



Salem Public Library Advisory Board

Salem Public Library

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Salem Public Library Advisory Board

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Next Meeting: Wed., May 8, 2019

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Meeting Agenda

Wednesday, April 10, 2019

5:30 p.m. – 7:00 p.m.

Main Library

Board Room

585 Liberty St. SE, Salem, OR, 97301

1. Call to Order

2. Approval of Minutes

- Wednesday, March 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

- Teen Advisory Board (TAB) update
- Chair's report
- City Librarian's report
- Friends of SPL report
- SPL Foundation report

5. Discussion Items

- Floor 1 supervision prior to open (Bill)
- Library cards for minors (Francine)
- Upcoming LAB vacancies (Sarah)
- Criteria for retrofit relocation (Sarah)
- City Council Report (Lois)
- LAB retreat (Lois)
- LAB at 4/22 City Council (Louise)

6. Action Items

- None

7. Miscellaneous Board Items

8. Adjournment

Staff News

Welcoming two new librarians!

The Library welcomed new librarians Alma Plasencia and Alice MacGougan on April 1st! Their enthusiasm and experience will be wonderful to have in all areas of the library, especially collection development, programming, and patron services.

Creating Efficiency in our schedules

The Scheduling Team has been working hard to implement our new Crewsense Scheduling software. All staff schedules are now all in the software. The CrewSense Team is working hard on standardizing substitute (PTE) schedules for service points. The next step is to implement the automated call-back feature to let eligible substitute staff know when a shift becomes available. A huge thank you to our Scheduling Team for all they have accomplished.

Library Spaces

Small change with a big impact

West Salem Branch Library recently had hand dryers installed in each of the restrooms. With this minor change, users should expect a more consistent restroom experience and less down time due to plumbing issues and clogs at the branch.

Celebrate art!

West Salem Branch Library new art display is arranged in colorful fabric, woven with care, skill and artistic flare. The monthly quilt exhibit showcases the extraordinary talents of Salem's community quilters with traditional quilts as well as original designs. Speaking of art exhibits, a new exhibit called "In Praise of Fools" by artist Nancy Hill has gone into the main location rotating gallery space.

Discovery Room - Down on the Farm

Children and families are eager for the new "Down on the Farm" Discovery Room Exhibit scheduled to begin Tuesday, April 9. This favorite theme will run through most of May. The summer exhibit will be "A Universe of Discovery."

Collections

The conversation continues at City Council

The report on the LAB motions regarding the Collection Development Policy is going to Council on April 22nd. The selectors worked together to research Lois Stark's February 13th motion on ways to track collection decisions. Their findings and recommendations are attached to this packet and will be going to Council on the 22nd as well.

Auto-renew your check-outs!

Starting April 7th, the regional cooperative, CCRLS, has decided to take advantage of a major improvement to the catalog system that most of the member libraries, including Salem, are opting into implementing. Items that aren't on hold or at the end of their renewal limit will start to auto-renew. This will happen for **all** items, but the **only** notification of what items renewed and what didn't will be going to those signed up for email notices. So! Be sure to sign up for email notification today!

Events

March Madness

New! Free English classes for non-English speakers

Tuesday afternoons in the Library Plaza Room began in March! The Library partnered with Goodwill to expand their classes for non-English speakers from East Salem to the downtown area of the City. This flexible program allows students to "drop in" to get signed up. Children may attend with their parent. The instructor adjusts lessons based on the needs of students attending each Tuesday.

Spring Break programs are a hit!

Special programs were scheduled every weekday for children and teens. Highlights for attendance and rave reviews included:

Penny's Puppets concert the morning of Tuesday, March 26 brought young families to the Library in droves ending with a full Loucks auditorium and happy attendees.

Teens enjoyed learning **Dungeons and Dragons** and other tabletop role-playing games during a special March 26 afternoon program funded by a Salem Public Library Foundation "Sprinkles" grant.

Elementary age children participating in the **Garden Arts** program planted seeds, crafted a flower pot bird decoration and enjoyed eating (chocolate) dirt on Thursday, March 28.

Teens participated in the Murder at Poe's Raven Party **Murder Mystery Night** Thursday evening. Murder was never so much fun!

Reading Clubs:

Families participating in the February **Snuggle up Reading Club** returned during March to claim book prizes they earned.

Kids continued to sign up for the **March into Non-fiction Reading Club** through mid-March. Participants have begun to claim earned book prizes during spring break and will continue throughout April.

Arts and Crafts Swap

What a success! Crafters brought arts and crafts supplies they no longer needed to the Library and traded them for "new to them" supplies on Saturday, March 30. This program was a partnership between the Library and the Marion County Recyclers.

This week is a special one!

National Library Week

American Library Association's theme for National Library Week 2019 is "Libraries = Strong Communities". The theme illustrates how today's libraries are at the heart of our cities, towns, schools and campuses, providing critical resources, programs and expertise. They also provide a public space where all community members, regardless of age, culture or income level, can come together to connect and learn.

Salem Public Library will be participating by offering Collection Conversation sessions on the 9th and 13th of April. These sessions will allow the public to speak to Librarians, hear about their work and about how they build and maintain vibrant collections.

Summer Reading gets an exciting upgrade!

Salem Public Library is preparing to launch a new online reading club this summer. For the first time, participants will be able to sign up, record time, earn prizes and find out which prizes they have earned all online at home or in the Library.

Participants will still need to visit the Library to pick up prizes, get library materials and attend the many fun programs available during the summer. Staff will be available to assist patrons to use this new method to sign up and record time. Thanks to an Aurelia Edwards Foundation grant, the Library will use a "Beanstack" library reading club application for reading clubs for all ages during the next three years.

General Library News

Food For Fines

The annual Library Food For Fines event kicked off Sunday, March 31 and will run through Sunday, April 7. Our library patrons donate to the Food Bank to have Library overdue fines waived. Each year, generous patrons donate much more food than fines waived. By Thursday, April 4, the Library had collected 3 pallets of food for Marion Polk Food Share. Last year's total was over 8,000 pounds.

Key Performance Indicators

Update: Christopher Rumbaugh attended the Research Institute for Public Libraries and is in the process of translating what he learned there and what has been asked for by LAB into a useable dashboard snapshot of information about the Library services and resources for quarterly share-out.

Summary of research and staff recommendation regarding collections tracking

In response to the Library Advisory Board's motion to research a method to accurately record the number of books discarded and the reason each book has been discarded, selectors worked with CCRLS staff to identify tracking methods to test.

There is already a process in place to track the number of items discarded.

The reason each book has been discarded is a nuanced decision. Selectors are responsible for the entire life cycle of collection development, including selection, evaluation, withdrawal, and replacement decisions. Items are often discarded for more than one reason (for example, an item that is identified because of poor condition, coupled with lack of use, may be discarded, versus an item in poor condition that maintains high use that is replaced). No item is automatically discarded due to its presence on a review list. Appropriate Library staff evaluate each item and make deselection decisions on a case-by-case basis. It is not standard practice to track this decision-making, which is not easily accommodated for in the library database and is a time-consuming process.

CCRLS staff helped identify four potential methods of tracking. The only long-term option to keep these types of records is to have them kept outside the library database as item records are removed after items are physically withdrawn. No other CCRLS library is doing this type of tracking.

Selectors completed time studies using sample sets of similar items in each of the following methods, in addition to a full day's time study on a work day including collections work.

1. Routine – no tracking
 - a. Benefits: This is the normal method used in most public libraries. Most efficient and streamlined process. Does not require stopping to categorize, sort, or record additional information.
 - b. Disadvantage: Does not capture reason an item is deselected.
2. Track on spreadsheet (item barcode, reason why item is being discarded, last copy status, is item being replaced)
 - a. Benefit: Captures most nuanced, full picture of decision making.
 - b. Disadvantage: Increases staff time. Most inefficient. Stored outside the system in a separate document. Barcodes would need to be matched up with specific titles (also time-consuming and not factored into the percentage increase in time).
3. Input data into item record using a dropdown field and the following categories: REPLACE (anything being replaced), CONDITION, LACK OF USE, OUTDATED CONTENT, EXCESS COPY, DATA CLEANUP, MISC (with instructions to make a note of the reason in the staff note field).
 - a. Benefit: Captures some information about deselection decisions.
 - b. Disadvantage: Increases staff time and adds inefficiency. Codes do not capture the nuance of the collection decisions and that often there are multiple factors that contribute to an item's deselection. Data generated is not readily useful because item

Summary of research and staff recommendation regarding collections tracking

records are deleted bi-monthly. Tracking information would exist on a separate report which would have to be searched separately.

4. Sort items by the above categories and input data into item records by updating item records in batches.
 - a. Benefit: Captures some information about deselection decisions. Least inefficient of the tracking methods.
 - b. Disadvantage: Increases staff time and adds inefficiency. Codes do not capture the nuance of the collection decisions and that often there are multiple factors that contribute to an item's deselection. Due to sorting and scanning items separately, higher likelihood of introducing user input error. Data generated is not readily useful because item records are deleted bi-monthly. Tracking information would exist on a separate report which would have to be searched separately.

Staff's recommendation

In order to increase transparency, we recommend doing detailed spreadsheet tracking in May 2019 and creating a detailed report. This report would include the percentage of items withdrawn for condition versus lack of use, etc., as well as examples providing the full picture of decisions made by staff. The sample would include not only items that are withdrawn, but also those that are pulled for review and put back on the shelf, sent to mending, etc., to more accurately reflect the collection maintenance decisions being made. Selectors will continue to be available to answer questions about specific titles and subject areas.

After evaluating the idea of doing ongoing tracking and the methods available, we cannot responsibly recommend introducing inefficiency into any collections processes, due to our budget, staffing levels, and the timeline of getting collections ready to move out for the seismic retrofit. Averaging a sample set of the work of selectors, these tracking methods took up to roughly 56% more time than our routine process. The tracking method that captures the most nuance that would most satisfy the desire to be able to produce a full accounting of a specific item's disposition is also the most inefficient. We are not presented with any options that are efficient and also create meaningful data easy to access. Even the most efficient of the tracking methods tested adds time to each item reviewed, which adds up over the course of the year and between all selectors.

Based on our sample of the work of 4 SPL selectors, we estimate that tracking deselected items and outcomes results in the additional workload of approximately 780 hours annually. This translates to 780 hours of valuable staff time that can't then be used for strategizing service coordination, helping patrons directly, developing new collections, creating and implementing outreach and other programs, and developing partnerships. That loss would have a ripple effect on all staff across the organization and would ultimately have a negative impact on staff capacity to serve patrons.