

**MISSION**

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

**Board of Trustees Regular Meeting**

April 19, 2016 4:00 p.m. Otis Orchards Library Public Meeting Room

**AGENDA**

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
  - A. Approval of March 15, 2016, Regular Meeting Minutes [4:00-4:03]
  - B. Approval of March 2016 Payment Vouchers [4:03-4:05]
  - C. Unfinished Business  
None.
  - D. New Business [4:05-4:20]
    1. Code of Conduct Policy: Approval recommendation.
- IV. DISCUSSION ITEMS, POSSIBLE ACTION [4:20-4:35]**
  - A. Future Board Meeting Agenda Items
  - B. Summer 2016 Meeting Schedule and June Retreat
- V. REPORTS**
  - A. Trustees [4:35-4:40]
  - B. Executive Director [4:40-4:45]
    - Administrative
    - Community Activities
  - C. Public Services [4:45-4:50]
  - D. Communication [4:50-4:55]
  - E. Fiscal [4:55-5:00]
  - F. Spotlight – Otis Orchards Library [5:00-5:10]
  - G. Overview – Risk Management and Liability [5:10-5:30]
- VI. EXECUTIVE SESSION [5:30-6:00]**
  - A. Review the Performance of a Public Employee (RCW 42.30.110(1)(g))
- VII. PUBLIC COMMENT**
- VIII. ADJOURNMENT**

[Estimated meeting length: Two hours, 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.***

04/19/16

**SPOKANE COUNTY LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING MINUTES: MARCH 15, 2016**

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The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Cheney Library, 610 1<sup>st</sup> St., Cheney, WA, at 4:00 p.m., Tuesday, March 15, 2016.

**Present:** Mark Johnson - Chair  
John Craig - Vice Chair  
Sonja Carlson - Trustee  
Wes Teterud - Trustee  
Kristin Thompson - Trustee

**Excused:** Nancy Ledeboer - Executive Director and Secretary

**Also Present:** Jane Baker, Communication & Development Officer; Kristy Bateman, Library Services Manager; Stacey Goddard, Library Services Manager; Gwendolyn Haley, Library Services Manager; Rick Knorr, Chief Financial Officer; Catherine Nero Lowry, Library Supervisor; Andrea Sharps, Collection Services Director; Vanessa Strange, Librarian; Doug Stumbough, IT Director; and Patty Franz, Administrative Assistant.

**Guests:** Renee Taylor, Friends of the SCLD President; and Spokane Valley and Greenacres, WA, residents Larry Deemer, Rosemarie Bisiar, and Harvey Brown.

**Call to Order (Item I.)** Chair Mark Johnson called the meeting to order at 4:02 p.m. and welcomed those in attendance.

**Agenda (Item II.)** Ms. Thompson moved and Mr. Craig seconded to approve the agenda. The motion carried unanimously.

**Approval of Regular Meeting Minutes, February 16, 2016 (Item III.A.)** Mr. Johnson called for corrections to the February 16 regular meeting minutes. There were no corrections; the minutes stand approved as written.

**Approval of Payment Vouchers, February 2016 (Item III.B.)** Mr. Craig moved and Ms. Carlson seconded approval of the February 2016 bill payment vouchers as follows:

Fund	Voucher/Payroll Numbers	Subtotal	Total
L01	49581-49744 and W00302-W00308	\$500,717.10	\$500,717.10
	02102016PR and 02252016PR	\$342,593.46	\$342,593.46
		Total	\$843,310.56

There were no questions. The motion was unanimously approved.

**Unfinished Business**  
**Facility Use for**  
**Political Purposes**  
**Policy**  
**(Item III.C.1.)**

FACILITY USE FOR POLITICAL PURPOSES POLICY. Mr. Craig moved and Mr. Teterud seconded to approve the Facility Use for Political Purposes policy, with amendments as discussed and approved by the Board.

AYES, and in favor thereof, Trustees: Mark Johnson, John Craig, Sonja Carlson, and Wesley Teterud.

NAYS, Trustees: Kristin Thompson.

ABSENT, Trustees: None.

ABSTAIN, Trustees: None.

Chair Johnson opened policy deliberations among Trustees at 4:04 p.m. Regarding signature-gathering within 25 feet of a ballot box, IT Director Doug Stumbough in Ms. Ledebor's stead reported on communications held today prior to this meeting with Spokane County Elections Manager Mike McLaughlin. Mr. McLaughlin stated the Elections Office is specifically concerned with the 20-day voting period during any election, when boxes are unlocked and accepting ballots. Beyond voting periods, ballot boxes are considered library property and subject to library policies. Chair Johnson noted the current draft policy does not address voting periods, and queried how libraries would manage enforcement during voting periods. In response, Mr. Stumbough said staff would be made aware of election schedules and manage accordingly. Chair Johnson asked if the library would be held liable for enforcement. Mr. Stumbough said enforcement would be based first on the Facility Use policy, and supported by the Code of Conduct policy. Based on Board of Trustees' recommendations, Mr. Stumbough said staff will revise the draft policy to include more specific language about voting periods, ballot boxes, and signature-gathering at a distance of 25 feet. Trustee Thompson reiterated her recommendation from last month's deliberations, which was to help support staff enforcement by designating specific areas for signature-gathering at each library. Ms. Thompson pointed out her concerns were not addressed by the draft policy, and asked for her viewpoint to be reflected in the meeting minutes. Mr. Stumbough said procedurally, enforcement would be handled similarly as smoking outside of buildings. Chair Johnson noted as a reminder that legal counsel for the District, Cindy McMullen, suggested not to designate specific areas for petitioning. Discussion ensued among Trustees regarding their confidence in staff going forward, and to provide this opportunity to petitioners in good faith, as the policy can be amended in the future, if necessary. Trustee Craig pointed out in the draft policy a typographical error, and suggested clarifications for consistency regarding a reference to the District's Library Meeting Room Use policy, for which the Board approved the suggested amendments. Deliberations closed at 4:29 p.m. There was no further discussion.

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**New Business  
Community Impact  
Plan (CIP), Years  
2013-2015  
(Item III.D.1.)**

COMMUNITY IMPACT PLAN 2013-2015 REVIEW. Library Services Manager(s) Gwendolyn Haley and Stacey Goddard reviewed the Community Impact Plan (CIP) for years 2013-2015. Ms. Haley said staff was more involved in development of this strategic plan than in previous years. The CIP was based on four service priorities selected through conversations with community. It became instrumental as a guide for programming selections, and as goals and objectives were met, exceeded, or unmet, the plan was adjusted accordingly. Ms. Haley said staff was pleased overall with the outcome of the plan, and learned a lot. For example, to meet students without transportation to libraries, staff began to take programming off-site to after-school programs. As a suggestion, Trustee Teterud recommended the library develop a means to connect with grandparents, their grandchildren, and their library cards. The library could become a tremendous resource for this demographic. Ms. Haley expressed appreciation for the suggestion. There was no further discussion.

**Discussion Items,  
Possible Action  
Future Board  
Meeting Agenda  
Items  
(Item IV.A.)**

Mr. Johnson reviewed the list of tentative agenda items for the next two months. The April meeting will be held at Otis Orchards Library. Among other items, the agenda will include a review of the Code of Conduct and Memberships in Organizations policies, and an executive session to review the performance of a public employee. Trustees are invited to attend the annual Friends Helping Friends event scheduled for Saturday, April 23, 9 a.m. to noon, at Moran Prairie.

**Trustees'  
Reports  
(Item V.A.)**

There were no reports. Mr. Teterud queried the efficacy of two employees providing facility maintenance to 10 libraries. In response, CFO Knorr said to support the work of Facilities staff, the District has contracts for HVAC, grounds maintenance, and janitorial services.

**Executive Director's  
Report, Feb. 2016  
(Item V.B.)**

The Executive Director's written report for February provided prior to the meeting included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. In response to Trustee Craig's query about architectural firms interviewed for the refresh projects at Spokane Valley and North Spokane libraries, Mr. Knorr reported Architects West, ALSC, and Bernardo Wills were interviewed. He also said if the project becomes more extensive than a paid-by-hour remodel, a more competitive bid process will be conducted.

**Public Services  
Report, Feb. 2016  
(Item V.C.)**

Deputy Director Patrick Roewe and Library Services Manager Kristy Bateman provided a written report prior to the meeting for February 2016, with data for customer use measures, programming and library activities. In Mr. Roewe's stead, Library Services Manager Stacey Goddard reported the District will offer its fourth annual Food for Fines event to members

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**Continued,  
Public Services  
Report, Feb. 2016  
(Item V.C.)**

during National Library Week, April 10-16. For every non-perishable food item, two dollars will be forgiven from a cardholder's account for overdue or damaged items only, up to a maximum of \$20 per account. This year SCLD will partner with Spokane Public Library in support of 2<sup>nd</sup> Harvest and other local food banks. Ms. Goddard also noted in the future she will report on financial literacy library programming, one of the four service priorities of the Community Engagement Plan, as part of the Public Services monthly report. There was no further discussion.

**Communication  
Report, Feb. 2016  
(Item V.D.)**

Communication & Development Officer Jane Baker provided a written report prior to the meeting for February 2016 communication activities. There was no discussion.

**Fiscal Report,  
Dec. 2015  
(Item V.E.)**

Revenue and Expenditure Statement through February 29, 2016.

<u>Fund 001</u>	
Revenues	\$ 256,986
Expenditures	\$ 1,949,535
Ending Fund Balance	\$ 2,855,388
Fund Budget Expended	16.39%

There was no further discussion.

**Spotlight  
Cheney Library  
(Item V.F.)**

Library Supervisor Catherine Nero Lowry and Librarian Vanessa Strange provided highlights on Cheney Library and the community it serves. Ms. Strange provided history of the library, noting the facility was built by and for the community in 1988. The public meeting room was used 251 times in 2015. The comfortable, multi-purpose reading room offers Wi-Fi and space for browsing and relaxation. Ms. Strange noted changes in the children's area opened sightlines within the library, and helped make for a brighter environment. To connect with community, the library and its staff partner with elementary schools and EWU, collaborate with local artists and businesses, and through outreach, take programs and activities into the community. For community engagement, the library offers LEGO Club, Storytimes, exam proctoring, and Book a Librarian appointments. Last year, 302 programs were held at Cheney, along with a summer session of Prime Time Family Reading. The highest turnout for Wildfire Conversations was at Cheney, for which participation included students, City Council, and residents. The library is currently posting displays of information by Save Our Station, a group of local residents intent on moving to preserve the historic Northern Pacific Railroad Depot built in 1929. The informational displays will move to Medical Lake Library from Cheney. On the Mayfest board and committee, Ms. Nero Lowry reviewed the growth of this annual event, for which more than 500 people attended last year. Incidentally, the Friends of the Library had a successful book

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### Continued, Spotlight Cheney Library (Item V.F.)

sale on Festival day as well. Ms. Nero Lowry reviewed highlights of other successful library programs, such as the Dr. Seuss Party attended by 125, and annual Dia Day, for which Friends of the Library sponsored bilingual books for each participant to take home. *Renew* library programs are underway now for spring. In response to Trustee Teterud's query about exam proctoring, Ms. Nero Lowry explained proctoring is done free of charge. Staff is approved to proctor exams, yet is not required to be in a position of librarian. Trustees expressed appreciation for the informative report.

### Overview Friends of the SCLD (Item V.G.)

Communication & Development Officer Jane Baker introduced Friends of the SCLD President Renee Taylor, and provided an overview of the group's accomplishments over the past year. The Friends of the SCLD created a mission statement and elected officers to serve one-year terms on the executive committee. Ms. Baker reported the group's bylaws state that the Library District Board of Trustees' chair, or designee, become an ex-officio member of the Friends' executive committee. Thus, the group is seeking a liaison. Ms. Baker highlighted the Friends' fall membership drive, Night at the Library, which resulted in 12 new memberships and an executive board member. She reviewed raising funds via Thrift Books, which last year resulted in \$5,503 earned for the Friends through sale of surplus books donated by eight of the District libraries. Also in 2015, the Friends entered into the AmazonSmile program for which Amazon donates .5% of eligible purchases to the Friends. Ms. Baker also pointed out the interlocal agreement between the Friends and the Library District, which states the Friends are organized and operate exclusively for the benefit of the Library District. Last fall, the Friends of the SCLD sponsored the NaNoWriMo Mini-Conference at Moran Prairie Library, and plan to do so again in 2016. The group has also confirmed plans to fund a small business owner/employer workshop series, Spokane is Reading, and a Caspar Babypants concert. Along with other current projects, the group plans to participate in the annual Friends Helping Friends event on April 23.

Trustees expressed appreciation for the group's diligent effort and informative report.

### Public Comment (Item VI.)

Public Comment opened at 5:12 p.m.

Three volunteers for 2015 I-735, Rosemarie Bisiar, Harvey Brown, and Larry Deemer were in attendance. Mr. Deemer applauded the Board of Trustee's approval of the revised Facility Use for Political Purposes policy. He expressed appreciation for support of free speech activities, and suggested further improvement would be to allow use of foyers in those libraries with adequate space. He also queried if the new policy would either allow or preclude the Executive Director to approve making available in libraries a "Civic Action Table," for which he described as

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**Continued, Public  
Comment  
(Item VI.)**

display space for voter registration forms, initiative-gathering forms, and access to information on current or upcoming civic action items. Trustee Craig said he didn't think it was the library's intention to get involved at the petition level or with signature-gathering. Mr. Stumbough suggested Mr. Craig's interpretation of the policy as correct. Regarding the Civic Action Table concept, Ms. Thompson suggested that the Board respond on this topic in the future. Chair Johnson said the Board can address this question if it falls under library materials for political purposes. Mr. Stumbough suggested it may touch on several policies.

Ms. Bisiar expressed appreciation to Trustee Teterud for his comments regarding grandparents, library cards and activities for grandchildren. She suggested libraries could become a much needed means of support and a community resource.

Public Comment closed at 5:20 p.m.

**Adjournment  
(Item VII.)**

Chair Johnson adjourned the meeting at 5:21 p.m. The next Board Meeting is scheduled for Tuesday, April 19, 2016, at 4:00 p.m., in the public meeting room at Otis Orchards Library.

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Mark Johnson, Chair

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Nancy Ledeboer, 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 March 31, 2016 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$1,090,760.47 and that we are authorized to authenticate and certify these claims.

DATE: April 1, 2016

SIGNED: *[Signature]*

SIGNED: *[Signature]*

TITLE: C.F.O.

TITLE: Executive Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
049745	AVISTA UTILITIES UTILITIES	\$ 4,333.23
049746	BRILLIANCE PUBLISHING, INC. LIBRARY MATERIALS	6.51
049747	PEGGY ANN BUTLER LIBRARY PROGRAMS	200.00
049748	CAPITAL COMMUNICATIONS, INC OFFICE/LIBRARY SUPPLIES	260.63
049749	CDW GOVERNMENT, INC. IT HARDWARE & SOFTWARE	3,424.05
049750	CENTURYLINK ANALOG TELEPHONE LINES	97.19
049751	CITY OF SPOKANE WATER & SEWER - MORAN PRAIRIE	276.13
049752	CITY OF AIRWAY HEIGHTS WATER & SEWER - AIRWAY HEIGHTS	130.49
049753	CITY OF CHENEY WATER, SEWER, ELEC. - CHENEY	717.70
049754	CITY OF DEER PARK WATER & SEWER - DEER PARK	72.67
049755	DEVRIES INFORMATION MGMT COURIER SERVICE	4,554.00
049756	DIVCO INCORPORATED BUILDING REPAIR & MAINT - HVAC	5,507.29
049757	CLARISSA FIDLER PUBLIC RELATIONS	375.00
049758	FINDAWAY WORLD, LLC LIBRARY MATERIALS	1,438.57
049759	FRONTIER COMMUNICATION TELEPHONE & BROADBAND - FF	118.79
049760	GALE/CENAGE LEARNING LIBRARY MATERIALS	272.37
049761	CAREY GARRISON LOST/PAID BOOK REFUND	17.00
049762	GREGORY L. GORDON LIBRARY PROGRAMS	300.00
049763	H&H BUSINESS SYSTEMS, INC. COPIER MAINTENANCE	1,437.05
049764	BRIAN HENNING Ph.D LIBRARY PROGRAMS	400.00
049765	JOANN KIEWERT LOST/PAID BOOK REFUND	4.00
049766	ALICIA LEVY LIBRARY PROGRAMS	150.00
049767	MIDWEST TAPE LIBRARY MATERIALS	4,308.51
049768	OVERDRIVE, INC. LIBRARY MATERIALS e-Books	6,831.86
049769	PERRINE PROPERTIES, LLC SV PARKING LOT LEASE	300.00
049770	PRESSWORKS PRINTING	383.71
049771	RECORDED BOOKS, LLC LIBRARY MATERIALS	269.25
049772	RELIANCE LABEL SOLUTIONS, INC. OFFICE/LIBRARY SUPPLIES	216.30
049773	SPOKANE CO. WATER DISTRICT #3 UTILITY FEE - HASTINGS PROPERTY	14.25
049774	STAPLES ADVANTAGE OFFICE/LIBRARY SUPPLIES	500.36
049775	TUMBLEWEED PRESS INC. ELECTRONIC LIBRARY SERVICES	3,000.00
049776	RACHEL TUPPER LIBRARY PROGRAM	4,000.00
049777	ULVERSCROFT LARGE PRINT BOOKS LIBRARY MATERIALS	116.37
049778	UNIQUE MANAGEMENT SERVICES COLLECTION AGENCY & NOTICE FEES	3,364.81
049779	WALTER E. NELSON CO. CLEANING & SANITATION SUPPLIES	674.18
049780	WOMEN MAKE MOVIES, INC LIBRARY MATERIALS	104.00
049781	WALT'S MAILING SERVICE ADVERTISING	24,750.77



049782	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	11,897.38
049783	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	231.15
049784	DELL MARKETING L.P%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	573.36
049785	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	8,466.67
049786	MODERN ELECTRIC WATER COMPANY	WATER, ELEC. - SV	1,666.51
049787	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	461.09
049788	WASTE MANAGEMENT OF SPOKANE	REFUSE	1,139.40
049789	JEN LYNN ADAMS	LOST/PAID BOOK REFUND	6.00
049790	AVISTA UTILITIES	UTILITIES	4,304.84
049791	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	43.19
049792	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	32.67
049793	SHARRON BRAUN	LOST/PAID BOOK REFUND	2.00
049794	BRILLIANCE PUBLISHING, INC.	LIBRARY MATERIALS	6.51
049795	MICHAEL L CHASE	LIBRARY PROGRAMS	142.55
049796	CHEVRON U.S.A. INC.	VEHICLE FUEL	99.67
049797	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML	160.68
049798	DASHER PRINTING SERVICES, INC	OFFICE/LIBRARY SUPPLIES	8,388.01
049799	EBSCO INDUSTRIES, INC.	LIBRARY MATERIALS - SUBSCRIPTIONS	33,586.00
049800	EMPIRE DISPOSAL INC.	SOLID WASTE - FAIRFIELD	18.79
049801	TASHINA FORTUNE	LOST/PAID BOOK REFUND	2.00
049802	GALE/CENAGE LEARNING	LIBRARY MATERIALS	735.30
049803	GARY L. GODDARD	BUILDING REPAIR & MAINTENANCE	387.05
049804	GLOBAL EQUIPMENT COMPANY	LIBRARY PROGRAMS	687.90
049805	VOID CHECK	VOID CHECK	-
049806	VANTAGEPOINT TRNSFR %M&T BANK	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,176.41
049807	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	7,310.34
049808	EVA-MARIE LUSK	LIBRARY PROGRAMS	70.73
049809	POUKONG MANIKOTH	LIBRARY PROGRAMS	450.00
049810	MIA D. MARCUM-MCCOY	LOST/PAID BOOK REFUND	18.98
049811	McMULLEN & McMULLEN, P.S.	GENERAL LEGAL SERVICES	504.00
049812	MIDWEST TAPE	LIBRARY MATERIALS	31,229.69
049813	OCLC, INC.	CATALOGING & ILL SUBSCRIPTION SVCS	3,262.00
049814	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	86.15
049815	OTIS HARDWARE	MAINTENANCE SUPPLIES	23.76
049816	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	6,463.33
049817	QUALITY MASONRY RESTORATION	BUILDING REPAIR & MAINTENANCE - NS	6,848.10
049818	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	283.92
049819	RECORDED BOOKS, LLC	LIBRARY MATERIALS	807.00
049820	SCHOLASTIC LIBRARY PUBLISHING	LIBRARY MATERIALS	158.41
049821	SOFTWARE.HARDWARE.INTEGRATION	IT HARDWARE & SOFTWARE	248.49
049822	SPOKANE COUNTY UTILITIES	SEWER - AR, NS, SV	411.41
049823	SPOKANE COUNTY TREASURER	STORMWATER, AQUIFER & IRRIGATION	4,518.19
049824	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	546.39
049825	TOWN OF FAIRFIELD	UTILITIES	169.80
049826	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	317.21
049827	VERIZON WIRELESS	CELL PHONES	207.58
049828	WORLD CHAMBER/ COMM DIRECTORY	LIBRARY MATERIALS	114.00
049829	WHITWORTH WATER DISTRICT #2	WATER - NORTH SPOKANE	32.73
049830	SPOKANE COUNTY	LIBRARY PROGRAMS	150.00
049831	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	75.00
049832	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	75,023.98
049833	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	762.30
049834	AVISTA UTILITIES	UTILITIES	1,247.42
049835	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	25.48
049836	BERKLEY NORTH PACIFIC	INSURANCE	43,415.00

049837	BRODART CO.	OFFICE/LIBRARY SUPPLIES	66.83
049838	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	529.57
049839	CENTURYLINK	ANALOG TELEPHONE LINES	96.49
049840	CENTURYLINK	ANALOG TELEPHONE LINES	92.82
049841	CENTURYLINK	ANALOG TELEPHONE LINES	39.01
049842	CENTURYLINK	ANALOG TELEPHONE LINES	59.85
049843	CENTURYLINK	ANALOG TELEPHONE LINES	139.27
049844	CENTURYLINK	ANALOG TELEPHONE LINES	97.01
049845	CRAIG BARNETT	LIBRARY MATERIALS	189.49
049846	DELL MARKETING L.P.%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	2,291.33
049847	FAUCETS 'N STUFF PLUMBING	PLUMBING REPAIRS	163.05
049848	CINDY FORKNER	LOST/PAID BOOK REFUND	17.00
049849	BRANDY FOWLER	LOST/PAID BOOK REFUND	38.00
049850	GALE/CENAGE LEARNING	LIBRARY MATERIALS	784.97
049851	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	29,779.96
049852	H&H BUSINESS SYSTEMS, INC.	COPIER MAINTENANCE	861.14
049853	VOID CHECK	VOID CHECK	-
049854	iHEARTMEDIA-SPOKANE	ADVERTISING	599.00
049855	VOID CHECK	VOID CHECK	-
049856	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	15,630.49
049857	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	2,295.37
049858	INLAND POWER AND LIGHT	UTILITIES - AH, DP	615.74
049859	GROUP W MARKETING	ADVERTISING - KIDS NEWSPAPER	500.00
049860	WICK ENTERPRIZES, LLC	ADVERTISING	297.50
049861	MIDWEST TAPE	LIBRARY MATERIALS	508.56
049862	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	8,033.33
049863	DALLAS PAULSEN	LOST/PAID BOOK REFUND	11.00
049864	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	787.97
049865	RECORDED BOOKS, LLC	LIBRARY MATERIALS	217.56
049866	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	464.60
049867	UPS	FREIGHT	19.07
049868	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	11,402.17
049869	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	593.24
049870	WALT'S MAILING SERVICE	ADVERTISING	49.70
049871	VOID CHECK	VOID CHECK	-
049872	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	16,225.39
049873	SPOKANE COUNTY	LIBRARY PROGRAMS	250.00
049874	AVISTA UTILITIES	UTILITIES	604.10
049875	A+ PRINTING, INC	PRINTING	277.79
049876	CAPITAL COMMUNICATIONS, INC	OFFICE/LIBRARY SUPPLIES	397.83
049877	CENTURYLINK	ANALOG TELEPHONE LINES	44.99
049878	CENTURYLINK	ANALOG TELEPHONE LINES	44.75
049879	CITY OF AIRWAY HEIGHTS	WATER & SEWER - AIRWAY HEIGHTS	10.00
049880	DELL MARKETING L.P.%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	339.62
049881	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	1,028.51
049882	EARTHWORKS RECYCLING, INC	RECYCLING	155.00
049883	CLARISSA FIDLER	PUBLIC RELATIONS	150.00
049884	FOUNDATION CENTER	ELECTRONIC LIBRARY SERVICES	6,995.00
049885	FREE PRESS PUBLISHING, INC	LIBRARY MATERIALS	24.00
049886	GALE/CENAGE LEARNING	LIBRARY MATERIALS	578.23
049887	GREATER SPOKANE INCORPORATED	DUES AND MEMBERSHIPS	425.00
049888	GREATER SPOKANE VALLEY CHAMBER	DUES AND MEMBERSHIPS	375.00
049889	VANTAGEPOINT TRNSFR %M&T BANK	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,180.80
049890	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	4,285.81
049891	INLAND POWER AND LIGHT	UTILITIES - AH, DP	317.02

049892	KENT ADHESIVE PRODUCTS CO.	OFFICE/LIBRARY SUPPLIES	336.67
049893	SARAH KEEVY	LOST/PAID BOOK REFUND	10.00
049894	TROY MATTOX	LOST/PAID BOOK REFUND	3.00
049895	MIDWEST TAPE	LIBRARY MATERIALS	11,896.61
049896	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	58.56
049897	OPTUM	H S A ACCOUNT FEES	75.00
049898	OTIS ELEVATOR COMPANY	ELEVATOR MAINTENANCE	1,406.71
049899	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	7,536.72
049900	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	123.96
049901	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	37.40
049902	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	1,463.88
049903	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,039.62
049904	MEREDITH ROXBY	LOST/PAID BOOK REFUND	8.20
049905	SQUARE PEG MULTIMEDIA	LIBRARY MATERIALS	45.00
049906	SQUARE PEG MULTIMEDIA	LIBRARY MATERIALS	45.00
049907	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	208.88
049908	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	61.16
049909	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	2,989.23
049910	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	317.21
049911	LORI WAHL	LOST/PAID BOOK REFUND	8.00
049912	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	422.05
049913	ALENA YURYEV	LOST/PAID BOOK REFUND	18.00
049914	AVISTA UTILITIES	UTILITIES	4,367.93
049915	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	143.20
049916	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	80.35
049917	CENTURYLINK	ANALOG TELEPHONE LINES	85.69
049918	CENTURYLINK	ANALOG TELEPHONE LINES	97.19
049919	DESIGN SPIKE	ADVERTISING	45.00
049920	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	1,393.79
049921	FRONTIER COMMUNICATION	TELEPHONE & BROADBAND - FF	118.79
049922	GALE/CENAGE LEARNING	LIBRARY MATERIALS	654.49
049923	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	687.53
049924	H&H BUSINESS SYSTEMS, INC.	COPIER MAINTENANCE	1,637.38
049925	RACHELLE HARTVIGSEN	LOST/PAID BOOK REFUND	39.20
049926	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	8,567.79
049927	KVO INDUSTRIES INC	PROGRAM SIGNS	400.00
049928	JON MARCY	LOST/PAID BOOK REFUND	22.20
049929	MICRO AGE	IT HARDWARE & SOFTWARE	10,435.20
049930	MIDWEST TAPE	LIBRARY MATERIALS	7,088.61
049931	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	216.51
049932	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	7,584.23
049933	PERRINE PROPERTIES, LLC	SV PARKING LOT LEASE	300.00
049934	JOHN PERRY	LOST/PAID BOOK REFUND	13.00
049935	INDEPENDENCE ENTERPRISES, INC	BUILDING REPAIR & MAINTENANCE	380.45
049936	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	394.45
049937	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,199.18
049938	SPOKANE CO. WATER DISTRICT #3	UTILITY FEE - HASTINGS PROPERTY	14.25
049939	REBEKAH STEPHENS	LOST/PAID BOOK REFUND	14.00
049940	DEER PARK TRIBUNE	LIBRARY MATERIALS	63.00
049941	WASTE MANAGEMENT OF SPOKANE	REFUSE	1,155.30
049942	VOID CHECK	VOID CHECK	-
049943	H3 PUBLICATIONS	LIBRARY MATERIALS	53.00
W00309	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	870.84
W00311	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,570.50
W00312	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	37,801.28

W00313	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	67,008.89
W00314	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	60,214.09
W00315	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	39,816.18
W00316	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	<u>1,570.50</u>

**Total Non-Payroll General Operating Fund** \$ 733,118.34

**PAYROLL VOUCHERS**

03102016PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYCHECKS	\$ 180,696.69
03252016PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYCHECKS	<u>176,945.44</u>

**Total Payroll General Operating Fund** \$ 357,642.13

**TOTAL GENERAL OPERATING FUND** \$ 1,090,760.47

## CODE OF CONDUCT

### BACKGROUND

While addressing negative behavior exhibited by the public is a small part of the District's library work, it is something that requires support of an effective Code of Conduct policy. While there hasn't been any sustained change in the frequency or type of behavior/situations encountered, staff has used the opportunity provided by the biannual policy review schedule to recommend substantial changes to the theming and format of the policy.

The inclusion of the additional statutory reference—RCW 27.12.270—is intended to strengthen the statutory precedent for establishing rules pertaining to library use: "Every library established or maintained under this act shall be free for the use of the inhabitants of the governmental unit in which it is located, subject to such reasonable rules and regulations as the trustees find necessary to assure the greatest benefit to the greatest number..." This provides a foundation for RCW 27.12.290, which establishes the authority to exclude patrons who violate those rules: "A board of library trustees may exclude from the use of the library under its charge any person who willfully and persistently violates any rule or regulation prescribed for the use of the library or its facilities or any person whose physical condition is deemed dangerous or offensive to other library users."

As for the policy itself, the revisions are primarily focused on identifying and emphasizing four main areas of unacceptable behavior:

- Any activity that unreasonably interferes with others' use and enjoyment of the library or with the functions of library staff.
- Misuse of library materials, equipment, fixtures, furniture, buildings or grounds.
- Failure to comply with the direction of a library staff member when asked to stop a prohibited behavior or when excluded from the library.
- Any observable behavior that is prohibited by federal, state, local or other applicable law.

The current policy provides a list of specific behaviors that, while not intended to be an exhaustive list, has on occasion been misinterpreted as such by library members and staff. The majority of those specific behaviors listed have been retained in the revised policy, but reassigned to one of the four areas to serve as examples, and in many cases have been rewritten to be clearer and more succinct.

It is not practicable to develop an exhaustive list of prohibited behaviors because variations on human behavior are innumerable. We cannot predict the negative behaviors that comes through our doors, but we can prepare for how to best respond to those negative behaviors. The thematic and format changes, with emphasis on those four areas (with examples as applicable), provide library staff with a more nimble and responsive tool when dealing with behavior issues. The revisions are based on the core premise that staff can respond with greater confidence and efficiency if they apply good judgement and common sense to the question: "Does this behavior fall into one of those four areas?" as opposed to the question: "Is this particular behavior included on the list of prohibited behaviors (and what do I do if it is not)?"

Following are a draft of the suggested revised policy, as well as the current policy with suggested revisions noted by bold type or strikethrough.

**Recommended Action:** Board motion to approve the recommended revisions to the Code of Conduct policy.

SPOKANE COUNTY LIBRARY DISTRICT

DRAFT

**POLICY: Code of Conduct**

APPROVAL DATE: 5/18/1995

REVISION DATE: 4/19/2016

PREVIOUS POLICY TITLE: Rules of Customer Conduct

RELATED POLICIES

Children's Safety in Libraries

Computer, Wireless Network and Internet Use

Facility Use for Political Purposes

Library Meeting Room Use

STATUTORY REFERENCE:

RCW 27.12.270

RCW 27.12.290

**Purpose:**

Defines conduct expectations for community members when using Spokane County Library District facilities.

**Background:**

Spokane County Library District (SCLD) is supported by the tax paid by District property owners, who expect our facilities to be clean, comfortable and safe places for selecting materials, reading, researching, studying, writing and attending programs and meetings. As part of its normal and regular conduct of its mission, the District is responsible for establishing a code of conduct to protect the rights and safety of library members, volunteers and staff, and for preserving and protecting the District's materials, equipment, facilities and grounds.

**POLICY:**

The following observable behaviors and activities are not allowed:

- Any activity that unreasonably interferes with others' use and enjoyment of the library or with the functions of library staff, including but not limited to:
  - Use of hostile, aggressive, or vulgar language or gestures.
  - Loud talking or boisterous physical behavior.
  - Using electronic or communication devices in a manner that is disruptive to others.
  - Wearing insufficient clothing (e.g., no top, no bottom, no shoes) while in the library.
  - Bodily hygiene or scent so offensive as to constitute a nuisance to others.
  - Interfering with staff or library member entrance to, access in, or exit from library premises.
  - Soliciting (e.g., selling or distributing items outside of the meeting room; panhandling).
  - Bringing animals other than service animals into the library, except as authorized by the District's Executive Director.
  - Use of tobacco products and electronic cigarettes in library facilities.

- Using library materials, equipment, fixtures, furniture, buildings or grounds in any manner that:
  - Is inconsistent with normal library uses (e.g., bathing, shaving, washing clothes in the restroom, parking/storing bicycles inside buildings).
  - Can be expected to damage or alter library property or the property of others.
  - Is likely to cause personal injury to one's self or others (e.g., walking in the library without footwear; skateboarding in the library).
  - Is likely to cause concern for the safety and/or well-being of persons and property (e.g., sleeping or appearing to sleep in the library, entering nonpublic areas unaccompanied by an authorized District employee, neglecting to provide proper supervision of children or vulnerable adults, parking overnight in library parking lots, leaving unattended items).
- Failing to comply with the direction of a library staff member when asked to stop a prohibited behavior or when excluded from the library for violations of this or any other SCLD policy, rule, or regulation.
- Any observable behavior that is prohibited by federal, state, local or other applicable law, including but not limited to:
  - Smoking within 25 feet of a library entrance.
  - Viewing or printing illegal materials (e.g., child pornography).
  - Being under the influence or appearing to be under the influence of alcohol/drugs, and/or selling, using or possessing alcohol/illegal drugs.
  - Threatening or harassing behavior (e.g., fighting or threatening to fight, brandishing a weapon, stalking, verbally threatening to harm others or their property).
  - Assaulting staff, volunteers or other library members.
  - Sexual misconduct or harassment (e.g., exposure; offensive touching; sexual acts).
  - Theft of library materials or items belonging to the District or others.

District staff and local law enforcement officers will intervene to stop prohibited activities and behaviors. Failure to comply with the District's established policies, rules, and regulations could result in removal from the premises and exclusion from District facilities for a period of 24 hours to one year, or in arrest and prosecution. Violations could also result in the restriction and/or termination of library privileges, including the use of library computers and other equipment.

The Executive Director is responsible for establishing administrative procedures necessary to carry out this policy and will respond to appeals of District staff action and/or decision in the application of this policy and any related procedures. Any appeal of Executive Director' action and/or decision may be made in writing to the Board of Trustees.

The District will make a good faith effort to implement this policy in a fair and consistent manner.

SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy - revisions  
shown by bold type or strikethrough

**POLICY: Code of Conduct**

APPROVAL DATE: 5/18/1995

REVISION DATE: 3/18/2014

PREVIOUS POLICY TITLE: Rules of Customer Conduct

**RELATED POLICYIES**

Children's Safety in Libraries

Computer, Wireless Network and Internet Use Policy

**Facility Use for Political Purposes**

**Library Meeting Room Use**

STATUTORY REFERENCE:

**RCW 27.12.270**

RCW 27.12.290

**Purpose:**

Defines conduct expectations for community members when using Spokane County Library District facilities.

**Background:**

Spokane County Library District (**SCLD**) is supported by the tax paid by District property owners, who expect our facilities to be clean, comfortable and safe places for selecting materials, reading, researching, studying, writing and attending programs and meetings. **As part of its normal and regular conduct of its mission**, ~~To this end~~, the District is responsible for establishing a code of conduct to protect the rights and safety of **library** members, volunteers and staff, and for preserving and protecting the District's materials, equipment, facilities and grounds.

**POLICY:**

The following **observable behaviors and activities** ~~actions are examples of conduct~~ are not allowed ~~on District property~~:

- **Any activity that unreasonably interferes with others' use and enjoyment of the library or with the functions of library staff, including but not limited to:**
  - **Use of hostile, aggressive, or vulgar language or gestures.**
  - **Loud talking or boisterous physical behavior.**
  - **Using electronic or communication devices in a manner that is disruptive to others.**
  - **Wearing insufficient clothing (e.g., no top, no bottom, no shoes) while in the library.**
  - **Bodily hygiene or scent so offensive as to constitute a nuisance to others.**
  - **Interfering with staff or library member entrance to, access in, or exit from library premises.**
  - **Soliciting (e.g., selling or distributing items outside of the meeting room; panhandling).**



- **Bringing animals other than service animals into the library, except as authorized by the District's Executive Director.**
- **Use of tobacco products and electronic cigarettes in library facilities.**
- **Using library materials, equipment, fixtures, furniture, buildings or grounds in any manner that:**
  - **Is inconsistent with normal library uses (e.g., bathing, shaving, washing clothes in the restroom, parking/storing bicycles inside buildings).**
  - **Can be expected to damage or alter library property or the property of others.**
  - **Is likely to cause personal injury to one's self or others (e.g., walking in the library without footwear; skateboarding in the library).**
  - **Is likely to cause concern for the safety and/or well-being of persons and property (e.g., sleeping or appearing to sleep in the library, entering nonpublic areas unaccompanied by an authorized District employee, neglecting to provide proper supervision of children or vulnerable adults, parking overnight in library parking lots, leaving unattended items).**
- **Failing to comply with the direction of a library staff member when asked to stop a prohibited behavior or when excluded from the library for violations of this or any other SCLD policy, rule, or regulation.**
- **Any observable behavior that is prohibited by federal, state, local or other applicable law, including but not limited to:**
  - **Smoking within 25 feet of a library entrance.**
  - **Viewing or printing illegal materials (e.g., child pornography).**
  - **Being under the influence or appearing to be under the influence of alcohol/drugs, and/or selling, using or possessing alcohol/illegal drugs.**
  - **Threatening or harassing behavior (e.g., fighting or threatening to fight, brandishing a weapon, stalking, verbally threatening to harm others or their property).**
  - **Assaulting staff, volunteers or other library members.**
  - **Sexual misconduct or harassment (e.g., exposure; offensive touching; sexual acts).**
  - **Theft of library materials or items belonging to the District or others.**
- ~~Engaging in any activity in violation of Federal, State, local or other applicable law, or District policies, rules or regulations.~~
- ~~Failing to comply with a reasonable staff request.~~
- ~~Being under the influence of alcohol/drugs, and selling, using or possessing alcohol/illegal drugs.~~
- ~~Using wheeled devices in District buildings, including skateboards, roller skates, bicycles, scooters and shopping carts (except for wheelchairs, mobility scooters, walkers and strollers). Using wheeled devices on District grounds in an unsafe manner or impeding others' access to the facility. Parking/storing bicycles inside buildings.~~
- ~~Lying down or sleeping in the restrooms or on any floor, couch, table or seat. Blocking aisles, exits or entrances with personal possessions or by sitting or lying down in them. Leaving unattended items.~~
- ~~Neglecting to provide proper supervision of children or vulnerable adults.~~
- ~~Bringing pets or animals, other than service animals necessary for disabilities, into buildings, except as authorized by the District's Executive Director.~~

- ~~Using audible devices without headphones or with headphones set at a volume that disturbs others. Using cell phones and other communication devices in a manner that disturbs others.~~
- ~~Using restrooms for inappropriate uses, such as bathing, personal grooming, or laundry.~~
- ~~Use of tobacco products and electronic cigarettes in library facilities. Smoking in a library facility or within 25 feet of a building entrance.~~
- ~~Entering the library barefoot, without a shirt, with offensive odor or personal hygiene, or being otherwise attired so as to be disruptive to the library environment.~~
- ~~Verbally or physically threatening or harassing other customers, volunteers or staff, including stalking, staring, lurking, uninvited conversations and offensive touching.~~
- ~~Indecent exposure and sexual activity.~~
- ~~Soliciting (such as selling or distributing items); conducting surveys not authorized by the District.~~
- ~~Stealing, damaging, altering or inappropriately using District property.~~
- ~~Entering nonpublic areas unaccompanied by an authorized District employee; being in a library without permission of an authorized District employee before or after library operating hours.~~
- ~~Fighting or challenging to fight; running, pushing, shoving or throwing things.~~
- ~~Creating disruptive noises, such as loud talking, screaming or banging on computer keyboards.~~
- ~~Fraudulent use of library cards or library card number for any purpose.~~
- ~~Parking overnight in District parking lots~~
- ~~Engaging in any other behavior that could adversely affect the safety and security and well-being of staff and customers using our facilities.~~

District staff and local law enforcement officers will intervene to stop prohibited activities and behaviors. Failure to comply with the District's established policies, rules and regulations could result in removal from the premises and exclusion from District facilities for a period of **24 hours one day** to one year, or in arrest and prosecution. Violations could also result in the restriction and/or termination of library privileges, including the use of library computers and other equipment.

The Executive Director is responsible for establishing administrative procedures necessary to carry out this policy and will respond to appeals of District staff action and/or decision in the application of this policy and any related procedures. Any appeal of Executive Director' action and/or decision may be made in writing to the Board of Trustees.

The District will make a good faith effort to implement this policy in a fair and consistent manner.

**FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: MAY/JUNE 2016**

***May 17, 2016: Moran Prairie Library (4:00 p.m.)***

- Personnel Policy
- Member Privileges and Responsibilities Policy
- PLA and WLA Conferences Reports
- Library Spotlight – Moran Prairie Library
- Overview – Social Media and demos

Please send requests for agenda additions or changes to the Board Chair or Patty no later than Monday, May 2, for inclusion in the preliminary agenda to be sent May 4. Meeting packets will be mailed May 11.

***June 21, 2016: Argonne Library (4:00-8:00 p.m.)***

- Annexation of Cities and Towns to the Library District Policy
- Fixed Assets Policy
- Library Spotlight – Deer Park Library
- Overview – E-Rate (Schools and Libraries Program of the Universal Service Fund)
- Special Meeting/Board Retreat

**SPECIAL MEETINGS AND ACTIVITIES**

- Apr 23** Friends Helping Friends (Moran Prairie, Saturday, 9am-noon)  
**Apr 27-29** WLA Annual Conference (The Davenport Hotel, Spokane)

**SUMMER MEETING SCHEDULE AND JUNE RETREAT: MAY-AUGUST 2016****Background:**

Traditionally, the summer meeting schedule is planned in advance to ensure a quorum is available for regular meetings held June through August. Should the Board choose to cancel one of its three summer meetings, agendas will be adjusted accordingly. A retreat is scheduled to follow the June 21 regular meeting. Ms. Ledebauer will report suggested topics for the agenda.

**Recommended Action:** Determine any changes to the June through August regular meeting schedule and confirm the Board of Trustees' Retreat agenda for June 21.

## EXECUTIVE DIRECTOR'S REPORT MARCH 2016

### Administration

#### Business Office, Finance and Facilities (Rick Knorr)

With spring time here in full force most of the facility activities are outdoors. The grounds maintenance service is fully up and running, all the spring cleanups have been done and the irrigation systems are operational following startup service. The parking lot sweeping and striping will soon start, and the Deer Park entry repaving project is scheduled for June 6-12.

The City of Medical Lake completed repair of the missing roof shingles at Medical Lake. We have not yet received a rough estimate for the Otis Orchards building roof, though I anticipate having more information to report by meeting time. We are also still waiting for more definitive information on the damage to the Argonne building. The building has remained fully operational and the damage will be fully covered by our property insurance, at worst less only the deductible.

Refer to Agenda Item V.E. for the February Financial Report.

#### Human Resources (Nancy Ledeboer)

We hired a Library Page for North Spokane and a Communication Specialist, and promoted a Page to Public Services Specialist at SV. One employee voluntarily demoted to fill an Operations Supervisor position vacated by an employee who voluntarily resigned at Spokane Valley. A Page from Argonne transferred to Spokane Valley. We recruited for a Library Supervisor at Otis Orchards.

#### Information Technology (Doug Stumbough)

- After working through some additional configuration, IT and Public Services continued to review and test two computer reservation and print management systems. Assuming a satisfactory evaluation, the replacement for the current software, which is no longer supported, will be selected in April.
- In response to an announcement of a state class action settlement, we gathered information on our purchases of LCD screens from 1998-2006 and filed a claim. The amount paid per product and the number of claims allowed per consumer will depend on the number of claims submitted. We will know more after the claim process closes in June.
- Working with the Business Office, we looked into the surplus auction program offered through the state as a way to dispose of some of our obsolete equipment. After talking with staff at the state offices, it was determined that our current surplus equipment would not garner enough at auction to cover the fees for using its service. Per the Fixed Assets policy, we are now pursuing donation of the surplus to a local non-profit,
- Giang Bui started as our new Web & Database Specialist. Her primary areas of focus are administration of our web sites and the development and implementation of new methods for providing access to our electronic resources. One of her first tasks was to review and install updates to our web platforms, as well as moving several internal online forms to a new server as preparation for retiring our oldest server.

- De worked on the Business Office server to address some issues with the Sage Advisor and Sage PEP which were slowing everything down. Added more RAM to the VM and uninstalled some unnecessary applications (e.g. Sage Advisor).
- Teri and Giang have been taking advantage of online training this month using Lynda.com for courses on WordPress configuration, SQL refreshers, and introduction to Visio 2013. Aaron Miller and De completed their necessary Dell certifications/recertifications respectively.
- IT staff made a trip to Contract Design Associates to select options for and finalize configuration of desks/workspaces to be installed later this spring, which will complete the consolidation of IT staff into a single office.

### Collection Services (Andrea Sharps)

- We ordered 2,752 titles and 8,372 copies in March. The number of titles ordered is up from last month as is the number of copies ordered.
- With 25% of the year done, total library materials expended stands at 24.21%.
- We processed, added to the system, and sent out to the libraries 7,151 items in March. This is up quite a bit from last month.
- Downloadable lending through OverDrive was up in March from February. A total of 35,193 audiobook and eBook items circulated in March. Members placed a total of 10,105 holds, and there were 5,034 unique users with titles checked out.
- Midwest Tape's *hoopla*, a streaming media service, saw a dramatic increase (40%) in circulation in March over February. This increase can most likely be attributed to the inclusion of hoopla MARC records in the catalog in early March. A total of 1,599 titles including audiobooks (464), comics/graphic novels (79), eBooks (138), movies (429), full-length albums (356) and television shows (133) circulated in March for a combined cost of \$3,193.41 and an average cost per circulation of \$1.99. A total of 85 new patrons registered in the month, and there were 388 active users recorded.
- We loaned 389 items to other libraries and borrowed 543 items from other libraries for 932 total interlibrary loan transactions processed in March.
- Six employees from the Harriet Cheney Cowles Memorial Library at Whitworth University visited Collection Services on 3/10 to get a tour and observe our processing procedures.
- Youth Collection Development Librarian Sheri Boggs is joining the Towner Award Committee, a statewide literary award for nonfiction. The committee selects a shortlist of informational books which are voted on by Washington state students in grade 2 through grade 6 during the month of April. Student votes can be submitted by librarians only.
- Sheri Boggs is taking over as chair of the Alki Editorial Committee as of the upcoming WLA.

### Executive Director Report & Community Activities (Nancy Ledeboer)

On February 29, I conducted an exit interview with Paul Eichenberg. This provided an opportunity to review outstanding issues and assess the process we use when employees leave SCLD. The exit interview is both a formal process to collect keys and badges and an opportunity to learn what employees liked about working for SCLD and how we might improve that experience for future employees. The Leadership Team has discussed the process for recruiting a new Human Resources Officer in the coming months. Ideally, we will have someone in place by July or August. This will provide time to conduct an open search and allow someone to give notice to a current employer. Meanwhile, HR responsibilities have been assigned to Leadership Team members.

The Memberships in Organizations policy was up for review, and no changes are recommended at this time. The policy was last reviewed in April 2014. Given that the new Community Engagement Plan strives to strengthen community through partnerships with community organizations and groups, this policy continues to be relevant. Staff gain valuable insights about the community through participation in community organizations and they are able to bring library resources to assist efforts where appropriate.

We received documents outlining the scope of work to be performed by Bernardo Wills as we assess opportunities to repurpose space at the North Spokane and Spokane Valley libraries. As an initial assessment, Mr. Bernardo joined Deputy Director Patrick Roewe, CFO Rick Knorr, and me on a walk-through tour at each facility accompanied by the Managing Librarians. We will schedule meetings with teams that include staff from each facility to work with Mr. Bernardo to explore ways to maximize use of the space, while providing adequate space to perform daily tasks. We realize this may necessitate a review of how we perform our work as well as the related space requirements.

A new grants database was purchased with access from three library buildings. Unlike other databases that allow remote access to all library cardholders, the Foundation Directory is available only on a site license. I have been researching grants related to literacy, digital access, and STEM for community organizations, and staff will test the new resources on my behalf. I met with Bev Clevenger from Mobius to discuss a grant opportunity from the Institute for Museums and Libraries. This would be an opportunity to partner to conduct research on how to accelerate learning at informal learning opportunities that focus on STEM. I am also submitting a grant on behalf of EWI to support the Reading Rally that will be held at Stevens School. KSPS is also looking for grant funds to support an educational outreach program that would take content from Northwest Profiles into the classroom to support current educational standards. It is interesting how many of these non-profits share our goal to promote learning and literacy through the use of local content and resources.

In preparation for the WLA conference in Spokane, I chaired the Nominations Committee and submitted a slate of candidates for the 2016-2017 Board of Directors. I also chaired the Awards Committee and notified those who will receive awards at the luncheon. Priscilla Ice, former IT Director for the District, will receive an Emeritus Award for her years of service with WLA and her outstanding career in Washington State libraries.

I am working to finalize the details for the EWI Reading Rally to be held at Stevens Elementary School. Author Kelly Milner Halls has agreed to be a presenting author on May 23, and the committee is actively seeking funds so that each student can purchase books to keep at the associated Scholastic Book Fair. I attended the LCAM planning meeting and the EWI board meeting. The EWI Scholarship Committee met to review 47 applications from area high school juniors. Several schools took advantage of the opportunity to submit up to three applications and the committee then narrowed it to one applicant per school. We received a very positive note from a parent who thanked EWI for its focus on juniors and giving them an opportunity to go through the application process as juniors, thus preparing them for the college, scholarships, and awards applications process during their senior year. This was very rewarding to hear, since EWI Spokane is one of the only chapters that focuses on juniors.

I am participating in the Libraries Transforming Communities online lab and providing feedback to the Harwood Institute. It is interesting to see how it has adapted this content to an online program. They will be offering this online lab to libraries in the fall for a fee.

Other community activities include attending the annual Girl Scout luncheon, participating in pledge night for KSPS, and attending the KSPS Education Committee meeting.

I attended the Tucson Festival of Books while on vacation, March 9-14. This is always an amazing event for anyone who likes to read. I attended 10 free author programs and heard authors from all genres, including Terry Brooks, Jeffery Deaver, Marja Mills, Andrea Mays, Lisa Lutz, T. Jefferson Parker, Cynthia Bond, B. A. Shapiro and J. A. Jance. I have already read several of the books I put on hold after hearing new authors at the Festival. Unfortunately, I became ill on my return flight and missed the March 15 Board Meeting. Fortunately, however, Doug Stumbough was able to step in.



ITEM AND TITLE MONTHLY REPORT  
March 2016

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
<b>Total Materials</b>							
Print	166504	148508	<b>315012</b>		84155	49778	<b>133933</b>
Nonprint	62565	23607	<b>86172</b>		25932	7214	<b>33146</b>
Subtotal	<b>229069</b>	<b>172115</b>	<b>401184</b>		<b>110087</b>	<b>56922</b>	<b>167079</b>
Periodicals	10271	1710	<b>11981</b>		311	35	<b>346</b>
Total	<b>239340</b>	<b>173825</b>	<b>413165</b>		<b>110398</b>	<b>57027</b>	<b>167425</b>

	<u>ITEMS</u>			<u>TITLES</u>		
<b>OverDrive: eBOOKS</b>			<b>21145</b>			<b>17596</b>
Licensed eBOOKS			<b>30134</b>			<b>25850</b>
Audiobooks			<b>8177</b>			<b>5274</b>
Digital music			<b>1708</b>			<b>1708</b>
<b>OverDrive: Total</b>			<b>61164</b>			<b>50428</b>
<b>GRAND TOTAL</b>			<b>474329</b>			<b>217853</b>

<b>Print &amp; Nonprint</b>	(Totals year-to-date)		
<b>ADDITIONS</b>	ADULT	YOUTH	TOTAL
Print	8015	5661	13676
Nonprint	3435	847	4282
<b>TOTAL</b>	<b>11450</b>	<b>6508</b>	<b>17958</b>
<b>DELETIONS</b>			
Print	10268	8054	18322
Nonprint	2776	1252	4028
<b>TOTAL</b>	<b>13044</b>	<b>9306</b>	<b>22350</b>

	<u>NET CHANGE</u> <u>YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-2253	-2393	<b>-4646</b>
Nonprint	659	-405	<b>254</b>
Periodicals	-1066	-219	<b>-1285</b>

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

## Public Services Report March 2016

Patrick Roewe and Kristy Bateman

### Overview

March was an important training month for Public Services. 117 staff participated in Safe Environment Training, which provided personal awareness and self-defense training specifically designed for the library environment. While addressing negative behavior exhibited by the public is a small part of the District's library work, it is worthwhile to equip staff with the tools and training necessary to effectively respond to those infrequent behavior situations.

For our library members, the spring *Renew* series kicked off this month. In addition, Tax-Aide continued to offer weekly sessions at Argonne, Cheney, Deer Park, Moran Prairie, and Spokane Valley.

### Service Priority Teams

#### Business and Career Development (Stacey Goddard)

- This month marked the start of our *Ready for Work* job seeker series, a scaled down version of the series we offered last year, again in partnership with WorkSource. Workshops are offered at Deer Park, Otis Orchards, and Cheney libraries. We can already see how important the direct mail promotion was for last year's series. We funded that mailing with grant monies, which was not available this time around. Here are the statistics so far:
  - The WorkSource-led *Job Search Strategies* session, offered at each location, had a combined attendance of three for the three workshops.
  - The SCLD-led Basic Computer Skills session, offered at each location, had a combined attendance of two for the three workshops.
- The two *Dollars and Sense* financial literacy workshops we offered this month, presented by SNAP, had a combined attendance of 11. This is up from zero attendees for the two February workshops.
- The final three (of five) *Money and Aging Parents: Transitioning Financial Management* programs had a combined attendance of 54.
- The *Prevent Fraud and Identity Theft* workshop, presented by STCU, had 11 in attendance.
- We had 12 individuals register as new IT Academy users in March, down from 14 in February. During the month, users enrolled in 42 new classes, up from 30 in February.
- We did 61 Book-a-Librarian (BaL) sessions this month throughout the District, down from February's 74 sessions.
  - In one session, Danielle worked with a man who wanted research help for his graphic design company. Danielle taught him how to use Reference USA to generate lists of potential clients.
  - In another appointment, Danielle worked with a woman who needed job application assistance. The woman originally from overseas did not feel she had strong enough computer skills, and needed help navigating through the online application process. The woman was very appreciative of Danielle's assistance.
- We proctored 20 exams this month throughout the District, up from February's eight.
  - One of the exams proctored was a Microsoft Office Specialist (MOS) exam. We offer this service as part of our participation in Microsoft Imagine Academy, and our partnership with the Washington State Library.
- Sheree and Danielle presented the last two (of four) workshops for a group of GoWise clients. GoWise provides job training and support to individuals with developmental disabilities. The two sessions had a combined attendance of 10. GoWise would love to have us do another series for its clients. Danielle and Ree are hoping to schedule a second series during the second quarter of this year.
- I presented an overview of SCLD's business resources to a group of entrepreneurs at the SNAP Women's Business Center. There were 10 in attendance.

### Connect Communities:

- SCLD Navigator staff completed nine appointments where they helped individuals enroll in Apple Health (Medicaid). This is up from three appointments in February. Our navigator numbers expect to be low until the next open enrollment period begins in the fall.
- Sheree attended the monthly Greater Spokane Valley Chamber of Commerce (GSVCC) Ambassadors meeting.
- Sheree also attended an open house at Spokane Valley Partners for its new teaching kitchen.
- Aileen attended the monthly WorkSource meeting.
- Last, but certainly not least, Sheree received notification that SCLD's application for the *Thinking Money* exhibition and grant was one of the 50 selected. We will find out by the end of April when we will host the exhibit, sometime between August 2016 and July 2018. In the meantime, Sheree will attend a training at ALA in June as part of our participation.

### **Early Learning (Mary Ellen Braks)**

- We provided 127 Storytimes to 3,926 children, parents and caregivers. Our average attendance per Storytime was 31.
- We provided 75 Storytimes to 1,387 children at 33 childcare centers.
- There were 27 early learning events this month for a total attendance of 250. We had 11 *Just Play* events with a total attendance of 107. We had nine *Kindergarten Kickoff* events with information on kindergarten registration for the March 1 kickoff and activities for kindergarten readiness for families for a total attendance of 45. We also had four *Prime Time Family Reading* programs for a total of 14 preschoolers. Lastly, three *Ready for Kindergarten* programs were presented with a total attendance 62 at schools in Cheney and Airway Heights.
- We had three STARS workshops this month. Two *Ready for School STEM* trainings. One at the Salish School and one in Whitman County. Both of these trainings were for the STEM Grant. We had a total attendance of 68 for these two trainings. The other STARS training was *Block Play* and we had a total attendance of 32.
- The Tooth Fairy Storytimes continued this month. They have been a big hit with the families.
- Our *Bedtime Math Storytime* during the *Family Evening* Storytime was well attended. We did this at three libraries—North Spokane, Spokane Valley, and Moran Prairie, and had a total attendance of 106—North Spokane 48, Spokane Valley 36, and Moran Prairie 22.

### Community Connections:

- This was the last month of the STEM grant. All trainings have been completed, and all but three sets of STEM kits have been delivered. We are still waiting on a couple of books to arrive to complete the kits. We have one set catalogued in our system and it is now available for checkout at the libraries. I just have the final report to finish for the grant, which is due April 30.
- We received a second STEM grant from Thrive Washington for Phase Two of the grant. It is for the Ready for School with STEM project. The award is for \$25,000 and is for more kits for the libraries in Eastern Washington, evaluation of the kits and trainings, and provisions of *STEM Play and Learn* for the community.
- I went on the Washington STEM Learning Bus Tour this month. The tour started in Vancouver, followed by Yakima, and ended in Spokane. On the tour, we visited STEM programs at middle schools and high schools in Vancouver, Yakima, Zillah, and Cheney. We also visited the Yakima Nation Museum, and Riverpoint Campus and the Girl Scouts in Spokane. There are some amazing STEM programs available across the state. The focus of the trip was to see what was out there and how equity plays into STEM education for both gender and race. I came back with some fun ideas for the library. One of the things that came across strongly to me is that we are now seeing an opportunity gap before children start school in STEM. Current research shows this gap stays with children through elementary school and up. Providing preschool children with STEM opportunities will help to lesson this gap. I feel good about the opportunities we are providing for families about STEM education.

### **Education and Enrichment (Gwendolyn Haley)**

#### Elementary (K-5) programs:

- 211 children and families attended the regularly scheduled *Monday Funday* and *Too Fun Tuesday* programs at Spokane Valley and North Spokane in March.

- 213 children and their families built with LEGOs at one of our regularly scheduled *LEGO Clubs* in March.
- Our 8<sup>th</sup> session of *Prime Time Family Reading* (funded by Humanities WA) started on March 10 at Otis Orchards Library. 20 families from Otis Orchards Elementary signed up for the six-week reading and discussion program. On average, 70 people attend each week, from about 18 families.
- Staff provide regular programs at Hallet Elementary (Medical Lake), The Lisa Styles-Gillenhammer Boys and Girls Club (Mead), and the Millwood After School Program each month. 100 students participated in activities planned by SCLD staff.
- SCLD staff facilitated in-library visits to students from Great Northern, Spokane Valley Adventist, Pioneer School and Arcadia Elementary, as well as attending promotional events at Hallet, Riverside, Trent and Mullan Road Elementary Schools, connecting with 943 students and their families.

#### Tween/Teen Programs:

- 302 Tweens and Teens participated in library programs in March, including Fairfield's *Thursday Night Thing*, Mica Peak's *Great Stories Club*, and the DP Friends sponsored *Northern Poetry Slam* with Newport, Riverside, and Deer Park High School.

#### Adult Programs:

- Our *Renew* series began in March, with 116 members attending one of nine programs scheduled on topics including *Water Wise Gardening*, *Fire Wise Landscaping*, *Green Cleaning* and *Decluttering*.
- 61 members participated in one of eight regular book clubs.
- *Seed Library* programs continue at Otis Orchards, Deer Park, and Medical Lake libraries, and 50 members have attended the four programs presented by WSU Master Gardeners.
- Argonne Library collaborated with the Millwood Historical Society to provide a local history series, and 97 members have attended programs.

#### **Digital Interaction and Sharing (Carlie Hoffman)**

- I met with Jane and Jamie to plan the upcoming volunteer web page.
- I met with Gwendolyn, Mary Ellen, and Drew to discuss plans for the early learning iPads. Based on current low usage, the iPads will be re-deployed as a lab to be used in adult and kids programming. I am currently investigating and reviewing early learning digital resources that can be used on Internet and catalog stations in the library.
- I purchased Foundation Directory Online, a grant-finding digital resource that will be available to members beginning May 2.
- I met with a sales representative from Gale to discuss some of its new resources. We are currently investigating a product designed to analyze patron data.
- The team completed review of a trial of MyHeritage, a digital resource for genealogy research.
- I reviewed software to replace LibOnline, the computer reservation and print management software. I also met with the review team to go over criteria for review and methods of feedback.
- I created a draft of a wish list and ideas for a makerspace and a media lab.
- I met with a sales representative from Rosetta Stone, which is submitting a RFP to Washington State Library regarding a statewide contract.
- I wrote a synopsis for EBSCO Discovery Service to provide Leadership Team with information regarding this product, designed to provide a platform to search within multiple digital resources at one time.
- I set up a trial for Miss Humblebee's Academy and ABCmouse for staff to review and provide feedback. These are digital resources geared for children from pre-school to age eight.
- The team conducted two refresher trainings for staff on the Evanced room booking and public calendar software.
- I worked with Collection Services and Hoopla to upload Hoopla MARC records into our catalog. Hoopla checkouts increased by 40% from last month and active users increased by 24%.
- Unique visitors to the website:
  - +3% from 32,806 to 33,874 visitors.
- Total views of all pages of the website:
  - +3% from 112,339 to 115,648 views.

#### Community Connections:

- I attended WLA Conference committee meetings in preparation of the annual conference. I made final contact with potential vendors, sponsors, and advertisers for the conference.

## Volunteer Program (Jamie Van Wormer)

I have continued to work together with library supervisors and community librarians to build partnerships in the community.

### Community Connections:

- Stacey Goddard and I met with Junior Achievement about having a finance class offered to high school students. A volunteer would conduct this program. We are looking to start the program either summer or fall 2016.
- I met with Denia from Southside Community Center to see if any of its members would like to volunteer at the Moran Prairie Library. Danielle Marcy, Danielle Milton and I attended a luncheon at the Southside Community Center, where we spoke about our library programs and introduced volunteer opportunities. Two people picked up volunteer applications.
- I participated in the *Get Hired Fair* at Eastern Washington University. I was able to have 19 EWU students sign up to volunteer. Many of the EWU students were interested in tutoring in reading, math, and writing. They also showed interest in writing blogs for the library.
- I met with Casey from Whitworth Community Engagement to discuss volunteer needs and to create a partnership using Whitworth students to tutor students from Mead School District
- I met with Key Club at East Valley High School to recruit volunteers for the Otis Orchards Elementary School afterschool program at the Otis Orchards Library. I had three student volunteers sign up.
- During one of the Millwood programs, I set up a table in the foyer of Argonne Library, as I thought it would be a good way to recruit additional volunteers. I had one person sign up to volunteer.
- I presented at the Spokane Area Retired Educators Association. I talked about the new volunteer opportunities we offer here at SCLD. I had one volunteer sign up and she has already started to volunteer. A few others took applications.
- I attended the Valley Kiwanis general meeting and spoke to them about our volunteer program and opportunities. I had four people sign up to volunteer.
- I went to speak with the National Honor Society Club from West Valley High School to recruit volunteers for our afterschool tutoring program at Otis Orchards Library. I had three students sign up.
- Sheree West and I met with Kamiel Youseph from Mica Peak High School to see if he had high school volunteers that would want to help tutor in our afterschool tutoring program. We also discussed having a Junior Achievement class offered at Mica Peak, as well as other programs that we could bring to the school.
- Aileen Luppert and I met with Casey Morphis, CVSD School Social Worker; Eric Hoglund, CVSD Executive Director of Elementary; Scott Kerwien, University HS Counselor (Admin Intern); Josh Wolcott, University Elementary Principal; and Stacy Hammond, Progress Elementary Counselor, to develop a partnership between the Central Valley School District and SCLD, using high school students to volunteer for our afterschool tutoring program.
- I organized two volunteer orientations/trainings at Otis Orchards Library. Three students attended. At North Spokane, I had two volunteer orientations/trainings, where eight students attended.
- I have added 34 volunteers to our new volunteer program.

## Library Operations (Georgina Rice)

### *Featured Monthly Statistic*

This month's featured statistic is *Holds*. *Hold* is the term used to identify items that our members request if the item is not immediately available for checkout. The statistics in this report focus on *filled holds*. By design, these figures exclude holds that were requested and then cancelled or expired, and thus never checked out by the member. The figures do not include holds placed through our digital library (Overdrive or Hoopla).

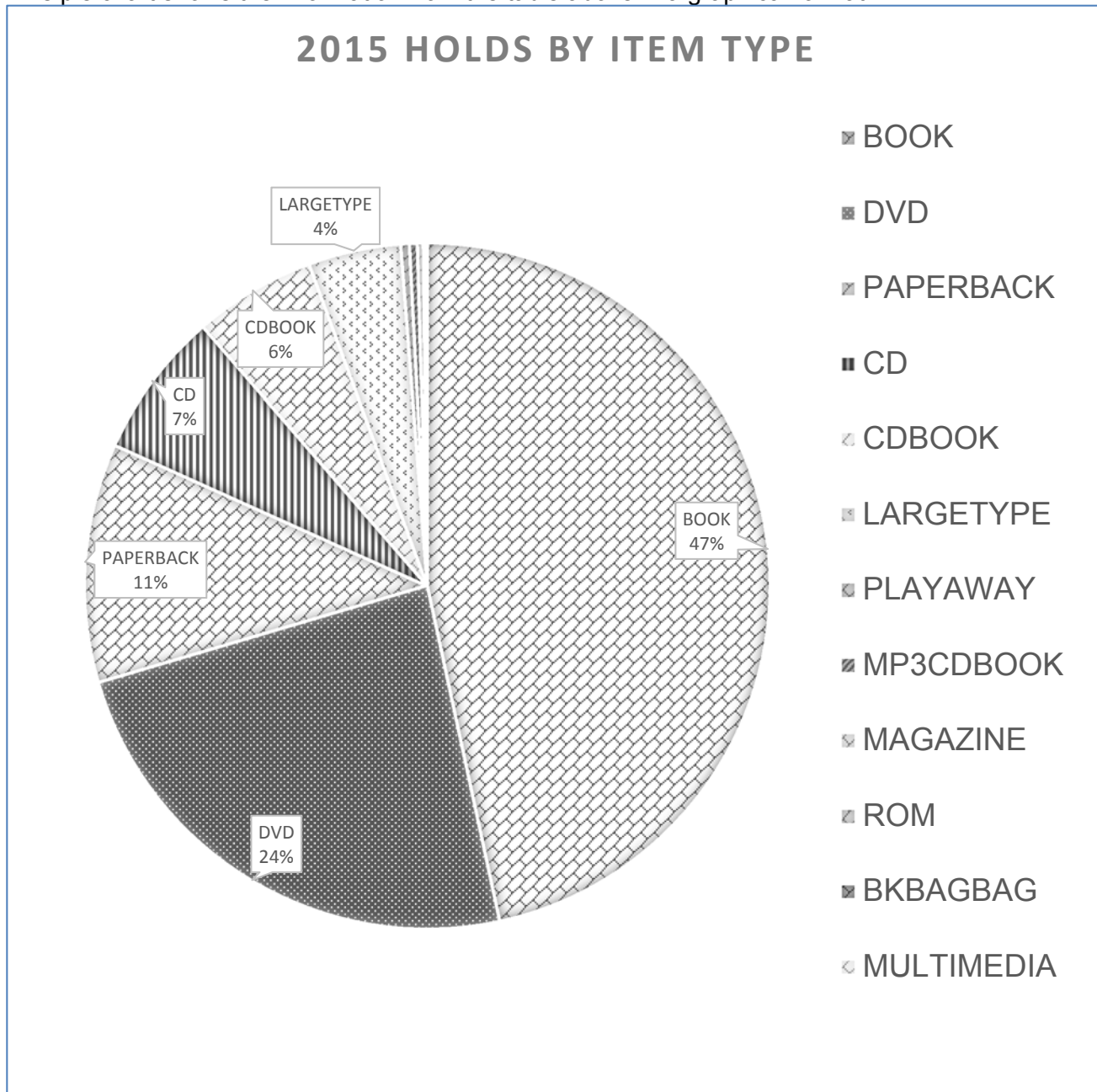
- The first table illustrates holds filled in 2015, circulation for items checked out in the same categories, the percentage of filled holds compared to total checkouts in the same category, and a breakout of how many holds were from our Adult, Juvenile and YA collections.
  - The data shows that our *Book and DVD* collections have the highest number of holds filled. Books represent 47% of the total number of holds. DVDs represent 24% of our holds.

Paperbacks, CDs, CD books andARGEType represent most of the remaining 29%. The pie chart below provides a graphical representation of these numbers.

- Overall, 16% of our circulation is provided to our members via holds within the categories listed. Holds in the *Book* category were 17% of the total items checked out in that category. Holds on DVDs provided 13.2% of the total DVDs checked out. This anecdotal evidence points to the fact that the majority of the items checked out in our libraries are from our browsing collection.
- ARGEType holds represented 26.2% of the checkouts in that collection, followed by 22.8% of the CD Book checkouts. This is in large part due to our outreach program that provides monthly visits to our members who are unable to get to the library on their own, and items in the mail to homebound individuals who live in their own homes.
- Our Adult collection represents the majority of the items placed on hold.

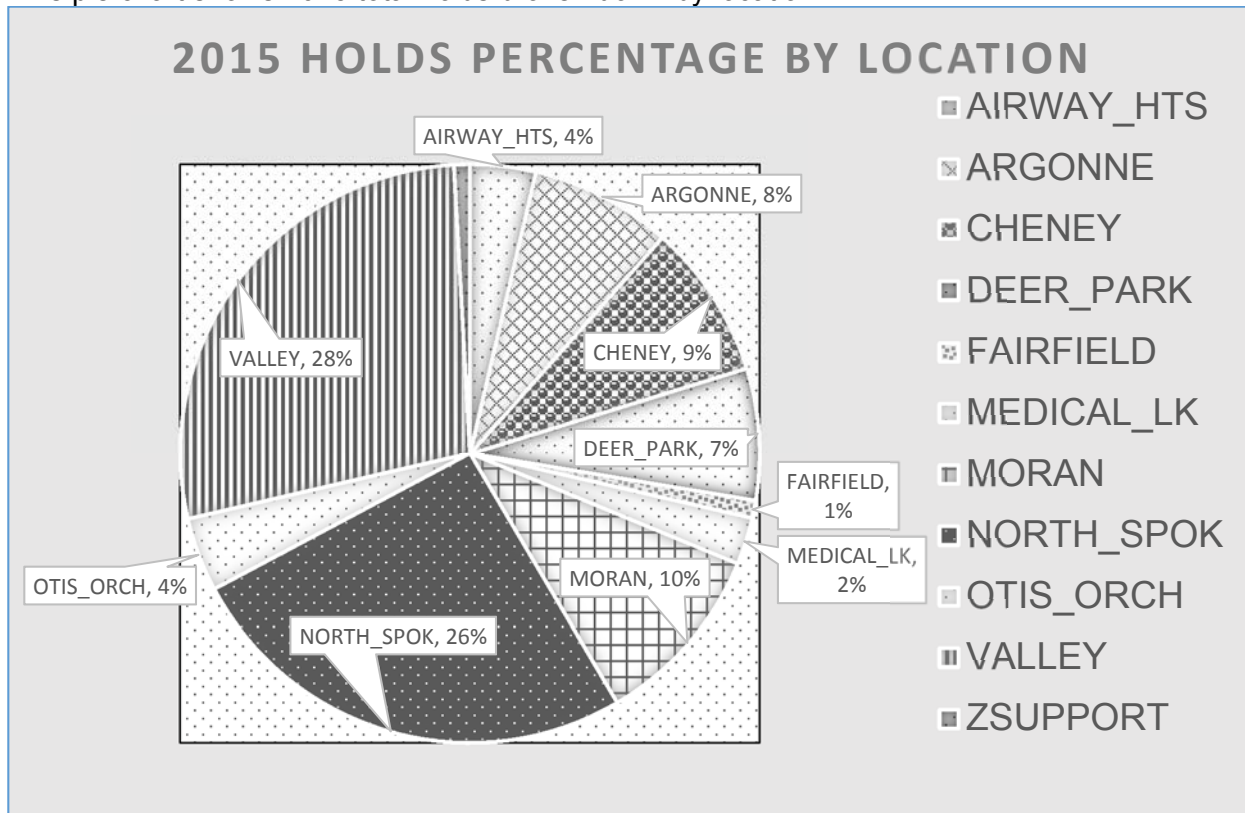
FILLED HOLDS 2015	Filled holds	Total circulation same category 2015	% of Holds compared to total circ same category	Breakout of filled holds by item collection		
				Item category one	Adult	JUV (Child)
	All					
BKBAGBAG	292	1927	15.2%	152	134	6
BOOK	163151	965531	16.9%	113113	41533	8505
CD	24133	112121	21.5%	22643	1490	
CDBOOK	20126	88401	22.8%	15485	3246	1395
DVD	83451	632526	13.2%	63169	20282	
LARGETYPE	15288	58408	26.2%	14939	83	266
MAGAZINE	990	36271	2.7%	950	34	6
MP3CDBOOK	1289	9619	13.4%	1269	5	15
MULTIMEDIA	50	478	10.5%	42	8	
PAPERBACK	39571	329626	12.0%	12939	15524	11108
PLAYAWAY	1446	14129	10.2%	19	846	581
ROM	281	1610	17.5%		281	
Total	350068	2250647	15.55%	244720	83466	21882

This pie chart shows the information from the table above in a graphical format.



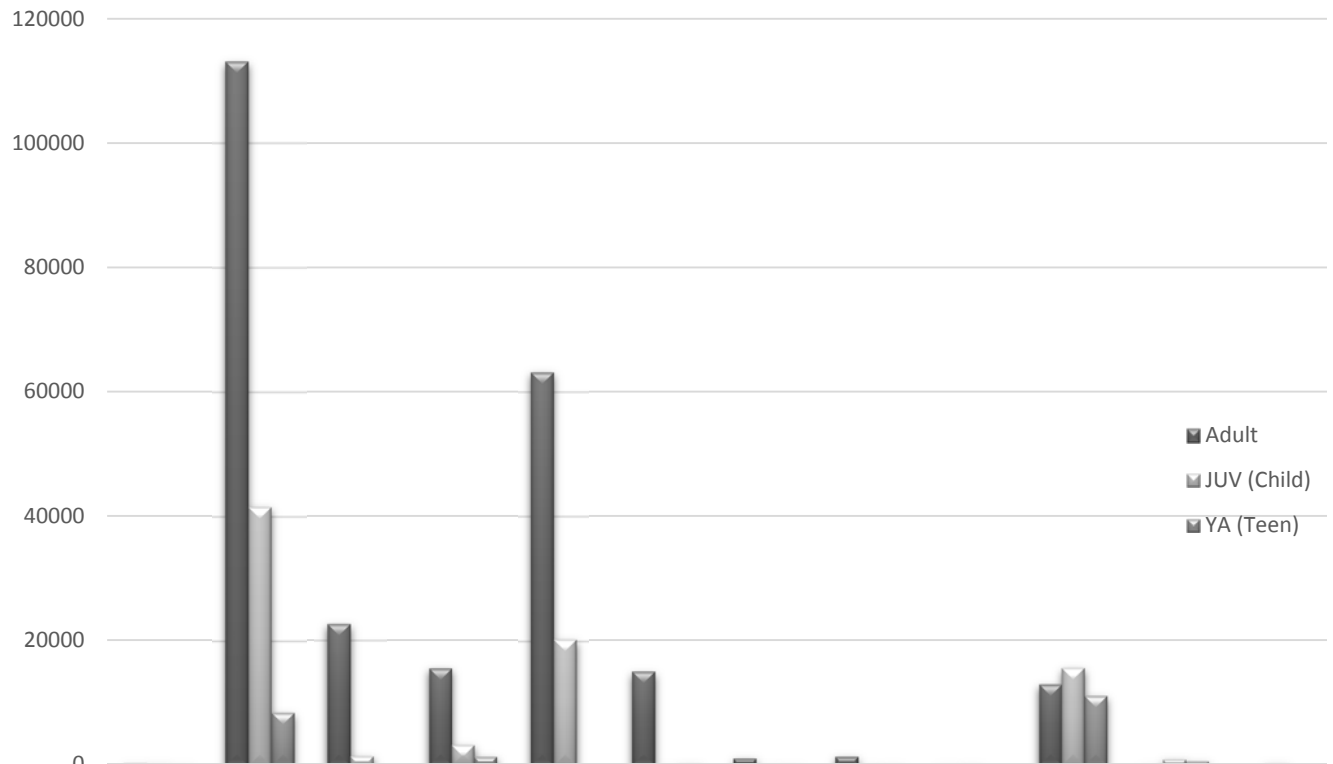


This pie chart shows 2015 total holds broken down by location.



This final graph shows 2015 holds broken down by item type and the age range of the collection (adult, children, teen).

**2015 Holds by item type and collection**



	BKBAGB AG	BOOK	CD	CDBOOK	DVD	LARGETY PE	MAGAZI NE	MP3CDB OOK	MULTIM EDIA	PAPERBA CK	PLAYAW AY	ROM
Adult	152	113113	22643	15485	63169	14939	950	1269	42	12939	19	
JUV (Child)	134	41533	1490	3246	20282	83	34	5	8	15524	846	281
YA (Teen)	6	8505		1395		266	6	15		11108	581	

<b>BREAKOUT BY CHECKOUT METHOD March 2016</b>							
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	3514	644	1860	46	6064	970	7034
AR	5844	634	5429	20	11927	2635	14562
CH	8049	683	3427	51	12210	2331	14541
DP	8831	970	2460	17	12278	2393	14671
FF	463	152	698	3	1316	265	1581
ML	2203	221	1571	12	4007	680	4687
MP	8080	733	6720	26	15559	3493	19052
NS	16359	1748	23390	374	41871	10668	52539
OT	2639	329	2365	39	5372	1249	6621
SV	12795	2154	30032	218	45199	9609	54808
TOT*	68777	8268	77952	806	155803	34293	190096

This table tracks the percentage of checkouts library members do themselves.

	This Year This Month		Last Year This Month		Difference
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	
AH	1906	31.43%	2187	36.47%	-5.04%
AR	5449	45.69%	4833	37.82%	7.87%
CH	3478	28.48%	3405	26.86%	1.63%
DP	2477	20.17%	2654	20.15%	0.03%
FF	701	53.27%	487	34.10%	19.16%
ML	1583	39.51%	2255	48.38%	-8.87%
MP	6746	43.36%	6452	41.96%	1.40%
NS	23764	56.76%	26602	56.78%	-0.03%
OT	2404	44.75%	2501	46.70%	-1.95%
SV	30250	66.93%	33827	69.31%	-2.39%
TOTAL	78758	50.55%	85203	50.99%	-0.44%

### Library Reports

#### Airway Heights: Stacy Ann Kvamme

##### Early Learning:

- *Play and Learn Storytime* averaged an attendance of 25.6 on Thursdays in March, a slight increase compared to the previous month (21 in February) and similar to last March, 24. Two attended at March's Saturday *Play and Learn Storytime*, a decrease compared to six in February.
- A total of 29 students and teachers were served during two in-library ECEAP Storytimes.
- Airway Heights Library hosted its second *Just Play* event, which was attended by six people, a decrease compared to 16 in February.
- A total of 43 students and teachers were served during two preschool outreach Storytimes at Snowdon Elementary.
- The inaugural *Kindergarten Kickoff* program at Airway Heights did not have anyone in attendance.

#### Education and Enrichment:

- The *Airway Heights Book Club* selected *Death Ride: A Little Boy's Night of Terror* by Tim and Becky Hattenburg for its March book selection, and featured Mr. Hattenburg as a guest author. Four people attended.
- *LEGO Club* averaged a weekly attendance of nine people during the month of March, an increase compared to four in February and our highest average attendance to date.

#### Business and Career Development:

- Staff proctored one exam on two different occasions for the same library member.

#### Community Connections:

- Great Northern Elementary's 5<sup>th</sup>/ 6<sup>th</sup> grade class visited the Airway Heights Library to check out books, with a specific focus on children's science fiction novels.
- Corinne Wilson, Airway Heights Community Librarian, shared information about upcoming library programming and resources at Snowdon and Sunset Elementary's Spring *READY! For Kindergarten* programs, reaching a total of 71 parents.
- I attended two Airway Heights Kiwanis meetings in March.
- I attended the Airway Heights Friends of the Library March meeting. Friends approved funding to purchase several new toys for Play and Learn, and began planning its Fall Book Sale.
- I attended a Community Café program, part of Spokane Regional Health District's *Neighborhood Matters* initiative in the Airway Heights Community. Discussion centered around safety in the Airway Heights community, focusing on pedestrian safety in crosswalks and lack of streetlights in specific locations.
- Corinne, Gwendolyn Haley, and I met with a staff person from Airway Heights Parks and Recreation to identify programming needs for area youth during the summer months, as well as to collaborate our efforts.
- There were 11 reservations for the Airway Heights meeting room in March 2016, a decrease of one from last March.

#### **Argonne: Pat Davis**

##### Early Learning:

- A total of 305 parents, caregivers and children attended *Play and Learn Storytimes* this month up from 240 last March. *Toddler Play and Learn* weekly attendance averaged 38, an increase from 27 last March. *Preschool Play and Learn* averaged 23, a slight decrease from 26 last March.
- Our outreach Storytime at Wishing Well Daycare had an audience of 12.
- Outreach Storytimes at the Millwood ECEAP had 54 and 59, respectively, at two sessions.
- Sadly, our *Kindergarten Kickoff* had zero attendance.
- Our final *Just Play* had 11 participants.

##### Education and Enrichment:

- Pasadena Park Elementary hosted a Career Fair. Kelsey Hudson represented the library and talked with 88 students.
- Kelsey also provided an activity for the Millwood After School Program for elementary school students and engaged with 51 children.
- Millwood After School Program – Middle School had 30 attendees.
- *Learn the Facts about Alzheimer's: Healthy Habits for a Healthier You* attracted an audience of 28.
- *LEGO Club* had 13 participants this month.
- Our Millwood History series kicked off with *Millwood's Travel Through Time (Part 1)* and had an attendance of 28. The first program covered the first settlers in Millwood and how the town became known as Millwood.
- *Millwood History Enthusiasts'* meeting had 12 participants. The regular members were pleased to have some new folks join their conversation about Millwood History.
- *Millwood's Travel Through Time (Part 2)* had 25 in attendance and covered some of the well-known houses in the community.
- *Challenge and Change: Inland Empire Paper Company* had an audience of 32.
- *Millwood History Enthusiasts'* meeting had 11 participants.
- Our first Renew series program, *Community Supported Agriculture in Spokane*, attracted 12 people.

#### Business and Career Development:

- We proctored one exam this month.
- *Dollars and sense: Navigating Your Credit* had eight participants.
- *Dollars and Sense: Give Yourself a Raise* had three participants.
- Two Book-a-Librarian appointments were provided, as well as assisting drop-in members with resume help, computer questions, and eBook and iPad help.

#### Community Connections:

- Argonne Friends of the Library provided cookies and coffee for the Millwood History series programs.
- City School provided Pop Art – Candy Wrappers for our art display this month.
- The Millwood History Enthusiasts photo display has been very popular. They have also provided memorabilia from the 1920's, 30's and 40's for the display case.
- Our meeting and conference rooms were booked by 71 groups or individuals this March, compared to 66 last March.

#### **Cheney: Catherine Nero Lowry**

##### Early Learning:

- *Baby Play and Learn* attendance was down significantly this month with an average of 9.5, compared to an average of 20.5 in March 2015.
- *Toddler Play and Learn* attendance decreased as well with an average attendance of 29.2, compared to 43.75 in March 2015.
- *Preschool Play and Learn* stayed even with an average attendance of 27.6, compared to 28.75 in March 2015.
- Our outreach Storytime for Giggling Guest Too was up from 13.8 in March 2015 to 14.6 in March 2016.
- The outreach Storytime for ECEAP had 13 in attendance.
- *Kindergarten Kickoff* had 13 in attendance.
- We provided a brief overview of library services to 22 parents participating in the *Ready for Kindergarten* program with the Cheney School District at Salnave Elementary. We highlighted the library apps, SCLD to Go, and BookMyne.
- *Just Play* had an attendance of four.

##### Education and Enrichment:

- The Cheney Book group read *The Boys in the Boat: Nine Americans and Their Epic Quest*; 13 attended.
- Our *LEGO Club* had 23 in attendance.
- Our monthly *LEGO Club* had 23 builders in attendance.

##### Business and Career Development:

- We proctored three exams this month.
- *Ready for Work: Basic Computer Skills* did not have any participants.
- *Ready for Work: Job Search Strategies* had two people attend this class.

##### Community Connections:

- Douglas and Regina took library outreach services to Cheney Sessions Village, Cheney Assisted and Cheney Care facilities this month, providing over 195 library items for the residents.
- Cheney staff provided five walk-in Book-a-Librarian sessions in March.
- AARP Tax-Aide continues to provide great service to the Cheney community. Our parking lot is full on Friday afternoons with members taking advantage of this service.
- Public use of our meeting room decreased this month by eight from last March.
- We have partnered with the after school care program at the Wren Pierson Community Center. On the last Monday of each month, they hold their program in the Cheney Meeting Room as their space is occupied by the Feed Cheney group. While in the meeting room, the kids have used our LEGOs and other STEM materials. There is an average of 20 to 30 kids each month.
- We had information, photographs, and historical items from the Cheney Depot Society on display this month. The group's goal is to acquire, move, restore and preserve the 1929 Northern Pacific Railroad Depot.
- I attended the West Plains Chamber of Commerce Expo. This was a new event for the Chamber to give members the chance to network.

## **Deer Park: Kris Barnes**

### Early Learning:

- Our *Play and Learn* Storytime attendance experienced an increase in attendance. Average Storytime attendance was 32 compared to last March's average of 21.
- Community Librarian Amber Williams reported, "All five of the March *Preschool Play and Learn* Storytimes enjoyed special guests—seniors from the Spanish 4 class at Riverside High School. They lead the children in songs and games in Spanish between stories."
- We presented three Storytimes to Deer Park and Riverside ECEAP students and teachers. The attendance for our outreach Storytimes totaled 110 students and teachers.
- Our Kindergarten Readiness program, *Kindergarten Kick-off*, had zero attendance.

### Education and Enrichment:

- 12 members gathered at the Adult Book Club to discuss a book written by Ralph Moody. Last March's attendance was 16.
- Our weekly *LEGO Club* attendance averaged 12 participants.
- The program *Container Vegetable Gardening* attracted ten participants.
- In March, 534 seed packets were checked out from our seed library.
- Our program *Ready for Work: Job Search Strategies* attracted one participant.
- Our program *Ready for Work: Basic Computer Skills* attracted one participant.
- Our program *Renew: DIY Green Cleaning Solutions* attracted eight participants.

### Business and Career Development:

- I attended a Deer Park Chamber Board Meeting. As the new board secretary, it is my responsibility to set the agenda and take notes at the Chamber meetings.
- Community Librarian Amber Williams and I attended a Deer Park Chamber luncheon meeting at the Deer Park Pizza Factory. Mayor Robert Whisman spoke about road improvement projects that will occur in Deer Park this summer. There was also a presentation by the Department of Transportation regarding the Hwy 395 corridor improvements on the intersections leading into Deer Park.

### Community Connections:

- Community Librarian Amber Williams and I attended Riverside Elementary School's Literacy Evening. At this event, Spokane Empire Football players read a Dr. Seuss book to the families and various service groups were in attendance to promote their services. We connected with 163 library members.
- Community Librarian Amber Williams and I gave a presentation to the Deer Park City Council. Our presentation covered services, programs, and projects that we have been working on in the past year.
- Amber Williams and I attended the Deer Park Senior Day Celebration that takes place each year at the Deer Park Eagles. Amber and I connected with about 188 people. We also handed out packets of seeds to the attendees to promote our seed library.
- Amber Williams coordinated a *Teen Poetry Slam* program that took place at the Deer Park High School. Amber worked with Riverside High School, Newport High School, Deer Park High School, Eastern Washington University, Friends of the Deer Park Library, Spokane Poetry Slam folks, as well as local poets. We are pleased to report that over 160 people attended this event in Deer Park.
- The Library Park signage has been placed on the trailheads leading into the Library Park. The Eagle Scout candidate who began this project two years ago put up two of the three signs that depict the community partnerships of all of the groups who continue to work together to clean up and maintain our park.
- Our after school snack program began this month. Due to our collaboration with the Arcadia Elementary's after school intervention program, we are pleased to report that we served snacks 764 children this month.
- AARP Tax-Aide volunteers provided weekly tax assistance in our meeting rooms to 108 people.
- Two fifth grade classes from Arcadia Elementary school visited this month to browse our collection. The teachers have assigned each student to read a book about poetry. I did some book talking about poetry collections and took the opportunity to read a few poems to the students.
- Our display case featured amateur ham radio equipment. The library member responsible for the display also used the opportunity to display t-shirts to promote his new t-shirt business.
- The Deer Park Friends of the Library had its annual spring meeting. At this meeting, they arranged for their budget meeting, audit committee, and asked for volunteers for the election committee.

## **Fairfield: Kathy Allen**

### Early Learning:

- 14 children attended the *Play and Learn Storytime*, including the Fairfield Community Church Preschool.
- Staff provided three Outreach Storytimes to 48 children at Freeman Early Learning Center and Liberty Preschool.

### Education and Enrichment:

- *Just Play* attracted seven this month.
- *LEGO Club* had only two attend this month.
- *Thursday Night Thing* ages 6-12 did not have anyone attend. Ages K-5 had eight participate.
- *Renew - DIY Green Cleaning Solutions*: I invited members in the library to attend and we had five join us in making cleaning products to try at home.

### Community Connections:

- I attended the North Palouse Chamber of Commerce meeting at the Harvest Moon in Rockford. Ideas for a fundraiser were discussed to help boost membership. New website options are being reviewed to help improve the existing website.

## **Medical Lake: Theresa Stephenson**

### Early Learning:

- *Play and Learn Storytime* attendance averaged eight, down 13 from last March.
- The *Just Play* early learning event had six participants.
- *Kindergarten Kickoff* had three attendees.
- The outreach Storytime at the ECEAP had 17 participants.

### Education and Enrichment:

- The *LEGO Club* averaged five attendees.
- The *Hallett Elementary Literacy Night* had 450 participants.
- The *Hallett Elementary Before School Program* had 19 attendees.
- The family program, *Oh Deer! What can the Matter Be*, had six attendees.
- The family program, *Fuel Your Run: Pre-Race Nutrition Strategies* had two participants.

### Community Connections:

- The *Medical Lake Book Club* discussed the book, *The Last Bus to Wisdom*, and 15 people attended.
- Medical Lake Library kicked off its *Seed Library* program.

## **Moran Prairie: Danielle Marcy**

### Early Learning:

- Average attendance for Storytimes for the month:
  - *Preschool Play and Learn* : 32
  - *Toddler Play and Learn* : 41
  - *Baby Play and Learn* : 35
  - *Family Play and Learn* : 14
- *Baby and Toddler Play and Learn* attendance had a slight decrease, while *Preschool and Family Play and Learn* had increases. The *Bedtime Math* program had 22 attendees.
- *Just Play* event had an attendance of 23.
- 23 attended the *Kindergarten Kickoff*.

### Education and Enrichment:

- The weekly *LEGO Club* averaged nine attendees.
- The *Moran Prairie Book Club* had six attend. We discussed *The Storied Life of A.J. Fikry*.
- Danielle Milton led the discussion on *Wild* by Cheryl Strayed at the *Brookdale Book Club*; two residents attended.
- Five attended the *Come Code!* event.

### Business and Career Development:

- We had 79 bookings of the meeting room, a small increase continuing the increasing trend.
- We proctored three exams this month.

- 22 attended the *Money and Aging Parents: Transitioning Financial Management*.

Community Connections:

- Danielle Marcy attended Manito Lions meetings. The guest speaker was from The Inland Northwest Blood Center.
- Danielle Marcy and Danielle Milton attended the Mullan Road PTG meeting.
- We promoted library services and science fun with straw rockets at the Mullan Road Elementary Science Fair. We spoke to 85 attendees.

**North Spokane: (Brian Vander Veen)**

Early Learning:

- 1,158 children, parents, and caregivers attended early learning programs this month at North Spokane. This is up 211 from last month.
  - *Baby Play and Learn Storytime* averaged 26 attendees. This is down six from last month's average and down 10 from March 2015.
  - *Preschool Play and Learn Storytime* averaged 48 attendees. This is up seven from last month and the same as March 2015.
  - *Toddler Play and Learn Storytime* averaged 43 attendees. This is down one from last month and down four from March 2015.
  - *Family Play and Learn Storytime* averaged 31 attendees. This is up eight from last month and up 20 from March 2015.
  - Two *Just Play* events were held at North Spokane for a total attendance of 25.
- Staff provided Storytime for 135 attendees at outreach facilities.

Education and Enrichment:

- 190 members of all ages attended nine Education and Enrichment events this month.
  - Five members attended *North Spokane Book Club*. They discussed *The Sasquatch Hunters Almanac* by local author Sharma Shields.
  - Five members attended the program *Community Supported Agriculture in Spokane*.
  - Eight teen and tween members attended the *Come Code!* workshop.
  - 13 Tween members attended *Tween Club: Catapult Challenge*.
  - 139 attended four *Monday Funday* events: 45 for LEGOs, 19 for games, 36 for Pokémon, and 39 for Art.

Business and Career Development:

- 15 members attended the program *Money & Aging Parents: Transitioning Financial Management*.
- Library staff proctored four exams.

Community Connections:

- 30 children attended this month's activity at the The Lisa Styles-Gillenhammer Boys and Girls Club (Mead).
- Volunteer Coordinator Jamie Van Wormer provided orientations for eight volunteers from the Mead National Honor Society.

**Otis Orchards: Kathy Allen**

Early Learning:

- *Play and Learn Storytime* attendance for this month averaged 24, down from last month's average of 27.75.
- Staff provided seven outreach Storytimes to 125 children at Little Explorers, East Valley Trentwood ECEAP, and Trent ECEAP.
- *Kindergarten Kickoff* had two in attendance.

Education and Enrichment:

- *Just Play* had six participate this month, down from last month's attendance of 22.
- *LEGO Club* had a monthly attendance of 29.
- *Seed Library: Fruit Tree Pruning Seminar* was a registration-required event. Out of 20 spaces, we had 19 attend.
- *Seed Library: Container Vegetable Gardening* had 15 attend. Even with smaller groups attending, seed checkout continues to be popular.



- *Prime Time Family Reading* had a successful start this month. 25 families from Otis Orchards Elementary School registered for the six-week program. 21 families have attended the first three programs averaging 71 each evening.

Business and Career Development:

- *Ready for Work: Job Search Strategies* did not have anyone attend.
- *Ready for Work: Basic Computer Skills* was attended by one.

Community Connections:

- Volunteer Coordinator Jamie Van Wormer offered a Volunteer Orientation event and had one attend.
- Community Librarian Tammy Henry attended the East Valley School Board Meeting. Otis Orchards Elementary School was highlighted. The principal of the school mentioned the *Prime Time Family Reading* partnership between the library and the school.
- Tammy made a connection with the East Farms librarian. Tammy will visit with information to promote Summer Reading.

**Spokane Valley: Aileen Luppert**

- Early Learning: 1480 children and their parents and caregivers attended 62 early learning programs this month. This is up 285 attendees since last month.
  - *Baby Play and Learn Storytime* averaged 29. This is up three since last month and up seven from March 2015.
  - *Toddler Play and Learn Storytime* averaged of 38. This is down eight from last month and down eight from March 2015.
  - *Preschool Play and Learn Storytime* averaged 40 attendees. This is the same as last month and up four from March 2015.
  - *Evening Family Storytime* averaged 20 attendees. This is up seven from last month and the same as March 2015.
  - Staff provided Storytime for 505 attendees at 31 outreach facilities. This is an increase from last month, which had 310 attendees at 27 facilities.
  - Valley had three additional Early Learning programs with 18 attendees.

Education and Enrichment:

- 193 members attended 16 Education and Enrichment events this month.
- Adult Programs:
  - Book Club at Broadway Court Estate (4)
  - *Renew Series: Does This Tree need an Arborist* (21)
  - *Renew: Firewise Principles to Protect Your Property* (10)
  - *Renew: Water-Wise Gardening* (25)
- Tween/Teen Programs:
  - Two Mica Peak HS Thursday Thing sessions (Average up to 13)
  - *Tween Club* (2)
  - *Random Fandom* (6)
  - Two sessions of *Great Stories Club* (Averaged 12)
  - *Come Code!* (5)
- Children/Family:
  - Weekly *Too Fun Tuesdays* (Average is down to 14) LEGOs and Building averaged 27, but Pokémon and Games did not attract any attendees this month.

Business and Career Development:

- Business and Career Development:
  - Two sessions of *Ignite/GoWISE Computer Skills Series* (5 at each)
  - *Money and Aging Parents: Transitioning Financial Management* (17)
  - *STCU Workshop : Prevent Fraud and Identity Theft* (11)
  - Staff proctored nine exams

Community Connections:

- Visited by two tour groups, Pioneer School 3rd Grade and Spokane Valley Adventist School K & 1<sup>st</sup>.
- Public Services Specialist Morgan hosted *LEGO Night Challenge* with 134 attendees at Trent Elementary School.
- Ree West and I attended a reception at Spokane Valley Partners who proudly showed off their new meeting space and commercial kitchen.

- I was happy to attend the first meeting of the West Plains Support Network. They asked several members of the Greater Valley Support Network Leadership Team to come and share how our group formed and changed over time. They are modeling its new network on ours. It was very impressive to see the large number and variety of people in the West Plains who want to address homelessness and support services in Spokane County.

## District-wide Information

### Security Incident Reports

There were 39 Security Incident reports filed this month, 15 more than last month (24), and 19 more than March 2015 (20). Spokane Valley had the most incidents reported with 12. The most frequently reported incidents related to general Code of Conduct violations (14) and potential problems (19).

### Year-to-Date Public Use Measures at a Glance

- Door count for March (116,973) was down (-2%) compared to 2015, continuing a modest declining trend from 2015.
- March programming attendance (8,346) increased 18% when compared to March 2015, while the number of programs offered has increased by 5% (357).
- Internet station bookings (20,752) were down (-6%) in March when compared to March 2015, which is a declining trend continuing from last year.

### Public Use Measures

### March 2016

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	116429	116,522		0%	
Door count	116973	118,204	331,262	-2%	-3%
Circulation	227359	223,155	647,010	-2%	-1%
Digital Media Catalog	36792	32,601	109,008	16%	17%
<b>Programs</b>					
Number	357	336	919	5%	5%
Attendance	8346	6,557	21,939	18%	5%
<b>Group Visits</b>					
Number	4	4	9	-10%	-4%
Attendance	111	126	264	-32%	-19%
Software Station bookings	20752	22,445	59,161	-6%	-4%
Meeting room bookings	370	418	1,052	-6%	5%
<b>Holds placed</b>					
By customers	31,492	34,821	96,199	-8%	-5%
By staff	8,088	7,703	22,669	4%	-2%
Digital Media Catalog	10,105	9,212	30,365	12%	15%
<b>Database use</b>					
Searches	95,887	104,726	343,015	10%	18%
Retrievals	44,157	33,529	110,085	2%	-10%
<b>Website use (Remote)</b>					
User sessions	115,654	142,312	363,849	4%	28%
Page views	327,240	258,501	912,494	35%	32%
Catalog	44,680	47,959	134,214	-2%	-6%
Database Access	5,805	5,017	17,708	13%	0%
<b>Interlibrary loans</b>					

Loaned	389	344	998	-3%	9%
Borrowed	543	596	1,531	-6%	-3%

**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; does not 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.*

**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 March 2016

### Marketing Activities

- Kindergarten Registration Kick-Off
  - News item, press release, flyers, digital displays, social media, eNewsletter, calendar listings
- Zinio logo
  - Created an updated SCLD logo
- Come Code!
  - News item, press release, flyers, digital displays, social media, calendar listing, blog post
- Northern Slam (Friends of the Deer Park Library)
  - Press release, digital display, social media
- Maintain Your Brain Alzheimer's Association
  - Calendar listing, social media, digital display (the Alzheimer's Association makes its own flyers)
- Egg-celent engineering
  - News item, flyers, digital displays, social media, calendar listings
- Visiting local authors: Tim and Becky Hattenburg
  - Flyers, digital display, social media, calendar listing
- SCORE Workshops
  - News item, press release, flyers, digital displays, social media, calendar listings
- Recovering the Arts
  - Sign, social media
- Humanities WA Speakers Bureau Spring 2016: Civility
  - News item, press release, flyers, digital displays, social media, calendar listings
- El día de los niños/El día de los libros Children's Day/Book Day (Día)
  - Flyers, digital displays, social media, calendar listings
- Health Fair
  - Flyers, digital displays, social media, calendar listings
- Nutrition Before A Race
  - News item, flyers, digital displays, social media, calendar listings
- Food for Fines
  - News item, press release, flyers, digital displays, ads (in the Current and Kids Newspaper), web carousel, social media, calendar listings
- Harry Potter Parties (Wizards, Wands, and Broomsticks)
  - News item, flyers, digital displays, ad in Kids Newspaper, social media, calendar listings
- Millwood History Series
  - News item, blog, flyers, digital displays, social media, calendar listings
- Genealogy classes
  - News item, flyers, digital displays, social media, calendar listings
- Bedtime Math
  - News item, flyers, digital displays, social media, calendar listings

- Renew (worked on during February and March)
  - Landing page, press release, brochure, mailer, social media images, digital displays, banner ads and interview on KHQ.com, radio ad, social media, calendar listings, Current ad

### **News coverage**

- Mar 3 – Cheney Free Press – Library district teams with WorkSource on job classes
- Mar 3 – Cheney Free Press – Happy birthday to the good Dr. Seuss!
- Mar 9 – Deer Park Tribune – DPHS to host poetry slam
- Mar 10 – Cheney Free Press – Local districts working to ‘Excelerate’ kindergarten success
- Mar 19 – Deer Park Tribune – Library’s “Food for Fines” program returns
- Mar 23 – Deer Park Tribune – DP Library brings back ‘Food for Fines’ program

### **Press Releases**

- Mar 1 – Library District and WorkSource offer free classes for job seekers
  - Mar 23 – Deer Park Tribune – Library district offers job seeking classes
- Mar 1 – First-ever Northern Slam coming to Deer Park
  - April issue – Deer Park Gazette – Northern Slam...
- Mar 7 – Free after-school snacks available for students at the Deer Park Library
  - Mar 8 – Deer Park Tribune – DP Library offering free after-school snacks
  - April issue – Deer Park Gazette – Free after-school snacks available for students at the Deer Park Library
- Mar 22 – Civility: An Appropriate Conversation
  - Mar 24 – Cheney Free Press – Civility is topic of library series
- Mar 24 – Food for Fines benefits double for library card holders this year

### **E-Marketing (Website, Social Media, Email)**

#### **Social Media:**

- Facebook: # of fans: 2,734
- Twitter: # of followers: 1,881
- Pinterest: followers: 1,517

#### **Library District Blog:**

The top 3 most viewed posts during the month of March were all news items: *Wizards, wands, and broomsticks* (851 views), *Civility: an appropriate conversation* (488 views), and *Discover your family’s story* (302 views). The most viewed non-news item was *Four indie science fiction films to watch now* with 247 views.

#### **Blog posts:**

- Mar 1 – Discover Millwood
- Mar 3 – Batman v Superman: A Comics Primer
- Mar 4 – Fuel your run: pre-race nutrition strategies
- Mar 8 – Hoopla for kids
- Mar 9 – Bedtime Math
- Mar 10 – Four indie science fiction films to watch now
- Mar 11 – Discover your family’s story
- Mar 14 – Wizards, wands, and broomsticks
- Mar 15 – Food for Fines
- Mar 16 – Civility: an appropriate conversation

- Mar 17 – Going local
- Mar 22 – Make your own Monster Book of Monsters
- Mar 24 – Middle school math is KILLING me
- Mar 28 – Build Your Business
- Mar 29 – Fourth graders explore our U.S. National Parks for free
- Mar 31 – Fools and tricksters who delight us

**eNewsletter email:**

- 78,745 sent on March 17, 2016
- Open rate: 14.3% (11,247)
- Clicked: 1,953 (2.5% click rate)
- Unsubscribed: 141

**Community Events (Around Town):**

The Communication Department made edits to 16 librarian submitted Community Events, which are posted in the Around Town sections of the Hours and Locations pages.

**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:

- Money and Aging Parents: Transitioning Financial Management
- Storytime (5)
- AARP Tax-Aide (5)
- Just Play!
- Cheney book club
- Friends of the Airway Heights Library book sale (2)
- Kindergarten Registration Kick-off
- LEGO club (3)
- Growing Tomatoes from Seed to Harvest
- Free SNAP classes (Dollars and Sense)
- Job-seeker classes (2)
- Spokane County Library Board (2)
- Coding classes (Come Code!)(1)
- SCLD streaming services (2)
- ‘Tooth Fairy’ at the library
- Wizards, Wands, and Broomsticks

**Reprints of previously created work & order fulfillment**

- Millwood History flyers for Argonne (x2)
- Food for Fines flyers for Argonne
- Storytime brochures for North Spokane and Airway Heights
- Easy Reader bookmarks for Deer Park
- Just Play flyers for Moran Prairie
- Pens for Medical Lake, North Spokane, Deer Park, Otis Orchards, and Spokane Valley
- Public Computer Duration/Filter Signs for North Spokane

- Seed Library flyers for Airway Heights
- Adult Collection Signs for Moran Prairie
- Kindergarten Kick-Off flyers for Airway Heights
- LEGO Club flyers for Airway Heights
- Gale Courses bookmarks for Airway Heights
- “New Teen books” and “New Children books” signs for Argonne
- Harry Potter Parties (Wizards, Wands, and Broomsticks) flyers for Airway Heights

### **Communication Display Kits provided for community events**

- Argonne Pasadena Park Career Fair
- Airway Heights Sunset Trailblazers Library Visit
- Hallett Elementary Literacy Night
- EWU "Get Hired Fair"
- Moran Prairie Mullan Road Elementary Science Night
- Deer Park Senior Day

### **Current & Upcoming Projects & Event Promotion**

- April
  - SCORE Workshops
  - Genealogy classes
  - Harry Potter Parties
  - Annual Report
  - Friends Quarterly eNewsletter
  - Humanities WA Speakers Bureau Spring 2016: Civility
  - Friends Helping Friends
  - Food for Fines
  - Friends brochure redesign
  - Volunteer t-shirts
  - Volunteer Opportunity promotion
  - Volunteer web page
  - Summer programs ad for the Spokesman
  - Inlander summer ad
  - Visiting local author: Fairfield
  - Learning trail sign
  - Egg-celent Spring STEM Programs
  - Annual Report
  - CIP/CEP
  - IT Academy is now Microsoft Imagine Academy
  - Spokane Valley Friends Book sale
  - Health Fair
  - April eNewsletter
  - Summer programs teaser flyer
- May
  - Moran Prairie 10-Year Anniversary
  - Business resources promo
  - Drop-in Job and Career Help
  - May Kids Newspaper
  - Argonne Friends of the Library book sale
  - Foundation Directory Online launch
  - Seed Library Stickers
  - Cheney Mayfest

- Moran Prairie Friends Book sale
- Silver name badges
- June
  - Deer Park Closure
  - North Spokane Friends Sidewalk Sale
  - Summer Reading Programs 2016
  - Deer Park Closure
  - Argonne Summer Park Storytime
  - Moran Prairie Health Fair
  - Backdrop and more for selfie station
  - North Spokane Friends Sidewalk Sale
  - Sign/banner for summer programs at Arcadia (Deer Park)
  - Large Print Summer Booklist
  - Caregiving for Early-Stage Alzheimer's Parts 1 2 3

### **Friends of the Spokane County Library District**

- Meeting prep:
  - Agenda and meeting reminder sent
  - Provided new mock-ups for new Friends' brochure
  - Created Treasurer's report
- Argonne Friends of the Library Meeting
  - Digital display, social media, website listing
- North Spokane Friends of the Library book sale
  - eBlast, digital display, social media, website listing, calendar listing
- North Spokane Friends of the Library meeting
  - Digital display, social media, website listing
- Deer Park Friends of the Library meeting
  - Digital display, social media, website listing

### **Friends of the Library Book Sales eBlast notices:**

- North Spokane – Sun, Mar 6 – sent to 9,870



**FINANCIAL REPORT FOR QUARTER ENDED MARCH 2016**

The first quarter of 2016 is complete. The following is a recap of the significant items during the quarter.

**Revenues**

In our property tax supported environment, revenues through the first quarter are generally small. Our only revenue source expected to be proportional are fines and fees, which for this year are slightly ahead of our modestly projected budget. We have received close to 8% of our total tax revenue by the end of March, which meets expectations.

**Expenses**

Grand total expenses through the first quarter were \$2,986,912 or 25.1% of budget. A quarter of the budget for a quarter of the year is on target, and based on a blend of the following commentary, consistent with expectations.

- Total salaries are 24.2% of budget, which meets expectations for the first quarter. There are annual step increases evenly distributed through the year and we need to be a little under budget initially to provide space for the cumulative effect of these increases as the year progresses.
- Total benefits are also 24.2% of budget, and for the same reason I consider benefits to be on target.
- Services and insurance through the first quarter are influenced by annual payments made for software support and other annually paid services. We paid one-time annual support of \$141,000 for SirsiDynix, and have also paid one-time annual support for Overdrive, Library Thing, and our accounting software. As a result, our services line is 33% of budget. Our insurance premium is fully paid except for the occasional mid-year adjustment and is 96% of budget.
- Electronic library materials is similar in that it is generally comprised of annual payments for digital library databases that are skewed somewhat to the first of the year, albeit only slightly. The total through March is 29% of budget.
- The underspent areas of note are library programs which are only 17% expended. Summer is when the largest share of programming occurs. Equipment and software are only 9% spent. Most planned software and hardware replacements are scheduled for later in the year, and another portion of this budget are pending the progress of the remodel projects at the Valley and North Spokane libraries.

As a whole, we look to be nicely on track through the first quarter.

**Spokane County Library District  
Summary of Revenues & Expenses - (Cash Basis)  
For the Three Months Ended March 31, 2016**

	Y-T-D Actual	Annual Budget	<b>Target 25.0%</b> Percent Used	Balance Remaining
<b>REVENUES</b>				
PROPERTY TAXES	\$ 859,901	\$ 11,003,000	7.82%	\$ 10,143,099
CONTRACT CITIES - AIRWAY HEIGHTS	61,111	246,000	24.84%	184,889
CONTRACT CITIES - SPOKANE	0	102,000	0.00%	102,000
FINES & FEES	70,831	256,900	27.57%	186,069
GRANTS & DONATIONS	15,033	55,000	27.33%	39,967
E-RATE REIMBURSEMENTS	0	173,000	0.00%	173,000
OTHER	849	34,000	2.50%	33,151
INTEREST REVENUES	5,716	28,200	20.27%	22,484
<b>TOTAL REVENUES</b>	<b>\$ 1,013,442</b>	<b>\$ 11,898,100</b>	<b>8.52%</b>	<b>\$ 10,884,658</b>
TRANSFERS IN	-	-	0.00%	-
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 1,013,442</b>	<b>\$ 11,898,100</b>	<b>8.52%</b>	<b>\$ 10,884,658</b>
<b>EXPENSES</b>				
SALARIES	\$ 1,452,473	\$ 5,993,523	24.23%	\$ 4,541,050
FRINGE BENEFITS	474,234	1,959,251	24.20%	1,485,017
SUPPLIES	43,331	179,001	24.21%	135,670
UTILITIES	110,935	424,570	26.13%	313,635
SERVICES	419,291	1,264,355	33.16%	845,064
INSURANCE	64,172	67,100	95.64%	2,928
EQUIPMENT & SOFTWARE	21,628	238,000	9.09%	216,372
LIBRARY MATERIALS	325,043	1,393,900	23.32%	1,068,857
ELECTRONIC LIBRARY MATERIALS	57,158	200,000	28.58%	142,842
LIBRARY PROGRAMS	18,646	106,700	17.48%	88,054
OPERATIONAL CONTINGENCIES	0	71,700	0.00%	71,700
<b>TOTAL EXPENSES</b>	<b>\$ 2,986,912</b>	<b>\$ 11,898,100</b>	<b>25.10%</b>	<b>\$ 8,911,188</b>
TRANSFERS OUT	-	-	0.00%	-
<b>TOTAL EXPENSES &amp; TRANSFERS OUT</b>	<b>\$ 2,986,912</b>	<b>\$ 11,898,100</b>	<b>25.10%</b>	<b>\$ 8,911,188</b>
<b>Net Excess of Revenues Over/(Under) Expenses</b>	<b>\$ (1,973,470)</b>	<b>\$ -</b>		
BEGINNING CASH	4,593,635			
NET FROM ABOVE	(1,973,470)			
ENDING CASH	<b>\$ 2,620,165</b>			
<b>Number of months cash on hand</b>	<b>2.6</b>			
<b>Capital Project Fund Balance</b>	<b>1,297,500</b>			

## **Spotlight Otis Orchards Library**

Librarian Tammy Henry will share highlights of Otis Orchards Library and the community it serves.

Recommended Action: This item is for your information with no formal action required.

**OVERVIEW RISK MANAGEMENT AND LIABILITY**

Chief Financial Officer Rick Knorr will provide an overview of Risk Management and Liability practices of the Library District.

Recommended Action: This item is for your information/discussion only.

**REVIEW THE PERFORMANCE OF A PUBLIC EMPLOYEE**

**BACKGROUND:**

The agenda for the April meeting includes an Executive Session for the purpose of conducting the Executive Director's performance review. The Open Public Meetings Act allows the board to "review the performance of a public employee" in an executive session; however, any formal action must occur in open session.

Each year Trustees have an opportunity to provide feedback on the Executive Director's performance and set goals for the coming year. Ms. Ledeboer invited all Leadership Team members to provide comments about her performance to Board of Trustees Chair Mark Johnson.

The Executive Director also prepared a self-evaluation for 2015-2016, and distributed it in advance to the Board of Trustees.

**Recommended Action:** This item is for discussion with no formal action required. The Board must reconvene in open session to take formal action.