

**UMATILLA LIBRARY BOARD MEETING
AGENDA
700 6TH STREET, UMATILLA, OR 97882
OCTOBER 19, 2020
6:00 PM**

1. **MEETING CALLED TO ORDER**

2. **ROLL CALL**

3. **APPROVAL OF THE AGENDA**

4. **PUBLIC COMMENT**

5. **NEW BUSINESS**

5.1 **Update on library operations during the pandemic** *Suggested Action: Discussion only*

5.2 **FY2019-20 Library Service Plan Review as presented to UCSLD** *Suggested Action: Discussion only*

5.3 **Library Board responsibilities** *Suggested Action: Discussion only*

5.4 **Library Policies** *Suggested Action: Over the next year, we would like to focus on a full review of the libraries policies. Up until now, the policies have not had a standard format and many are outdated. Each year there is a statistical report that we submit to the Oregon State Library Board. One of this year's requirements is to have the following policies posted to the library website:*

1. Circulation Policy (revised)

2. Collection Management Policy (revised)

3. Patron Confidentiality Policy (new)

Each policy is attached for your review and approval.

5.5 **Upcoming events** *Suggested Action: Discussion only*

6. **ADJOURN** This institution is an equal opportunity provider. Discrimination is prohibited by Federal law. Special accommodations to attend or participate in a city meeting or other function can be provided by contacting City Hall at (541) 922-3226 or use the TTY Relay Service at 1-800-735-2900 for appropriate assistance.

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CITY OF UMATILLA, OREGON

AGENDA BILL

Agenda Title:

Update on library operations during the pandemic

Meeting Date:

2020-10-19

Department:

Finance & Administrative Services

Director:

Melissa Ince

Contact Person:

Melissa Ince

Phone Number:

Cost of Proposal:

N/A

Fund(s) Name and Number(s):

N/A

Amount Budgeted:

N/A

Reviewed by Finance Department:

Yes

Previously Presented:

N/A

Attachments to Agenda Packet Item:

Summary Statement:

Discussion only

Consistent with Council Goals:

Goal 4: Increase Public Involvement, Create a Culture of Transparency with the Public, and Enhance Cultural Diversity.

CITY OF UMATILLA, OREGON

AGENDA BILL

Agenda Title: FY2019-20 Library Service Plan Review as presented to UCSLD	Meeting Date: 2020-10-19
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Department: Finance & Administrative Services	Director: Melissa Ince	Contact Person: Melissa Ince	Phone Number:
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Cost of Proposal: N/A	Fund(s) Name and Number(s): N/A
Amount Budgeted: N/A	

Reviewed by Finance Department: Yes	Previously Presented: N/A
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Attachments to Agenda Packet Item:

[ALSP Review Presentation 2019-2020.pdf](#)

Summary Statement: Discussion only
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Consistent with Council Goals: Goal 4: Increase Public Involvement, Create a Culture of Transparency with the Public, and Enhance Cultural Diversity.



UMATILLA PUBLIC LIBRARY

Annual Library Service Plan Review
FY 2019-2020



2019-2020 Library Vision for the Future

- To continue to have more adult and children's programming.
- To create more interest in the library for our patrons.

Goal 1

- Continue to add more programs for adults and children.
- Have at least one program per month, alternating with children and adult programs.

Proposed Year 1 Activities:

- Events such as Raptor Rescue, Bingo night, paint night, basic computer classes, movie night and board game night.

Implementation

In order to achieve the level of increased programming we desired, we requested an increase in our programming budget from \$2,000 to \$10,000 through the annual budget process.

The City Council and Budget Committee were very supportive of the increased emphasis on programming and approved the budget increase.



Challenges

The initial challenge that we faced was in advertising and getting people to the events. Since so many of these offerings were brand new, we had to build our following on social media.

Looking back, it would have been good to utilize the school district partnership from the start to distribute flyers home with all of the elementary students. We have also found that posting in Facebook groups such as “What’s Happening Umatilla” has been a very effective advertising tool.

Community Partners: Each of these partners contributed to one or more of our programming events.

Umatilla School District: Bussing to STEAM program and providing meals

G&J Dairy Freeze: Summer reading ice cream

Java Junkies: Summer reading gift cards

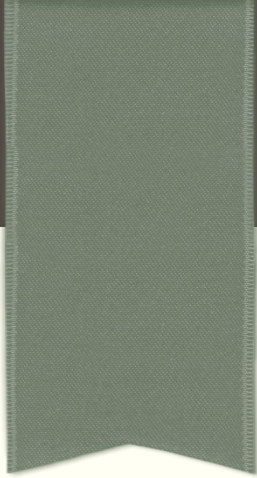
Lifeways: Volunteers for winter carnival games

Columbia Harvest Foods: Snacks and drinks for movies

City of Umatilla: Trick or Treat on 6th Street, Family Fun Day, Winter Carnival

Walmart: Snap circuits and tablet for giveaway





IMPLEMENTATION: A LOOK AT OUR PROGRAMMING SUCCESS

May 2019

In May 2019 we had our first BINGO event and had 15 patrons attend.



June 2019



In June we kick started the first Leap into Science event. We had 19 kids attend, and parents really loved the program. The children got to learn about wind and how it is all around us even if we can't see it. They experimented with fans, squeeze bottles and even an air machine.

We also had Blue Mountain Wildlife pay us a visit. We had 34 patrons attend and the event was a hit! They brought four birds total, and everyone really enjoyed learning about their rehabilitation and recovery.



July 2019



In July, we started the Summer Reading Program. This year's theme was "A Universe of Stories". Every week we had different crafts and activities. Our most popular craft this summer was the galaxy slime. We had 19 kids attend this craft.



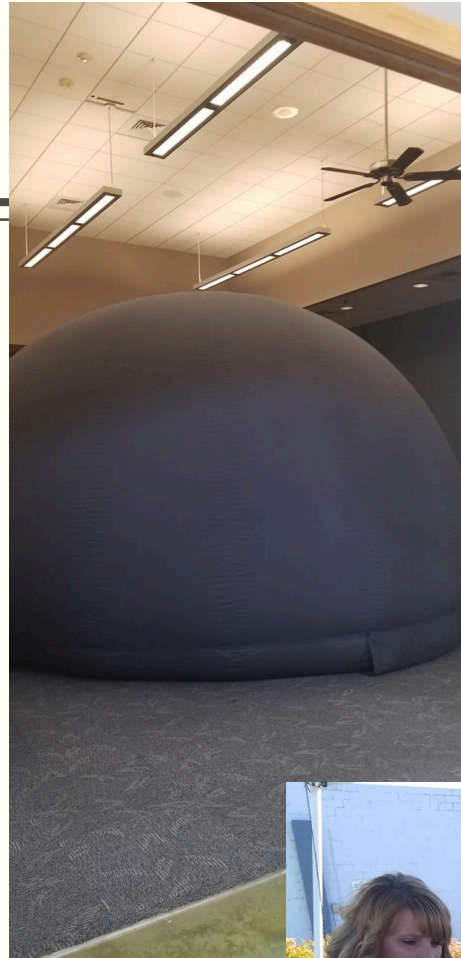
We also had our first Wine & Art event in July and it was a blast. We had 11 patrons attend. Stella Hickey instructed the class and lead the group through an elephant painting.

July 2019 Continued...

We also had OMSI's traveling planetarium. Melissa, from OMSI, went through a LIVE view of how the planets looked right at that moment. She also showed an educational movie about space. This was our biggest event yet, we had 46 patrons attend.

On July 26th Dragon Theater Puppets performed a show for us. It was a blast!

On July 31st we had our End of Summer Reading Party. We had a bounce house, face painting, and cotton candy machine. The kids who participated and finished the program received a certificate of completion and a prize.



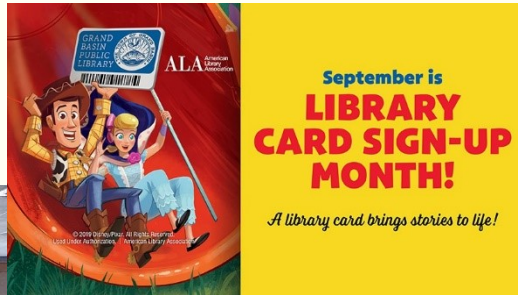
August 2019

On August 7th from 7-9pm Dick Pugh, scientist at Meteorite Laboratory from Portland State University, gave a presentation on meteorites. He showed his Meteorite collection worth \$15,000 that everyone got to hold and touch. We had 36 patrons attend.



September 2019

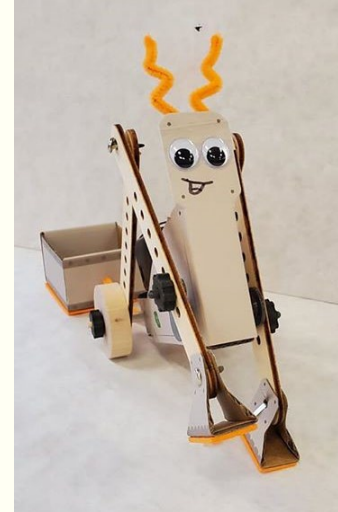
In September, we collaborated with the American Library Association for Library Card Sign-Up Month. We had Toy Story movie days and patrons enjoyed refreshments and snacks provided by Columbia Harvest Foods. We had a total of 31 patrons sign up.



We also kicked off our Pop-Up Library Program and decided to make this a long-term outreach program. We attend city and school events and are currently serving Lifeways, the mental health hospital. Our mission for this program is to provide services to anyone in our community that finds it hard to reach us because of transportation issues or health restrictions.

September 2019 Continued...

We started our STEAM (Science, Technology, Engineering, Arts and Mathematics) program in September and have had great success with it. We partnered with the Umatilla School District to bring free meals and transportation to the kids who attend. This program runs every other Saturday from 10:00am-1:00pm. Hank the robo-crawler is our newest addition to program. The kids got to build their own crawler and even got to race them.



September 2019 Continued...

Since our first Wine & Art event was such a success, we decided to expand the program from 12 to 15 people. Stella Hickey instructed another class in September.



October 2019

In October, we held our first Escape Room for teens. They had an hour to find clues and “unlock the box”. It took the teens an hour and 20 minutes to finish but they had a great time. We have been asked to host an Escape Room for adults, so we are planning that for the near future.



On October 25th we had our annual Pumpkin Painting. We had pumpkins donated by one of our patrons. Pumpkin Painting was a hit this year, we had 37 patrons attend.

Also, in October we had a Princess Storytime. Arianna dressed up as Belle and she read the kids a few stories. We also had a tea party and a few crafts for the kids to do. We had a total of 29 participants. We can't wait to have another!

October 2019 Continued...

We teamed up with the City of Umatilla for Trick or Treat on Main Street and it was a blast! Our theme was Harry Potter and the library transformed into the Forbidden Forrest. We stopped counting people at around 1,500 so we know it was a success!



November & December 2019

November was slow for us as far as programming goes. We had a little break from all the events we had in the months prior. We did however have our end of STEAM party. We ordered pizza for the kids and they had a choice between a movie or STEAM related activities.

In December we had a Carnival Fundraiser during the Tree Lighting Event to raise funds for a new library van to use for our pop-up library and other off site events. We had Balloon Darts, Bag Toss, Tin Can Bowling, Pick a Duck and Laser Tag. Even though it was a bit cold we had a great time. Lifeways patients and staff came out to help us with the games.

We also had a Spanish Book Tasting event which was a great opportunity to reach our Latin community members.



January 2020

We hosted another Wine and Art night in January. It was great to see several couples attend together and witness all of the new friendships being formed between community members.



January 2020 Continued...

We also hosted a Storytime with Umatilla Head Start and hosted two additional STEAM events.



February 2020

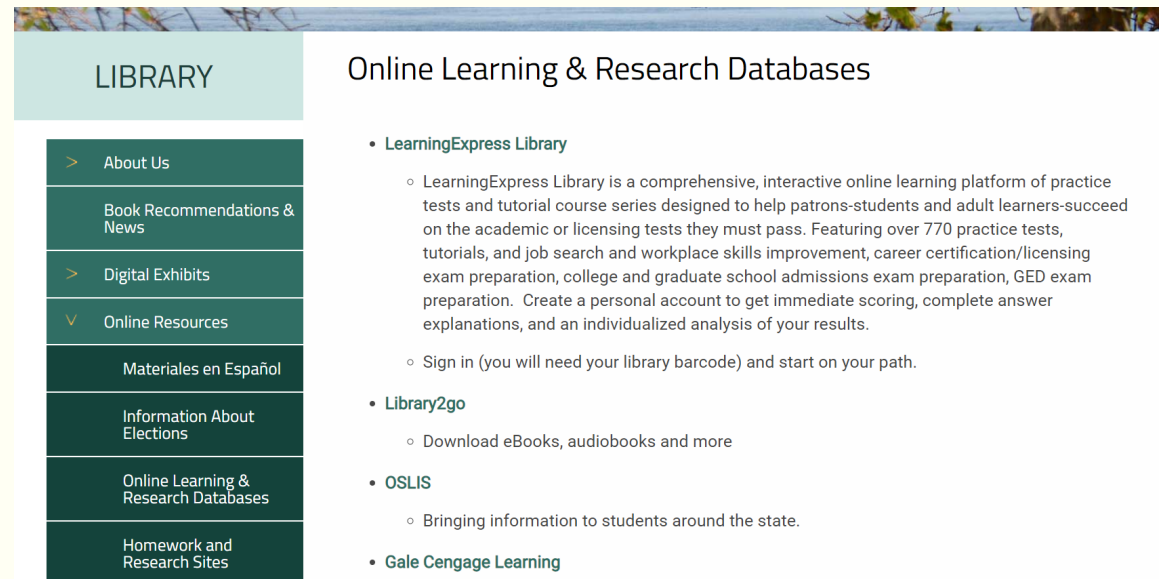
We kicked off our Cross Stitch Club February 13th and were able to meet four Thursdays in a row before COVID shut us down. We provided kits containing supplies and instructions to all participants.



Library operations since COVID-19

Effective March 13, 2020 the Umatilla Public Library suspended all services outside of normal business hours in response to Governor Brown's Executive Order regarding COVID-19.

In response to the suspension of events, we re-evaluated what our priority would be and decided to educate our patrons on the electronic resources they have available. We improved the "Online Resources" section of our website. Using our Facebook page, we created several posts on resources such as OverDrive and video tutorials on how to navigate our website.



The screenshot shows a website interface with a light blue header containing the word "LIBRARY". Below the header is a vertical navigation menu with several items: "About Us", "Book Recommendations & News", "Digital Exhibits", "Online Resources" (which is expanded to show a sub-menu), "Materiales en Español", "Information About Elections", "Online Learning & Research Databases", and "Homework and Research Sites". The "Online Learning & Research Databases" sub-menu is currently selected, displaying a list of resources:

- **LearningExpress Library**
 - LearningExpress Library is a comprehensive, interactive online learning platform of practice tests and tutorial course series designed to help patrons-students and adult learners-succeed on the academic or licensing tests they must pass. Featuring over 770 practice tests, tutorials, and job search and workplace skills improvement, career certification/licensing exam preparation, college and graduate school admissions exam preparation, GED exam preparation. Create a personal account to get immediate scoring, complete answer explanations, and an individualized analysis of your results.
 - Sign in (you will need your library barcode) and start on your path.
- **Library2go**
 - Download eBooks, audiobooks and more
- **OSLIS**
 - Bringing information to students around the state.
- **Gale Cengage Learning**

Library operations since COVID-19 continued...

Effective March 23, 2020 the Umatilla Public Library closed to the public but remained available by phone between 9am-2pm to answer questions and help set patrons up for eBooks or other online services. We were able to reopen briefly from May 19th through June 2nd but did not encourage any in person events.

One item that we planned on completing in FY2020-21 was a layout change in the library that would create a dedicated teen and kids space while also creating more room for programming. Rather than having to close down again, we took this opportunity to rearrange book shelves, paint, remove the small corner stage, perform the necessary electrical work to move the projector and screen from the Council Chambers for future movie events and order new furniture for the space.




Library operations since COVID-19 continued...

In an effort to continue to engage with our patrons, we launched our first monthly newsletter in June 2020 that provides updates on current business hours, provides links to upcoming events (Summer Reading, etc.), highlights staff picks and discusses what new books are available in the various genres.

UMATILLA PUBLIC LIBRARY

NEWSLETTER

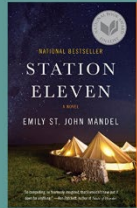

JUNE 2020



© CSLP 2020

Click the image above to sign-up for the 2020 Summer Reading Program open to all ages! Join us for fun events and activities. Earn rewards for reading and be entered to win grand prizes!

Arianna Strong



STATION ELEVEN
Emily St. John Mandel

FICTION

Kirsten Raymonde will never forget the night Arthur Leander, the famous Hollywood actor, had a heart attack on stage during a production of King Lear. That was the night when a devastating flu pandemic arrived in the city, and within weeks, civilization as we know it came to an end.

Twenty years later, Kirsten moves between the settlements of the altered world with a small troupe of actors and musicians. They call themselves The Traveling Symphony, and they have dedicated themselves to keeping the remnants of art and humanity alive. But when they arrive in St. Deborah by the Water, they encounter a violent prophet who will threaten the tiny band's existence. And as the story takes off, moving back and forth in time, and vividly depicting life before and after the pandemic, the strange twist of fate that connects them all will be revealed.

RATING ★★★★★

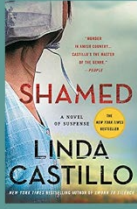

SHAMED
Linda Castillo

The peaceful town of Painters Mill is shattered when an Amish grandmother is brutally murdered on an abandoned farm. When Chief of Police Kate Burkholder arrives on the scene, she learns that the woman's seven-year-old granddaughter is gone, abducted in plain sight. Kate knows time is against her—the longer the girl is missing, the less likely her safe return becomes. The girl's family is a pillar of the Amish community, well-respected by all. But Kate soon realizes they're keeping secrets—and the sins of their past may be coming back to haunt them. What are they hiding and why?

Kate's investigation brings her to an isolated Old Order Amish settlement along the river, a community where family is everything and tradition is upheld with an iron fist. But the killer is close behind, drawing more victims into a twisted game of revenge. Left behind at each new crime scene are cryptic notes that lead Kate to a haunting and tragic secret. What she uncovers threatens to change everything she thought she knew about the family she's fighting for, the Amish community as a whole—and her own beliefs.

As time to find the missing girl runs out, Kate faces a harrowing choice that will test her convictions and leave one family forever changed.

Kellie Lamoreaux



SHAMED
Linda Castillo

RATING ★★★★★

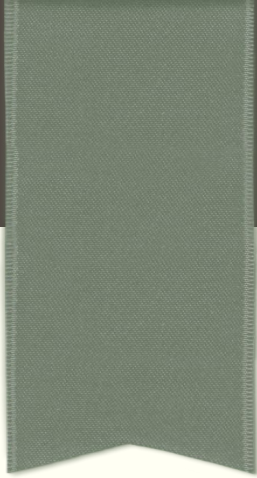
Community needs that were met:

Programming

- Need for free events for community members of all ages.
- Need to engage our Latin community.

Layout Change

- Need for a teen space where they can feel safe and welcome after school.
- Need for a kid's space where parents can bring their pre-school and elementary aged children to explore and learn the world of early literacy.
- Need for space for more programming for patrons of all ages.



INCREASING AWARENESS OF DISTRICT SUPPORT

During FY2019-20 the Umatilla Public Library participated in the countywide “Food for Fines” program and submitted our events for the Libraries Provide-Countywide column.

Continued Support from UCSLD

- The Libraries Provide-Countywide column has been a great avenue for increasing public awareness of the district libraries and our events. We would like to see that continue.
- Our staff also appreciates the training opportunities that the District provides. Susie really enjoyed the grant writing workshop she attended. Please continue to pass those along.

CITY OF UMATILLA, OREGON

AGENDA BILL

Agenda Title: Library Board responsibilities	Meeting Date: 2020-10-19
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Department: Finance & Administrative Services	Director: Melissa Ince	Contact Person: Melissa Ince	Phone Number:
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Cost of Proposal: N/A	Fund(s) Name and Number(s): N/A
Amount Budgeted: N/A	

Reviewed by Finance Department: Yes	Previously Presented: N/A
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Attachments to Agenda Packet Item:

[Library Board - City Code Guidelines.pdf](#)

Summary Statement: Discussion only
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Consistent with Council Goals: Goal 5 : Perform at the Highest Levels of Operational Excellence

CHAPTER 3

LIBRARY BOARD

SECTION:

2-3-1: Purpose

2-3-2: Board Membership; Residency; Compensation

2-3-3: Term of Office; Removal

2-3-4: Meetings

2-3-5: Officers

2-3-6: Responsibilities and Duties

2-3-7: Assistance to the Board

2-3-8: Internal Administrative Policies and Procedures

2-3-1: PURPOSE:

The City Public Library Board shall advise and make recommendations to the librarian, and when appropriate, the City Administrator, Mayor and City Council on all matters related to the management of the Library, and to formulate and adopt rules and regulations governing the use of the Library. (Ord. 571, 4-2-90)

2-3-2: BOARD MEMBERSHIP; RESIDENCY; COMPENSATION:

A. Membership: The Board shall consist of five (5) members appointed by the Mayor with the approval of the City Council. The Board shall be responsible to the City Administrator, Mayor and City Council. Board members shall be appointed from resident voters within the urban growth boundary of the City. In addition to the appointed members to the Board, the Administrator, Mayor and librarian may serve on the Board as ex officio members. (Ord. 571, 4-2-90)

B. Compensation: No Board member shall receive a salary or any payment for materials or services rendered the Board, but Board members may be reimbursed for expenses incurred in the performance of their duties. (1993 Code)

2-3-3: TERM OF OFFICE; REMOVAL:

A. Term of Office: A full term of office shall be four (4) years from the date of appointment. When a vacancy exists, an appointment shall be made by the Mayor with the approval of the City Council to fill the unexpired term. The Board members in office at the time this Chapter is adopted shall continue in office, until the end of his/her office as fixed by ordinance.

B. Removal:

1. A Board member may be removed by the Mayor with the approval of the City Council before the expiration of member's term of office for three (3) unexcused absences, for other violations of the Board's bylaws or for a change of residence outside the City's urban growth boundary. (Ord. 571, 4-2-90)

2. A member may request a hearing before the Mayor and Council when the Council acts on the Mayor's request for approval to remove the member. (1993 Code)

2-3-4: MEETINGS:

The Board shall meet at such times as the Board may determine are appropriate and necessary but no less than once every other month. All Board meetings shall be conducted in accordance with the bylaws of the organization, the provisions of this Chapter and with State and local law. (Ord. 571, 4-2-90)

2-3-5: OFFICERS:

The Board shall, at its first meeting, elect a chairman and such other officers as the Board may deem appropriate. Officers shall have such duties and authority as the Board shall establish, consistent with its bylaws, other provisions of this Chapter and with law. (Ord. 571, 4-2-90)

2-3-6: RESPONSIBILITIES AND DUTIES:

A. Advisory Capacity: The Board shall have the responsibility for advising and making recommendations to the librarian, and when appropriate, to the Administrator, Mayor and Council, on all matters pertaining to the planning, acquisition, development and management of the Library.

B. Supervision of Direction: The City Administrator shall have the responsibility for the hiring, termination, discipline and any other personnel actions affecting the librarian. The Board shall act in an advisory capacity in the selection, discipline or termination of the Librarian.

C. Rules and Regulations: The Board shall prepare and adopt reasonable rules and regulations governing the use of and proper conduct in the library in the City.

D. Budget: The Board shall participate in the preparation of the annual budget and shall recommend to the Budget Officer a budget for the expenditure of all funds produced by tax or other means for the development, promotion and management of the library in the City.

E. Annual Reports: The Board shall make a full and complete annual report to the City Council and make such other reports as may be required by the Mayor and Council. The librarian shall be responsible for the preparation of the report with Board input. (Ord. 571, 4-2-90)

2-3-7: ASSISTANCE TO THE BOARD:

The librarian shall assist the Board in the performance of its duties, and shall prepare reports as requested by the Board. (Ord. 571, 4-2-90)

2-3-8: INTERNAL ADMINISTRATIVE POLICIES AND PROCEDURES:

The City Administrator shall be the fiscal and internal administrative agent for the library and the department shall operate in conformance with City administrative procedures including those pertaining to the following:

- A. Personnel, including recruitment, selection, classification and pay for department staff;
- B. Personnel matters, including discipline and grievances;
- C. Receipt, disbursement and accounting for monies;
- D. Maintenance of general books, cost accounting records, and other financial documents;
- E. Purchasing;
- F. Budget administration; and
- G. Operation and maintenance of equipment and buildings. (Ord. 571, 4-2-90)

CITY OF UMATILLA, OREGON

AGENDA BILL

Agenda Title: Library Policies	Meeting Date: 2020-10-19
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Department: Finance & Administrative Services	Director: Melissa Ince	Contact Person: Melissa Ince	Phone Number:
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Cost of Proposal: N/A	Fund(s) Name and Number(s): N/A
Amount Budgeted: N/A	

Reviewed by Finance Department: Yes	Previously Presented: N/A
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Attachments to Agenda Packet Item:

[Circulation Policy.doc](#)

[Collection Management Policy.doc](#)

[Patron Privacy and Confidentiality.doc](#)

Summary Statement:

Over the next year, we would like to focus on a full review of the libraries policies. Up until now, the policies have not had a standard format and many are outdated. Each year there is a statistical report that we submit to the Oregon State Library Board. One of this year's requirements is to have the following policies posted to the library website:

1. Circulation Policy (revised)
2. Collection Management Policy (revised)
3. Patron Confidentiality Policy (new)

Each policy is attached for your review and approval.

Consistent with Council Goals:

Goal 5 : Perform at the Highest Levels of Operational Excellence



UMATILLA PUBLIC LIBRARY

700 6TH Street

P.O. Box 820

Umatilla, OR 97882

Policy Number: 001
Policy Name: Circulation Policy
Date Adopted: October 19, 2020
Document Status: Revision

Circulation Policy

1. REGISTRATION

- a. All borrowers must be registered and must have a valid local or system patron card to borrow library materials.
- b. Patrons must fill out an application form to register for a new library card. The following statement will be printed on the registration form for the patron's information and acceptance: "I apply for the right to use the library and will abide by its rules. I will pay fines or damages charged to me and give prompt notice of any change of address."
- c. Identification is required. A driver's license or ID is preferred; however, any other official ID or recent non personal piece of mail may be acceptable.
- d. Applicants under 18 years of age must have a parent or guardian give their consent on the application form before a new card can be issued. This parental signature is not required for children who are renewing or replacing cards.
- e. Materials cannot be checked out until a library card is issued.
- f. All library cards expire after three years. In order to renew a library card, patrons must produce identification and must clear all outstanding fines and bills.

2. LOST OR FORGOTTEN CARDS

- a. If a patron loses their library card, they should notify the library as soon as possible and request a replacement. Cost to replace a library card is \$2.00.
- b. All patrons, adults and juvenile, are expected to bring their library cards with them if they intend to check out items. An individual who ignores this expectation will be denied the privilege of checking out materials until they present their card at the library.

3. LOAN PERIODS

- a. Books and audio books are loaned for a period of three weeks.
- b. Reference books do not circulate. Upon request, some reference materials may be checked out overnight.
- c. Books may be renewed twice if there is not a waiting list for that title.
- d. Periodicals may be checked out for three weeks and may be renewed.



UMATILLA PUBLIC LIBRARY

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- e. DVD's are loaned for 1 week with one renewal allowed. DVD's are limited to 5 per patron.
- f. There is a 50-item limit on the number of items a patron can borrow at one time.

4. HOLDS

- a. Patrons may place holds either in person, via the Internet or over the phone. Patrons will be notified by phone, text, or email (depending on preference), when the materials are available. There is no charge to the patron for placing a hold for interlibrary loan services

5. FINES AND CHARGES

- a. Fines for overdue books, magazines and audiobooks are \$0.20 a day per item. Fines for DVD's is \$0.50 a day per item.
- b. A first and second notice is sent after the material is due. After the second notice, a replacement bill will be sent with the cost of replacement.
- c. Patrons who have been sent overdue notices shall be denied borrowing privileges until those overdue materials are returned or paid for if lost and/or damaged.

6. DAMAGED MATERIALS

- a. If materials that are damaged and deemed unsuitable for the collection, the patron must pay the replacement cost. A notice of these charges will be sent to the borrower.

END OF POLICY

Adopted by the Umatilla Library Board of Directors on 7-16-2014
Revised on 10-19-2020



UMATILLA PUBLIC LIBRARY

700 6TH Street

P.O. Box 820

Umatilla, OR 97882

Policy Number: 002
Policy Name: Collection Management Policy
Date Adopted: October 19, 2020
Document Status: Revision

Collection Management Policy

A. OBJECTIVE

The purpose of the Umatilla Public Library is to provide all individuals in the community with carefully selected books and other materials to aid the individual in the pursuit of education, information, research, pleasure, and the creative use of leisure time. Because of the volume of publishing, as well as the limitations of budget and space, the library must have a selection policy with which to meet community interests and needs. The materials selection/collection development policy is used by the library staff in the selection of materials and also serves to acquaint the general public with the principles of selection. The Library Bill of Rights and the Freedom to Read Statement has been endorsed by the Umatilla Public Library Board of Directors and are integral parts of this policy. The material selection/collection development policy, like all other policies, will be reviewed and/or revised as the need arises.

B. RESPONSIBILITY FOR SELECTION

The ultimate responsibility for selection of library materials rests with the library director who operates within the framework of the policies determined by the Umatilla Public Library Board of Directors. This responsibility may be shared with other members of the library staff; however, because the director must be available to answer to the library board and the general public for actual selections made, the director has the authority to reject or select any item contrary to the recommendations of the staff.

C. CRITERIA FOR SELECTION

1. The main points considered in the selection of materials are:
 - a. Individual merit of each item
 - b. Popular appeal/demand
 - c. Suitability of material for the patron
 - d. Existing library holdings
 - e. Budget



UMATILLA PUBLIC LIBRARY

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2. Reviews are a major source of information about new materials. The primary sources of information are Ingram Preview, NY Times Best Sellers List and Amazon.
3. The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title, which is in demand. Consideration is, therefore, given to requests from library patrons and books discussed on public media. Materials are judged on the basis of the work as a whole, not a part taken out of context.

D. INTERLIBRARY LOAN

Because of limited budget and space, the library cannot provide all materials that are requested. Therefore, the interlibrary loan service is used to obtain materials from other libraries for materials that are beyond the scope of this library's collection.

In return for utilizing interlibrary loan to satisfy the needs of our patrons, the Umatilla Public Library agrees to lend its materials to other libraries through the same interlibrary loan network and to make an effort to have its current holdings listed in a tool that is accessible by other libraries throughout the state.

E. GIFTS AND DONATIONS

The library accepts gifts of books and other materials with the understanding that they will add to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the director can dispose of them as they see fit. The same criteria of selection which are applied to purchase materials are applied to gifts. Memorial gifts of books or money are also accepted with suitable bookplates placed in the book. Specific memorial books can be ordered for the library on request of a patron if the request meets the criteria established by the library board. It is desirable for gifts of or for specific titles to be offered after consultation with the library director. Book selection will be made by the director if no specific book is requested. The Umatilla Public Library encourages and appreciates gifts and donations.

By the Law, the library is not allowed to appraise the value of donated materials, though it can provide an acknowledgement of receipt of the items if requested by the donor.

F. WEEDING

An up-to-date, attractive and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisitions, and availability of new



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editions. This ongoing process of weeding is the responsibility of the library director and is authorized by the Library Board. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

G. POTENTIAL PROBLEMS OR CHALLENGES

The Umatilla Public Library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval but solely on the basis of the principles stated in this policy.

Responsibility for the reading of children rests with their parents or legal guardians. Selections of library materials will not be inhibited by the possibility that materials may come into the possession of children.

Library materials will not be marked or identified to show approval or disapproval of their contents, and no library material will be sequestered except to protect it from damage or theft.

H. CHALLENGED MATERIALS

Although materials are carefully selected there can arise differences of opinion regarding suitable materials. Patrons requesting that material be withdrawn from or restricted within the collection may complete a "Statement of Concern about Library Resources" form which is available in the library. The inquiry will be placed on the agenda of the next regular meeting of the Umatilla Public Library Board.

END OF POLICY

Adopted by the Umatilla Library Board of Directors on 2-25-2003
Revised on 10-19-2020



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Policy Number: 003
Policy Name: Patron Privacy and Confidentiality
Date Adopted: October 19, 2020
Document Status: New Policy Draft

Patron Privacy and Confidentiality

A. INTRODUCTION

The Umatilla Public Library protects the privacy and confidentiality of all library patrons, no matter their age.

Oregon Revised Statute 192.502 (22) exempts from disclosure under open records law: The records of a library, including: (a) Circulation records, showing use of specific library material by a named person; (b) The name of a library patron together with the address or telephone number of the patron; and (c) The electronic mail address of a patron. The Umatilla Public Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

Our commitment to your privacy and confidentiality has deep roots not only in the law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

This privacy statement explains your privacy and confidentiality rights and responsibilities, the steps the Umatilla Public Library takes to respect and protect your privacy when you use our library resources, and how we deal with personally identifiable information we collect from our users.

B. PRIVACY AND CONFIDENTIALITY

Practices Notice and Openness

We post publicly the library's privacy and information-gathering practices. Whenever practices change, we notify our users.

We avoid creating unnecessary records, we avoid retaining records not needed for library business purposes, and we do not engage in practices that might place information on public view.



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Information the Library may gather and retain about current library users includes the following:

- Information required to register for a library card (e.g. name, address, telephone number, email address, birth date, State ID or Driver's License).
- Records of material checked out, charges owed, payments made
- Electronic access information
- Requests for inter-library loan or reference service
- Sign-up information for library classes and programs
- Information about topics a person searches for that does not contain any personal information about the person searching.

Choice and Consent

We will not collect or retain your private and personally identifiable information without your consent. If you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose personal information to any third party, without your consent, unless we are required by law to do so or if it is to an agent working under contract with the library.

We never use or share the personally identifiable information provided to us in ways unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are required by law to do so.

If we make a service available for your convenience that may in some way lessen our ability to protect the privacy of your personally identifiable information or the confidentiality of information about your use of library materials and services, we will:

- 1) Provide you with a privacy warning regarding that service; and
- 2) Make it possible for you to "opt in" or "opt out" of that service.

User Access and Responsibility

You are entitled to view your personally identifiable information and are responsible for keeping your information accurate and up-to-date. The library will explain the process for accessing or updating your information.

Data Integrity and Security

- We take reasonable steps to assure data integrity.
- We protect personally identifiable information by electronically purging or manually shredding data once it is no longer needed for library business purposes.
- We have invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody.
- We ensure that aggregate, summary data is stripped of personally identifiable information.
- We regularly remove cookies, Web history, cached files, or other computer and Internet use records and other software code that is placed on our computers or networks.



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Parents and Children

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.

Items on Hold

Items placed on hold for library users are shelved for pick-up on the main circulation desk, with borrower identified by name or number.

Third Party Security

We ensure that the library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning user privacy and confidentiality. Our agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors.

When connecting to licensed databases outside the library, we release only information that authenticates users as registered Umatilla Public Library borrowers. Nevertheless, users must be aware that when they access remote sites, there are limits to the privacy protection the library can provide.

Some users may choose to take advantage of hold and overdue notices via e-mail or text message, and similar services that send personal information related to library use via public communication networks. These users must also be aware that the library has limited ability to protect the privacy of this information once it is outside of our control.

Cookies

Users accessing the library's website will need to enable cookies in order to access a number of resources available through the library. Our library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize Web pages to that user's specification. Cookies sent by our library servers will disappear soon after the user's computer browser is closed.

Security Measures

Our procedures limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. We limit access through use of passwords and storage of data on secure servers or computers that are inaccessible from a modem or network connection.

Staff Access to Personal Data

Library staff may access personal data stored in the library's computer system only for the purpose of performing their assigned library duties. Staff will not disclose any personal data we collect from you to any other party except where required by law or to fulfill your service request. The library does not sell, lease, or give a user personal information to companies, governmental agencies, or individuals except as required by law or with the user's authorization.



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Enforcement and Redress

If you have a question, concern, or complaint about our handling of your privacy and confidentiality rights you may file written comments with the Director of Libraries. We will respond in a timely manner and may conduct a privacy investigation or review of practices and procedures. We conduct such reviews regularly to insure compliance with the principles outlined in this statement.

The Librarian is custodian of library records and is the only party authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Librarian may delegate this authority to designated members of the library's management team. The Librarian confers with the City Attorney before determining the proper response to any request for records. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. We have trained all library staff and volunteers to refer any law enforcement inquiries to the Librarian.

Illegal Activity Prohibited and Not Protected

Users may conduct only legal activity while using library resources and services. Nothing in this statement prevents the library from exercising its right to enforce its rules and policies to protect its facilities, network, and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. When a violation of law or library policy is suspected, library staff is authorized to take immediate action to protect the security of library users, staff, facilities, computers, and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) perpetrating a violation.

END OF POLICY

Adopted by the Umatilla Library Board of Directors on 10-19-2020

CITY OF UMATILLA, OREGON

AGENDA BILL

Agenda Title: Upcoming events	Meeting Date: 2020-10-19
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Department: Finance & Administrative Services	Director: Melissa Ince	Contact Person: Susie Sotelo	Phone Number:
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Cost of Proposal: N/A	Fund(s) Name and Number(s): N/A
Amount Budgeted: N/A	

Reviewed by Finance Department: Yes	Previously Presented: N/A
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Attachments to Agenda Packet Item:

Summary Statement: Discussion only
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Consistent with Council Goals: Goal 1: Promote a Vibrant and Growing Community by Investing in and Support of Quality of Life Improvements.
