library and currently being cataloged.

- *Novels & Stories, 1963-1973* by Kurt Vonnegut

At the time of check-in, Circulation staff identified poor condition and sent it down to Technical Services for evaluation. Item was not able to be mended and was withdrawn. Librarian was notified, replacement ordered and new copy is being cataloged.

- *The Complete Poems of Emily Dickinson*
Withdrawn for poor condition and will be reordered. In the meantime, SPLM owns multiple titles of Dickinson’s *selected* poems.



Patricia Cornwell’s The Body Farm had a split spine, water damage and stains that could not be repaired. This popular mystery is being replaced with a new copy.

The Library Advisory board recommended that, in the future, the Library research methods to efficiently record the number of books, their titles, and other items discarded, and the reasons for each decision. Staff are working with Chemeketa Cooperative Regional Library Service to do the recommended research on methods for this work.