TUALATIN LIBRARY ADVISORY COMMITTEE MEETING

Tuesday, April 14, 2026 - 6:00 PM

TUALATIN PUBLIC LIBRARY
18878 SW MARTINAZZI AVE.

Virtual meeting access:
https://us02web.zoom.us/j/86767196190, passcode: 339656

A. **Call to Order**
B. **Approval of Minutes**
C. **Communications**
    1. Chair
    2. Staff
    3. Teen Library Committee
    4. Public Comment
D. **Old Business**
    1. WCCLS Funding & Governance
E. **New Business**
    1. Collection Management Centralization
    2. Organizational Assessment Update
    3. Strategic Planning: Mission & Vision
F. **Future Agenda Items**
    1. Library Service Area: Volunteers & Community Engagement
    2. Artificial Intelligence in Public Libraries
G. **Committee Questions and Comment**
H. **Adjournment**

All meetings of the Committee are open to the public. In compliance with the Americans with Disabilities Act, this meeting location is accessible to persons with disabilities. To request accommodations, please contact Jerianne Thompson, Library Director, at jthompson@tualatin.gov or 503-691-3063 at least 36 hours prior to the meeting.

For those wishing to provide comment during the meeting, there is one opportunity on the agenda: Public Communications. Written statements may be sent in advance to Library Director Jerianne Thompson no later than 5pm on April 14, 2026.

TUALATIN LIBRARY ADVISORY COMMITTEE MINUTES

March 3, 2026

Present: Rachel Elliot, Melissa Lawrence, Emy Loanzon, Dana Paulino, Ashley Payne, DeAnn Welker

Absent:

Public:

Staff: Jerianne Thompson, Library Director
David Abbey, Access Services Manager

A. CALL TO ORDER

Ashley Payne called the meeting to order at 6:02 PM.

B. APPROVAL OF MINUTES

Dana Paulino moved to accept the February 2026 meeting minutes as written; Rachel Elliot seconded. The motion passed unanimously.

C. COMMUNICATIONS

1. Chair: None.

2. Staff: Jerianne Thompson reported the Library will soon recruit for a part-time Public Services Assistant and a full-time Library Assistant. She shared information about a new animated video illustrating the Ice Age Floods, published by the National Parks Service, and about upcoming programs. Tigard Public Library's closure led to a marked increase in visits and checkouts in February over the prior year, compared to the increases seen in January and December. Visits were up by 50 percent and in-person checkouts were up 40 percent. Thompson shared recent usage statistics and comment cards.

3. Teen Library Committee: Thompson said the committee is helping with Spring Break programs, including a Party Game Night for teens.

4. Public: None.

D. NEW BUSINESS

1. Library Service Area: Account Services: David Abbey reviewed the work of the Access Services team in support of Account Services, including helping with library cards, checkouts and returns, and holds. He noted the increase in

items requested to fill holds -- when a patron has requested a specific item -- since Tigard Library's temporary closure.

2. Organizational Assessment Update: This item was tabled.

E. OLD BUSINESS

1. WCCLS Funding & Governance Evaluation: Thompson reviewed the budget timelines for the City of Tualatin and Washington County. Washington County Cooperative Library Services has provided preliminary funding information for the fiscal year 2026-27 budget; subject to the Washington County Board of Commissioners' approval, libraries are projected to receive the funding amounts determined during Fall 2025 through the Funding & Governance process. Library partners have been reviewing draft language for the new intergovernmental agreements with Washington County, which are expected to be available for our stakeholders to review in April.

2. Annual Report: Committee members reviewed the updated committee's Annual Report to City Council and presentation slidedeck, making revisions to the second recommendation statement. Committee members agreed by consensus with the final changes. Ashley Payne and Melissa Lawrence will present to City Council on March 23.

F. FUTURE AGENDA ITEMS

1. Library Service Areas: Volunteers & Community Engagement
2. Strategic Planning: Mission & Vision
3. Artificial Intelligence in Public Libraries

G. COMMUNICATIONS FROM COMMITTEE MEMBERS

1. Members: Rachel Elliot shared that the Friends of Tualatin Library are looking for volunteers, including a new president.

H. ADJOURNMENT

The meeting was adjourned at 8:02 PM.

by Jerianne Thompson, Recording Secretary

WCCLS Collections Centralization Statement of Work (SOW)



January 2026 - December 2027

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Prepared for the Washington County Library Cooperative

by Arc Public Strategies in partnership with WCCLS & member library leadership

ARC PUBLIC STRATEGIES

Washington County Cooperative Library Services

This project supports the WCCLS Library Collective in strengthening how physical collections are selected, prepared, activated, and stewarded across 16 library locations. Through discovery, co-design, and implementation support, this work centers shared learning, local context, and long-term sustainability.

Overview & Purpose

Washington County Cooperative Library Services (WCCLS) is embarking on a multi-year effort to transition from a decentralized model of collection management to a cooperative, centralized approach that strengthens system-wide effectiveness while honoring local service contexts.

This work responds to the increasing complexity of collection operations across the cooperative, including:

- growing demand for equitable access and discoverability,
- rising vendor, staffing, and infrastructure constraints, and
- the need for consistent, sustainable practices that support both system-facing and community-facing roles.

Arc Public Strategies (APS) will partner with WCCLS to support this transition through structured discovery, co-design, implementation planning, and change support. The purpose of this Statement of Work is to define the scope, boundaries, responsibilities, and deliverables that will guide this partnership from early understanding through stabilization and sustainability.

This engagement is intentionally designed to move the cooperative:

- from inconsistent practices to shared understanding,
- from implicit assumptions to documented requirements,
- from conceptual alignment to operational readiness, and
- from consultant-supported transition to WCCLS-owned long-term practice.

The Statement of Work serves as the shared reference point for how APS and WCCLS will collaborate over the life of the project, ensuring clarity of expectations, accountability, and scope protection for all parties.



Definitions & Shared Language

For the purposes of this Statement of Work, the following terms shall have the meanings described below.

Term	Definition
Acquisition	The processes through which materials are purchased or licensed and formally enter the system.
Activation	The point at which items are made available for circulation and where they are able to move through the system.
Circulation	How patrons and staff interact with the collection through checkout, holds, transfers, and returns.
Collection Lifecycle	The end-to-end framework that describes how materials move through the system, including Selection, Acquisition, Metadata, Preparation, Activation, Circulation, Stewardship, Evaluation, Deselection, and Disposition.
Community-Facing Roles	Staff whose work focuses on direct service, local context, and connecting patrons with our collections.
The Cooperative	A partnership between Washington County, nine cities, and three nonprofit partners to provide countywide public library services.
Deselection	The decision-making process for determining what materials leave the active collection.
Disposition	All actions that occur after deselection, including sale, donation, recycling, disposal, license expiration or non-renewal, final record cleanup (“double delete”), audit trail creation, and reporting.
Evaluation	How collection health and effectiveness are assessed over time using usage trends, equity and relevance review, condition and age analysis, system performance metrics, dashboards, and staff feedback.
Library Directors	Leaders of member libraries, accountable to local and municipal governance and bring both local organizational authority and lived operational context into the decision-making process.
Metadata	The bibliographic, authority, and item-level information that enables materials to be discoverable and behave correctly within the integrated library system.
Policy Group	The collective body of library directors/representatives acting together to inform, shape, and guide cooperative-wide policies and standards beyond the interests of any single library.
Preparation	The physical and digital steps required to make items ready for use, including labeling, barcoding, RFID tagging, and other processing activities.
Rate-Determining Step	Any stage in the collection lifecycle that constrains the overall pace or capacity of the system due to technical, staffing, vendor, policy, or infrastructure limitations.

Selection	The process of determining what enters the collection and why.
Statement of Work (SOW)	This document, which defines the scope, deliverables, assumptions, boundaries, schedule, and responsibilities of the Contractor and WCCLS for the Centralized Collection Management Project.
Stewardship	How the collection is cared for over time, including condition monitoring, metadata corrections, license management, and maintenance.
System-Facing Roles	Staff whose work focuses on systems, policies, infrastructure, and workflows that support collection management across the cooperative.
WaCo Cooperative Library Services (WCCLS)	The department of Washington County that provides operational funding, infrastructure, and coordination for member libraries and serves as the sponsor for system-wide strategic initiatives.

Scope of Services

This section defines the services that Arc Public Strategies (APS) will provide, as well as services that are explicitly excluded from this contract.

In Scope

APS will provide the following services in support of the Centralized Collection Management Project:

Planning, Discovery, & Assessment

- Facilitation of system-facing and community-facing engagement activities
- Review and synthesis of existing documentation, policies, and practices
- Documentation of current-state collection workflows across the collection lifecycle
- Development of library site profiles and readiness snapshots
- Identification of constraints, assumptions, and rate-determining steps

Design & Documentation

- Facilitation of co-design processes for future-state workflows, policies, and standards
- Development of draft end-to-end centralized collection management processes
- Creation of policy frameworks, templates, technical specifications, and Memorandums of Understanding (MOU) templates
- Design of local collection input mechanisms and staff feedback processes

Implementation Planning & Change Support

- Development of an Implementation Roadmap with sequencing, milestones, roles, and dependencies
- Design of a Change Management Playbook
- Design and delivery of training modules, job aids, and train-the-trainer materials
- Support for readiness workshops, rollout sessions, and early implementation sense-making
- Development of performance metrics, dashboards, and evaluation tools

Evaluation, Refinement, & Knowledge Transfer

- Facilitation of post-implementation reflection and evaluation sessions
- Development of a Continuous Improvement Framework
- Preparation of Final Cooperative Report, Facilitation Toolkit, and Transition Memo
- Knowledge transfer and sustainability documentation for WCCLS leadership and staff

Out of Scope

The following services are explicitly excluded from this contract unless added through a formal contract amendment:

Operational Execution

- Day-to-day collection operations, including selection, ordering, cataloging, processing, labeling, shelving, or circulation
- Execution of metadata cleanup, record deletion, or library system configuration changes
- Direct management of vendor relationships or contract negotiations
- Physical handling, processing, or movement of materials

Staffing & Labor

- Provision of temporary staff, processing labor, or volunteer coordination
- Responsibility for resolving labor, union, or staffing agreements

Governance & Ownership Decisions

- Final authority over governance, policy adoption, or ownership transfers
- Legal or contractual execution of MOUs or cooperative agreements
- Budget or financial recommendations (beyond advice on how to use existing budget allocations for collections and technical services)

Technology & Systems Implementation

- Configuration, programming, or system administration within the ILS or other platforms
- Procurement, deployment, or maintenance of hardware, software, or vendor systems
- Public communications, space planning and capital improvements for partner agencies

Ongoing Operations

- Long-term operational support after the contract period
- Continuous performance monitoring beyond the defined Phase 4 timeframe

Scope Changes

Any services requested outside of the scope described above shall require a written amendment to this Statement of Work, including adjustments to schedule, cost, and deliverables.

Assumptions & Dependencies

The following assumptions and dependencies reflect information known at the time this Statement of Work is executed. Changes to these conditions may require adjustments to scope, schedule, or cost.

Participation, Capacity & Governance

- WCCLS staff will treat this project as a top organizational priority throughout the contract period.
- Member libraries are expected to provide staff participation throughout each phase of the project and will designate a point of contact.
- Availability and timeliness of participation are dependencies for meeting milestones.
- The project assumes compliance with all labor agreements and union requirements.

Systems, Documentation & Infrastructure

- Existing documentation is expected to include collection policies, selection and weeding criteria, budgets, spending plans, and vendor agreements; detailed technical workflows may require observation and facilitated discovery.
- Metadata consistency and ILS configuration are recognized as rate-determining steps that may constrain system-wide change.
- Warehouse capacity, staging space, and physical infrastructure are potential constraints on preparation, activation, and distribution workflows.

Vendor & External Conditions

- The project assumes continued availability of vendor processing and supply-chain services.
- Significant disruption in vendor capacity, including supplier consolidation or failure, may affect preparation, activation, and implementation timelines.

Decision Authority & Governance

This project is grounded in cooperative engagement across WCCLS member libraries. The Contractor's role is to facilitate, document, and support decision-making; final authority for adoption, policy changes, and implementation resides with WCCLS and its designated leadership bodies.

Roles & Responsibilities

- **Arc Public Strategies (Contractor)** will:
    - Facilitate engagement, discovery, and design activities.
    - Document findings, requirements, and recommendations.
    - Develop draft workflows, policies, tools, and implementation plans.
    - Provide change management, training design, and evaluation framework support.
    - Advise on risks, constraints, and rate-determining steps.
    - Provide end-to-end project management and status reporting through all phases.

- **WCCLS Leadership** will:
  - Provide strategic direction and priorities.
  - Review and approve project deliverables.
  - Make final decisions regarding adoption, sequencing, and system-wide standards.
  - Serve as the escalation point for issues that cannot be resolved within project teams.
- **Member Libraries & Library Directors** will:
  - Participate in discovery, design, and feedback processes.
  - Provide operational insight from system-facing and community-facing perspectives.
  - Inform, but not individually determine, cooperative-wide decisions.
  - Support implementation and local adoption, including communicating changes to staff.

Decision-Making Framework

- The Contractor facilitates collaborative processes but does not hold authority to finalize governance, policy, or operational decisions.
- Recommendations will be developed through structured engagement and documented for review.
- Decisions will be validated through WCCLS's designated governance structures and further specified in the project charter.

Issue Escalation

- Issues that cannot be resolved within working groups will be escalated to WCCLS leadership for resolution and further specified in the project charter.
- The Contractor will document unresolved risks, assumptions, and impacts for leadership consideration.

Project Communication & Reporting

This section establishes the communication rhythms and participation expectations that will support transparency, alignment, and accountability throughout the project. These structures are designed to ensure timely information sharing, coordinated decision-making, and consistent engagement across system-facing and community-facing roles.

Communication Cadence

To support transparency and sustained alignment, the following communication structure will be maintained:

- **Every Other Week Project Management Meetings:** 60-minute working sessions between APS and project leadership. Focused on progress review, issue identification, sequencing, and risk management.
- **Quarterly Member Library Update Meetings:** 60-minute sessions with system- and community-facing stakeholders. Focused on sharing progress, surfacing themes, and validating direction.

- **Monthly Written Status Reports:** Distributed to WCCLS and designated stakeholders. Summarizes monthly activities and identifies upcoming milestones, risks, and dependencies.

Participation & Capacity Commitments

- Participation expectations described in **Assumptions & Dependencies** are reaffirmed as operational commitments for the duration of this contract.
- WCCLS will designate project leadership and ensure availability of system-facing and community-facing staff consistent with those assumptions.

Project Management Tools & Access

- APS will use project management and collaboration tools that allow guest or view-only access for WCCLS participants, as needed.
- WCCLS will not be required to create new software accounts or accept third-party software terms outside of existing County agreements.

Acceptance Standards

Deliverables produced under this Statement of Work will be reviewed by WCCLS for acceptance in accordance with the following standards.

Review & Acceptance Process

- Each deliverable will be submitted to WCCLS in written or electronic format as specified in the applicable phase.
- WCCLS will provide written feedback within ten (10) business days of receipt.
- If no response is received within the review period, the deliverable will be deemed accepted.

Acceptance Criteria

Deliverables will be considered acceptable when they:

- Align with the objectives and scope described in this Statement of Work.
- Reflect input from both system-facing and community-facing stakeholders.
- Are clearly documented, organized, and suitable for use by WCCLS staff.
- Include any required components described in the relevant phase.

Revisions

- If WCCLS identifies deficiencies, APS will revise and resubmit the deliverable within a mutually agreed timeline.
- Revisions are limited to alignment with the originally defined scope and objectives of the deliverable.

Project Phases, Deliverables, & Schedule

This project will involve four interrelated phases that move the WCCLS cooperative from shared understanding to long-term sustainability. The work begins with discovery and documentation of current collection management practices, advances through collaborative design of future-state workflows and policies, supports implementation and change management, and concludes with evaluation, refinement, and knowledge transfer. Across all phases, APS will facilitate engagement with both system-facing and community-facing staff, translate insights into practical documentation and tools, and support WCCLS in building the internal capacity required to sustain centralized collection management beyond the term of this contract.

Phase 1: Discovery & Readiness (Feb - Jun 2026)

Phase 1 establishes the foundation for the project by building shared understanding across WCCLS and its member libraries. This phase focuses on launching the project, gathering evidence through interviews, surveys, site visits, observation, research, and documentation review, and translating that information into a clear picture of how collection management currently functions across the cooperative. The work culminates in a current-state report, draft library site profiles, a stakeholder analysis and engagement plan, draft policy, and procedure templates to seed future conversations, and a findings briefing that prepares all parties for collaborative design.

Deliverable	Description	Includes	Timeframe
Project Launch	Establishes the foundation and shared understanding for the project.	Kickoff meeting, project charter, project plan, timeline, and feedback mechanisms.	Feb 2026
Data Collection Activities	Gathers evidence from across the cooperative to inform discovery findings.	System- and community-facing interviews, surveys, site visits and observations, research, and documentation review.	Mar - May 2026
Current-State Report	Documents how collection management functions today across WCCLS.	Collection lifecycle, lived experience across roles, existing policies and procedures, strengths, pain points, and rate-determining steps.	Mar - Apr 2026
Draft Library Site Profiles	Captures library-specific context to support readiness and design.	Staffing, facilities, technology, local collection data, attitudes, and patron usage patterns.	Apr - May 2026
Stakeholder Analysis & Engagement Plan	Prepares the cooperative for collaborative design.	Stakeholder mapping, project governance, proposed design activities, communication approach, and readiness indicators.	Jun 2026
Draft Policy & Procedure Templates	Provides initial structures to support design conversations.	Draft policy categories and standard practice templates for stakeholder reaction during Phase 2.	Jun 2026
Phase 1 Findings Briefing Deck	Synthesizes Phase 1 insights and sets direction for Phase 2.	Discovery themes, assumptions and dependencies, and implications for design.	Jun 2026

This phase focuses on discovery, planning, and relational activities and does not include execution of operational or technical changes.

Phase 2: Design & Co-Creation (Jul - Dec 2026)

Phase 2 translates discovery insights from Phase 1 into a future-state model for centralized collection management. This phase centers on facilitated co-design with system-facing and community-facing stakeholders to define shared workflows, roles, and decision points, while also documenting the technical requirements and draft cooperative agreements needed to support the new model. By the end of this phase, WCCLS will have a validated centralized policy and procedure framework, technical specifications, draft MOUs, finalized library site profiles, an engagement summary, and a clear implementation roadmap.

Deliverable	Description	Includes
Centralized Collection Management Policy & Procedure	Defines the future-state, cooperative-wide model for centralized collection management.	Lifecycle-aligned process maps, decision points, system-facing, and community-facing role clarity, facilitated workgroups, focus groups, and other design activities, and collection input mechanisms.
Technical Specifications	Documents system requirements needed to support centralized collection management.	Metadata standards, ILS configuration assumptions, processing, and activation requirements.
Draft MOU Templates	Develops draft agreements to support cooperative roles and responsibilities.	Collection purchasing and ownership models, weeding, disposition, and book sales considerations.
Engagement Summary	Synthesizes qualitative and quantitative data from Phase 2 design activities.	Interview findings, survey results, workgroup themes, and key decision points.
Final WCCLS Library Site Profiles	Finalizes library-specific context to inform implementation planning.	Staffing, facilities, technology, and collection characteristics.
Implementation Roadmap	Lays out the step-by-step approach for rolling out centralized collections.	Milestones, sequencing, roles, dependencies, and readiness considerations

This phase focuses on design and documentation and does not include implementation.

Phase 3: Implementation & Change Management (Jul 2026 - Jun 2027)

Phase 3 supports the cooperative as it transitions from design into practice through a structured change and learning approach. This phase focuses on preparing all staff for adoption through a comprehensive change management playbook and facilitating early implementation support sessions during staggered rollout to help build confidence, as well as establishing how progress and early outcomes will be measured, evaluated, and reported. The phase concludes with finalization support for governance agreements and an early implementation review brief that captures lessons learned and informs any necessary course corrections.

Deliverable	Description	Includes
Change Management Playbook	Provides a comprehensive framework to support adoption of centralized collection practices.	Communication guidance, readiness strategies, considerations, training modules, job aids, and train-the-trainer materials.
Implementation Support Sessions	Facilitates early rollout and troubleshooting during staggered implementation.	Readiness workshops, rollout check-ins, and cross-library learning sessions.
Performance, Evaluation & Reporting Framework	Establishes how implementation progress and early outcomes will be measured and shared.	Key Performance Indicators (KPIs), benchmarks, evaluation metrics, dashboards, and reporting guidance.
Governance & MOU Finalization Support	Supports the transition from draft agreements into operational practice.	Finalized governance artifacts and adoption guidance.
Early Implementation Review Brief	Synthesizes lessons learned during initial rollout.	Emerging patterns, risks, and recommended adjustments.

This phase supports adoption and readiness and does not include ongoing operational management or ownership of centralized collection operations.

Phase 4: Evaluation, Refinement & Knowledge Transfer (Jul - Dec 2027)

Phase 4 centers on assessing early outcomes, strengthening continuous improvement practices, and transferring knowledge to ensure long-term sustainability. This phase focuses on post-implementation evaluation, development of a continuous improvement framework, creation of a facilitation toolkit for internal use, and preparation of a final cooperative report. Together, these deliverables synthesize what has been learned, support refinement of centralized practices, and prepare the cooperative to carry the work forward beyond the term of this contract.

Deliverable	Description	Includes
Post-Implementation Evaluation	Assesses early outcomes of centralized collection management.	Findings summary, cross-library themes, implications for practice.
Continuous Improvement Framework	Establishes a model for ongoing learning and refinement.	Reflection cycle design, improvement practices, governance touchpoints.
Facilitation Toolkit	Provides materials to support internal facilitation and sustainability.	Templates, facilitation guides, reflection, and sense-making tools.
Final Cooperative Report	Synthesizes project outcomes and prepares the cooperative for long-term ownership.	Outcomes, lessons learned, sustainability guidance, and transition considerations.

This phase emphasizes reflection, documentation, and knowledge transfer rather than continued facilitation of operations.

Dependencies Across Phases

Progress across phases is dependent on timely participation, access to documentation, and validation of deliverables as outlined above. Delays in review or participation may result in adjustments to subsequent phase timelines.

Compensation & Invoicing

Compensation for services under this Statement of Work shall be provided on a not-to-exceed basis consistent with the pricing below and the terms of the Washington County Personal / Professional Services Contract.

All labor, materials, travel, and incidental project expenses are *included in the hourly rates* listed below. No additional reimbursement for expenses will be billed unless explicitly authorized in writing through a contract amendment.

Project Pricing

Phase	Timeframe	Hours	Rate	Cost
Phase 1: Discovery & Readiness	Feb - Jun 2026	750	$173.53	$130,147.50
Phase 2: Design & Co-Creation	Jul - Dec 2026	900	$173.53	$156,177.00
Phase 3: Implementation & Change Management	Jan - Jun 2027	600	$173.53	$104,118.00
Phase 4: Evaluation, Refinement & Knowledge Transfer	Jul - Dec 2027	300	$173.53	$52,059.00
Total Not-to-Exceed Amount		**2,550**		**$442,501.50**

Invoicing & Payment

- APS will invoice WCCLS on a monthly basis for work performed during the prior month.
- Invoices will itemize services using high-level service categories like coordination, research, facilitation, documentation, and evaluation, with each line including a brief description of the activity performed and the total hours billed.
- WCCLS will review invoices and remit payment in accordance with County contract terms.
- Payment is contingent upon satisfactory progress toward agreed deliverables.
- Payment is due within thirty (30) days of receipt of invoice unless otherwise agreed upon.

Changes in Scope

Requests for services outside the scope of this Statement of Work, including work exceeding the not-to-exceed amount, will require a written amendment approved by both parties prior to commencement of such work.