

MISSION

We inspire learning, advance knowledge, and connect communities.

Board of Trustees Regular Meeting

December 15, 2015 4:00 p.m. Argonne Library Public Meeting Room

AGENDA

I. CALL TO ORDER

II. AGENDA APPROVAL [4:00]

III. ACTION ITEMS

- A. Approval of Minutes for November 24 Regular Meeting and December 1, 2015, Special Meeting [4:00-4:03]
- B. Approval of November 2015 Payment Vouchers [4:03-4:05]
- C. Unfinished Business [4:05-4:30]
 1. Amendment No. 1 to Community Revitalization Financing and Tax Increment Area Agreement (Resolution No. 15-08): Approval recommendation. (Tentative)
 2. Community Engagement Plan 2016-2018: Approval Recommendation.
 3. 2016 Budget
 - a. Adopting a 2016 Final Budget (Resolution No. 15-09): Approval recommendation.
 4. 2015 Work Plan-Year in Review
- D. New Business [4:30-4:50]
 1. 2016 Work Plan
 2. 2016 Board of Trustees' Officers Election: Approval recommendation.
 3. Recognition of Retiring Trustee Tim Hattenburg (Resolution 15-10): Approval recommendation.

IV. DISCUSSION ITEMS, POSSIBLE ACTION [4:50-4:55]

- A. Future Board Meeting Agenda Items

V. REPORTS

- A. Trustees [4:55-5:00]
- B. Executive Director [5:00-5:05]
 - Administrative
 - Community Activities
- C. Public Services [5:05-5:10]
- D. Communication [5:10-5:15]
- E. Fiscal [5:15-5:20]

VI. PUBLIC COMMENT

VII. ADJOURNMENT

Following the meeting, a holiday reception for the Board of Trustees and District Leadership Team will be held in the foyer of the Administrative Offices. No further business will be conducted.

[Estimated meeting length: One hour and 20 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: NOVEMBER 24, 2015

CALL TO ORDER

The rescheduled November 17 regular monthly meeting of the Spokane County Library District Board of Trustees was held Tuesday, November 24, 2015, in the Collection Services Department of District Administrative Offices at 4322 N. Argonne Rd., Spokane, WA. Chair Mark Johnson called the meeting to order at 4:00 p.m., and welcomed those in attendance.

PRESENT:

Mark Johnson - Chair
John Craig - Trustee
Sonja Carlson - Trustee
Kristin Thompson - Trustee
Nancy Ledeboer - Executive Director and Secretary

EXCUSED:

Tim Hattenburg - Vice Chair

GUEST: Dennis P. Hession, Attorney, Kutak Rock, LLP

Also Present: Kathy Allen, Library Supervisor; Jane Baker, Communication & Development Officer; Paul Eichenberg, Chief Human Resources Officer; Stacey Goddard, Library Services Manager; Rick Knorr, Chief Financial Officer; Patrick Roewe, Deputy Director Library Services; Andrea Sharps, Deputy Director Collection Services; Doug Stumbough, Deputy Director Library Operations; Cindy Ulrey, Librarian; and Patty Franz, Administrative Assistant.

AGENDA APPROVAL

Mr. Craig moved and Ms. Thompson seconded to move New Business agenda item III. D.2. to follow Action Item III. B.

The motion carried unanimously.

ACTION ITEMS

APPROVAL OF OCTOBER 20 REGULAR MEETING MINUTES

Mr. Johnson called for corrections to the October 20 regular meeting minutes. There were no corrections; the minutes stand approved as written.

APPROVAL OF OCTOBER 2015 BILL PAYMENT VOUCHERS

Mr. Craig moved and Ms. Thompson seconded approval of the October bill payment vouchers as follows:

Fund

L01	Voucher numbers: 48869 through 49081 and W00274-W00280 totaling	\$ 595,615.22
	Payroll numbers: 10092015PR and 10232015PR totaling	\$ 351,891.48
	Total	\$ 947,506.70

There were no questions.

The motion was unanimously approved.

NEW BUSINESS

AMENDMENT NO. 1 TO COMMUNITY REVITALIZATION FINANCING AND TAX INCREMENT AREA AGREEMENT (RESOLUTION NO. 15-08). Dennis Hession, attorney for Kutak Rock, LLP, provided history of the Medical Lake TIF area initiated in 2006 that allowed for tax increments to be captured and put toward infrastructure to attract future development. The purpose of Resolution No. 15-08 is to authorize the Executive Director to sign the amendment to the agreement, which extends the duration of the agreement from 20 to 30 years. Mr. Hession noted the total dollar amount remains the same and cannot exceed 30 million dollars. Trustee Craig asked if there was anything that could be done to prohibit or at least discourage future annexations in this area by the City of Spokane. Mr. Hession was not aware of any efforts currently underway by the City to annex the area. Mr. Craig was concerned about foregoing property tax in this area for up to 30 years and then having the property annexed; thus, losing the benefit of increased property value generated by the TIF. Ms. Ledebouer indicated the District has been able to negotiate annexation mitigation agreements with the City of Spokane. Perhaps new terms could be negotiated in the event of an annexation that would acknowledge the District's participation in the TIF. Trustees expressed support for the general terms of the agreement. They were also in agreement, however, to request more information before voting on the extension. Mr. Hession offered to come to a future meeting with information about options that might be available to the District to mitigate future annexation of this area. Trustees agreed to table this item until further research could be conducted. Mr. Hession left the meeting at 4:18 p.m.

UNFINISHED BUSINESS

COMMUNITY ENGAGEMENT PLAN (CEP) UPDATE AND DRAFT PLAN REVIEW. Along with a written report provided in advance of the meeting, via PowerPoint, Mr. Roewe presented the revised draft plan based on feedback from Trustees and staff. Mr. Johnson expressed and the other trustees concurred how most would consider the degree of the Library District's involvement in community as amazing. Ms. Ledebouer said the challenge will be to measure the community engagement we are attempting to achieve. Mr. Roewe said the District is committed to its community partners within the bounds of its mission. Ms. Ledebouer said if the CEP is adopted in December, staff will start implementation in January. There was no further discussion.

PERSONNEL POLICY REVISION. Mr. Johnson moved and Ms. Thompson seconded that the revision to Personnel Policy Section 3.13, Salary Adjustments, be approved as presented. Ms. Ledebouer said the revised policy was written in response to a request from Trustees, who wanted a policy that offered more flexibility for determining salary adjustments. Discussion ensued regarding the floor and ceiling limits, 0% and 4% respectively, for which Trustees were comfortable.

There was no further discussion.

The motion was unanimously approved.

2016 BUDGET

ADOPTING A 2016 PRELIMINARY BUDGET AND CERTIFYING IT TO THE BOARD OF COUNTY COMMISSIONERS (RESOLUTION NO. 15-04). Ms. Thompson moved and Mr. Johnson seconded that Resolution No. 15-04, Adopting a 2016 Preliminary Budget and Certifying It to the Board of County Commissioners, be adopted.

RESOLUTION NO. 15-04

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, ADOPTING A 2016 PRELIMINARY BUDGET; CERTIFYING TO THE BOARD OF COUNTY COMMISSIONERS OF SPOKANE COUNTY THE DISTRICT'S 2016 PRELIMINARY BUDGET; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

Trustee Thompson asked if staff was comfortable with the amount in the contingency. CFO Rick Knorr indicated the contingency was increased to account for additional revenue from state property tax, and considered the amount realistic. Trustee Craig asked if anticipated revenue from property tax was fully accounted for and Mr. Knorr responded in the affirmative. There was no further discussion.

The motion was unanimously approved.

AUTHORIZING 2015 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2016 (RESOLUTION NO. 15-05). Ms. Thompson moved and Ms. Carlson seconded that Resolution No. 15-05, Authorizing a 2015 Property Tax Levy Increase for Collection in 2016, be adopted.

RESOLUTION NO. 15-05

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AUTHORIZING A 2015 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2016; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATED THERETO.

The resolution authorizes an increase in the regular property tax levy to be collected in 2016 in the amount of \$152,610.30, which is a percentage increase of 1.424% from the previous year. There were no questions or comments.

The motion was unanimously approved.

LEVYING THE REGULAR PROPERTY TAXES FOR SCLD FOR COLLECTION IN 2016 (RESOLUTION NO. 15-06). Mr. Craig moved and Ms. Carlson seconded that Resolution No. 15-06, Levying the Regular Property Taxes for SCLD for Collection in 2016, be adopted.

RESOLUTION NO. 15-06

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, LEVYING THE REGULAR PROPERTY TAXES FOR SPOKANE COUNTY LIBRARY DISTRICT FOR COLLECTION IN 2016 TO DISCHARGE ANTICIPATED DISTRICT EXPENSES AND OBLIGATIONS FOR THE 2016 CALENDAR YEAR; CERTIFYING SAID AMOUNT TO THE BOARD OF COUNTY

COMMISSIONERS OF SPOKANE COUNTY; AND PROVIDING FOR OTHER MATTERS
PROPERLY RELATING THERETO.

There was no further discussion.

The motion was unanimously approved.

DECLARATION OF SUBSTANTIAL NEED FOR PURPOSES OF ESTABLISHING THE LEVY LIMIT FACTOR FOR 2015 PROPERTY TAXES FOR COLLECTION IN 2016 (RESOLUTION NO. 15-07). Ms. Carlson moved and Ms. Thompson seconded that Resolution No. 15-07, Declaration of Substantial Need for Purposes of Establishing the Levy Limit Factor for 2015 Property Taxes for Collection in 2016, be adopted. Mr. Knorr pointed out Resolution No. 15-07 demonstrates the need for requesting the full amount, and that the District expenses are anticipated to exceed revenue in 2016. Mr. Craig commented that the impact on taxpayers would be minimal.

Mr. Knorr provided information showing the combined expenditures for both the Operating and Capital funds. In review of the combined total, expenditures will exceed revenues. However, the anticipated surplus from year-end 2015 will cover the Capital Fund expenditures. Trustee Thompson asked whether the anticipated surplus was enough to cover the proposed Capital Fund. Ms. Ledeboer indicated that through this point in the year, we can anticipate there will be adequate funds to roll over into the 2016 Capital Fund. Ms. Thompson asked if the ending fund balance for 2016 would be impacted. Mr. Knorr indicated we should have a comparable ending fund balance in 2016. The Capital Fund expenditures are for major remodeling projects that may extend beyond one year.

There was no further discussion.

The motion was unanimously approved.

BOARD DIRECTION TO STAFF. Trustees provided direction toward preparation of the final 2016 budget. Ms. Thompson shared her thoughts for an across the board salary increase for staff, based on the increase from state property tax. Mr. Johnson said he thought a salary increase was fair and justified, based on the work of staff. Trustees concurred they were in favor of a salary increase for staff, providing the 2016 budget remains balanced. Mr. Knorr will provide the corresponding reports in December.

NEW BUSINESS (CONTD.)

PUBLIC RECORDS POLICY. Mr. Craig moved and Ms. Carlson seconded approval of the Public Records policy as revised. The suggested policy revisions include an added reference to the Confidentiality of Library Records policy, and again affirms the District's commitment to provide access to public records with the acknowledgment that some records are exempt. There was no discussion.

The motion was unanimously approved.

2016 MEETING SCHEDULE/LOCATIONS/OVERVIEWS AND POLICIES REVIEW. Mr. Craig moved and Ms. Carlson seconded approval of the 2016 Meeting Schedule and library locations, as well as the scheduled overviews and policy reviews. Ms. Ledeboer pointed out the only departure from the norm is the August meeting. If held, the meeting is scheduled for the fourth instead of third Tuesday of the month. As a reminder, Mr. Johnson noted the Board of Trustees will confirm its summer schedule in the spring.

The motion was unanimously approved.

DISCUSSION ITEMS, POSSIBLE ACTION

FUTURE BOARD MEETING AGENDA ITEMS

Mr. Johnson reviewed the list of tentative agenda items for the next two months, and pointed out WLA Library Legislative Day is scheduled for Thursday, January 21, in Olympia. Trustees were asked to determine their participation soon. Regarding the invitation to attend the SAO's audit entrance conference scheduled for Tuesday, December 1, Ms. Carlson, Mr. Craig, and Ms. Thompson said they plan to attend. A special meeting will be announced accordingly.

REPORTS

TRUSTEES

Mr. Johnson acknowledged letters individually addressed to and received by Trustees from Citizens for Responsible Governance. A copy of a second letter from the same group/author addressed to the Board of County Commissioners' Chair Al French was also shared with the Board. Ms. Ledeboer said unfortunately the group provided no physical or email address for which to respond. In preparation, however, Ms. Ledeboer provided information to Trustees about the points raised in the letters, should they be contacted by the person/group. Mr. Johnson expressed an open invitation to the individual or group to attend a future meeting or arrange a visit. There were no other reports.

EXECUTIVE DIRECTOR

The Executive Director's written monthly report for October provided prior to the meeting included information for the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Ms. Ledeboer expressed gratitude to staff for coming to work when their power was off at home. She noted fast and responsive actions by many staff, including Doug Stumbough who checked on power at libraries at 6 a.m. following the storm. Library Operations Supervisors, Robi Smith and Megan Ritchie, provided tremendous support in rescheduling staff to work at libraries that were open; Communication staff worked actively on social media to help notify those who had scheduled programs or use of meeting rooms about availability. CFO Rick Knorr arranged to work with auditors at Spokane Valley instead of Argonne. Ms. Ledeboer also reported the District Leadership Team debriefed today about planning for future worst-case scenarios, and emergency services software. In response to Mr. Johnson's query, Mr. Knorr said Medical Lake Library lost some roofing shingles, and Moran Prairie lost a 50-minute parking sign. Mr. Craig commented that North Spokane was busy after the storm and there were many grateful folks. Mr. Roewe said staff created more space for anyone needing to recharge devices. On a different topic, Ms. Ledeboer announced the Friends of the SCLD now have an Amazon Smile account that enables anyone shopping to designate a percentage to the Friends. There was no further discussion.

PUBLIC SERVICES

Deputy Directors Patrick Roewe and Doug Stumbough provided a written report in advance of the meeting for October 2015 Public Services, which included data for customer use measures, programming, and library activities. Ms. Ledeboer pointed out how database use is

up 500%, which appears relevant to the Community Impact Plan's service priority to support local businesses. She also noted it was reported at the recent Economic Forecast that 39% of businesses in Spokane County are owned and/or operated by one person. There was no further discussion.

COMMUNICATION

Communication & Development Officer Jane Baker provided a written report in advance of the meeting for October 2015 communication activities. Ms. Ledeboer reiterated how the Communication Department staff helpfully continued to use social media and the District website to post updates during the windstorm power outage. There was no further discussion.

FISCAL

Revenue and Expenditure Statement through October 31, 2015.

Fund 001

Revenues	\$ 10,702,068
Expenditures	\$ 9,292,597
Ending Fund Balance	\$ 5,834,689
Fund Budget Expended	78.24%

CFO Rick Knorr reported on the status of the roof at Spokane Valley Library, which is considered in good shape for its age. He said the leak has been addressed, and time will tell if the repair is successful.

SPOTLIGHT FAIRFIELD LIBRARY

Library Supervisor Kathy Allen and Community Librarian Cindy Ulrey reported on Fairfield Library (FF) and the community it serves. Via PowerPoint, Ms. Allen introduced staff, some of whom also work at Spokane Valley and Otis Orchards. Ms. Ulrey indicated a third of the service area has library cards, and the number of programs has increased along with attendance. Staff has taken more events/program outside the library. Regardless of strong historic support of this library, Ms. Ulrey reported use has declined. For example, the children's collection is under-used. Thus, Youth Collection Development Librarian Sheri Boggs has helped by creating non-fiction books to go. To connect with community, library staff is developing new partnerships with area agencies and increasing visibility of the library in the surrounding area. Staff participates in the North Palouse Chamber of Commerce, Fairfield Community Advisory Board, Flag Day and Southeast Spokane County Fair Parade, and Liberty and Freeman School District fundraisers, to name a few. In support of the Explore and Discover service priority, Ms. Allen reported student library cards are issued in October to promote library resources. This year, programming for the Create and Nourish series was popular, along with The Big Read, which featured distribution of The Call of the Wild classroom sets and presenters who were on location to speak at area schools. LEGO clubs were popular, and Fairfield members participated at the MAC LEGO exhibit as well. Summer Reading had good attendance. A highlight was the superheroes made by kids that decorated the bulletin board. Thursday Night Thing (TNT) is a weekly event held for ages 8-19 at the Fairfield Community Center. Library staff attends to deliver and talk books with teens. They also hosted STEM experiments such as the egg-drop challenge (from the second-floor of the community center) and a watermelon explosion with use of rubber bands. To Develop Young Learners, the library hosts monthly Play and Learn Storytimes in the evening for families who work in Spokane. Staff provides four outreach Storytimes a month. Ms. Ulrey noted that iPads for children and their caregivers are now

attached to the computer stations. To Support Job Seekers and Local Businesses, staff collaborated with WorkSource for programming. The meeting room at Fairfield can accommodate 30 people. Fairfield Library's innovation project got off the ground this year with a superhero scavenger hunt, with sixteen businesses or organizations participating. A total of 337 tickets were entered into prize drawings. The project was a good opportunity to highlight resources in South Spokane County. The SCLD booth at the fair had 160 visitors, and those who won enjoyed their prizes. Regarding Libraries Transforming Communities, by far the most successful activity was the "ask exercise" at the Fair. Staff attempts creative solutions to overcome communication barriers by posting events on the District website's calendar. In response to Trustee Craig, Ms. Ulrey said better Internet access in the area may have contributed to the decreased use of the library. Ms. Allen said residents have moved away, aged, and are having fewer children. Preschool enrollment decreased from 30 to 9. Staff encourages students needing transportation in the dark or inclement weather to use student cards for online resources. They also welcomed trustees to visit! Trustees expressed appreciation for all the great work being done at Fairfield. There was no further discussion.

OVERVIEW COMMUNITY PARTNERSHIPS

Via PowerPoint, Deputy Director Patrick Roewe provided an overview of the four levels of Community Partnerships and reviewed how partnerships support the District's Community Impact Plan and what the District brings to maximize positive change in community. Mr. Roewe reviewed key elements and examples of Library District activities as they relate to the categories of community partnerships—Networking, Cooperation, Collaboration, and Integration. Ms. Ledeboer said she fully recognized while reading the Public Services report that the library is definitely not alone in its efforts. Mr. Roewe said it is liberating for us to seek out best practitioners of programming to maximize return, and also gain more understanding of the communities we serve. Trustees expressed appreciation to staff for their efforts toward collaboration with and among communities.

PUBLIC COMMENT

There were no public comments.

ADJOURNMENT

The meeting adjourned at 6:13 p.m.

Mark Johnson, Chair

Nancy Ledeboer, Secretary of the Board of Trustees

SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES SPECIAL MEETING MINUTES: December 1, 2015

CALL TO ORDER

A special meeting of the Spokane County Library District Board of Trustees was held Tuesday, December 1, 2015, at the District Administrative Offices Conference Room, 4322 N. Argonne Rd., Spokane, WA. The meeting was called to order at 3:05 p.m.

PRESENT:

Sonja Carlson	- Trustee
John Craig	- Trustee
Kristin Thompson	- Trustee
Nancy Ledebor	- Executive Director and Secretary

EXCUSED:

Mark Johnson	- Chair
Tim Hattenburg	- Vice Chair

Also present: Rick Knorr, Chief Financial Officer; Cindy Gilbreth, CFE, SAO Assistant Audit Manager; and Weston Fink, SAO Staff Auditor.

Washington State Auditor's Office Entrance Conference. Ms. Gilbreth introduced herself, noting she was the replacement for auditor Walter Green, who began the audit and was now on leave. Ms. Gilbreth reviewed the process auditors will follow as outlined in the Entrance Conference document. This year the audit will cover financial statements for fiscal year 2014 and an accountability audit for fiscal years 2013 and 2014. An engagement letter will be sent to confirm the nature and limitations of the audits, responsibilities of the parties, and outline the fees. Following completion of the audit, two customer service surveys will be sent. The SAO would like at least one trustee to complete the surveys, yet all who are interested are welcome to respond. Email addresses of those interested in completing the surveys will be sent to Ms. Gilbreth.

Ms. Gilbreth asked if there were any questions. Trustee Craig inquired about the need to include an "adverse opinion," noting that the District uses the cash basis of accounting. He would like to know if stronger language could be included to acknowledge this as an approved and customary practice used in Washington State. Ms. Gilbreth was aware of the language required to note the use of cash basis, and said she would look into what language was acceptable to acknowledge this as an approved accounting practice. Mr. Craig was concerned members of the public might be misled by the "adverse opinion" if it was not explained further. There was no further discussion.

PUBLIC COMMENT

There was no public comment.

ADJOURNMENT

The meeting adjourned at 3:38 p.m.

Mark Johnson, Chair

Nancy Ledebor, 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 November 30, 2015 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$805,360.57 and that we are authorized to authenticate and certify these claims.

DATE: December 1, 2015

SIGNED

Paul K. Jones

SIGNED

Nancy Leach

TITLE:

C.F.O.

TITLE:

Executive Director

VOUCHER NUMBER		DESCRIPTION	VOUCHER AMOUNT
049082	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	\$ 8,571.16
049083	AVISTA UTILITIES	UTILITIES	2,645.20
049084	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	43.19
049085	CLASSIC VENTURES LTD	LIBRARY MATERIALS	63.02
049086	BUDGET-RENT-A-CAR	CAR RENTAL	131.48
049087	CDW GOVERNMENT, INC.	IT HARDWARE & SOFTWARE	144.39
049088	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	55.10
049089	CENTURYLINK	ANALOG TELEPHONE LINES	85.27
049090	CENTURYLINK	ANALOG TELEPHONE LINES	96.88
049091	CITY OF SPOKANE	WATER & SEWER - MORAN PRAIRIE	605.20
049092	CITY OF AIRWAY HEIGHTS	WATER & SEWER - AIRWAY HEIGHTS	164.85
049093	CITY OF CHENEY	WATER, SEWER, ELEC. - CHENEY	832.26
049094	CITY OF DEER PARK	WATER & SEWER - DEER PARK	81.59
049095	CRAIG BARNETT	LIBRARY MATERIALS	151.58
049096	MIKE CONKLIN	LOST/PAID BOOK REFUND	11.80
049097	ANN COOK	LOST/PAID BOOK REFUND	25.00
049098	CAPITAL ONE NAT'L ASSOC	NEW MEETING ROOM TABLES/COSTCO	4,347.98
049099	DELL MARKETING L.P.%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	258.15
049100	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	54.35
049101	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	78.00
049102	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	163.01
049103	ERIN NICOLE FRANK	LIBRARY PROGRAMMING	450.00
049104	GALE/CENAGE LEARNING	LIBRARY MATERIALS	760.22
049105	ZARA HARDY	LOST/PAID BOOK REFUND	1.40
049106	KIMBERLY MARIE HARSHBERGER	GRAPHIC DESIGN	425.00
049107	BRITTANY L HOFF	LIBRARY PROGRAMMING	450.00
049108	iHEARTMEDIA-SPOKANE	ADVERTISING	1,130.00
049109	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	12,424.29
049110	MICHELE JONES	LOST/PAID BOOK REFUND	12.00
049111	JESSICA KLASSEN	LOST/PAID BOOK REFUND	5.90
049112	HALEY KOVACH	LIBRARY PROGRAMMING	450.00
049113	ZARIAH LASARTE	LOST/PAID BOOK REFUND	3.35
049114	ARLA LEWIS	LOST/PAID BOOK REFUND	8.00

049115	MIDWEST TAPE	LIBRARY MATERIALS	6,066.01
049116	HEATHER MITCHELL	LOST/PAID BOOK REFUND	3.00
049117	MODERN ELECTRIC WATER COMPANY	WATER, ELEC. - SV	1,641.99
049118	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	81.59
049119	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	3,400.78
049120	VOID VOUCHER	RE-WRITE ON #049169	-
049121	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	1,453.82
049122	RELIANCE LABEL SOLUTIONS, INC.	OFFICE/LIBRARY SUPPLIES	2,366.44
049123	CHRISTA RICHARDSON	LOST/PAID BOOK REFUND	11.00
049124	MIRIAM J. ROBBINS	LIBRARY PROGRAMMING	100.00
049125	SPOKANE CO. WATER DISTRICT #3	UTILITY FEE - HASTINGS PROPERTY	14.25
049126	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	161.85
049127	TANTOR MEDIA	LIBRARY MATERIALS	47.98
049128	UPS	FREIGHT	13.39
049129	U.S. BANK	H S A CONTRIBUTIONS	87.00
049130	LUKE VERST	LIBRARY PROGRAMMING	450.00
049131	MEAGAN VINCENT	LOST/PAID BOOK REFUND	10.00
049132	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	519.43
049133	WASTE MANAGEMENT OF SPOKANE	REFUSE	1,139.03
049134	VANTAGEPOINT TRNSFR %M&T BANK	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,181.00
049135	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	330.06
049136	VOID VOUCHER	PRINTER ERROR	-
049137	VOID VOUCHER	PRINTER ERROR	-
049138	VOID VOUCHER	PRINTER ERROR	-
049139	VOID VOUCHER	PRINTER ERROR	-
049140	AVISTA UTILITIES	UTILITIES	725.90
049141	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	471.59
049142	CAPITAL COMMUNICATIONS, INC	OFFICE/LIBRARY SUPPLIES	331.77
049143	CDW GOVERNMENT, INC.	IT HARDWARE & SOFTWARE	184.62
049144	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	97.73
049145	CENTURYLINK	ANALOG TELEPHONE LINES	96.19
049146	CENTURYLINK	ANALOG TELEPHONE LINES	92.52
049147	CENTURYLINK	ANALOG TELEPHONE LINES	38.88
049148	COBRA BEC, Inc	BUILDING REPAIR & MAINTENANCE	1,213.64
049149	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML	179.75
049150	DEVRIES INFORMATION MGMT	COURIER SERVICE	4,914.00
049151	EARTHWORKS RECYCLING, INC	RECYCLING	216.50
049152	EMPIRE DISPOSAL INC.	SOLID WASTE - FAIRFIELD	18.75
049153	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	888.45
049154	SEAN T. FINLEY	LIBRARY PROGRAMMING	100.00
049155	GALE/CENAGE LEARNING	LIBRARY MATERIALS	246.63
049156	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	3,052.90
049157	H&H BUSINESS SYSTEMS, INC.	COPIER MAINTENANCE	237.46
049158	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	14,479.59
049159	INLAND NW BUSINESS ALLIANCE	TRAINING & TRAVEL/MEETING	30.00
049160	INLAND POWER AND LIGHT	UTILITIES - AH, DP	750.06
049161	PERIDOT PUBLISHING LLC	ADVERTISING	297.50
049162	McMULLEN & McMULLEN, P.S.	GENERAL LEGAL SERVICES	216.00
049163	MICRO AGE	IT HARDWARE & SOFTWARE	49.60
049164	MIDWEST TAPE	LIBRARY MATERIALS	3,717.66
049165	MONTGOMERY HARDWARE	MAINTENANCE SUPPLIES	5.97

049166	NEW YORK TIMES	LIBRARY MATERIALS	36.00
049167	OCLC, INC.	CATALOGING & ILL SUBSCRIPTION SVCS	3,244.15
049168	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	6,342.68
049169	PASADENA PARK IRR. DIST. 17	WATER - ARGONNE LIBRARY	993.61
049170	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	267.99
049171	ELIZABETH RUBASKY ROEWE	LIBRARY PROGRAMMING	875.00
049172	SIERRA CLUB MEMBER SERVICES	LIBRARY MATERIALS	12.00
049173	SPOKANE COUNTY UTILITIES	SEWER - AR, NS, SV	471.13
049174	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	98.37
049175	STORMWIND STUDIOS, LLC	TRAINING & TRAVEL/INFO SERVICES	3,490.00
049176	JEANETTE STRUSS	LIBRARY PROGRAMMING	500.00
049177	TOWN OF FAIRFIELD	UTILITIES	178.74
049178	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	3,275.56
049179	VERIZON WIRELESS	CELL PHONES	197.37
049180	WHITWORTH WATER DISTRICT #2	WATER - NORTH SPOKANE	101.42
049181	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	698.30
049182	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	66,593.38
049183	AVISTA UTILITIES	UTILITIES	543.32
049184	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	32.39
049185	CHELSEA BAKER	LOST/PAID BOOK REFUND	10.40
049186	BOOTS BAKERY LLC	LIBRARY PROGRAMMING	367.60
049187	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	30.20
049188	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	474.54
049189	CENTURYLINK	ANALOG TELEPHONE LINES	44.86
049190	CENTURYLINK	ANALOG TELEPHONE LINES	59.85
049191	CENTURYLINK	ANALOG TELEPHONE LINES	96.71
049192	CENTURYLINK	ANALOG TELEPHONE LINES	138.80
049193	CONSOLIDATED IRRIGATION DIST19	ANNUAL WATER OVERAGE - OTIS ORCH.	103.10
049194	COLE INFORMATION	LIBRARY MATERIALS	2,076.43
049195	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	742.34
049196	DIVCO INCORPORATED	BUILDING REPAIR & MAINT - HVAC	2,229.40
049197	DYMAXION COMPUTER SALES	ANNUAL MAINTENANCE/SCHEDULE 3W	1,123.20
049198	FED EX OFFICE	PRINTING	1,039.70
049199	GALE/CENAGE LEARNING	LIBRARY MATERIALS	296.51
049200	KAROLYN GRAHAM	LOST/PAID BOOK REFUND	1.60
049201	VANTAGEPOINT TRNSFR %M&T BANK	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,189.65
049202	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	6,426.88
049203	INTEGRA TELECOM HOLDINGS, INC	INTERNET	2,273.39
049204	INLAND POWER AND LIGHT	UTILITIES - AH, DP	345.60
049205	KHQ Q6 - SPOKANE	ADVERTISING	750.00
049206	MERGENT, INC.	LIBRARY MATERIALS	388.00
049207	MIDWEST TAPE	LIBRARY MATERIALS	5,346.39
049208	NEW YORK TIMES	LIBRARY MATERIALS	36.00
049209	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	180.44
049210	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	8,375.61
049211	PATRIOT FIRE PROTECTION	SECURITY & SAFETY SERVICES	250.01
049212	PAYPAL, INC.	MONTHLY MERCHANT FEE	30.00
049213	PERRINE PROPERTIES, LLC	SV PARKING LOT LEASE	250.00
049214	PRESSWORKS	PRINTING	360.88
049215	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	920.15
049216	RECORDED BOOKS, LLC	LIBRARY MATERIALS	425.21

049217	VICKI SCHWAB	LOST/PAID BOOK REFUND	8.00
049218	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	200.98
049219	EMMA THOMPSON	LOST/PAID BOOK REFUND	9.00
049220	RACHEL TUPPER	CATERING - PRIME TIME PROGRAM	2,000.00
049221	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	661.07
049222	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	3,040.85
049223	UPS	FREIGHT	27.09
049224	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	13,781.78
049225	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	325.17
049226	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	1,318.63
W00281	US BANK - HEALTH	H S A CONTRIBUTIONS	1,522.50
W00282	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	63,776.08
W00283	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	40,185.76
W00284	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	60,626.53
W00285	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	38,453.02
W00286	US BANK - HEALTH	H S A CONTRIBUTIONS	1,553.75
W00287	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	969.28
Total Non-Payroll General Operating Fund			\$ 445,256.25
PAYROLL VOUCHERS			
11102015PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 184,588.20
11252015PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>175,516.12</u>
Total Payroll General Operating Fund			\$ 360,104.32
TOTAL GENERAL OPERATING FUND			<u>\$ 805,360.57</u>

Spokane County Library District
Monthly Credit Card Activity
For the Month of November, 2015

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$ 8,077.54
Maintenance	746.94
Travel	1,938.11
Acquisitions	2,964.15
Information Technolgy	11.00
Outreach	44.04
Total Purchases	<u>\$ 13,781.78</u>

Amendment No. 1 to Community Revitalization Financing and Tax Increment Area Agreement (Resolution No. 15-08)**Background:**

At the November 24 regular meeting, Trustees asked for additional information prior to voting on the resolution to amend the Medical Lake TIF agreement. Attorneys from Kutak Rock have entered into discussions with Spokane County Fire District No. 3 and developers regarding a consent agreement that would provide some protection against future annexation by the City of Spokane.

If the Consent Agreement is finalized before the December 15 meeting, a revised resolution will be presented to the Board of Trustees for its consideration. However, if it is not finalized, the resolution will be postponed until January.

Recommended Action: If criteria above is met, Board motion to approve Resolution No. 15-08, Amendment No. 1 to Community Revitalization Financing and Tax Increment Area Agreement.

Community Engagement Plan Report – December 2015**Background:**

The following is the revised draft of the 2016-2018 Community Engagement Plan that combines all of the elements of the plan previously reviewed and discussed by the Board with the Libraries Transforming Communities (LTC) community narratives and a new organizational priorities section. Deputy Director Patrick Roewe will provide a brief overview of the plan.

Recommended Action: Board approval of the 2016-2018 Community Engagement Plan.

2016-2018 Community Engagement Plan – Revised Draft 12.08.15

Introduction:

The 2016-2018 Community Engagement Plan outlines Spokane County Library District's strategic plan for the next three years. The areas of focus—service priorities—within the plan were developed in response to public feedback we collected through the course of the planning process. These service priorities represent an alignment of the community needs and aspirations we've heard from members of the public with the services the library is best-positioned to provide.

1.) Executive Summary:

Vision: A community that learns, works, creates, and thrives together.

Mission: We build community by connecting people to educational, economic, and recreational opportunities.

Guiding Principles:

- We welcome all members of the community and provide excellent customer service
- We provide free and open access to ideas and information to facilitate learning and the pursuit of knowledge
- We respect the integrity and confidentiality of all library members
- We establish strong local partnerships in pursuit of shared community aspirations
- We reflect the needs and interests of the community in our programs, services, and materials
- We value civil discourse and interaction
- We champion literacy and the importance of reading
- We respond to opportunities and challenges with collaboration, creativity, and adaptability
- We are good stewards of public resources and the public trust

Core Services:

A dedicated and well-trained staff provide these core services:

- Books, movies, and music in a variety of physical and digital platforms that meet community interests and information needs
- Spaces where the community can connect, learn, work, and create
- Programs, resources, and tools that support learning at all ages and stages of life
- Technologies that encourage interaction, productivity, learning, and creativity

Service Priorities:

Digital Interaction and Sharing

Goal 1: Community members interested in engaging with their communities will find information about local events and opportunities to connect via engaging online content.

Goal 2: Local experts will share their knowledge with community members through a dynamic digital platform.

Goal 3: Local creators will share their work and be discovered by community members.

Goal 4: Local historical societies will share their community's story through digital presentations of photographs and artifacts.

Goal 5: Community members interested in technology will find local experts that will help them learn the skills they need.

Business and Career Development

Goal 1: Teens and adults focused on post-secondary educational opportunities will have the resources needed to succeed.

Goal 2: Career-oriented teens and adults will have the resources they need to attain gainful employment.

Goal 3: Local businesses and non-profits will have the information they need to develop and maintain successful and viable enterprises.

Goal 4: Community members with financial information needs will have the resources to develop financial security.

Education and Enrichment

Goal 1: School age youth in the District's service area will have access to fun and free extended learning opportunities and activities that promote literacy, STEM skills and the arts.

Goal 2: Community members interested in instructional and lifelong learning experiences will have opportunities through enrichment programs that leverage cultural and community partnerships

Goal 3: Community members interested in learning how to make and create will have spaces and opportunities to do so.

Early Learning

Goal 1: Parents, teachers, caregivers and other early learning professionals will have programs and services designed to help them prepare their children to start kindergarten and succeed in school in the early elementary years (K-3).

Goal 2: Children birth – age eight will have the services and programs they need that develop skills for kindergarten readiness and school success.

Goal 3: Children, parents, caregivers, teachers and other early learning professionals will have access to outreach programs and services for early learning and early elementary grades to support school readiness and school success.

Organizational Statements:

Background:

The vision, mission, and guiding principles demonstrate the community-first focus of the plan. They were developed with input from District staff at all levels and from the Board of Trustees.

The core services represent those elements of traditional library services for which the District has always been known and to which the District remains committed.

Vision: A community that learns, works, creates, and thrives together.

Mission: We build community by connecting people to educational, economic, and recreational opportunities.

Guiding Principles:

- We welcome all members of the community and provide excellent customer service
- We provide free and open access to ideas and information to facilitate learning and the pursuit of knowledge
- We respect the integrity and confidentiality of all library members
- We establish strong local partnerships in pursuit of shared community aspirations
- We reflect the needs and interests of the community in our programs, services, and materials
- We value civil discourse and interaction
- We champion literacy and the importance of reading
- We respond to opportunities and challenges with collaboration, creativity, and adaptability
- We are good stewards of public resources and the public trust

Core Services:

A dedicated and well-trained staff provide these core services:

- Books, movies, and music in a variety of physical and digital platforms that meet community interests and information needs
- Spaces where the community can connect, learn, work, and create
- Programs, resources, and tools that support learning at all ages and stages of life

Technologies that encourage interaction, productivity, learning, and creativity

2.) Service Priorities:

Background:

The service priorities detailed here represent the areas of opportunity in which the District will focus strategic efforts and resources over the next three years. These priorities are informed by three information sources—the aspirations and key issues identified by members of the public in Community Conversations facilitated by the District as part of the Libraries Transforming Communities initiative, direct experiential knowledge gained by the District in the course of executing the 2013-2015 Community Impact Plan, and the expert knowledge of community partners and other trusted resources.

The service priorities are structured in such a way that the intended audience and end result are articulated in each goal, followed by the specific actions that will support that goal.

Digital Interaction and Sharing

Goal 1: Community members interested in engaging with their communities will find information about local events and opportunities to connect via engaging online content.

Actions:

- Find local community events and provide a web form for community members to submit events
- Post local events on our calendar and display events on the website's location pages
- Guest bloggers will share community information and personal perspectives
- Fans and followers will find, comment, and share events and community activities through social media platforms moderated by the District

Goal 2: Local experts will share their knowledge with community members through a dynamic digital platform.

Actions:

- Provide a digital platform to access content and find experts
- Create a local expert team to identify, curate, and record local experts
- Use existing local expert content from previous projects

Goal 3: Local creators will share their work and be discovered by community members.

Actions:

- Provide a digital platform to access content and find artists and authors
- Create an artist and author team to identify, curate, and/or record works or performances
- Use existing recordings and the local collection
- Create a web page for local authors to learn about self-publishing and to submit their work to online platforms for possible inclusion in the library's collection

Goal 4: Local historical societies will share their community's story through digital presentations of photographs and artifacts.

Action:

- Provide a digital platform to access content and find local history
- Create a team to identify, curate, and digitize and/or record local historical artifacts and oral histories
- Use existing recordings and digitization projects
- Submit additional digitization projects to Washington State Rural Heritage project

Goal 5: Community members interested in technology will find local experts that will help them learn the skills they need.

Action:

- Train staff and community members on emerging equipment and software so that they are more comfortable operating in a digital environment
- Survey and follow-up with members post-training to ensure they have reached their goals
- Meet community members where they are by increasing visits to businesses, organizations, schools, senior centers, nursing homes/assisted living facilities, etc. to provide technology training

Business and Career Development

Goal 1: Teens and adults focused on post-secondary educational opportunities will have the resources needed to succeed.

Actions:

- Provide informational opportunities on relevant topics to help teens and adults make informed decisions about their educational goals.

- Collaborate with Excelerate Success, T-2-4 and other relevant community initiatives that are focused on post-secondary achievement.
- Partner with area high schools to support their goals for students' educational achievement.

Goal 2: Career-oriented teens and adults will have the resources they need to attain gainful employment.

Actions:

- Train staff to ensure a consistent level of understanding of the career development services we offer.
- Offer career development services in libraries and local high schools.
- Partner with WorkSource and other local agencies to offer their classes in our libraries.
- Maintain fresh and robust career resource information on scld.org.
- Develop tutorials for effectively using career resources.
- Create opportunities to gain meaningful work experience both inside and outside of the District for young adults and those from underserved populations.
- Create opportunities for individuals to connect with potential employers and mentors.

Goal 3: Local businesses and non-profits will have the information they need to develop and maintain successful and viable enterprises.

Actions:

- Create learning opportunities by making connections between businesses and the available online and community resources.
- Connect with individual businesses to demonstrate digital resources that can help them better achieve their goals.
- Collaborate with local chambers of commerce and other business support groups to better achieve business community goals.

Goal 4: Community members with financial information needs will have the resources to develop financial security.

Actions:

- Collaborate with local agencies and businesses to offer a range of personal finance workshops that respond to library member needs and make use of appropriate technologies.
- Expand the number of social service agencies we work with, to make additional information readily available in all locations.

Education and Enrichment

Goal 1: School age youth in the District's service area will have access to fun and free extended learning opportunities and activities that promote literacy, STEM skills and the arts.

Actions:

- Every student entering middle school in the District's service area will have a Student Card
- Offer engaging in-library programs for school aged children and teens on both a regular and occasional basis that emphasize 21st century STEM and literacy skills.
- Quarterly STEM activities in all 10 libraries for students in Grades K-5 and up, learning opportunities for tween and teens.
- Present Prime Time Family Reading programs, with strategically identified partner elementary schools throughout the District

- Offer robust summer learning activities at all 10 libraries that creatively engage key educational themes
- Partner with after school programs, community partners, and schools to provide programs and learning opportunities outside of the library
- Partner with Excelerate Success to convene the Grade Level Reading Action Team
- Develop STEM program kits to be used at after school programs, both in the library and with partner agencies. .
- Work with community libraries to identify community needs regarding after school activities and out of school learning opportunities, and develop strategies to meet those needs.
- Develop meaningful teen volunteer program at resource libraries

Goal 2: Community members interested in instructional and lifelong learning experiences will have opportunities through enrichment programs that leverage cultural and community partnerships

Actions:

- Plan and implement District-wide program series that showcase regional talent and experts.
- Bring national and state touring exhibits, lecturers and other cultural opportunities to community libraries.
- Provide opportunities in each community for library members (aged 16 and up) to learn something new, try a new activity, or develop a hobby or skill.
- Work with library supervisors and community librarians to develop library-specific programs that respond to community interests.

Goal 3: Community members interested in learning how to make and create will have spaces and opportunities to do so.

- Develop and install physical creator/maker spaces in the resource libraries so that library members can access relevant and up-to-date technologies
- Develop and circulate maker kits for use by library members outside of the library that include tools.
- Develop and implement a Mobile Maker Lab to allow for taking STEM and other programs on the road to community libraries and underserved areas in the community
- Develop and provide training and programs for community members at all ages and interest levels to learn and use the maker spaces and relevant technologies

Early Learning

Goal 1: Parents, teachers, caregivers and other early learning professionals will have programs and services designed to help them prepare their children to start kindergarten and succeed in school in the early elementary years (K-3).

Actions:

- Provide continuing education classes and workshops (STARS—State Training and Registry System) for child care providers, teachers, and parents by working in cooperation with Child Care Aware to ensure a variety of classes are available throughout Spokane County.
- Participate in community events and resource sharing that focus on school readiness and school success.
- Create a “Getting ready for Kindergarten” page on scl.d.org that provides parents and caregivers with the information they need to ensure the children are prepared for kindergarten
- Provide developmentally appropriate in-library programs that emphasize early learning skills.
- Share early learning tips and practice with parents and caregivers during Play and Learn Storytime to ensure that their children are ready for school by the start of kindergarten.

- Provide information on the importance of quality early learning opportunities to ensure kindergarten readiness for families and the community during early learning programs and community resource events.
- Provide kits for checkout that help parents, teachers, caregivers and other early learning professionals to develop early learning STEM and literacy skills needed for school readiness.

Goal 2: Children birth – age eight will have the services and programs they need that develop skills for kindergarten readiness and school success.

Actions:

- Provide Play and Learn Storytimes that offer children a chance to develop the skills needed for kindergarten including literacy, STEM, social emotional, language, physical, and cognitive skills in line with Washington's Kindergarten readiness standards.
- Provide programs highlighting our early reader collection to support learning to read efforts.
- Provide early learning programs (such as block programs and book based programs) and materials designed to introduce and support early STEM, arts, and literacy concepts to help ensure that children are school ready.

Goal 3: Children, parents, caregivers, teachers and other early learning professionals will have access to outreach programs and services for early learning and early elementary grades to support school readiness and school success.

Actions:

- Offer programs for educating teachers (STARS—State Training and Registry System and Family Engagement) at their centers to help prepare their students for school.
- Visit childcare centers and licensed home providers on a quarterly basis to provide developmentally appropriate Storytimes and information about children being ready for kindergarten.
- Establish and strengthen relationships with elementary schools and homeschooling groups to support school readiness, school success, and home-based learning.
- In collaboration with partners such as Excelerate Success and the Inland Northwest Early Learning Alliance, connect with and take school readiness programs out to organizations that serve families so that all children are ready to learn when they start school.
- Connect with expectant parents on the benefits of early learning through new parent groups, hospital programs, and local clinics.

3.) Organizational Priorities:

Background:

In the course of feedback sessions with staff at all levels and in all departments regarding the elements of the Community Engagement Plan, several key themes emerged regarding areas of internal operations within the organization that would benefit from concerted effort towards continuous improvement.

Goal 1: Communication. The effective transmission of information is essential for the District to be able to fulfill its mission. Decision makers will distribute critical information via the most efficient platform available and in a timely and consistent manner. All staff at all levels take responsibility for ensuring successful communication and are proactive in resolving their own information needs.

Goal 2: Training. Technologies and services in libraries are evolving areas that necessitate all staff at all levels to learn new skills and to interact with new resources in order to best serve the District's library members. Supervisors and designated trainers will develop and distribute training resources via the most efficient platform available and in a timely and consistent manner. All staff at all levels take responsibility

for ensuring the understanding of new technologies and resources, and are proactive in resolving their own training needs.

Goal 3: Process Improvement. New technology and new points of view facilitate new approaches to processes that are more effective and efficient. All staff at all levels take responsibility for critically evaluating existing and potential processes in order to find ways to best serve the District's library members.

4.) Community Narratives

Background:

These community narratives are the aspirations, main concerns, and specific issues for each of our ten communities that our librarians identified in the course of conducting over 70 community conversations throughout the District as part of our participation in the Libraries Transforming Communities initiative. The narratives reflect the collective knowledge of what we heard—the issues and aspirations that stood out as common themes amongst all of the conversations conducted. In turn, those issues and aspirations to which the District is best positioned to respond are reflected in the goals and actions under the above service priorities.

Airway Heights

People want a safe and well-connected community with economic growth but they're concerned that residents have grown apathetic and that many, particularly those outside of incorporated Airway Heights, have no voice in city government and no central place to find local information. As people talk more about those concerns they talk specifically about the lack of all-ages educational and recreational activities and the need locally for more parks, schools, assisted living facilities, and public transportation options. They believe we need to focus on attracting new businesses, allocating funds for public amenities and beautification, and creating a physical space for the community to meet where they can also acquire job skills and participate in recreational activities. If city government, churches, and schools played a part in those actions, folks would be more likely trust the effort and step forward.

Argonne

People want a strong sense of identity and pride for their community, but they're concerned that there's a lack of connections among community members and organizations and that people don't know when and where events are occurring. As people talk more about those concerns they talk specifically about a lack of signs identifying Millwood and neighboring communities and that the community doesn't tout their successes loudly enough. They also want more places to gather with friends such as restaurants, and are concerned about a lack of appealing, walkable destinations and neighborhood events. They believe we need to focus on better coordinating efforts between groups and setting specific benchmarks and goals, and that if groups that are transparent and inclusive of everyone's opinions played a part in those actions, that folks would be more likely to trust the effort and step forward.

Cheney

People want a community that watches out for each other, where people know their neighbors and there are things to do for all ages, but they're concerned that people are not involved in the community. As people talk more about those concerns, they talk specifically about being too busy or unmotivated to be involved. They believe we need to focus on taking the time to connect to each other and what's going on in the community and if friends, neighbors and community organizations played a part in those actions that folks would be more likely trust the effort and step forward.

Deer Park

People want a safe community that is supportive of local businesses and arts and culture, but they're concerned with few job opportunities and few things to do. As people talk more about those concerns

they talk specifically about local businesses closing, kids not having educational opportunities and jobs to keep them in Deer Park, and needing to go to Spokane for entertainment. They believe we need to focus on buying and promoting local, bringing in new employers, and building a community center that would provide recreational and educational opportunities, and if the library, schools, service clubs, churches and the city council played a part in those actions that folks would be more likely to trust the effort and step forward.

Fairfield

People want a friendly, safe, small-town community with neighbors helping neighbors, more activities for kids, and where they (just like family) may not always like their neighbors, but they're always there for them. They're concerned that there's a lack of services and quality, living-wage jobs and that Fairfield is becoming a bedroom community to surrounding areas. As people talk more about those concerns, they talk specifically about people being unaware of opportunities in their community, needing more avenues of communication (i.e. newsletters, reader boards, email, etc.), that they need more skilled jobs paying living wages and benefits to attract newcomers to the area, retain the workforce already in place, and support the local businesses. They believe we need to focus on providing more local events for all ages that will give them a chance to connect with their neighbors and community and better share information about the events that are happening. If the town clerks, churches, long-term residents who have consistently demonstrated a commitment to the betterment of the community, and new businesses that are attempting to bring other business to the area played a part in those actions, that folks would be more likely to trust the effort and step forward.

Medical Lake

People desire a community with pride that is reflected in more connections to each other, things to do, thriving local businesses, and employment opportunities. However, they are concerned that there is a lack of leadership, poor communication, and a lack of opportunities for community connections. They are also concerned with boarded up businesses, not enough affordable activities for youth, and not having a reliable source for community information. They feel that this has led to community apathy. They feel there needs to be a focus on creating a community center, creating more community events, improving communication, and building stronger leadership. If service groups, business owners, schools, the library, and churches played a part in those actions, folks would be more likely to trust the effort and step forward. With better communication and more community events, people will feel more connected to their community creating a sense of pride.

Moran Prairie

People want a compassionate and caring community with a sense of place that celebrates local arts and character. But they're concerned that traffic and growth may threaten vibrant, environmentally sustainable, healthy neighborhoods. As people talk more about those concerns they talk specifically about people being too busy with their lives and families to get involved. They believe we need to focus on engaging people, communicating what's going on, and supporting local businesses. And if passionate individuals worked with local non-profits, agencies, schools, and libraries, folks would be more likely to trust the effort and step forward.

North Spokane

People want a safe community where they are more connected and involved, but they're concerned that lack of resources, infrastructure, and neighborhood connectedness has led to isolation. As people talk more about those concerns they talk specifically about a lack of community meeting places and events. They believe we need to focus on creating innovative community events and opportunities for shared spaces and other ways for people to connect and help each other in North Spokane and if government agencies, the library, churches, and other non-profits played a part in those actions that folks would be more likely to trust the effort and step forward.

Otis Orchards

People want a safe and engaged community where there are activities do for all ages, but they're concerned that there is a lack of local leadership and no gathering place. As people talk more about those concerns they talk specifically about safety and lack of resources. People want intergenerational activities along with more employment and volunteer opportunities. They believe we need to focus on exploring funding options, getting to know the county government, and area resources. By developing local leadership the people could form an action plan to explore their needs. If local schools, churches, libraries, and businesses played a part in those actions folks would be more likely to trust the effort and step forward.

Spokane Valley

People want a community of strong relationships with a vibrant economy that supports opportunities for youth, a quality education system, and recreational and cultural opportunities for all ages. We want safe and diverse neighborhoods where people know and talk to one another. However, people are concerned with too few opportunities to connect, a lack of personal relationships, and the feeling that people don't know their neighbors. People don't feel safe and miss having a stronger sense of community, and are looking for places and ways to connect in their neighborhoods and across generations. Some people are waiting for someone else to take action while others are willing to take small steps to create the community they want. Because trusted groups vary across the Valley, supportive efforts are splintered. By creating a shared vision and collaborative effort, we could build momentum towards a stronger town and neighborhoods where people feel welcomed and a part of the community.

Spokane County Library District Community Narrative

People want a caring and supportive community with a vibrant economy, a quality education system, and recreational and cultural opportunities for all ages. We want safe neighborhoods where people know and talk to one another. However, people are concerned about the businesses and jobs that have been lost and the feeling that people don't know their neighbors or what's going on in their community. People miss having a stronger sense of community and they are looking for places and ways to connect with each other and with information about events and services. There are a lot of trusted groups and organizations engaged in efforts to support economic growth and community building. By creating a shared vision and collaborative effort we could build momentum towards stronger cities, towns and neighborhoods where people feel welcomed and a part of the community.

5.) Measuring Engagement

The District recognizes the inherent challenge in effectively measuring community engagement, and will rely on surveys distributed to library members regarding the service priority areas, community indicators provided by partners, and an annual assessment in order to best determine how the District's efforts are contributing to making positive impact on community issues.

As part of that annual assessment, and as with the previous strategic plan, the District will review and recommend to the Board of Trustees revisions to the plan based upon knowledge gained through implementation.

6.) Next Steps

Staff will begin the work of implementing the goals and actions above in January 2016.

2016 Budget**a. Adopting a 2016 Final Budget (Resolution No. 15-09)**

Background:

The final budget presented as Exhibit A and Exhibit B to the resolution, includes the following changes from the budget that were presented in the previous meeting.

- Total salaries are increased by \$30,000 to provide for an annual salary adjustment. Total benefits are not changed as the corresponding increase to benefits from the above salary adjustment are offset by a decrease in the long-term disability premium from what was originally budgeted.
- Total library materials are increased by \$8,100, based on recalculating 14% of final projected tax levy and contract cities revenue. Total library programs are increased by \$200, also based on recalculating 0.5% of final projected tax levy and contract cities revenue.
- Total operating contingency is decreased by \$38,300, offsetting the above increases. The budget presented remains a balanced budget.

Recommended Action: Board motion to approve Resolution No. 15-09, Adopting a 2016 Final Budget.

RESOLUTION NO. 15-09**A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, ADOPTING A 2016 FINAL BUDGET; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATED 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, RCW 27.12.210(4) requires that the Board of Trustees (the “Board”) submit annually to the legislative body of the county a budget containing estimates in detail of the amount of money necessary for the District for the ensuing year

WHEREAS, RCW 84.52.070 requires the Board to certify to the county legislative authority budgets or estimates of the amounts to be raised by taxation and to file such certified budget or estimates with the county legislative authority on or before the thirtieth (30th) day of November;

WHEREAS, RCW 84.52.025 requires that such budgets or estimates clearly indicate an estimate of cash balance at the beginning and ending of each budget period;

WHEREAS, the Board adopted a 2016 Preliminary Budget with Resolution No. 15-04 on November 24, 2015, and certified same to the Board of County Commissioners of Spokane County;

WHEREAS, there have been changes to certain expense lines but no changes in total estimated expenses and no changes to estimated revenues subsequent to the adoption of the 2016 Preliminary Budget;

WHEREAS, the Board has determined it necessary to revise the 2016 Preliminary Budget to incorporate changes in expenses, and to adopt a 2016 Final Budget.

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

Section 1: ADOPTION OF 2016 FINAL BUDGET

The Board hereby adopts a 2016 Final Budget (attached hereto as Exhibit A and Exhibit B and incorporated herein by reference), in the amount of:

General Operating Fund (001-661):	\$11,898,100
Capital Projects Fund (008-661):	\$ 325,000

Section 2: 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 15th day of December 2015.

SPOKANE COUNTY LIBRARY DISTRICT
Spokane County, Washington

Mark Johnson, Chair
Board of Trustees

ATTEST

Nancy Ledeboer
Secretary to the Board of Trustees

Exhibit A	
Spokane County Library District	
2016 General Operating Fund Budget	
Final	
REVENUES	
PROPERTY TAXES	11,050,000
LESS: TAX INCREMENT FINANCING AREAS (TIF'S)	(47,000)
CONTRACT CITIES - AIRWAY HEIGHTS	246,000
CONTRACT CITIES - SPOKANE	102,000
FINES & FEES	256,900
E-RATE REIMBURSEMENTS	173,000
INTEREST REVENUES AND OTHER	62,200
TOTAL REVENUES BEFORE GRANTS & DONATIONS	11,843,100
GRANTS & DONATIONS	55,000
TRANSFERS IN	-
TOTAL REVENUES & TRANSFERS IN	11,898,100
EXPENSES	
SALARIES	5,993,523
FRINGE BENEFITS	1,959,251
SUPPLIES	179,001
SERVICES	1,652,505
LIBRARY MATERIALS	1,393,900
ELECTRONIC LIBRARY MATERIALS	200,000
LIBRARY PROGRAMS	56,700
OPERATIONAL CONTINGENCIES	71,700
TOTAL EXPENSES BEFORE CAPITAL & GRANT SUPPORTED PRO	11,506,580
CAPITAL EXPENDITURES	341,520
GRANT SUPPORTED PROGRAM EXPENSES	50,000
TRANSFERS OUT	-
TOTAL EXPENSES & TRANSFERS OUT	11,898,100
NET EXCESS OF REVENUES OVER (UNDER) EXPENSES	-
Estimated Beginning Fund Balance: January 1, 2016	4,431,000
Net Excess of Revenues over Expenses	-
Estimated Ending Fund Balance: December 31, 2016	4,431,000

EXHIBIT B	
Spokane County Library District	
2016 Capital Projects Fund Budget	
Final	
REVENUES	
Interest Earnings	\$ 5,000
TOTAL REVENUES	\$ 5,000
EXPENSES	
Capital Improvements to the North Spokane and Spokane Valley Libra	325,000
TOTAL EXPENSES	\$ 325,000
NET EXCESS OF REVENUES OVER (UNDER) EXPENSES	\$ (320,000)
Estimated Beginning Fund Balance: January 1, 2016	\$ 1,244,200
Net Excess of Revenues over (under) Expenses	(320,000)
Estimated Ending Fund Balance: December 31, 2016	\$ 924,200

2015 WORK PLAN – YEAR IN REVIEW

Background:

Based upon the adopted 2015 Budget, a Work Plan was developed outlining major projects that fall outside of the goals identified in the Community Impact Plan (CIP). The following is an update on progress made to complete major projects undertaken in the past 12 months.

Strategic Planning As 2015 comes to an end, we are wrapping up the Community Impact Plan (CIP) 2013-2015. Many accomplishments resulted from strategically aligning resources to support four service priorities. The work done over the past three years forms the foundation for a new three-year plan, encompassed in the Community Engagement Plan (CEP) 2016-2018. This plan incorporates information gathered as part of the Libraries Transforming Communities initiative, with lessons learned implementing the CIP. Over the course of the last 18 months, community conversations were held across the District. Staff listened to what community members had to say and analyzed expert knowledge from various sources to test whether the current service priorities remain relevant. Once data was gathered, the Board of Trustees and staff were invited to provide input on the draft plan. As a result, a new Mission, Vision, and Guiding Principles were written and the four service priorities were modified to meet emerging needs and interests. The Community Engagement Plan will be presented to the Board of Trustees for approval. If adopted, it will guide resource allocation and strategic decisions over the next three years.

The newly established Board of Directors for the **Friends of the Spokane County Library District** has been meeting regularly. Among its first-year accomplishments are the adoption of a Mission, launching a membership drive and establishing an online book sale through Thrift Books. The membership drive was launched at a reception featuring six local authors. For the first time since it began, Spokane Is Reading partnered with the Friends to hold a *members only* reception to meet with the author prior to her presentations. The Friends sponsored THRIVE and National Novel Writer's Month programs. In the coming year they will host additional member events and work to support the efforts of community library Friends groups.

The **Spokane Valley Library Capital Facilities Area** (SVLCFA) expired when voters failed to approve the funding request in the August primary election. Efforts to inform and engage voters increased the overall approval to 57.5%, still shy of the required 60% supermajority. Following the results of the election, staff reviewed the 2015 facilities budget to determine whether projects could be deferred until we re-evaluate projects in light of the unsuccessful bond election. Facility needs were factored into the 2016 budget request.

Public Services staff completed several **grant-funded projects**. In support of Developing Young Learners, STEM kits were created and distributed to childcare providers and libraries throughout Eastern Washington. Funding from Thrive Washington paid for books, educational manipulatives, and training development to prepare childcare providers to introduce fun, age-appropriate science and math activities to young children. In addition, staff are working with the State Library to develop a state-wide initiative that will help prepare preschoolers for

kindergarten. The Explore and Discover team received a National Endowment for the Arts grant to fund The Big Read featuring Call of the Wild and a month filled with programs for all ages. Humanities Washington provided funding for additional Prime Time Family Reading programs, one in the summer at Cheney Library (with Betz and Salnave Elementary Schools) and two concurrent fall programs at Spokane Valley Library (with Broadway Elementary) and Airway Heights Library (with Sunset Elementary). The Virtual Services and Business and Career teams partnered with WorkSource to offer job and technology classes. The Business team partnered with SNAP to offer a series on technology support and training for small business owners, as well as a series on financial literacy in four of our community libraries. Managing Librarian Aileen Luppert attended training provided by the American Library Association to develop career pathways curriculum that will benefit both staff and the public. To Connect Communities a Rural Heritage Grant provided equipment and staffing to digitize items from the Medical Lake Historical Society. The equipment purchased will be used to partner with other communities and tell the story through local history.

In 2015 **Communication & Development expanded efforts** to reach existing and potential library members. In addition to monthly e-newsletters, blogs and social media, the District mailed two brochures highlighting district programming to all library member households. All library card holder households now receive a direct mail piece twice a year. We continue to see an increase in media outlets picking up stories about District programs and services. Social media has been instrumental in publicizing new services such as the Lynda.com digital resource and informing the public when libraries closed due to power outages during the windstorm.

The Business Office and Human Resources worked together to implement the new **requirements of the Affordable Health Care Act (ACA)**. All employees working between 30-40 hours per week on a regular basis received full health insurance coverage paid by the District. A tracking system was implemented to monitor hours worked to ensure that ACA requirements are met. The District is now well prepared to meet reporting requirements for 2016 and into future years.

Upon the retirement of Chief Financial Officer Bill Sargent, a **new CFO was recruited** and hired. New to libraries, Rick Knorr visited all libraries to learn about the business of the District, as well as to observe and gain knowledge about the facilities. The audit exit interview for 2013 was completed prior to Mr. Knorr's arrival. Mr. Knorr completed preparation of the 2016 Budget and prepared for the 2014 audit which is underway at this time.

The retirement of Chief Information Officer Priscilla Ice provided an opportunity to **restructure the Leadership Team** and reassign supervisory responsibilities in Public Services. Deputy Director Doug Stumbough will step into the role as Information Technology Director in January 2016. Deputy Director Patrick Roewe will assume responsibility for all of Public Services. Hours were added at the frontline, with two new Public Services Associates. A Managing Librarian position was reclassified to Library Services Manager to provide leadership and supervision for community Library Supervisors. The additional hours and reclassification of positions will be funded with the savings from eliminating one Leadership Team position and by eliminating

Library Operations Managers. Prior to the retirement of Judy Luck, there were two Library Operations Managers, which will now be replaced by one Customer Experience Manager.

A **Wellness Task Force** was formed to review the Association of Washington Cities Wellness program requirements. The Task Force has been implementing wellness activities, policies and programs in an effort to qualify the District for discounts on health insurance premiums in 2017 or future years. A Wellness Resolution was approved by the Board of Trustees and two different employee wellness programs were implemented during the year. Staff Day offered flu shots and a wellness activity. Staff participated in a health self-assessment survey, thus qualifying the District for a mini-grant from AWC for next year's programs.

The District now accepts **applications for employment electronically**. IT worked with Human Resources to develop an online form that allows candidates to submit the application online. Currently, depending upon the position, about 70% of applications are submitted online. Applicants may still apply in person or by mail, in addition to being able to apply online.

Other Initiatives:

In the spring we **retired the date due stamps** from all libraries. Customers were offered several options for tracking due dates. The transition was well planned and we had very little feedback from the public once the change was implemented.

Public Services staff worked with Collections Services to create a **local collection** of books and music. This involved creating new codes to track the use of these materials and efforts to identify existing works as well as purchasing new material. Managing Librarian Jason Johnson led this effort in coordination with Collection Services. All 10 libraries have an area displaying the local collection and circulation of these items indicates the collection is popular.

A partnership began when a library member brought his **3-D Printer** to the library and explained how it worked. Based upon the popularity of this program, staff investigated the purchase of a 3-D Printer for the Spokane Valley Library. After researching product specifications, a printer was purchased, tested, and prepared for use with the public. Trustees adopted a policy in September and the 3D Printer service for the public was initiated in October. The printer will be used for library programs and can also be used to fulfill individual printing requests.

Enhancements to the website included adding a **community calendar** featuring events offered in the community. Similar to the bulletin boards in every library, events are added to the website calendar to help connect people to what is happening in the community. The calendar can be searched by library location as well as by type of event. Each library has its own webpage where members can find events happening at that specific library or in the community. This page was expanded to feature a short post about something happening at that library or in the community. This is in response to hearing that people would like more to do and that they don't always know what is happening in the community.

New digital resources purchased this year include Statista, BiblioBoard, and Lynda.com. These resources support business and career preparation as well as providing a place to find locally published books. A new webpage for parents was launched to provide information and resources that help parents prepare their young children for Kindergarten. Additionally, STEM resources were published to support early childhood caregivers with curriculum for introducing children to math and science in an age-appropriate manner.

We continue to work with our library automation vendor, SirsiDynix, to test new features and products. IT and Collection Services staff hold regular calls with Sirsi staff to learn about new features and to resolve problems. Staff were trained to use the new BlueCloud modules, although they still lack some of the functionality required before they can replace existing modules. Staff provide input that may help Sirsi accelerate the release of new products.

We have not completed our goal to evaluate network security. We completed a transition to a **new online payment system** directly through our ILS vendor SirsiDynix. This is a secure payment system allowing members to pay for fines and fees from home or within the library. This move was completed in anticipation of selecting a new print/computer reservation software product in the coming year. The previous payment system was provided through our current print/computer reservation software vendor, but there have been ongoing issues with lack of support. In fact, those issues led us to begin the evaluation and selection of a new print/computer reservation software product, so that it can be ready to install early in 2016.

Recommended Action: This item is for your information and discussion, with no formal action required at this time.

2016 WORK PLAN

Background:

The 2016 Budget includes funding for several major projects to be completed in the coming year. With approval, this will be the first year of the Community Engagement Plan 2016-2018. We will continue to prioritize resources to support activities that fulfill goals and objectives established in the CEP. In addition, there are specific projects and activities that the Leadership Team will lead to completion.

Community Engagement Plan – The Work Plan addresses the support the Leadership Team will provide, including the allocation of resources to support staff in their efforts to carry out activities and new initiatives identified in the plan.

In light of the unsuccessful bond election in August, several facilities projects budgeted for completion in 2015 were deferred until a more thorough examination of needs could be conducted. The 2016 Operating Budget includes funding normal **facilities maintenance projects**, including repaving and striping parking lots, replacing and repairing exterior siding at North Spokane, exterior repairs at Moran Prairie and other routine maintenance projects. The operating budget provides for resealing the Spokane Valley roof, which should extend the useful life of the roof for three to five years. Additionally, Facilities will monitor repair of the drainage system to see if the problem with leaks has been resolved. In 2015, we identified roof repairs needed at Moran Prairie and Otis Orchards that will be completed. The operating budget also includes funds for IT to **replace public access computers**, as well as maintenance of the network and servers as needed.

The Capital Fund will support a “**refresh**” at **Spokane Valley and North Spokane** to build media labs offering the public access to new technologies for creating, preserving and telling their stories. An architect will be hired on an hourly basis to assess options for expanding the Spokane Valley Library and creating a media lab at North Spokane. We plan to investigate parking requirements to see if leased parking counts toward meeting the code for parking. We will also investigate the possibility of installing compact shelving to open up space for new purposes at North Spokane.

Once the new media labs are in place, we will **initiate partnerships to increase programming** using these spaces and new technology. Efforts are underway to partner with Community-Minded Television. The Community Engagement Plan for 2016-2018 calls for new efforts in the area of digital learning and sharing. The media labs will provide spaces and equipment for this service priority to develop.

In Public Services, we plan to hire a **Volunteer Coordinator** to work with Library Services Managers and Library Supervisors to increase meaningful opportunities for volunteers in the library. Currently each library has a few volunteers who assist with day-to-day projects, as well as volunteers who serve as Friends organizing book sales. As we implement new programs to prepare youth for school, inspire learners of all ages to create and share, and support job seekers exploring career opportunities, we will look for ways to invite community members to participate as volunteers. Demographic studies indicate that newly retired baby boomers will be seeking meaningful ways to interact and stay connected to the community. Similarly, youth are looking for mentors and volunteer opportunities that will help them navigate career pathways as

they prepare to enter the workforce. The newly hired Volunteer Coordinator will seek input as we develop opportunities for community members of all ages to engage and interact at the library.

Communication will work with Public Services to **enhance the website**, building upon the existing platform to facilitate access to the information people want. We will continue to add local content and opportunities for the public to interact on the website. To assist people in finding information that may be in a variety of formats, we will curate spaces on the website where content can more easily be found regardless of whether it is a book, an electronic file or a community resource. Technology is a core service that enhances all four service priorities. We will continue to invest in digital resources and provide training to both staff and the public as we strive to **increase digital literacy skills**.

The Information Technology Department will work with Public Services and other departments to ensure that systems are maintained, backed up and supported. We will **replace the print management** and computer reservation software. The current system is no longer being adequately supported and we notified the company of our plan to terminate our service agreement. We will evaluate the current phone system and replace worn out equipment as needed. Given recent security breaches on IT systems globally, we will conduct **a security audit** to ensure that our data systems provide adequate security to protect staff and library member accounts.

Friends of the SCLD completed its first year with a membership campaign and provided funding for the National Novel Writer's Month programs. In the coming year we will continue to support the growth of this new organization as it strives to attract new members and increase the Board of Directors. Ideally, the 10 existing Friends groups that support individual libraries will connect with Friends of the SCLD and grow stronger together. We will host the annual **Friends Helping Friends** event to facilitate communication among all Friends.

SCLD will support the **Washington Library Association Annual Conference** to be held in Spokane next April. Staff are serving on the planning committee and we will lend our support to the success of the conference. Several staff will be presenting at the conference. We plan to send as many staff as possible to the conference while it is in our region. Once registration is open we can assess how many staff are interested in attending.

To carry out the new Community Engagement Plan we need to support a knowledgeable, **well-trained staff**. First, we'll be evaluating potential customer service training programs to see if we can find a good fit for the libraries. While staff consistently provide great customer service to our library members, this is an area of continuous improvement, and we want to ensure that library members get the best library experience possible. Second, we plan to offer Safe Environment Training (SET) next spring. We will assess other training opportunities to determine how best to use Staff Day training funds.

Wellness involves the entire District. The Leadership Team will do its part to support the Wellness Task Force in meeting criteria for a Well City Award from AWC. Leadership Team has reviewed the criteria and everyone will contribute to ensure that we meet the criteria established by AWC.

We will continue to review and **update position descriptions**. We will conduct an annual review of all positions using federal definitions for exempt and non-exempt positions. Should new definitions be adopted, we will be prepared to implement new requirements. This ongoing review will also prepare us for the next Salary and Compensation Study, as we postponed doing a study for two years and it is prudent for us to plan to conduct a study in 2017.

Finally, the Leadership Team will be flexible and open to new opportunities and partnerships that advance our Mission, Vision, and strategic initiatives. By setting goals and remaining open to new opportunities we will model this behavior for staff serving throughout the District. Across all levels, staff have opportunities to advance the Mission and engage community members in the process.

Recommended Action: This item is for your information and discussion, with no formal action required at this time.

2016 BOARD OF TRUSTEES' OFFICERS ELECTION

Background:

The Board of Trustees bylaws specify that officers for the following year be elected at the December regular meeting. Officers to be elected are Chair and Vice Chair. The Executive Director serves ex-officio as Board Secretary.

Nominations are opened at the meeting and approval of a motion is required for election. Newly-elected officers assume their duties January 1 of the following year and serve through December 31.

Officer elections require a nomination, motion, second and vote.

Recommended Action: A nomination, motion, second and vote for Chair and Vice Chair officers.

RECOGNITION OF RETIRING TRUSTEE TIM HATTENBURG (RESOLUTION No. 15-10)**Background:**

Tim Hattenburg has served two five-year terms of community volunteer service as Spokane County Library District Trustee, beginning February 14, 2006. Trustees will honor his contributions to the Board and Library District at the meeting.

Recommended Action: Recommendation to approve Resolution No. 15-10, "Recognizing Retiring Trustee Tim Hattenburg's Service to Spokane County Library District and its Residents."

FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: JANUARY /FEBRUARY 2016***January 19, 2016: Airway Heights Library (4:00 p.m.)***

- Welcome Incoming Trustee (Tentative)
- Volunteer Program Policy
- WLA Library Legislative Day Briefing/Key Issues
- Library Spotlight – Airway Heights Library
- Overview - Wellness

Please send requests for agenda additions or changes to the Board Chair or Patty no later than Monday, Jan. 4, for inclusion in the preliminary agenda to be sent Jan. 6. Meeting packets will be mailed Jan. 13.

February 16, 2016: Argonne Library (4:00 p.m.)

- Facility Use for Political Purposes Policy
- WLA Library Legislative Day Report
- Library Spotlight – Argonne Library
- Overview – Human Origins Exhibit

SPECIAL MEETINGS AND ACTIVITIES

Jan 21	WLA Library Legislative Day (Olympia, WA)
Apr 23	Friends Helping Friends (Moran Prairie, Saturday, 9am-noon)
Apr 27-29	WLA Annual Conference (The Davenport Hotel, Spokane)

EXECUTIVE DIRECTOR'S REPORT NOVEMBER 2015

Administration

Business Office, Finance and Facilities (Rick Knorr)

Finance

Final Budget

This month we present our final iteration of the 2016 budget. The changes in this version are:
Providing for a 0.5% annual salary adjustment.
Increasing the library materials budget to 14% of the final forecast for tax revenue.
A corresponding decrease in the operating contingency.

There is no change in the grand total general fund expenditures. It is still a balanced budget.
There is no change to the Capital Project Fund.

November Financial Report

- We are now through 11 months. Total general fund expenditures through 11 months are \$10,127,000. With only one more month left, the projected final expenditures for the year will be well below the total budget appropriation of \$11,876,830 per Resolution No. 14-11.
- As for the Capital Projects Fund, as yet we have not made any expenditures in 2015. Our budget was for \$100,000, to cover the expected August election costs. We do expect to pay these costs in December but have not seen an actual invoice as of press time. Our previous election costs were \$99,330.
- We have also received 99.4% of the property tax budget and 100% of the contract cities revenue. Excluding grant revenue "capacity," revenues should also finish close to the amounts budgeted.

Annual Audit

We are in the middle of an annual audit by the Washington State Auditor's Office. I plan to have a brief update on progress during the board meeting.

Facilities

Our facilities re-emerged from "Windstorm" no worse for the wear. We do have need for a roof repair at Moran Prairie, soon to be done, but that was not from the storm. We have also patched a roof leak at Otis Orchards prior to the storm, and will be faced with a more major repair next spring. Current ballpark estimate for that repair is \$60,000. The remodel of the Cheney Library staff work area is complete and is working well. One of the automatic entry doors at North Spokane is not working and will be replaced shortly. The windows that were broken at Argonne Library were replaced Dec 1. Our new maintenance vehicle will be delivered mid-December.

Human Resources (Paul Eichenberg)

- The United Way Campaign wrapped up on November 30 after being extended due to the windstorm closures. SCLD staff has contributed or pledged \$7,833.04 for 2016.
- In 2015 AWC had a rate holiday for Long Term Disability (LTD) insurance. For 2016, Rick noticed that AWC had announced a new low-risk LTD rate for entities that did not cover police, fire, or public

works employees. The HR Analyst submitted the request. Our current rate would have been .404% of payroll, which will be reduced to .331% effective January 1, 2016.

- The District's latest Wellness program, Gratitude Graffiti Project, is continuing with 48 employees signed up to participate.

Information Technology (Doug Stumbough)

- In light of the ongoing issues with our public internet station reservation software, we began the process of seeking a replacement. A Request for Information (RFI) was issued the second week of the month, and six vendors responded. A team consisting of both IT and Public Services staff are reviewing the submitted information, and will be attending online demos of the products in early December. The hope is to have a replacement product selected early in 2016.
- On a related note, the vendor of our current Internet reservation software was informed that we will not be renewing our service and maintenance contract with them due to a lack of response and support.
- The windstorm that swept through the area on the 17th left several of our libraries without power, but the backup power generator at SV kept all of our servers and internal network up without interruption.
- Following the storm, IT staff was able to make room and set up workstations for displaced Administration staff while that building went without power for three days. Part of this was accomplished by De being able to work remotely and Drew retrieving a Business Office station from the dark Admin building so that payroll could be processed.
- IT staff also began investigating additional tools for alerting and updating staff during similar events in the future, including text alert options.
- IT staff began planning changes to our workspaces, with the ultimate goal of having all IT staff in the same office. Staff reviewed several configuration options for the work area, as well as planning for consolidation of hardware kept on hand for service and repairs. Two local vendors were contacted to provide some design and furniture options so that we can make a decision in December.
- With all of the locations closed for Veterans Day, IT staff was able to take advantage of the holiday and work on several maintenance projects and make planned security protocol changes. Drew was also able to move and reconnect staff stations related to the remodel of the Cheney work area done that day.
- The majority of the phone system upgrade was completed this month; however, we still continue to work through our Cisco license vendor to make sure that our formerly hardware-based licenses are properly converted to a per user model under its new format.
- After five years as our Data and Web Services Administrator, Ven Kozubenko left the District. As we do with many vacancies, we will use the opportunity to reevaluate the position with relation to District needs, and hope to fill it before the end of the year.

Collection Services (Andrea Sharps)

- We ordered 1,795 titles and 4,824 copies in November. The number of titles and copies ordered is down from last month.
- With 91.67% of the year done, total library materials expended stands at 85.98%.
- We processed, added to the system, and sent out to the libraries 2,900 items in November. This is down quite a bit from last month. Due to a windstorm knocking out the power at the Argonne Library, Administration was closed for three days. This, combined with three holiday closures, contributed to the lower than normal processing (and ordering) numbers.

- Downloadable lending through OverDrive was down a little in November from October. A total of 29,951 audiobook and eBook items circulated in November. Members placed a total of 8,620 holds, and there were 4,578 unique users with titles checked out.
- Midwest Tape's *hoopla*, a streaming media service, saw a slight decrease in circulation in November over October. A total of 1,139 titles including audiobooks (237), comics/graphic novels (74), eBooks (69), movies (382), full-length albums (293) and television shows (84) circulated in November for a combined cost of \$2,237 and an average cost per circulation of \$1.96. A total of 36 new patrons registered in the month, and there were 306 active users recorded.
- We loaned 216 items to other libraries and borrowed 427 items from other libraries for 643 total interlibrary loan transactions processed in November.

Executive Director Report & Community Activities (Nancy Ledeboer)

In preparation for the December meeting, I reviewed the District policy on Public Art in District Facilities. The current policy provides guidelines for Trustees to allocate funding for public art when they approve construction budgets. No changes to the policy are recommended at this time.

In November, the windstorm impacted the entire community. Based on information that county and city offices were closing and that businesses were encouraged to send employees home early, a decision was made to close all libraries at 3 p.m. This provided time to inform every library and enable staff to then alert members and the public of the new closing time. Anyone needing to call for a ride or arrange to be picked up could do so prior to closing. Trustees were notified that their regular meeting was cancelled. As we left the building on Tuesday evening, we had no idea that the storm would cause more damage than Ice Storm 1996.

Doug Stumbough was at Spokane Valley Library by 6 a.m. Wednesday to check to see which libraries had power. Dave Rennick and Matt Doneen inspected libraries for damage. Based upon early information, we decided to open three libraries that day; North Spokane, Spokane Valley, and Cheney. These three libraries all had power. Operations supervisors Megan Ritchie and Robi Smith began calling staff to send them to work at one of the three open libraries. Support staff were notified that Argonne would be closed until further notice. A few staff were able to work from home. Administrative Leave was granted to any staff unable to come to work due to the storm, as well as for those without a place to work.

Each day we assessed which libraries had power and reassigned staff until all libraries opened. By late Friday afternoon, Argonne had power restored. Janitorial was called prior to reopening to ensure libraries were clean and buildings were inspected for damage. The entire staff demonstrated extreme flexibility and dedication during the storm. Libraries served as places where people could stay warm, recharge, and access status updates on the restoration of power.

Post-windstorm the Leadership Team discussed how to prepare for future emergency situations. We plan to investigate notification software that would allow us to reach staff through a variety of communication methods. Some people were able to text, some had phones and others had access to the Internet. Having only one method, calling by telephone, was not always effective. We will also review work schedules. Having people start at different times made it difficult to assess building situations and still have adequate time to notify staff where to report for work. We will review the Emergency Closure procedures to be sure they are up to date based on what we learned during this experience.

The District is participating in the Graffiti Gratitude Project as part of its Wellness program during the months of November and December. The windstorm taught me to be grateful for things I take for granted. I am grateful for stoplights that make driving easier, power to dry my hair, and cook meals at home. For heat and lights so that I can read in the evenings and come home to light at night. I am grateful for my neighbors and all their help and I am especially grateful to live near family and to have their support.

Beyond the storm, November was a busy month. I attended the EWI Scholarship Committee, Board Meeting, and November Business Meeting, which was rescheduled due to storm. The current EWI Secretary is on leave; thus, I have assumed taking meeting minutes during her absence. I have been in contact with Darlis Vauble from Omaha about chairing a committee to plan a reading rally at EWI's annual conference, which will be held in Spokane in September. Preliminary plans are to partner with an elementary school to give books and host an assembly that encourages young people to read. I am still learning more about the level of support from the Corporate Offices as well as from other EWI Chapters.

I attended the Greater Spokane Valley Chamber's Government Action Committee. The committee prepared a legislative agenda for the chamber that will be presented to its Board for approval. The purpose of the agenda is to state a position on issues that impact businesses in the Valley, such as minimum wage, funding for education, and transportation funding for major infrastructure improvements that will open up new areas for manufacturing businesses and economic development. The Business Education Committee is charged with developing an action plan to support the Chamber's Big 5. It plans to identify actions that will integrate business and education to create the workforce of the future. The annual installation of officers was done at a lunch meeting held at the Mirabeau. Keynote speaker, Dr. Edmund Schweitzer, talked about the fundamental principles that he believes we need to follow in creating new jobs and growing businesses.

The Spokane Valley Partners Marketing Committee met the day after its fund-raising event, Ladies Night Out. The Board Meeting was canceled due to the storm. Despite the weather, however, Spokane Valley Partners distributed hundreds of holiday meals to families across Eastern Spokane County. Several staff attended the Economic Forecast presented by Greater Spokane, Inc. This is an annual event that provides a glimpse at both the national economic indicators and the local economy. Things are looking brighter with lower unemployment, more building permits and higher property values in Spokane and Kootenai counties. Speakers anticipate that the job market will get tighter and it may be harder to fill jobs; thus, driving up wages in the near future. They caution that there may be an increase in interest rates that will slow down sales as it turns to a seller's market. Statistically, our local economy still has a very high percentage of single-person (another way to say this? Reads like "single"?) businesses. This may be due to the trend for contractors and consultants as well as due to an increase in entrepreneurs who created their own jobs during the Great Recession. To sustain a healthy economy, we need to grow these small businesses and retain the larger companies in our region.

The Inland Northwest Coalition of Libraries (INCOL) held a fall workshop featuring Jamie LaRue. During his tenure as the Director of the Douglas County Library in Colorado, Mr. LaRue developed a unique approach to providing digital content. Unhappy with price gouging tactics of the big five publishers, Douglas County purchased its own hardware and software to purchase, house, and loan digital content. They negotiated agreements with hundreds of small publishing houses to purchase digital content. Its library was written up in numerous library journals for this innovative approach to offering digital content. Out of this initiative, the library encouraged local authors to publish works with the library. Thus, the

library went from purchaser to publisher. Mr. LaRue believes that libraries must not be held hostage by publishers and other vendors, but should proactively create the future.

The final Libraries Transforming Communities conference call was held Nov. 12. Our coaches encouraged everyone to keep up the good work and to stay in contact with teams from the other nine libraries. Our team shared how we are using information from community conversations to inform our strategic plan. Several of the other libraries shared their successes in connecting to their communities in new ways since participating in the grant. A couple of libraries had significant staff turnover during the 18 months of the initiative and had a harder time implementing the new methods of community engagement.

Despite power outages the KSPS Board Meeting was held on its usual night. KSPS has onsite back-up power that allowed uninterrupted broadcasting. KSPS is planning a yearlong 50th anniversary celebration. SCLD has a team signed up to participate in the upcoming pledge drive on Dec. 5.

I met with John Dickson, COO for Spokane County, to share SCLD's plans for community engagement. Mr. Dickson was in Leadership Spokane with me and is interested in fostering community engagement and strategic planning in his role with Spokane County. I will continue to share the results of our efforts to engage the community and provide responsive relevant services.

ITEM AND TITLE MONTHLY REPORT
November 2015

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	172250	152080	324330		85054	50310	135364
Nonprint	62287	24186	86473		25814	7215	33029
Subtotal	234537	176266	410803		110868	57525	168393
Periodicals	12136	2069	14205		312	38	350
Total	246673	178335	425008		111180	57563	168743

	<u>ITEMS</u>				<u>TITLES</u>		
OverDrive: eBOOKS			19757				23778
Licensed eBOOKS			27821				6206
Audiobooks			6206				16320
Digital music			1708				1708
OverDrive: Total			55492				48012
GRAND TOTAL			480500				216755

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	25330	16254	41584
Nonprint	9332	2500	11832
TOTAL	34662	18754	53416
DELETIONS			
Print	38404	23561	61965
Nonprint	7496	3649	11145
TOTAL	45900	27210	73110

	<u>NET CHANGE</u>		
	<u>YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-13074	-7307	-20381
Nonprint	1836	-1149	687
Periodicals	465	84	549

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

Windstorm 2015

The November 17 windstorm had significant impact on library operations. All libraries open on 11/17/15 closed at 3:00 p.m. in response to a recommendation from the Spokane Department of Emergency Management.

Cheney, North Spokane, and Spokane Valley were the only libraries open the following day. With the remainder of the facilities without power and/or inaccessible by staff, Public Services staff were deployed flexibly throughout the week of the storm as power was restored to each affected building. Argonne experienced the longest duration without power, and reopened Monday 11/23. The District was fortunate in that no significant damage was sustained by any District facility, with the exception of some shingles lost from the roof of the Medical Lake Library, which was referred to the City of Medical Lake as per the interlocal agreement.

While it is difficult to determine the specifics on the impact of the storm and its aftermath, it's reasonable to assume that all of our use measurements—circulation of materials, program attendance, computer reservations, etc., were all negatively impacted by the storm. That said, staff worked hard to meet the emergent needs of our library members in response to the storm. Extra tables with additional power strips for device charging were placed in the libraries where they'd fit, and meeting rooms were opened up for general use (and device charging). We adjusted material return dates to prevent any undue late fees incurred because of the storm. Overall, Public Services staff did a fantastic job of being accommodating and responsive to our library members throughout this significantly disruptive event.

Customer Use Analysis

In-Library Circulation

Circulation at the libraries in November was impacted significantly by closures due to the windstorm, and was down from the same month in 2014 (-12%). All locations experienced a drop, with Otis Orchards (-27%) and Argonne (-30%) seeing the greatest change. It is worth noting that both were closed for multiple days due to lack of power.

Use of the checkout stations accounted for 51% of all circulation in the libraries. More than half of in-library circulation at North Spokane (58%), and Spokane Valley (67%) came through the self-checkout stations, while members at Cheney (25%) and Deer Park (19%) show a preference for staff-assisted checkout.

2015 Measures at a Glance

- Door count through November of 2015 (1,245,061) is down (-2%) compared to 2014 (1,271,124).
- Programming attendance (73,529) is up (6%) compared to same period in 2014 (69,515), and the number of programs offered has increased by 12% (2,975 in 2015 vs. 2,646 in 2014).
- Internet station bookings remain even through November of 2015 when compared to 2014.

Selected Self-Service Activity

	2015			2014			1-year change		
	Month	% of total	Y-T-D	Month	% of total	Y-T-D	Month	% of total	Y-T-D
Total Circulation	198,689		2,436,420	207,914		2,473,717	-9,225		-37,297
Self-Check	69,894	42%		77,998	43%		-8,104	-2%	
Digital Collection	31,090	16%	357,090	28,525	14%	303,251	2,565	2%	53,839
Total Holds	43,243		533,396	46,526		544,480	-3,283		-11,084
By Customer	26,900	62%	347,710	30,436	65%	367,344	-3,536	-3%	-19,634
Digital Collection	8,620	20%	106,480	8,068	17%	94,325	552	3%	12,155
Total Payments	\$17,736.53		\$239,851.40	\$21,068.64		\$247,437.30	-\$3,332.11		-\$7,585.90
Online	\$7,897.40	45%	\$101,970.13	\$8,518.36	40%	\$99,910.54	-\$620.96	4%	\$2,059.59

Security Incident Reports

There were 21 Security Incident reports filed this month, two fewer than last month (23), and 11 fewer than November 2014 (32). Spokane Valley had the most incidents reported with 10. The most frequently reported incidents related to general potential problems (9), and disruptive behavior (6). An occurrence of vandalism at Argonne resulted in two baseball-sized holes in the outer pane of two windows, which necessitated a special order for replacement glass.

Internet Filtering Update

There were two requests to review blocked websites received by staff this month. One request was generated by a library member attempting to access the Wi-Fi network after hours, which does not necessitate staff review. The other was found to be properly filtered and no change was made.

Support Job Seekers and Local Business (Stacey Goddard)

- Librarian Brian Vander Veen presented an overview of SCLD's business resources to a group of entrepreneurs at SNAP's Women's Business Center. Twelve people attended.
- We had 10 individuals register as new IT Academy users in November, down from 14 in October. During the month, users enrolled in 36 new classes, down slightly from 39 in October.
- We did 49 Book-a-Librarian (BaL) sessions this month throughout the District, down substantially from October's 75 sessions. This is one indicator of the windstorm's impact on our members: the week after the storm, the number of BaL requests submitted dwindled to only one or two a day, with zero requests coming in the weekend following the windstorm. Brian ended up with all of the Job Seeker/Local Business related BaL sessions this month, including:
 - Helping an individual apply for an out-of-state phlebotomy license.
 - Assisting a member with market research for a business plan, for an excavation/site preparation business.
 - Helping someone fill out their student loan consolidation application.
 - Assisting another member with market research on music shops—the person wants to open a musical instrument repair business.
- We proctored 14 exams this month throughout the District, up from October's seven (7) proctoring sessions.
- Librarian Sheree West worked with SV Tech intern Zach Windhorst to train on our video equipment, and get fully prepared for filming.
- Librarian Danielle Milton is working on the LibOnline replacement team, and will be looking at and testing replacement products for our computer reservation system.
- Danielle is also working with the 3D Printing team. Now that the printer has moved upstairs to the first floor of SV, the team is working on content for the website, as well as additional training for staff.
- Sheree attended a "Writing Effective Cover Letters" training at WorkSource. Sheree and Managing Librarian Aileen Luppert plan to attend several WorkSource workshops to help plan for opening a weekly Career Lab at Spokane Valley during the second quarter of 2016.
- On November 7, we hosted a free Microsoft Office Specialist (MOS) Testing Day at the Argonne Library. The Washington State Library brought its testing lab over, and offered free exam vouchers so that individuals could try to get an MOS certification for free. Out of the 60 exam slots, we proctored 39 exams. We had a number of no-show appointments, but we also had a number of walk-ins, so this number was close to what we were expecting.
 - It's also worth noting that those 39 exams were taken by 18 different individuals. We had a number of people who took advantage of the free voucher and proctoring to try their luck with multiple exams. There were two gentlemen who took four exams each!
 - I'm working with the WSL to schedule another MOS Testing Day for next spring.

Connect Communities:

- SCLD Navigator staff completed 17 appointments where they helped individuals enroll in Apple Health (Medicaid). This is up from four appointments in October. The increase was expected given open enrollment started November 1.
- Brian attended the bi-monthly BizBuzz meetings at WorkSource.
- Brian attended the monthly SCORE meeting.

- Danielle contacted Richie Schut, one of the SNAP Access IT workshop presenters, about the possibility of working with us on an employer/small business owner workshop series next spring. He's very interested, and offered some additional content suggestions.
- Sheree attended the monthly Greater Spokane Valley Chamber of Commerce (GSVCC) Ambassadors meeting, as well as the GSVCC Business and Education meeting.
- Brian helped out at the Spark Center's *Write into College* college essay workshop.
- Sheree attended the monthly Greater Valley Support Network meeting.
- I attended the monthly Inland Northwest Business Alliance meeting. The speaker this month was Cameryn Flynn from SNAP, who gave an overview of SNAP's small business support resources.
- Aileen and Sheree, along with other SCLD staff, attended the monthly GSVCC membership meeting.
- Brian attended the Priority Spokane Youth Homelessness Forum.
- Aileen and Sheree met with Katherine Titus of GoWISE and the Ignite Team, to discuss hosting a four-session program for its clients during the first quarter of 2016.
 - A group of 12 developmentally disabled adults who are seeking employment would be brought to Spokane Valley Library for the sessions.
 - Sessions would include topics such as computer basics, email for jobseekers, Microsoft Word for jobseekers, letter/resume writing, and online job searching.
- Brian attended training for the *Write into College* college essay workshop at the Spark Center.
- Due to the windstorm and its aftermath, the WorkSource monthly meetings were canceled.

Develop Young Learners (Mary Ellen Braks)

- We provided 83 Storytimes to 2,220 children, parents and children. Our average attendance per Storytime was 26. This is slightly lower than last month, but the windstorm closures likely impacted these numbers.
- We provided 49 Storytimes to 652 children at 22 child care centers.
- We had six early learning workshops this month, including four parent workshops that had a total of 90 attend. The two STARS workshops included *Sing into Reading* with 32, and *STEM Kit Training* with 42 participants.

Connect Communities:

- Work on the STEM grant continues. We finished putting the STEM kits together this month and began to deliver the kits to their new homes at libraries and child care centers throughout Eastern Washington. We held the first part of the training for child care providers on STEM education, and will be offering the STEM trainings throughout Eastern Washington.

Explore and Discover (Gwendolyn Haley)

School Aged Programs (Grades K-12)

- 354 children of all ages built with LEGOs in November at our regularly scheduled LEGO clubs and the All Day Build at North Spokane. Each library also invited families to submit entries to the MAC Museum's LEGO sculpture contest and 15 members used our LEGO collections to enter a piece. These will be on exhibit through January at the MAC as part of its current LEGO exhibit.
- North Spokane and Spokane Valley continue to offer regular programs on Monday and Tuesday afternoons, respectively. 151 school-aged children participated in November.
- 41 local students visited their libraries for a group tour in November. This included groups from Great Northern and Spokane Valley Seventh day Adventists schools.
- We continued quarterly STEM programs with 108 in attendance. We had to reschedule two of the Snap Circuit programs due to the windstorm.
- Staff planned some fun additional programs this month, with a *Boredom Busters* series scheduled in the West Plains to coincide with pre-holiday half days. 61 attended one of the three programs. The Family Game Days co-sponsored by Uncles at SV and NS were very popular, with 98 attending in total.

Adult Programs

- Book Clubs: 51 members participated in one of six book clubs this month.
- STCU and SNAP provided financial workshops with 19 in attendance.
- The *Thrive* series continued in November, with 152 members participating in a variety of programs inspired by the Spokane is Reading selection *Station Eleven*. November Highlights included:

- *Zentangle* programs with local artist Loretta West. 100 members attended, and 2 programs were rescheduled due to the windstorm.
- Whitworth University's Student Symphony Quartet had 21 in attendance.
- Pandemic tournaments and post-apocalyptic film screenings rounded out the series with 31 attending those events.

Virtual Services (Carlie Hoffman)

- Lynda.com was launched to the public.
- The second in a two-class series at North Spokane on genealogy taught by a local expert had a great turnout of 24 attendees.
- I submitted a Communication Request and reserved space for a series of classes for January and February on using e-commerce websites to sell goods.
- Through an interaction with Spokane Public Library, we discovered an authentication issue with hoopla—our online streaming media service. This issue was resolved and all members who were affected were emailed to inform them and instruct them on how to proceed.
- ReferenceUSA provided SCLD staff with online training.
- The Getting Ready for Kindergarten web pages were launched to the public.
- Librarian Diane Brown updated the Paying Fines and Fees online tutorial video to reflect the changes in our online payment system. The new video was uploaded to the website and the catalog.
- Two Excel classes were taught by staff. North Spokane had five attendees and Spokane Valley had nine attendees.
- Unique visitors to the website decreased by 6% from 32,374 visitors to 30,317. Total views of all pages of the website decreased by 7%, from 113,363 to 105,620.
- Usage of digital resources decreased 7.9% in November from 65,728 to 60,560 uses.
 - The digital resources with the largest increase in use were: Opposing Viewpoints in Context up 195%, Consumer Reports up 29%, ReferenceUSA up 23%, and Gale Courses up 2%.
 - The digital resources with the largest decrease in use were: DemographicsNow down 90%, BiblioBoard down 88%, Biography in Context down 73%, Small Engine Repair Reference Center down 65%, and NoveList K-8 down 63%.

Connect Communities:

- I attended the INCOL workshop focused on the changed role of libraries from gatekeepers to publishers.

Library Operations (Georgina Rice)

Note: Due to the severe windstorm on November 17, 2015, numerous libraries were closed for several days due to the power outage, negatively impacting circulation totals. Additionally, items returned between November 18 and 23 were backdated to the 17th, resulting in a reduction of the amount of overdue fees that would typically have accrued and been paid during that period.

IN-LIBRARY CIRC								
	This Month		This month compared to same month			Year – to – Date		
	2015	2014	1-yr ago	3-yrs ago	5-yrs ago	2015	2014	Diff
AH	4965	6585	-24.60%	-20.07%	25.51%	63471	68493	-7.33%
AR	8518	12249	-30.46%	-39.10%	-38.06%	134893	148095	-8.91%
CH	10236	11726	-12.71%	-21.11%	-24.45%	132686	143754	-7.70%
DP	10246	11967	-14.38%	-19.71%	-23.23%	135713	140112	-3.14%
FE	957	1001	-4.40%	-15.83%	-13.86%	13625	15004	-9.19%
ML	3540	4080	-13.24%	-26.25%	-23.66%	45191	49375	-8.47%
MP	12411	14311	-13.28%	-21.67%	-15.34%	160938	168502	-4.49%
NS	39142	41814	-6.39%	-17.07%	-13.54%	490126	516910	-5.18%
OT	3446	4721	-27.01%	-46.71%	-37.46%	54980	59271	-7.24%
SV	42551	45634	-6.76%	-13.08%	-12.82%	518438	551116	-5.93%
TOT	136012	154088	-11.73%	-9.54%	-17.37%	1750061	1860632	-5.94%

BREAKOUT BY CHECKOUT METHOD

This table highlights how members are choosing to checkout and/or renew items at each library

	Staff assisted stations		Self-Check stations		Total in-library circulation	Renewals online	Total in-library + online renewals
	Checkouts	Renewals	Checkouts	Renewals			
AH	3088	404	1453	20	4965	1030	5995
AR	4531	463	3497	27	8518	2293	10811
CH	7021	629	2575	11	10236	2220	12456
DP	7636	622	1976	12	10246	2275	12521
FF	492	90	372	3	957	176	1133
ML	1614	200	1705	21	3540	743	4283
MP	6599	517	5260	35	12411	3167	15578
NS	14392	2075	22353	322	39142	9580	48722
OT	1519	211	1670	46	3446	1187	4633
SV	11413	2602	28349	187	42551	8600	51151
TOT	58305	7813	69210	684	136012	31271	167283

	This Year This Month		Last Year This Month		Difference
	Checkout Station Circulation	% of total circulation	Checkout Station Circulation	% of total circulation	
AH	1473	29.67%	2418	36.72%	-7.05%
AR	3524	41.37%	4623	37.74%	3.63%
CH	2586	25.26%	2888	24.63%	0.63%
DP	1988	19.40%	2646	22.11%	-2.71%
FF	375	39.18%	320	31.97%	7.22%
ML	1726	48.76%	2255	55.27%	-6.51%
MP	5295	42.66%	5575	38.96%	3.71%
NS	22675	57.93%	23586	56.41%	1.52%
OT	1716	49.80%	2190	46.39%	3.41%
SV	28536	67.06%	31497	69.02%	-1.96%
TOTAL	69894	51.39%	77998	50.62%	0.77%

Holds	Holds filled Nov 15	% of circulation	Holds filled Nov 14	% of circulation	Difference 2014 to 2015
AH	964	19.42%	1039	15.78%	3.64%
AR	1682	19.75%	2139	17.46%	2.28%
CH	2358	23.04%	2439	20.80%	2.24%
DP	1890	18.45%	2127	17.77%	0.67%
FF	301	31.45%	318	31.77%	-0.32%
ML	731	20.65%	793	19.44%	1.21%
MP	2719	21.91%	3136	21.91%	-0.01%
NS	6906	17.64%	7727	18.48%	-0.84%
OT	904	26.23%	1312	27.79%	-1.56%
SV	7638	17.95%	7751	16.99%	0.97%
Zsupport	181		986		
Total	26274	19.32%	29767	19.32%	0.00%

October Cash Collection				
Payments received	2014	2015	Difference 2014 to 2015	%change 2014 to 2015
CASH	\$9,093.93	\$7385.53	-\$1,708.40	23.13%
CHECK	\$3,456.35	\$2453.6	-\$1,002.75	40.87%
CREDIT	\$8,518.36	\$7897.4	-\$620.96	7.86%
TOTAL	\$21,068.64	\$17,736.53	-\$3,332.11	18.79%

Library Reports

Airway Heights: Stacy Ann Kvamme

Develop Young Learners:

- Play & Learn Storytime averaged an attendance of 18.3 on Thursdays in November, a decrease compared to the previous month (22 in October 2015) and the same month last year (22 in November 2014). Our third Saturday Storytime of the year was attended by nine people, an increase compared to an attendance of four in September and October.
- Although two Outreach Storytimes were scheduled for preschool classes at Snowdon, they were canceled due to school closures during the windstorm power outages.
- The morning and afternoon West Plains ECEAP visited the library for a Storytime (combined attendance of 27).

Explore and Discover:

- The Airway Heights Book Club selected Monuments Men by Robert M. Edsel for its November book selection and four people were in attendance.
- LEGO Club averaged a weekly attendance of 7.3 during the month of November, a slight increase compared to the September and October average of five. Attendance ranged from 0 to 12 people at the weekly program.
- The Children's Explore and Discover programming *It's Electrifying!* attracted a total of 14 participants and *Boredom Busters* attendance totaled 21.
- As part of the *Thrive* program series, two people attended *Post-Apocalyptic Film Series "Mad Max"* screening, and *Zentangle* drew an audience of 12.

Support Job Seekers and Local Businesses:

- I attended Greater Spokane Incorporated's *18th Annual Economic Forecast* at the Spokane Convention Center along with several other SCLD staff.

Connect Communities:

- Great Northern Elementary's 5th / 6th grade class visited the Airway Heights Library to check out books, with a specific focus on biographies and children's classic novels.
- Corinne Wilson (Airway Heights Community Librarian) presented information for Sunset Elementary staff about how to incorporate SCLD databases into the classroom, and she also provided classroom library card applications.
- I participated as a guest reader for the West Plains ECEAP annual family *Thankful* event.
- I attended an Airway Heights Friends of the Library meeting. Friends provided reimbursement for the purchase cost of bookmarkers, and a mailbox for the children's area. They also discussed programming and fundraising ideas.
- I attended two Airway Heights Kiwanis meetings in November. Members focused primarily on planning for the Airway Heights Winter Festival scheduled for the first weekend of December.
- The display case featured a variety of artwork by local artists participating in the *Slightly West of Spokane 6th Annual Artists Studio Tour*.
- There were a total of 13 Spaces reservations for the Airway Heights meeting room in November, an increase of eight reservations compared to the same month last year (five bookings in Nov. 2014).

Argonne: Pat Davis

Develop Young Learners:

- Toddler Play and Learn attendance had a slight decrease from last November's weekly average of 26, to 21.6 this November.

- Preschool Play and Learn attendance was down significantly from a weekly average of 22.25 last November to nine this November. The windstorm and holidays resulted in only two sessions this month.
- Three Outreach Storytimes at Loving Heart were attended by 14 Preschool, 12 Toddlers and 19 Pre K.

Explore and Discover:

- Our *It's Electrifying* program had to be rescheduled for December due to the power outage.
- Our final Thrive program, *Zentangle*, attracted 28 participants.
- LEGO Club had 12 participants this month.

Support Job Seekers and Local Businesses:

- Microsoft Office Specialist Certification testing held in conjunction with the WA State Library had 39 participants.

Connect Communities:

- Kelsey Hudson met with Millwood Presbyterian to plan for library participation in youth programming for its after-school programs.
- Working with Pasadena Elementary School, we hosted an open house for 2nd graders and English as a Second Language students and families. Approximately 77 students and families attended. The children participated in a scavenger hunt in the library, signed up for library cards, viewed displays in the meeting room provided by the 2nd grade, and received a book bag and book from the school for attending.
- Kelsey and I attended the Millwood History Enthusiasts meeting to discuss the group participating in a series of programs on local history at the library next March.
- Meeting and conference bookings totaled 64 this month. Six bookings had to be cancelled during the power outage.

Cheney: Catherine Nero Lowry

Develop Young Learners:

- Baby Play and Learn attendance increased this month with an average of 14.67 from an average of 12 in November 2014.
- Toddler Play and Learn attendance was hindered due to holidays and the windstorm this month with an average attendance of 18.34, compared to 35 in November 2014.
- Preschool Play and Learn attendance increased with an average attendance of 30.34, compared to 26.3 in November 2014.
- Christie provided outreach Storytime to Snowden Elementary with an attendance of 16 and Windsor ECEAP program with an attendance of 11.
- An Early Learning Workshop *It's in the Bag!* was offered; 16 attended.
- EWU Outreach Storytime attendance this month was 58.

Explore and Discover:

- The Cheney Book Discussion Group reviewed The Unlikely Pilgrimage of Harold Fry, with 11 in attendance.
- Adult NaNoWriMo continues on as we participated with this event. One weekend program had 4 writers in attendance and the local NaNoWriMo group met every weekend.
- Christie participated in Cheney Middle School Summit programs with 18 participants.
- *Boredom Busters* had 31 in attendance.
- *Lego Club* had 24 in attendance.

Support Job Seekers and Local Businesses:

- We proctored three exams during the month of November.
- We had four walk-in BAL this month.

Connect Communities:

- Lori took library outreach services to Cheney Sessions Village, Cheney Assisted and Cheney Care facilities this month, providing over 185 library items and two new cards for the residents.
- The Cheney Friends held a one-day, four-hour book sale. They partnered with the Deer Park Friends and gave all remaining books from the sale to Deer Park.
- 23 groups used our meeting room this month.
- The last stop on the Slightly West of Spokane 6th Annual Artists Studio Tour was held at Cheney Library. Jeanie Wolen, our contact for this group, said they had between 175 – 200 people come through on this day, with people taking the whole tour as well as members who were here at the library

checked out what was going on in the meeting room. The group was delighted with the space and lighting in the room, and couldn't say enough how great their interaction was with staff. They are already booked for next year and expressed how excited to see the Library so involved in the community.

- The art wall and display case also featured pieces throughout the month from the artists participating in the 6th Annual Tour.
- I attended the West Plains Chamber of Commerce lunch. The guest speaker was Col. Brian McDaniel, Commander of Fairchild Air Force Base. He gave us an inside look at what has been going on at Fairchild, possible plans, and where the 92nd Air Refueling Wing will be showing off its Tanker Pride in the future.

Deer Park: Kris Barnes

Develop Young Learners:

- Our Storytime attendance experienced a slight decrease in attendance. This month average Storytime attendance was 21 compared to last November's average of 23.
- I visited Riverside Elementary School's Early Childhood and Education classroom this month and provided Storytime to a total of 13 teachers and students.

Support Job Seekers and Local Businesses:

- We proctored one exam this month, same as last November.
- I attended a Deer Park Chamber board meeting. I was also nominated to become secretary of the Deer Park Chamber Board for 2016. Voting will be in December and, if elected, I will begin my new duties in January 2016.

Explore and Discover:

- Despite being moved to another day, due to the windstorm and power outage, four members gathered at the *Adult Book Club* to discuss the book The Girls of Atomic City by Denise Kiernan. Last year's total attendance was 14.
- Our *Thrive: Zentangle* program attracted seven participants.
- *LEGO Club* averaged 18 participants.

Connect Communities:

- Our conference and meeting rooms were used by a total of 23 groups this year compared to last November's total of 32. The rooms were used for a variety of purposes such as a Medicare workshop, ARC of Spokane, and a musical open house for a visiting guitarist.
- I attended the Deer Park Chamber of Commerce luncheon. We heard a presentation by a Washington Trust Bank representative who presented various loan options geared toward businesses.
- The Deer Park Friends of the Library sponsored an open house on November 16 and provided refreshments as a thank-you to community members for their continued support of our library. This event was held close to the anniversary date of the library opening 17 years ago. We gave away 300 cookies and multiple glasses of apple juice throughout the day.

Fairfield: Kathy Allen

Develop Young Learners:

- Play and Learn Storytime this month had an attendance of 15 which includes the Fairfield Community Church Preschool. Last November we had three Evening Storytimes as well as the Preschool visit for a total attendance of 12 for the month.
- Cindy Ulrey presented an Outreach Storytime to the Liberty School District Developmental Preschool for the first time, with six children attending.

Explore and Discover:

- *Thursday Night Thing (TNT)* at the Fairfield Community Center had 11 attend, this was down from 14 last month. They created Mod Podge boxes from comic books.
- *LEGO Club* continues to be popular. We had 19 participate for the month, up from last month's total of 15.
- *It's Electrifying Snap Circuits* had five attend with the opportunity to explore electricity and circuits using Snap Circuits. They had built circuits that spun fans, made music or made fun noises.

Connect Communities:

- Cindy Ulrey and I attended the North Palouse Chamber meeting at Zythum, a local business in Fairfield. The focus of this month's meeting was to create the purpose, goals, and values of the

Chamber. Cindy discussed with the owner of Zythum possible partnerships for future programs outside the library.

Medical Lake: Theresa Stephenson

Develop Young Learners:

- Storytime attendance averaged 12 people, down from 17 in November 2014.
- Outreach Storytime was held at Eastlake Childcare Center on November 9. There were 13 attendees.
- Outreach Storytime was held at Cela's Creative Learning Center on November 9. There were 35 attendees.

Explore and Discover:

- *Thrive Films, The Last Man on Earth*, had seven participants.
- *Boredom Busters* had nine participants.
- *LEGO Club* is gaining momentum as we averaged 18 participants.
- *It's Electrifying* was held November 30. We had 14 participants.

Connect Communities:

- The Medical Lake Book Club met this month. They discussed the book Station Eleven by Emily St. John Mandel. 18 people attended this meeting.
- This month's display case featured items from the Slightly West of Spokane artist group.

Moran Prairie: Danielle Marcy

Develop Young Learners:

- Toddler Play and Learn Storytime averaged 47 attendees this month, an increase from last month's 37 and last November's 29. A number of the attendees to Baby Play and Learn Storytime are transitioning to the Toddler Play and Learn Storytime.
- Preschool Play and Learn Storytime had an average attendance of 21, a decrease from last month's 26 and last November's 25. We offered only two of these Storytimes due to the windstorm and holidays.
- Baby Play and Learn Storytime averaged 35, a decrease from last month's 39, yet an increase from last November's 32. We offered only two of these Storytimes due to the windstorm and holidays.
- Attendance to our new Family Story Evening Play and Learn continues to increase incrementally with an average of 11. The Pajama Storytime event was cancelled due to the windstorm, but we have rescheduled for December 16.
- We had 30 attend the Early Learning Workshop, *It's In the Bag*.

Explore and Discover:

- The *Moran Prairie Book Club* was also cancelled this month due to the windstorm. We have adjusted the Book Club schedule to discuss the book Child 44 in January. Tim Hattenburg will be doing a presentation on his book, Death Ride: A Child's Night of Terror in December.
- The weekly *LEGO Club* averaged 15 attendees, with a steady attendance each week.
- 13 attended the *It's Electrifying* program, several were from the Express at Mullan Road Elementary. Librarian Danielle Milton commented that several of the attendees had snap circuits at home but were extremely excited to have an Avista electrical engineer as a guest speaker.
- We had three programs from the *Thrive* series. The *Traveling Symphony: Whitworth Quartet* had the largest attendance with 21. *Zentangle* had 17 attendees. The *Pandemic Tournament* had the largest attendance of all the hosting libraries, with 10 attendees.

Support Job Seekers and Local Businesses:

- We proctored two exams this month.

Connect Communities:

- We had 64 bookings of the meeting room, a slight decrease over last month's 66.
- Danielle Milton continues to attend the Mullan Road PTG meetings.
- Our Graffiti Gratitude wall filled up as the community expressed its gratitude. One of my favorite posts was about appreciating electricity.
- I continue to regularly attend Lions meetings.
- The Moran Prairie Friends of the Library purchased magnets as a promotional item.

North Spokane: Jason Johnson

Develop Young Learners:

- 854 children and their parents and caregivers attended early learning programs this month. This is a 23% decrease from last month and a 27% increase from November 2014.
- Baby Play and Learn Storytime averaged 31 attendees. This is the up 15 from last month's average and up 12 from November 2014.
- Preschool Play and Learn Storytime averaged 41 attendees. This is down one from last month and up eight from November 2014.
- Toddler Play and Learn Storytime attracted an average attendance of 45. This is down six from last month and up four from November 2014.
- Family Play and Learn Storytime averaged 19 attendees. This is down three from last month and down six from November 2014.
- Staff provided Storytime for 68 attendees at outreach facilities.
- 38 people attended the workshop *It's In the Bag*.

Explore and Discover:

- 369 members of all ages attended 13 Explore and Discover events this month.
 - 30 adult members attended three programs: 24 for *Heritage Quest Genealogy*, three for *North Spokane Book Club*, and three for *Thrive: Pandemic Tournament*.
 - 338 children and their families attended eight programs: 118 for *Let There Be LEGOs*, 74 for *Family Game Day*, 35 for *It's Electrifying*, 33 for *Monday Funday: LEGOs*, 27 for *Monday Funday: Art*, 22 for *Monday Funday: Pokémon*, 21 for *Monday Funday: Build It*, and eight for *Monday Funday: Games*.
 - Only one person attended our NaNoWriMo Write-Ins.

Support Job Seekers and Local Businesses:

- 13 people attended two programs this month: eight for *STCU Workshop: Prevent Fraud & Identity Theft* and five for *Excelebrate Your Skills*.

Connect Communities:

- Local Artist Susan Rohrback displayed a new selection of her paintings in the library.
- Six Boy Scouts came in for a tour.

Otis Orchards: Kathy Allen

Develop Young Learners:

- Play and Learn Storytime was up this month with an average attendance of 15.3 compared to 10.6 last November.

Support Job Seekers and Local Businesses:

- Otis Orchards was one of two sites that WorkSource visited as part of the recertification process. Stacey Goddard and I met with the committee for a tour of the library and to answer its questions.
- One exam was proctored
- One Book a Librarian appointment was held.

Explore and Discover:

- *SNAP Dollars and Sense: Navigating your credit* had five attend.
- *SNAP Financial Literacy: Give Yourself a Raise*, the second program in the series, also had five attend.
- *It's Electrifying*, the Snap Circuit program, attracted nine.
- *LEGO Club* had 11 participate down from 13 last month.
- Our community librarian, Tammy Henry, delivered 250 student cards to East Valley Middle School.

Connect Communities:

- After meeting with the director of the Seventh Day Adventist Food Bank in Otis Orchards, Tammy visited the Food Bank, passed out flyers and talked to six people about the library while they were waiting in line.
- Tammy and I attended the Tri-Community Spaghetti Feed where we were able to make a connection with the Newman Lake community.
- As a result of that Newman Lake connection, Tammy was able to attend the Newman Lake Ladies Aid and Civic Society soup luncheon meeting. She learned more about how the society helps the schools and community.
- The meeting room was used 10 times, down from last November's use of 13.

Spokane Valley: Aileen Luppert

Develop Young Learners:

- 922 children and their parents and caregivers attended 51 early learning programs this month. This is a 22% decrease from last month.
- *Baby Play and Learn Storytime* averaged 18. This is down one since last month and down seven from November 2014.
- *Toddler Play and Learn Storytime* attracted an average attendance of 30. This is down 10 from last month and down eight from November 2014.
- *Preschool Play and Learn Storytime* averaged 30 attendees. This is down nine from last month and down seven from November 2014.
- *Evening Family Storytime* averaged 11 attendees. This is up three from last month and down eight from November 2014.
- Staff provided Storytime for 348 attendees at 27 outreach facilities. This is a decrease from last month, which had 388 attendees at 22 facilities.

Explore and Discover:

- 174 members attended 12 Explore and Discover events this month.
- Adult Programs:
 - *STCU: Organize Your Finances* (nine attendees)
 - Two book clubs
- Tween/Teen Programs:
 - *Tween Club* (six)
 - *Random Fandom* (17)
- Family All Ages Programs:
 - *Thrive: Zentangle* (36)
 - *Family Game Day* (24)
 - Three *Too Fun Tuesdays* – Art, Building and Games
 - *It's Electrifying* (18)
 - *Pandemic Tournament* (nine)

Support Job Seekers and Local Businesses:

- Nine people attended the *Excelerate Your Skills* program this month.

Connect Communities:

- Two (2) Tours
 - Camp Fire Girls Tour and Interview (Girls earning Literacy Skills Badge)
 - Spokane Valley Seventh Day Adventist School Tour
- Nine Broadway Elementary families completed the Prime Time Family Literacy Program.
- Sheree West and I met with Go Wise to explore teaching career readiness classes to its clients.
- Diane Brown and Sheree West and I attended the SV Chamber Annual Lunch with guest speaker Dr. Edmund O. Schweitzer, III.
- Sheree West continues to host Thursday Afternoon Thing with Mica Peak Students.
- I attended Central Valley School District's Truancy Board Hearing.
- I attended Excelerate Success Post-Secondary Transitions Meeting.

Public Use Measures

NOVEMBER 2015

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	115,881	117,852		-2%	
Door count	97,583	102,431	1,245,061	-2%	-2%
Circulation	198,689	207,914	2,436,420	-2%	-1%
Digital Media Catalog	31,090	28,410	357,090	18%	18%
Programs					
Number	232	270	2,975	12%	13%
Attendance	4,376	5,277	73,529	6%	11%
Group Visits					
Number	4	4	45	-8%	-6%
Attendance	41	65	1,397	-8%	-9%
Software Station bookings	17,013	18,940	228,638	-1%	0%
Meeting room bookings	308	290	3,598	13%	13%
Holds placed					
By customers	26,900	30,436	347,710	-5%	-6%
By staff	5,708	6,008	79,206	-4%	0%
Digital Media Catalog	8,620	8,068	106,480	13%	13%
Database use					
Searches	134,673	96,694	1,290,835	7%	7%
Retrievals	18,981	27,649	334,780	-23%	-25%
Website use (Remote)					
User sessions	135,705	90,930	1,400,561	33%	30%
Page views	292,465	210,507	2,738,205	21%	19%
Catalog	38,095	43,837	486,266	-9%	-10%
Database Access	4,000	5,769	49,808	-7%	-8%
Interlibrary loans					
Loaned	216	250	3,631	15%	18%
Borrowed	427	419	5,796	5%	7%

Public 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.*

Communication Report November 2015

Marketing Activities

- Genealogy classes
 - Blog, news item, flyers, digital displays, social media, calendar listings
- Fresh sheet template
 - 1 template for each library
- Getting Ready for Kindergarten
 - Made icons for the page and resized photos
- Microsoft Office Specialist Test Day
 - News item, press release, posters, digital displays, calendar listings, social media
- December Current
 - Created ad teasing Exploring Human Origins and edited article written by Gwendolyn Haley
- Family Game Day with Uncle's Games
 - News item, flyers, digital displays, calendar listings, social media
- DP FOL holiday decorating party
 - Social media
- Busy Bags
 - News item, flyers, digital displays, social media, calendar listings
- Getting to know Microsoft Excel (Excel for beginners)
 - News item, press release, flyers, digital displays, social media, calendar listings
- Gratitude Graffiti Project
 - Blog post, social media
- Friends sponsorship sign for Friends' programs
 - Designed signage to be displayed at programs/events sponsored by the Friends of SCLD
- Boredom Busters
 - News item, flyers, digital displays, social media, calendar listings
- Thrive (finished up)
 - Landing page, press release, brochure, digital displays, ads, carousel, mailer version of brochure, poster board signs for Pandemic tournament, social media, calendar listings
- NaNoWriMo Mini-Conference (write-ins)
 - News item, press release, blog, flyers, digital displays, radio ad, social media, calendar listings, display kit
- Fall Energy Program
 - News item, press release, flyers, digital displays, social media, calendar listings
- Winter Large Print Booklist
 - Edited book list, designed layout
- Moran Prairie Death Ride – meet the author Tim Hattenburg
 - News item, flyers, social media, calendar listings
- Exploring Human Origins (work started in November, to continue through December and into January)
 - Wrote and designed reception invite, PDF invite for educators, physical invite for clergy, teaser ad in The Inlander, brochure – still to be completed in December and January: keyword paragraphs, press release, digital signage, ad in the Current, ad in

Kids newspaper, banner ad with KHQ, radio ads, landing page, calendar listings, social media

News coverage

- Oct 22 – Journal of Business – Free Microsoft Office Specialist (MOS) Certification Test Day
- Nov 1 – Deer Park Gazette – Deer Park Library Wednesday
- Nov 6 – Spokane Valley News Herald – Excel for beginners
- Nov 12 – Cheney Free Press – Thank you for supporting Cheney Library book sale (in Letters, Opinion)
- Nov 13 – Spokesman Review – Authors read favorite picture books at Pajama Storytime
- Nov 18 – Spokesman Review – Windstorm closes schools; 380,000 without power
- Nov 18 – The Easterner – Windstorm closes campus, alters bus schedules
- Nov 25 – Spokesman Review online – Spokane Valley shelter locations
- Nov 25 – Deer Park Tribune – CES hosts STEM Family Night
- Nov 26 – Cheney Free Press – What are you grateful for? (Gratitude Graffiti project)

Press Releases

- Nov 5 – Washington Healthplanfinder's open enrollment period has begun
 - Nov 6 – KXLY.com – Save You Money: Navigating Washington's Health Plan Finder to get the right insurance
- Nov 10 – Gain marketable skills with lynda.com now available to all library members
 - Nov 13 – Spokane Valley News Herald – Library offering classes to learn marketable skills
- Nov 16 – SCLD Holiday Closure (Thanksgiving)
 - Nov 19 – Cheney Free Press – SCLD facilities closed Nov. 26-27
 - Nov 20 – Spokane Valley News Herald – Library closures
- Nov 18 – Four Spokane County libraries to remain closed due to power outages
- Nov 19 – Three Spokane County libraries to remain closed due to power outages
- Nov 20 – One Spokane County library to remain closed due to power outages

E-Marketing (Website, Social Media, Email)

Social Media:

- Facebook: # of fans: 2,368
- Twitter: # of followers: 1,379
- Pinterest: followers: 1,305

Library District Blog:

The most viewed blog post during the month of November was the news item promoting Lynda.com, *Gain marketable skills with lynda.com*, with 836 views in November. The next 3 most viewed posts were all closure announcements due to the windstorm that knocked out power across the county.

Blog posts:

- Nov 2 – We've got you covered - Wahealthplanfinders
- Nov 3 – 5 Thanksgiving picture books that shed new light on the holiday
- Nov 4 – How to have a Pinterest-worthy holiday season without going crazy
- Nov 5 – Library Hack: Get college ready with the Digital Library
- Nov 6 – Boredom Busters
- Nov 9 – Gain marketable skills with lynda.com
- Nov 10 – Navigating Lexiles: Book suggestions for elementary readers
- Nov 12 – You don't have to be a kid to love these picture books

- Nov 12 – November Board of Trustees meeting rescheduled
- Nov 13 – Bonds of love and remembrance
- Nov 14 – Holiday Closure (Thanksgiving)
- Nov 16 – From the director...
- Nov 17 – Library Hack: Tips to avoid holiday chaos
- Nov 17 – Library closures for Thursday, Nov 19
- Nov 18 – 4 Things to consider before letting your preschooler use a tablet
- Nov 19 – LEGOs® at the MAC: Q&A with Nature Connects artist Sean Kenney
- Nov 19 – Library closures for Friday, Nov 20
- Nov 20 – Library closures for Saturday, Nov 21 and Sunday, Nov 22
- Nov 24 – Holiday gift guide: Great kid books for all ages
- Nov 25 – Liquid Lit: Holiday edition

eNewsletter email:

- 76,345 sent on November 17, 2015
- Open rate: 21.1% (16,036)
- Clicked: 1,336 (1.8% click rate)
- Unsubscribed: 174

Friends of the Library Book Sales:

- Cheney – Mon, Nov 2 – sent to 4,051

Community Calendars

Library event information submitted to area community calendar websites, including KREM.com, Inlander.com, Spokane7.com, KPBX.org, KXLY.com, and Fox28.com

Results – Information and descriptions on the following were included in print publications (Spokesman, Cheney Free Press, Spokane Valley News Herald) and on the respective websites:

- Thrive
 - Post-Apocalyptic Survival: Film Series
- Excel for beginners
- Cheney Book Club
- SCLD streaming services

Reprints of previously created work & order fulfillment

- Name badges for Public Services and Airway Heights
- Pens for North Spokane and Argonne
- Printing instructions sign for Otis Orchards
- Lego Club flyers for Cheney
- Library hours magnets for Airway Heights and Moran Prairie
- Pajama Storytime flyers for Moran Prairie
- Thrive brochures for Airway Heights
- Business Matters promo piece for Public Services
- Holiday item limits sign for all libraries

Communication Display Kits provided for community events

- Avista Center for Entrepreneurship Open House
- EWI Trade Show Event
- Cheney Middle School Resource Fairs hosted by Communities In Schools

Current & Upcoming Projects & Event Promotion

- December
 - War Bonds/Love Songs of WWII
 - Christmas Bureau
 - Winter Large Print Booklist
 - Jan Current
 - Jan Kids newspaper
 - Selling Online series
 - Just Play
 - Moran Prairie Death Ride-Tim Hattenburg
 - Job Seeker Toolkit
 - Winterfest
 - eNewsletter
- January
 - Exploring Human Origins: What Does It Mean To Be Human?
 - Alzheimer's Association Programs
 - Business Resources Promo Piece
 - Deer Park Friends of the Library Winter Fest book sale
 - eNewsletter
 - Night out at the Library
 - Don't Fear the FAFSA
 - 3D Printing FAQs Flyer
 - Washington Wildfires: Local Conversations
- February
 - North Spokane Friends of the Library Meetings
 - Spokane Valley Tween Club
 - Spokane Valley Random Fandom
 - North Spokane Friends of the Library Meetings
 - Learning trail sign
- March
 - Deer Park Friends of the Library meeting
 - North Spokane Friends of the Library Book Sale

**Spokane County Library District
Summary of Revenues & Expenses - (Cash Basis)
For the Eleven Months Ended November 30, 2015**

	Y-T-D Actual	Annual Budget	<div>Target 91.7%</div> Percent Used	Balance Remaining
REVENUES				
PROPERTY TAXES	\$ 10,671,081	\$ 10,740,000	99.36%	\$ 68,919
CONTRACT CITIES - AIRWAY HEIGHTS	234,371	234,272	100.04%	(99)
CONTRACT CITIES - SPOKANE	132,574	149,643	88.59%	17,069
FINES & FEES	243,875	282,100	86.45%	38,225
GRANTS & DONATIONS	86,881	147,475	58.91%	60,594
E-RATE REIMBURSEMENTS	146,178	120,000	121.81%	(26,178)
OTHER	26,708	179,340	14.89%	152,632
INTEREST REVENUES	23,092	24,000	96.21%	908
TOTAL REVENUES	\$ 11,564,759	\$ 11,876,830	97.37%	\$ 312,071
TRANSFERS IN	-	-	0.00%	-
TOTAL REVENUES & TRANSFERS IN	\$ 11,564,759	\$ 11,876,830	97.37%	\$ 312,071
EXPENSES				
SALARIES	\$ 5,448,955	\$ 5,995,339	90.89%	\$ 546,384
FRINGE BENEFITS	1,574,547	1,834,205	85.84%	259,658
SUPPLIES	142,591	177,180	80.48%	34,589
UTILITIES	392,746	420,120	93.48%	27,374
SERVICES	948,980	1,195,815	79.36%	246,835
INSURANCE	65,185	66,885	97.46%	1,700
EQUIPMENT & SOFTWARE	64,238	363,000	17.70%	298,762
LIBRARY MATERIALS	1,224,589	1,403,229	87.27%	178,640
ELECTRONIC LIBRARY MATERIALS	151,568	160,000	94.73%	8,432
LIBRARY PROGRAMS	114,178	156,883	72.78%	42,705
OPERATIONAL CONTINGENCIES	0	104,174	0.00%	104,174
TOTAL EXPENSES	\$ 10,127,578	\$ 11,876,830	85.27%	\$ 1,749,252
TRANSFERS OUT	-	-	0.00%	-
TOTAL EXPENSES & TRANSFERS OUT	\$ 10,127,578	\$ 11,876,830	85.27%	\$ 1,749,252
Net Excess of Revenues Over/(Under) Expenses	\$ 1,437,181	\$ -		
BEGINNING CASH	4,401,264			
NET FROM ABOVE	1,437,181			
ENDING CASH	\$ 5,838,444			
Number of months cash on hand	5.9			
Capital Project Fund Balance	1,044,040			