



**St. Helens Public Library  
Library Board Meeting  
Monday, 9/12/2022, 7:15pm  
Via Zoom (Details below)**

**AGENDA**

- i. 7:15 P.M. CALL TO ORDER
- ii. INVITATION FOR PUBLIC COMMENT – SPEAKERS ARE LIMITED TO 5 MINUTES
- iii. REVIEW AND APPROVE MEETING MINUTES FROM AUGUST 8, 2022
- iv. OLD BUSINESS
  1. Strategic Plan Update – Rachael Barry
- v. NEW BUSINESS
  1. Prospective Board Member Interviews – Rob Dunn
- vi. LIBRARY DIRECTOR'S REPORT
- vii. CITY COUNCILOR'S REPORT
- viii. DISCUSSION ITEMS
  1. [Library Plans and Policies](#)
- ix. SUMMARIZE ACTION ITEMS
- x. ADJOURNMENT

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**VIRTUAL MEETING DETAILS**

JOIN: <https://us02web.zoom.us/j/84738119932?pwd=OWRKRGI3ME81dTU4QVEyQTIEZDMrdz09>

Meeting ID: 847 3811 9932

Passcode: 502991

Dial by your location: 1-253-215-8782

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The meeting location is accessible to persons with disabilities. Requests for an interpreter for the hearing impaired, for a digital device to access a virtual meeting, or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting by contacting the St Helens Public Library at 503-397-4544.

Be part of the vision and get involved... volunteer for a City Board or Commission! For more information or for an application, go to [www.sthelensoregon.gov](http://www.sthelensoregon.gov) or call 503-366-8217

City of St. Helens  
***Library Board***  
**Minutes from Monday, August 8, 2022**  
St. Helens Public Library via ZOOM

**Members Present**

Dan Davis, Past Chair  
Melisa Gaelrun-Maggi  
Jana Mann  
Aaron Martin  
Lynne Pettit  
Jessica Sturdivant  
Diana Wiener

**Members Absent**

Rob Dunn, Chair

**Guests**

**Councilors in Attendance**

N/A

**Staff Present**

Suzanne Bishop, Library Director  
Dan Dieter, Library Board Secretary

**CALL MEETING TO ORDER:** The meeting was called to order at 7:16 pm by Member Davis.

**INVITATION TO CITIZENS FOR PUBLIC COMMENT:** No comments.

**PREVIOUS MEETING MINUTES:** Minutes were reviewed and approved.

**INTRODUCTION OF NEW BOARD MEMBERS:** Aaron Martin introduced himself to the group. He operates a local law practice and has been involved in the Law Library as well as the Planning Commission. Lynn Pettit, who has attended the last few board meetings as a guest, was introduced again. She will talk about the Spotlight [local newspaper] article during the comment period.

**SELECTION OF NEW VICE-CHAIR:** The group discussed the process and possible candidates for the role of Vice Chair. Member Jana Mann volunteered to take the role and was affirmed by the group.

**LIBRARY DIRECTOR'S REPORT:** Director Bishop thanked the new members for joining the board. The announcement for the last remaining position was posted by City Recorder Payne and will appear in a local press release. Director Bishop stated that she met with City officials last week to discuss how the Library operates as a cooling center. Right now, the Library is the only City facility to operate as a cooling center, but there is a possibility of adding the Community Center and the Senior Center in the future. When there is an Excessive Heat Warning based on the National Weather Service report for our zip code, the City will post notices on social media and the Library will operate as a cooling center for the duration of the warning. Library staff will have the first choice to fill the extra hours for the heat event, and then the hours will be offered to other City employees. The Rec Center and the Community Center didn't open because they didn't have enough staff. When the Excessive Heat Warning thresholds are not met, we will only list normal hours of operation stating that we are an air-conditioned space. Member Davis asked how this worked the last time and if there were any extra services available. Director Bishop stated that we hosted about 20 extra people the last time, and there were board games available as well as cups for the water dispenser. The State offers water bottles, but they only come in bulk on a pallet, and we do not have room for storing that much. It is a challenge for other centers as air-conditioned temperatures are difficult to maintain. Having a space that will take animals presents an additional issue. If this comes up, there might be a possibility of using the Fairgrounds. Member Martin asked if staff were training in recognizing heat related health issues. Director Bishop stated that she will ask the City about training. Member Pettit asked about Community Action Team's (C.A.T.) participation. Director Bishop stated that she didn't know how C.A.T. plays into Cooling Center operations. The group discussed C.A.T.'s participation in past Warming Center operations. Member Wiener stated that C.A.T. is currently overwhelmed. Director Bishop stated that Government Affairs Specialist Barry was hoping to attend this meeting to continue the discussion of the strategic planning process. Director Bishop also stated that Specialist Barry was recently involved in a tour of the Makerspace with the State partner tour, which included members of the Columbia County Economic Team (CCET) and the Department of Environmental Quality (DEQ). Member Davis asked where the Strategic Plan was in the list of priorities. Director Bishop stated that the Strategic Plan was a top priority, and the current discussion includes questions about whether to hire a consultant to do this work, or if it would be done in-house.

**YOUTH LIBRARIAN JOB POSTING:** The job description for the Youth Librarian was approved by City Council. The position will be posted next week. Member Davis asked how wide a net would be used for the posting. Director Bishop stated that the position would be posted through local agencies as well as the American Library Association (ALA) which is a national organization.

**REPORT TO CITY COUNCIL:** Director Bishop stated that she gave the report to City Council last week. The report was the same PowerPoint presentation that was reviewed by the Library Board. Council persons Birkle and Topaz gave positive comments in response to the report.

**UNITED WAY DAY OF CARING, SEPTEMBER 12, 2022:** The United Way will be here on that day to plant things in the courtyard. Director Bishop also spoke about staff training. At the next staff meeting, a member of Columbia County Mental Health (CCMH) will provide training on how to recognize people under

stress. Next month the training will include a fire drill and a presentation on how to prepare for an active shooter. CCMH staff will start bringing over participants for activities in the Makerspace. Director Bishop stated that she has had conversations with representatives from the Columbia County Public Health office about being a distribution site for free Covid tests. There may be other community partners doing this, but we are the only City facility that will participate. Lastly, Director Bishop stated that she has had opportunities to work at the front desk and has enjoyed the amazing exchanges between library staff and patrons.

**CITY COUNCILOR'S REPORT:** N/A

**BOARD MEMBER CONCERNS / COMMENTS / QUESTIONS:** Member Pettit gave an update on the Friends of the St Helens Public Library. The next book sale will be October 21 and 22. There will be a new 'little library' placed outside the Columbia Pacific Food Bank, which opens Friday August 12. Joan Youngberg will create the new unit, which will match the look of the Food Bank architecture. The Friends also have a new brochure which includes an application to join. Donations are back on track. The Friends are getting information about an extra egress door for the library building. Member Davis asked if there was a map that shows where all the 'little libraries' are. Member Pettit described where the locations are and that there is a map for "Free Little Libraries" which is an organization that does the same thing but requires money to join.

**SUMMARIZE ACTION ITEMS:** Director Bishop will get information about heat illness training.

**NEXT MEETING:** The next regularly scheduled meeting will be Monday, September 12, 2022 at 7:15 p.m. via Zoom.

**ADJOURNMENT:** Member Davis adjourned the meeting at 8:01 pm.

Respectfully submitted by:

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Library Board Secretary, Dan Dieter

## 2021-2022 Library Board Attendance Record

*P=Present E=Excused Absence U=Unexcused Absence*

Date	Davis	Dunn	Gaelrun-Maggi	Mann	Aaron Martin	Lynne Pettit	Sturdivant	Wiener	VACANT
07-11-2022	P	P	P	P	-	-	E	E	-
08-08-2022	P	E	P	P	P	P	P	P	
09-12-2022									
10-10-2022									
11-14-2022									
12-12-2022									
01-09-2023									
02-13-2023									
03-13-2023									
04-10-2023									
05-08-2023									
06-12-2023									

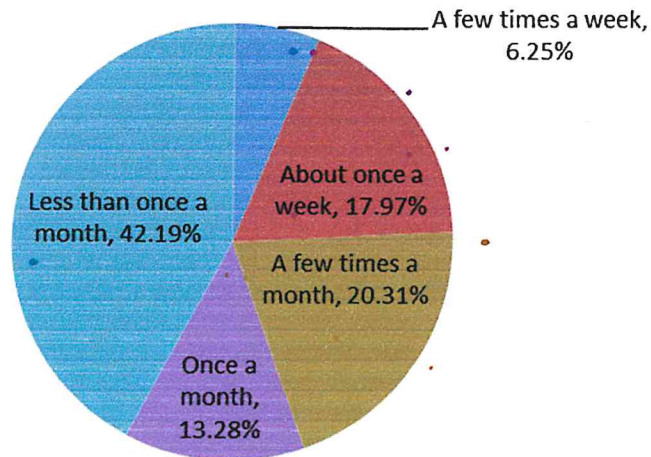
# City of St. Helens Community Input Survey 2021



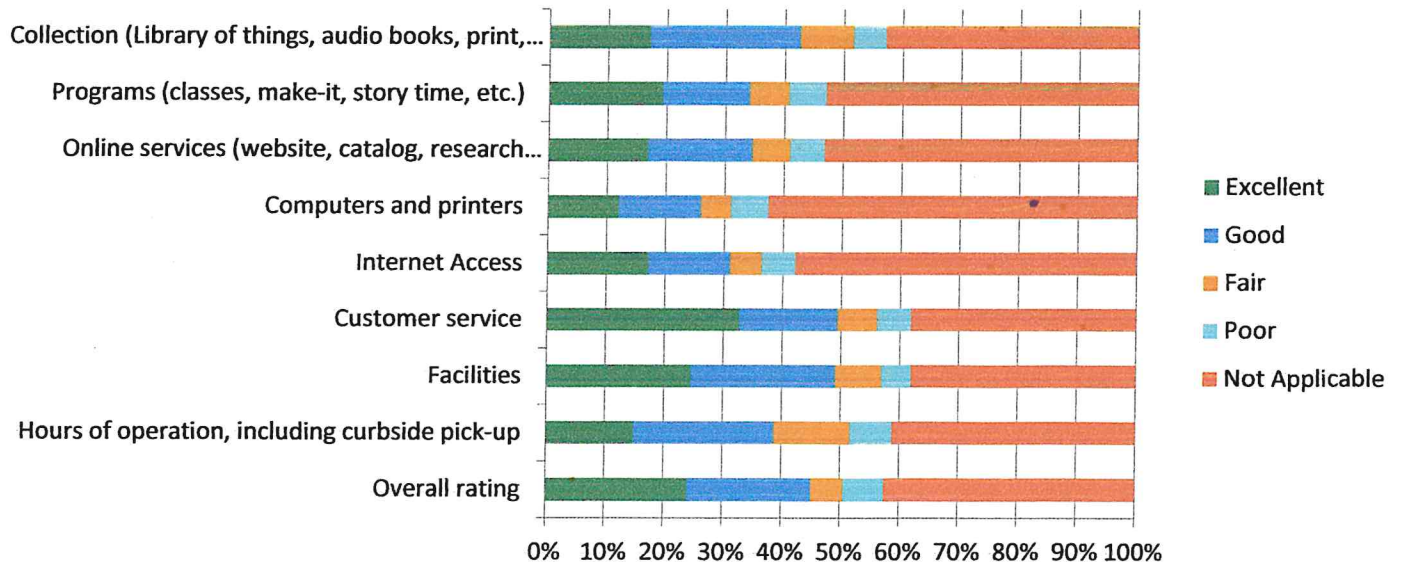
St. Helens Public Library

Of Survey respondents, 40% access the SHPL services.

For SHPL users: In the last 6 months how often did you use library resources (including curbside pick-up)?

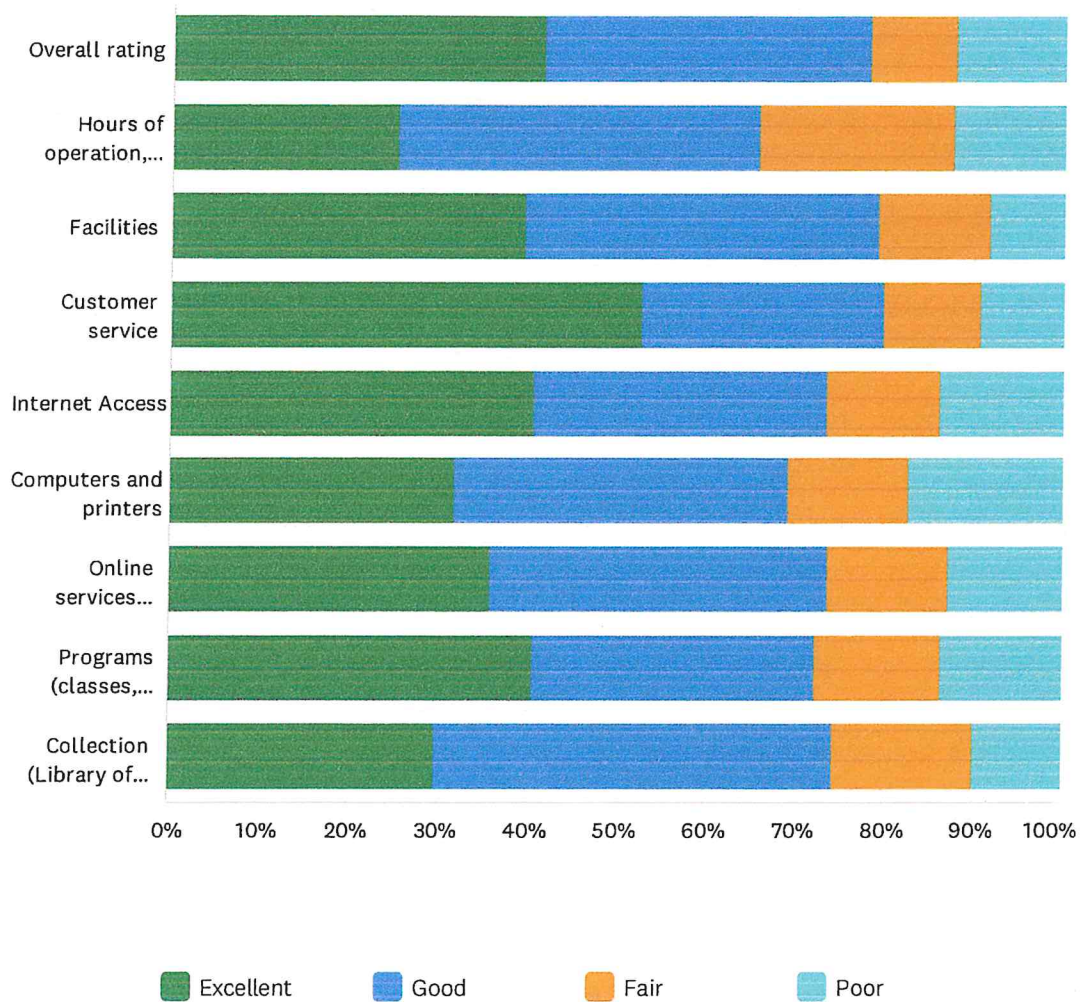


As a Library user, please rate each of the following. (results include Not Applicable category)



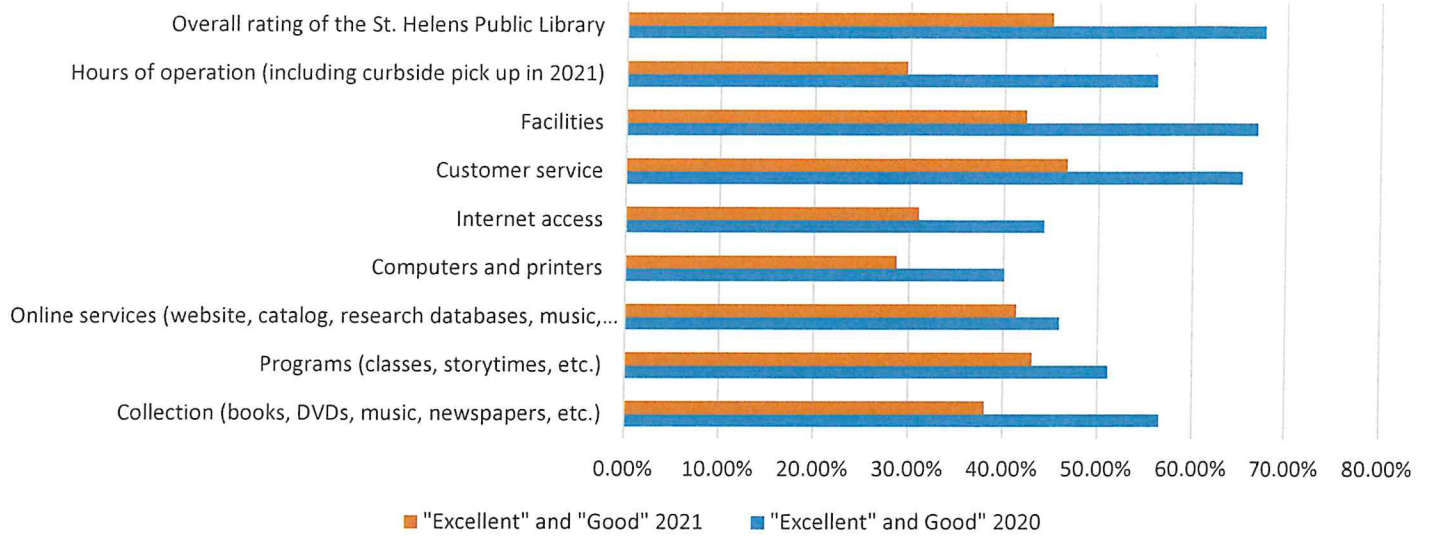
## Q20 As a library user, please rate each of the following:

Answered: 528 Skipped: 150

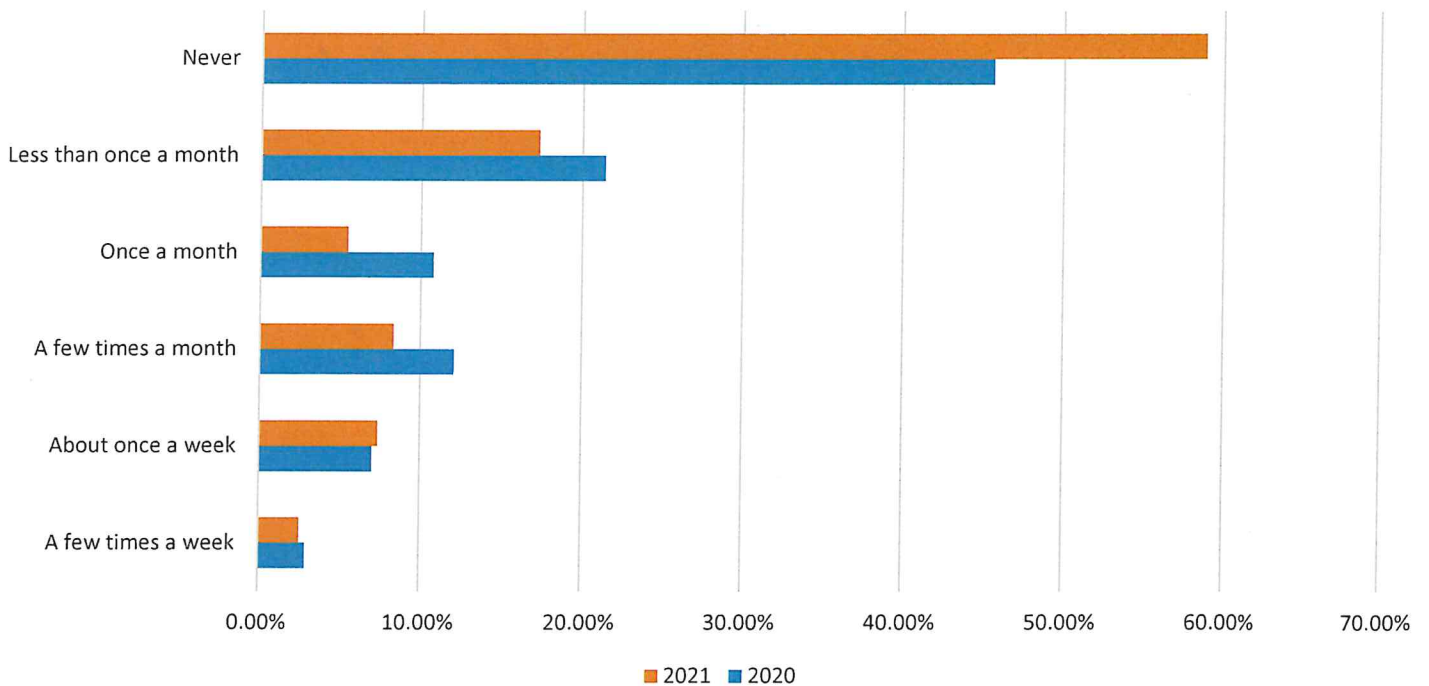




## SHPL Services



## In the last 6 months how often did you use library resources?



Similar number of responses with 611 in 2020 and 623 in 2021.





265 Strand Street  
St. Helens, OR 97051  
(503) 397-6272

www.sthelensoregon.gov

## Library Board Organizational Development 12/13/21

Strengths	Opportunities
<ul style="list-style-type: none"> <li>• Long history <b>AH2 DW2</b></li> <li>• Flexible</li> <li>• Safe place for diversity <b>JS2</b></li> <li>• Knowledgeable staff <b>DD2</b></li> <li>• Resource for underserved</li> <li>• Supportive Council</li> <li>• Many resources relative to size <b>JM2</b></li> <li>• Great youth programs <b>AH1 JS1</b></li> <li>• Central location (&amp; parking)</li> <li>• Supports community <b>DD1, DW1, JM1</b></li> <li>• Connection to nature (park and courtyard)</li> <li>• Comfortable place</li> <li>• Mature policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Physical space &amp; surrounding acreage</li> <li>• National connections, professional associations</li> <li>• Genealogy interest <b>DD1</b></li> <li>• "Bench Depth" succession planning <b>DD2</b></li> <li>• Hire more diverse staff <b>JS2</b></li> <li>• Improve website <b>AH1 DW2 JS1</b></li> <li>• Increase professional development</li> <li>• Leverage partnerships</li> <li>• Digital literacy classes/tools</li> <li>• Makerspace: "craft celebrities," reciprocal field trips, promotion <b>JM2</b></li> <li>• School district STEAM partnerships</li> <li>• More diverse groups, students, programming (i.e. – women who code/engineer)</li> <li>• Anti-bias education and resources</li> <li>• Welcoming, safe and empowering place</li> <li>• Increased funding</li> <li>• Role as social service point of entry</li> <li>• Sustaining flexibility/adaptability – hybrid, curb side <b>AH2 DW1</b></li> <li>• Courage to change with circumstances <b>JM1</b></li> </ul>
Weaknesses	Challenges/Threats
<ul style="list-style-type: none"> <li>• Leadership transition <b>JM1</b></li> <li>• Facility size, layout</li> <li>• Limited hours <b>DW2</b></li> <li>• Weak connection to other county libraries <b>DD2AH2 JS1</b></li> <li>• Limited budget <b>DD1 DW1</b></li> <li>• Communication with community</li> <li>• Rural location (recruiting talent)</li> <li>• Pandemic losses / limits to physical interaction</li> <li>• Barriers to getting a card</li> <li>• Website use <b>AH1 JS2 JM2</b></li> </ul>	<ul style="list-style-type: none"> <li>• Money <b>AH1 DW1 JM1</b></li> <li>• Academic disconnect (far from large research university)</li> <li>• Continuing pandemic effects <b>DD2 JM2</b></li> <li>• Unhoused population</li> <li>• Small applicant pool/lack of diversity <b>JS1</b></li> <li>• Changes in technology (formats, digital literacy, availability &amp; cost of materials) <b>DD1 AH2 DW2 JS2</b></li> <li>• Community appetite for materials – in what formats?</li> <li>• Readiness – format, inter-library loan</li> <li>• Tech intimidation</li> <li>• Role as social service point of entry</li> <li>• Need to balance collection security with broad service</li> </ul>



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## Library Staff Team Organizational Development 10/13/21

Strengths	Opportunities
<ul style="list-style-type: none"> <li>• Varied experience, knowledge on staff -2</li> <li>• Personal relationships with patrons – 2</li> <li>• Shared functional knowledge</li> <li>• A “we” atmosphere, strong team</li> <li>• Supportive learning environment for staff and patrons</li> <li>• Perceived institutional independence</li> <li>• Well-funded, relatively stable</li> <li>• Facility- meeting rooms, makerspace – 2</li> <li>• Super star customer service</li> <li>• Flexibility in how we support patrons – 3</li> <li>• Trust staffs’ judgement</li> <li>• Collaborative staff management</li> <li>• Strong and varied collection</li> <li>• Responsive to community needs and requests</li> <li>• Professional development</li> <li>• Scrappy and resourceful</li> <li>• Good sense of humor</li> <li>• Respect for patrons</li> <li>• Thinking beyond our limits -3</li> </ul>	<ul style="list-style-type: none"> <li>• COVID enables a reimagining of services</li> <li>• Expansion of digital services/resources – 3</li> <li>• Increased buy-in of digital offerings</li> <li>• Makerspace and Library of Things – 5</li> <li>• Diverse collection enables rebranding, rethinking of what libraries can offer -5</li> <li>• Library as lab – active space</li> <li>• Broadleaf Arbor housing partnership</li> <li>• Relationship with Scappoose, other libraries</li> <li>• Partnership with the Rec Department</li> </ul>
Weaknesses	Threats
<ul style="list-style-type: none"> <li>• Institutional independence</li> <li>• Facility limitations</li> <li>• Relatively low visibility/awareness in community – 7</li> <li>• Signage</li> <li>• Perceived barriers to library use -4</li> <li>• Bureaucratic process</li> <li>• Fees- overdue -3</li> <li>• Negative consequence focused</li> <li>• Overcommitted staff – stretched too thinly</li> <li>• Structural barriers especially for marginalized groups</li> <li>• Consensus takes time</li> <li>• Not a county-wide library system</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of infrastructure – transportation</li> <li>• Lighting</li> <li>• Nature of a public facility</li> <li>• Unwieldy mission statement</li> <li>• Library size and capacity to support programs with larger partners</li> <li>• Expanded hours</li> <li>• Low visibility in the community – 5</li> <li>• Recession/downturn</li> <li>• City/Council leadership disconnect – 7</li> <li>• Shared passion and approach</li> <li>• Competition from digital services/perception of library services</li> <li>• Digital divide</li> <li>• Communication- community reach - 3</li> </ul>

ID	QUESTION	A (Deb)	B (Linda)	C (Anon)	D (Sharon)	E (Deanna)	F	G
1	What two words do you associate with the St. Helens Public Library?	Small, not relevant (to me)	Public necessity	Rural Community	Friendly, helpful	Research, resources		
2	How do you use library services?	I don't	I don't use the library	Whenever possible, borrow and return a resource instead of buying it	Checking out books	I don't		
3	Do you think libraries are important? Why?	They provide resources for people who like to read and/or don't otherwise have access to the internet and other services the library provides.	Not everyone can afford to buy books. Many enjoy reading from a book instead of online or from a Kindle or similar handheld pad. The library can be a more comfortable option for those who like to compare several books at a time. The library is a good one stop resource for a large variety of subjects and free of charge to all. Libraries deny no one of a free education.	Yes. Libraries can be important information sources and community hubs, serving and bringing together disparate people and groups	Yes, reading and education are important	Yes, I think they are. They offer the ability to research first-hand sources. They can offer great support to kids learning to read. Also, the ability to rent videos, audio books, and other media for free.		
4	What do you look to our Library for?	I may consider using the new Make It center.	I would hope the St. Helens library will remain open and free to all who wish to utilize all it has to offer.	I borrow books so I don't have to pay for them.	Mysteries, crafting	As a resource service		

The St. Helens Public Library is dedicated to providing optimal access to the best vocational, educational and recreational information to the people of the Greater St. Helens area in order to promote and encourage lifelong learning, self-development and life enhancement.



**St. Helens Public Library  
Strategic Plan  
2017 – 2021**

<b>Goal 1: LIFELONG LEARNING</b>
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***Strategies:***

**Continue to develop and implement a range of enrichment opportunities for residents of all ages**

- Offer a variety of programs and services focused on children 0 – 5 and their caregivers
- Offer programming for teens and school aged children
- Offer enrichment programs for adults

**Enhance K-12 learning**

- Develop and maximize partnerships with school district
- Provide support for homeschooling families
- Explore the viability of providing educator library cards

**Promote reading for all ages.**

- Offer a range of reading promotion programs
- Maintain a vital and relevant collection

**Provide information, resources and (where appropriate) training to address a variety of community needs**

- Offer resources and support relating to basic needs: housing, employment, social services
- Provide support for small businesses
- Offer technology access and training
- Expand volunteer program and develop additional opportunities for community involvement
- Continue to offer test proctoring and consider offering other similar services

## **Goal 2: LIBRARY AS COMMUNITY/CULTURAL CENTER**

### ***Strategies:***

#### **Assess current library to identify unmet needs as well as potential improvements to address them**

- Develop a facilities plan that identifies needed improvements in the current library, as well as desired features in an expanded footprint (should that be feasible)
- Develop a funding plan for a renovated or expanded library

#### **Explore opportunities to coordinate services with other community partners**

- Survey community partners to identify potential collaborative opportunities
- Work with community partners to identify and implement best ways to disseminate information about community services
- Develop a collective impact plan for St. Helens community

## **Goal 3: ACCESS TO LIBRARY SERVICES**

### ***Strategies:***

#### **Evaluate current fines and fee structure to eliminate unnecessary barriers**

- Explore options to provide services to out-of-city residents
- Review and revise fee structure (late fees, materials replacement, meeting room rental)
- Implement integrated account collection software

#### **Evaluate open hours on an annual basis to maximize service to the community**

- Enhance measurements of current facility usage (including unmet meeting room requests) and develop plan to evaluate them

#### **Identify underserved audiences and develop efforts to reach them**

- Develop and implement plan to serve homebound residents
- Develop and implement plan to serve low literacy adults
- Develop and implement plan to improve services to Spanish speakers

#### **Assess and improve the library's online presence**

- Upgrade the library's website
- Enhance usability of library catalog for mobile users

## **Goal 4: COMMUNICATIONS**

### ***Strategies:***

#### **Increase effectiveness of the library's marketing and communications efforts**

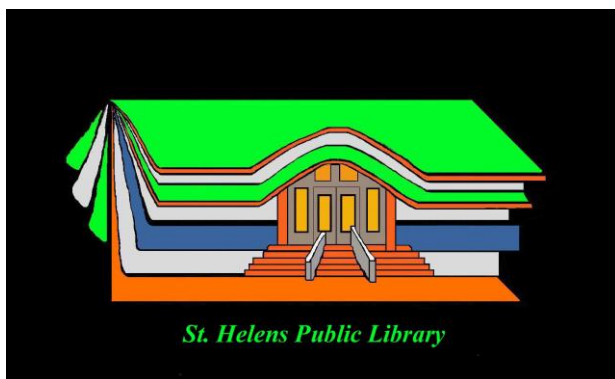
- Develop effective communication partnerships with the school district
- Enhance communications about the library's service area, services available without a library card, and the benefits to out-of-city residents of purchasing a card
- Develop and implement a social media plan
- Explore other means of promoting the library (signage, targeted outreach, library value calculator)



# St. Helens Public Library

## Strategic Planning

September 2022







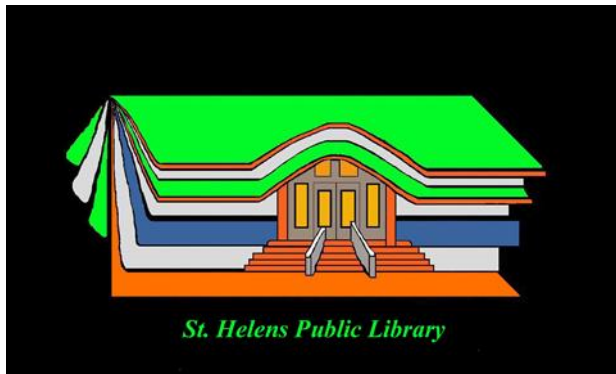
# Roles in Plan Development

## **Board as Governing Body**

**Overall direction, policy & resources**

**Staff as the folks who  
implement & manage**

**Everyone evaluates  
Everyone improves**





# Strategic Planning Process

## Key Phases

1. ***Environmental Scan***: Trends, analysis, and SWOC - What data do we have? Who do engage with? How do we engage?
2. ***Mission & Core Values*** - develop and/or revisit mission
3. ***Goal Development*** – Revisit 2017-2021 Plan. Do the goals ring true?
4. ***Strategy Development*** – What worked well? COVID learning?
5. ***Action Planning*** – Board and staff prioritize
6. ***Implementation***
7. ***Review & Evaluation*** - How well do the approaches (actions, implementation) work in practice?

# Environmental Scan



To date, we have:

Community survey responses, 2020 and 2021 with 611 and 623 responses respectively

Staff exercise: Strength, Weakness, Opportunity, Challenge (SWOC)

Board Exercise: Strength, Weakness, Opportunity, Challenge (SWOC)

Board informal survey – 4 questions

Staff values and culture informal survey

Door counts, program participation, online use and circulation

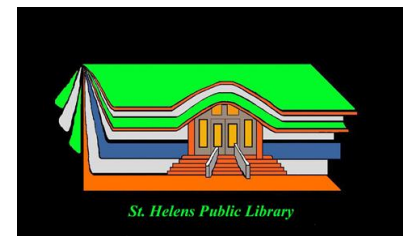
# Mission



The St. Helens Public Library is dedicated to providing optimal access to the best vocational, educational and recreational information to the people of the Greater St. Helens area in order to promote and encourage lifelong learning, self-development and life enhancement.

- Short summary of purpose
- Action-based statement that declares the purpose of an organization
- Why your business exists and why it's important, including the problems you aim to solve with your product or service. The mission explains an organization's plan for the present based on what it wants to achieve
- Mission statements are more externally focused, telling the world why the company exists.

How does the mission measure up?



## SHPL Strategic plan 2017-2021

### Goal 1: Lifelong learning

- Enrichment opportunities for residents of all ages
- Enhance K-12 Learning
- Promote reading for all ages
- Provide info, resources and training to address community needs

### Goal 2: Library as Community/Cultural Center

- Assess current *facility* to identify unmet needs and potential improvements
- Opportunities to coordinate services with partners

### Goal 3: Access to Library Services

- Evaluate fines and fees to eliminate barriers
- Evaluate open hours annually
- Identify underserved audiences, efforts to reach
- Assess and improve online presence

### Goal 4: Communications

- Increase effectiveness of marketing and communications channels



## 2022-24 City Workplan

Elimination of Overdue Fines - COMPLETE

Courier Service between St. Helens and Scappoose

Sustainable Operation of Makerspace

Expand Hybrid Programs (in-person and online)

Increase Digital Library Resources

Explore Rebranding of the Library



# Decision Point



Time horizon: Is a 2-year plan appropriate, 5 or 10 year preferred?

Format: Can this be completed internally, or would consultants be helpful?

Is this the time to revisit the mission and articulate vision?

Data gaps: What other information is needed for decision making?

