Keizer Community Library Board of Directors
Meeting Minutes
(June 13, 2024 6:30 p.m.)
(Art Classroom, Keizer Cultural Center)

Attendance

Board Officers	Board Members	Absences
Barbara Miner, President	Paula Guiles	Mark Northcutt, Treasurer (Excused)
BJ Toewe, Vice President	Betty Hart	
Kiara Ramsay, Secretary	Jamie Hinsz*	
	Cindy Hunt	**Guests**
	Gina Pye	Shaney Starr, City Liaison*
	Mayra Rosales Rodriguez	Maribel Monroy Rodriguez, KCL Outreach Coordinator
	Libby Seil	
	Gail Steimle	

*Arrived after Call to Order

Motions

(Each Seconded and Passed Unanimously, unless otherwise noted)

- Motion to approve the May Board of Directors Meeting Minutes as presented.
- Motion to nominate Gina as Secretary to finish out Kiara's term.
- Motion to accept a $5,000.00 matching grant from the Salem Foundation for bilingual outreach.
- Motion to support BJ applying for and obtaining public library status.
- Motion to accept the changes/corrections to Addendum 2 (Collection Development Policy), Addendum 3 (Circulation Policy), Addendum 4 (Privacy and Confidentiality of Library Records), Section 3 (Collection Management), Section 5 (Human Resources) and Section 6 (Facilities and Property) of the Policy Manual proposed during the June Board of Directors Meeting.

Call to Order - Barbara Miner	6:30pm ● Volunteer hours: Postponed to July 2024 Board meeting ● Barbara introduced Maribel Monroy Rodriguez, new Outreach Coordinator, who provided a written (see attached) and verbal update of her May activities which included internal and external meetings on behalf of the Keizer Community Library (KCL) and various translations. Highlights: ○ Kennedy Elementary School: Delivered 393 coupons, library bookmarks, Beyond Books flyer and information regarding upcoming June events. ○ Will begin training people how to successfully use Cherriots. ○ Requested a list of volunteers interested in assisting with tabling events. ○ Will be present in the library every Tuesday. ○ Tuesday Spanish Storytime saw a huge increase in attendance over previous nights (6 people). ● Betty suggested Maribel investigate opportunities with Keizer Neighborhood Associations as they participate in National Night Out (August 6, 2024).

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	● Barbara met with the Kennedy School Boys & Girls Club Director, who is excited about partnering with the library for the summer reading program. Barbara issued them two "Educator" library cards. They promptly checked out books for Juneteenth. ● KCL will participate in the July 19 Family Fun Night at St. Edwards. ● This month's library exhibit features Juneteenth.
Executive Report – Barbara Miner	● Barbara and Jessi represented KCL at the City Council's Budget Committee Meeting and brought their attention to the Library's favorable increases across all categories. (See attached Report for Budget Committee) ● Library Manager, Jessi, has resigned, effective June 20. An interim management plan has been put into place to cover the position until a replacement can be hired and trained; the circulation desk is covered, and a daily manager/contact has been assigned. ○ Jessi has provided an operational procedure binder. ○ BJ, Barbara, Gina, Cindy are the new Operations Committee and Hiring Team. ○ The position will be advertised at $20/hour for 24 hours/week. ● July 12 Keizer Heritage Foundation event: Invitations were sent via email. Board members and volunteers are invited. Please RSVP. At the event, each participating organization will have 10 minutes to recognize a member(s) of their organization for outstanding support. KCL honorees will be: Mary (most volunteer hours), Audrey (fiber arts) Rafaela (expansion of the Young Adult section). Maribel will be introduced as the Bilingual Outreach Coordinator. KCL has committed $200 towards funding this event. ● A Holiday celebration is scheduled for Saturday after Thanksgiving.
City Council Update – Shaney Starr	● Shaney congratulated the Board on the matching funds grant awarded by the City of Keizer. She expressed caution regarding future duplicate awards as the City PERS issues will impact the City budget over the next year or two. ● No charge/free (except a refundable $750 cleaning deposit) City Community Rooms have been reserved for the summer performers' programs which will allow us to accommodate 168 people with seating in Room B and an option to use Room A as needed for larger events (e.g., Princesses story time/craft).
Financial Committee Report – Barbara Miner	**Current Financials:** (Submitted electronically by Mark Northcutt) ● Debit Account: $ 407.75 ● Checking Account: $ 37,496.21 ● Savings Account: $ 73,139.13 ● CD Account: $ 31,042.57 ● Total: $142,085.66 ● Expenses: $ 3,210.68 ● YTD Revenue: $ 18,708.00 ● SBA Loan: $ 31,013.24 **Updates:** (See attached unofficial financial table submitted by Barbara) ● 66% of the budget is remaining **Financial Report**: Referencing the attached unofficial financial table, Barbara noted the following:

	● Printing line item was changed to "Patron Cards" to reflect more accurate reporting. ● Publicity expenses include bookmarks and coupons. ● Rent is above budget as the electricity expense was overlooked during the lease review. ● Motion tabled for future discussion: Rather than supporting this year's Keizer Fest, a proposal was put forth to move $500 from the Special Events line item to the (soon to be created) Bilingual Outreach line item to use for supporting Maribel's events.
Grants Updates - BJ Toewe	● KCL is eligible to apply for public library status this year, per BJ's State Library source. BJ volunteered to take on the task of completing the application, etc. Shaney, working as City Liaison with the City of Keizer, will assist in obtaining a resolution and support KCL to become a "City Library". Once public library status is confirmed, BJ will take the steps necessary to join CCRLS, which would permit patron interlibrary loans and widen the grant pool for Library Services and Technology Act grants.
Event Updates	**Book Sale - Libby Seil** ● May's book sale was a record-breaking success with $2500 profit after expenses were paid. Contributing factors included: ○ 250 volunteer hours ○ Advertising on social media and the Book Sale Finder site ○ Friday was a non-school day ○ Addition of valuable books for sale ● October 11, 2024 space confirmed. Going forward, we will attempt to schedule the event on a school holiday (e.g., second Friday in October). ● Libby is seeking volunteers for the August 28, KCL-sponsored Community Dinner at St. Edwards. Books were distributed and library cards issued at last year's event.
Communications Committee – Jamie Hinsz	● Katrina, journalist and Wednesday circulation desk volunteer, has joined the Communications Committee. ● The Summer Reading Program webpage should be up and running by the end of this week. Maribel's help with translation was requested. ● Committee is exploring, and hoping to launch, new tools to manage events and communications to donors, patrons, etc. ● Remaining website updates: Gina's bio and the Library Manager job posting. Cindy to provide a list of job posting links. Cindy and Jamie meet tomorrow to determine an action plan until a new manager is onboard. ● Social media continues to grow. A one-year comparison will be provided in the near future.
Library Operations Report - Barbara Miner	● Operations Update: The library was open 6 days a week for 28 hours per week for a total of 26 days. ● Metrics Update: In May, there were 932 visitors. 1,292 items were checked out (including computers). 80 cardholders were added. 295 new items were added.

	254 free black and white pages were printed amounting to $25.40, which is within the budget from the monthly donation of $50 for free printing. ● Volunteer Updates: There are 40 regular volunteers working the circulation desk, shelving, and helping with donations sorting. ● Events Update: ○ The Fiber Arts Circle: 0 attendees ○ Game Night: 5 attendees ○ The Library Writers Circle: 4 attendees ● Referencing the attached "Continuing Record Numbers for May Visitors" graph, Barbara noted children's books have doubled since last year and graphic novels grew by more than 300%.
Collections Committee Report - Cindy Hunt	● This month's focus was on adult fiction and nonfiction. ○ 2024 books are being donated, which has expanded the "new" section. ○ 244 new books and DVDs were added in May. ○ The Amazon wish list continues to be a success across all genres. ○ $173 worth of Spanish books were received in May. ○ 190 graphic novels are now in the Junior section; and we continue to receive more. ○ YA graphic novels continue to expand. ● The Executive Committee approved Cindy's grant application to the Oregon Battle of Books which provides curated books for grades 3-12.
Children's Programming Committee Report - Kiara Ramsay	● May Events: ○ Friday, May 3 at 1:30 pm - Crafting at the Library: 39 people attended and painted 65 pots. Of those 39, 13 pre-registered and brought a ticket. ● Upcoming/Ongoing Events: ○ June 17 to September 7 - Summer Reading Program ○ Participants can register and get their reading logs starting on June 17. For every 15 minutes (0-10 years old) or 30 minutes (11-18 years old) they read, they may place a sticker on their log. Every five stickers, they earn a prize. ○ Every Wednesday we will host an activity or performance at 3 pm on the patio behind the library or at City Hall. Participants must get a ticket to attend each event. Tickets will be available at the front desk two weeks before each event. ○ Wednesday, June 19 at 3 pm - Crafting at the Library (Weaving bookmarks with the McNary High School Needlework Club) ○ Wednesday, June 26 at 3 pm - Dragon Puppet Theater (Puppet performance in City Hall)
POLICY Manual Approvals – Barbara Miner	● Section 3, Collection Management: Upon final review, motion was made, seconded and passed to approve as presented. ● Section 5, Human Resources: Upon final review, motion was made, seconded and passed to approve as presented after numbering was corrected. ● Section 6, Facilities and Property: Upon final review, motion was made, seconded and passed to approve as presented. ● Addendum 1, Retention Policy: Mark continues to review. Proposal forthcoming.

	● Addendum 2, Collection Development Policy: Upon final review, motion was made, seconded and passed to approve as presented with the following additional corrections/changes: ○ First paragraph under Intellectual Freedom, last sentence: Keep the word "Development". The sentence now reads: "As part of the Collection *Development* Policy, the library board adopts the following ALA policies." ○ Third paragraph under Gifts: Change sentence to read: "If we were not able to turn away the donation, then the rejected material is *disposed of or recycled*." ● Addendum 3, Circulation Policy: Upon final review, motion was made, seconded and passed to approve as presented with the following additional corrections/changes: ○ Library Cards, first paragraph, last sentence: Change the word "all" to "any". The sentence now reads: "Cardholders are responsible for all materials borrowed on their cards and for *any* monies owed." ○ Add a new paragraph under the Library Material Loan Periods and Limits section to read: *"If an item has been lost for six months, the book record will be deleted from Atrium."* ○ Add a new sentence to the first paragraph under the Fees Section to read: "*Exceptions may be made."* ● Addendum 4, Privacy and Confidentiality of Library Records: Upon final review, motion was made, seconded and passed to approve as presented with the following additional corrections/changes: ○ Section 3, second sentence: change the word "1st" to read "First", such that the sentence now reads, "In keeping with the *First* Amendment, Oregon Public Records Law requires libraries …" ○ Formatting changes to match that of other policies: Convert the Roman numerals to numbers; e.g., I, II and III would read 1, 2 and 3. Section IIIc requires its own paragraph. Convert letters a, b, c, d, e, f, & g to bullet points. ● Finance will wait until Mark returns. ● Bylaws to be reviewed by the Executive Committee.
Adjourned - Barbara Miner	8:20pm

Action Items

Upload approved meeting minutes from May to Google Drive	Kiara Ramsay	_____, 2024
Provide Barbara with the monetary amount spent in May to build up the collection.	Cindy Hunt	
Add Bilingual Outreach Coordinator line item to the budget.	Mark Northcutt	
Provide a printed profit and loss	Mark Northcutt	

budget to actuals report.		
Provide Jamie with a list of job posting links.	Cindy Hunt	
Determine an action plan until a new Library Manager is onboard.	Cindy Hunt & Jamie Hinsz	June 14, 2024
BJ and Barbara to continue discussing the issuance of an “educator” card offline.	BJ Toewe & Barbara Miner	
Introduce Maribel & Mayra to the Keizer Rotary Club	Betty Hart	
Investigate the financial difference between the provided report & the amount reflected in QuickBooks.	Barbara Miner	

3 COLLECTION MANAGEMENT

3.01 Collection Management Plan

The Collection management plan is a tool which aids the Library in selection, acquisition, and withdrawal of all library materials. It provides materials in a variety of formats that serve the needs of all age levels of patrons.

3.02 Collection Committee

The Collection Committee is appointed by the Board of Directors and establishes standards and schedules for collection maintenance and upkeep. The committee maintains an inventory of all publications and/or recordings in the Library's collection. The committee performs scheduled weeding, recommends acquisitions, catalogs the collection donations and purchases.

3.03 Collection Development Policy

3.03.1 The library will establish and maintain collection management practices and procedures that are consistent with all applicable Federal and State laws, the standards and policies of the Oregon State Library and the standards and protocols for collection management established by the Chemeketa Cooperative Regional Library Service.

3.03.2 The Collection Committee oversees the library's collection processes and ensures compliance with Section 3.03.1 above by conducting a periodic review of all applicable collection standards and adjusting practices where required.

3.03.3 In addition to compliance, the Collection Committee oversees processes and procedures that allow the Library to keep its collection current, vibrant, and responsive to the needs of patrons.

3.03.4 The library's Collection Development Policy is attached to the Policy Manual as Addendum 2.

3.04 Circulation Management

3.04.1 The circulation policies of Keizer Community Library exist to facilitate community access to the materials and information in the library's collections, while protecting these same collections.

3.04.2 Keizer Community Library's circulation policies are intended to be in accord with the American Library Association's Library Bill of Rights and will adhere to all applicable Federal and State laws, the standards and policies of the Oregon State Library and the standards and protocols for collection management established by the Chemeketa Cooperative Regional Library Service.

3.04.3 The Operations Committee oversees the library's circulation processes.

3.04.4 The library's Circulation Policy is attached to the Policy Manual as Addendum 3.

3.05 Maintaining the Collection

The committee develops procedures for overdue, missing, and lost items from the collection. It performs scheduled weeding, recommends acquisitions, and oversees standards for cataloging the collection.

Cataloging: Allows the Library to know what materials it has and what materials it may need to add to the collection.

Weeding: Is the deselection process the Library uses to update its collection and keep the collection responsive to patron needs.

5 HUMAN RESOURCES

5.01 Board of Directors

The Board of Directors is the governing Board for the Library and oversees and directs all Library activities. The Board consists of no less than 9 and no more than 15 active members, including officers.

5.01.1 Recruitment and Nomination

The Library's Nominating Committee actively recruits qualified volunteers to serve on the Board of Directors. To serve as a Director, applicants are expected to have a desire and the ability to use their experience, resources, skills and knowledge on behalf of the Library. Volunteers who are approved as Directors are expected to come to meetings prepared, bring a collaborative attitude and presence, and fully understand their role and commitment.

5.01.2 Election

The Board of Directors are appointed by majority vote of the Board following a screening of qualifications and a criminal background check. Directors serve for a three-year term or until the Director resigns.

5.01.3 Vacancy

Board of Directors vacancies are filled by majority vote of the remaining Directors. Those elected serve the remainder of the unexpired term.

5.01.4 Removal from Office

Any Director may be removed from office by a majority vote of the Board of Directors following guidelines established in the By Laws.

5.01.5 Meeting Attendance and Committee Work

Board members are expected to support the Library's purposes, attend meetings and vote on issues before the Board, participate on committees and work groups, and support activities of the Library.

5.02 Dismissals and Terminations

Volunteers who are unable to fulfill their responsibilities, who violate the code of conduct, or who fail to work when scheduled without first securing a substitute to replace them will be discontinued from the volunteer rolls.

5.03 Performance Reviews

Performance of non-Board member volunteers is evaluated by the Library Manager who provides necessary training where needed.

6 FACILITIES AND PROPERTY

6.01 Library Location

The Library is located at 980 Chemawa Rd NE, Keizer, OR 97303 in the Keizer Cultural Center facility, which is owned by the Keizer Heritage Foundation, Inc.

6.02 Library Access

The Library is a safe, open, and welcoming place where all are invited. There are standards in place defining proper conduct which are intended to ensure the safety and comfort of both volunteers and visitors. There are protocols in place for excluding those who violate the rules of conduct. There are security cameras with guidelines in place for the monitoring of activities. The Library maintains a protocol for unattended children which requires any child under the age of 10 to be supervised by their parent or caretaker.

6.03 Library Closures and Emergency Response

Scheduled hours or regular programming may be changed or canceled for a number of reasons including severe weather conditions, building safety issues, requests for closure by local, county or state law enforcement or health officials, or by direction of the Board of Directors upon recommendation by the Library Manager. Notice of such closures are posted at the Library entrance, posted electronically on social media, and the Library's website.

6.03.1 The safety and security of volunteers and patrons is of utmost importance to the Board.

6.03.2 The Library Manager and Executive Committee have established procedures for emergency response and for any necessary closing and reopening of the Library.

6.03.3 In the event of an emergency arising during operating hours, volunteers on duty notify the Library Manager or a Board officer immediately, relaying details of the emergency so that a proper decision about response can be made.

6.04 Asset Management

The Library Manager maintains an inventory of the Library's fixed assets (non-collection assets) and updates the inventory yearly, identifying aged or damaged items that may require replacement. The Collection Committee manages collection replacement needs.

6.04.1 Fixed assets are identified as assets with a minimum value of $300 per item and will be included in the Library's fixed assets inventory.

6.05 Computer Usage

The Library has computers available for public use at no cost except for printed documents. All computer users are expected to follow the public use guidelines and may be excluded from computer use for violations.

Addendum 2: Policy Manual
Keizer Community Library

Collection Development Policy

The Collection Development Policy is written by the Collection Management Committee under the authority provided by Keizer Community Library Policy 3.03 and serves to support the planning and development of library resources and the processes and procedures that keep the collection current. This Committee strives to serve the library community by providing relevant and accessible resources. This policy will help focus the mission of the library into the equitable acquisition of resources and materials that support informational, educational, and recreational use that will appeal to the community's diverse constituency.

Authority
The Collection Development Committee performs its duties under the Collection Management policy outlined in the Keizer Community Library Policy Manual, section 3. The Committee is appointed by the Board of Directors. This Committee establishes standards and practices for collection maintenance and upkeep and creates annual goals for development.

Intellectual Freedom
Democracy relies on strong intellectual freedoms. According to the American Library Association Intellectual Freedom is defined as, "the right of every individual to both seek and receive information from all points of view without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question, cause or movement may be explored." These freedoms are protected by the First Amendment to the U.S. Constitution and Article I of the Oregon Constitution. These freedoms must be considered in the collection acquisitions and planning process. As part of the Collection Development Policy, the library board adopts the following ALA policies:

- Library Bill of Rights
  http://www.ala.org/advocacy/intfreedom/librarybill
- Freedom to Read
  http://www.ala.org/advocacy/intfreedom/statementspols/freedomreadstatement
- Freedom to View
  http://www.ala.org/advocacy/intfreedom/statementspols/freedomviewstatement
- Free Access to Libraries Resources and Services for Minors: An Interpretation of the Library Bill of Rights
  https://www.ala.org/advocacy/intfreedom/librarybill/interpretations/minors

All materials will be freely and easily accessible to the public. Youth will not be limited to using materials in their age groups. Parents or Guardians are responsible for the minor's access to all materials. The library will not inhibit or limit access to materials based on material content or patron age or any other reason.

Guidelines & Criteria for Selection

Evaluating the Collection

Periodic comprehensive evaluation of the collection will be done at the discretion of the Collection Committee or when major events in the library or community would call for a full evaluation. General evaluations will be done annually for the purpose of outlining goals for collection development.

Gifts

Items are donated at the service desk or by arrangement for large donations. Large donations will be screened to ensure the items accepted are in good condition and fit the needs of the community.

We do not accept:

- Items that are in poor condition (torn, dirty, moldy, smell of smoke)
- Reader's Digest Condensed Books
- Encyclopedias
- Dictionaries
- Serials, including magazines and newspapers
- Textbooks
- Video tapes
- Vinyl records and albums
- Games

What happens to rejected donations?

If we were not able to turn away the donation, then the rejected material is disposed of or recycled.

We do accept:

We will accept materials that fit the goals of the annual development strategies which may change from year to year. We may also accept donations that don't fit collection criteria but are of use in other ways.

What happens to accepted donations that don't meet collection criteria?

If the item meets the criteria for sale to a secondhand bookstore it may be sold for credit to acquire more needed items for the collection

If the item does not meet any of these criteria it will be boxed for sale by the Library, donated to a charitable thrift store or given to local non-profits or Little Free Libraries.

Preservation, Removal, Replacement and Maintenance

Periodic weeding of the collection is needed to keep collections relevant and of use to the community. Other maintenance may also be called for. Criteria for withdrawing or replacing lost/damaged materials is decided for each weeding project or case by case based on the current collection goals. Considerations will include age of the item, statistical use during prior years, topical relevance to the community, and condition of the item. Preservation will be based on scarcity or surplus of relevant material in the topic or genre.

Reconsiderations & Suggestions

The library welcomes patrons to voice concerns regarding materials selected or not selected for the collection. Materials whose appropriateness is challenged shall not be removed from the library except upon the recommendation of a reconsideration committee, with the concurrence of the Library Board.

- Challenges may only come from people who reside within the Keizer city limits.
- Only named individuals, not groups, can submit challenges.
- Challenges must be for specific, named library materials.
- We reserve the right to deny requests submitted en masse.
- Patrons who wish to request reconsideration of library materials shall complete and sign the "Request for Reconsideration" form which is available from the circulation desk.

Special Collections

- The Collection Committee may create special collections that align with the priorities and goals of the library.

Commitment to Accessibility

- Keizer Community Library recognizes the value and importance of removing barriers to accessing information and is committed to discovering those barriers and dismantling them. Making the Library more accessible to one patron makes it more accessible to all. The collection committee also recognizes the importance of holding vendors to the same standards of accessibility and works to ensure that the vendors we work with also have a commitment to removing barriers of access.

Addendum 3 Policy Manual
Keizer Community Library

Circulation Policy

The circulation policies of Keizer Community Library exist to facilitate community access to the materials and information in the library's collections, while protecting these same collections.

Keizer Community Library's circulation policies are intended to be in accord with the American Library Association's Library Bill of Rights.

Library Cards

Adult library cards are available free of charge to anyone 14 years and over, regardless of place of residence. Cardholders are responsible for any materials borrowed on their cards and for all monies owed.

Kids library cards are available free of charge to any child, ages 1 day through 13 years. Youth 14 and over may apply for an adult card. An adult must apply for a library card in their name before a Kids card can be issued. The Kids card will be associated with the adult as the responsible person.

Teacher library cards are available for teachers who work at a school in Keizer. This card is to be used for books intended for use in the classroom, not books for personal use.

Library cards renew annually.

Library Material Loan Periods and Limits

*Books, Audiobooks, DVDs: 3 weeks

*All above materials, except children's graphic novels and new adult books, will be renewed once automatically, unless someone has placed a hold on the item. It is the patron's responsibility to monitor due dates.

Adults can check out up to 10 items at a time; children can check out 20 items from the Children's collection. Children may check out up to 10 items from the YA or adult collection as part of their 20-item limit.

Renewals may be made online, in person at the library or by calling (503) 390-2370.

If an item has been lost for six months, the book record will be deleted from Atrium.

Holds

Patrons have seven business days to pick up materials placed on hold before they will be returned to the shelves.

Fees

Effective September 2021, overdue fines for late materials have been eliminated. Exceptions may be made.

Effective April 2024, replacement fees will not be charged for lost, stolen, or damaged items.

In compliance with Oregon Administrative Rules:

- Borrower registration records will be retained until superseded or for at least 1 year after expiration or non-use. Overdue book records will be retained until materials are returned or debts have been reconciled or are deemed uncollectible.
- Accession records, catalogs, circulation records, and master shelf lists/inventories will be retained until superseded or obsolete.

ADDENDUM 4: Policy Manual
Keizer Community Library

Privacy and Confidentiality of Library Records

4.01 The First Amendment of the United States Constitution guarantees freedom of speech with the corresponding right to hear what is spoken and read what is written. Confidentiality of patron records is the primary means of providing First Amendment protections.

4.02 With the adoption of this policy, the Keizer Community Library also adopts the ALA Policy on Confidentiality of Library Records and ALA Code of Ethics.

4.03 The Keizer Community Library is subject to Oregon Public Records Law. In keeping with the First Amendment, Oregon Public Records Law requires libraries to exempt certain records from general Public Records Requests.

ORS 192.355. The following public records are exempt from disclosure under ORS 192.311 to 192.478: (23) The records of a library, including:

4.03.01 Circulation records, showing use of specific library material by a named person;

4.03.02 The name of a library patron together with the address or telephone number of the patron; and,

4.03.03 The electronic mail address of a patron.

4.04 In accordance with this law, library records that will be broadly interpreted as exempt from disclosure include:

4.04.01 Any records showing the use of specific library materials or resources, analog or electronic, consulted, borrowed, acquired, or transmitted, by a named person; or

4.04.02 Any records showing the name of a patron together with the person's address, email address, telephone number, or other personally-identifiable information.

4.05 The library will protect every patron's library records as follows:

4.05.01 Under a court order, the library may be required to disclose borrower records to law enforcement agencies. Depending on the court order, the library may or may not be allowed to disclose to the patron or anyone else, excepting legal counsel, that the records were released.

4.05.02 To ensure the protection of patron records, when a court order requesting library records is received, the Library Board will first consult legal counsel to verify that the subpoena, warrant, court order, or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. Only the Library Board may authorize release of patron records. Likewise, requests or court orders to install surveillance technology on library computers or other surveillance must be referred to the Library Board. All such requests must be

made through the President of the Library Board.

4.05.03 Library staff cannot inform the person about whom the information is requested, or speak to coworkers, the media or other government officials about the inquiry. Staff members are trained to refer any law enforcement record inquiries to the President of the Library Board.

4.05.04 To further protect patron privacy the library shall purge or shred, per Oregon State Archives, the following type of records:

- Records showing information on use of computer networks or electronic resources that can be specifically identified with a particular user or device.
- Records linking a specific library material used or accessed with a name, address, email, telephone number, or other personally-identifiable information

4.05.05 The Library has the right to use library records only for administrative purposes, such as recovering overdue materials, customer surveys, or other administrative actions and communications.

4.05.06 In all contracts with third-party agents, the library will protect patron privacy to the greatest extent reasonable under the circumstances.

4.05.07 We respect the privacy and confidentiality of all library users, no matter their age. Parents or guardians of a child under age 18 who wish to obtain access to their child's library records must provide the child's library card or card number. Requests for library records received over the phone require the library card number.

4.06 Nothing in this policy prevents the library from exercising its right to enforce its Patron Behavior Policy, protect its facilities, network, and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes.

Keizer Community Library Board of Directors Meeting Minutes

(June 13, 2024 6:30 p.m.)

(Art Classroom, Keizer Cultural Center)

Library Manager's Full Operations Report:

Keizer Community Library Operations

Thousands of books; hundreds of patrons; dozens of volunteers

April 2024 Operations

Open 6 days / week 28 hours/week
Open 26 total days
Spring into Reading / Cover to Cover Reading Club

Critical Metrics

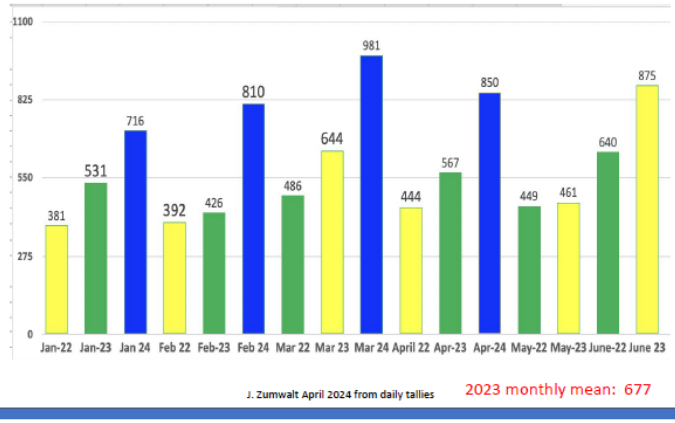
- Monthly visitors:
  - 850 patrons came through our doors!
- Items Checked out:
  - 1358 - continuing our trend upwards!

ELEVATOR SPEECH:

~15,000 Library holdings
> 8000 Patrons/Visitors in 2023
>800 visitors per month
~1000 books donated per month
1,600 cardholders
40 Circulation Desk & Shelving Volunteers
Library is not sustainable without paid staff

J. Zumwalt April 2024

Continuing Record Numbers for April Visitors



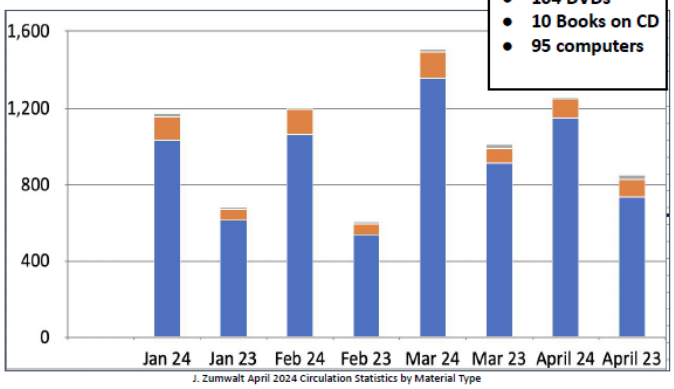
J. Zumwalt April 2024 from daily tallies

2023 monthly mean: 677

Monthly Usage Overview

Total: 1358 items checked out in April.

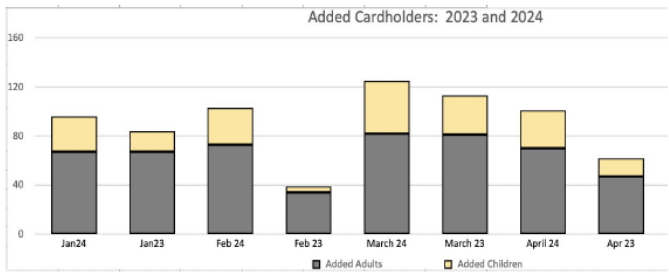
- 1149 books
- 104 DVDs
- 10 Books on CD
- 95 computers



J. Zumwalt April 2024 Circulation Statistics by Material Type

101 new cardholders in April

(Patrons are dropped when their card expires, one year after issue/renewal)



Active Cardholder Count: 1594* (April 2023: 1383)

- Card expiration date is greater than April 30th, 2024

J. Vining March 2024 Patron List Report; Statistical report Patrons Added by Report Class

Keizer Community Library Board of Directors Meeting Minutes

(June 13, 2024 6:30 p.m.)

(Art Classroom, Keizer Cultural Center)

Library Manager's Full Operations Report Continued:

295 New Items Added in April

Adult Fiction	32
Newly Published	27
Large Print	1
Children	170
Young Adult	19
Non-Fiction	20
DVDs	5
Spanish	14

Items Added by Physical Location J. Vining April 2024

April Featured Events

Crafting at the Library: Make a Book!	19
Game Night	6
Fiber Arts Circle	6
Preschool Visit (outside of library hours)	10
Special Storytime w/ Local Author	18
Writers Circle	3

Volunteer Training April 13th

- De-escalation Practice & Discussion
- Review of Library Procedures
- Library Collections Mapping Review
- Skills Assessment

Over the month of May we will be focusing on practicing volunteer desk and shelving skills based on the completed skills assessment.

Library Procedures When Books Are Overdue

1. There is currently 1 auto-renewal set up for materials (excluding graphic novels). After 3 weeks, items are automatically renewed to patron's accounts for another 3 week period.
2. Patrons receive automated emails/texts (depending on their preference) when books are about to be due, or are overdue.

Keizer Community Library Board of Directors Meeting Minutes

(June 13, 2024 6:30 p.m.)

(Art Classroom, Keizer Cultural Center)

Library Manager's Full Operations Report Continued:

Library Procedures When Books Are Overdue

3. Patrons receive automatic notifications 3 days before the item is due to be returned, a notification when the item is overdue, another notification when the item is overdue for 7 days and every 7 days after that until the item is automatically marked lost in the system (at 90 days).

Automatic Patron Notifications	
Enable Mobile Phone Text Messaging To Patrons:	Yes: ◉ No: ○
Send Patron Emails Using Custom Delivery Time (Server Setting):	Yes: ◉ No: ○
Email Patron Before Item Is Due:	3 Default Number Of Days
Email Patron As Soon As Item Is Overdue:	Yes: ◉ No: ○
Resend Overdue Warning To Patron In:	7 Days
Perpetually Send Overdue Emails:	Yes: ◉ No: ○
Email Patron When Item Is Marked Lost:	Yes: ○ No: ◉

Library Procedures When Books Are Overdue

4. Every other month, we pull the "Lost items" list which includes all of the books that have been missing for 90 days. We go through the library to ensure the lost books are not somewhere on our shelves and then reach out to the patron with a personal email following up on what happened with the materials.

Dear ******[insert name],

Our system indicates that there are lost items on your account with the Keizer Community Library. The following are items listed as lost:

- [insert item] due [insert date]
- [insert item] due [insert date]

The Keizer Community Library does not charge late fees or fines, however we would very much appreciate their return if you have found these items in recent months. If these items are still lost, there is no need to respond to this email.

If you have any questions, comments, or believe that you have returned these items to us already, please contact us to let us know. You can reach us by phone at (503) 390-2370 or by email at info@keizerlibrary.org.

Thank you for supporting your community library!

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Keizer Community Library
(503) 390-2370
www.keizerlibrary.org

Library Procedures When Books Are Overdue

5. For select items that are overdue (such as large numbers of graphic novels, books that patrons have on reserve, or very popular titles) we occasionally reach out personally BEFORE the item is marked lost in the system to see if we can get it back.

Dear ******[insert name],

Our system indicates that there are overdue items on your account with the Keizer Community Library. The following are items still listed as checked out on your account:

- [insert item] due [insert date]
- [insert item] due [insert date]

The Keizer Community Library does not charge late fees or fines, however we would very much appreciate their return. If these items are lost, please let us know so that we can look into replacing them.

If you have any questions, comments, or believe that you have returned these books to us already, please contact us to let us know. You can reach us by phone at (503) 390-2370 or by email at info@keizerlibrary.org.

Thank you for supporting your community library!

Keizer Community Library Staff
Keizer Community Library
(503) 390-2370
www.keizerlibrary.org

Library Procedures When Books Are Overdue

7. Atriuum automatically creates circulation warnings on patron accounts when they have items overdue. This prompts the desk staff to look at what items are still out and ask the patron about them in person when they come in to the library.

8. We reassure patrons that there are no fines or fees - we just want to know what happened with a borrowed material. Items the patron loses are marked "lost" in the system.

9. When books have been marked "lost" for more than 6 months, their records get deleted in the Atriuum system and they are removed from the list.

10. Since Atriuum still is automatically issuing system "fees" when books are lost, this is an additional prompt to periodically look at patron accounts and follow up on missing materials. The system fees require manual clearing by the manager.