

MISSION

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

Board of Trustees Regular Meeting

May 17, 2016 4:00 p.m. Moran Prairie Library Public Meeting Room

AGENDA

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
 - A. Approval of April 19, 2016, Regular Meeting Minutes [4:00-4:03]
 - B. Approval of April 2016 Payment Vouchers [4:03-4:05]
 - C. Unfinished Business
None.
 - D. New Business [4:05-4:30]
 1. Personnel Policy (Job Transfers, Specialty Pay, Bereavement and Military Leave, and Employee Misconduct): Approval recommendation.
 2. Member Privileges and Responsibilities Policy: Approval recommendation.
 3. PLA 2016 Conference Report
 4. WLA 2016 Conference Report
 5. 2016 Friends Helping Friends Event Report
- IV. DISCUSSION ITEMS, POSSIBLE ACTION [4:30-4:35]**
 - A. Future Board Meeting Agenda Items
- 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 – Moran Prairie Library [5:00-5:10]
 - G. Overview – Social Media/Demos [5:10-5:30]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: One and a half 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.

05/17/16

**SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: APRIL 19, 2016**

The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Otis Orchards Library, 22324 E. Wellesley Ave., Otis Orchards, WA, at 4:00 p.m., Tuesday, April 19, 2016.

Present: Mark Johnson - Chair
John Craig - Vice Chair
Sonja Carlson - Trustee
Wes Teterud - Trustee
Kristin Thompson - Trustee
Nancy Ledeboer - Executive Director and Secretary

Excused: None.

Also Present: Jane Baker, Communication & Development Officer; Kristy Bateman, Library Services Manager; Melanie Boerner, Library Supervisor; Tammy Henry, Librarian, Rick Knorr, Chief Financial Officer; Aileen Luppert, Managing Librarian; Patrick Roewe, Deputy Director; Andrea Sharps, Collection Services Director; Doug Stumbough, IT Director; and Patty Franz, Administrative Assistant.

Guests: None.

Call to Order (Item I.) Chair Mark Johnson called the meeting to order at 4:00 p.m. and welcomed those in attendance.

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

Approval of Regular Meeting Minutes, March 15, 2016 (Item III.A.) Mr. Johnson called for corrections to the March 15 regular meeting minutes. There were no corrections; the minutes stand approved as written.

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

Fund	Voucher/Payroll Numbers	Subtotal	Total
L01	49745-49943 and W00309-W00316	\$733,118.34	\$733,118.34
	03102016PR and 03252016PR	\$357,642.13	\$357,642.13
		Total	\$1,090,760.47

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**Continued,
Approval of
Payment Vouchers,
March 2016
(Item III.B.)**

Chief Financial Officer Rick Knorr called attention to payment voucher 49851, written to Greenleaf Landscaping, Inc. Although the payment description stated snow removal, it was actually for seasonal groundskeeping services paid in full for an annual savings of three percent. There were no questions. The motion was unanimously approved.

**Unfinished Business
(Item III.C.)**

NONE.

**New Business
Code of Conduct
Policy
(Item III.D.1.)**

CODE OF CONDUCT POLICY. Mr. Teterud moved and Mr. Craig seconded to approve the Code of Conduct policy, with amendments as discussed and approved by the Board.

Chair Johnson opened policy deliberations among Trustees at 4:07 p.m. The proposed change to the policy provides four general categories of conduct that are not allowed in the library. Each category lists examples of behavior that is not allowed. The more generalized categories provide staff greater latitude in addressing behavior issues rather than depending upon a long list of prohibited behaviors. The four categories include activities that interfere with the use of the library by others, using library materials or equipment in a manner inconsistent with their intended purpose, unlawful behavior and failure to comply with staff direction related to following this policy or other rules, regulations or laws. Discussion ensued regarding sleeping in the library, raised by Mr. Craig. Mr. Roewe agreed that "no sleeping" fit in the category of activities inconsistent with normal use of the library. Regarding the applicable laws category, Mr. Craig pointed out the needed addition about use of marijuana, since it is now legal. Also, as part of the applicable laws section, discussion ensued regarding the viewing or printing of illegal materials. Mr. Roewe indicated that this is covered by the Computer, Wireless Network and Internet Use policy. Since District policies are not mutually exclusive, Ms. Thompson suggested a bullet point be added to the first category to reference violation of any related SCLD policy as prohibited, for which consensus was reached. Deliberations closed at 4:25 p.m. 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 May meeting will be held at Moran Prairie Library, for which Chair Johnson has been excused. Vice Chair John Craig will chair the meeting in his absence. Among other items, the agenda will include a review of Personnel and Member Privileges and Responsibilities policies, and reports from staff regarding annual conferences of PLA and WLA, as well as the Friends Helping Friends event, held April 23.

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Discussion Items, Possible Action Summer 2016 Meeting Schedule and June Retreat (Item IV.B.)

Discussion ensued regarding summer travel schedules; by consensus the Board of Trustees' canceled its July regular meeting. Chair Johnson pointed out a retreat will be held at Argonne Library following the June regular meeting, and in August, the Board will meet one week later than usual at Fairfield Library, as approved November 24, 2015.

Trustees' Reports (Item V.A.)

Mr. Teterud expressed appreciation for the invitation to join SCLD at the annual Our Kids: Our Business luncheon held April 13, and said he was pleased to learn about the philanthropic organization. He also highly recommended the book, *Rachel and Her Children*, by keynote speaker for the event and author Jonathan Kozol. Ms. Thompson, who also attended the event, praised the organization as well.

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

The Executive Director's written report for March provided prior to the meeting included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Ms. Ledeboer expressed thanks to IT Director Doug Stumbough for covering in her absence last month. She relayed Larry Deemer called after the meeting to express his appreciation to the Board and District for responding to public requests to allow signature-gathering on library grounds. He also inquired about the future potential of establishing information kiosks in libraries. Ms. Ledeboer indicated the Spokane County Elections Office and local media do a thorough job of educating voters, and that the library doesn't have plans to duplicate those services. On another topic, Ms. Ledeboer expressed how proud she was of library staff, Managing Librarian Aileen Luppert, Deputy Director Patrick Roewe, and Librarian Amber Williams, who presented information about Libraries Transforming Communities to attentive audiences of 800 at the PLA Conference in Denver.

In response to Mr. Craig's query about the notation in the March HR report about an employee who voluntarily demoted to move to a different position, Ms. Ledeboer said previously both Otis Orchards and Fairfield were led by the same Library Supervisor, unlike the other libraries that have a designated Library Supervisor. Following assessment, the District decided to make a change, and will now have a dedicated Library Supervisor at Otis Orchards. The Fairfield Library, open three days a week, will be supervised remotely by Library Services Manager Kristy Bateman. Melanie Boerner, promoted from Public Services Specialist at Spokane Valley, was introduced as the new Library Supervisor for Otis Orchards.

Public Services Report, March 2016 (Item V.C.)

Deputy Director Patrick Roewe and Library Services Manager Kristy Bateman provided a written report prior to the meeting for March 2016, with data for customer use measures, programming and library activities. Mr. Roewe reported extensive Safe Environment Training (SET) was conducted by an outside facilitator at Moran Prairie Library over four days in March. Attendance was required for the full-day session to help ensure

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staff has the needed information to be safe and proactive in making libraries safe for everyone. Regarding the second STEM grant noted in the Public Services report, Trustee Teterud asked what percentage of the grant funds stays in Spokane. In response, Ms. Ledebouer indicated that for this particular grant, funds were used to create STEM curriculum and content that was shared with other libraries in Eastern Washington. SCLD has become known as a regional authority on this topic, and the District website is the go-to site for early learning STEM information. Ms. Ledebouer noted new Volunteer Coordinator Jamie Van Wormer has been busy signing up volunteers at the libraries, and pointed out a new Volunteer page on the website. There was no further discussion.

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

Communication & Development Officer Jane Baker provided a written report prior to the meeting for March 2016 communication activities. She also shared the Computer & Communications Industry Association (CCIA) recently announced it will make a generous honorarium to the Friends of the SCLD for hosting the Free File Tax Briefing with Cathy McMorris Rodgers at Moran Prairie Library in February. There was no discussion.

**Fiscal Report,
March 2016
(Item V.E.)**

Revenue and Expenditure Statement through March 31, 2016.

<u>Fund 001</u>	
Revenues	\$ 1,013,442
Expenditures	\$ 2,986,912
Ending Fund Balance	\$ 2,620,165
Fund Budget Expended	25.10%

There was no further discussion.

**Spotlight
Otis Orchards
Library
(Item V.F.)**

Librarian Tammy Henry provided an overview of Otis Orchards Library and the community it serves. Ms. Henry again introduced Melanie Boerner, who was in attendance on her first day as the new supervisor for the library. Ms. Henry introduced staff via PowerPoint and provided a history of the library, noting the facility was built in 1991 to serve residents of Otis Orchards, Newman Lake, and Greenacres, as well as Liberty Lake because of a reciprocal agreement between that library and SCLD. The library is open 36 hours over four days per week and has 4,227 registered borrowers who mostly favor DVDs, books-to-go, mysteries, romances, and picture books for check out. Ms. Henry provided highlights of library activities as related to the four service priorities of the Community Engagement Plan: Early Learning, Business and Career Development, Education and Enrichment, and Connecting Communities. Early learning includes weekly Storytimes led by staff, where attendance has increased three percent over last year. Outreach Storytimes are presented quarterly to two home child-care centers, and ECEAPs at Trent, Trentwood, East Farms, and Otis Orchards elementary schools. These presentations reached 675 children last year, another three percent increase

for the library. The play kitchen set complete with accessories donated by the Friends of the Library has been popular, along with the Love Talk Play stations and letter writing table with play mailbox. Job seekers continue to use the library and digital resources as support to search for new employment. Otis Orchards was one of the two libraries WorkSource visited for its recertification process. A goal of the library is to continue to identify and connect with area businesses. The focus of education and enrichment programming is toward school-aged children through adults. STEM-related programs, LEGO events, and in-house crafts have been popular and staff is working on plans to expand these popular services. Participation in adult programs increased significantly in 2015 because of the Seed Library, related gardening classes, musical concerts, and a financial literacy series offered in partnership with SNAP. To connect with community, the library participates in Food for Fines, displays local artwork and projects by artists, hobbyists, and students, and is part of the community Day Parade. Staff connected with 54 residents by holding an informational booth at the parade last year. A six-week Prime Time Family Reading program was held with 22 families. Friends of the Library have an annual book sale. Ms. Henry reported on the success of the Seed Library, which began as a staff Innovation Project. The Seed Library kickoff was held in February 2015, and was followed by several workshops attended by over 200 participants, with 1,128 seed packets checked out to 128 members. Two new seed libraries were started at Deer Park and Medical Lake because of the resounding success at Otis. Ms. Henry reviewed the focus of the Libraries Transforming Communities initiative, and noted staff's goal is for the library to become of place of learning. Staff is developing programs in accordance with the identified interests of the community, and will continue to develop community and business partnerships and stronger connections with area schools. In response to Trustee Craig, Ms. Henry said participants could interact with the suits of armor, medieval arms and other aspects of knighthood and chivalry during the Knights of Veritas interactive educational program demonstrations. There were no other questions. Trustees expressed appreciation for the informative report.

**Overview
Risk Management
and Liability
(Item V.G.)**

Chief Financial Officer Rick Knorr provided an overview of property, casualty, liability, and employee insurance policies for the District. He reported there have been few recent claims other than the two incidences of vehicles driving into facilities at Spokane Valley (SV) and Argonne (AR), for which both parties had insurance coverage. The incident at SV cost the District only the deductible. As yet, the assessment of Argonne hasn't been received. Mr. Knorr noted liability is the other important aspect of commercial insurance, and the District carries an umbrella of six million to protect itself. Auto coverage is for three District-owned vehicles—two trucks for maintenance of facilities, and one van for outreach. Mr. Knorr

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**Continued,
Overview
Risk Management
and Liability
(Item V.G.)**

reviewed first- and third-party Cyber Security protection, noting first-party is for the loss of District digital assets, and third-party is to protect network security and liability, employee privacy, and electronic media liabilities. Potential administrative errors are also covered. Breach of privacy includes damages from alleged violations of HIPAA, state, and federal privacy protection rules, and the cost of customer breach notifications and public relations. District leadership and officers are also protected by Employment Practices Liability coverage. Trustee Teterud queried if two million is considered adequate coverage, for which Mr. Knorr will follow up. In response to Chair Johnson, Ms. Ledebouer said information about coverage for other regional/state libraries isn't available as a benchmark. Mr. Knorr said there is a government insurance risk-pool option available, yet the coverage is more costly with higher limits. Mr. Knorr said further research and discussions will be conducted when District insurance comes up for bid in the future. In response to Chair Johnson, Mr. Knorr reported Dan Antonetti, managing director of PayneWest Insurance, is the District's advisor. He also reported the District is fully insured for workers' compensation by the state, and is self-insured for unemployment. Other preventive measures implemented at the District include a Safety Committee, Security Incident Reports completed by staff, Code of Conduct policy, Safe Environment (Safety) Training, annual audits by the State Auditor's Office, annual fire suppression inspections by fire Marshall, and fire and security alarm system tests. Mr. Roewe confirmed fire inspections and drill tests for staff are unannounced and consistently passed. There were no other questions.

A six minute recess was called at 5:20 p.m.

**Executive Session
(Item VI.)**

Mr. Johnson moved and Mr. Craig seconded for the Board to commence an executive session at 5:35 p.m. to discuss the Executive Director's fourth annual performance evaluation. The Board returned from executive session at 6:00 p.m. Chair Johnson will complete a summary of Ms. Ledebouer's evaluation to submit for District personnel files.

**Public Comment
(Item VII.)**

There was no public comment.

**Adjournment
(Item VII.)**

Chair Johnson adjourned the meeting at 6:02 p.m. The next Board Meeting is scheduled for Tuesday, May 17, 2016, at 4:00 p.m., in the public meeting room at Moran Prairie Library.

Mark Johnson, Chair

Nancy Ledebouer, 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 April 30, 2016 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$909,784.06 and that we are authorized to authenticate and certify these claims.

DATE: May 2, 2016
 SIGNED: *Paul Kroon*
 TITLE: C.F.O.

SIGNED: *Nancy Ledeboer*
 TITLE: Executive Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
049944	ABM JANITORIAL SERVICES - NW	\$ 11,897.38
049945	ALLIED SAFE & VAULT CO, INC.	1,326.60
049946	ALL SURFACE ROOFING & WATERPROOFING, INC	1,971.82
049947	AVISTA UTILITIES	3,060.10
049948	BAKER AND TAYLOR INC.	74.26
049949	BLACKSTONE AUDIO BOOKS	297.92
049950	CENTER POINT LARGE PRINT	27.16
049951	CITY OF SPOKANE	266.66
049952	CITY OF AIRWAY HEIGHTS	132.80
049953	CITY OF CHENEY	713.40
049954	CITY OF DEER PARK	73.96
049955	CAPITAL ONE NAT'L ASSOC	719.32
049956	COUNCIL OF STATE GOVERNMENTS	127.18
049957	DEMCO, INC.	874.43
049958	DEVRIES INFORMATION MGMT	5,274.00
049959	HARRY J FITHIAN JR.	12,647.10
049960	QUILLAN FRAMSTAD	13.00
049961	GALE/CENAGE LEARNING	596.54
049962	GARY L. GODDARD	12.22
049963	NANCY GASPER	13.00
049964	VANTAGEPOINT TRNSFR %M&T BANK	4,184.88
049965	IHEARTMEDIA-SPOKANE	599.00
049966	INGRAM DISTRIBUTION GROUP, INC	11,295.46
049967	NORTHWEST BUSINESS PRESS INC	159.90
049968	KHQ Q6 - SPOKANE	750.00
049969	MICRO AGE	1,717.46
049970	MIDWEST TAPE	6,474.27
049971	MODERN ELECTRIC WATER COMPANY	1,981.66
049972	MONTGOMERY HARDWARE	20.95
049973	MORAN PRAIRIE GRANGE	55.00
049974	OVERDRIVE, INC.	7,223.76
049975	PayneWest INSURANCE	175.00
049976	RECORDED BOOKS, LLC	369.14
049977	SPOKANE HARDWARE SUPPLY	497.04
049978	STAPLES ADVANTAGE	795.30
049979	SPOKANE COUNTY UNITED WAY	317.21
049980	WALTER E. NELSON CO.	707.67
049981	GARY M ANGELL	300.00
049982	ARTCRAFT PRINTING	296.75
049983	ASSOC OF WASHINGTON CITIES	782.30
049984	ASSOC OF WASHINGTON CITIES	75,234.28
049985	AVISTA UTILITIES	1,208.33
049986	BRIAN BERGQUIST	200.00

049987	BRILLIANCE PUBLISHING, INC.	LIBRARY MATERIALS	88.03
049988	CENTURYLINK	ANALOG TELEPHONE LINES	92.82
049989	CHEVRON U.S.A. INC.	VEHICLE FUEL	47.49
049990	CORNELL W. CLAYTON	LIBRARY PROGRAMS	85.00
049991	US POSTAL SERVICE	POSTAGE FOR POSTAGE MACHINE	4,000.00
049992	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML	165.82
049993	DELL MARKETING L.P.%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	258.15
049994	DEPT. OF LABOR & INDUSTRIES	QUARTERLY WORKMAN'S COMP.	14,057.58
049995	EARTHWORKS RECYCLING,INC	RECYCLING	200.00
049996	EMPIRE DISPOSAL INC.	SOLID WASTE - FAIRFIELD	18.79
049997	GALE/CENAGE LEARNING	LIBRARY MATERIALS	265.30
049998	GREENLEAF LANDSCAPING, INC.	LANDSCAPE MAINTENANCE	4,154.86
049999	GREY HOUSE PUBLISHING	LIBRARY MATERIALS	233.05
050000	H&H BUSINESS SYSTEMS, INC.	COPIER MAINTENANCE	286.89
050001	DEBBIE HENRY	LOST/PAID REFUNDS	19.00
050002	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	16,290.93
050003	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	2,331.97
050004	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	15,630.49
050005	INLAND NW BUSINESS ALLIANCE	LUNCH MEETING	30.00
050006	INLAND POWER AND LIGHT	UTILITIES - AH, DP	584.74
050007	KHQ Q6 - SPOKANE	ADVERTISING	750.00
050008	GROUP W MARKETING	ADVERTISING - KIDS NEWSPAPER	250.00
050009	THE LARGE PRINT BOOK COMPANY	LIBRARY MATERIALS	45.06
050010	MIDWEST TAPE	LIBRARY MATERIALS	4,626.24
050011	OCLC, INC.	CATALOGING & ILL SUBSCRIPTION SVCS	3,885.82
050012	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	54.45
050013	PERRINE PROPERTIES, LLC	SV PARKING LOT LEASE	1,872.27
050014	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	322.62
050015	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,444.59
050016	LORI ANNE ROBINSON	LOST/PAID REFUNDS	25.00
050017	JANELLE KRUM, CUSTODIAN	REIMBURSE PETTY CASH FUND	189.66
050018	SPOKANE COUNTY UTILITIES	SEWER - AR, NS, SV	411.41
050019	SPOKANE PUBLIC LIBRARY	LIBRARY PROGRAMS	32.00
050020	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	406.08
050021	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	50.98
050022	UPS	FREIGHT	14.95
050023	VERIZON WIRELESS	CELL PHONES	207.58
050024	WHITWORTH WATER DISTRICT #2	WATER - NORTH SPOKANE	32.73
050025	CAROL WILLIAMS	LOST/PAID REFUNDS	10.00
050026	ALYSSA M. AGEE	LIBRARY PROGRAMS	500.00
050027	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	474.54
050028	CENTURYLINK	ANALOG TELEPHONE LINES	96.43
050029	CENTURYLINK	ANALOG TELEPHONE LINES	38.99
050030	CENTURYLINK	ANALOG TELEPHONE LINES	59.85
050031	CENTURYLINK	ANALOG TELEPHONE LINES	96.95
050032	CENTURYLINK	ANALOG TELEPHONE LINES	139.18
050033	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	528.92
050034	DIVCO INCORPORATED	BUILDING REPAIR & MAINT - HVAC	1,854.12
050035	DEPARTMENT OF LABOR & IND.	BUILDING REPAIR & MAINTENANCE	129.00
050036	DEPARTMENT OF LABOR & IND.	BUILDING REPAIR & MAINTENANCE	210.70
050037	JILL FETCHO	LOST/PAID REFUNDS	10.20
050038	GALE/CENAGE LEARNING	LIBRARY MATERIALS	1,489.33
050039	GRAYBAR	IT HARDWARE & SOFTWARE	285.88
050040	GREATER SPOKANE VALLEY CHAMBER	DUES AND MEMBERSHIPS	140.00
050041	GREY HOUSE PUBLISHING	LIBRARY MATERIALS	237.05
050042	GINGER GREY	LIBRARY PROGRAMS	875.00
050043	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	15,703.96
050044	INLAND POWER AND LIGHT	UTILITIES - AH, DP	336.06
050045	WICK ENTERPRIZES, LLC	ADVERTISING	297.50
050046	MARY LYLE	LOST/PAID REFUNDS	7.40
050047	MIDWEST TAPE	LIBRARY MATERIALS	5,777.63

050048	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	96.38
050049	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	14,818.70
050050	LYNN PAGE	LOST/PAID REFUNDS	13.00
050051	RECORDED BOOKS, LLC	LIBRARY MATERIALS	717.80
050052	MIRIAM J. ROBBINS	LIBRARY PROGRAMS	100.00
050053	MARGE SLICK	LOST/PAID REFUNDS	18.00
050054	MISTY SNYDER	LIBRARY PROGRAMS	250.00
050055	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	151.85
050056	UPS	FREIGHT	18.44
050057	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	23,490.82
050058	TAMMY WALLIN	LOST/PAID REFUNDS	5.80
050059	WASHINGTON STATE	LIBRARY MATERIALS	25.00
050060	MISTY SNYDER	LIBRARY PROGRAMS	250.00
050061	AVISTA UTILITIES	UTILITIES	3,370.57
050062	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	101.35
050063	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	150.00
050064	BRILLIANCE PUBLISHING, INC.	LIBRARY MATERIALS	78.21
050065	BRUNETTE SPORTSWEAR, INC	VOLUNTEER T-SHIRTS	519.59
050066	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	52.18
050067	CENTURYLINK	ANALOG TELEPHONE LINES	44.97
050068	CENTURYLINK	ANALOG TELEPHONE LINES	44.73
050069	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	510.52
050070	GALE/CENAGE LEARNING	LIBRARY MATERIALS	12,468.69
050071	GREENLEAF LANDSCAPING, INC.	LANDSCAPE MAINTENANCE	926.92
050072	VANTAGEPOINT TRNSFR %M&T BANK	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,176.41
050073	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	2,793.20
050074	MIDWEST TAPE	LIBRARY MATERIALS	4,791.10
050075	STEPHANIE REGALADE-HERTEL	LIBRARY MATERIALS	194.75
050076	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	9,119.67
050077	PERRINE PROPERTIES, LLC	SV PARKING LOT LEASE	300.00
050078	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	902.01
050079	RECORDED BOOKS, LLC	LIBRARY MATERIALS	774.31
050080	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	114.09
050081	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	81.65
050082	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	2,904.40
050083	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	317.21
050084	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	832.77
050085	WASTE MANAGEMENT OF SPOKANE	REFUSE	1,139.40
W00317	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,570.50
W00318	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	62,891.77
W00319	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	41,838.65
W00320	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	488.73
W00321	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,570.50
W00322	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	57,811.40
W00323	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	38,997.86
Total Non-Payroll General Operating Fund			\$ 550,059.15
PAYROLL VOUCHERS			
04082016PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 187,158.12
04252016PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	172,566.79
Total Payroll General Operating Fund			\$ 359,724.91
TOTAL GENERAL OPERATING FUND			\$ 909,784.06

PERSONNEL POLICY REVISIONS

BACKGROUND:

The District's Personnel Policy serves as its personnel manual, covering virtually every aspect of employment. Unlike other Board-adopted policies that are general in nature, for legal reasons the Personnel Policy must be specific in its application and also technical. It is the practice of the District to review portions of the Personnel Policy at least twice a year. For the most part, these recommended changes are intended to document, clarify or expand on current practice.

Executive Director Nancy Ledebor and Deputy Director Patrick Roewe recommend that revisions to Personnel Policy sections 2.16; 3.5; 5.8; 5.10; and 6.11 be approved.

For the most part, all changes recommended are either edits or intended to document, clarify or expand on current practice.

Please note:

Content listed in bold = new, or subject headings.

Content underlined = clarification or revised.

Strikeout = removed.

Recommended Action: Board motion to approve Personnel Policy revisions to sections 2.16; 3.5; 5.8; 5.10; and 6.11.

CHAPTER 2: HIRING AND EMPLOYMENT POLICIES

Orig Date: 01/01/82
Latest Revision: 10/20/15

2.16 *Transfers*

If necessary for efficient operations, the District may involuntarily transfer an employee to the same position at a different location, or a different position within the same classification, at the same or different location. An employee so transferred may be required to serve a trial period as a condition of transfer. The employee's pay rate will remain the same; however, benefits may need to be adjusted.

An **regular** employee may request a transfer to a vacant position in the same classification and salary grade as that currently held; i.e., a lateral transfer. The employee must obtain approval for the lateral transfer from the vacant position's supervisor, and, if he/she is less than six (6) months in their current position, approval from his/her immediate supervisor. The supervisor with the vacant position may accept an employee's transfer request at his/her discretion.

CHAPTER 3: COMPENSATION: WAGES AND SALARY

Orig Date: 01/01/82
Latest Revision: 11/24/15

Classification and Salary Plan

3.5 *Specialty Pay*

~~When an employee is required to supervise in a position that normally does not have supervisory responsibility, he/she shall receive an "extra step" in the salary grade, or four (4) percent, whichever applies, as specialty pay, for the duration of the supervisory assignment.~~

An employee temporarily assigned additional duties or responsibilities outside the scope of their current job description may be entitled to specialty pay, as determined by the Executive Director, for the duration of the temporary assignment.

Specialty pay is not considered when computing salary adjustments for promotion, demotion, or reclassification.

CHAPTER 5: LEAVE POLICIES

Orig Date: 01/01/82
Latest Revision: 10/20/15

5.8 *Bereavement Leave*

Paid bereavement leave may be taken by employees for the death of an immediate family member. Employees may be allowed up to four ~~scheduled work days~~ consecutive calendar days (~~maximum of thirty-two (32) hours~~ normally scheduled hours), of bereavement leave per death, subject to the approval of their supervisor.

Bereavement Leave may be:

- used before an employee has attained regular employment status.

- ~~taken in hourly increments.~~
- extended by use of accrued vacation or sick leave.

There is no limit on how frequently an employee may use Bereavement Leave.

For purpose of this policy, immediate family members include spouses (including state registered domestic partners), parents, step-parents, grandparents, grandchildren, in-laws (including parents of state registered domestic partners), siblings, step-siblings, children, step-children, or other members of an employee's immediate household related by blood, marriage, or adoption.

5.10 Military Leave

~~Eligible employees required to take military leave because of their call to active duty or active duty training must provide at least 5 days' notice of their intent to take leave, as well as a copy of their official notice or order to report to active duty, or active duty training (RCW 38.40.060).~~

Employees serving **as members of the Washington national guard or of the army, navy, air force, coast guard, or marine corps reserve of the United States, or of any organized reserve or armed forces** in the National Guard, or the Army, Navy, Air Force, Coast Guard, or Marine Reserves of the United States, shall be **entitled to and** granted up to twenty-one (21) days of paid military leave per year (e.g., **beginning** October 1 ~~through and ending the following~~ September 30) when ordered to **report for required military duty, training, or drills including those in the national guard or state active status (RCW 38.40.060)** ~~active duty or active duty training.~~

~~Military Leave calculation is based on business scheduled work days rather than calendar days.~~

Eligible employees required to take military leave must provide at least 5 days' notice of their intent to take leave and ~~Employees should present a copy of their active duty orders to the appropriate supervisor or manager before commencing military leave.~~

Military Leave calculation is based on scheduled work days rather than calendar days.

The District will abide by the provisions of the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) for employees called to active duty for longer than twenty-one (21) days.

C H A P T E R 6: EMPLOYEE CONDUCT

Orig Date: 01/01/82
Latest Revision: 10/20/15

6.11 Employee Misconduct

The following is a list of behavior that will subject employees to disciplinary action, up to and including termination. Along with the *District's Expectations*, above, this section is not intended to be all-inclusive, but rather serve as a guideline for employees, managers, and supervisors. The District reserves the right to take ~~any~~ appropriate disciplinary action, including termination, at its discretion, with respect to misconduct, whether or not the particular conduct is set forth in this policy.

Employee behaviors that will subject the employee to disciplinary action include, but are not limited to:

1. Unauthorized leave and/or excessive tardiness.
2. Misrepresentation of facts concerning absence from work.
3. Destruction, damage, or unauthorized possession of customer, co-worker, or Library District property.
4. Unauthorized, illegal, unethical, or inappropriate use or possession of Library District supplies, materials, or equipment, including computer hardware and software.
5. Falsification of employment application or other hiring documents; unauthorized alteration of an employee or member record, or any other record or report created or maintained by the Library District.
6. Insubordination: unwillingness to carry out a lawful directive from a manager or supervisor, and/or threatening, intimidating, or disrespectful behavior toward a manager or supervisor.
7. Malfeasance or misconduct: (e.g., any act or behavior that is wrong, improper, or unlawful).
8. Abuse of authority or position.
9. **Use of or working under the influence of alcohol or ~~illegal drugs~~ controlled substances, or failing to report the use of legally including prescribed or over the counter drugs medications** that impair performance of essential job functions, or create a direct threat.
10. Possession, distribution, sale, or transfer of alcohol or ~~illegal drugs~~ **controlled substances** in the workplace, including District vehicles, while on or off duty.
11. Illegal acts.
12. Creating or contributing to unsanitary or unsafe working conditions.
13. Failure to report any work related personal injury, accident, or equipment damage to supervisor within twenty-four (24) hours of occurrence.
14. Neglect of duty (e.g., failure to perform, or careless disregard for the consequences of an act or behavior).
15. Inefficiency or incompetency.
16. Inability to perform essential job functions with reasonable accommodation.
17. Abandonment of position (e.g., employees who are absent from work without authorization for three (3) or more consecutive work days will be considered to have voluntarily resigned their position.)
18. Insulting, intimidating, threatening, abusive, or assaultive behavior directed towards peers, co-workers, supervisors/**subordinates**, or the general public.

19. Actions or statements which, in the District's opinion, reflect negatively on the Library District or conflict with the best interests of the Library District, unless protected by law.
20. Possession of lethal weapons or dangerous materials, such as explosives or firearms, in the workplace.
21. Retaliation, **in any form**, directed against another employee, supervisor/**subordinate**, or member of the general public for engaging in any protected activity.
22. Violation of any District rules, policies, and other work-related expectations.
23. Dishonesty;
24. Disclosing confidential information regarding the District, its employees, or its customers without authorization;
25. Engaging in any form of harassing or bullying behavior.

If, in the employee's opinion, the disciplinary action taken is arbitrary, capricious, or unwarranted, the employee is invited to utilize the steps outlined in the Grievance Procedure.

MEMBER PRIVILEGES AND RESPONSIBILITIES

BACKGROUND

The primary impetus for the change to the procedure was a notification we received from Unique Management Services (UMS), the collection agency the District utilizes. As library specialists partnering exclusively with libraries, UMS works on the District's behalf to recover overdue materials, fines, and fees in a manner consistent with the District's mission and aspirations. UMS notified the District that, effective June 15, 2016, the national credit reporting agencies will place new, significant restrictions on accounts eligible for submittal. The new rules will no longer allow the reporting of fines, tickets, and other assessments. After communications with the consumer reporting agencies, UMS received confirmation that all library debt is encompassed in this exclusion. Based upon these restrictions, we removed language in the policy referencing credit reporting agency referrals.

Under the Membership Renewal section, the baseline of fines and fees was raised to \$1.00, as that is the minimum amount the District's online credit card payment vendor will process, and anyone owing less than that would be prevented from self-renewing online, which would represent an unnecessary barrier.

Revisions to the Fines and Fees Waiver or Cancellation, Purge of Uncollectible Amounts, and Service Fees sections were made to better align the rationales given with the District's accounting practices.

The remainder of the revisions were primarily stylistic in nature and sought to make the language more clear, consistent and/or contemporary.

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 Member Privileges and Responsibilities policy.

SPOKANE COUNTY LIBRARY DISTRICT

DRAFT

POLICY: MEMBER PRIVILEGES AND RESPONSIBILITIES

APPROVAL DATE: JUNE 19, 1986

REVISION DATE: May 17, 2016

PREVIOUS POLICY TITLE: Eligibility for Library Use

RELATED POLICIES:

Code of Conduct

Computer, Wireless Network and Internet Use

Fixed Assets

Library Meeting Room Use

STATUTORY REFERENCES:

RCW 27.12.180

27.12.210(1)

27.12.270

27.12.280

Purpose: To establish criteria for becoming a member and to describe the privileges and responsibilities associated with being a member.

General Policy: The Spokane County Library District (the District) is a public library system serving the diverse needs of area residents of all ages. All libraries are open to the public. Anyone may browse materials, attend library programs, access electronic resources, and otherwise use services while in the library facilities.

I. Eligibility for Membership

Spokane County Library District is a special-purpose district funded primarily through a property tax authorized by state law and collected only in the unincorporated county and annexed cities and towns. Eligibility to borrow materials and access electronic resources remotely is based on this geographic area and inter-local service agreements with other cities and towns, libraries, and library districts. Members 17 years old or younger require parental permission to obtain a library card with full privileges. The following categories of individuals are eligible to register for library cards with provision of current address and proof of identity:

A. District Membership: Persons who reside in the District's service area: unincorporated Spokane County or an annexed or contracting city or town. In addition to those residing in its service area, the following shall be considered, as residents are eligible for use of all District services without payment of a non-resident member fee:

- a. Persons residing outside the service area, yet owning property within it.
- b. Active duty military personnel and their dependents that live on a military installation within Spokane County.

B. Reciprocal Membership: Residents of areas covered by inter-local agreements with other libraries, library districts, cities, and/or towns. Such agreements may exclude specific services such as inter-library loan or other services provided through a vendor license agreement that limits use.

C. Non-Resident Membership: Persons residing outside the District's service area that are not covered by an inter-local service agreement. An eligible non-resident may use services for which a library card is required through payment of an annual fee entitling everyone residing at the same street address (i.e., house, apartment, or other type of living unit) to District Member library privileges. The annual fee is governed by Spokane County Library District Board of Trustees Resolution No. 99-12.

II. Member Privileges

Membership includes, but is not limited to, borrowing books, DVDS, and other materials from the District's physical collection, downloading eBooks, audiobooks, and music from the District's digital collection, and remotely accessing electronic resources and online learning tools from outside of the library. Some restrictions apply to Reciprocal Membership as stated above.

III. Member Responsibilities

Spokane County Library District has the authority to assess certain fines and fees to member accounts. Accounts owing \$15.00 or more will have borrowing privileges suspended until payment is made.

Categories of Fines and Fees

1. Overdue Fines

Overdue fines are charged to encourage the return of materials in a timely manner in order to ensure those materials are available for use by other members. Overdue fines are charged at a rate of \$.20 per item per day and have a maximum accrual amount of \$7.00 per item.

2. Lost or Damaged Material Fees

Lost or damaged material fees are assessed so that the District can recoup the cost of an item. Accounts with long overdue materials declared lost, or materials determined by District employees to be damaged to the extent that they can no longer be borrowed, will be assessed a replacement fee equal to the retail price of the item.

3. Miscellaneous Charges

- a.) Photocopying & Printing: Public photocopying and printing is available in each library; members may print up to 80 pages and copy up to 80 pages per week (Sunday through Saturday) free of charge.
- b.) NSF Check Fee: If a personal check is rejected due to Non-Sufficient Funds (NSF), an additional service fee of \$25.00 will be assessed to the account.
- c.) Interlibrary Loan Fee: Lending libraries outside of the District may require a fee for loaning some library materials. Members requesting interlibrary loan materials will be contacted to determine if they are willing to pay the fee in order to borrow the item.

4. Collection Agency Referral Fee

Accounts owing \$25.00 or more will be referred to a collection agency after 45 days. At the point of referral, a \$15.00 fee will be assessed.

IV. Membership Renewal

Annually, members must pay all outstanding fines or fees over \$1.00 to renew a library card.

V. Administrative Reduction or Discharge of Assessed Fines & Fees

The District may reduce assessed fines and fees, dependent upon certain criteria. Examples of these reductions include, but are not limited to:

A. Fines and Fees Waiver or Cancellation

District employees are tasked with determining under what circumstances a fine or fee may be waived or cancelled. Circumstances include, but are not limited to, hardship, library error, and special amnesty programs designed to promote literacy, encourage the use of library resources and services, and support the District's mission. Guidelines for making such determinations are listed in associated procedures.

B. Purge of Uncollectible Amounts

The District may purge or write-off those fines and fees at the point at which all reasonable collection efforts have been exhausted. Such efforts may be based on the date or dollar value of the assessed fines or fees, or a combination therein.

VI. Service Fees

Credit or debit cards may be used to pay assessed fines and fees, limited to online payments only. Service charges pertaining to these online transactions will be accepted as a cost of doing business. No commensurate discounts or payment reductions will be extended to those fines and fees paid by cash or check.

VII. Limitations to Use

The use of District facilities and/or services may be limited when excessive demands of groups or individuals may curtail services to the general public.

VIII. Denial of Service

Use of District facilities and/or services may be denied for due cause. Due cause includes, but is not limited to, failure to return library materials, pay assessed fines or fees, or violation of the District's Code of Conduct or any other policy.

IX. Procedures

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: MEMBER PRIVILEGES AND RESPONSIBILITIES

APPROVAL DATE: JUNE 19, 1986

REVISION DATE: ~~SEPTEMBER 16, 2014~~ **MAY 17, 2016**

PREVIOUS POLICY TITLE: Eligibility for Library Use

RELATED POLICIES:

Code of Conduct

Computer, Wireless Network and Internet Use

Fixed Assets

Library Meeting Room Use

STATUTORY REFERENCES:

RCW 27.12.180

27.12.210(1)

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Purpose: To establish criteria for becoming a member and to describe the privileges and responsibilities associated with being a member.

General Policy: The Spokane County Library District (~~SCLD~~ **the District**) is a **public library** system ~~of libraries~~ serving the diverse needs of area residents of all ages. All libraries are open to the public. Anyone may browse materials, attend library programs, access electronic resources, and otherwise use services while in the library facilities.

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A. District Membership: Persons who reside in **the District's service area**: unincorporated Spokane County or an annexed or contracting city or town. In addition to those residing in its service area, the following shall be considered as residents and eligible for use of all District services without payment of a non-resident member fee:

a. Persons residing outside the ~~defined~~ service area, but owning property within it.

b. Active duty military personnel and their dependents that live on a military installation within Spokane County.

B. Reciprocal Membership: Residents of areas covered by inter-local agreements with other libraries, library districts, **cities, and/or towns**. Such agreements may exclude specific services such as inter-library loan or other services provided through a vendor license agreement that limits use.

C. Non-Resident Membership: Persons residing outside the District's service area that are not covered by an inter-local service agreement. An eligible non-resident may use services for which a library card is required through payment of an annual fee entitling everyone residing at the same street address (i.e., house, apartment, or other type of living unit) to District Member library privileges. The annual fee is governed by Spokane County Library District Board of Trustees Resolution No. 99-12.

II. Member Privileges

Membership includes, but is not limited to, borrowing books, ~~CDs and DVDS~~, **and other materials** from the District's physical collection, downloading eBooks, audiobooks, and music from the District's digital collection, and **remotely** accessing electronic ~~databases~~ **resources** and online learning tools from outside of the library. Some restrictions apply to the Reciprocal Membership as stated above.

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Lost or damaged material fees are assessed so **that** the District can recoup the cost of an item. Accounts with long overdue materials declared lost, or materials determined by District employees to be damaged to the extent that they can no longer be ~~checked out~~ **borrowed**, will be assessed a replacement fee equal to the retail price of the item.

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- a.) Photocopying & Printing: Public photocopying and printing is available in each library; members may print up to 80 pages and copy up to 80 pages per week (Sunday through Saturday) free of charge.
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- c.) Interlibrary Loan Fee: Lending libraries outside of ~~SCLD~~ **the District** may require a fee for loaning some library materials. Members requesting interlibrary loan materials will be contacted to determine if they are willing to pay the fee in order to borrow the item.

4. Collection Agency Referral Fee

Accounts owing \$25.00 or more will be referred to a collection agency after 45 days. At the point of referral, a \$15.00 fee will be assessed. ~~The Collection Agency is authorized to report accounts that are not cleared to credit reporting agencies.~~

IV. Membership Renewal

Annually, members must pay all outstanding fines or fees **over \$1.00** to renew a library card.

V. Administrative Reduction or Discharge of Assessed Fines & Fees

The District may reduce assessed fines and fees, dependent upon certain criteria. Examples of these reductions include, but are not limited to:

A. Fines and Fees Waiver or Cancellation

District employees are ~~charged~~ **tasked** with determining under what circumstances a fine or fee may be waived or cancelled. Circumstances include, but are not limited to, hardship, library error, **and special amnesty programs designed to promote literacy, encourage the use of library resources and services, and support the District's mission** and ~~special amnesty programs designed to reduce outstanding debt~~. Guidelines for making such determinations are listed in associated procedures.

B. Purge of Uncollectible Amounts

The District may purge or write-off those fines and fees at the point at which all reasonable collection efforts have been exhausted. Such efforts may be based on the date or dollar value of the assessed fines or fees, or a combination therein.

~~Purge of Long Overdue Fines and Fees~~

~~To limit the number and dollar value of outstanding fines and charges maintained within the account database, the District may purge those fines and fees where there is a reasonable probability that the charges will not be collected. Purging may be based on the date of the assessed fine or fee, the dollar value of the fine or fee, or a combination of these two factors.~~

VI. Service Fees

~~To facilitate the collection of assessed fines and charges,~~ Credit **or** debit cards may be used to pay assessed fines and fees, limited to online payments only. Service ~~fees~~ **charges** pertaining to these online transactions will be accepted as a cost of doing business ~~and will be processed as a routine expense item~~. No commensurate discounts or payment reductions will be extended to those fines and fees paid by cash or check.

VII. Limitations to Use

The use of District facilities and/or services may be limited when excessive demands of groups or individuals may curtail services to the general public.

VIII. Denial of Service

Use of District facilities and/or services may be denied for due cause. Due cause includes, but is not limited to, failure to return library materials, pay **assessed fines or fees**, ~~associated charges and or~~ violation of the District's Code of Conduct **or any other policy**.

IX. Procedures

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.

PLA ANNUAL CONFERENCE REPORT

Background:

Five staff attended the 2016 Public Library Association Conference (April 5-9, 2016) in Denver, CO: Nancy Ledebor, Aileen Luppert, Patrick Roewe, Vanessa Strange and Amber Williams. Aileen, Amber, and Patrick all had the opportunity to present to a national audience the District's experience with the Libraries Transforming Communities initiative. In addition, Aileen, Patrick, Vanessa and Amber all attended pre-conferences that were paid in part by a professional development grant from Washington State Libraries. Individual reports on highlights from the conference follow.

Aileen Luppert

This was my first time attending PLA and I thoroughly enjoyed it. It was exciting to present to a national audience—stressful and nerve-wracking—but exciting. I am grateful for the opportunity.

There were several sessions focused on library safety that I found informative. Specifically, they were: *Keeping Peace in the Library: Best Practices for Providing Service to Patrons Experiencing Homelessness*, *It Happened in My Town: Collaboration in Crisis*, and *Trauma-Informed Care and the Library*. The session focused on patrons experiencing homelessness did not provide as many new tips and strategies as I had hoped. However, it reaffirmed that our changes to the Code of Conduct align with other libraries.

The session on collaboration in crisis made an impact on me. We heard from libraries located in cities that faced a mass shooting, major wild fires, and a deadly tornado. Each library shared what they did in response to help their members in the immediate aftermath, and later how to recover and cope. The libraries also shared ways they helped their coworkers and staff who were personally affected by crisis. SCLD had a very small taste of disaster with last year's windstorm and firestorms. Some of the things we did in response went well, while others could be improved with more foresight and careful planning. It is as good a time as any to review and develop plans to be ready should a major disaster strike.

On a much more fun note, I also went to the session on the Dokk1 Library in Denmark called *Designing Spaces for People, Not Collections*. It was fascinating to hear how the library planned, tested, and re-planned their building design. There were some significantly different circumstances than ones SCLD faces. The speaker emphasized the library's commitment to creating space for members to have experiences that they cannot have anywhere else. These included space to create, perform, and attend events for free. Focusing on experiences and people is a new way for me to think about library services and will stay with me as SCLD reinvents some of its own space.

Patrick Roewe

My primary purpose for attending PLA was to co-present *Extraordinarily Engaged: How Three Libraries Are Transforming Their Communities*. Along with Amber Williams, Cindy Fesemyer (Columbus, WI), Erica Freudenberger (Red Hook, NY), and Sarah Ostman (ALA), this was a great opportunity to share with our colleagues nationwide our experience with the Library Transforming Communities Initiative. We were also selected as one of 10 sessions to present online for the PLA virtual conference, which was a nice bit of recognition. My role in the presentations was to emphasize that a community-first focus is critical to the ongoing

sustainability and relevancy of libraries and that libraries have the capacity and positioning to do this sort of community engagement work. Speaking to a room of 850 people was certainly a professional growth opportunity for me, and I'm grateful to Amber and the rest of my co-presenters for the opportunity to do so.

I had the opportunity to attend a preconference on Project Outcome, a new tool from the Public Library Association that helps to measure the impact of library services. This was of particular interest to me because we are intending to use the survey modules provided by the project to do some outcome and impact assessment of our programs and services as part of the Community Engagement Plan. As this is an area that libraries sometimes struggle with, it was great to learn more about PLA's work to provide tools and resources scalable to any size library that will help us to better understand the impact of the work we do.

Besides my own two presentations and the preconference, I attended sessions of internal communication, maker spaces, and the idea around libraries staking a greater claim in the realm of education. All of these sessions provided takeaways that can be applied to my work here in the District.

Vanessa Strange

The PLA conference in Denver was an engaging, inspirational experience. I learned about building design, the frameworks for successful new programs, and the trends in libraries around the country. I attended a preconference on teaching adults on how to write a lesson plan on any topic from sewing to Instagram. They demonstrated the most effective ways to teach, and provided a wealth of high quality lesson plans that are available for other libraries to use. As SCLD continues to be a source for lifelong learning, this will provide a great framework for new programs and classes.

As we look at reworking the spaces at NS and SV, the session on the Danish library called Dokk1 provided great insights and inspiration. Dokk1 is designed around people, not books; rather than count the books and housing them, this new model of building is intended to create experiences for the community that can be had nowhere else.

In looking to create great experiences, I got programming ideas and frameworks for every group we serve. For instance, the session on older adults encouraged us to see aging in a positive light and recognize that older adults are looking for lifelong learning opportunities, volunteering and resources for aging in place.

On the public service side, I learned how libraries are handling difficult situations. As all libraries work with members that are experiencing homelessness, mental illness, and addiction, some libraries use the expertise of a social worker to inform their public service training. SCLD can use aspects of this trauma informed care approach in our everyday interactions in the community. I am grateful for the opportunity to attend PLA, and will apply what I've learned to my work at SCLD.

Amber Williams

I started the Public Library Association conference with attending *Emerging Adults in Our Libraries: Who Are They and How Do We Find Them?* The presenters, all from the East Coast, focused a lot of the time on reaching out to 20-35 year olds who were recently released from jail. My *aha moment* from this session came with thinking about barriers for our members new to

the country. There are obvious ones like language but I had never considered what kind of public library environment their home country might have and how different it might be from ours.

On Thursday I had the pleasure and terror of presenting along with Patrick Roewe, Sarah Ostman (ALA), Erica Freudenberger (Red Hook Public Library, NY) and Cindy Fesemyer (Columbus Public Library, WI) about our experiences with the Harwood Institute and the Libraries Transforming Communities grant of 2014. We had roughly 850 attendees and positive remarks after. Our greater library community is impressed by the things we are accomplishing at SCLD. We had been asked in advance to repeat our presentation for the Virtual PLA Conference on Friday morning. Only ten of the 113 sessions were available in that format so I admit feeling pretty flattered for being asked.

The best session I attended, *Designing Spaces for People Not Collections*, was presented by the library director of a Danish public library Dokk1 that took 14 years to build. As we look at our North Spokane and Spokane Valley remodels there was a very timely message to consider-fill the library with information you can get anywhere or build for experiences people can only get at the library.

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

WLA ANNUAL CONFERENCE REPORT

Background:

The 2016 Washington Library Association Conference (April 27-29, 2016) was held in Spokane this year, affording the District the opportunity to send 28 staff. Staff had options for how much of the conference to attend: single day, single day + preconference, or full conference. Being a local conference, we had multiple staff involved in planning and support roles that helped make the conference a success. Several staff members presented sessions, which is both an important professional growth opportunity and allows us to share experiences and best practices with our colleagues around the state.

A noteworthy highlight from the conference was that Library Services Managers Gwendolyn Haley and Mary Ellen Braks received the 2016 CAYAS (Children's and Young Adult Services) Award for Visionary Library Service to Youth in recognition of their leadership statewide in helping to cement the role of libraries as essential partners in early learning. Congratulations to them both for a job well done!

Individual reports on highlights from the conference follow.

Sheri Boggs –Youth Collection Development Librarian

I attended WLA as a presenter and as incoming editorial board chair for *Alki: the Journal of the Washington Library Association*. The conference, as a whole, was fantastic – I thought all the sessions I went to were great, as were keynote speakers Jess Walter and Kelly Milner Halls. *Timberland Writes Together* was an interesting session to me because I helped put together our NaNoWriMo Mini-Conference last fall and I think there could be a lot of interest in something like that. I was also impressed that the presenters put the entire thing on a rubber thumb drive bracelet for attendees to take home to their libraries. I also really enjoyed *Happiness at Work*, which I decided at the last minute to go to and was glad I did. The presenters had done their research and it ended up being a far more substantial session than the title might imply. In addition to incorporating some of the ideas discussed (writing thank you notes, telling colleagues when they're being awesome) I will write up an interview with the presenters for the conference issue of *Alki*. The session I co-presented was *WA Do I Read Next: the Year's Best from Washington State Authors* and it was fun to be able to share so many great books from Spokane area writers.

Melanie Boerner – Library Supervisor

I found all sessions to be informative but two stood out and were relevant to SCLD goals. *Branching Out: All Ages STEM in Your Library* empowered attendees to plan STEM programming as an opportunity for kids to see the importance of STEM in possible career choices. The presenters challenged attendees to show the importance of STEM in the real world, the *why* of the program our members are attending. There was also discussion of how to find funding for these programs or even cheap and easy ideas for libraries with little resources. Something that was mentioned that SCLD could implement is a family science fair which would get all ages involved. I also enjoyed the session, *Oh Baby! Unconventional Programming for Your Youngest Patrons*. Kendra Jones gave wonderful out-of-the-box ideas that I will definitely use in my weekly Storytime such as, table activities, shaving cream art and bubble wrap wall. I also took with me a sense of empowerment to get the parents more involved in Storytime and speak to the importance of appropriate modeling of behavior for play with their little ones. I plan

to implement almost all of her ideas and will also utilize the outdoors more often during good weather days.

Mary Ellen Braks – Library Services Manager

I really enjoyed this year's conference and not just because Gwendolyn and I were awarded the Youth Visionary Award. A big thank you goes to our staff for carrying out the ideas that Gwendolyn and I come up with for children and for the ideas that you have given us over the years. The first session I attended was *Growing Every Kid: Using Development Assets Frameworks to Create Great Programs*. The biggest takeaway for me was looking at how we assess whether a program was successful or not. Rather than just relying on numbers to judge success ask if it was a successful program for those who attended. Or how are kids improving their developmental assets by attending the program? It just gave another way of evaluating success that left me intrigued. I really enjoyed the *Oh Baby!...* program. We had a lot of staff attend the program. I felt like a lot of the activities were more toddler oriented but still walked away with some new ideas.

On Friday, I attended the CAYAS breakfast and thoroughly enjoyed the talk by Kelly Milner Halls. I then attended *Booktalking the Best* which gave me a great list of books to read plus a few new ones to add to our "I See Me" STARS training this month which focuses on multi-cultural literature. The next workshop I went to was "*Storytime....Is there an App for that?*" Great presentation but I'm still left with some doubts about incorporating apps into our Storytimes. However there could be some great possibilities with our new iPad lab. We came away with a great list of tested apps for the Storytime, set plus some guidelines on how to assess apps for children. The last session, I attended was *Navigating Reading Levels* which our own Cindy Ulrey was a co-presenter. It was interesting to hear how schools are using reading levels and how we can help the families as they come in search of a book at the public library that must meet their reading level.

Tami Chapman - Librarian

My first WLA conference was a great experience. I attended three sessions on Friday: *Elected Officials & Policy Makers How to Make Sure What You Said is What They heard*, *Unlocking Library Data for the Web: BIBFRAM, Linked Data and the Libhub Initiative*, and *Open Data and Libraries*.

The *Elected Officials & Policy Makers* session addressed advocacy. The focus on relationship building stood out to me. The thrust of the presentation addressed building positive relationships with policy maker. These relationships place individuals and organizations in a position of strength when working to influence policy. The strategies for building positive relationships will also be valuable when reaching out to build partnerships throughout the community. As I step into my new role as Business Librarian networking, this has become a more significant part of my position. The strategies presented will add to my tool box and support my success in these goals.

I was also excited about the *Open Data and Libraries* session which lived up to my expectations. It provided information about the types of open data published by state and local agencies and the potential for collaborating with libraries to refine and improve the type, content and presentation of Washington State's open data to meet citizens' needs. I see a lot of potential here, and hope libraries capitalize on this opportunity.

Pat Davis – Library Supervisor

I found *Connecting with Community through Art* to be an exciting idea. Two libraries presented how they have successfully partnered with their art communities. Their programs are similar in the creation of a library event for each new display. The public is invited to the “opening” of each new art display which is coupled with local music, a poetry or book reading, or build on an established local community event. Displays are changed every three or four months. One library has a local art volunteer who coordinates with the artists and arranges for the displays. The other library has partnered with a local art gallery which provides the art work and handles the installation. If someone is interested in purchasing a piece they are referred to the gallery which handles the sale.

I also attended *Oh Baby! Unconventional Programming for Your Youngest Patrons* which was full of great ideas and techniques for Storytime. All the sessions I attended were informative and I came away with many ideas.

Tammy Henry- Librarian

On Wednesday I attended the pre-conference workshop: *Supercharged Storytime and Storytime Underground*. This was a very valuable class which discussed the research that has been done that validates the early learning that takes place during Storytime at the library and valuable tips to make our Storytimes even more beneficial to children. As a group we were able to share best practices in developing and presenting quality Storytimes in what is called a “guerrilla storytime” format. I will share this format with my early learning colleagues and use it at a Storytime training for our staff.

On Thursday I was able to attend three workshops and a CAYAS meeting. *Growing Every Kid: Using the Developmental Assets Framework to Create Great Programs* was extremely beneficial to me. Again, research has shown that the work we do in libraries benefits kids, families, and the community, by creating a safe, welcoming, non-judgmental, and supportive place for kids to interact with each other and adults who care about them. The more positive experiences children and teens have as they grow correlates directly with their future success. Libraries can do much to meet the needs of young people and the developmental assets gives us direction in how to plan events and activities that address these assets.

Carlie Hoffman – Library Services Manager

I attended a pre-conference session titled, *The Organizational Happiness Advantage*. There are lots of reasons organizations should cultivate an environment that puts a premium on happiness, such as improved morale, lower burnout, less sick leave, and more. One of the ways that I could see SCLD implement a happiness feature is to use the Intranet to post our positive interactions. When working with the public, there is a tendency to dwell on the negative interactions. However, there are many positive interactions that we experience every day. By focusing on the positive interactions and sharing those, we could move toward changing our minds from a negative to a positive frame. In order to encourage participation, we may want to integrate some sort of reward system. I also attended a session on BIBFRAME, a way to make our MARC catalog records more findable by search engines. This sounds exciting, and I am looking forward to hearing how successful other libraries are with this initiative. I think that this project has a lot of potential for making the library’s resources more accessible online.

Kelsey Hudson - Librarian

I was happy to attend three sessions Friday at WLA, where I found the *Libraries Support Makers and DIYers* to be incredibly insightful. Presenters from Pierce County Library System shared how they've been collaborating more with community partners to bring maker and DIY type programs to their communities, despite not having a dedicated makerspace within their libraries. Much of their presentation felt familiar, as things that we at SCLD have been trying, but I was intrigued by their different approach. Two of their best attended programs each year are their annual festivals (DIYfest and Makerfest) where they partner with community organizations and local experts to bring exhibits, demonstrations, and hands on activities across a wide range of topics to their participants. I think we have such a wealth of talent across the Inland Northwest that I would love to try and do something like this in Spokane. The presenters spoke about how these festivals have continued to grow over the last few years, and have been a tremendous opportunity for the library to better connect with their community partners, local talent, and community members that may not come in to the library.

Kathryn Illback – Public Services Specialist

I attended conference sessions on Thursday and Friday and found them very informative and relevant to my job. Two of the sessions were about science and technology programming, which we are going to be doing a lot of in the future. It was great to see how other libraries are doing things. I also got some wonderful ideas to incorporate into my Storytimes from other sessions I attended. The most inspiring session I attended was about featuring community art in the library-- I've already planned a meeting with some coworkers to discuss the ideas presented. All in all: a fabulous conference experience.

Stacy Ann Kvamme – Library Supervisor

I return to work at the Airway Heights Library feeling inspired, renewed, and refreshed after attending the 2016 WLA conference. My conference began with the listening to a keynote address from Sari Feldman, ALA President. She shared that "Nostalgia is the enemy of creativity." I found this particularly relevant as SCLD continues to move forward with providing innovative services.

During the conference I had the opportunity to attend a variety of sessions which focused on programming ideas, resources, and of course, books. *Healthy Aging at the Library: Empowering Your Patron* offered resource ideas for members as well as a group discussion about how to effectively connect library members with existing library resources. *Oh Baby! Unconventional Programming for Your Youngest Patrons* provided a plethora of new ideas for hands on activities, encouraging library staff to "get messy" during Storytime. *WA Do I Read Next: The Year's Best from Washington State* featured a surprisingly broad range of authors and books from Washington State, which I look forward to recommending to library members. Additionally, *Booktalking the Best* provided me with a plethora of new books to recommend to youth. *Linking City and School Libraries: Sharing Resources to Support 21st Century Learning* offered insight into the variety of ways school and public libraries can connect together, including housing a public library within a school.

Thank you for the opportunity to attend WLA 2016, and I look forward to the opportunity to implement some of the new ideas I gleaned during the conference.

Stacy Loberg – Public Services Associate

I am happy to say this was my first library conference. WLA was a great experience and gave me insight to new ideas. The *Oh Baby!...* session was my favorite. I am fairly new to Storytime so the topic was just what I needed. The speaker talked about activities to try with the kids that are a bit bold and messy, but worth the risk. A couple of those activities included shredded paper on top a parachute, so when the parachute gets lifted up the paper flies everywhere, which might need more time for cleanup. Another one of those activities was having the parent or caregiver draw on the baby's face while describing what is being drawn, the baby gets exposed to new words and gets a new makeover. The other sessions I attended were *Healthy Aging at the Library: Empowering Your Patron* and *Social Media: The Importance of Being Earnest*. Overall, WLA provided content I can use at work and I'm looking forward to attending another conference. Thanks for the opportunity!

Aileen Luppert – Managing Librarian

WLA was extra busy for me this year as a Conference Co-Chair and presenter. I also attended great sessions, including *Turning Outward for Community Engagement, Elected Officials & Policy Makers: How to Make Sure What You Said is What They Heard*, and *Linking City and School Libraries: Sharing Resources to Support 21st Century Learning*. For a change of pace I also attended *Happiness at Work* and am grateful I did. This session was a refreshing reminder of how important self-care can be to avoid burnout. I appreciated the message that happiness, and not hard work, leads to meaningful and sustainable success. I also took to heart the suggestions for easy ways to generate happiness like gratitude exercises and "conscious acts of kindness."

Danielle Marcy – Library Supervisor

I have already implemented two ideas from the *Organizational Happiness Advantage* preconference training, sending two gratitude emails to start my day and doing a breathing exercise during any stressful or concentrated activities. One of the takeaways for me was how deeply embedded in our society the association of work and negativity, such as: back to the grindstone, TGIF, Mondays being the worst day of the week because we are going back to work. In general we do not look forward to our work and when employees are having fun they must be goofing off. The presenter shared an example to illustrate, she was creating the soundtrack of happy tunes for her presentation and her boss shut the presenter's door which made her feel as though she was doing something bad at work—having fun, however she really was working. The program *Oh Baby! Unconventional Programming for Your Youngest Patrons* was fun and I have shared these ideas with several colleagues and plan to use from the training into my next Storytime. *Connecting Community through Art* had several ideas of how to engage and form relationships with artists and art organizations in the community. I also benefitted from the synergy and networking that happens when library staff are able to share ideas.

Stefani Miller – Public Services Specialist

Last week I had the privilege of attending WLA, where I took in three sessions: *Branching Out: All-Ages STEM in Your Library*; *Oh Baby: Unconventional Programming for Your Youngest Patrons*; and *Social Media: The Importance of Being Earnest*.

I was most impressed with *Branching Out*. The presenters discussed several programming aspects I found informative, and they emphasized utilizing the specialized knowledge of community members to enrich programs (such as having a park ranger talk to kids about how

rangers use STEM skills in their jobs). The presenters also gave examples of local organizations and businesses that have money and resources to donate to library programs.

Overall, my experience at WLA was very positive. I look forward to the opportunity to attend again in the future.

Danielle Milton - Librarian

I attended a morning preconference on Wednesday and all day Thursday. My preconference was *Getting Serious about Business Outreach/Small Business Assistance*. They talked about some major business concepts and the process small businesses go through when getting started. The other major topic that was discussed, besides resources for businesses, was outreach. They reiterated many times that even though it may be uncomfortable for us to get out of the library and network with business professionals/owners, it is indeed beneficial for us as a library to build those relationships, not only for ourselves but for the community as a whole. On Thursday I attended three sessions, *Healthy Aging at the Library: Empowering Your Patron*, *Thinking Outside the Box: The Social Justice Librarian's Guide to Google and its Alternatives*, and *Worth Working For: Supporting Jobseekers in Your Community*. While the first two sessions did not cover what I expected them to, I found it great to be able to support my colleagues, Aileen Luppert and Sheree West in their jobseeker presentation. I met a woman named Adriana from the Florida Keys (yes all the way across the country) who was looking to implement business and job seeker resources in her library. I was able to talk to her about the different things that the Business and Career Development team are and have been working on and told her that she is welcome to contact me after the conference if she wanted to with questions. That connection was probably the best part of the conference – it was networking without the added pressure that is usually felt at other non-library events.

Margy Motsinger – Public Services Specialist

Of the three workshops I attended at WLA, the two I enjoyed the most focused on two very different demographics – children and senior citizens. *Oh Baby! Unconventional Programming for your Youngest Patrons* was full of many useful and wonderful ideas I am anxious to incorporate into my own Storytimes. From innovative table activities, to creative song ideas, to a variety of online resources, there were many practical tips and suggestions geared at enhancing the Storytime experience for both children and the grownups who bring them. The second workshop, *Healthy Aging at the Library: Empowering Your Patron* focused on many viable and useful resources for seniors. Not only do we have many seniors coming to our library for various types of assistance, but I personally work with this population on a regular basis via two outreach programs (monthly device help at Orchard Crest and a monthly book club at Broadway Court Estates). With the baby boomers beginning to enter their “senior” years, being aware of local and national resources in meeting their needs will become vital. I definitely feel the information I learned at the conference will come in very handy as I move forward in providing comprehensive service to our members, as well as connecting with the larger Spokane community.

Jeremy Mullin – Public Services Associate

First off, I would like to thank you for allowing me the opportunity to attend the Washington Library Association conference. The workshops improved my understanding of our library network, and in turn will aid me in assisting our members.

One workshop that I attended introduced me to a subject I had no previous exposure to. The subject is Genealogy, and the workshop was labeled, *Chasing Your Own Tail: Teaching*

Genealogy to Beginners. The above listed class provided me with understanding on the subject, and the new ability to answer questions on the subject that members could have. Thank you.

Patrick Roewe – Deputy Director

I attended on Thursday only, and my primary purpose was to present with Amber Williams in our session: *Turning Outward for Community Engagement*. This was a great opportunity to share with our state colleagues our experience with the Library Transforming Communities Initiative. We were able to share both our successes and lessons learned from the experience, and emphasize that a community-first focus is critical to the ongoing sustainability and relevancy of libraries. The other sessions I attended allowed me to see some of our staff in action: Aileen Luppert and Sheree West did a great job in their session on supporting job seekers. Christie Onzay provided some excellent storytelling (on short notice) for Humanities Washington’s presentation on Prime Time Family Reading. While I wish I could have seen all of our staff in action (we were involved in several presentations over all three days), it’s always inspiring to see staff sharing their passion and investment in the good work they do. I think the District was very well-represented at the conference this year.

Vanessa Strange - Librarian

This year’s WLA was full of great sessions and sparked some great ideas that I will use in the communities SCLD serves. One session described an event where community members write Wikipedia articles on local history. We could expand on this idea and incorporate local knowledge and resources to tell the stories that have not yet been recorded. Another great session was on the Washington State Open Data Initiative. This project is designed to make valuable data searchable and accessible to the citizens of Washington State for use in writing a paper, a business plan, or starting a legislative initiative. Corinne Wilson and I also presented at the pre-conference on creating programs for adults, it was great to share with others from around the state and get great ideas and feedback. We’re happy to be part of one of the most innovative library systems in Washington.

Cindy Ulrey - Librarian

WLA 2016 was an amazing mix of practical tips and inspiring philosophy. In terms of content, it was one of the best I’ve attended in the 20 years I’ve been in WLA. I came away with new songs to use in Storytime, inspiration as to how we might use our iPads and apps in programs for our youngest users and their parents, new ideas as to how to connect to local and state officials the better to promote our libraries and gain support for library causes, a burning desire to get messy in Storytime, and the confidence that we could successfully host a Coding Camp! The theme “Stronger Together” really tied the different sessions together, encouraging attendees not just to reach out to one another, but to forge new ties in their communities. I was particularly impressed with the sessions on Teen Service Learning and All Ages STEM. Both focused on the idea that to be successful, a program needs to meet an actual need in the community and should teach viable skills necessary for the participants’ future success. All Ages STEM suggested programming around issues within your community and tapping new community partners affected by those issues to help fund, plan, or host programs. Teen Service Learning was especially inspiring, encouraging teens to pick their own project in the library to meet the library or community’s needs. In carrying out their various projects (hosting an all-ages Anime film festival, for example), teens worked to their strengths while learning valuable job skills: budgeting; prioritizing tasks and meeting deadlines; and communicating with team members and outside agencies. It’s a very different approach to how we’ve used teen

volunteers in the past. I'm now looking at volunteer projects and programming in a new way and can't wait to put these ideas into practice!

Jamie Van Wormer – Volunteer Coordinator

This was my first WLA conference and I learned a lot of good information that I will be able to apply to my job as Volunteer Coordinator. I really enjoyed meeting the staff from other libraries and finding out what's working in their libraries. *One of my favorite workshops was Training for the Future: Teen Service Learning.* I was able to get first insight from the King County Library System on how they have been able to recruit teens as volunteers and what kinds of activities teens seem to be enjoying at the library. I have some new ideas about having a teen advisory board, setting up a get together/party and using an icebreaker along with playing games to build team bonding. I also want to expand the volunteer program by using a video to recruit volunteers and having the teens lead the project.

Amber Williams - Librarian

I was fortunate to meet Steve Duncan, WLA's lobbyist, when I attended Library Legislative Day this past January and knew I really wanted to hear him speak at greater length about developing relationships with legislators. I also know that there were multiple trustees in the audience as well as me so I will skip the details for the *Elected Officials & Policy Makers: How to Make Sure What You Said Is What They Heard* and focus on my own takeaways. I will be making the effort to set aside time each month and handwrite cards to send on to the Deer Park representatives inviting them to tour our library, speak at the Chamber meetings or just let them know what the library is up to. Mr. Duncan had an excellent point- making a friend now means having one down the road when we might need it.

Sheree West - Librarian

I attended *Library Services for a Multicultural Population: Engaging and Serving your Community, Linking City and School Libraries, and Libraries Support Makers and DIYers.* The most interesting project I learned about was a multi-organization partnership in Yakima County which has hosted an annual program called "100 Jobs for 100 Kids" since 2012. This 8-week program offers young people career exploration, job readiness training, job application coaching, mock interviews, and the opportunity to get food handlers' cards. At the end of the program, students participate in a job fair, at which employers are hiring youth for summer jobs. This project illustrates a tremendous way for libraries to partner with other agencies in a community to make a tangible positive impact! It was also very enlightening to hear about the work being done in Pierce County to host annual Maker Fest and DIY Fest events.

Corinne Wilson - Librarian

Vanessa and I presented at an all-day preconference on adult programming, which was a great opportunity to see the differences in how libraries across the state approach coming up with programming ideas, and to encourage other librarians to begin the shift toward community based programming (and encourage them to attend Amber and Patrick's session on how to do that in more detail). My first WLA conference presented some great ideas in the sessions offered. I attended a session on how to host an event around creating a Wikipedia page of local content in an academic library, which could translate to a great program for history lovers in a public library. I also attended a session on how Google searches return different results for different people, because Google is more or less attempting to do a reference interview without having to ask any questions—and how tailoring results for individual people can create some problems that we need to think about in a Google-reliant society. I was introduced to some

unfamiliar local authors in *WA Do I Read Next*, and was impressed by the attempts to make public records more searchable in the Washington State Open Data Initiative. I was also interested in the ideas presented in Timberland's session on library as publisher, which was great food for thought for future writing conferences and workshops at SCLD.

Salena Wold – Public Services Specialist

I attended three workshops *Turning Outward for Community Engagement, Happiness at Work* and *WA Do I Read Next: The Year's Best from Washington State Authors*. The highlight for me was *Happiness at Work*. My take away was finding out different ways I can increase my own happiness and in turn possibly increase the happiness of others I come in contact with.

Cheryl Zobel – Adult Collection Development Librarian

Attending the 2016 Washington Library Association conference was enriching. *Healthy Aging At The Library* illuminated the need for strong staff skills, as well as staff awareness of health information and patient advocacy resources and the importance of having a non-biased guide walking patients (and their advocates) through information.

Thinking Outside The Box: The Social Justice Librarian's Guide To Google & Its Alternatives was thought-provoking: What does it mean to the user, businesses and society when 92% of all click-throughs are from page 1? Increasing awareness that technology and algorithms are not neutral is important, as is the presence of bias in library classification systems. *Unlocking Library Data For The Web: BIBFRAME, Linked Data And The Libhub Initiative* introduced an alternative way customers could discover libraries. Library catalog holdings could be mined and displayed in search engine results (like Google). Imagine finding SCLD copies of Thomas Picketty's books alongside Amazon.com and Barnes & Noble sales. Still in development, but, these initiatives have potential for getting the word to the masses that library resources are available and relevant to their daily lives.

My two favorite sessions were: *WA Do I Read Next* and *Take Note: Music Advisory In Libraries*. The first was a fun, passionately-presented panel focused on the wealth of authorship in our state. The second focused on Early Music and Heavy Metal. It was packed with information useful to this music selector. Thank you for the opportunity to attend WLA conference for the first time! It was a wealth of information, connection-building and fun.

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

2016 Friends Helping Friends Event Report

On Saturday, April 23, Friends came together for the fourth annual Friends Helping Friends event. We had a highly energetic group and a full agenda.

“Stronger Together” was the theme of this year’s annual Friends Helping Friends event with Friends and staff from almost every District library in attendance. Nancy Ledeboer provided a welcome and a brief update on the District’s Community Engagement Plan, which will build upon accomplishments in the areas of early learning, helping job seekers and businesses, increasing opportunities for lifelong learning for all ages, and connecting communities. Through the Libraries Transforming Communities grant-funded program, library staff held community conversations and listened to community aspirations. In response to what we heard, we will create new programs and partnerships to foster even more community engagement.

Friends of the Library groups shared recent highlights and activities. Highlights included:

- The Northern Slam Poetry event sponsored by the Deer Park Friends, a fabulous event that brought together Deer Park, Newport, and Riverside high schools.
- Moran Prairie Friends sponsored a successful poetry picnic last summer, with plans for a repeat event this year.
- Argonne Friends moved its fall book sale to spring and incorporated a free comic book event and raffle, and provided refreshments for the recent Millwood history series.
- Medical Lake Friends offer a coffee service in the library and helped launch the new seed library at Medical Lake, which was patterned after the successful seed library started at Otis Orchards last year (a seed library also began at Deer Park Library this year).
- The Friends of the Spokane County Library District sponsored the National Novel Writer Month workshop and hosted a Night at the Library membership event.

The idea of an all-Friends holiday book sale was brought up, with a brainstorming session on how this might work. The Friends envisioned a one-day sale happening at all District libraries on the same day, in October or November. The Friends groups’ biggest challenges of growing membership and book storage were also discussed and ideas for solutions were exchanged.

Deputy Director Patrick Roewe thanked the Friends for their past support of ***Spokane is Reading***. He announced that *The Tsar of Love and Techno*, by Anthony Marra, as this year’s book/author, with presentations set for Thursday, October 27, with two events, 1pm at the Spokane Valley Event Center and 7pm at The Bing. Both events are free and open to the public. As a way to thank the Friends of the Library, who provide the majority of the funding for ***Spokane Is Reading***, an exclusive author reception for Friends only will be held the evening of Wednesday, October 26. More details and invitations to this event are still to come.

Patrick also shared tips on how to update bylaws and keep them current. The Friends of the SCLD held officer elections at the meeting, fulfilling its annual meeting requirement.

Recommended Action: This information is for your review and discussion. There is no recommended action at this time.

FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: JUNE/AUGUST 2016

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

Please send requests for agenda additions or changes to the Board Chair or Patty no later than Monday, June 6, for inclusion in the preliminary agenda to be sent June 8. Meeting packets will be mailed June 15.

July 19, 2016 (Canceled, effective 4/19/16)

August 23, 2016: Fairfield Library (4:00 p.m.)

- Collection Development Policy
- Library Spotlight – Fairfield Library
- Overview – CEP Service Priority 1, Early Learning

SPECIAL MEETINGS/ACTIVITIES

May 21 Moran Prairie Library 10-Year Anniversary (Moran Prairie, Saturday, 2-4:30 p.m.)

EXECUTIVE DIRECTOR'S REPORT APRIL 2016

Administration

Business Office, Finance and Facilities (Rick Knorr)

Finance

April includes the first half of levy funding from property tax. Historically, we expect to have between 47% and 48% of our levy received by the end of April, and actual results are close to expectation; we received 46.9%. Fine and fee payments, both in person and on-line, remain slightly ahead of budget.

Total expenditures are 32.8% through April and total salaries and benefits are 32.4%. Both of these are just fractionally below the 33% target at the four-month point and in line with expectations.

Facilities

External maintenance and upkeep remain the emphasis for spring. By meeting time, we likely will see new parking lot striping at many if not all the libraries. Semi-annual deep carpet cleaning, window washing and high-level dusting should also be completed by then as well. The Deer Park entryway repair and repaving project is scheduled for June 6-12. The library will be closed while the work is conducted.

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

Human Resources (Nancy Ledeboer)

A Public Services Specialist from Spokane Valley was promoted to Library Supervisor at Otis Orchards. A Page from Medical Lake transferred to Spokane Valley. We recruited for Chief Human Resources Officer, Library Assistant for Moran Prairie, Public Services Associate for Fairfield and Moran Prairie, and Public Services Specialist for Spokane Valley and North Spokane.

Information Technology (Doug Stumbough)

- Following a month of review and testing by IT and Public Services staff, MyPC & Papercut were selected as our new computer reservation and print management systems respectively. Staff training on the new products will begin this summer with a rollout scheduled for fall.
- In conjunction with Communication, a new website page was created to provide community members information about library volunteer opportunities and to apply online.
- Working with Gina, a new Internet Only profile was created, which will allow individuals to obtain a card solely for Internet station use.
- Via the E-rate program portal, we solicited bids for a few remaining analog (copper) telephone lines. These lines are maintained only for emergencies and alarms, as regular voice traffic is handled via our network (Voice over IP). We received only one actual bid, from CenturyLink, and after review, selected them as the provider. The new agreement will save us approximately \$3,500 a year.

- Work continued on E-rate filings for FY 2016. Due to several issues with the online filing portal, the filing deadline for schools and libraries has been extended an additional month. In the meantime, some checks for FY 2015 1st half have started to arrive.
- The final round of new thermal receipt printers were configured and deployed to the libraries. The new printers are faster, quieter and produce easier to read receipts.
- All endpoint protection was moved from Symantec to System Center and the Symantec servers were powered off and decommissioned.
- After decommissioning and data removal, two obsolete servers were donated to the Central Valley School District for use in local school lab environments and its data center.

Collection Services (Andrea Sharps)

- We ordered 1,854 titles and 6,218 copies in April. The number of titles ordered is down from last month as is the number of copies ordered.
- With 33.33% of the year done, total library materials expended stands at 32.91%.
- We processed, added to the system, and sent out to the libraries 6,242 items in April. This is down a bit from last month.
- Downloadable lending through OverDrive was down in April from March. A total of 33,367 audiobook and eBook items circulated in April. Members placed a total of 9,286 holds, and there were 4,834 unique users with titles checked out.
- Midwest Tape's hoopla, a streaming media service, saw an increase in circulation in April over March. A total of 1,748 titles including audiobooks (520), comics/graphic novels (118), eBooks (175), movies (443), full-length albums (378) and television shows (114) circulated in April for a combined cost of \$3,551.13 and an average cost per circulation of \$2.03. A total of 119 new patrons registered in the month, and there were 475 active users recorded.
- We loaned 400 items to other libraries and borrowed 512 items from other libraries for 912 total interlibrary loan transactions processed in April.
- Youth Collection Development Librarian Sheri Boggs joined the Towner Award Committee, a statewide literary award for nonfiction. The committee met on 4/23 in Ellensburg to pick a shortlist of ten 2017 titles. The Towner Award is for informational text written for grades 2-6 and is voted on by Washington state students. Sheri will be assisting on communications and writing a text set for one of the titles. There will be a Skype or in-person meeting with the eastern Washington contingent in the Tri-Cities in the fall for the 2018 award.
- Youth Collection Development Librarian Sheri Boggs was a presenter at the 2016 WLA Conference, serving on a panel—'WA do I Read Next: The Year's Best from Washington state Authors'—along with four other public librarians from across the state. Sheri presented ten books, eight of which were Spokane authors and spoke briefly about Spokane's thriving literary scene. Sheri was asked to do a similar presentation at the 2017 WLA Conference.

Executive Director Report & Community Activities (Nancy Ledeboer)

April was a busy month for professional development with annual conferences held for the Public Library Association in Denver and the Washington Library Association in Spokane. Each morning started with BIG IDEAS from well-known speakers. Author and reporter Anderson Cooper talked about his new book based upon conversations with his aging mother, Gloria Vanderbilt. Verna Myers, author of *Moving Diversity Forward*, shared her passion for empowering people of all backgrounds to contribute at their highest level. Sherry Turkel, founder of the MIT Initiative on Technology and Self, spoke about her

studies that explore the ways technology interrupts conversation, limits free thinking, disrupts empathy and endangers deeper connections. Anand Giridharadas, author of *The True American*, recapped the murder trial of a Texas man accused of killing several Muslims in Texas after 9/11, in contrast to the one Muslim man who survived this attack. He used the story of two men, one who hoped for a better life in a new country, and one who felt all his privileges were being taken away, to emphasize the need for conversations about what it means to be an American. Many of the programs offered ideas for transforming library services and a few went a step further with ideas on how libraries transform communities. SCLD staff participated in two programs sharing how the Harwood Institute tools and practices helped our library reach out to the community in new ways. Whether libraries were focused on inward transformation or turning outward, a common thread was evolving to remain relevant through programs and services that engage both staff and community members. I attended several workshops related to human resources in anticipation of hiring a new Chief Human Resources Officer. I also attended programs and visited with exhibitors that showcased ideas for using space in new ways to foster interactive learning.

The Washington Library Association's theme, Stronger Together, was in celebration of the second year of teacher librarians joining WLA. Several SCLD staff worked on the conference. Aileen Luppert was a co-chair of the conference and Carlie Hoffman helped with the exhibitors and sponsors. Patrick Roewe and Amber Williams presented a program similar to the one at PLA on using the Harwood Institute tools to develop a community engagement plan. Aileen Luppert and Ree West presented ways to work with the business community and provide support for job seekers. Sheri Boggs led a program on Washington authors. Gwendolyn Haley and Mary Ellen Braks received the CAYAS Visionary Service Award, and former SCLD IT Director, Priscilla Ice, was honored to receive the Emeritus Award.

We borrowed the WLA theme for the annual Friends Helping Friends event, held Saturday, April 23. Five of the libraries had Friends at the meeting and four were represented by staff. Each group had an opportunity to share accomplishments from the prior year. A discussion of challenges led to an agreement to hold an annual book sale where all the Friends groups will host a sale on the same day and use the event as an opportunity to promote membership in the Friends of the SCLD. Patrick Roewe provided tips on how to update bylaws and keep them current, and also announced this year's author for Spokane is Reading. Once again a special Friends-only event will be held prior to the formal sessions. Friends of the SCLD held its annual meeting and elected officers, in keeping with the group's bylaws.

Spokane Regional Council of Governments held a meeting on Friday, April 22. Commissioner O'Quinn facilitated the meeting, which included a presentation on the Spokane Regional Law and Justice Council by Dr. Jackie van Wormer, an update on FAFB by Colonel Charles B. McDaniel, an overview of Spokane Indicators by Patrick Jones, an election update by Vicky Dalton, and information on the renewal of sales tax to sustain emergency systems by Sheriff Knezovich and Ariane Schmidt. Most of the cities were also present to provide information about what is happening in their jurisdictions. The Mayor of Spokane spoke about the road work projects occurring in Spokane, and the Mayor of Liberty Lake shared that they will be asking voters to approve a bond to build a swimming pool/community center in August. Earlier in the month, I met with Airway Heights' City Manager Albert Tripp, and he shared plans to go for an August bond issue to begin work on a park/community center.

Meetings were held at North Spokane and Spokane Valley libraries with architect Gary Bernardo to begin exploring opportunities to add new services by altering space. Two teams, one for each library, met to discuss how staff might work differently in order to free up public space for new purposes. Follow up meetings have been scheduled with the goal of presenting options to the board in June.

During April I completed the eight-week Harwood Lab webinar session and provided feedback on the content and technical aspects of the lab. The sessions covered much of the information that we learned from the LTC Innovators Lab in Denver. Some of the content has been streamlined to make is easier for individuals to understand and put into action.

The Library District had a table at the Our Kids: Our Business luncheon and libraries put up pinwheels to acknowledge support of raising healthy kids. I was the speaker at the South Rotary Club, and attended the Greater Spokane Valley Chamber's Business Connections lunch. The speaker was from Kaiser Aluminum, and he spoke about how they have changed over the years to stay competitive.

I continue to attend KSPS Development and Education committee meetings and serve on the Spokane Valley Partners board. This month I attended the SVP finance, marketing and board meetings, as well as the annual Volunteer Appreciation dinner. I have been filling in for the Spokane Chapter EWI Secretary who is on leave, along with fulfilling my role as the Business, Career, Development Program Officer. In this role I am working with the Philanthropy and Scholarship committees as well as helping to plan a Reading Rally at Stevens School.

ITEM AND TITLE MONTHLY REPORT
April 2016

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	166197	149014	315211		84393	49785	134178
Nonprint	62928	23498	86426		26080	7224	33304
Subtotal	229125	172512	401637		110473	57009	167482
Periodicals	10646	1763	12409		309	35	344
Total	239771	174275	414046		110782	57044	167826

	<u>ITEMS</u>			<u>TITLES</u>		
OverDrive: eBOOKS			20911			17831
Licensed eBOOKS			29806			26165
Audiobooks			8018			5398
Digital music			1708			1708
OverDrive: Total			60443			51102
GRAND TOTAL			474489			218928

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	10708	7949	18557
Nonprint	4442	1101	5543
TOTAL	15150	9050	24200
DELETIONS			
Print	13268	9836	23104
Nonprint	3420	1615	5035
TOTAL	16688	11451	28139

	<u>NET CHANGE</u> <u>YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-2560	-1887	-4447
Nonprint	1022	-514	508
Periodicals	-691	-166	-857

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 April 2016

Patrick Roewe and Kristy Bateman

Overview

For our library members, the spring *Renew* and *Ready for Work* series continued throughout the District, and Tax-Aide wrapped up its weekly sessions at Argonne, Cheney, Deer Park, Moran Prairie, and Spokane Valley. April also saw National Library Week and the fourth annual Food for Fines drive, April 10-16, 2016. Details on all of these events are below.

April was also a busy learning month for Public Services staff, with many attending the Public Library Association and Washington Library Association conferences (detailed in separate reports this month).

Service Priority Teams

Business and Career Development (Stacey Goddard)

- Our *Ready for Work* jobseeker series, which we are presenting in partnership with WorkSource, continued throughout the month. Workshops are offered at Deer Park, Otis Orchards, and Cheney. Here are the statistics for April:
 - The WorkSource-led *Crafting Effective Resumes* session, offered at each location, had a combined attendance of five for the three workshops.
 - The SCLD-led *Email Tips for Job Seekers* session, offered at each location, had a combined attendance of just one for the three workshops. No one came to the Deer Park or Otis Orchards sessions.
 - We finished the month with the first (of three) presentations of WorkSource's *Shifting Gears* workshop, and our finale session, *Putting It All Together*. This last session is staffed by both WorkSource and SCLD, and gives attendees a chance to follow up on any of the previous five workshop topics. We had one attendee (the same woman) at each of these sessions in Deer Park.
 - I was the staff person at the *Putting It All Together* series, and got to speak with the WorkSource representative after the attendee left. She told me that so far she has had three of the *Ready for Work* attendees come down to WorkSource, to take advantage of the myriad of other services they offer. She also mentioned that last year, ten individuals connected with WorkSource resources as a result of this series—and that all ten of those people found jobs!
- The two *Dollars and Sense* financial literacy workshops we offered this month, presented by SNAP, had a combined attendance of five. This is down from 11 attendees for the two March workshops.
- SCORE presented six workshops for us, three iterations each of *Simple Steps for Starting Your Business* and *Getting Started with Social Media* programs. The workshops, held at NS, MP, and SV, had a combined attendance of 17 for the six sessions.
- The final three (of five) *Money and Aging Parents: Transitioning Financial Management* programs had a combined attendance of 54.
- The *Budgeting 101* workshop, presented by STCU, had 18 in attendance.
- STCU also presented a *Money Camp* workshop at North Spokane, and 31 kids attended.
- We had 15 individuals register as new IT Academy users in April, up from 12 in March. During the month, users enrolled in 57 new classes, up from 42 in March.
- We did 57 Book-a-Librarian (BaL) sessions this month throughout the District, down from 61 in March.
 - In one session, Sheree worked with a Spokane Valley resident who was getting ready to start a business. Sheree helped her do demographic and market research in support of a business plan. The woman was referred to us by the SNAP Women's Business Center.
 - In another appointment, Danielle worked with a woman who asked for business research help. She has a painting/construction business, and was excited to learn about ReferenceUSA. Danielle covered a variety of other library resources as well.
 - In another session, Danielle helped a woman who needed resume and job seeker help. The woman was excited to learn about all the tools we had to offer. Danielle Marcy sat in on this

session with Danielle Milton, because she and her staff at MP rarely get this sort of request. (As a side note, we'll be developing a mini-training for staff on our job seeker resources.) This member called Danielle Milton afterwards with additional questions, and will likely schedule another appointment with her.

- We proctored 17 exams this month throughout the District, down from 20 in March.
 - 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.
- The team spent some time this month working with the Communication Department to get content for a new promotional piece that they are designing that will spotlight SCLD business resources. To help with this:
 - Sheree arranged for site visits with two different small business owners she's helped over the past year. Jane and Amanda took some amazing photographs, and the business owners talked with them about how SCLD had helped them attain their goals.
 - I arranged for a visit to SNAP's Women's Business Center, so that Jane and Amanda (accompanied by Brian) could talk with Cara Weipert about the clients she serves there, and take photographs as well. The brochure is going to be amazing!
- In program planning news, the team has been developing a workshop series for business owners and employers for this fall. This month, Danielle and I met with our presenters and finalized topics, dates, and other details. Topics will include e-commerce, behavioral interviewing, leases and contracts, and more. Danielle has already sent contracts out to our presenters.
- Danielle also talked with Richie Schut (one of the presenters for the fall series) about doing a *Get Your Business on the Map* presentation at our libraries. This workshop would help small businesses get their information on Google and have it verified right away. I will attend one of his workshops in May, to get a better idea of what it covers. Assuming we move forward, we'll likely be doing this separate from the employer series.
- Sheree and Kelsey applied for and received the next round of Great Stories Club grants. They'll be continuing the program with Mica Peak High School, with the series starting in the fall.
- In other programming news, Sheree received notice that we'll be hosting the *Thinking Money* exhibit during October and November. Finalizing all the programming and other details around this event will be a priority over the next month.

Connect Communities:

- SCLD Navigator staff completed three appointments where they helped individuals enroll in Apple Health (Medicaid). This is down from nine appointments in March. 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, along with other District staff, attended the monthly GSVCC Member Meeting.
- WorkSource canceled its monthly meeting so they could focus on bringing a new website up in early May.
- Danielle and Sheree met to discuss what worked well (and what did not) with their recent GoWise classes. They'll be meeting with Katherine Titus from GoWise early next month, to begin planning the next series.
- I attended the monthly SCORE meeting, and talked with them about offering different topics for us in future workshops. They're looking at other options for the fall.
- Aileen and Sheree co-presented a session at WLA, titled *Worth Working for: Serving Jobseekers at the Library*. They had 27 attendees.

Early Learning (Mary Ellen Braks)

- We provided 110 Storytimes to 3,097 children, parents and caregivers. Our average attendance per Storytime was 28. It was a little lower than last month, yet we had some nice weather and usually see a little drop in the spring when the weather gets nicer.
- We provided 30 outreach Storytimes to 495 children at 16 childcare centers.
- There were two early learning events this month for a total attendance of six. We had two Prime Time Family Reading programs for six preschoolers.
- We had two STARS workshops this month. The first one, at the North Spokane Library was Nature Play and Literacy for a total attendance of 27. I also did a second STARS Training for the After School

teachers throughout the District at the YMCA Conference here in Spokane. The topic was Nature, and 16 people attended.

- The Tooth Fairy Storytimes continued this month, and have been a big hit with the families.
- Our staff Storytime sharing session was this month. We get together to share what we have been doing in Storytime and use the time to answer questions from staff about Storytime provision. The focus of the sharing was Supercharged Storytimes. About eight staff attended.

Community Connections:

- This month I finished the final report for the STEM grant. Of the 27 sets of STEM Units (297 kits total), 20 sets stayed in Spokane County. The grant covered the area of the Early Learning Coalition, which is a seven-county region. The other kits went to Whitman and Stevens counties. One set of our kits is catalogued and ready for checkout. The training part of the grant, "Ready for School with STEM," was well received. Our goal was to train 50 childcare providers, and we trained 253 childcare providers. Of those 253 childcare providers, 178 were from Spokane County, 27 from the Tri-County Area, and 48 from Whitman County.
- We received a second STEM grant from Thrive Washington. This is for Phase Two of the grant of the Ready for School with STEM project. The award was for \$25,000 and is for 22 more sets of kits for the libraries in Eastern Washington with 14 of the 22 sets for Spokane County. We will also be doing an evaluation of the kits and trainings, and will be providing STEM Play and Learns for the community.
- The Inland Northwest Early Learning Alliance (INWELA) has been working with Thrive Washington and the Department of Early Learning to host a couple of meetings in Spokane for childcare providers to give feedback on Standards Alignment. I participated in the trainings to be a facilitator for the meetings. The meetings were held this month and there was a lot of rich conversation around standards that are to be changed so that childcare providers, childcare centers, Early Achievers, and ECEAP are all held to the same standards.
- Gwendolyn and I met with the Principal of Orchard Center Elementary School of the West Valley School District to see if they would be interested in a summer Prime Time Family Reading. They are very excited about the program.
- I had a meeting with KSPS who invited us to participate in another event at River Park Square in July. Last year they had Thomas the Tank Engine that drew in people throughout Eastern Washington. This year I expect it to be a more low-key event than last year, but the children will get a chance to meet Nature Cat, Buddy from Dinosaur Train, and Clifford. We will be providing activities for the children while they wait in line.
- I attended the WLA Conference. It was such an honor to receive with Gwendolyn the CAYAS award for Visionary Library Service to Youth. A big thank you goes to our staff for continually bringing us new ideas and for going along with us on our experiments.

Education and Enrichment (Gwendolyn Haley)

Elementary (K-5) programs:

- The Otis Orchards Primetime Family Reading ended this month. Twenty (20) families participated in the literacy engagement program, which aims to transform families' attitudes and behaviors and attitudes about reading together. Chattaroy Elementary School began a session this month with 15 families.
- 151 participated in several ongoing LEGO programs. Each library hosts a weekly or monthly LEGO Club, which allows kids to play, explore concepts in design, modeling, geometry and creativity.
- 192 children and families participated in one of the regular Monday or Tuesday programs at North Spokane and Spokane Valley.
- Harry Potter ruled the month with 427 people attending the Spring Break programs.

Tween/Teen Programs:

- Random Fandom and Tween Club attendance has been low or declining, so next month will mark the end of these regular scheduled programs, as we increasingly spend time engaging this audience outside of the library.
- Our Tween focused Egg Drop Engineering program (in partnership with the Engineering Club from Spokane Falls Community College) drew 47 this month.

Adult Programs: April saw the beginning of the spring *Renew* series, with topics ranging from organizing spaces and finances, to clean eating and Firewise landscaping. Book clubs, programs on local history, Genealogy, local authors, and staying mentally sharp while aging rounded out the offerings. 477 members participated.

- 76 members participated in one of nine regular book clubs.
- 13 participated in two Genealogy resource classes at Spokane Valley.
- 42 attended the Millwood Historical Society's sponsored program about the Hutton Settlement.
- 311 participated in one of the 21 Renew programs this month.
- The civility series started with Cornell Clayton's lecture on political civility in civility and polarization in America. Humanities WA sponsors the four-part series; 26 attended.
- Pre-race nutrition strategies drew 15 members, just in time for Bloomsday.

Community Connections:

- Spokane Valley Librarians Ree West and Kelsey Hudson have been collaborating with Mica Peak High School to provide both the ALA grant-funded "Great Stories Club" and other library programming at the alternative high school. On average, 12 students have been regularly participating in the book discussion group, and 10 in the Thursday programs.
- Librarians and staff have been hosting family literacy nights with Title I programs, both in the library and at elementary schools. Schools began calling to schedule these as early as January.
- Library staff provided programs at the Millwood after-school program, Fairfield Community Center, Progress Elementary, the Mead Boys and Girls Club, and Freeman High School.
- We will be working with Excelerate Success during the summer to provide extended learning and literacy programs at designated sites by hosting four Vista AmeriCorps Volunteers. They will be at North Spokane, Argonne, and Airway Heights libraries and working with entities within those communities.

Digital Interaction and Sharing (Carlie Hoffman)

- Cindy, Diane, and I completed staff refresher trainings on Spaces, our online meeting room booking software, and SignUp, our online calendar software.
- I created a report to track website usage by quarter.
- I worked with the Web Team to remove old mentions of the teen volunteer web page.
- The Early Learning and Digital Interaction and Sharing teams reviewed two early learning products, Miss Humblebee's Academy and ABCmouse.
- I followed up with two vendors, Communico and SelectReads.
- I worked with Giang to add categories to the Digital Library to be launched on the web page soon.
- Unique visitors to the website (compared to last month):
 - -7% from 33,874 to 31,621 visitors.
- Total views of all pages of the website (compared to last month):
 - -9% from 115,648 to 105,188 views.
- Use of digital resources (compared to last month):
 - -9.4% from 71,235 to 64,560 uses.

Community Connections:

- I attended WLA conference committee meetings in preparation of the annual conference.
- I helped coordinate and attended the spring INCOL workshop presented by Trevor Dawes.

Volunteer Program (Jamie Van Wormer)

I have continued connecting with members in the community and have built partnerships with local elementary schools. With the District volunteer program, I have been able to start an afterschool homework help and reading program with a few of the elementary schools in Spokane County. My first program was a reading buddy and art program with Otis Orchards Elementary School. The afterschool program was held in the Otis Orchards Library, and we have four students on Tuesday and three students on Wednesday, with a total of seven volunteers. We are planning to extend this program into the summer, which will be a summer reading group to offer the students additional help in reading. I have also started a homework club with Brentwood Elementary School in the Mead area. We have eight students and they come on Tuesdays and Thursdays from 3:30 to 4:30. I have eight volunteers to help with the program. Two of the volunteers are retired educators in the Spokane area. Again, I am planning to have a reading program during the summer for the students from Brentwood.

Aileen Luppert and I were able to establish a partnership with the Central Valley School District (CVSD). We have started a homework club for University and Broadway elementary schools. University Elementary School meets on Tuesdays. The first day we had five students with four volunteers. Broadway Elementary School

meets on Wednesdays. We had four students and four volunteers. One of the volunteers is a retired educator from CVSD. The program is set up where principals from all of these elementary schools handpick students who could benefit both emotionally and economically. 2nd Harvest is donating apples to the afterschool program, and Deer Park Friends has kindly bought granola bars for the snack as well. We are looking to partner with CVSD in a reading program this summer, as well as setting up a booth in May at its school carnival to issue library cards and talk about the SCLD Summer Reading program.

Community Connections:

- Met with the Cheney School District to establish an afterschool tutoring program at Salnave Elementary School. The afterschool program will start in either the summer or fall of 2016.
- Stacy Goddard and I met with Big Brothers/Big Sisters to offer an opportunity to volunteer at the library or participate in any of our activities at the library.
- I attended the Spokane Retired Teachers Conference at West Valley High School. Seven people signed up to volunteer. One of them is helping with the afterschool program at Brentwood.
- Patrick Roewe and I attended the Community Engagement Institute at Whitworth University. We were able to make connections with the faculty in the Education Department at Whitworth and EWU, to recruit their students for our afterschool reading/tutoring programs. We also connected with a faculty member who offered to have his class do data analysis if we'd like them to investigate usage or demographic patterns.
- I spoke at the ACT class at the Community Colleges of Spokane, and recruited one volunteer from the program.
- I attended the Friends Helping Friends event and met many of the Friends groups. I spoke briefly about what we are doing and how I can help during their book sales.
- I met with Orchard Crest Retirement Community. They are interested in starting a reading aloud program this summer, and in the fall starting a book club using our volunteers.
- I continued setting up individual meetings with volunteers, to find out what their strengths are and what they would like to do for the library.
- The District now offers a volunteer t-shirt created with the help of the Communication Department. The volunteers wear them when they volunteer at the library or at any outside program. Communication also created a new volunteer webpage, volunteer pamphlet, and a new volunteer application.
- I continue to build the volunteer program and have 45 volunteers. Recently, I have been recruiting volunteers to walk in local parades.

Library Operations (Georgina Rice)

This month Library Operations report spotlights SCLD Outreach and Homebound services.

Our outreach service provides library materials to members who are unable to come to the library on their own without significant effort. We offer three different types of service.

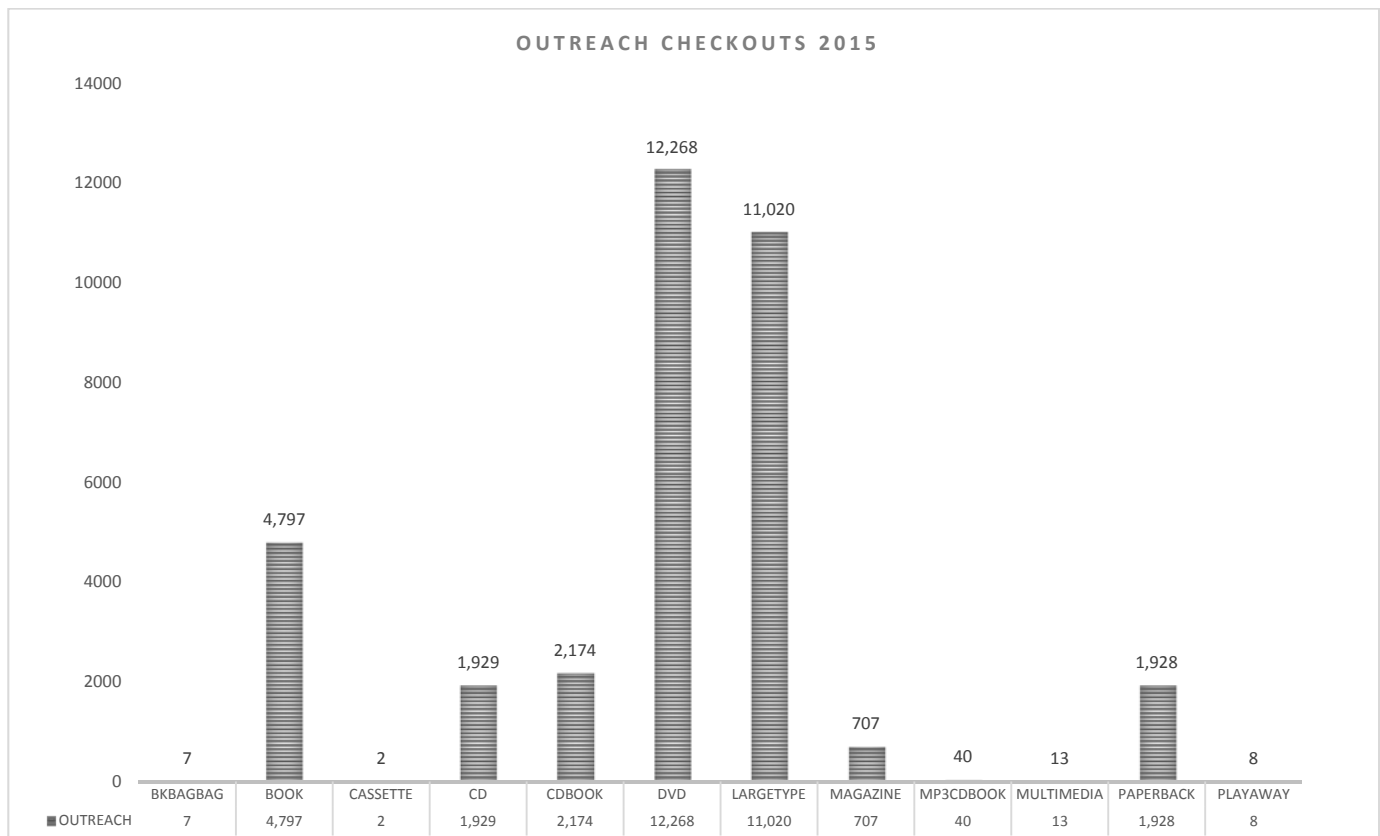
- Facility cards: We offer monthly service to a variety of care facilities in our service area. Many of the facilities we serve choose to get a card for their activity directors to get materials for their residents. The items can be checked out to the facility card for the activity director's use. We also bring "drop-off collections" for facilities to offer to their residents during the month. Several of our assisted-living facilities, as well as some Alzheimer's care facilities, use the collections since the residents sometimes have difficulty keeping track of their own items.
- Homebound cards: These cards are issued to individuals who live in their own homes, and are unable to leave home without assistance or significant effort for three months or more. Items are mailed, with free mail to those who are sight impaired through the USPS Free Mailing for the Blind and Handicapped program.
- Outreach cards to individuals in facilities we serve: Each month, staff visit facilities to offer a selection of materials for residents to choose. The staff works with individuals to help them find materials that match their interests. We select materials to place on request for these members to bring on the next visit and assist them in finding the items that are right for them. Members can also call us during the month if they think of items they would like to have at the next visit.

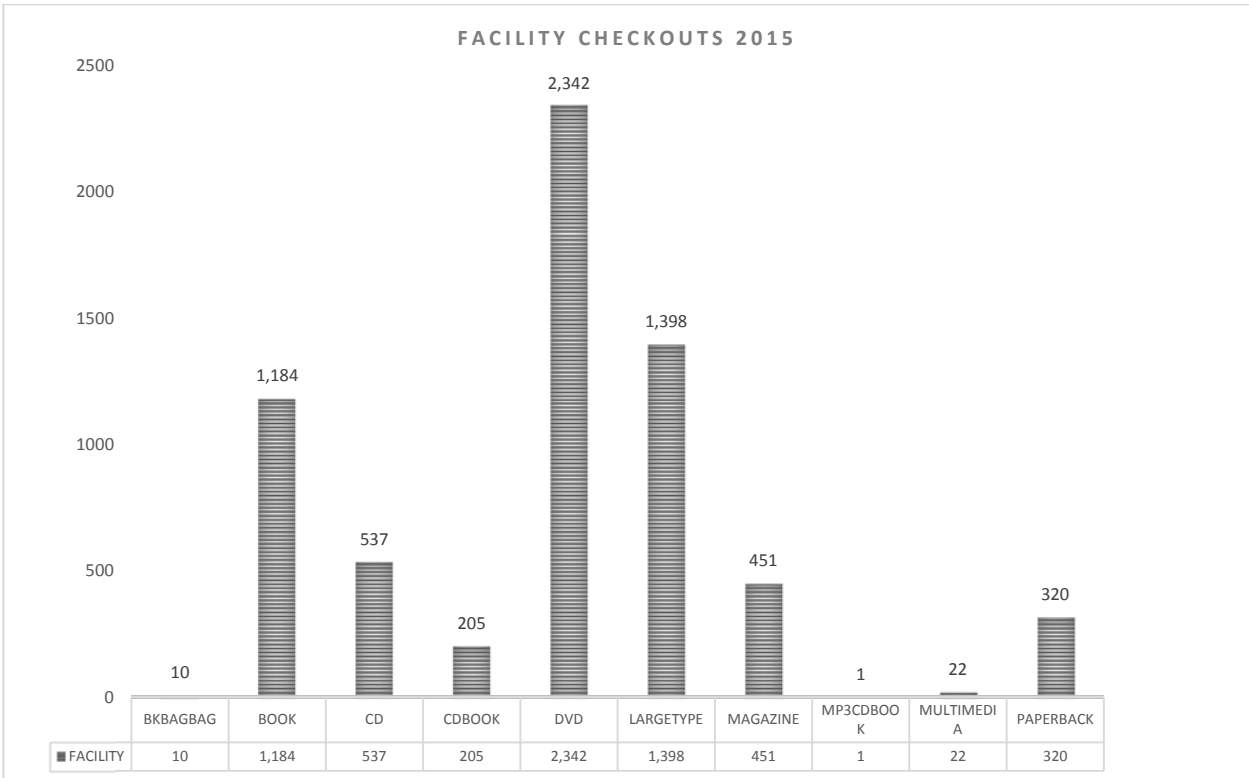
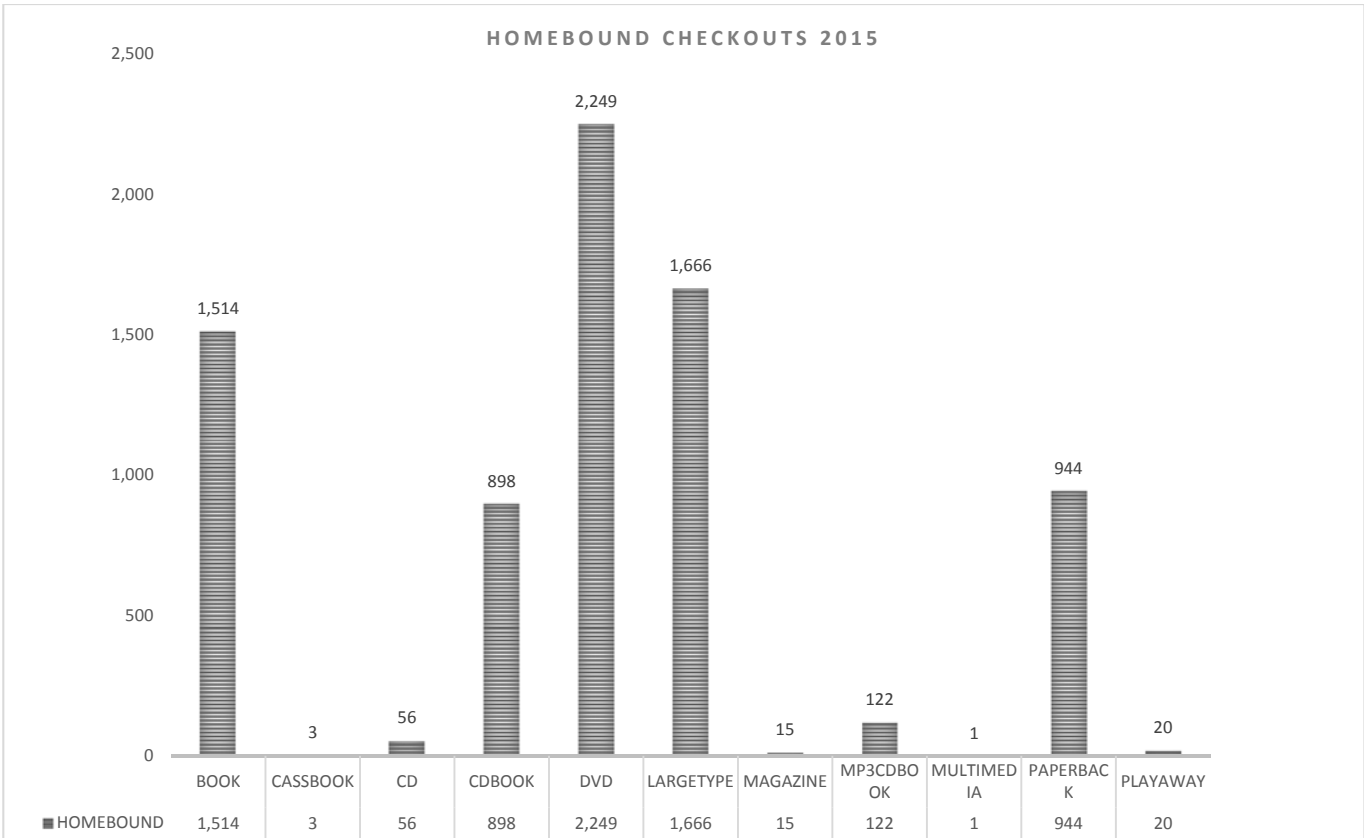
We provide library services and materials to 44 different facilities. Spokane Valley Library staff provides most of this service due to the large number of senior and special residential facilities located in the Valley. Because of this proximity, we also house our large-print storage collection at Spokane Valley. Staff at North Spokane, Argonne, Cheney, Moran Prairie and Fairfield also provide service to facilities in or near to their communities.

In addition to residential facilities, we visit two HUD low-income housing apartment complexes and a *Meals on Wheels* lunch location at Opportunity Presbyterian Church. At Riverwalk Point Apartments, we provide service to families with limited access to transportation making visits to the library difficult. At Pines Manor, we serve a population that includes seniors still living independently and residents with disabilities. We added three new facilities in the last twelve months: Sessions Residential Care (Spokane Valley), where we began service in May 2015, and Brighton Court (Spokane Valley) and Affinity at Mill Rd (North Spokane), both of which began service in January 2016.

We currently serve 869 individuals who reside in the facilities we visit. They represent a variety of ages and interests, including active seniors, seniors who need to live in an assisted living environment, residents with Alzheimer's, dementia, and members who reside in residential care facilities due to a mental or physical disability. Our members in senior assisted-living facilities often prefer large print items; however we offer items in all formats and DVDs continue to be popular. We also work with members to help them learn how to use their mobile devices to checkout digital material. Checkouts at facilities that serve members with behavioral and physical disabilities of all ages check out more DVDs and paperbacks. We currently serve 127 homebound individuals with mail service to their homes.

The charts below represent physical items checked out in 2015 to our facilities, outreach residents and homebound members by material type. These numbers do not include our digital collection.





BREAKOUT BY CHECKOUT METHOD

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

	Staff assisted stations		Self-Check stations		Total in-library circulation	Renewals online	Total in-library + online renewals
	Checkouts	Renewals	Checkouts	Renewals			
AH	3153	565	1411	31	5160	966	6126
AR	5101	510	4817	29	10457	2325	12782
CH	8124	657	3023	14	11818	2287	14105
DP	8008	759	2063	9	10839	2003	12842
FF	467	99	512	0	1078	316	1394
ML	1764	241	1775	14	3794	790	4584
MP	6963	837	5606	40	13446	3350	16796
NS	14655	1733	22107	330	38825	9517	48342
OT	2224	205	1970	3	4402	1404	5806
SV	12277	2209	27750	195	42431	8753	51184
TOT*	62736	7815	71034	665	142250	31711	173961

This table tracks the percentage of check-outs 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	1442	27.95%	1849	31.25%	-3.31%
AR	4846	46.34%	4534	37.94%	8.40%
CH	3037	25.70%	3149	26.56%	-0.86%
DP	2072	19.12%	2650	21.42%	-2.30%
FF	512	47.50%	550	41.45%	6.05%
ML	1789	47.15%	1986	48.80%	-1.64%
MP	5646	41.99%	5668	39.37%	2.62%
NS	22437	57.79%	24041	55.75%	2.04%
OT	1973	44.82%	2379	45.01%	-0.19%
SV	27945	65.86%	32200	69.78%	-3.92%
TOTAL	71699	50.40%	79006	50.50%	-0.10%

Library Reports

Airway Heights: Stacy Ann Kvamme

Early Learning:

- *Play & Learn Storytime* averaged an attendance of 28.25 on Thursdays in April, a slight increase compared to the previous month (25.6 in March), and our highest monthly average attendance to date

at Airway Heights for 2016. *Saturday Storytime* also had the highest attendance of the year, with nine participants.

- A total of 32 students and teachers were served during two in-library ECEAP Storytimes.

Education and Enrichment:

- Over 100 people attended Airway Heights' inaugural *Wizards, Wands, and Broomsticks*, a Harry Potter program scheduled during spring break. Photos of the costume contest winners were featured on the front page of the *Cheney Free Press* newspaper.
- 15 people participated in the *Renew: Pinterest Party Supply Swap*. A local news crew also attended the event to film library members as they crafted.
- *Renew: Firewise Principles to Protect Your Property*, was attended by two people.
- The *Airway Heights Book Club* selected *As Luck Would Have It* by Marvin Noe for its April book selection, and featured Mr. Noe as a guest author. Four people attended.
- *LEGO Club* averaged a weekly attendance of 4.25 people during the month of April.

Community Connections:

- Great Northern Elementary's 5th / 6th grade class visited the Airway Heights Library to check out books.
- I participated in Sunset Elementary's Reading Celebration, sharing picture books and information about library resources with 74 students in 3rd and 4th grade.
- Corinne Wilson (Airway Heights Community Librarian) participated in Snowdon Elementary's Camp Reads A Lot, connecting with 32 students and their families.
- Corinne and I shared information about library programming and resources with students and their families at Sunset Elementary's Health and Wellness Fair, reaching 26 people.
- I attended an Airway Heights Kiwanis meeting in April, which included planning for Airway Heights' Community Clean Up day scheduled for May.
- Corinne and I attended the Airway Heights Friends of the Library April meeting. Friends approved funding to support Summer Reading and continued to plan for a fall book sale event.
- The library featured an art display of watercolor flowers created by local Sunset Elementary School students.
- There were a total of 15 meeting room reservations for the Airway Heights meeting room in April 2016, an increase of four bookings compared to April 2015 (11).

Argonne: Pat Davis

Early Learning:

- A total of 221 parents, caregivers and children attended *Play and Learn Storytimes* this month, up from 174 last year. *Toddler Play and Learn* attendance averaged 31.25 weekly compared to 21.25 last April. *Preschool Play and Learn* attendance averaged 25 weekly this year compared 22 last April.
- Our outreach Storytime at the West Valley Co-op had an audience of 15.

Education and Enrichment:

- *LEGO Club* had nine participants this month.
- *Egg-Cellent Engineering Egg Drop* attracted 16.
- The Millwood After School Program for Elementary students had 49 at the community center.
- Our final program in *Discover the History of Millwood* featured the Hutton Settlement. The program had an attendance 43. Hutton graciously offered to provide a tour of the grounds following the program.
- Three people attended our *Renew: Firewise Principles to Protect your Property*.

Business and Career Development:

- Two Book a Librarian appointments were provided to assist a member with computer questions.

Community Connections:

- Our meeting and conference rooms were booked by 72 groups or individuals compared to 79 last April.
- AARP Tax-Aide finished as an appointment-only site. They were fully booked for the last two weeks of their services. This was the first year for Tax-Aide at Argonne and there was a lot of interest.
- City School provided our art display this month.
- Members brought in 352 pounds of food during our *Food for Fines* promotion. Several people brought in food to donate without needing to waive fines.

Cheney: Catherine Nero Lowry

Early Learning:

- *Baby Play and Learn* averaged 9.6 attendees. This is down 10 from April 2015.
- *Toddler Play and Learn* averaged 29 attendees. This is down 16 from April 2015.
- *Preschool Play and Learn* increased this month with an average attendance of 40 in April 2016, compared to 38 in April 2015.

Education and Enrichment:

- Our program *Renew: Nature + Clean up = Science* had four in attendance.
- Our program *Renew: Organize Your Living Spaces* had six in attendance.
- Our program *Renew: Community Supported Agriculture in Spokane* had 10 in attendance.
- The *Cheney Book Discussion Group* read *Orphan Train* by Kristina Baker Kline. There were 13 in attendance.
- *Wizards, Wands, and Broomsticks* was an awesome event with 110 in attendance.
- Thanks to Cristina and her volunteers from EWU MeCHA, our *Día de los Libros* event had 34 in attendance. We celebrated with books, music, and a piñata. Each child took home crafts they made with help from the EWU students and a bilingual Spanish /English book provided by the Cheney Friends.

Business and Career Development:

- Our *Ready for Work: Email Tips for Job Seekers* had one in attendance.
- Our *Ready for Work: Crafting Effective Resumes* had one in attendance.
- Our *Dollar and Sense: Give Yourself a Raise* had three in attendance.
- Our *Dollar and Sense: Navigating Your Credit* had two in attendance.

Community Connections:

- Douglas took library outreach services to Cheney Sessions Village, Cheney Assisted and Cheney Care facilities this month, providing over 151 new and renewed library items for the residents.
- Christie Onzay attended the Betz School Resource Fair; she interacted with 15 at this event.
- We provided the Cheney Parks & Rec after-school program a visit and tour. We had eight in attendance.
- Cheney staff provided three walk-in Book a Librarian sessions in April.
- Community members used our meeting room 17 times this month.
- AARP Tax-Aide completed its service to the Cheney community. The parking lot was full on April 15, with members taking advantage of this service.
- Catherine participated in the Cheney Community Clean Sweep weekend.
- Catherine attended the Friends Helping Friends event. This event continues to inspire me to share the awesome work the Friends of the Library do for each individual Library as well as SCLD.
- The Food for Fines program brought in 400 pounds of food. The donated food went to the Cheney food bank.
- Our art wall featured six pieces of art from the "Recovering the Classics" movement. EWU students from the Visual Communications and Design Program designed the pieces we are displaying.
- We will have a booth at Mayfest on May 13 & 14. We will share seed packets and talking about the seed lending libraries. We will also have LEGOs and door hangers the children can decorate.

Deer Park: Kris Barnes

Early Learning:

- Storytime attendance experienced a significant increase in attendance this month, with an average attendance of 57 compared to last April's average of 22.

Education and Enrichment:

- 12 members gathered at the *Adult Book Club* to discuss *The Last Runaway* by Tracy Chevalier. Last April's attendance was 17.
- Our weekly *LEGO Club* attendance averaged 19 participants.
- Our program *Renew: Organize your Living Spaces* attracted 16 participants.
- Our program *Renew: Does this Tree need an Arborist?* attracted 8 participants.
- Our program *Renew: Easy Water-Wise Gardening* attracted one participant.
- 569 seed packets were checked out from our seed library this month.

Business and Career Development:

- Our program *Ready for Work: Creating Effective Resumes* attracted one participant.
- Our program *Ready for Work: Email for Job Seekers* attracted zero participants.
- Our program *Ready for Work: Shifting Gears* attracted one participant.
- Our program *Ready for Work: Putting it all Together* attracted one participant.
- We proctored four tests this month compared to last April's total of three.

Community Connections:

- Community Librarian Amber Williams submitted information about a program sponsored by Washington Humanities. Amber writes, "In April we began the six-week program *Prime Time* and for the first time we are hosting the program at the school we have partnered with, Chattaroy Elementary. Twenty families have been invited to eat dinner, hear stories, and have a discussion and then check out library materials that we bring with us. Over the first three sessions, we are seeing on average fifteen of the twenty families.
- The *AARP Tax-Aide* volunteers provided tax help for three Saturdays this month.
- Two fifth grade classes from Arcadia Elementary school visited this month to browse our collection. This month the teachers have assigned each student to read a book about poetry.
- Our display case featured homemade and handmade items to promote National Grange month.
- Our *Food for Fines* effort netted a total of 430 pounds of non-perishable foods donated. The food was donated to the Greenhouse, Deer Park's local food bank.
- The Deer Park Friends of the Library met this month. They met to discuss the results of the budget committee meeting, the financial audit committee, a new secretary, and to vote on the re-election of the sitting president and vice president.
- Due in part to our connection and partnership with Arcadia Elementary school's after school intervention program, we served after school snacks to 1,019 children this month. That total is 255 more than the March 2016 total.
- Our meeting and conference rooms were used by community members a total of 38 times this month. We saw a slight decrease in use since April of last year's total was 42.

Fairfield: Kristy Bateman

Early Learning:

- Ten children attended the April *Play and Learn Storytime*.

Education and Enrichment:

- Seven attended the weekly *LEGO Club* in April.
- *Thursday Night Thing* had zero students in the 6th-12th grade session, while three students attended the K-5th grade session.
- *Renew: Organize Your Living Spaces* had three participants.
- *Meet the Authors: Tim and Becky Hattenburg* had nine participants. After the discussion, the Southeast Spokane County Historical Society and Museum provided refreshments next door at the Museum.
- Cindy Ulrey, Kelsey Hudson, Sheri Boggs and Morgan Garratt visited with 35 Literature Circle students at Freeman High School. The staff booktalked new reads to the students.

Community Connections:

- Cindy Ulrey attended the North Palouse Chamber of Commerce April meeting.

Medical Lake: Theresa Stephenson

Early Learning:

- Storytime attendance averaged 11 attendees, down from last April's average of 24.

Education and Enrichment:

- The *LEGO Club* averaged six attendees.
- The Hallett Elementary before School Program had 19 attendees.
- *Renew: Firewise Principals to Protect your Property* had four participants.

Community Connections:

- The *Medical Lake Book Club* discussed the book *Letters from Brackham Wood* this month. 22 people attended the event.

- The *Medical Lake Library Seed Library* program continues to be very popular. Many members have expressed an interest in dropping off their older seeds. Members are very interested in participating in a “vegetable exchange” this fall.
- *Food for Fines* was held this month. The Medical Lake Library collected 50 pounds of food.
- The Friends of the Library had its biannual book sale this month. The sale was very successful.
- Our new Library Page, Jalesa, started this month. Jalesa had previously volunteered for the Medical Lake Library for over three years. Welcome, Jalesa!

Moran Prairie: Danielle Marcy

Early Learning:

- Average attendance for Storytimes for the month:
 - *Preschool Play and Learn* : 26
 - *Toddler Play and Learn* : 39
 - *Baby Play and Learn* : 32
 - *Family Play and Learn* : 10
- All Storytimes experienced a slight decrease.
- We only had four attend the *Nature + Cleanup=Science* parent workshop.

Education and Enrichment:

- The weekly *LEGO Club* averaged four attendees.
- The *Moran Prairie Book Club* had four attend. We discussed *The Japanese Lover*.
- Danielle Milton had three residents attend the *Brookdale Book Club*.
- 74 attended the *Wizards, Wands, and Broomsticks* program.
- *Egg-Cellent Engineering Egg Drop* had 12 attend.
- The Renew series had small attendance to many of the programs:
 - *Easy Water-Wise Gardening*: 5
 - *Pinterest Craft Supply Swap*: 5
 - *Firewise Principles to Protect Your Property*: 2
 - *Does this tree need an arborist?*: 7

Business and Career Development:

- We proctored one exam this month.
- 18 attended *Renew: STCU Workshop: Budgeting 101*.
- The SCORE workshops had low attendance.
 - *Simple Steps for Starting Your Business*: 1
 - *Getting Started with Social Media*: 2

Community Connections:

- Danielle Marcy attended Manito Lions meetings.
- Danielle Marcy and Danielle Milton attended the Mullan Road PTG meeting.
- The Grange invited the library to participate in its first annual fun run as a vendor. We spoke to 25 community members. We also made several connections, including a local photographer interested in displaying his art in the library and the secretary for the Grange invited the library to one of their meetings. They are working toward getting the community more involved with their restoration project.
- Firefighters from Fire District 8 came to two of our Storytimes and connected with community. The group brought the fire engine to both programs.
- We had 67 bookings of the meeting room.

North Spokane: (Brian Vander Veen)

Early Learning:

- 870 children, parents, and caregivers attended early learning programs this month at North Spokane. This is down 288 from last month.
 - *Baby Play and Learn Storytime* averaged 31 attendees. This is up five from last month’s average and up eight from April 2015.
 - *Preschool Play and Learn Storytime* averaged 43 attendees. This is down five from last month and down two from April 2015.
 - *Toddler Play and Learn Storytime* averaged 33 attendees. This is down 10 from last month and down seven from April 2015.

- *Family Play and Learn Storytime* averaged 25 attendees. This is down six from last month, but up 12 from April 2015.
- Staff provided Storytime for 119 attendees at outreach facilities.
- Six parents and caregivers attended the early learning workshop *Nature + Clean Up=Science*.
- 27 teachers, parents, and caregivers attended the STARS training *Nature Play and Literacy*.

Education and Enrichment:

- 217 members of all ages attended 11 Education and Enrichment events this month.
 - 70 members attended Education and Enrichment programs from the *Renew* series, 32 for *Organize Your Living Spaces*, 32 for *Clean Eating for Beginners*, and six for the *Pinterest Craft Supply Swap*.
 - 26 members attended the program *Political Incivility and Polarization in America*, the first of our *Civility* lecture series in partnership with Humanities Washington.
 - Five members attended *North Spokane Book Club*.
 - Six members attended the program *Fuel Your Run: Pre-Race Nutrition Strategies*.
 - 13 tween members attended *Tween Club: Clay Pot Painting*.
 - 97 attended four *Monday Funday* events: 33 for LEGOs, 17 for games, 18 for Pokémon, and 29 for Art.

Business and Career Development:

- 32 tween and tween members learned about personal finance at STCU's *Money Camp*.
- 22 adult members attended the workshop *Organize Your Finances*.
- Three members attended the workshops *Simple Steps for Starting your Business* and *Getting Started With Social Media for Business*.
- Library staff proctored three exams.
- Two students job-shadowed at the North Spokane library this month: an eighth-grader from Northwood Middle School and a graduate student enrolled in SJSU's online MLIS program.

Community Connections:

- 30 children attended this month's activity at the Boys & Girls Club.
- Artwork from two local artists, Jim Battell and Lois Kirkwood, was on display this month.

Otis Orchards: Melanie Boerner

Early Learning:

- *Play and Learn Storytime* attendance for this month averaged 23, down from last month's average of 24.
- Staff provided three outreach Storytimes to 43 children at Doodle Bug and East Farms ECEAP.

Education and Enrichment:

- *LEGO Club* had a monthly attendance of 19.
- *Egg-cellent Engineering: Egg Drop* had eight in attendance.
- *Renew: Organize Your Living Spaces* was well attended by 16 people.
- *Renew: DIY Green Cleaning* was also popular with 21 people.
- *Prime Time Family Reading* had continued success. 96 people for the month.

Business and Career Development:

- *Ready for Work: Crafting Effective Resumes* had three attendees.
- *Ready for Work: Email for Job Seekers* had zero attendance.

Community Connections:

- Tammy Henry attended the monthly meeting of the Newman Lake Ladies' Aid Society.
- During *Food for Fines*, Otis Orchards received 196 pounds of food to donate to 2nd Harvest Food Bank.

Spokane Valley: Aileen Luppert

Early Learning:

- 1003 children and their parents and caregivers attended 42 early learning programs this month:
 - *Baby Play and Learn Storytime* averaged 22. This is down seven from last month and the same average from April 2015.
 - *Toddler Play and Learn Storytime* averaged of 38. This is the same as last month and up five from April 2015.

- *Preschool Play and Learn Storytime* averaged 32 attendees. This is the down eight from last month and down five from April 2015.
- *Evening Family Storytime* averaged 14 attendees. This is down six from last month and up six from April 2015.
- Staff provided Storytimes for 273 attendees at 17 outreach facilities. Last month staff provided Storytimes to 505 attendees at 31 outreach facilities.

Education and Enrichment:

- 437 members attended 23 Education and Enrichment events this month.
 - Adult Programs: 8 Programs
 - Broadway Court Estate Book Club (7)
 - SV Book Club (6)
 - *Discover Your Family's History: Ancestry.com Library Edition* (7)
 - *Fuel Your Run: Pre-Race Nutrition Strategies* (9)
 - *Discover Your Family's History: HeritageQuest* (8)
 - *Maintain Your Brain: Evidence Based Practical Strategies to Stay Sharp* (17)
 - *Renew: DIY: Green Cleaning* (37)
 - *Renew: Organize Your Living Spaces* (61)
 - Tween/Teen Programs: 8 Programs
 - Three Mica Peak HS Thursday Thing sessions (Average 11)
 - *Tween Club* (Marble Rollercoaster Challenge) (14)
 - *Random Fandom* (5)
 - Two sessions of *Great Stories Club* (Averaged 9)
 - *Egg-Cellent Engineering: Egg Drop* (11)
 - Children/Family: 7 Programs
 - Four *Too Fun Tuesdays* (Average is down to 12)
 - Title 1 Night - Progress Elementary (18)
 - *Renew: Pinterest Craft Supply Swap* (10)
 - *Wizards, Wands, and Broomsticks* (130)

Business and Career Development:

- Business and Career Development: two programs with eight attendees
 - Two sessions of Build Your Business: Getting Started With Social Media for Business
 - Staff proctored 11 exams

Community Connections:

- Visited by 1 tour group
 - The Oaks School - 4th Grade Tour
- Ree West, Diane Brown and I attended the Spokane Valley Chamber's April Business Connections program, 'Kaiser & the Trentwood Transformation,' featuring Scott Endres from Kaiser Aluminum.
- The Valley librarians finalized plans for upcoming Second Saturday art exhibit at the Valley Library. It will be on June 11 from 5:00 to 9:00 p.m. We partnered with Hatch, Spokane Valley Arts Council, Eastern Washington University and Broadway Elementary School.
- I met with students from Spokane Valley High School who are planning projects for next school year. I was one of several community members brought in to brainstorm and offer advice to the class.
- I attended Central Valley School District's Truancy Board.
- With help from Jamie Van Wormer's volunteers, we began homework help clubs at University Elementary and Broadway Elementary. I attended Tuesday's session and it was wonderful to work with the kids who were eager to learn and very sweet.

District-wide Information

Food for Fines

In recognition of National Library Week, the District hosted its fourth annual Food for Fines drive, April 10-16, 2016. The District partnered with 2nd Harvest and the food banks serving Cheney, Deer Park, Fairfield and Medical Lake to make sure food collected locally stayed there. We also collaborated with Spokane Public Library to co-promote the program throughout Spokane County. For every non-perishable item of food donated, \$2.00 was forgiven from a library member's account, up to a maximum of \$20.00 per library account. We increased the per item and maximum amounts from previous years (\$1.00 and \$10.00 respectively) in order to maximize the appeal of the program and to be more intentional in minimizing financial barriers that

can prevent members from using the library. This year, we collected 4,210 pounds of food and forgave \$5,295.61 in fines. That represents a 17% increase in food collected (3595 in 2015) and a 69% increase in fines forgiven (\$3,129.28 in 2015). Overall, it was another successful event that helped get people back to using the library while supporting families in need in our communities.

Security Incident Reports

There were 20 Security Incident reports filed this month, 19 fewer than last month (39), and six more than April 2015 (14). Spokane Valley had the most incidents reported with nine. The most frequently reported incidents were related to Disruptive Behavior (9) and potential problems (9).

Year-to-Date Public Use Measures at a Glance

- Door count through April (441,892) was down (-2%) compared to the same period in 2015—the continuation of a modest declining trend from last year.
 - Programming attendance through April (27,463) increased 15% when compared to the same time period in 2015, while the number of programs offered has increased by 4% (1,201).
 - Internet station bookings (78,413) were down (-7%) through April when compared to the same period in 2015, which is a declining trend continuing from last year.

Public Use Measures

April 2016

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	116,287	116,048		0%	
Door count	110,630	114,522	441,892	-2%	-2%
Circulation	209,540	219,449	856,550	-2%	-1%
Digital Media Catalog	35,115	31,900	144,123	14%	16%
Programs					
Number	282	273	1,201	4%	4%
Attendance	5,524	5,338	27,463	15%	5%
Group Visits					
Number	3	1	12	9%	11%
Attendance	59	15	323	-20%	-10%
Software Station bookings	19,252	20,894	78,413	-7%	-5%
Meeting room bookings	315	391	1,367	-9%	0%
Holds placed					
By customers	27,400	30,913	123,599	-8%	-5%
By staff	7,406	6,902	30,075	5%	-1%
Digital Media Catalog	9,286	9,387	39,651	8%	14%
Database use					
Searches	82,895	96,768	425,910	4%	18%
Retrievals	22,576	39,574	132,661	-10%	-17%
Website use (Remote)					
User sessions	106,621	126,204	470,470	-1%	23%
Page views	345,971	238,995	1,258,465	38%	33%
Catalog	39,640	44,681	173,854	-4%	-6%
Database Access	3,475	4,913	21,183	3%	-3%
Interlibrary loans					
Loaned	400	366	1,398	0%	8%
Borrowed	512	634	2,043	-10%	-7%

Public Use Measure Definitions

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

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

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

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 April 2016

Marketing Activities

- Outreach Storytime Flyers Q2
 - Edited text and designed print on demand pdf of flyers
- Inlander summer ad
 - Wrote and designed ad teasing summer programs for the Inlander
- May Current
 - Edited article written by Gwendolyn Haley, wrote feature story written by Jane Baker, designed ad (promoting the remaining Civility programs at the time)
- Update Volunteer Application
 - Made updates to the application; worked with IT to put it on the website
- Volunteer Opportunity promotion
 - Created brochure, news item, application, webpage, carousel for scld.org, digital displays, and social media
- Silver name badges
 - Created name badges for several new employees
- Summer programs ad for Spokesman
 - Wrote and designed ad teasing summer programs for the Spokesman
- Volunteer t-shirt
 - Designed and ordered volunteer t-shirts
- Moran Prairie Firefighters guest appearances at Storytimes
 - Social media
- Humanities WA Speakers Bureau Spring 2016: Civility
 - News item, press release, flyers, digital displays, social media, contact with public radio station to record and rebroadcast first program
- Drop-in Job and Career Help
 - Flyer, digital display, news item, social media
- MP 10-Year Anniversary
 - News item, press release, flyers, invites, carousel, digital display, social media
- Egg-cellent engineering
 - News item, flyers, digital displays, social media, calendar listings
- Foundation Directory Online launch
 - News item, digital displays, social media
- Recovering the Arts
 - Sign, social media
- SCORE Workshops
 - News item, press release, flyers, digital displays, social media, calendar listings
- Business Resources Promo
 - Designed brochure promoting our resources for businesses, including photo-sessions

News coverage

- April 1 – Spokane Valley News Herald – ‘Food for Fines’ program has double the benefits
- April 19 – Spokane 7 – For a literary trip, head to Fairfield (museum tour/author visit with Tim and Becky Hattenburg)
- April 21 – Inlander – Education Camps

E-Marketing (Website, Social Media, Email)

Social Media:

- Facebook: # of fans: 2,802
- Twitter: # of followers: 1,896
- Pinterest: # of followers: 1,529

Library District Blog:

The most viewed blog post during April was the *Egg-cellent Engineering* news item with 497 views. *Card games: sneaky, fun math practice* came in 2nd with 199 views throughout April and *Read these graphic novels, you must* was the 3rd most viewed post in April with 186 views.

Blog posts:

- Apr 1 – Egg–cellent Engineering
- Apr 5 – Read these graphic novels, you must
- Apr 7 – Board books you’re bound to love
- Apr 12 – Card games: sneaky, fun math practice
- Apr 14 – Re-energize & connect: Volunteer program at Spokane County Library District
- Apr 18 – Drop-in job & career help
- Apr 19 – Northern Slam: the art of spoken word
- Apr 21 – Comic giveaway and year-round reading
- Apr 25 – Microsoft IT Academy is now Microsoft Imagine Academy
- Apr 26 – Get caught reading!
- Apr 28 – Music and conspiracy theories: a primer

eNewsletter email:

- 79,289 sent on April 12, 2016
- Open rate: 15.0% (11,846)
- Clicked: 1,986 (2.5% click rate)
- Unsubscribed: 164

Community Events (Around Town):

The Communication Department made edits to 9 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:

- SCLD streaming services (4)
- ‘Tooth Fairy’ at the library
- Renew (in General)(2)
 - Organize your living spaces
 - Firewise Principles to Protect Your Property
- Lego Club (2)
- Storytime (2)
- AARP Tax-Aide (2)

- Airway Heights Friends of the Library book sale
- Airway Heights Friends of the Library meeting
- Dollars and Sense
- Ready for Work

Reprints of previously created work & order fulfillment

- Friends of the Library book sale sign for Airway Heights
- Egg-cellent Engineering flyers for Airway Heights and Moran Prairie
- Pens for Cheney and Argonne
- Civility brochures for Airway Heights
- Renew brochures for Airway Heights and North Spokane
- Pencils for North Spokane
- Harry Potter flyers for Airway Heights
- #08310 - Location Labels - "C" (Center Align) for Supply

Communication Display Kits provided for community events

- Airway Heights Sunset Elementary Reading Celebration (Read Across America / Dr. Seuss Day)
- Camp Reads-A-Lot
- Moran Prairie Grange 5K Run
- Spokane Area Retired Teachers Conference
- Sunset Elementary Resource Fair
- Community Engagement Institute at Whitworth
- Betz resource fair

Current & Upcoming Projects & Event Promotion

- May
 - Moran Prairie 10-Year Anniversary
 - Business resources promo
 - Drop-in Job and Career Help
 - 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 Current
 - June Kids Newspaper
- 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

- Second Saturday
- Summer Park Storytime
- Revised Code of Conduct Signs
- July
 - Poetry Picnic
 - Cheney Rodeo Days, Parade, Cheney Friends of the Library Book Sale
 - Deer Park Friends of the Library Book Sale

Meetings Attended

- April 6 – Quarterly editorial meeting
- April 13 – Our Kids Our Business
- April 19 – PRSA Lessons on Leadership: Telling Stories
- April 21 – Spokane Is Reading
- April 28 – WLA Conference – Libraries Transforming Communities session

Friends of the Spokane County Library District

- Friends Quarterly Newsletter sent
 - Wrote, designed, and sent the second of the Friends' eNewsletters, a quarterly Friends-only publication
- Medical Lake Friends of the Library Book Sale
 - eBlast, digital display, social media, website listing, calendar listing
- Friends Helping Friends Event
 - Sent out meeting notice in accordance with bylaws, wrote and designed agenda, wrote and designed the 2015 Annual Report, set up and take down of room
- Spokane Valley Friends of the Library Book Sale
 - eBlast, digital display, social media, website listing, calendar listing
- Deer Park Friends of the Library meeting
 - Digital display, social media, website listing

Friends' Quarterly eNewsletter

- 187 sent on April 27, 2016
- Open rate: 40.9%
- Clicks: 6.6%

Friends of the Library Book Sales eBlast notices:

- Medical Lake – Mon, Apr 11 – sent to 1,675
- Spokane Valley – Sun, Apr 24 – sent to 17,305

**Spokane County Library District
Summary of Revenues & Expenses - (Cash Basis)
For the Four Months Ended April 30, 2016**

	Y-T-D Actual	Annual Budget	Target 33.3% Percent Used	Balance Remaining
REVENUES				
PROPERTY TAXES	\$ 5,163,330	\$ 11,003,000	46.93%	\$ 5,839,670
CONTRACT CITIES - AIRWAY HEIGHTS	61,111	246,000	24.84%	184,889
CONTRACT CITIES - SPOKANE	0	102,000	0.00%	102,000
FINES & FEES	88,922	256,900	34.61%	167,978
GRANTS & DONATIONS	16,885	55,000	30.70%	38,115
E-RATE REIMBURSEMENTS	1,863	173,000	1.08%	171,137
OTHER	4,049	34,000	11.91%	29,951
INTEREST REVENUES	6,746	28,200	23.92%	21,454
TOTAL REVENUES	\$ 5,342,906	\$ 11,898,100	44.91%	\$ 6,555,194
TRANSFERS IN	-	-	0.00%	-
TOTAL REVENUES & TRANSFERS IN	\$ 5,342,906	\$ 11,898,100	44.91%	\$ 6,555,194
EXPENSES				
SALARIES	\$ 1,943,713	\$ 5,993,523	32.43%	\$ 4,049,810
FRINGE BENEFITS	633,763	1,959,251	32.35%	1,325,488
SUPPLIES	55,728	179,001	31.13%	123,273
UTILITIES	145,286	424,570	34.22%	279,284
SERVICES	504,277	1,264,355	39.88%	760,078
INSURANCE	64,347	67,100	95.90%	2,753
EQUIPMENT & SOFTWARE	24,742	238,000	10.40%	213,258
LIBRARY MATERIALS	435,740	1,393,900	31.26%	958,160
ELECTRONIC LIBRARY MATERIALS	72,643	200,000	36.32%	127,357
LIBRARY PROGRAMS	26,624	106,700	24.95%	80,076
OPERATIONAL CONTINGENCIES	0	71,700	0.00%	71,700
TOTAL EXPENSES	\$ 3,906,863	\$ 11,898,100	32.84%	\$ 7,991,237
TRANSFERS OUT	-	-	0.00%	-
TOTAL EXPENSES & TRANSFERS OUT	\$ 3,906,863	\$ 11,898,100	32.84%	\$ 7,991,237
Net Excess of Revenues Over/(Under) Expenses	\$ 1,436,043	\$ -		
BEGINNING CASH	4,551,957			
NET FROM ABOVE	1,436,043			
ENDING CASH	\$ 5,988,000			
Number of months cash on hand	6.0			
Capital Project Fund Balance	1,297,500			

Spotlight Moran Prairie Library

Library Supervisor Danielle Marcy and Community Librarian Danielle Milton will share highlights of Moran Prairie Library and the community it serves.

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

OVERVIEW SOCIAL MEDIA/DEMOS

Communication & Development Director Jane Baker and Communication Specialist Erin Dodge will provide an overview of the Library District's social media program.

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