



**UMATILLA COUNTY
SPECIAL LIBRARY
DISTRICT**

Strengthening our community libraries

PO Box 1689
425 South Main Street
Pendleton, OR 97801

Phone (541) 276-6449

Umatilla Special Library District Board

**Regular Meeting of the Board of Directors
Thursday, March 23, 2023, 5:30 pm**

<https://us02web.zoom.us/j/89169318605?pwd=vCZITJSZV9dQdKj23gmm-6MHqfE7Vv.1>

Meeting ID: 891 6931 8605

Passcode: 616237

Audio Only: +1 971 247 1195

Agenda	
Call to order- Regular Meeting	President
Call the Roll & Establish Quorum	Secretary to the Board
Approval of the Agenda	President

Topic	Lead	Purpose Outcome
Public Comment – Limited to Two Minutes Per Person Limited to 30 Minutes Total Anyone may come forward at this time. Comment on any topic not on the Agenda. Public comment will be invited on Agenda items at time of consideration. Only those who sign up will be heard at that time. Only Board directed general discussion permitted	President	Please sign up
Minutes – Board Meeting – February 23, 2023 Board Retreat – February 18, 2023	President	Approval
Calendar Update	Director	July meeting date
Correspondence	Director	Share at the meeting
Reports • Financial Statements	Director Director	Share February Financials

Topic	Lead	Purpose Outcome
<ul style="list-style-type: none"> ○ Accountants' Report – February reports ○ Banks & Pool Balances ● Staff Monthly Reports 	Director	Information
Board Training <ul style="list-style-type: none"> ● SDAO academy 	Director	Discussion of Board Academy and steps to get started.
Old Business <ul style="list-style-type: none"> ● Columbia Bank account closed. Money moved to Banner Bank 	Board	Share loop hole and discuss
<ul style="list-style-type: none"> ● Redo guarantor on Credit Cards 	Board	Need to discuss two options for moving forward
<ul style="list-style-type: none"> ● Policy on Except Employees Flex Time 	Director	Look at and Clarify
<ul style="list-style-type: none"> ● Erin McCusker proposal 	Board	Erin's report is in
New Business <ul style="list-style-type: none"> ● Budget process 	Director	Update – Reminder April 25 is Budget Committee meeting.
<ul style="list-style-type: none"> ● 		
Good of the order	Everyone	
<ul style="list-style-type: none"> ● Next District Board Meeting – April 27, 2023 		Information
Adjourn	President	Motion

Sign language interpretation will be provided for the public if requested 48 hours before the meeting; notice 72 hours before the meeting is preferred. Requests may be made to Heather Estrada at 541-276-6449.



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Minutes

Board of Directors Meeting

February 23, 2023, at 5:30 pm

District Office (425 S. Main St., Pendleton Oregon) & via Zoom

ATTENDANCE BOARD

Caty Clifton, Vice President (via Zoom)
Nick Nash (via Zoom)

Sharone McCann (via Zoom)
John Thomas, President (via Zoom)

ATTENDANCE STAFF

Heather Estrada, District Director
Dea Nowell, Technical Services Manager (via Zoom)

ATTENDANCE – VISITORS

none

CALL TO ORDER

Board President John Thomas called the Board Meeting to order at 5:33 pm.

CALL THE ROLL & ESTABLISH QUORUM

Heather Estrada called the roll, stating that John Thomas, Caty Clifton, Sharone McCann, and Nick Nash were present via Zoom. Heather noted we have a quorum. It was noted that Jubilee Barron stated at Saturday's work session that she was scheduled to work tonight.

APPROVAL OF THE AGENDA

There were no changes or additions to the agenda. Sharone McCann moved to accept the agenda as presented. Caty Clifton seconded the motion. The motion passed unanimously.

PUBLIC COMMENT

None.

MINUTES

Board Meeting January 26, 2023: Sharone McCann noted that Caty Clifton's name was misspelled as Cay in one location in the draft minutes [top of page 3]. Nick Nash moved to approve the January 26th minutes, pending the correction. Sharone McCann seconded the motion. The motion passed unanimously.

CALENDAR UPDATE

None.

CORRESPONDENCE

Heather Estrada stated that she had received multiple comments regarding the column in today's newspaper. She read a portion of an email received from Terry Dallas, former owner of Armchair Books. Heather noted that Monica Hoffman came up with the hook for the article.

Heather also noted that she received an email from Mark Rose yesterday stating that he had tried to attend the Board's work session on Saturday; Heather noted that she forgot the start the Zoom session. Heather sent an email reply to Mark with an apology, and a copy of the agenda and drafted minutes from the session.

REPORTS

FINANCIAL STATEMENTS - December 2022 & January 2023

Heather Estrada stated that it looks to her like we are on track from what she can make out from the budget. Caty Clifton commented on the fact that we are 30% over revenue on the Community Service Fees and that some of the interest is up. She asked if we will need to adjust the budget based on increased revenue or is it just based on expenditure? Caty also noted that we may want to get together with the accountants regarding format and/or structure of the reports for future financial statements. Caty Clifton moved to accept the financials subject to audit. Sharone McCann seconded the motion. Dea Nowell asked if the motion is intended to include both the December 2022 & January 2023 financial statements? Caty amended her motion to accept the December and January financials subject to audit. Sharone McCann seconded the amended motion. The motion passed unanimously.

STAFF MONTHLY REPORTS

Heather Estrada noted Dea Nowell will be here March 28-April 13. She will be here for in-service, April 7th, and she has sent out a proposed site visit schedule to the libraries (she is waiting on responses from 2 individuals to finalize it). She is also planning to touch base with Kristin Williams at BMCC, as she is also her cataloging mentor. Caty Clifton noted the increased volume of contacts with some libraries – she thanked Dea for her timely responses to the libraries.

Heather noted that Monica Hoffman is the chair-elect for the OLA Children's Services Division and will be presenting at the OLA conference in April. Heather suggested that the Board would probably like to hear from her as well. John Thomas stated he would like to see in our public record what her position is and what she is doing. Monica is thinking about it and may possibly be at the March, or April, Board meeting. Heather also noted that Monica will also be conducting the Children's Services Division's annual book auction fundraiser online as part of her duties as chair-elect.

Heather stated that she attended the Local Budget Law session in Albany earlier this month and found it very helpful. She is planning to attend the virtual trainings as well, to pick up on things she may not have caught in the day-long live session. She stated that she then attended the SDAO conference a couple days later in Sunriver. She said it was good to see the big picture and encourages the Board Members to attend in the future. She stated that the keynote on generations was very interesting and noted a new concept of stay interviews versus an annual performance review, it seems to be a way to reframe conversations with employees. She also attended sessions on Oregon budget law and Eileen Eakins' session. She came away with thoughts regarding what we are getting from our providers, like our accountant, and having a conversation about what we want and their process – streamlining things – and on how our budget is built. She noted her biggest recommendation from the conference is that Board Members attend in the future – as the majority of attendees were board members. The next conference will be held in Seaside February 8-11, 2024, with registration occurring in November/December 2023 – John Thomas, Nick Nash, and Caty Clifton all noted interest in attending. Heather also commented on the SDAO academies for employees and board members. She put the brochures for each on the SharePoint site. She would like to sign up for the employee's academy and needs approval from her immediate supervisor. She noted that some training sessions are available online and some are in-person trainings. Nick Nash moved to support Heather doing this. Sharone McCann seconded the motion. The motion passed unanimously.

Heather stated that her visits with the library directors are complete. She met with Dave Slaght yesterday and he spoke quite openly and frankly. She stated that her next big project will be preparing a 5-minute presentation on the District and putting together a schedule for City Council visits. Caty Clifton asked Heather about the ending date of her report – February 13th. Heather noted that she will probably report mid-month to mid-month, from the time the Board packet goes out till the next packet goes out.

Heather stated she is proposing a different timesheet format since she is exempt from the rest of the staff, as she finds it more helpful for tracking and flexing her time. Nick Nash commented that if it helps Heather track and makes sense, he is for it. Heather noted that it has been difficult to try to flex her time this month with the travel, training, conference, Board work session, all while being new and trying to stay on top of it all this month. Caty Clifton noted that she is fine with this, however would like us to review the policy on paid leave and flex time – do we have that lined out in the policy for exempt employees? It was noted that we may not have a clear policy stated for exempt employees. Caty noted there are some exceptions for certain situations for exempt employees. Nick asked can we allow Heather to flex some of this month's hours into March? We need to look at our policies and be very clear about this... for next month's meeting. Caty noted her general understanding is that it should be within the month. Nick Nash moved to allow use of this timesheet to track Heather's daily hours. Caty Clifton seconded the motion. The motion passed unanimously. Nick Nash moved to allow the hours from February 2023 to be flexed into March 2023. Caty Clifton seconded the motion. The motion passed unanimously. Nick thanked Heather for bringing these concerns forward to the Board, as they may not otherwise know about them.

BOARD TRAINING – SDAO CONFERENCE UPDATE AND DISCUSSION

This was covered in part of Heather Estrada's monthly report.

OLD BUSINESS

RESOLUTION IS SIGNED FOR COLUMBIA BANK TRANSFER – READY FOR ACTION

Following a bit of discussion, John Thomas & Nick Nash agreed to meet on March 6th at 11:15 am at Columbia Bank to take care of this. John noted that he would stop at the office to pick up the resolution before going to the Bank.

REDO GUARANTOR ON CREDIT CARDS

Heather Estrada gave an update on the process of redoing the guarantor on the credit cards. She was told they need two years of financials, Heather has emailed regarding what form those need to be in: audit, fiscal year-end financial statements, etc., and is waiting for a response. It was clarified that the guarantor would be Umatilla County Special Library District. Heather noted that she has received her credit card and we are finally able to use all we need to. It appears redoing the guarantor will be a long-term process. The Board thanked Heather for her diligence in tracking this through process.

ERIN MCCUSKER PROPOSAL

Heather Estrada commented that she thinks Erin McCusker is almost done with the community needs assessment report. Erin has been checking with us; in fact, she emailed today asking for some history for the report, and Dea Nowell quickly responded by sending her the updated District highlights document. Heather thinks Erin may have the report completed by the next Board meeting.

NEW BUSINESS

BUDGET PROCESS

Heather Estrada shared that she has sent the budget projections out to the libraries. She is now beginning to focus on the budget.

CITY COUNCIL VISITS

Heather Estrada stated she is planning on putting a short presentation together and inviting some, or all, of the Board Members to join her at City Council meetings as those are scheduled.

GOOD OF THE ORDER

None.

NEXT DISTRICT BOARD MEETING

The next Board Meeting will be March 23, 2023, at 5:30 pm.

ADJOURN

Nick Nash moved to adjourn the meeting. Sharone McCann seconded the motion. The motion passed unanimously. The meeting was adjourned by Board President John Thomas at 6:34 pm.

Respectfully submitted by Dea Nowell

DRAFT



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Board of Directors – work session Feb. 18, 2023 9am-12pm (and then lunch)

Zoom: Join Zoom Meeting

<https://us02web.zoom.us/j/82423573517?pwd=YW41NmldzRBalNzOFc2bVlaGU2UT09>

Meeting ID: 824 2357 3517

Passcode: 073393

Dial by your location

+1 971 247 1195 US (Portland)

In Person: Eastern Oregon Business Source, 245 SE 4th St, Pendleton, OR 97801

Meeting Purpose:

- To discuss and work through wage equity discussion, and review UCSLD strategic plan.

Desired Outcomes:

- Direction for competitive wage scale
- Updated knowledge and vision related to UCSLD strategic plan.
- Renewed and rejuvenated board members and board relationships

Agenda:

What	Result	Time
Greetings	Coffee and Welcome	9:00-9:10
Introduction	Get to know you “fun” Each attendee shared a “bucket list item”. Heather – to visit all the Disney parks around the world, Caty – travel to all national parks, Nick – to backpack 100 miles this year, Sharone – travel (Scotland) this April, John – travel to all national parks, Jubilee – figure out her life plans...	9:10-9:30
Wage info	Wage info and discussion The Board is interested in doing a wage study to see where the District employees wages fall in comparison to other comparable jobs in Oregon. Of particular interest to Heather	9:30-10:50

	<p>and Monica (even more so than wages) is better health coverage as their children are not covered. The District used to provide this and pulled in during the budget crisis in between Ken and Erin's Directorships. Heather presented a very brief budget look at where the District money goes and the reality is there isn't much extra to work with. Heather is tasked with looking into health care options and also a deeper dive into the Budget as this budget cycle begins. This is an issue for succession as it would be hard to recruit "Head of Household" workers if health coverage isn't provided for families.</p> <p>Long term- Board would like to implement a Step scale for salaries.</p>	
Break	Breather	10:50-11:00
Strategic Plan	<p>Review and Refresh</p> <p>Took a very brief look at our strategic plan, and heard Heather's desires going forward to meet with all 12 City Council's, make create new relationships, and look at ways to connect District libraries to one another.</p>	11:00-11:45
Closure	Wrap up	11:45-12:00
Lunch	OGG Distillery	12:00-1:00

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Monthly District Director Report

Date:	March 23, 2023 Board Meeting
Staff Name:	Heather Estrada
Time Period Report Covers:	February 18– March 17, 2023

1. Position Purpose Statement

The mission of this position is to manage the operations of the UCSLD and support and strengthen the development of excellent library services in Umatilla County by working in partnership with the independent libraries.

2. Meetings and Site Visits

Date	Meeting/ Site Visits/ Activity	Method	What happened
2/18/2023	Board Retreat/Work Session	In-person	Board work session to deepen working relationships, discuss wage issues and review strategic plan.
2/22/2023	Continuing Ed Committee	Zoom	Planning for Spring Inservice well underway.
2/22/2023	Meeting Dave Slough	In-person	Meeting with Dave to discuss his library, where he is and where he'd like to be
2/23/2023	CIS annual meeting	Zoom	Annual update on what to expect for plan changes going into the new budgeting year.
2/23/2023	UCSLD Board Meeting	In-person & zoom	Monthly regular Board meeting
2/27/2023	Weekly Check-in Meeting with Dea	Teams	Check in on what's happening and what's coming up
2/28/2023	District Wide Programs and Services Committee	Zoom	Meet for continued planning of shared summer reading program and discussion of how to begin shared author visits.
2/28/2023	Librarians Guide to Homelessness	Webinar	Ryan Dowd training, research for Spring in-service

2/28/2023	PERS Reporting	Online & Teams	Complete the monthly report
2/28/2023	Met with Doug Olsen	In-person	Meet to make formal introductions and to have a conversation about how \$ gets distributed from community service fees, etc.
3/1/2023	County Commissioner Board Meeting	In-Person	Attended Board meeting to meet the commissioners and introduce myself to them.
3/1/2023	Innovation for Challenges committee	Zoom	Regular meeting of this committee to check in on projects.
3/2/2023	SDAO First Thursday Webinar	GoToMeeting	Attended webinar on SDAO academy and all they offer.
3/6/2023	Weekly Check-in Meeting with Dea	Teams	Check in on what's happening and what's coming up
3/7/2023	Continuing Ed Committee	Zoom	Planning for Spring In-Service.
3/8/2023	Meeting of the Directors	Zoom	Meet with most of the directors for updates and training.
3/9/2023	Meeting with Scott Smith	Phone	Phone help for fixing allocation issues in last year's budget forms
3/13/2023	Weekly Check-in Meeting with Dea	Teams	Check in on what's happening and what's coming up
3/14/2023	Grant Conversations	In-Person	Oregon Cultural Trust did a tour around the state. One stop was at the Art Center.
3/15/2023	Safety & Staff Meeting	Teams	Monthly safety and staff meeting to meet safety requirement and update on staff happenings
3/15/2023	Local Budget Law	Zoom	More training on Local Budget Law
3/16/2023	Lunch with Caty Clifton	In-Person	Work session on the Budget
3/17/2023	Social Media Webinar for Business	Zoom	BMCC small business development center training on how to best use.

3. Projects and Progress

Project	Status	% Complete
Policy Review	EDI & A review of policies	100%
In-Service Training	Formed committees for new year, beginning discussion for Spring training	60%
Audit	Audit complete, no issues found. Copy on hand for board	100%

Agreements for Library Services	All Agreements are complete	100%
Public Records Management	The records are about 65% complete – procedures are being written and the outline of the filing structure will be available for staff	65%
Performance Appraisals	Work plan check ins complete for first three quarters	75%
Community Needs Assessment	Erin's report is in, information needs to be disseminated to Libraries	90%
Strategic Planning – New	The plan strategic directions, goals and staff work plans are complete. The final write-up needs finalized.	90%
Succession Planning	New District Director has started	100%
Disaster Planning	In the initial stages of working on this planning	25%
Marketing Plan	Ongoing EO column, plan will be part of strategic planning process	55%
Office 365	A portion of the UCSLD checks is on bill pay	Ongoing
COVID-19	Status quo	Ongoing
Best Practices for SDAO	Submitted best practices on 11/3	100%
Safety & Staff Meetings	FMLA in March & Cybersecurity Awareness in April	ongoing
ALSP Review Meetings	All ALSPPs submitted	100%
Budget Process	Budget committee letter sent, Rough draft budget completed, conversations and information gathering ongoing	40%

4. Feedback & Accomplishments

- Board Retreat a success!
- Met Doug Olson (County Council)
- Met all the Umatilla Co Commissioners at their board meeting.
- Received health insurance information from SDIS
- Most of speakers for in-service set up.
- TV set up in front of office with scrolling marketing for libraries

5. Upcoming Events – Activities

- March 20 – District-wide programs Committee
- March 28 – Dea arrives for 3 weeks.
- March 27-31 – District Staff on Courier duty
- April 7 – District wide In-service – Umatilla Public Library
- April 11 – Innovation for Challenges Committee
- April 13 – Dea to fly home.
- April 19 – Safety and Staff Meeting
- April 19-22 – OLA in Bend (Heather and Monica, Dea virtual attendance)



Date:	March 23, 2023, Board Meeting
Staff Name:	Dea Nowell
Time Period Report Covers:	February 2023

1. Position Purpose Statement

The purpose of this position is to support the UCSLD member libraries' abilities to provide services and participate in consortia activities through cataloging (maintaining the integrity of the bibliographic database and authority control) and technical support. Additionally, this position also administratively & technologically supports the UCSLD Board of Directors and staff.

2. Statistics

cataloging statistics:

	<i>* Item additions to Sage</i>	<i>* Item deletions from Sage</i>	<i>* Item corrections in Sage</i>	<i>Temporary bibs upgraded</i>	<i>*** Sage bib fixes</i>	<i>*** Sage bib merges</i>	<i>*** Sage bib deletes</i>	<i>*** Sage bib overlays</i>
Feb.2023	365	28	139	32	186	9	0	5
* for the most part all libraries in District: except Hermiston, Milton-Freewater, Pendleton, & Umatilla [though I do add a few bibs to Sage for Umatilla, counted in here, but not items]								
*** looking strictly at bibliographic records, not necessarily all are related to District libraries' holdings								

reports run:

regular monthly:	item stats: all 12 pub. lib. temp bibs missed put into bucket	OCLC CatExpress stats (added & deleted)	circulation related: Adams PL - 1 Echo PL - 6, Pilot Rock PL - 1, Stanfield PL - 7, Milton-Freewater - 3 Weston - 1	pre-cataloged items: Milton-Freewater PL-1 in process items: Milton-Freewater PL-1
additionally:	Helix PL - 17 circulation related: overdue, patrons with lost Helix PL items, & patrons with expired cards 1+ year (some run &/or re-run several times...)			Echo PL - items with status = in process

3. Meetings and Site Visits

- Sage Cataloging Committee meeting [via GoToMeeting]: 1 (2/6)
- Staff/Safety meetings [via Zoom]: 1 (2/15)
- Sage Library of Things discussion [via GoToMeeting]: 1 (2/15)
- Sage Cataloging Mentor meetings [via GoToMeeting]: 1 (2/22)
- UCSLD Board meetings [via Zoom]: 1 (2/23)
- Sage Circulation Committee meeting [via Zoom]: 1 (2/28)
- webinars/trainings attended [virtual]:
 - SafePersonnel - Water Damage Prevention (2/14)
 - Streamline's Masterclass - New In-Page Layouts [viewed 2/22/23 recorded session] (2/23)
- meet weekly, Monday am, w/ Heather [via MS Teams]: 4 (2/6, [2/8], 2/13, 2/27)

visits to/with District Libraries:

- all 12 libraries - 2 [email]
 - emailed proposed site visit schedule
 - emailed finalized site visit schedule

- Adams PL - 2 [email, phone]
 - email reply to ? about what needed for DVD scans
 - called re. # of discs for a DVD set (left a voicemail)
- Athena PL - 4 [phone]
 - call re. call #s on item - suggested we walk through library together to double check call # structure & shelving locations (often gets confused with previous lib. structure) (2)
 - called re. call # label/prefix for an item - clarifying
 - call rec'd. re. "random question" about program previous director did last year
 - I suggested she didn't necessarily have to repeat every program previously done; if someone misses a particular program they will let her know & she can regroup if need be for future...
- Echo PL - 1 [email]
 - emailed report
- Helix PL - 13 [email, phone, Zoom]
 - emailed requested reports (4)
 - call re. barcode for an item & we talked about reports (I'll rerun them)
 - call re. request to call re. expired patrons report question - explained difference between "completely purge [patron] account" and using the bucket method (1st leaves no trace... like with a recent patron acct.) + looked at Sage print notices (for overdues)
 - fwd. email with Evergreen documentation link for deleting patron's account again
 - call re. overdue report - a # are due later than run date (will rerun & removed those not due yet...)
 - call re. a report ? & found out both staff gone Spring Break + [site visit scheduling]
 - call & Zoom with lib. asst. - confused over documentation for deleting patron accounts - had share screen & walked through process with her (via Zoom)
 - email re. email ? referencing a report
 - called re. email ?s re. expired patrons report
 - called re. proposed site visit schedule
- Hermiston PL - 2 [phone]
 - called cataloger to check on site visit proposed (left voicemail asking to call me)
 - call rec'd from cataloger re. proposed site visit
- Milton-Freewater PL - 3 [email, phone]
 - emailed cataloger re. found OCLC record for temp bib
 - called cataloger re. email about DVD not checking in properly + asked about site visit
 - called cataloger re. follow-up email on DVD (could only get voicemail [*phones down found out*]), so emailed what I did to see if would go through since could not reach by phone
- Pendleton PL - 5 [email]
 - emailed cataloger re. typical work schedule & thanks (2)
 - emailed cataloger re. CAT1 preliminary test results - good job getting them done & off - available to walk through any of info.; goal to get as well prepared as possible for permission level requirements...
 - email reply to cataloger about time for site visit (at lunch proposed time)
 - emailed thanks for heads up re. temp bibs
- Stanfield PL - 7 [text, phone, email]
 - text re. State Statistical Report
 - call rec'd re. State Statistical Report - Cecili finally found how to get it while on phone & will send to Heather & I
 - call re. barcode change email - & asked about an item sent earlier that I emailed about whether there was an anniversary edition statement - & - also spoke about receipt template (imported & set printer @ 100% rather than 80% - much better readability)
 - email reply to request for call number assistance for an item
 - call re. barcode for 4 items (2 cut off in scan & 2 duplicates)
 - call re. searching for a particular book in Spanish - walked through sharing "more" symbol to access search filters
 - called re. 2nd copy email - everything is the same - can go ahead and add...
- Ukiah PL - 2 [phone]
 - call re. barcode for an item(s) (2)

- Beth Ross [Sage Library System – Systems Administrator] - 2 [email]
 - email re. patrons with lost items report – why everything is not showing up in report (this was one of the reports I ran for Helix PL and when she looked up patron’s account that was listed discovered 3 other items that should have been on the list & were not...) (+ thanks – 2)

4. Projects and Progress

- Wi-Fi router upgrade (conversation held, bid received, contact made) – *no movement from provider as of yet...*
- new Google Analytics acct.... (Google sunsetting current analytics software as of July 1, 2023...) – (*looked into a bit more, though still need to continue to work on this*) >> [same, though rec’d email (2/2/23) from Google stating would be configuring a Google Analytics 4 property with basic settings consistent with existing Universal Analytics property in March – kind of waiting to see what occurs...]

5. Accomplishments

- got spring site visits scheduled
- did a fair amount of clean-up on several fronts
- updated Selected Statistics
- website work:
 - Board agendas, packet, & minutes posted
 - posted Selected Statistics
 - changed layout a bit on “Who We Are” page
 - posted Heather’s EO Go! Column (2/16/23)
- Sage Cataloging Mentor:
 - reviewed Jan. 2023 new bibs (186 bibs)
 - pulled together new bibs observations for UCSLD catalogers for Oct. 2022-Jan. 2023 bibs & also typed up Cataloging Committee meeting summaries for months since fall trip for site visits
 - correction suggestions for Cataloging Committee Dec. 2022 & Feb. 2023 minutes (2)
 - suggested correction to Cataloging Committee Feb. 2023 agenda & a question
 - phone conversation with Cataloging Committee Chair follow-up to meeting
 - emailed back and forth with Kristin Williams (BMCC Lib.) re. CAT2 test, results of test, etc., & finally that she now had CAT2 permissions (8)
 - emailed Cat. Mentor in charge of CAT permissions tests re. CAT2 ? & confirmation, sent Kristin’s test, offered thanks, etc. (4)
 - cleaned up bibs with missing 999s from cataloging mentees for several months (used for search filters for material type in catalog)
 - emailed Kristin Williams (BMCC) re. whether she’d like me to visit her during my spring trip & set up a visit (2)
 - followed up on bibs noted needing work from previous site visits with UCSLD catalogers
- Other:
 - transferred iPhones
 - had to uninstall & reinstall printer software – as scanning not connecting to PC (may have been due to Windows 11 upgrade - ?)
 - updated my cataloging cheat sheets for the smaller libraries I do cataloging for, as several have commented they would like a copy or similar at a previous site visit &/or will be utilizing at upcoming site visits and they were a mess with info. written in, etc.
 - emailed Beth & Jon (Sage staff) re. broken link to help info. from the Print Notices page

Feedback received:

- 2/2/23 – email from Lisa Hauner (cataloger at Oregon Trail Library District & Cataloging Committee Chair) re. Cataloging Committee meeting agenda question & comment: “Thank you Dea – I appreciate your fine-tooth combing! Aye-yi-yi :) That 33x to 34x would have been a tad embarrassing – Thank you for spotting that!...”
- 2/2/23 – email from Lisa Hauner (cataloger at Oregon Trail Library District & Cataloging Committee Chair) re. Cataloging Committee meeting agenda question & comment follow-up:

“...Thank YOU both, for having my back <3 Thank YOU for not holding back when one of your best skills is detail work. ...”

- 2/7/23 – email from Lisa Hauner (cataloger at Oregon Trail Library District & Cataloging Committee Chair) re. Cataloging Committee meeting February minutes: “*pictures Dea in Supercap* Nice swoop, Day Saver! 🐱 🚗 (sometimes these emojis don't translate - that is a ninja cataloger cat in a cape =D) You ended up catching those darn 3s everywhere. Thank you *sheepish sad face*”

6. Upcoming Events – Activities

- webinar: OLA Staff Training Roundtable: Make It Stick – Trainings That Are Remembered & Copied - Mar. 2
- webinar: A Guide to Best-in-Class Cybersecurity Posture [offered free to SDAO members] - Mar. 2
- Sage Budget [& System Administrator job description] meeting – Mar. 9
- Staff/Safety meeting – Mar. 15
- Sage Library of Things discussion group – Mar. 15
- Sage Circulation Committee meeting – Mar. 16
- ~~Sage User Council meeting – Mar. 21~~ [will miss due to conflict w/ scheduled dr. appt. with my mom]
- UCSLD Board meeting – Mar. 23
- traveling to Umatilla County – Mar. 28 (in County till Apr. 13)
- Sage Cataloging Mentor meeting – Mar. 29 [may miss due to running courier during Spring Break]
- UCSLD spring in-service – Apr. 7



Date:	March 15, 2023
Staff Name:	Monica Hoffman
Time Period Report Covers:	February 2023

Position Purpose Statement:

The Program Manager creates and implements outreach services to childcare, preschool and public library sites throughout the county, fostering a love of reading and promoting kindergarten readiness through the development of early literacy skills targeting children ages birth to six.

Statistics:

Attendances at Library Storytime’s are kept separately as Take Off! does not count those numbers for the statistical report, to not count attendance the libraries have counted.

Book Box Statistics	Boxes/kits	Books
To Sites with Storytime	36	706
To Sites without Storytime	44	848
Total	80	1554
Storytime Statistics	Library Storytimes	Childcare Storytimes
Storytimes Provided	3	33
Adults in Attendance	12	108
Children in Attendance	14	348
Total Attendance	26	456

Meetings and Site Visits-represented above:

Wednesday February 1, 2023- Umatilla

- 9:30am Intermountain Education Service District (IMESD) McNary Heights Early Intervention-Special Education (EISE) morning class Storytime and materials exchange with Kathryn
- 10:15am Umatilla Morrow Head Start (UMHS) Umatilla Enhanced Storytime and materials exchange with Janie
- 10:45am Umatilla Head start morning class Storytime and materials exchange with Ashley
- 12pm UMHS Umatilla afternoon class Storytime with Crystal.
- 2pm IMESD EISE McNary Heights afternoon class Storytime with Kathryn

Thursday February 2, 2023- Hermiston- Umatilla

- 9:30am Hermiston Child Development Center (HCDC) Combo 2 Storytime with Ruby
- 10:30am UMHS Umatilla Early Head Start Storytime and materials exchange with Favi
- 11:15am IMESD home visitors material exchange at Cornerstone with Deb, Deysi, Liza, and Jennifer

Friday February 3, 2023- Weston

- 10am Weston Public Library Storytime with Kathleen

Monday February 6, 2023- Hermiston

- 9:15am HCDC Combo 1 Storytime and material exchange with Ruby and Johanna
- 9:45am Good Shepherd Children's Center pre-K storytime and material exchange with Lynn
- 10:15am Good Shepherd Children's Center toddler storytime with Lynn
- 11am HCSR Rocky Heights Storytime and material exchange with Ayerim
- 5pm Family Fun Night guest speaker at HCDC- gifted every child in attendance a gift book.

Tuesday February 7, 2023- Athena and Pendleton

- 9am ABC Children's Ministries Storytime and materials exchange with Kate
- 9:30am ABC Children's Ministries Storytime with Rebekah
- 10:30am Athena Public Library Storytime (library closed due to illness)
- 1pm IMESD PELC afternoon class Storytime and materials exchange with Corrine
- 1:30pm IMESD PELC afternoon class Storytime and materials exchange with Hannah
- 2pm UMHS PELC Storytime and materials exchange with Tierney

Wednesday February 8, 2023- Pendleton

- 9am IMESD PELC morning class Storytime with Corrine
- 9:30am IMESD PELC morning class Storytime with Hannah
- 10am UMHS PELC Storytime and materials exchange with Heather
- 1pm Oregon Library Association Children's Services Division Meeting

Friday February 10, 2023-Pendleton

- Presentation development for "Next Level Storytime" at Oregon Library Association Annual Conference

Monday February 13, 2023- Hermiston

- 9am Airport Way UMHS Discovery Zone 3 Storytime and materials exchange with Ruth
- 9:30am Airport Way UMHS Discovery Zone 2 Storytime and materials exchange with Jose
- 10am BMCC Hermiston /Migrant Ed Program Materials exchange with Marisol
- 10:30am IMESD Migrant Education Program Storytime and materials exchange with Erika
- 11:15am Bethlehem Lutheran Preschool materials exchange with Tess

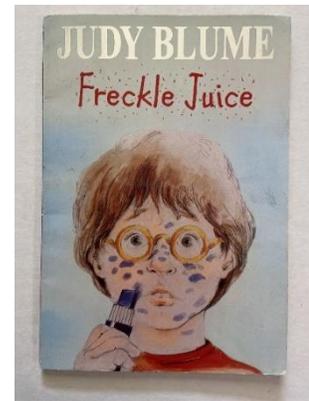
- 11:45am Misty's In-home Childcare materials exchange

Tuesday February 14, 2023- Helix

- 10:30am Helix Public Library Storytime -no attendees
- Oregon Library Association, Children's Services Division Annual Book Auction Fundraiser prep.

Wednesday February 15, 2023- Adams

- 8am Staff and Safety Meeting Water damage prevention
- 10:30am Adams Public Library Storytime with Amanda *This was a storytime that I decided to forgo what I had planned and brought with me. Both children in attendance were older than the children that the Take Off! Program typically serves. No preschoolers or toddlers were in the library. I pulled one of my childhood favorites "Freckle Juice" by Judy Blume from the collection and shared it with the students. I had not read it in years. It also provided an opportunity to discuss how time had changed a few things since its publication in 1971.*



Thursday February 16, 2023- Hermiston

- 9:30am IMESD Punkin Center Storytime with Becca
- 10am IMESD Punkin Center Storytime with Keri
- 12:30pm IMESD Punkin Center materials exchange with Crystal
- 12:45pm IMESD Punkin Center materials exchange with Avery
- 1pm IMESD Punkin Center Storytime and materials exchange with Keri
- 1:30pm IMESD Punkin Center Storytime and materials exchange with Becca

Tuesday February 21, 2023- Stanfield

- 9:15am Stanfield Elem morning preschool Storytime with Stacey and Debbie
- 10am Stanfield Public Library Storytime with Cecili
- 11:30am Oregon Child Development Coalition materials exchange with Norma
- 1pm Stanfield Elem afternoon preschool Storytime and materials exchange with Stacey and Debbie.

Wednesday February 22, 2023- Thursday February 23, 2023 Milton Freewater

- Rescheduled to Thursday March 2nd due to weather.
- Spring office window display and book auction prep.

Monday February 27, 2023- Pendleton

- 9:45am Pioneer Relief Nursery materials exchange with Amanda, Cheri and MaryChris
- 10am Pioneer Relief Nursery Storytime and materials exchange with Makayla

Tuesday February 28, 2023- Pendleton

- 9:30am Elsie's In-home Childcare Storytime and materials exchange

- 10am Jen's In-home Childcare Storytime and materials exchange
- 10:45am Room to Bloom Childcare Preschool Storytime and materials exchange with Trina
- 11:30am Mindy's In-home Childcare materials exchange
- 11:45am Lil Angels Preschool and Childcare materials exchange

Projects and Progress:

- Spring rain themed office window display
- Three classrooms at UMHS Victory Square requested registration information and were added to the March schedule.
- Collection development/box revisions- ongoing
- Oregon Ready to Read 2023 Grant 16% Complete.

Upcoming Events – Activities:

March 15- April 3, 2023: Oregon Library Association, Children's Services Division Annual Book Auction Fundraiser

April 7: UCSLD Spring In-Service

April 18-April 22, 2023: Oregon Library Association Annual Conference: Rekindle, Rejuvenate, Reimagine- *I have received notice that my application was well received, and I am a recipient of the Children's Services Division Scholarship in the amount of \$670. This, along with, the OLA Leadership Scholarship in the amount of \$750 should cover all expenses related to my attendance at the 2023 OLA Annual Conference*

April 21: Present "Next Level Storytime" at Oregon Library Association Annual Conference

Trial Period

All employees are subject to a 90-day trial period, which begins on their date of hire. The same is true for existing employees in a job change and begins on the employee's start date in the new job. The trial period serves to give employees in a new job the opportunity to demonstrate their ability, achieve satisfactory performance, and determine whether the new position meets their expectations. The Umatilla County Special Library District (UCSLD) uses this period to evaluate employee capabilities, work habits, and overall performance. During the trial period, the employee may be dismissed at any time without cause.

Any significant absence will automatically extend a trial period by the length of the absence.

At the end of the trial period, the employee's supervisor will conduct an evaluation using the standard performance appraisal forms to determine whether employment should be continued. Employees who do not satisfactorily complete the trial period will be dismissed.

If the employee's supervisor determines that the designated trial period does not allow sufficient time to thoroughly evaluate the employee's performance, the trial period may be extended for a specified period.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification. Completion of the trial period does not modify an employee's at-will employment status.

Adopted - 5/19/2003
Reviewed & Updated - 09/24/2020, 11/17/2022

Performance Appraisals

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance appraisals are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance appraisals shall be conducted annually at the end of the fiscal year. The District Director conducts staff performance appraisals and the Board conducts performance appraisals for the District Director.

Supplemental Evaluation

A supplemental performance appraisal may be submitted on any occasion deemed appropriate by a supervisor to clarify performance deficiencies and goals or plans for improvement.

Adopted - 5/19/2003

Reviewed & Updated - 09/24/2020, 11/17/2022

Work Week, Working Hours, Overtime

The normal Umatilla County Special Library District (UCSLD) work week consists of 40 hours. The District Director and employees are expected to accomplish service priorities in a timely fashion within the normal work week to the greatest extent possible.

Hours of Work

The work schedule for employees shall be defined as required by the District Director based on operational needs.

Work Week

The work week for calculation of wage and hour provisions applicable to UCSLD shall begin at 12:00:00 AM Sunday morning and extend to 11:59:59 PM Saturday.

Overtime

Hours worked in excess of 40 hours in a work week as defined in the Federal Fair Labor Standards Act and Oregon Wage and Hour provisions, shall be considered overtime and compensated at time-and-one-half for all non-exempt employees as required by law.

Actual hours worked for the purpose of overtime calculations excludes paid time off benefits (vacation, sick, and holiday).

Adopted –
Reviewed & Updated – 9/24/2020, 11/17/2022

Scheduling

The normal work schedule for employees is Monday through Friday. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

Rest and Meal Periods

Each workday, full-time nonexempt employees are provided with 2 rest periods. Supervisors will advise employees of the regular rest period length and schedule. To the extent possible, rest periods will be provided in the middle of work periods. This time is counted and paid as time worked.

All full-time employees are provided with one meal period each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

Adopted -
Reviewed & Updated - 9/24/2020, 11/17/2022

Holidays

The Umatilla County Special Library District (UCSLD) will grant holiday time off to all employees on the holidays listed below:

- New Year's Day (January 1)
- Martin Luther King's Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Veteran's Day (November 11)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas (2 days)

UCSLD will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- Regular full-time employees
- Regular part-time employees

Adopted - 5/19/2003

Reviewed & Updated - 9/24/2020, 11/17/2022

2022-2023

Umatilla County Special Library District Community Needs Assessment



UMATILLA COUNTY
SPECIAL LIBRARY
DISTRICT

Strengthening our community libraries

Report compiled by
Erin McCusker, LLC
March 2023

Introduction

Purpose & Context of the Community Needs Assessment

The Umatilla County Special Library District (UCSLD) is a special taxing district that provides access to public library services to residents within the boundaries of the district. During the FY21-22, the UCSLD Board of Directors conducted a community needs assessment.

What is a community needs assessment? “The process of identifying the strengths, assets, needs and challenges of a specified community. Assets refer to the skills, talents and abilities of individuals as well as the resources that local institutions contribute to the community. Local institutions may include political, religious, educational, recreational and youth organizations; community, civic and service groups; local businesses; nonprofit organizations and volunteer groups.” From the Ohio University Extension

The UCSLD Board and District Director had several reasons for conducting a needs assessment. They had moved through a review and update of the UCSLD mission, vision and values, a review of the tax revenue funding formula and an update of the agreements for library services. They would be creating a new strategic plan for FY 22-25 and wanted input from the residents to inform the plan.

The Board also recognized that they needed to know more about their community than they could get from a collection of demographics. The Community Tool Box, which is a service of the [Center for Community Health and Development](#) at the [University of Kansas](#), outlines the reasons to conduct a needs assessment:

- *To learn more about what your group or community needs are. A good survey can supplement your own sharp-eyed observations and experiences. It can give you detailed information from a larger and more representative group of people than you could get from observation alone.*
- *To get a more honest and objective description of needs than people might tell you publicly.*
- *To become aware of possible needs that you never saw as particularly important or that you never even knew existed.*
- *To document your needs, as is required in many applications for funding, and as is almost always helpful in advocating or lobbying for your cause.*
- *To make sure any actions you eventually take or join in are in line with needs that are expressed by the community.*
- *To get more group and community support for the actions you will soon undertake. That's because if people have stated a need for a particular course of action, they are more likely to support it. And, for the same reason....*
- *To get more people actually involved in the subsequent action itself.*
- *Being out in the community and introducing people to what we are doing.*

From - <https://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/conducting-needs-assessment-surveys/main>

From their research and discussions, the Board’s purpose of the 2022 needs assessment project was to gather information, data and statistics about the make-up and needs of the

residents of the UCSLD to inform future UCSLD goals and efforts. The Board identified several outcomes they desired from the assessment:

- Desire to learn more about our communities
- What do our communities need?
- Develop an understanding of the District – quantitative and qualitative aspects, human geography, etc.
- What is the context within which our residents live now?

To fulfill the purpose and outcomes, several methods were employed. Demographics and data were collected from several authoritative sources about Umatilla County and individual zip code areas. Survey data was collected from Umatilla County residents and stakeholders. Other organization’s assessments and plans were also reviewed for information.

The intent of the assessment was to not only provide data to inform the UCSLD strategic plan but to also share data with our members and partner libraries for their planning. The results are shared in this report.

History of the Umatilla County Special Library District (UCSLD)

No study of current community needs is complete without knowing the history of the community. The following information is from the UCSLD document – UCSLD Highlights, 1986 – 2022.

The Umatilla County Special Library District (UCSLD) was formed in 1986 as a solution to several issues facing Umatilla County voters and Commissioners: real, forthcoming budget cuts threatening public library closures and inequitable funding. In a time of economic belt-tightening a library district was seen as the most viable alternative for the following reasons: First, with stable funding and inter-governmental agreements, county library service could be taken care of by established city libraries; second, it would provide equitable distribution of these funds by an Oregon Library Association (OLA) approved formula; third, it would give each city responsibility for running it’s own library with its own board, policies, etc.; fourth, decentralization would be the rule except for areas where cooperation and coordination would benefit all (i.e. cataloging, resource-sharing, selected purchasing, training, etc.)

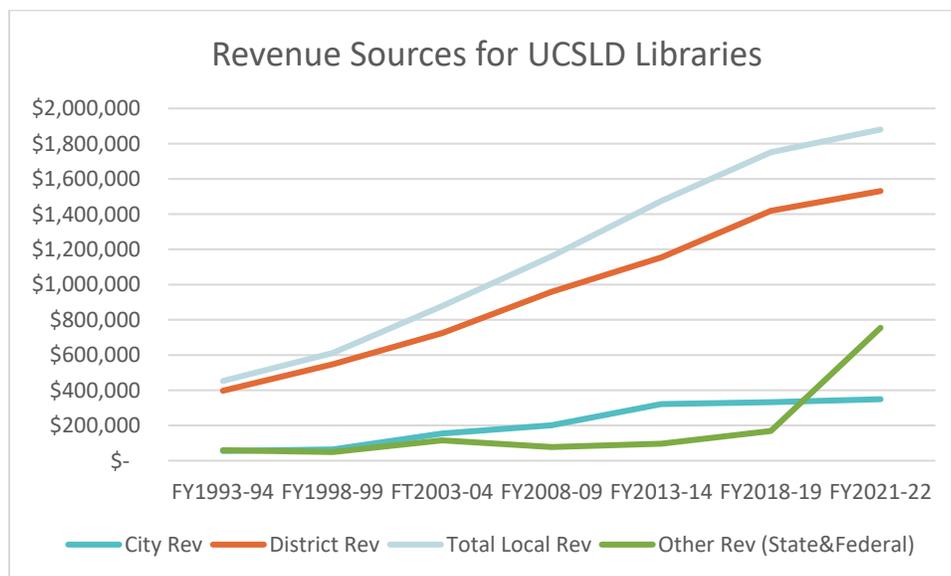
The Umatilla County Special Library District (UCSLD) was created on November 4, 1986 by a vote of the people within the district boundaries. From the order creating the UCSLD – “The purpose of the Umatilla County Special Library District shall be to provide library and information services to persons within the district.” The UCSLD “shall be a municipal corporation and shall have perpetual succession, and shall, in its own name, exercise and carry out the powers and objects provided for by Oregon Statutes governing library districts.”

The first Board of Directors of the UCSLD established the special library district as a federated district, with the cities and one school district retaining control of their public library. Currently, the UCSLD comprises all of Umatilla County except incorporated Hermiston. Through agreements for library services, the UCSLD distributes tax funds to the cities and one school district to ensure seamless and universal library service to all Umatilla County residents.

The UCSLD receives revenue based on the tax rate - .3682 per 1000 – applied to the assessed valuation of properties within the District boundaries. The tax rate is not tied to the actual cost of library services supplied by each city. Each city decides the extent of library operations and the amount of municipal funding to designate for library service. For some cities, their only revenue source for providing library services is from the UCSLD. Others fund their operations from their general fund, supplemented by UCSLD revenue.

The first agreements between the UCSLD and member cities went into effect on July 1, 1987. The FY87-88 budget was the first that included tax distribution to the city libraries.

The UCSLD holds 20% of the tax revenue to operate the district and to provide several district-wide resources to all member libraries. This amount is spent according to the strategic plan goals set by the UCSLD Board of Directors. 80% of the tax revenue is distributed to the 11 member libraries and one partner library as it is received. UCSLD funding has provided a stable income source for growing countywide public library services in Umatilla County.



The story of public library service in Umatilla County is one of success. All residents of Umatilla County have access to excellent library services no matter where they live, through the combined efforts of the public libraries and the UCSLD.

Current Operations

The UCSLD is governed by an elected five-member Board of Directors. The Board has budgetary and policy setting authority responsible to the electors in the district.

The UCSLD covers all of Umatilla County except for incorporated Hermiston. There are 11 member libraries (10 city libraries and Ukiah school district) within the UCSLD boundaries and one partner library (Hermiston).

The UCSLD currently operates with three full-time staff members: a District Director, a Technical Services Manager, and an Early Literacy Program Manager. The UCSLD office is in a rental space in Pendleton at 425 South Main Street.

The current, Board-approved mission, vision and values are below – more information can be found on the UCSLD website - <https://www.ucslid.org/>:

Mission:

The Umatilla County Special Library District works in partnership with our libraries to advance and make available excellent library services, programs and continuing education opportunities for all.



Vision:

The Umatilla County Special Library District (UCSLD) works collaboratively with our public libraries to ensure that high quality library services are available to all.

Public libraries are places of welcome for everyone, and UCSLD strengthens and unites our communities.

Library staff are valued and recognized for providing exceptional service to their communities. UCSLD invests in Library Staff development, and offers opportunities for interaction, skill-building and cross-training.

To advance the vision, UCSLD partners with groups and organizations to increase the reach of literacy and access to information, building on the foundations of a democratic society.

Values:

Integrity - Accountability - Transparency;

Community - Inclusion - Fairness;

Resourcefulness - Resilience - Creativity

The 2022-2025 Strategic Plan was informed by the results of the 2022 survey results and the general demographic data reviewed by the Board in April. The full plan can be found here: https://www.ucslid.org/files/3773f3396/UCSLD_StrategicPlan_2022-2025_ApprovedStrategicDirections-Goals.pdf

The strategic directions and goals of the current plan are as follows:

1. Strategic Direction: Residents have access to information about community programs, experts, services and activities. *Leveraging our county-wide view, provide awareness of community needs, resources and experts, as well as provide needed resources directly to member libraries.*
 - a. Goal: Residents have access to where and how to find information about a wide variety of resources, programs, services, experts, and activities.
 - b. Goal: The UCSLD continues community needs assessment efforts to better know and understand our community residents.
 - c. Goal: The UCSLD seeks dynamic partnerships and builds collaborative efforts to enhance library services to residents of the District.
2. Strategic Direction: Residents have access to a variety of information resources through library services, programs and continuing education opportunities. *Working with our library*

members and partners, ensure that residents have access to the information resources they need.

- a. The UCSLD ensures access to professional development to build the capacity of UCSLD staff and staff members of public libraries, the UCSLD Board of Directors and individual Library Boards.
 - b. The UCSLD supports member library outreach efforts, helping to provide accessible services to populations where they are.
 - c. The UCSLD directly provides early childhood literacy outreach to children in Umatilla County.
3. Strategic Direction: The UCSLD leverages tax dollars to ensure the continuation of excellent, growing library services within the District. *The UCSLD was created by a vote of the people to provide library service to the residents of the District, and the Board of Directors continues to be accountable to the taxpayers.*
- a. *The UCSLD operates efficiently, effectively and within the laws of the State of Oregon and the approved policies of the UCSLD Board of Directors.*

Challenges

While the UCSLD has been running well for years, there are challenges that require attention. One of the challenges is also a part of the success of the UCSLD: Each library is independent, a part of their city or school district. This allows for excellent response to their community. And it is challenging to reach all residents in a consistent way. It is challenging to create a district-wide message with 12 separate entities.

Residents do not understand what the UCSLD is and the connection to their local library. A marketing and information-sharing campaign is needed to further understanding and build awareness.

Community Profile

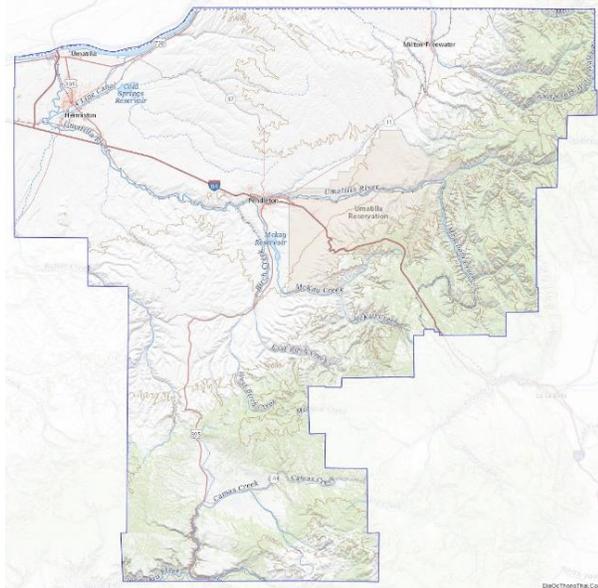
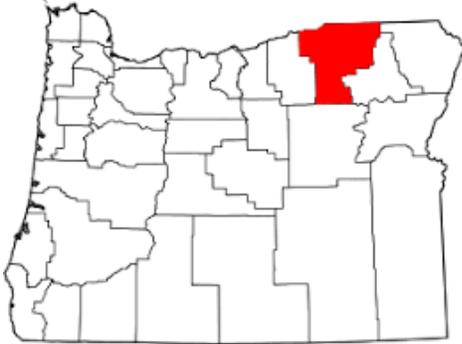
Community Needs Assessment Results – Overview and Highlights

The community needs assessment results were consistent with expectations. There weren't surprises in the data or in the survey results. Library use statistics were affected most dramatically, but this was expected because of the COVID 19 pandemic environment. Libraries are currently working on ways to return people to their buildings and programs after being closed or altered during the shutdowns.

In speaking with four library leaders in Umatilla County, the use of data varies. Some don't use data to share with their boards or city leadership and others use data for grant applications and others collect the data they need for their uses. All felt that having access to compiled data would be helpful and provide them information to share with their boards and city officials.

Summary of Umatilla County

A. Geographical

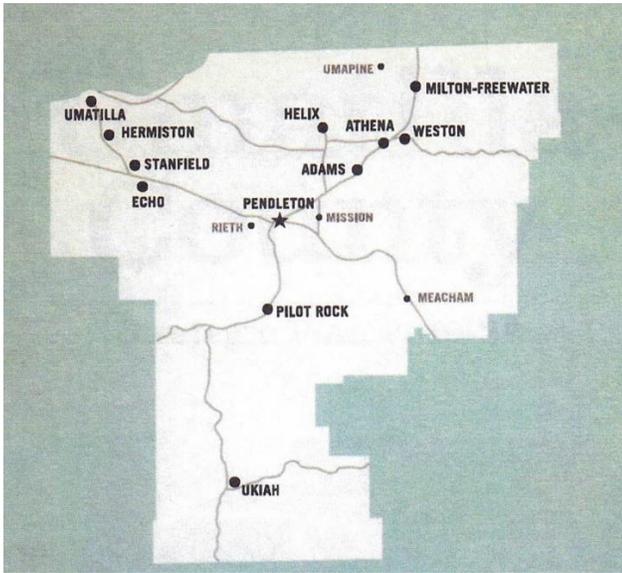


Umatilla County covers 3,231 square miles (<https://sos.oregon.gov/blue-book/Pages/local/counties/umatilla.aspx>). It is a land of variety from the forested Blue Mountains to the edges of the Columbia River. In between one will find forest, wild grass meadows, sagebrush plains, river bottoms, hills and ravines, and cultivated and developed land.



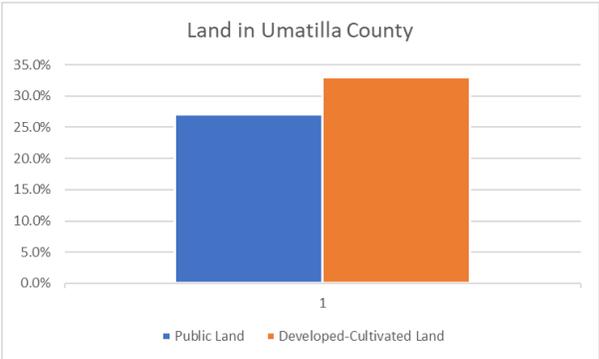
B. Political

There are 12 incorporated cities in Umatilla County: Adams, Athena, Echo, Helix, Hermiston, Milton-Freewater, Pendleton, Pilot Rock, Stanfield, Ukiah, Umatilla, and Weston. The county seat is in Pendleton. The largest municipality is Hermiston.



C. Land Use

Umatilla County includes land devoted to wheat and other agricultural crops, grazing and timber, vineyards, orchards and watermelon fields, outdoor recreation, industry, municipalities and residences. The Umatilla River flows through the county. From the Ford Family Foundation publication, *Oregon by the Numbers*, 33% of the land in Umatilla County is “developed/cultivated land” and 27% is “public land.” Umatilla County includes part of the Umatilla National Forest, the Bridge Creek Wildlife Area, and the Hat Rock State Park. The lands of the Confederated Tribes of the Umatilla Indian Reservation are found just east of Pendleton.

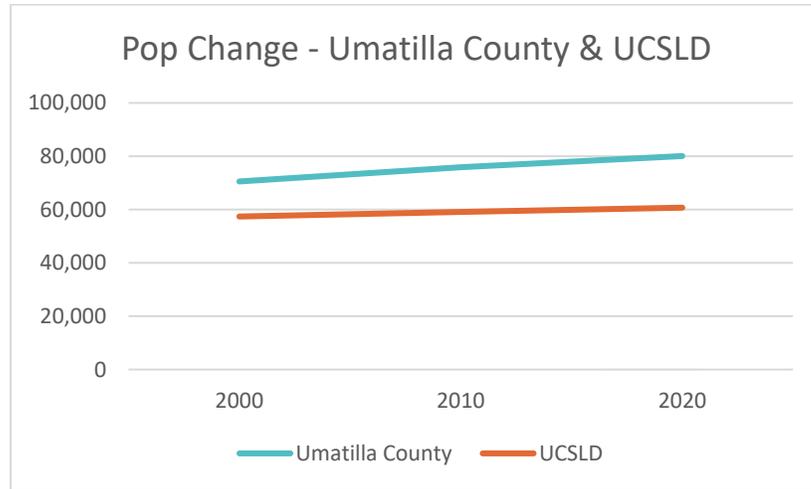


D. Demographics

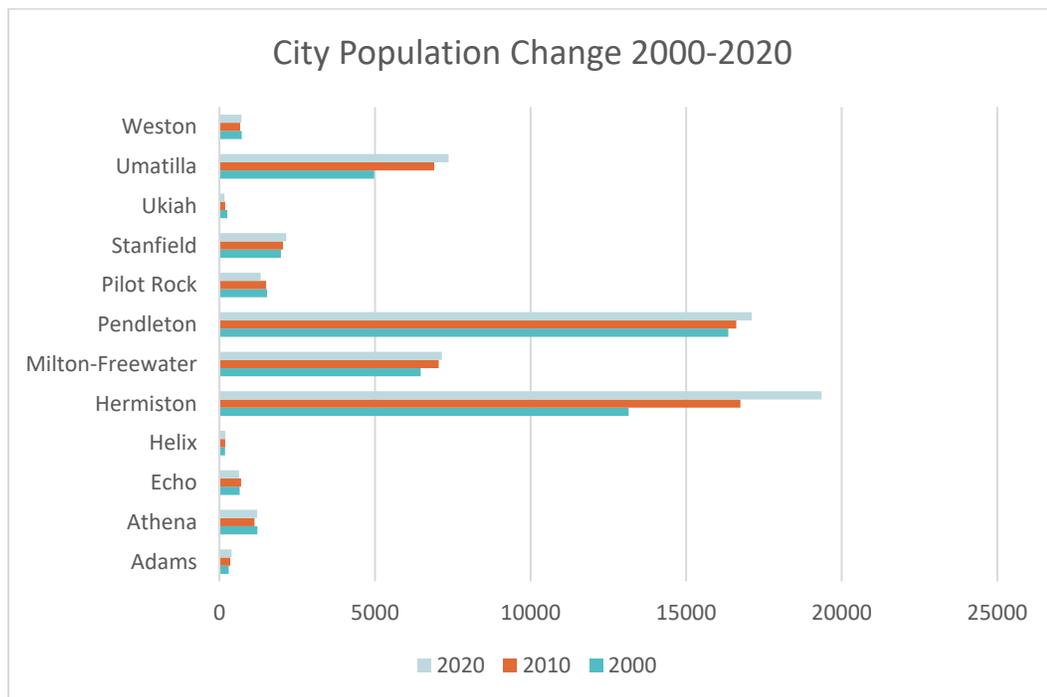
In this section, population, age, race/ethnicity, households, and economic information is shared.

According to the PSU PRC census compilations, over the past 10 years, the population of Umatilla County has increased by 5.5%. The communities with the largest increases between 2010 and 2020 are Hermiston by 14.6% and Adams by 11.1%. All of the municipalities in Umatilla increased in population except for Echo, Pilot Rock and Ukiah.

As the chart shows below, the population of Umatilla County actually increased 7.6% between 2000 and 2010 and with a lower increase of 5.5% between 2010 and 2020. The chart also indicates that while the UCSLD population increased slightly, it was at a lower rate than the overall County population.



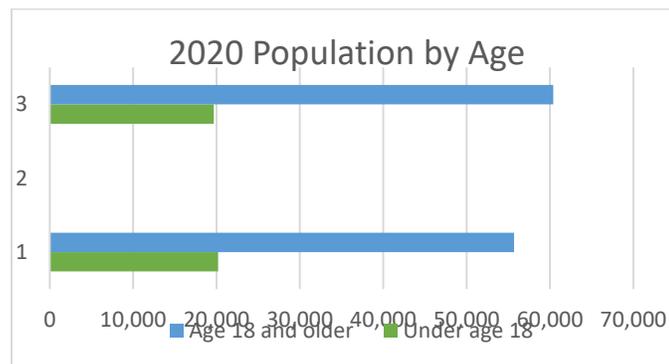
This chart shows the city population changes from 2000 to 2020. For more information on city population changes, see the Appendices.



In November 2022, the experts from PSU PRC presented their population forecast for all of Oregon. For Umatilla County, they project that the population will grow in the near future, but then begin declining as the population ages. Birth rates will continue to decline over time before stabilizing. Compared to the state of Oregon, Umatilla County has a larger non-white population and a larger youth population. The projection is that the Umatilla County population will continue to diversify over time.

Summary by PSU-PRC of Umatilla County's Forecast – November 18, 2022		
	Umatilla County	Oregon
Total Population	80,075	4,237,256
Population Aged 0 - 17	24.9%	20.3%
Population Aged 65+	16.1%	18.6%
Population non-white	35.9%	25.9%
Persons per Household	2.54 (31,581 units)	2.31 (1,837,079 units)

According to Census data, between 2010 and 2020, Umatilla County saw a decrease in the *under age 18* population of -2.6% and an increase in the *age 18 and older* population of 8.4% from 2010 to 2020.



All Census-identified races/ethnicities increased between 2010 and 2020 in Umatilla County except for White population which experienced a decrease of -5.6%. Below are the details:

Race/ Ethnicity	2010		2020		Change	
	Count	%	Count	%	Count	%
Am Indian or Alaska Native	2,383	3.1%	2,571	3.2%	188	7.9%
Asian	626	0.8%	685	0.9%	59	9.4%
Black or African American	557	0.7%	652	0.8%	95	17.1%
Native Hawaiian or Pacific Islander	95	0.1%	130	0.2%	35	36.8%
Some other race	55	0.1%	295	0.4%	240	436.4%
White	52,691	69.4%	49,753	62.1%	-2,938	-5.6%
Two or more races	1,375	1.8%	3,367	4.2%	1,992	144.9%
Hispanic or Latino	18,107	23.9%	22,622	28.3%	4,515	24.9%

General Umatilla County information from the American Community Survey of 2015 - 2019 is below:

Total Households	26,908
Median Household Income	\$54,699
Households that Earn Less than \$75,000	66%
Poverty Rate	17.9%
Number Employed – January 2022	35,263
Number Unemployed – January 2022	2,017
Rent Costs (1 bedroom/1 bath)	\$666
Number of Families	18,568
Married with Children	32.03%
Single with Children	16.5%
Single Female with Children	12.87%
Other Families	51.47%
Births 2019	986
Deaths 2019	673
Women - Life Expectancy 2019	81
Men – Life Expectancy 2019	76

According to *Oregon by the Numbers 2022* by the Ford Family Foundation:

Community	
Households in Financial Hardship	45%
Food Insecurity	12.8%
Child Poverty	19.1%
Foster Care Rate (per 1,000 population)	11.3%
Index Crime (per 1,000 population)	25.1%
Voter Participation	73.7%
Education	
Kindergarten Ready (letter sounds)	6.7 of 26
3 rd Grade Reading	43.1%
9 th Grade on Track	84.6%
5 Year High School Graduation Rate	81.7%
4 Year College Degree or Greater	17.5%
Infrastructure	
Broadband Availability	94.6%
Child Care (slots per 100 children)	11
Transit Service	44.6%
Vehicle Miles Traveled (per capita)	8,187

Employment by Industry - 2015 - 2019	Percent Employed in Industry
Retail Trade Industry Employment	12.24%
Manufacturing Industry Employment	12.07%
Health Care & Social Assistance	11.92%
Public Administration Employment	9.16%
Education Service Industry	9.03%
Agriculture, Forestry, Fishing & Hunting	8.90%
Transportation & Warehousing & Utilities	6.57%
Accommodation and Food Services	5.44%
Construction Industry Employment	5.35%
Other Services	4.46%
Professional, Scientific & Technical Services	3.39%
Administrative & Support & Waste Management Services	3.16%
Wholesale Trade Industry	2.33%
Finance, Insurance, Real Estate & Rental/Leasing	2.32%
Arts, Entertainment, & Recreation	2.28%
Information Industry Employment	1.19%
Management of Companies & Enterprises	0.13%
All Other Industries	0.05%

E. Public Library Political Boundaries

11 incorporated cities in the county have a library serving their zip code area. In Ukiah, public library service is provided through the School District and currently is housed in the school building. During the funding formula review, the UCSLD Board chose to use zip code population to designate a city's population within the district.

F. Current Library Users

Libraries are typically well used by residents from throughout the UCSLD. In the years following pandemic closures, many typical library use indicators are decreased from pre-2020. Library leaders are aware of this and are working steadily to reach their community members and get them back to the library.

During the years of the pandemic closures and restrictions, library use lessened, except for digital materials use. Differences in library usage district-wide from fiscal years 2018-19 to 2021-22 can be seen in the table below.

	FY 2018-19	FY 2021-22	Difference
Registered Cardholders	25,902	23,168	-10.56%
Circulation	249,073	164,800	-33.83%
Library2Go Circulation (digital materials)	30,873	39,545	28.08%
Internet Use	114,633	10,576	-90.77%
Number of Library Programs	1,543	1,328	-13.93%
Total Materials	230,850	223,125	-03.35%

While the number of registered cardholders decreased, several libraries have undertaken projects to clear out expired cards from the system, so the negative -10.56% also indicates necessary housekeeping. Again, noticing the general trends is the goal.

Methods & Process

A. Timeline

Gathering resources <ul style="list-style-type: none"> • PolicyMap training • Gathering other survey results 	District Director & Board	October 2021 – January 2022
Board Retreat <ul style="list-style-type: none"> • Goals for assessment • Structure to move forward • Resources to utilize • CNA elements to utilize 	District Director & Board	January 15, 2022
Information Gathering <ul style="list-style-type: none"> • Surveys • Focus Groups • 1 on 1 interviews 	District Director & Board	February – March, 2022
Board Retreat <ul style="list-style-type: none"> • Analyze information • SWOT • Strategic Questions 	District Director & Board & Darci Hanning	April 9, 2022
Strategic Plan Ready <ul style="list-style-type: none"> • Outline with strategic questions and goals • Staff work plans create the detail 	District Director & Board Approval	April 28, 2022 Board Meeting
Prepare presentation to share with the cities/school districts		

B. The Board of Directors met on January 15, 2022, to set the goals for the community needs assessment.

They reviewed the resources that were currently available. They discussed who they wanted to have conversations with during the process. The Board discussed stakeholders whose ideas were desired and information that the Board would like to have compiled. They wanted other assessments considered and their information compiled. They wanted to look at the history of the UCSLD and how that bears on the current situation. The Board also wanted to have a zip code area overview for each library and any other information that would highlight the gaps in service.

Based on the Board’s directives, demographics were collected from the most current census sources through PSU-PRC and from the GIS program, PolicyMap, a survey was conducted with the public, two surveys were conducted with Umatilla County library staff members and the Take Off clientele answered survey questions with their annual program evaluation.

The survey questions were created based on the philosophy that knowing what is important to residents and stakeholders will provide the information for the UCSLD plan and direction.

C. Demographics

Demographic information was primarily collected from the PSU-PRC, from the PolicyMap GIS data and from the Ford Family Foundation’s *Oregon by the Numbers*.

Because the UCSLD covers most of Umatilla County, countywide information was used for this report. Individual zip code area information was collected when available and shared with the libraries.

D. Survey

The form below was available in print and online. The public were asked the following questions:

The purpose of the community needs assessment is to gather information, data and statistics about the make-up and needs of the residents of the Umatilla County Special Library District (UCSLD) to better focus future goals and actions.

<p>1. What is your home resident zip code area?</p> <ul style="list-style-type: none"> <input type="checkbox"/> 97810 – Adams <input type="checkbox"/> 97813 – Athena <input type="checkbox"/> 97826 – Echo <input type="checkbox"/> 97835 – Helix <input type="checkbox"/> 97838 – Hermiston <input type="checkbox"/> 97859 – Meacham <input type="checkbox"/> 97862 – Milton-Freewater <input type="checkbox"/> 97801 – Pendleton <input type="checkbox"/> 97868 – Pilot Rock <input type="checkbox"/> 97875 – Stanfield <input type="checkbox"/> 97880 – Ukiah <input type="checkbox"/> 97882 – Umatilla <input type="checkbox"/> 97886 – Weston 	<p>4. Which public library do you use?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Adams <input type="checkbox"/> Athena <input type="checkbox"/> Echo <input type="checkbox"/> Helix <input type="checkbox"/> Hermiston <input type="checkbox"/> Milton-Freewater <input type="checkbox"/> Pendleton <input type="checkbox"/> Pilot Rock <input type="checkbox"/> Stanfield <input type="checkbox"/> Ukiah <input type="checkbox"/> Umatilla <input type="checkbox"/> Weston <input type="checkbox"/> Other
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<p>2. Do you have a public library card?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> I don't know</p>	<p>5. What is your age?</p> <p><input type="checkbox"/> Birth to 11</p> <p><input type="checkbox"/> 12 – 14</p> <p><input type="checkbox"/> 15 – 19</p> <p><input type="checkbox"/> 20 – 29</p> <p><input type="checkbox"/> 30 – 39</p> <p><input type="checkbox"/> 40 – 49</p> <p><input type="checkbox"/> 50 – 59</p> <p><input type="checkbox"/> 60 – 69</p> <p><input type="checkbox"/> Over 70</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>3. Do you use any public library services?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Not sure</p>	

6. What's one thing on your bucket list?
7. What do you worry about?
8. What one thing would make your life better?
9. What one thing would you like to learn more about?
10. What do you value most about where you live (your community)?
11. What one thing would make where you live (your community) better?

Thank you for your time.

Library staff members were asked the following questions in an electronic survey:

- What's one thing on your bucket list?
- What do you worry about?
- What one thing would make your life better?
- What one thing would you like to learn more about?
- What do you value most about your community?
- What one thing would make your community better?
- What kind of community do you want to live in?
- Why is that important to you?
- How is that different from how you see things now?
- What are some of the things that need to happen to create that kind of change?
- Anything else that you would like to share?

Library staff members were asked the following questions in an electronic survey to answer from their library customers' perspectives:

- What are the top three things your patrons wish for?
- What are the top three things your patrons worry about?

- What are the top three things that would make your patrons' lives better?
- What are the top three things that your patrons would like to learn more about?
- What are the top three things that your patrons would like to see happen in their community?
- What are the top three things that your patrons would like to see happen in their library?

Take Off clientele were asked the following questions in an electronic end of year survey:

- What one thing would make your life better?
- What one thing would you like to learn more about?
- What kind of community do you want to live in?
- Why is that important to you?
- How is that different from how you see things now?

Other Reports and Assessments

A variety of reports, studies and plans were reviewed. The list of organizations with a brief overview of information is in the appendices. There are several natural partners in Umatilla County with which to enhance and expand library services. These documents provide a broader view of what other agencies are pursuing in Umatilla County.

Data Collected and Reviewed

It is important to note that the assessment was intended to provide an overview of the statistics and demographics that affect public library services in Umatilla County. It compiles information created by other entities and from various years and sources. It is general information intended to highlight trends and shifts; it is not a statistical analysis.

A. Sources of Data

- 2020 Census and the American Community Survey information compiled by Portland State University Population Research Center (PSU PRC)
- Statistics in *Oregon by the Numbers* by the Ford Family Foundation
- Census and American Community Survey data in a GIS program by PolicyMap
- Survey Results from a survey of questions selected by the UCSLD leadership

B. SWOT

The Board met again on April 9th of 2022 to review the survey results and complete a Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis. Darci Hanning from

the State Library of Oregon led the Board in a discussion of the categories of ideas from the survey data that had been compiled and presented.

From this discussion, the Board developed strategic directions from the process on which to focus the strategic plan:

- Know Your Community – community services/ resources
- Make Informed Decisions – Health, Wealth and Other Life Choices

C. Survey Distribution & Responses

There were four surveys distributed for input. The general survey was provided online and in print in the libraries. The survey for library staff members was distributed digitally. A second survey for library staff members was distributed digitally, asking them to answer from their library customers' perspective. The annual Take Off program's survey also included questions from the general survey.

The survey was distributed to the public through the UCSLD website, member library social media posts, in person, and in-library flyers. 141 members of the public responded to the general survey. 20 library staff members responded to the staff survey. 12 library staff members responded to the survey which they answered from their customers' perspectives. 23 Take Off end of year surveys were completed by clientele.

141 public responses

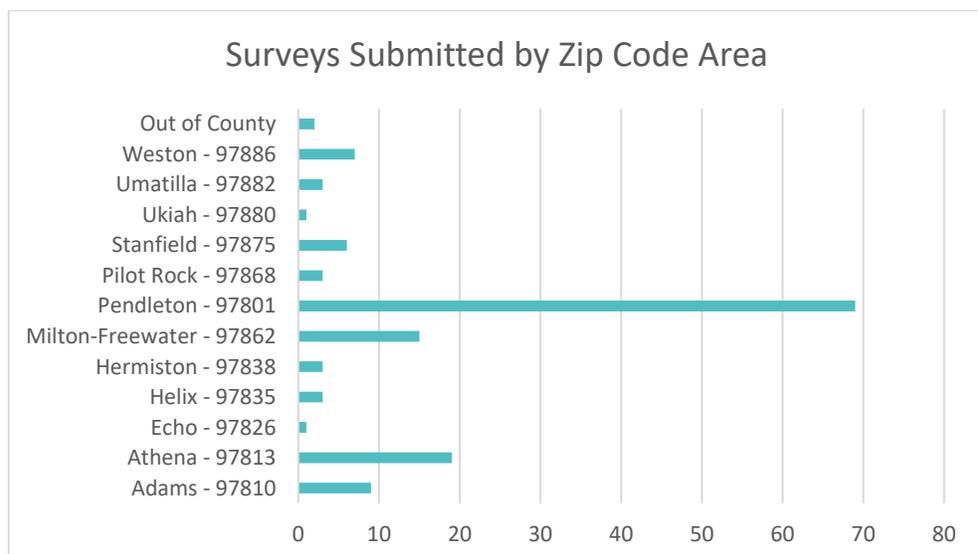
20 staff responses

12 responses from staff answering from their customers' perspectives

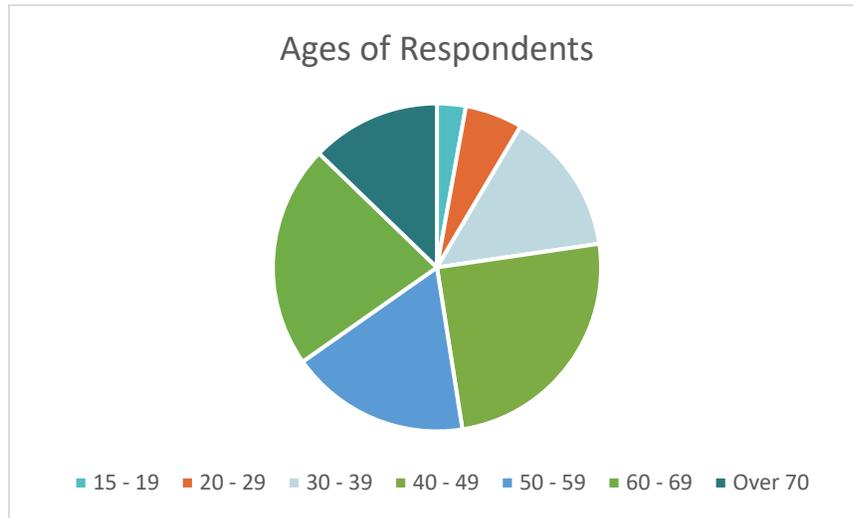
23 Take Off End of the Year surveys

Of the 141 surveys submitted, the Pendleton-97801 zip code area had 69 respondents – 49% of the total, the most of any area. There were even two respondents who reside outside of Umatilla County but use several UCSLD libraries.

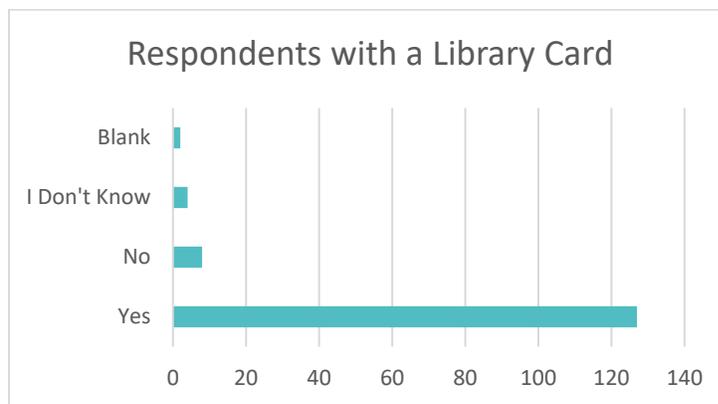
More detail below:



The ages of the respondents were quite diverse. There were surveys submitted from every age group with the 40 – 49-year-olds returning a larger number of responses: 25%.



The majority of respondents have a library card, with only 8 answering that they did not have a card. Four respondents didn't know if they had a card and two left the answer blank.



From the public survey responses, a summarized list of answers:

What's one thing on your bucket list?	What do you worry about?	What one thing would make your life better?
Travel	Everything	More local resources and services (within walking distance)
Adventure	Political concerns	Time
Financial security - retirement	Financial security - retirement	Less stress
Lifelong learning	Family	Nutrition
Health & Wellness	Too much tech/social media	More internet access

Genealogy	The future	Simplify
Own land	Job opportunities with a living wage	Work - Life balance
Publish a book	Inter-personal relationships	Health & wellness
Relationships	Judicial system	Better politics
Personal growth	Inequality	Child care
Start a business	Enough time	Family nearby
Family relations	Safety	Retirement
Peace	Adequate library funding	Vacation
	Life in rural Oregon	Reading tutors
	Disinformation - need for good information	More volunteerism
	Children's education	More and better library resources and services
	Need for services and resources for those living in poverty - vulnerable populations	Transportation
	Work - Life Balance	Financial security - retirement and student loans paid
	Unwillingness to listen to others	Health care
	My insecurities	Internet access for all
		Better pay
		Less distraction
		Peace
		Safer pedestrian walking

What one thing would you like to learn more about?	What do you value most about where you live (your community)?	What one thing would make where you live (your community) better?
Lifelong learning - so many things	Community relationships	More clean up in community - enforce codes
Health & wellness	Peace & quiet	Updates to schools
Local area events/ activities/ etc.	People who care/ kindness/ volunteer	Opportunities and places for teens to gather
Enhance leisure time	The library	Water management
Genealogy	Family - Friends - neighbors	Expanded library hours, services and facilities
and much more...	Small town	Healthy food for all
	Safe	Community members more willing to work together
	History - local/ Umatilla Indian Reservation/ etc.	More businesses (eco-friendly, cheaper, local)
	Natural beauty	cheaper and closer health care
	Great schools	more restaurant, food choices, grocery stores

	Birds of Prey	more services for those in need
	Convenience in community	less hatred
	Affordable	More diversity of thought
	Good service - health care	less focus on religion and politics
	Diversity	Affordable housing
	Parks/ walking paths/ river walk	Expanded job opportunities/ occupations beyond agriculture
	The outdoors - access to public lands	Living wages
	Easy to walk	More community interaction/ public gatherings/ events/ music/ dancing/ diversity
	Arts & culture & music & events	Street repair
	Farmer's Market	Better sources of information
	Home	Senior Center
	Good for kids	Less "gang activity"
	Church	
	Can have farm animals in town	

The library staff of Umatilla County were asked to complete a series of questions from their work perspective. Below are the summarized staff responses answering the following questions:

Summarized library staff responses
Bigger facilities
More and stable funding
More time
Connecting with community - especially after COVID closures
Support and help each other
Community revitalization - libraries are an important part of healthy communities
More jobs
Focus on inclusion - EDIA
More patrons
Change mindsets
More services

From the library staff in Umatilla County answering from their patrons' perspectives:

Summarized staff responding from patrons' perspectives
Health and wellness
Library materials – all formats
More programs and events
Knowledge of community resources – communication of community information
More local jobs

Assistance – a person to help with patron resumes, medicare enrollment, technology access
More programs on history, local history
Safe libraries
Financial stability
Access to housing and childcare
Services for Spanish speakers
Addressing homeless situation
Better technology

The responses from the Take Off Annual survey:

Summarized Take Off! Clientele responses
Books and materials for the classroom
Having Ms. Monica to come to the class more
Time to provide children with social, emotional support
Learn about childhood trauma responses, sign language, time management, puppets, felt plays, autism, plants/flowers, cultural diversity from a child's point of view, communication with children that have speech issues, calming activities for preschoolers
Desire a community that is friendly, caring, cooperative, happy, healthy thriving, respectful, learning, peaceful, accountable, inclusive, positive, one that enjoys books and values children's education
It's important for the children, for safety, for community wellness which helps individual wellness
Education is so important for young children and should be supported

D. Gaps in Data

There is so much data to be gathered for learning about one's community. This project used many of them. One source of excellent information that would have provided information, particularly from residents who do not use the library, is in-person focus groups and one-on-one interviews. There was a lack of time and resources to conduct these appropriately and with the pandemic caution, it also wasn't pursued. In future, these methods would be an effective way to access information from people who do not typically use a library.

Closing

A District is only as healthy and successful as is the whole. What happens to one part of the UCSLD affects all the other parts. With a focus on the needs of the residents and collaborative efforts, the UCSLD will successfully meet any future challenges growing and developing excellent library services for the current and future needs.

Appendices

Documents of compiled information:

City-County_PopChangeData-Charts

This document holds the compiled data from the sources accessed during the project.

CollectedData-List

This document holds the compiled sources of data accessed during the project. There are also summaries of key points for several Umatilla County agencies and organizations that provide an overview of other points of view.

PolicyMap GIS Documents

There are several documents that were used. The primary document was the Community Profile Report of Umatilla County. PolicyMap also provided a visual of where the district cardholders reside (ILS Points). Each library was given a digital copy of the ILS Points and their community profile from the PolicyMap GIS program.

Portland State University Population Research Center (PSU PRC) Documents

There are many documents that were utilized. Census profiles, American Community Survey summaries, populations projections.

Heather Estrada

From: Lisa A. Flores <LFlores@bannerbank.com>
Sent: Thursday, March 9, 2023 10:06 AM
To: Heather Estrada
Subject: Umatilla Co Special Library Dist

Importance: High

Hi Heather,

Please read what the credit card department send me –

The current account is not set up with Central billing its set up with individual billing. In order to set up Central billing on the account a few things would need to happen.

1. Closure of existing account
2. If client would like to continue to use the current cards until new ones arrive card will need to be sent to the branch location.
3. If client goes with option 2 you will want to contact us when client picks up new cards so we can close the existing account at this time we ask that the old account be paid before activating new cards.
4. If client is wanting to keep the current account and not move to a central bill please let me know so I can check with underwriting to see if this is a possibility as it was approved with central billing.

Let me know what you want to do – Change to Central billing or leave the cards how they are right now.

Thank you,



Lisa A Flores
Client Relationship Consultant II
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NMLS# 1046303
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