

MISSION

Spokane County Library District connects people with resources, 24/7.

Board of Trustees Regular Meeting

February 21, 2012 4:00 p.m. Argonne Library/ Administrative Offices

A G E N D A

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00-4:05]**
- III. ACTION ITEMS**
 - A. Approval of January 17 regular meeting minutes [4:05-4:10]
 - B. Approval of January bill payment vouchers [4:10-4:15]
 - C. Unfinished Business
 - None
 - D. New Business
 - 1. Facility Use for Political Purposes Policy (Revision): Approval recommendation [4:15-4:20]
 - 2. Authorizing Lifetime Resident Library Card Privileges (Resolution No. 12-02): Motion consideration [4:20-4:25]
- IV. DISCUSSION ITEMS, POSSIBLE ACTION**
 - A. New Executive Director [4:25-4:55]
 - 1. Transition plan final review
 - 2. Performance evaluation format initial review
 - B. Future board meeting agenda items [4:55-5:00]
- V. REPORTS**
 - A. Trustees [5:00-5:05]
 - B. Director [5:05-5:25]
 - 1. Proposed Spokane Valley property purchase
 - C. Fiscal [5:25-5:30]
 - D. Overview: Responding to customer comments/complaints [5:30-5:45]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: 1 hour and 45 minutes plus public comment]

- *This meeting location is barrier-free.*
- *If you require accommodation to participate in this meeting, please notify Spokane County Library District Administrative Offices (509/893-8200) at least 48 hours prior.*

SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: JANUARY 17, 2012

CALL TO ORDER

The regular meeting of the Spokane County Library District Board of Trustees was held Tuesday, January 17, 2012, in the public meeting room at Argonne Library, 4322 North Argonne Road, Spokane, WA. Chair Tim Hattenburg called the meeting to order at 4:00 p.m. and welcomed those in attendance.

PRESENT:

Tim Hattenburg - Chair
Mary E. Lloyd - Vice Chair
Ann Apperson - Trustee
Daniel Davis - Trustee
Michael J. Wirt - Director and Secretary

EXCUSED:

None.

Also Present: Paul Eichenberg, Human Resources Manager; Priscilla Ice, IT Manager; Patrick Roewe, Branch Services Manager; Bill Sargent, Business Manager; Andrea Sharps, Collection Services Manager; Doug Stumbough, Branch Services Manager, and Patty Franz, Administrative Assistant.

AGENDA APPROVAL

Ms. Apperson moved and Ms. Lloyd seconded to approve the agenda. There were no questions or comments.

The motion carried unanimously.

ACTION ITEMS

**APPROVAL OF DECEMBER 20, 2011, REGULAR MEETING MINUTES AND
JANUARY 11, 2012, SPECIAL MEETING MINUTES**

Mr. Hattenburg noted a correction to the December 20, 2011, regular meeting minutes: he and Ms. Lloyd “will give a formal presentation on the future site of Spokane Valley Library to Spokane Valley City Council at its January 10 meeting,” not Chamber of Commerce as written. The January 11, 2012, special meeting minutes stand approved as written.

APPROVAL OF DECEMBER 2011 BILL PAYMENT VOUCHERS

Mr. Davis moved and Ms. Apperson seconded approval of the December 2011 bill payment vouchers as follows:

Fund

L01	Voucher numbers: 41009 through 41225 and W00056-W00058 totaling	\$ 668,143.63
	Payroll numbers: 12092011PR and 12232011PR totaling	\$ 326,886.94
	Total	\$ 995,030.57

There were no questions or comments.

The motion was unanimously approved.

TRUSTEE APPOINTMENT RECOMMENDATION TO BOARD OF COUNTY COMMISSIONERS

Because an applicant withdrew from consideration prior to the pending interview, Mr. Hattenburg proceeded with the motion to the Board of County Commissioners to recommend Mark Johnson for appointment to the SCLD Board of Trustees, for the five-year term ending December 31, 2016. Ms. Lloyd seconded the motion. Mr. Johnson is recommended because he resides in the West Plains area and will thereby maintain geographically-balanced representation within the District. He has organizational, contract and long-range planning experience as general manager of a highway construction firm, young children who use the library regularly and he would like to help in the community as well. There were no public comments.

The motion was unanimously approved.

NEW BUSINESS

VOLUNTEER PROGRAM POLICY. Ms. Apperson moved and Mr. Davis seconded that the Volunteer Program Policy be reaffirmed as presented.

The Volunteer Program Policy was initially adopted November 1999 to provide direction for a branch-based, part centralized program. The program is designed to be carried out by existing staff, without a formal volunteer coordinator position. The policy was reaffirmed without changes in 2007 and 2009, and again this year, following review by Human Resources Manager Paul Eichenberg.

In response to a trustee's question, Mr. Eichenberg said 77 volunteers comprise the successful program. As for SCLD liability, volunteers are covered by SCLD insurance if they are at work at time of incident. There were no public comments.

The motion was unanimously approved.

CONTROL OF CAPITAL ASSETS POLICY. Ms. Lloyd moved and Mr. Hattenburg seconded that the Control of Capital Assets Policy be revised and renamed as presented.

The policy was first adopted in May 2000, in part because of a recommendation by the Washington State Auditor's Office (SAO). During the most recent audit, SAO staff raised issues about how capital assets were defined and represented on financial

statements, as well as distinctions between capital and controlled assets—even though the Business Office was following SAO direction from the previous audit. The major changes include a clearer differentiation between capital and controlled assets, and statements about the manner in which capital assets are depreciated and represented on financial statements. The revisions also include changing the policy title from Control of Capital Assets to Capital and Controlled Assets. There were no public comments.

The motion was unanimously approved.

AMENDING AND RESTATING THE DEFERRED COMPENSATION PLAN (RESOLUTION NO. 12-01). Mr. Hattenburg moved and Mr. Davis seconded that Resolution No. 12-01, Amending and Restating the Deferred Compensation Plan, be adopted as recommended.

RESOLUTION NO. 12-01

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AMENDING AND RESTATING THE DEFERRED COMPENSATION PLAN TO INCLUDE THE ASSOCIATED ROTH AMENDMENT AND DECLARATION OF TRUST.

As an employee benefit, the district offers a deferred compensation plan administered by ICMA Retirement Corporation, referred to as 457 deferred compensation plan, similar in concept to 401(k) plans widespread in the private sector. Participation in the 457 plan is voluntary and limited to employee pre-tax contributions, without district/employer matching funds.

In the second quarter of 2011, ICMA added new Roth elective deferral provisions to its 457 plan offerings. The district is required to submit a statement of intent to offer the Roth provisions, and first requires Board of Trustees' approval by resolution. As with existing deferred compensation plan options, employee contributions are voluntary, without employer match.

In response to a trustee's question, Human Resources Manager Paul Eichenberg responded about one-third (60) of SCLD employees contribute to the 457 plan; employee interest was the impetus for the Roth offering. There were no public comments.

The motion was unanimously approved.

DISCUSSION ITEMS, POSSIBLE ACTION

EXECUTIVE DIRECTOR TRANSITION PLAN

With input from staff, a transition plan tasks-list was prepared for review and discussion to help acquaint the new executive director with SCLD, the community and region. Trustees briefly reviewed and ranked each task according to importance and will take up a more formal discussion during the next regular meeting, February 21, followed by a

special meeting with executive session scheduled for Tuesday, February 28, at 4 p.m., for which the new executive director, Nancy Ledebauer, will also attend.

FUTURE BOARD MEETING AGENDA ITEMS

A list of potential agenda items scheduled for future meetings was distributed prior to the meeting.

Mr. Hattenburg reviewed the tentative highlights, and then discussion ensued regarding establishment of performance goals for the new executive director. Mr. Wirt suggested a two-person task force be appointed to meet with him to establish goals based on the current executive director position description. Ms. Apperson and Mr. Davis volunteered for this appointment, and will soon meet with Mr. Wirt, date and time to be determined.

REPORTS

TRUSTEES

Mr. Davis apologized for his absence last meeting to travel to meet and greet the birth of a new granddaughter.

Ms. Lloyd described the current issue of Alki, the official print journal of the Washington Library Association, as page-turning excellence.

Mr. Hattenburg expressed appreciation to Mr. Wirt and SCLD staff for creation of the PowerPoint presentation about the new Spokane Valley Library; presented to and well received by Spokane Valley City Council at its January 10 meeting.

DIRECTOR

The Director's written report provided prior to the meeting included information on the following topics: Library Services – December customer use analysis, customer payments, security incident, adult and youth services and branch services reports; Collection Services – collections, other; Board of Trustees – Executive Director appointment, trustee applications; Administration – 2012 budget, property taxes, Public Employees Retirement System; future budget planning, United Way campaign, Vandalism at North Spokane, Communications Manager position, West Plains annexation and audit; Professional and Community Activities; Communications; Human Resources; Information Technology; and Finance, Facilities, & Purchasing.

In response to a trustee's question about the cause of significant circulation increases over three years, Branch Services Manager Patrick Roewe responded that favorable programming to bring participants into the library and modest population growth are the likely factors behind the increases.

FISCAL

Revenue and Expenditure Statement through December 31, 2011.

<u>Fund 001</u>	
Revenues	\$ 11,389,518
Expenditures	\$ 10,694,699
Ending Fund Balance	\$ 3,982,068
Fund Budget Expended	94.84%

Mr. Sargent reported this statement was prepared in anticipation of recommended changes to the Control of Capital Assets Policy would be approved; therefore, consumable FFE items were lumped into Supplies. He also noted SAO auditors were back 10 days ago for the final audit segment, though the exit brief is not yet scheduled and may not be completed before mid-February. There were no questions or comments.

OVERVIEW: PUBLIC FORUM DOCTRINE AND ITS APPLICATION TO PUBLIC LIBRARIES

Executive Director Mike Wirt presented an overview of public forum doctrine and its application to public libraries and SCLD.

In response to a trustee's question, Mr. Wirt said each policy is reviewed by Attorney Jim Sloane before the board's review to ensure appropriateness and compliance.

PUBLIC COMMENT

There were no public comments.

ADJOURNMENT

The meeting adjourned at 5:25 p.m.


Tim Hattenburg, Chair

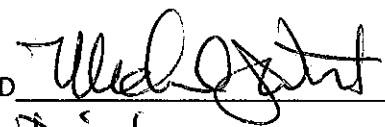
Michael J. Wirt, Secretary of the Board of Trustees

PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of January 31, 2012 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$912,513.27 and that we are authorized to authenticate and certify these claims.

DATE: February 1, 2012

SIGNED: 
 TITLE: BUSINESS MANAGER

SIGNED: 
 TITLE: Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
041226	AUDIOGO LIBRARY MATERIALS	\$ 143.98
041227	AVISTA UTILITIES UTILITIES	3,348.90
041228	BAKER AND TAYLOR ENTERTAINMENT LIBRARY MATERIALS	623.80
041229	BLACKSTONE AUDIO BOOKS LIBRARY MATERIALS	215.92
041230	BRILLIANCE AUDIO, INC. LIBRARY MATERIALS	325.66
041231	CONSOLIDATED ELECTRICAL DIST. MAINTENANCE SUPPLIES	88.48
041232	CENTURYLINK TELEPHONE	77.22
041233	CENTURYLINK TELEPHONE	23.32
041234	CENTURYLINK TELEPHONE	333.20
041235	CENTURYLINK TELEPHONE	86.36
041236	CENTURYLINK TELEPHONE	592.01
041237	CENTURYLINK TELEPHONE	142.21
041238	CENTURYLINK TELEPHONE	333.20
041239	CITY OF SPOKANE UTILITIES	205.96
041240	CITY OF CHENEY UTILITIES	628.20
041241	CITY OF DEER PARK UTILITIES	63.37
041242	DIVCO INCORPORATED BUILDING REPAIR & MAINTENANCE	1,860.25
041243	EARLY LEARNING PUB LIB PARTNER LIBRARY MATERIALS	5,434.77
041244	EMPIRE DISPOSAL INC. UTILITIES	17.49
041245	FINDAWAY WORLD, LLC LIBRARY MATERIALS	427.41
041246	FRONTIER TELEPHONE	88.17
041247	GALE GROUP, INC. LIBRARY MATERIALS	579.60
041248	GAYLORD BROTHERS DIVISION OFFICE/LIBRARY SUPPLIES	94.45
041249	GREATER SPOKANE VALLEY CHAMBER BUSINESS TRAVEL	50.00
041250	GREENLEAF LANDSCAPING, INC. SNOW REMOVAL	143.48
041251	HANGMAN CREEK CHAMBER OF COMM. MEMBERSHIP DUES	30.00
041252	INGRAM DISTRIBUTION GROUP, INC LIBRARY MATERIALS	16,107.23
041253	MIDWEST TAPE LIBRARY MATERIALS	2,535.91

041254	MODERN ELECTRIC WATER COMPANY	UTILITIES	1,805.55
041255	NEW YORK TIMES	LIBRARY MATERIALS	60.00
041256	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	170.76
041257	OVERDRIVE, INC.	LIBRARY MATERIALS	10,354.11
041258	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	252.16
041259	PATRIOT FIRE PROTECTION	BUILDING REPAIR & MAINTENANCE	184.79
041260	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	141.50
041261	QWEST CORPORATION	TELEPHONE	2,071.38
041262	RAGS AND TAGS	CUSTODIAL SERVICES	174.77
041263	RANDOM HOUSE, INC.	LIBRARY MATERIALS	455.73
041264	RECORDED BOOKS, LLC	LIBRARY MATERIALS	250.44
041265	TOWN OF FAIRFIELD	UTILITIES	140.00
041266	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	5,913.56
041267	WEST COAST CASH REGISTER	EQUIPMENT REPAIR & MAINTENANCE	112.99
041268	WESTERN STATES INSURANCE	INSURANCE	15,189.00
041269	WASHINGTON LIBRARY ASSOCIATION	MEMBERSHIP DUES	4,408.00
041270	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	90.60
041271	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,374.20
041272	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	26,016.52
041273	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	398.25
041274	ALLIED SECURITY	SECURITY & SAFETY SERVICES	1,266.60
041275	APS, INC.	OFFICE/LIBRARY SUPPLIES	255.39
041276	AVISTA UTILITIES	UTILITIES	494.97
041277	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	246.48
041278	BANK OF NEW YORK MELLON	ADMINISTRATIVE FEES	301.75
041279	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	155.36
041280	CENTURYLINK	TELEPHONE	117.98
041281	CENTURYLINK	TELEPHONE	82.45
041282	CITY OF AIRWAY HEIGHTS	UTILITIES	152.69
041283	CITY OF MEDICAL LAKE	UTILITIES	231.52
041284	DEVRIES INFORMATION MGMT	COURIER SERVICE	4,428.00
041285	STATE OF WASHINGTON	LEASEHOLD EXCISE TAX	290.16
041286	FAUCETS 'N STUFF PLUMBING	BUILDING REPAIR & MAINTENANCE	152.18
041287	FRONTIER	TELEPHONE	402.80
041288	GREATAMERICA LEASING CORP.	POSTAGE METER LEASE	159.95
041289	GALE GROUP, INC.	LIBRARY MATERIALS	252.55
041290	GREATER SPOKANE VALLEY CHAMBER	MEMBERSHIP DUES	350.00
041291	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	1,524.65
041292	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	1,608.13
041293	INLAND POWER AND LIGHT	UTILITIES	564.97
041294	JAN WAY COMPANY	OFFICE/LIBRARY SUPPLIES	540.35
041295	MD DESIGNS, INC	FURNITURE, FIXTURES & EQUIPMENT	1,358.75
041296	MIDWEST TAPE	LIBRARY MATERIALS	1,451.35
041297	MONTGOMERY HARDWARE	OFFICE/LIBRARY SUPPLIES	8.14
041298	OVERDRIVE, INC.	LIBRARY MATERIALS	7,707.60
041299	PAINE, HAMBLIN, LLP	LEGAL SERVICES	307.85
041300	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,364.80

041301	ROSEN PUBLISHING GROUP	LIBRARY MATERIALS	141.40
041302	SOUNDS TRUE	LIBRARY MATERIALS	153.98
041303	SPOKANE COUNTY UTILITIES	UTILITIES	445.90
041304	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	143.64
041305	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	973.93
041306	WHITWORTH WATER DISTRICT #2	UTILITIES	27.73
041307	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	11,104.73
041308	THE ACTIVE NETWORK, INC.	SOFTWARE SUPPORT	2,727.70
041309	AUDIOGO	LIBRARY MATERIALS	114.85
041310	AVISTA UTILITIES	UTILITIES	1,536.87
041311	BACKSTAGE LIBRARY WORKS	CATALOGING & SUPPORT SERVICES	956.50
041312	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	980.52
041313	BANK & OFFICE INT.	FURNITURE, FIXTURES & EQUIPMENT	4,605.77
041314	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	54.50
041315	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	47.79
041316	BRODART CO.	OFFICE/LIBRARY SUPPLIES	165.72
041317	BUDGET-RENT-A-CAR	CAR RENTAL	342.42
041318	CALL REALTY, INC.	ADMINISTRATIVE FEES	510.00
041319	CAPSTONE	LIBRARY MATERIALS	204.28
041320	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	57.33
041321	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	491.29
041322	CENTURYLINK	TELEPHONE	86.26
041323	CENTURYLINK	TELEPHONE	33.87
041324	CENTURYLINK	TELEPHONE	59.85
041325	CENTURYLINK	TELEPHONE	86.72
041326	CENTURYLINK	TELEPHONE	124.23
041327	CENTURYLINK	TELEPHONE	6,810.94
041328	CQ PRESS	LIBRARY MATERIALS	415.94
041329	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	867.97
041330	EBSCO SUBSCRIPTION SERVICES	LIBRARY MATERIALS	14,570.00
041331	ENSLOW PUBLISHERS, INC.	LIBRARY MATERIALS	133.92
041332	GALE GROUP, INC.	LIBRARY MATERIALS	616.74
041333	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	254.10
041334	HER INTERACTIVE, INC.	LIBRARY MATERIALS	90.00
041335	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	362.44
041336	INLAND POWER AND LIGHT	UTILITIES	244.96
041337	KENT ADHESIVE PRODUCTS CO.	OFFICE/LIBRARY SUPPLIES	669.31
041338	LIVEMOCHA	LIBRARY MATERIALS	6,375.00
041339	MD DESIGNS, INC	FURNITURE, FIXTURES & EQUIPMENT	489.15
041340	MIDWEST TAPE	LIBRARY MATERIALS	2,768.11
041341	OCLC, INC.	CATALOGING & SUPPORT SERVICES	3,087.82
041342	OVERDRIVE, INC.	LIBRARY MATERIALS	12,000.00
041343	PAINE, HAMBLIN, LLP	LEGAL SERVICES	285.00
041344	PHILADELPHIA INSURANCE CO	INSURANCE	47,211.00
041345	PUBLIC LIBRARY ASSOCIATION	PROFESSIONAL SUBSCRIPTION	200.00
041346	RANDOM HOUSE, INC.	LIBRARY MATERIALS	84.76
041347	RECORDED BOOKS, LLC	LIBRARY MATERIALS	30.20

041348	SHOWCASES	OFFICE/LIBRARY SUPPLIES	872.47
041349	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	713.80
041350	TANTOR MEDIA	LIBRARY MATERIALS	71.99
041351	TUTOR.COM	ELECTRONIC LIBRARY SERVICES	19,500.00
041352	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	47.22
041353	VERIZON WIRELESS	TELEPHONE	153.88
041354	VERIZON WIRELESS	TELEPHONE	138.11
041355	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,371.13
041356	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	25,077.58
041357	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	338.25
041358	ASSOC. OF WASHINGTON CITIES	MEMBERSHIP DUES	350.00
041359	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	627.14
041360	BRODART CO.	OFFICE/LIBRARY SUPPLIES	157.09
041361	WASHINGTON COUNTIES INS FUND	MEDICAL, DENTAL, VISION & LIFE INS.	80,748.38
041362	CAPSTONE	LIBRARY MATERIALS	1,077.84
041363	CDW GOVERNMENT, INC.	D.P. HARDWARE & SOFTWARE	173.92
041364	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	31.34
041365	CENTURYLINK	TELEPHONE	3,280.00
041366	CENTURYLINK	TELEPHONE	41.42
041367	CENTURYLINK	TELEPHONE	41.19
041368	DEER PARK GAZETTE	LIBRARY MATERIALS	25.00
041369	DESIGN WALLCOVERING	BUILDING REPAIR & MAINTENANCE	2,679.46
041370	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	676.39
041371	DEPT. OF LABOR & INDUSTRIES	QUARTERLY L&I TAXES	13,474.78
041372	EARTHWORKS RECYCLING,INC	UTILITIES	140.00
041373	EMPIRE GLASS, INC.	BUILDING REPAIR & MAINTENANCE	1,683.11
041374	EMPLOYMENT SECURITY DEPARTMENT	UNEMPLOYMENT INSURANCE	2,241.14
041375	GALE GROUP, INC.	LIBRARY MATERIALS	1,582.58
041376	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	108.72
041377	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	25,350.80
041378	THE MASTER'S TOUCH, LLC	OFFICE/LIBRARY SUPPLIES	35.84
041379	MD DESIGNS, INC	BUILDING REPAIR & MAINTENANCE	211.97
041380	MIDWEST TAPE	LIBRARY MATERIALS	2,370.04
041381	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	108.00
041382	OVERDRIVE, INC.	LIBRARY MATERIALS	9,058.96
041383	PERRINE PROPERTIES, LLC	PARKING LOT LEASE	200.00
041384	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	250.91
041385	QWEST CORPORATION	TELEPHONE	2,071.38
041386	RANDOM HOUSE, INC.	LIBRARY MATERIALS	362.05
041387	ROSEN PUBLISHING GROUP	LIBRARY MATERIALS	52.23
041388	R.R. BOWKER LLC	ELECTRONIC LIBRARY SERVICES	6,935.06
041389	SPOKANE HARDWARE SUPPLY	MAINTENANCE SUPPLIES	41.09
041390	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	1,662.92
041391	STATE AUDITOR'S OFFICE	ANNUAL STATE AUDIT	1,692.40
041392	SUPERINTENDENT OF DOCS	LIBRARY MATERIALS	28.00
041393	SUPERMEDIA, LLC	ADVERTISING	15.25
041394	USB TREASURY MANAGEMENT SVCS	BANK FEES	5,144.50

041395	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	59.41
041396	UPS	FREIGHT	31.27
041397	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	9,956.15
041398	VALLEY GLASS	BUILDING REPAIR & MAINTENANCE	162.92
041399	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	495.74
W00059	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	49,100.31
W00060	VOID WIRE TRANSFER NUMBER	VOID NUMBER	-
W00061	STATE OF WASHINGTON	MONTHLY SALES/EXCISE TAXES	1,597.45
W00062	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	<u>47,520.73</u>

Total Non-Payroll General Operating Fund **\$ 585,626.73**

PAYROLL VOUCHERS

01102012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 166,132.22
01252012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>160,754.32</u>

Total Payroll General Operating Fund **\$ 326,886.54**

TOTAL GENERAL OPERATING FUND **\$ 912,513.27**

Spokane County Library District
Monthly Credit Card Activity
For the Month of January 2012

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$2,434.61
Maintenance	665.29
Travel	5,172.14
Acquisitions	700.71
Information Technology	983.40
Total Purchases	<u><u>\$9,956.15</u></u>

FACILITY USE FOR POLITICAL PURPOSES POLICY (REVISION): APPROVAL RECOMMENDATION

Recommendation:

That the Facility Use for Political Purposes Policy be revised as presented.

Action Required:

Motion.

Background:

The legal basis for the Facilities Use for Political Purposes Policy that was first adopted in 2003 is found in both Washington State law and federal case law related to the First Amendment.

Under RCW 42.17.130, public facilities may not be used, directly or indirectly, for the purpose of assisting a campaign for election of any person to any office or for the promotion of or opposition to any ballot proposition, except for activities which are part of the normal and regular conduct of the office or agency. WAC 390-05-271 provides that this statute does not prevent a public agency from making facilities available on a nondiscriminatory, equal access basis for political uses. Under federal First Amendment case law, public library spaces specifically designated for public expression are considered limited public forums.

The Board of Trustee's authority and responsibility within this legal framework is to make whatever time and place restrictions that are necessary for the orderly conduct of business and ensure that whatever facilities are made available have nondiscriminatory and equal access. "Facilities" are broadly defined in the law, including everything from staff to stationery.

This policy consolidates all District policy statements related to this subject for ease of staff administration and explanation to the public and directly addresses the subject of petitions and petition signature solicitation. In designating limited public forums, the District cannot place a blanket prohibition on petition signature gathering, which is a form of free speech. On the other hand, we don't want signature gathers, their equipment, and those interacting with them to impair access to our libraries. With the limited entry area space we have at most of our branches, this could easily happen. The access impairment issue can be mitigated by restricting the time and place at which signatures can be gathered to ensure the orderly conduct of business. In this policy, the place is restricted to meeting and conference rooms (which are already open to political activity), at the times and under the rules by which they're currently available for use.

Minor editorial changes recommended by legal counsel were approved in July 2005 and the policy was reaffirmed in 2007 and again in 2009.

The recommended revision clarifies that only spaces in a public library designated for public expression constitute public forums.

SPOKANE COUNTY LIBRARY DISTRICT

POLICY: FACILITY USE FOR POLITICAL PURPOSES

RCW 42.17.130 states that public facilities may not be used, directly or indirectly, for the purpose of assisting a campaign for election of any person to any office or for the promotion of or opposition to any ballot proposition, except for activities which are part of the normal and regular conduct of the office or agency. Federal courts have consistently recognized ~~the designated public library to be a spaces~~ as limited public forums. WAC 390-05-271 clarifies that RCW 42.17.130 does not prevent a public agency from making facilities such as meeting rooms available on a nondiscriminatory, equal access basis for political uses.

Consistent with this legal framework, it is Spokane County Library District's policy to allow use of its facilities for political uses on a nondiscriminatory, equal access basis, making such time and place restrictions as are necessary for the orderly conduct of normal public library operations.

District meeting and conference rooms are open to any individual or group on an equal basis and as such may be used for political or partisan purposes.

Materials in support of or opposition to a ballot proposition will not be accepted for distribution or posting in District facilities; such materials left in District facilities will be discarded.

Petitions may not be placed on bulletin boards or literature distribution racks, or otherwise left in District facilities. Petition signatures may be solicited only within meeting rooms that are scheduled for that purpose; they may not be solicited elsewhere inside or outside District buildings.

The Executive Director is responsible for establishing and administering procedures to carry out this policy.

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT

BOARD OF TRUSTEES: APRIL 15, 2003

REVISED: JULY 19, 2005

LAST REVIEWED AND REAFFIRMED: ~~DECEMBER 15, 2009~~ FEBRUARY 21, 2012

**AUTHORIZING LIFETIME RESIDENT LIBRARY CARD PRIVILEGE FOR RETIRING
DISTRICT EXECUTIVE DIRECTOR MIKE WIRT (RESOLUTION NO. 12-02):
MOTION CONSIDERATION**

Motion Consideration:

That Resolution No. 12-02, Authorizing Lifetime Resident Library Card Privileges for Retiring Executive Director Michael J. Wirt, be adopted.

Action Required:

Motion

Background:

Mike Wirt has served as the District's executive director since April 1, 1980, and as acting director for the seven months previous to that. As a result, he has served in this position longer than any director in the District's history and longer than any library director now serving in Washington State. He is retiring from District employment on February 24, 2012.

Under Mr. Wirt's leadership, the District has built a reputation for excellent customer service; had seven successful levy elections, three for maintenance and operations and four for capital improvements; replaced or expanded every branch library and added three new ones; fully integrated technology into its customer services and internal operations; and has remained fiscally sound.

In recognition of his years of outstanding leadership and service to the District and residents, Board of Trustees Chair Tim Hattenburg proposes that the Board grant Mr. Wirt lifetime eligibility for a Spokane County Library District resident library card following his retirement regardless of his place of residence, allowing him access to online services and downloadable library materials not available to non-residents in the City of Spokane where he resides. He would be subject to the same terms and conditions applicable to District residents, including any applicable fees and overdue charges.

The authorizing resolution follows.

RESOLUTION NO. 12-02

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AUTHORIZING LIFETIME RESIDENT LIBRARY CARD PRIVILEGES FOR RETIRING DISTRICT EXECUTIVE DIRECTOR MICHAEL J. WIRT; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

**SPOKANE COUNTY LIBRARY DISTRICT
Spokane, Washington**

BE IT RESOLVED BY THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, as follows:

WHEREAS, Spokane County Library District, Spokane County, Washington (the "District") is a rural county library district duly organized and existing under and by virtue of the Constitution and the laws of the State of Washington;

WHEREAS, the Board of Trustees (the "Board") of the District has the authority, pursuant to RCW 27.12.210 to adopt such bylaws, rules, and regulations for their own guidance and for the government of the library as they deem expedient and to employ an executive director;

WHEREAS, the Board has employed Michael J. Wirt as the District's executive director since April 1, 1980, and as acting director for the seven months previous to that;

WHEREAS, Mr. Wirt has served in this position longer than any director in the District's history and longer than any library director now serving in Washington State;

WHEREAS, under Mr. Wirt's leadership the District has built a reputation for excellent customer service; had seven successful levy elections, three for maintenance and operations and four for capital improvements; replaced or expanded every branch library and added three new ones; fully integrated technology into its customer services and internal operations; and remained fiscally responsible;

WHEREAS, Mr. Wirt is retiring from District employment on February 24, 2012;

WHEREAS, the Board wishes to ensure that after his retirement Mr. Wirt is able to enjoy full District resident library card privileges regardless of where he resides in recognition of his outstanding service to the District and its residents.

NOW, THEREFORE, IT IS HEREBY FOUND, DETERMINED, AND ORDERED as follows:

Section 1: RESIDENT LIBRARY CARD PRIVILEGES

The Board hereby determines that Michael J. Wirt shall remain eligible for a Spokane County Library District resident library card in perpetuity following his retirement regardless of his place of residence, subject to the same terms and conditions applicable to District residents.

Section 2: NON-TRANSFERABILITY

The Board further determines that these privileges cannot be transferred to another party.

Section 3: EFFECTIVE DATE

This resolution shall be effective immediately upon its adoption and approval.

ADOPTED by the Board of Trustees of Spokane County Library District, Spokane County, Washington, at a regular meeting thereof, held this 21st day of February, 2012.

SPOKANE COUNTY LIBRARY DISTRICT
Spokane County, Washington

Tim Hattenburg, Chair
Board of Trustees

ATTEST

Michael J. Wirt, Secretary

EXECUTIVE DIRECTOR TRANSITION PLAN INITIAL REVIEW: DISCUSSION AND DIRECTION

Discussion goal:

Confirm transition/orientation plan tasks, establish general priorities, and discuss potential resource person assignments

Background:

Library Consultant June Garcia provided an executive director transition/orientation plan template, which current executive director Mike Wirt customized to SCLD and the local community. The plan document covers the following broad topic areas and includes specific tasks under each:

- Know the Service Area
- Know the Board
- Know the District
- Know the Washington Library Community

Besides the tasks, there is space on the plan document to list a resource person, start and finish date, and status for each so it can be used to track progress in carrying it out.

For this meeting, the goals are to:

1. Review the tasks list to make any desired changes, additions or deletions
2. Assign general priorities to each task, as follows. Specific dates can be established during your meeting with Nancy on February 28.
 - a. 1 = Immediate, within first two months
 - b. 2 = Intermediate, within three to six months
 - c. 3 = Longer term, beyond six months
3. Discuss assignment of resource people for each task – trustees, managers or others

The draft document follows.

EXECUTIVE DIRECTOR TRANSITION/ORIENTATION

SPOKANE COUNTY LIBRARY DISTRICT

TASK	GENERAL PRIORITY	RESOURCE PERSON	DATE		STATUS
			Start	Finish	
KNOW THE SERVICE AREA					
Attend the "Meet the New Executive Director" reception					
Meet key elected and appointed local and state officials including: <ul style="list-style-type: none"> • County Commissioners Mark Richard, Todd Mielke, and Al French • Spokane County CEO Marshall Farnell • County Auditor Vicky Dalton • County Assessor Vicki Horton • Spokane Valley Mayor Tom Towey & City Manager Mike Jackson • Cheney Mayor Tom Truelove & City Administrator Arlene Fisher • Airway Heights Mayor Patrick Rushing & City Manager Albert Tripp 					
Meet the Superintendents of the 14 school districts in SCLD's service area <ul style="list-style-type: none"> • Largest/key districts are Mead, Central Valley, East Valley, West Valley, Cheney, Deer Park • NE WA ESD 101 					

<p>Meet key community leaders including:</p> <ul style="list-style-type: none"> • Greater Spokane Incorporated CEO Rich Hadley • Greater Spokane Valley Chamber of Commerce CEO Eldonna Shaw • United Way CEO Tim Henkel • Spokane Transit CEO Susan Meyer • Community-Minded Enterprises Exec Director Dan Baumgarten, Family Resources Initiative Director Kathy Thamm • Spokane Teachers Credit Union CEO Tom Johnson • Valley Meals on Wheels Exec Director Pam Almeida • Valleyfest Exec Director Peggy Doering • Whitworth University CFO Brian Benzel • <i>Journal of Business</i> Publisher Greg Bever • Spokane Valley Partners Exec Director Ken Briggs 					
<p>Review information about the County on the its website, www.spokanecounty.org</p>					
<p>Review information about affiliated cities on their respective websites</p>					
<p>Meet with key individuals at the local newspapers such as:</p>					

<ul style="list-style-type: none"> • Craig Howard, Spokane Valley News Herald • Nina Culver, Spokesman-Review Valley Voice • Mike Prager, Spokesman-Review county reporter • Pacific NW Inlander Ed & Pub Ted McGregor 					
KNOW THE BOARD					
Review the Board Bylaws, standing rules, procedures					
Meet with each trustee one on one					
Review board minutes for past 12 months					
Meet with the board to discuss and establish measurable performance objectives for first 3 months, first 6 months and first year					
Discuss key issues with Mike Wirt prior to his retirement					
KNOW THE DISTRICT					
Review the District's Balanced Scorecard					
Review the Library Facilities Master Plan					
Review organizational chart					
Review 2011 E.D. reports to the Board					

Review District Web site content					
Review District Intranet content					
Review District's printed info materials					
Meet with each management team member one on one					
Meet with Adult and Youth Services managers one on one					
Visit each library location and meet with staff					
Meet one on one with each branch supervisor					
Review Personnel Policies Manual					
Become familiar with HR policies and procedures, specifically those related to hiring and evaluating staff					
Review all policies and related procedures, with special attention to <ul style="list-style-type: none"> • Collection Development • Confidentiality of Customer Information • Customer Use of Internet Resources • Eligibility for Library Use • Public Records • Purchasing • Rules of Customer Conduct • Travel 					

Review current budget and become familiar with budget process					
Become familiar with library data collection practices and review data for at least the past 3 years					
Review District interlocal agreements, including <ul style="list-style-type: none"> • Cheney, Fairfield, Medical Lake regarding facility • Airway Heights regarding library services • Spokane Public Library reciprocal use • City of Spokane GMA joint planning and annexation mitigation • City of Spokane regarding Moran Prairie Library Capital Facility Area 					
Review Spokane Is Reading 501(3)(c) documents and become familiar with SIR operation					
Review applicable WA state laws, including: <ul style="list-style-type: none"> • Public libraries (Chapter 27.12 RCW) • Open Public Meetings Act (Chapter 42.30 RCW) • Public Records Act (Chapter 42.56 RCW) • Property taxes (Chapters 84.52 and 					

84.55 RCW) <ul style="list-style-type: none"> Election campaigns/lobbying (Chapter 42.17 RCW) 					
KNOW THE WASHINGTON LIBRARY COMMUNITY					
Visit Spokane Public Library and meet with the director					
Attend semi-annual state Public Library Directors meetings (January & July)					
Meet the Interim State Librarian and other key state library staff					
Become active in WLA (Washington Library Association), including participation on Legislative Planning Committee					
Meet with directors of other libraries in the area including: <ul style="list-style-type: none"> Spokane Community College, Spokane Falls Community College, Coeur d'Alene Public, Kootenai-Shoshone, EWU, Gonzaga, Whitworth, Stevens County, Whitman County and Liberty Lake 					
Review Early Learning Public Library Partnership agreement, work plan and quarterly reports					

EXECUTIVE DIRECTOR PERFORMANCE EVALUATION: DISCUSSION AND DIRECTION

Discussion goal:

Determine the suitability of the proposed performance measurements for the Executive Director.

Background:

At the January Board of Trustees' meeting, during the transition plan discussion there was also considerable discussion about the need for measurable criteria to use in evaluating the new Executive Director's performance. It was also determined these criteria should be available for the February 28 meeting with Nancy Ledebor, to provide a basis to discuss the transition plan and her goals. The upshot of the discussion was appointment of a small task force, comprised of trustees Ann Apperson and Dan Davis, to work with me to develop a proposal for discussion at the February meeting.

I subsequently provided Ann and Dan with links to several Web sites containing public library director evaluation information, and copies of SCLD performance evaluation materials. HR Manager Paul Eichenberg and I met with the task force on February 7. We then corresponded by email several times afterward. The attached proposal is the result.

- The Executive Director's position description is the basis for these performance evaluation measurements; the numbered boldface paragraphs are copied verbatim.
- The lettered criteria are a combination of items from Web site information, along with input from Paul and me.
- Ann and Dan felt strongly there should be straightforward checkboxes rather than subjective gradations. As a result there are only yes or no check-box options.
- The comments sections under each major area can be used to elaborate on any of the criteria above and since this is a Word document can be expanded to whatever amount of space is required.
- The goals sections can be used to include specific identified for and/or by the Executive Director and can be expanded to whatever amount of space is required.
- Since the Board isn't necessarily in a position to know the answers to some of the questions, both Ann and Dan liked the idea of providing a feedback method from supervisory and managerial-level staff who will be in a better position to provide evaluative answers. The criteria marked with asterisks could be included in the feedback loop.
- Part 1 provides a place for a narrative performance summary to tie everything together.
- Part 3 includes material in all other SCLD performance evaluation forms; its inclusion is up to you.

The performance measurements here are similar to those in my previous evaluations, but are based on the updated position description with more detail.

The draft proposal follows.

draft

Spokane County Library District

EXECUTIVE DIRECTOR PERFORMANCE EVALUATION

NAME:

DATES COVERED:

STATUS: TRIAL REGULAR SPECIAL

Notes:

- The paragraphs with numerals are the illustrative examples of duties and responsibilities from the current Executive Director Position Description.
 - The lettered sub-sections are performance measurements.
 - Those that may be appropriate to use with supervisor/manager feedback are indicated with an asterisk.
-

PART 1

Summary

PART 2

Evaluation Factors

- 1. Provides leadership and strategic direction for the District. Develops the District organizational structure; manages and directs major functions, activities and services; reviews and evaluates results and initiates corrective action as needed. Directs short- and long-term strategic planning for programs, services and activities; library facilities, technology, finance and staffing.**
 - a. *Is there an effective strategic planning process in place and is it flexible enough to allow for exigent circumstances? Yes No
 - b. Are approved goals, objectives and activities implemented within prescribed time frames and budget constraints? Yes No
 - c. Does the District provide programs for all ages and a variety of interest? Yes No
 - d. *Are the libraries used by people of all ages, education and ethnicity?
 - e. *Is the District's organizational structure effective in carrying out programs, services and activities? Yes No
 - f. *Are there clear and objective position descriptions for all staff? Yes No

draft

- g. *Are all necessary procedures in place and current, with those of interest to the general public posted on the SCLD Web site? Yes No
- h. *Are policies and procedures administered fairly and equitably? Yes No
- i. *Are clear expectations and direction provided to managers, and performance feedback provided in a timely manner? Yes No
- j. Does the Executive Director's annual work plan and priorities reflect Board priorities, and are these updated on a continuous basis to reflect changing circumstances? Yes No
- k. Do the Executive Director's accomplishments reflect and relate to annual and longer-term plans? Yes No
- l. Are priorities consistently established proactively? Yes No
- m. Are difficult decisions made and implemented when necessary? Yes No

Comments:

Goals for next evaluation period:

2. Serves as Board of Trustees Secretary and provides administrative support to the Board of Trustees. Develops and/or recommends new or revised policies, programs, services or operational procedures for Board consideration; ensures the Board is provided with all information necessary to conduct its responsibilities; implements, administers and interprets policies, plans and decisions of the Board of Trustees to District personnel and the general public.

- a. Are Board meeting agenda and supporting material, including minutes, accurately prepared in a timely manner and with adequate staff work before presentation? Yes No
- b. Are Board documents retained and available for public disclosure consistent with the state Open Public Records Act? Yes No
- c. Are District policies regularly reviewed and revisions recommended to address changing laws, regulations, District operations and external circumstances, with new policies recommended as necessary? Yes No
- d. Are policy recommendations necessary and appropriate to the efficient operation of the District? Yes No
- e. *Are Board decisions implemented in a timely manner? Yes No
- f. *Once a decision has been made, does the Executive Director back Board decisions, both to the staff and community? Yes No
- g. *Are all policies, plans and decisions adopted by the Board for the conduct of District activities effectively presented and interpreted to District staff and the public? Yes No

draft

- h. Is the Board informed of the results of its actions on District operations, including recommendations for corrective action or changes in Board policy as circumstances dictate? Yes No
- i. Are training and development needs of the Board of Trustees consistently met? Yes No

Comments:

Goals for next evaluation period:

3. Develops and administers the District annual budget; recommends reallocation of resources as needed.

- a. Are budget recommendations consistent with the District vision, mission and strategic-planning method used? Yes No
- b. Do budget recommendations take longer-term revenue and expense projections into account so the budget is sustainable over a rolling two- to three-year period?
- c. Is all necessary staff work completed in a timely manner prior to presentation to the Board? Yes No
- d. *Does the budget cover all necessary expenses? Yes No
- e. Are funds allocated or reserved for unanticipated contingencies? Yes No
- f. *Is the budget effectively administered throughout the year? Yes No
- g. Are mid-year corrections minimized, but made if necessary? Yes No
- h. Does the Executive Director actively seek additional funding to support the library through grants or other resources? Yes No

Comments:

Goals for next evaluation period:

4. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and work cooperatively and jointly to provide quality, seamless customer service.

- a. *Are there regular opportunities for staff to meet and address issues, share knowledge and discuss library services? Yes No

draft

- b. *Are potential supervisors and managers identified, encouraged to develop skills and knowledge and assisted with their career goals? Yes No
- c. *Does the director actively support and budget for staff development needs, and promote attendance for all levels of staff at continuing education and training opportunities? Yes No
- d. Are services, and the technical processes that support services, analyzed for effective and efficient results? Yes No
- e. Do the District's customer-service measures compare favorably to other libraries serving a similar population size, or having similar numbers of staff, etc.? Yes No

Comments:

Goals for next evaluation period:

5. Encourages use of technologies to improve customers' experiences and enable staff to be more productive.

- a. *Does the District adopt or adapt new technology or services to fit the needs of the community? Yes No
- b. *Are new or revised technology-related services established as a result of evaluations? Yes No
- c. *Are there regular training opportunities for the public so they are able to effectively use library technology? Yes No
- d. *Do technologies used by the District improve staff productivity and/or meet customer expectations in terms of availability and usability? Yes No

Comments:

Goals for next evaluation period:

6. Directs the District's advocacy efforts.

- a. Is the District advocacy plan being effectively carried out? Yes No
- b. *Do the Executive Director and staff solicit opportunities to speak to community groups? Yes No
- c. Does the Executive Director meet with a variety of agencies and institutions to raise awareness of library programs and services? Yes No

draft

- d. Are all forms of District communications professional, directed to specific targets and reflective of the overall vision and mission of the District? Yes No
- e. Are new or long-standing services of the library effectively communicated to the public as a whole, as well as to those who may need encouragement to use the library? Yes No

Comments:

Goals for next evaluation period:

7. Interacts in a professional and respectful manner, establishes and consistently maintains effective working relationships with the Board of Trustees, District personnel, government officials, area libraries, community organizations and the general public. Participates in the activities of area civic and community organizations.

- a. Is there an environment of mutual respect, trust and support with the Board? Yes No
- b. *Is there an environment of mutual respect, trust and support with managers and staff?
 Yes No
- c. Are communications with the Board regular, open and effective? Yes No
- d. *Are communications with the managers and staff regular, open, and effective? Yes No
- e. *Are positive management/staff relations maintained? Yes No
- f. Does the Executive Director actively participate in community organizations? Yes No
- g. *Are staff encouraged to be active in the community? Yes No
- h. Does the Executive Director consult with directors of area libraries to consider cooperative approaches or determine solutions to common concerns? Yes No
- i. Is the District represented at local planning or other events that impact the District? Yes No

Comments:

Goals for next evaluation period:

8. Serves as an official spokesperson for the District.

- a. Is the Executive Director viewed as the “face” of the District? Yes No
- b. *Are plans, policies and decisions adopted by the Board effectively communicated to all affected stakeholders? Yes No

draft

- c. Are District messages communicated thoughtfully and effectively to the news media?
 Yes No

Comments:

Goals for next evaluation period:

9. Participates in professional library organizations.

- a. *Is the Executive Director and library staff involved with library activities within the area, state and/or nation? Yes No
- b. Is the Executive Director active in associations such as the WLA, ALA and PLA? Yes No
- c. *Does the Executive Director actively encourage and support staff so they also participate in library association activities? Yes No

Comments:

Goals for next evaluation period:

10. Maintains current knowledge of developments, trends and issues in librarianship, library administration, public administration and technology.

- a. *Does the Executive Director demonstrate familiarity with developments, trends and issues in the above areas? Yes No
- b. Is the Board informed of significant developments in public libraries and the potential impact on the District? Yes No

Comments:

Goals for next evaluation period:

draft

11. Maintains current knowledge of existing and proposed state and federal laws and regulations affecting the District; communicates new impacts and the District's position to appropriate parties; actively participates in state legislative planning activities.

- c. *Does the Executive Director demonstrate familiarity with applicable federal and state laws and regulations? Yes No
- d. Is the Board informed of action on the federal or state level that may impact the District?
 Yes No
- e. *Are state and federal laws related to employment fully implemented? Yes No
- f. Are appropriate actions taken to communicate support or opposition to pending legislation?
 Yes No

Comments:

Goals for next evaluation period:

12. Attends work on a regular and dependable basis.

- a. Does the Executive Director maintain a consistent work schedule? Yes No
- b. When necessary, is the Executive Director available outside normal office hours? Yes No

Comments:

Goals for next evaluation period:

[Trustees: This part is included in all SCLD performance evaluation; it's up to you to include it as part of the Executive Director's.]

PART 3

- 1. Describe any changes in duties or responsibilities since the last evaluation.** What impact, if any, did these changes have on achieving goals established for this evaluation period?

draft

2. Describe any specific training or work assignment for the next evaluation period designed to:

a. Improve or enhance current job-related skills:

b. Promote professional or career advancement:

3. Executive Director comments may be attached if desired.

Board of Trustees Chair Signature/Date

Executive Director Signature/Date

Your signature indicates you have participated in a discussion of information contained in this evaluation and have received a copy of the evaluation. It does not imply your agreement with the information. You are welcome to submit a response to the Human Resources Office for inclusion in your personnel file, if you desire.

FUTURE BOARD MEETING TENTATIVE AGENDAS: MARCH – MAY 2012

FOR INFORMATION ONLY

Next regular meeting

March 20, 2012: Argonne Library/Administrative Offices (4:00 p.m.)

Besides the usual approval of minutes and bill payment vouchers, the following items are tentatively scheduled for action and/or discussion at the March 2012 regular Board of Trustees' meeting.

- Friends of the Library Policy review
- Overview: Employee Recruitment and Hiring

Please send requests for agenda additions or changes to the board chair and/or Nancy no later than noon, Monday, March 5, for inclusion in the preliminary agenda to be emailed on Wednesday, March 7. The meeting packet will be mailed Wednesday, March 14.

Future meetings/activities

Other than normal monthly business, the following action, discussion and information items are tentatively scheduled for future regular and special meeting agendas.

February 28, 2012: Administrative Offices (4:00 p.m.)

- Special meeting/Executive session: Finalize transition plan and goals with executive director-designate Nancy Ledeboer

April 17, 2012: Argonne Library/Administrative Offices (4:00 p.m.)

- 2012 budget revision #1 (Resolution)
- Memberships in Organizations Policy review
- Overview: Play and Learn Storytimes

May 15, 2012: Cheney Library (4:00 p.m.)

- 2012 budget revision #1 (Resolution)
- Public Art in District Facilities Policy review
- Personnel Policy review
- Overview: Print Management System
- Summer Board of Trustees' meeting schedule
- Executive session: Evaluating the performance of a public employee (tentative)

LIBRARY SERVICES

Branch Services

Customer Use Analysis

- Total circulation (in-branch and online) in January was 4% higher than last year with in-branch checkouts (over the desk and self-check) dropping slightly (-0.6%) compared to last January. Online transactions drove the overall increase, with digital downloads up 104% and renewals up 10%.
- Self-service checkout activity (self-check, online renewals and digital downloads) comprised 55% of January total circulation and was up 12% from January 2011.
- January door count was statistically unchanged (0%) from last year, with a slight drop in actual numbers.
- The first month of the year saw a 14% increase in program attendance over the same period last year, nearly identical to the increased number of programs offered (+13%).
- Software station bookings for January maintained the steady decline of the past year at -9%, and while some libraries were down significantly, Otis Orchards posted higher usage.
- Reference inquiries for January rose 15% from last January. Wild increases at Deer Park @ 48%, Cheney @ 35%, Medical Lake @ 29%, and Spokane Valley @ 29% tempered the precipitous drop at Fairfield (-42%).
- Tutor.com provided 182 tutoring sessions, down 6% from January 2011.
- AskWA live reference chat tallied 180 total chat and/or email sessions, down 19% from January 2011.
- Text a Librarian tallied 35 questions threads responded to, a 23% decline from January 2011.

Customer Payments

January online payments comprised 33% of the total collected, the highest percentage since this option has been available. Notably, even though the total dollar amount paid for the month was up by 5%, payments by check dropped by 5%, suggesting a continuing swing to credit/debit cards.

Security Incidents

20 Security Incident reports were filed, two fewer than last month. Spokane Valley returned to its spot as the most active with seven. Beyond the usual range of issues, this month brought some more uncommon incidents:

- Suspicious behavior in the NS parking lot; described under branch reports below.
- Three incidents of small dogs not identified as service animals at Spokane Valley and Deer Park (hidden in jackets), and North Spokane (chasing another customer).
- A family trapped in the elevator at SV; described under branch reports below.

Adult Services (Stacey Goddard, adult services manager)

Programming: The big adult programming news this month was our series of four eBook Basics classes, with a combined attendance of 123. Based on the success of these programs, particularly at North Spokane (44) and Spokane Valley (63), we'll be scheduling another series of eReader classes to start in late March. The fourth program in our *Civil War 150th Anniversary Series*, a discussion titled *Strategy and Politics in the Civil War*, had 70 attendees. It's also worth noting this program was on a Sunday – not a regular programming day for us, but the popularity of this topic continues to

draw large audiences no matter the day or time of the program. We did 27 Book-a-Librarian sessions this month throughout the district. Most of these were working with customers downloading eBooks.

Community: We visited 44 facilities in January, the same as last month, and checked out 1769 items. One facility is still blocked due to lost items.

Youth Services (Mary Ellen Braks and Gwendolyn Haley, youth services managers)

Programming: This month's After School Special "My Garden" drew in 137 children. We had three teen programs this month with total attendance of 48; two were Anime clubs and the other a teen writing club, TWINE. We did 114 Storytimes in the library month for 3,111 children for an average attendance of 27. Last year at this time we provided 100 Storytimes in the library for 2,903 children for an average attendance of 29.

Community: Our staff promoted our services at two Ready for Kindergarten programs (Windsor Elementary and Trent Elementary). In addition, Gwendolyn promoted our services at the Evergreen Elementary Family Literacy Night. We did 40 Storytimes at 24 childcares for 759 children.

Branch highlights

In addition to the usual Storytime programs and After School Special, **Airway Heights Library (Stacy Hartkorn, branch supervisor)** offered one of the eBook Basics programs that attracted seven people in spite of winter conditions. The library hosted the morning and afternoon ECEAP Preschool group for a monthly Storytime event. Stacy met with a representative from the City of Airway Heights Public Works department and requested that they be more vigilant in meeting their snow removal responsibilities.

Argonne Library (Mary Kay Anderson, branch supervisor) continues to have higher attendance at children's programs, for both Storytimes and the After School Special. Two voters dropping off ballots made first time visits to the library; both made a point of talking to staff about how pleased they were that so many people were using the library. One gentleman congratulated us on our "warm and welcoming presence." Two groups from Prairie Orchard School District and one class from Faith Baptist made their annual visits to work on special projects.

Cheney Library (Pat Davis, branch supervisor) staff spent a lot of time over the month assisting a blind customer with a number of issues, from missed paratransit van pickups to keeping an eye on him to make sure he does not become disoriented or end up in the wrong location. Pat attended Ready for Kindergarten at Windsor Elementary, a program through Cheney School District for parents of children from birth to age five, to encourage early childhood learning to prepare children for Kindergarten. AARP tax volunteers trained at the end of the month in preparation for tax aid starting in February.

At **Deer Park Library (Kris Barnes, branch supervisor)** due to declining attendance, the monthly outreach visit to the Deer Park Senior center was suspended until further notice. One of our longtime customers arrived one morning with a small dog tucked into her coat. Staff told her that pets were not allowed in the library and she became quite angry, saying we had no right to ask her if the dog was a pet or a service animal. Kris attended the Deer Park Chamber of Commerce meeting. The Friends netted over \$800 at their book sale that coincided with Deer Park's annual winter festival.

Fairfield Library (Bev Bergstrom, branch supervisor) Friends met and discussed future community programming options. They want to support the library with more local programming and they came up with a way to ask the community for ideas in a survey which resulted in several ideas to

consider. A customer is planning a trip to Spain and wanted a book and cd to learn Spanish; we had one on the shelf, but also showed him how to use Livemocha. He was delighted that he could access this database from home. Bev visited Fairfield Care, the facility that replaced Fairfield Good Samaritan, and is making arrangements for a regularly scheduled visit.

A new **Medical Lake Library** (*Laura Baird, branch supervisor*) customer sent a hand-written note to staff in gratitude for “kindly helping my daughter and I get established at the Medical Lake library.” Two different people contacted the library after reading the November news article in the *Cheney Free Press* about the historical society’s use of the library for housing it’s pictures – the Washington State Library project manager for its digitization grant program and another who wanted to donate artifacts to the society.

Moran Prairie Library’s (*Jason Johnson, branch supervisor*) eBook Basics class had 9 attendees, with the weather likely being a factor for low attendance. There were also several customers who wished to attend, but were City of Spokane residents and would not have been able to use our system to download ebooks. The struggle continued this month to convince one of our customers that our wireless network is indeed broadcasting and that the issue he is having connecting is a problem with his very old laptop and not our network. Bridget’s Home Preschool came in for its annual Dinosaur Storytime.

The eBook Basics class at **North Spokane Library** (*Patrick Roewe, branch services manager*) brought in 44 people, underscoring both the popularity of the devices and the support that less technologically adept customers may need. This is the third consecutive month in which book club attendance has more than doubled when compared to the previous year. Suspicious behavior in the parking lot prompted a call to Crime Check regarding a potential car prowler who was observed striking the window of a car with his elbow. When he walked across the street to an apartment complex and returned with a shovel in hand, staff inquired what he was up to; he claimed he had lost his watch in the snow, which was reiterated to the deputies who arrived moments later. A customer with a history of incident reports accused us of harassment when we requested that her service dog be moved so as to not block access to the adjacent computer.

Otis Orchards Library (*Bev Bergstrom, branch supervisor*) meeting-room bookings were up 25% from January 2011. The Friends helped pay for a wooden jalopy/book display unit for the picture book area. This will decrease the number of acrylic bins we will need for board books. The Friends are giving their “unsalable” book donations to a few people in the neighborhood who are donating them to other agencies.

As with other branches where it was presented, **Spokane Valley Library’s** (*Doug Stumbough, branch services manager*) eBook Basics program was very well attended as it drew an unexpected 63 participants. After two consecutive months with zero turnouts, the Community Café drew in five this month. A customer comment stated dissatisfaction with our service because he/she couldn’t wait for all the “3 million+ patrons that waited outside for the library to open” on a Monday morning. In addition to suggesting we build more branches, the commenter also recommended we get rid of doors in our libraries. For the first time in collective memory, three customers became trapped in the elevator when the system failed to reset properly after a momentary power fluctuation. The mother and her two young children remained in good spirits during the ordeal, and were still ready to attend Storytime when the doors were opened after about 30 minutes.

COLLECTION SERVICES (ANDREA SHARPS, COLLECTION SERVICES MANAGER)

Collections

- Ordered 2,675 titles and 8,500 copies; processed, added to the system, and sent out 7,223 items to branches. There will be less than \$10,000 carried forward into 2012 for the materials budget from 2011 funds.
- There has been a net decrease year-to-date in the print/nonprint collection of 90 items after a monthly net increase of 500 nonprint items and a net decrease of 590 print items.
- OverDrive had 16,147 circulations in January, breaking the previous record set in December 2011 by 3,245 circulations or 25.2%. Most of the gain in digital downloads circulation in January came from eBooks, but audiobooks did set a new high for a month. We had 2,618 unique customer cards used, 313 more than December 2011, the previous best month. January saw a total of 652 new customers, the 2nd highest for a month.

Other

- Andrea responded to two customer email comments forwarded to her: one about buying more digital audiobooks in the MP3 format and the other about buying more political eBooks by liberal authors.
- Seven staff from Spokane Public Library's Support Services Department visited. After a department tour, participants met with their counterparts to discuss work routines, compare notes on many topics, and discuss best practices.
- The new email notification system for notifying customers about items we will not be purchasing or are not able to obtain came live on the 17th.

BOARD OF TRUSTEES

Trustee position filled

At its January 31 meeting, the Board of County Commissioners appointed Mark Johnson, a West Plains area resident, to the vacant Board of Trustees term ending December 31, 2016. This speedy action on the SCLD board recommendation after applicant interviews was thanks to special efforts by the deputy clerk in the Commissioners' Office who handles appointments. I hope to be able to complete at least my portion of the orientation prior to the new trustee's first meeting, February 21.

Spokane Valley City Council presentation

Board Chair Tim Hattenburg's January 10 presentation to the Spokane Valley City Council on the Library Facilities Master Plan and a proposed joint property purchase for the new Spokane Valley Library and park expansion was very well received. It resulted in council direction to city staff to begin working with SCLD staff on a purchase and site planning proposal, with council follow up at its February 7 retreat.

ADMINISTRATION

Communications Manager position filled

Five candidates were interviewed for the vacant Communications Manager position, with Jane Baker selected to fill the position beginning February 1.

Jane has worked for the past five-plus years in communications/marketing at Northern Quest Resort and Casino and prior to that in a similar position at Kootenai Electric Cooperative. She's also been a lecturer in communication studies at EWU and a radio DJ. She holds a master's degree in communications from Eastern.

Holiday closures

Having five facilities open on Sunday created some complications with regard to holiday closures since the legal holiday for any that fall on Sunday is the following Monday. Fortunately, there are only five SCLD holidays for which this can happen: New Year's Day, Independence Day, Veterans Day, Christmas Eve Day (though not a legal holiday), and Christmas Day. While the District's Personnel Policy is clear about the employee timekeeping aspects for holidays regardless of when they fall, there's nothing in the Personnel Policy or written elsewhere that directly addresses this situation. Most recently there was uncertainty about what to do about Veterans Day in 2012.

For purposes of clarification, the May Personnel Policy review recommendations will include a change in the Leave section to directly state what our practice heretofore has been: when a legal holiday falls on Sunday and observed on Monday, facilities will be closed on both the actual day and the day it's observed. We will also stop the practice of closing on Easter Sunday, which isn't a District holiday and had been done on pretext of expected low usage – which probably won't be the case.

2012 Legislative session

Proposed legislation

While I remain a member of WLA Legislative Planning Committee (and will automatically be succeeded by Nancy Ledeboer), I'm no longer the chair. I am, however, continuing as a member of the group of four to review bills and assign action levels.

This year's short 60-day session began January 9 with a focus on the budget shortfall. By month's end several bills had been selected for monitoring, none of them having too much of an impact on public libraries in general or SCLD, except one modified the property tax levy limit to more favorably reflect inflation. The most off-the-wall proposal, which didn't get a hearing, was the transfer of the Washington State Library to the University of Washington.

Library Legislative Day

With one of the worst snowstorms in recent years predicted for the Puget Sound area, the Washington Library Association cancelled the January 16 Library Legislative Day as well as the Legislative Planning Committee meeting on the preceding day. That turned out to be an excellent decision, though unfortunate for Ann Apperson, Dan Davis and me who planned to attend. Fortunately, there were and are no major library issues to discuss.

City of Spokane annexation proposal

I received a notice from the Spokane city clerk's office about an October 31, 2011, deferral of action to November 21, on a small proposed annexation in the Moran Prairie area, along with all the related documents. Titled the Whitewater Creek Annexation, it was requested by the owners of an undeveloped parcel east of Regal on the south side of 53rd. The acreage isn't listed but the estimated value is \$700,000. Council action was deferred several additional times.

Public Library Directors meeting

I attended my final statewide Public Library Directors meeting January 25-26 last week in Federal Way. The agenda included three very interesting presentations: "How Libraries Can Leverage Social Networks" (not necessarily the electronic type); "Gamification in Education" (how games are being used in teaching); and "Social Media in Public Libraries" (the electronic type). It was also the venue for a dinner and party given for already-retired Fort Vancouver Regional Library executive director Bruce Ziegman and me. On the day prior to the meeting there was an all-day Early Learning Public Library Partnership strategic planning session.

MY PROFESSIONAL AND COMMUNITY ACTIVITIES

I've been winding down my outside activities to concentrate on taking care of what needs to be done before my retirement. Besides the Early Learning Public Library Partnership and Public Library Directors meetings mentioned above, my only other activity was an Inland Northwest Early Learning Alliance Leadership Team meeting.

COMMUNICATIONS (*POSITION VACANT*)

- With the position vacant, there's no report again this month.

HUMAN RESOURCES (*PAUL EICHENBERG, HR MANAGER*)

- Recruited for three positions and selections made by supervisors for two; there were two resignations, one transfer, and no promotions or reclassifications.
- The Safety Committee met.
- The Roth IRA paperwork for the Districts ICMA 457 plan was submitted subsequent to the January Board of Trustees action.

INFORMATION TECHNOLOGY (*PRISCILLA ICE, IT MANAGER*)

- Staff continued to work with the business office to help resolve problems with last falls' installation of ABRA and Timesheet software updates.
- Proposals for new telecommunications and Internet service were received from Comcast and CenturyLink, with Comcast's rejected because it required five-year contracts and acceptance of a use policy that said we couldn't allow the public to use the connection.
- The wireless PAC (catalog) installation project was completed.

FACILITIES, FINANCE, AND PURCHASING (*BILL SARGENT, BUSINESS MANAGER*)

- In finance, the biennial audit work has been almost completed with the exit briefing anticipated in February; property tax collections were minimal, as is typical for January; payroll software issues have continued.
- In facilities, replacement windows were installed at North Spokane Library; cost to the District was the \$1,000 insurance deductible.

Customer Use Measures
January 2012

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	118,020	117,694	N/A	0%	N/A
Door count	110,718	111,066	110,718	0%	1%
Circulation	229,478	219,775	229,478	4%	5%
Digital Media Catalog	16,147	7,917	16,147	104%	96%
Reference inquiries	22,224	19,400	22,224	15%	3%
Programs					
Number	192	170	192	13%	8%
Attendance	4,589	4,036	4,589	14%	13%
Group Visits					
Number	0	5	-	-100%	22%
Attendance	0	66	-	-100%	30%
Software Station bookings	17,785	19,502	17,785	-9%	-7%
Meeting room bookings	310	245	310	27%	5%
Holds placed					
By customers	37,196	36,230	37,196	3%	0%
By staff	7,612	7,023	7,612	8%	-4%
Digital Media Catalog	6,588	3,319	6,588	98%	103%
Database use					
Searches	15,103	70,624	15,103	-79%	-36%
Retrievals	19,305	121,910	19,305	-84%	-46%
Website use (Remote)					
User sessions	87,371	88,476	87,371	-1%	11%
Page views	256,012	237,243	256,012	8%	26%
Catalog	72,238	40,057	72,238	80%	39%
Database Access	6,866	3,329	6,866	106%	270%
Interlibrary loans					
Loaned	206	243	206	-15%	-1%
Borrowed	283	332	283	-15%	7%

Customer Use Measure Definitions

Registered borrowers: Total number of library cards that have had any type of activity within the last three years. *Data collection method: Actual computer system count.*

Door count: Number of times libraries are entered through inside doors; doesn't include entries through outside doors to lobby, restrooms, or meeting rooms. *Data collection method: Actual "machine" count.*

Circulation: Number of items checked out and renewed. *Data collection method: Actual computer system count.*
Digital Media Catalog: Number of downloads from OverDrive. Included in circulation total.

Reference inquiries: Number of customer questions, other than directional. *Data collection method: Monthly sampling hand tally and spreadsheet entry.*

Programs: Programs presented by the District. *Data collection method: Hand tally and spreadsheet entry.*

Group visits: Visits to a library by groups for reasons other than program attendance. *Data collection method: Hand tally and spreadsheet entry.*

Software Station bookings: Number of sessions booked by customers on software stations (Internet, office and educational software applications). *Data collection method: Actual computer system count.*

Meeting room bookings: Number of times meeting rooms used by outside groups. *Data collection method: Hand tally and spreadsheet entry.*

Holds placed: Requests for specific titles in any format. *Data collection method: Actual computer system count.*

By customers: Placed online by customer, whether from library or remotely.

By staff: Placed for customers, usually as part of a reference transaction.

Database use: Use of online databases licensed by SCLD. *Data collection method: reports from database vendors.*

Searches: Number of database searches.

Retrievals: Number of search result documents retrieved.

Web site use: "Hits" on SCLD website. *Data collection method: Actual computer system count of activity initiated outside the network.*

User sessions: Number of times website is accessed by individual IP address.

Page views: Number of times each page is accessed.

Catalog: Subset of page views; shows the number of times customers enter the catalog through the website.

Database access: Subset of page views; shows the number of times customers enter a subscription database from the website.

Interlibrary loans: Items borrowed from or loaned to from another library system. *Data collection method: Computer system count.*

**ITEM AND TITLE MONTHLY REPORT
JANUARY 2012**

	ITEMS				TITLES		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	200693	169880	370573		85133	50185	135318
Nonprint	48247	21925	70172		19481	5918	25399
Subtotal	248940	191805	440745		104614	56103	160717
Periodicals	14491	2618	17109		361	47	408
Total	263431	194423	457854		104975	56150	161125

	ITEMS			TITLES		
OverDrive: eBOOKS			6971			6322
Licensed eBOOKS			558			558
Audiobooks			10091			8746
Digital music			1177			1177
OverDrive: Total			18797			16803
GRAND TOTAL			476651			177928

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	3630	2320	5950
Nonprint	892	381	1273
TOTAL	4522	2701	7223
DELETIONS			
Print	4209	2331	6540
Nonprint	554	219	773
TOTAL	4763	2550	7313

	NET CHANGE YTD		
	ADULT	YOUTH	TOTAL
Print	-579	-11	-590
Nonprint	338	162	500
Periodicals	467	54	521

NOTES: PRINT = Book, Bkbag, Largetype, Paperback
 NONPRINT = Cassbook, Cassette, CD, Cdbook, CDrom, DVD, Multimedia,
 MultCass, MultCD, VHSVideo, Playaway
 PERIODICALS = Magazine, Microform, Newspaper, and Pamphlet
 TITLE = Each distinct bibliographic record in the database; there can be several records for one actual title (e.g. regular print, large type, various formats of audiobooks, videorecordings)
 ITEM = Individual copies of a title or volumes of a set that are barcoded separately.

EXCLUSIONS Total Materials do not include: Discards;ILL;location ZSUPPORT (items on-order or in process)

NET CHANGE YTD: Equals total number of items as of 01/01/2XXX compared to total items (materials) reported as of the end of the current month. Does not use monthly IT deletion reports.

OverDrive: Statistics changed beginning with 6/2011. Not broken out by Adult/Youth
 Further statistical changes and adjustments in 9 and 10/11

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
INCOME STATEMENT - "FINAL"
AS OF JANUARY 31, 2012
[PERCENT OF YEAR = 8.3%]

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
BALANCE SHEET - "FINAL"
AS OF JANUARY 31, 2012

REVENUES:	ACTUAL	BUDGET	PERCENT
PROPERTY TAX	\$ 34,945	\$ 10,576,615	0.33%
CONTRACTED CITIES, SERVICES & FEES	30,332	772,755	3.93%
MISCELLANEOUS REVENUES	3,705	168,878	2.19%
INTEREST EARNINGS	3,110	35,000	8.89%
TRANSFERS IN	-	-	0.00%
TOTAL REVENUES	<u>\$ 72,092</u>	<u>\$ 11,553,248</u>	<u>0.62%</u>
EXPENSES:			
SALARIES	\$ 454,637	\$ 5,597,451	8.12%
FRINGE BENEFITS	129,699	1,651,044	7.86%
SUPPLIES	14,363	537,679	2.67%
SERVICES	295,771	1,685,734	17.55%
CAPITAL EXPENDITURES	-	30,000	0.00%
LIBRARY MATERIALS	190,883	1,489,361	12.82%
INTEREST EXPENSE	-	500	0.00%
OPERATIONAL CONTINGENCIES	-	242,385	0.00%
TRANSFER OUT TO CONSTRUCTION FUND	-	-	0.00%
TRANSFER OUT TO CAPITAL PROJECT FUND	-	200,000	0.00%
TOTAL EXPENSES	<u>\$ 1,085,353</u>	<u>\$ 11,434,154</u>	<u>9.49%</u>
TOTAL REVENUES OVER (UNDER) EXPENDITURES	\$ (1,013,261)	\$ 119,094	
CHANGES TO GENERAL FUND BALANCE:	ACTUAL	BUDGET	
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	\$ (1,013,261)	\$ 119,094	
ACTUAL BEGINNING FUND BALANCE - JANUARY 1, 2012	3,936,012	3,287,249	
ENDING FUND BALANCE - 12/31/11 & ESTIMATED BALANCE 1/31/12	<u>\$ 2,922,751</u>	<u>\$ 3,406,343</u>	

ASSETS:	
CASH	\$ 3,141,407
ACCOUNTS RECEIVABLE	394
TAXES RECEIVABLE	140,334
DUE FROM OTHER GOVERNMENTS	-
INVENTORY	64,697
PREPAID EXPENSES	28,843
TOTAL ASSETS	<u>\$ 3,375,675</u>
LIABILITIES:	
ACCOUNTS PAYABLE	\$ 312,590
INTEREST PAYABLE	-
TAX ANTICIPATION NOTES	-
DEFERRED REVENUE	140,334
TOTAL LIABILITIES	<u>\$ 452,924</u>
GENERAL FUND BALANCE:	
NONSPENDABLE FUNDS -- PREPAID ITEMS	\$ 256,910
NONSPENDABLE FUNDS -- INVENTORY	64,312
ASSIGNED FOR DISTRICT WELLNESS PROGRAM	1,295
ASSIGNED FOR DEER PARK LIBRARY PROGRAM	6,207
ASSIGNED FOR FACILITY MAINTENANCE PLAN	180,168
ASSIGNED FOR TECHNOLOGY PLAN	306,409
ASSIGNED FOR FURNITURE, FIXTURES & EQUIPMENT PLAN	91,260
ASSIGNED FOR LIBRARY MATERIALS PLAN	136,140
ASSIGNED FOR CONTINGENCY RESERVE PLAN	135,552
UNASSIGNED FUND	1,744,498
ENDING FUND BALANCE JANUARY 31, 2012	<u>\$ 2,922,751</u>
TOTAL LIABILITIES AND GENERAL FUND BALANCE:	\$ 3,375,675
FUND BALANCE CAPITAL PROJECTS FUND - JANUARY 31, 2012	<u>\$ 1,172,168</u>

OVERVIEW:

RESPONDING TO CUSTOMER COMMENTS AND COMPLAINTS

For February, Branch Services managers Patrick Roewe and Doug Stumbough will discuss our process for responding to customer comments and complaints. The presentation will include the types of input we receive from customers and examples.