

**MISSION**

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

**Board of Trustees Regular Meeting**

Tuesday, March 21, 2017 4:00 p.m. Otis Orchards Library Public Meeting Room

**AGENDA**

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
  - A. Approval of February 13 Regular Meeting Minutes [4:00-4:03]
  - B. Approval of February 2017 Payment Vouchers [4:03-4:05]
  - C. Unfinished Business [4:05-4:15]
    1. North Spokane Library Renovation
    2. Spokane Valley Library Update/Exploring Options with City of Spokane Valley
    3. The BookEnd Update
  - D. New Business [4:15-4:45]
    1. Children's Safety in Libraries Policy
    2. Scheduling and Vacation Practices Report
    3. Compensation Study Progress Report
  - E. Overview – Internal Controls [4:45-5:00]
- IV. DISCUSSION ITEMS, POSSIBLE ACTION [5:00-5:05]**
  - A. Future Board Meeting Agenda Items
- V. REPORTS**
  - A. Trustees [5:05-5:10]
  - B. Executive Director [5:10-5:15]
    - Administrative
    - Community Activities
  - C. Public Services [5:15-5:20]
  - D. Communication [5:20-5:25]
  - E. Fiscal [5:25-5:30]
  - F. Spotlight – Otis Orchards Library [5:30-5:40]
- VI. EXECUTIVE SESSION [5:45-6:15]**
  - A. Review the Performance of a Public Employee (RCW 42.30.110(1)(g))
- VII. PUBLIC COMMENT**
- VIII. ADJOURNMENT**

[Estimated meeting length: Two hours and 15 minutes, plus public comment.]

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

**SPOKANE COUNTY LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING MINUTES: FEBRUARY 13, 2017**

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The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Moran Prairie Library, 6004 S. Regal St., Spokane, WA, at 4:00 p.m., Monday, February 13, 2017.

**Present:** John Craig - Chair  
 Mark Johnson - 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; Toni Costa, Chief Human Resources Officer; Rick Knorr, Chief Financial Officer; Aileen Luppert, Managing Librarian; Danielle Marcy, Library Supervisor; Patrick Roewe, Deputy Director; Andrea Sharps, Collection Services Director; Vanessa Strange, Librarian; Sheree West, Librarian; Amber Williams, Strategic Initiatives Librarian; and Patty Franz, Administrative Assistant.

**Guests:** None.

**Call to Order (Item I.)** Chair John Craig called the meeting to order at 4:00 p.m., and welcomed everyone in attendance.

**Agenda (Item II.)** Mr. Craig moved and Mr. Johnson seconded an amendment to the agenda to accommodate schedules. The motion was approved to move the 2016 Human Resources Summary from V. G. Reports/Overview to D. 1. Action Items/New Business.

**Approval of Jan. 17, Regular, and Jan. 24, 2017, Special Meeting Minutes, (Item III.A.)** Mr. Craig called for corrections to the January 17 regular and January 24, 2017, special meeting minutes. There were no corrections; the minutes stand approved as written.

**Approval of Payment Vouchers, January 2017 (Item III.B.)** Ms. Thompson moved and Mr. Johnson seconded approval of the January 2017 bill payment vouchers as follows:

Fund	Voucher/Payroll Numbers	Subtotal	Total
Jan - L01	51456-51630 and W00393-W00407	\$840,309.81	\$840,309.81
	01102017PR and 01252017PR	\$349,559.91	\$349,559.91
L01		Total	\$1,189,869.72

**Approval of  
 Payment Vouchers,  
 January 2017  
 (Item III.B.)**

Fund	Capital Projects Fund	Subtotal	Total
Jan-L08	9538 – Free Press Publishing, RFP Legal Notice (NS)	\$33.15	\$33.15
	9539 – Hammond Facility Consulting Services (NS)	\$2,442.68	\$2,442.68
	9540 – OPTO Int'l - NS Furniture, Equip/Tables	8,856.50	8,856.50
	9541 – Chipman – Cart Lease for Moving Books (NS)	\$480.00	\$480.00
L08		Total	\$11,812.33

In response to Mr. Craig's query, Mr. Knorr said the payment to PayneWest Insurance covers insurance for Directors and Officers and Employment Practices liability. An insurance claim was filed to cover the repairs caused by an unknown vehicle that crashed into the North Spokane facility. Insurance covered the repairs after the District met the deductible. There were no other questions. The motion was unanimously approved.

**Unfinished Business  
 North Spokane  
 Library Renovation  
 (Item III.C.1.)**

NORTH SPOKANE LIBRARY RENOVATION. Following his visit to North Spokane this morning, Chief Financial Officer Rick Knorr reported on three potential change orders for removal of an electrical conduit, handling of an exposed beam, and potentially uneven concrete following removal of floor tiles. Deputy Director Patrick Roewe reported staff have been flexible and amenable through the construction. A HEPA filter was set up, however, as the initial dust barriers were insufficient. Mr. Knorr reported bi-weekly meetings continue on schedule. The plumber and electrician for the project will have greater access on Presidents' Day when the library is closed. Thus far, contingency funds have not been needed and there have been no changes to the budget. Following his recent visit to North Spokane, Mr. Craig reported in spite of the plastic, it appeared to be mostly library business as usual, and the parking lot was relatively full. There was no further discussion.

**Unfinished Business  
 SV Library Task  
 Force (Item  
 III.C.2.)**

SPOKANE VALLEY LIBRARY UPDATE/EXPLORING OPTIONS WITH THE CITY OF SPOKANE VALLEY. Ms. Ledebouer reported the first monthly meeting of the Spokane Valley Library Task Force was held Thursday, February 2. In response to Ms. Ledebouer, Mr. Craig said he thought it was a good meeting. In particular, discussions cleared the air regarding District ownership of a new library. Ms. Carlson said that she too thought the meeting went well, with key points summarized before adjournment. Mr. Craig said Mayor Rod Higgins found it reasonable that trustees want to wait until later this year to see what develops from task force

discussions before considering an extension of the interlocal agreement on the proposed construction site. The agreement requires the city to repurchase the land in October. Next month, Architects West, the firm that designed the new Spokane Valley City Hall, will join the meeting. Insights will be provided on how to keep the cost of new library buildings down based upon its work on the City Hall project. There was no further discussion.

**Unfinished Business  
Spokane Valley Mall  
Library Update  
(Item III.C.3.)**

SPOKANE VALLEY MALL LIBRARY UPDATE. Mr. Roewe reported plans for the Spokane Valley Mall library, The BookEnd, are coming along. Some demolition and paint will be needed before the library moves in. Communication/graphic design will develop a floor plan to scale for space planning. Ms. Ledebauer said the mall will conduct an asbestos check as well as owner and tenant improvements. In response to Mr. Teterud's query, Ms. Baker said signage will be designed by Amanda Flanery, graphic designer for the District, and sent out for production to meet mall specifications. In response to Ms. Thompson's query, Mr. Knorr reiterated there were no changes to the mall lease; the District would receive 45 days' notice should the library need to vacate premises for another establishment. Ms. Ledebauer said the local mall management has been encouraging, and indicated arrangements for a new tenant usually take at least six months. There was no further discussion.

**Unfinished Business  
Resolution 17-02  
(Item III.C.4.)**

2017 BUDGET AUTHORIZING THE TRANSFER OF FUNDS FROM THE GENERAL FUND TO THE CAPITAL PROJECTS FUND (RESOLUTION NO. 17-02). Mr. Teterud moved and Mr. Johnson seconded to approve the transfer of funds to the Capital Projects Fund, with the dollar amount amended by \$100,000, as discussed and agreed.

RESOLUTION No. 17-02

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AUTHORIZING THE TRANSFER OF FUNDS FROM THE GENERAL FUND TO THE CAPITAL PROJECTS FUND; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

Mr. Knorr said year 2016 is now officially closed, with the budget surplus as anticipated. Ms. Ledebauer said to fund a portion of mall operations in 2017 and 2018, staff suggested retaining an additional \$140,000 in the general fund, and transfer the remaining ending fund balance in the amount of \$292,908, to the capital projects fund. However, based on Trustees' interests to build the capital projects fund and absorb the cost of staffing The BookEnd within the operating budget, Resolution No. 17-02 was amended to increase the amount transferred to the capital projects fund to \$392,908. There was no further discussion.

The motion was unanimously approved.

**New Business  
Community  
Engagement Plan  
Report 2016  
(Item III.D.2.)**

COMMUNITY ENGAGEMENT PLAN REPORT 2016. Mr. Roewe reviewed goals of the four service priorities of the Community Engagement Plan as well as the measured outcomes for the first of three years of implementation. The impact of programs, services, and initiatives were measured by attendance, breadth and depth of community partnerships, and how District offerings resonate within communities. Mr. Roewe highlighted several successes in the four service areas. For Business and Career Development, the GED and high school completion classes held at Cheney served 198 participants through 44 programs. With Spokane Community College as the instructional partner, the District provided a meeting room and technology to support student achievement. In fact, the Community College has expressed a desire to expand GED classes to another location next year due to the success of this program. To fulfill another goal of this service priority, financial security programs were offered as part of the Thinking Money Exhibition, for which SCLD was one of 50 libraries nationally selected to receive this museum-quality traveling exhibition. A series highlight, Lifting the Veil on Senior Planning, was a six-part program offered at two locations. These programs, as well as a program on consumer protection offered by the Better Business Bureau, were well attended and clearly met the needs of community. Thus, the series will be offered again in 2017. The overlying goal of Digital Interaction and Sharing was to establish the District website as a place to find events and connect with community. Location page views and meeting room and event calendar views indicate progress continues toward that goal. One of the main projects for this service priority was a local content web page where one can discover artists, authors, creators, and local history. Another Rockford Historical Society collection was added in 2016, and plans are in place to collaborate with EWU and its web design class to build a new web page. A soft launch of The Lab at Spokane Valley is anticipated soon with its grand opening in May. Community-Minded Enterprises has collaborated with us and will provide videography and editing equipment the public can use for media production. Nearly 18,000 participants attended 822 Education and Enrichment programs that promoted literacy, STEM skills, and the arts. Mr. Roewe noted the Boys & Girls Clubs of Spokane County stand out as a partner because of our deliberate effort to bring learning opportunities to audiences. Mr. Roewe also highlighted Humanities Washington as a partner, noting the Civility program series offered last fall that approached complex issues. Storytimes held at libraries are a mainstay of the Early Learning service priority. Nearly 40,000 attended 1,442 Storytimes during 2016. Both community partner and program highlight was Waste Management and its Touch A Truck Storytime. Not only did the kids turn out, the program demonstrated the depth of community engagement for an issue the entire community cares about—early learning. STARS training for child care providers and preschool teachers is a service we continue to

offer. The District has one of only a few trainers in Eastern Washington and is therefore uniquely positioned to fill this community need. Finally, Mr. Roewe reported on the success of the District volunteer program, a concrete example of engagement. Over 200 volunteers committed more than 4,000 hours of their time to volunteer at schools and help promote library programs. The District has established partnerships with Central Valley School District, Mead, East Valley, West Valley, Cheney, and Medical Lake School District for after school reading buddy and homework help programs where library volunteers are making an impact in direct and tangible ways. Ms. Ledebauer pointed out the volunteer program is a fine example of the third measurement of success: alignment with community. There was no further discussion.

A five-minute recess was called by Chair Craig at 5:10 p.m.

**New Business**  
**Reciprocal Use of**  
**Libraries Report**  
**2016 (Item III.D.3.)**

RECIPROCAL USE OF LIBRARIES REPORT 2016. As required by interlocal agreements with both Spokane Public Library and Liberty Lake Municipal Library, reciprocal-use statistics are reported annually to each respective partner. Substantiated by the report for 2016 provided in advance of the meeting, Mr. Roewe pointed out statistics remain stable, with not much change to report. More District materials are borrowed by SPL and LLML members than SCLD members borrow from these libraries. In response to Mr. Craig's query regarding an increase of 50% at Deer Park, Librarian Amber Williams said checkouts by teachers has increased. Mr. Roewe noted this increase also demonstrates the transitory nature of our residents. In response to Mr. Craig, Mr. Roewe said the reciprocal agreements remain in balance, with no changes recommended, as the District is pleased to share its resources with neighboring residents. Mutual cooperation of libraries sets a good example for sharing and caring for community. There was no further discussion.

**New Business**  
**WLA Legislative Day**  
**Key Issues Preview**  
**(Item III.D.4.)**

WLA LEGISLATIVE DAY KEY ISSUES/PREVIEW. Ms. Ledebauer apprised the Board about recent turmoil at WLA. A new management company implemented changes without input from institutional members. The changes directly impacted the contract for Steve Duncan, legislative lobbyist for public libraries, which essentially took away much of the value WLA provided to public libraries. At this time, public library directors have given consideration to directly hiring Mr. Duncan to represent the interests of public libraries. Ms. Ledebauer reviewed the current bills being monitored that could affect libraries, and noted not having Mr. Duncan's support has been a handicap. In response to Mr. Craig's query, Ms. Ledebauer said payment of WLA dues has been withheld pending review of the dues structure and lobbyist contractual arrangements. Mr. Craig asked if a vote of confidence from the board would be helpful, to which Ms. Ledebauer will give consideration to drawing up a resolution. In response to Mr. Teterud, Ms. Ledebauer said the greater services provided

by WLA are lobbying and continuing education. Ms. Ledeboer said she will keep the board apprised of developments involving Library Legislative Day scheduled for March 16.

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

Chair Craig reviewed forthcoming agenda items for the next two months. The March meeting will be held at Otis Orchards, and the newly renovated North Spokane Library will be the venue for April. There was no further discussion.

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

Ms. Thompson expressed thanks to Trustees for their flexibility and willingness to hold this month's meeting a week earlier than usual to accommodate her schedule. There were no other reports.

**Executive Director's  
Report, Jan. 2017  
(Item V.B.)**

The Executive Director's written report for January 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 had nothing further to add except to note a financial report for January was not included in this month's meeting packet because of the earlier meeting date. There was no further discussion.

**Public Services  
Report, Jan. 2017  
(Item V.C.)**

Deputy Director Patrick Roewe and Library Services Manager Kristy Bateman provided a written report prior to the meeting for January 2017, with data for customer use measures, programming and library activities. Mr. Roewe reported staff recommends no changes to the Exhibits and Displays policy reviewed this month. Regarding the Public Services report, Mr. Roewe pointed out statistics will be provided each month in support of the current Spotlight library. He also apprised Trustees that a member was criminally trespassed at North Spokane this month, which includes exclusion from all libraries. In response to Mr. Johnson's query regarding members who last year requested a change in the District's Facility Use for Political Purposes policy, Mr. Roewe said the requesters have called to express thanks and offer support for our collaboration with the city of Spokane Valley. There was no further discussion.

**Communication  
Report, Jan. 2017  
(Item V.D.)**

Communication & Development Officer Jane Baker provided a written report prior to the meeting for January 2017 communication activities. Ms. Baker pointed out a full-page color advertisement for SCLD in the February issue of SPOKANE Coeur d'Alene Living magazine. She noted the promotional press release for Engage and other library services was picked up and generously published free of charge by Bozzi Media. There was no further discussion.

**Fiscal Report, Final  
Dec. 2016  
(Item V.E.)**

Revenue and Expenditure Final Statement through December 31, 2016.

<u>Fund 001</u>	
Revenues	\$ 11,863,698

Expenditures	\$ 11,425,790
Ending Fund Balance	\$ 4,968,744
Fund Budget Expended	96.03%

Mr. Knorr reviewed the 2016 year-end financial report and reiterated figures are final for 2016. The books were not yet closed for January, thus the January report will be provided next month. Mr. Knorr will also provide the final revenue amount from property taxes in next month's report. In response to Mr. Craig's question regarding Costco construction and the North Spokane TIF, Mr. Knorr said he did not have an update regarding how development was proceeding in that corridor. There was no further discussion.

**Spotlight  
Moran Prairie  
Library  
(Item V.F.)**

SPOTLIGHT. Library Supervisor Danielle Marcy and Librarian Sheree West presented highlights of Moran Prairie Library (MP) since May 2016. Following last year's report, Ms. Marcy reported 110 people gathered to celebrate the library's tenth anniversary with live music, local author readings, crafts and games. Ms. West reported the library plans to join the Moran Prairie Grange. Meanwhile, she attends monthly meetings and like last year, staff will participate in the Run for the Grange in April and the Strawberry Festival in May. Staff also hopes to collaborate with the Grange on a library event in August. To further deepen the partnership with Mullan Road Elementary, Ms. Marcy reported staff attended both its Science Fair, Open House, and Parent Teacher Group meetings. Staff also spoke with over 500 students toward promotion of Summer Reading programs. Ms. West further reported Volunteer Coordinator Jamie Van Wormer recruited volunteers to provide after school tutoring and reading buddies twice a week and the number of students served by this program has doubled. Also, Ms. Marcy reported the library served community needs by offering STEM-based activities on District 81 early-release days. Ms. West reported Moran had the highest turnout in the District for its LEGO Mindstorm Robots program. Poetry, NaNoWriMo and other literary programs also hold a niche at MP. Ms. Marcy said the library will continue to grow its connections with local businesses and find creative ways to further existing and build new partnerships. Revel 77 Coffee will hold its history and trends programs again this spring, and staff has reached out to the YMCA, a new resident of the area. Upcoming events include the annual Poetry Picnic and National Night Out Against Crime held in partnership with S.C.O.P.E. South station. Ms. Marcy expressed pride in the MP workplace as one that fosters teamwork and helps to launch careers. Ms. Ledebor commented how participation in the MP Friends of the Library significantly increased through awareness raised by the volunteer program and Engage magazine. Trustees expressed appreciation for the informative report. There was no further discussion.



**Overview**  
**Workforce Profile**  
**(Item V.G.)**

OVERVIEW. Chief Human Resources Officer Toni Costa presented an overview of the 2016 HR Summary. Ms. Costa provided statistics and analysis for the summary, which included turnover, reason for leaving, exit survey data, District communication, opportunity for advancement and training, benefits, and workload. Ms. Costa noted District turnover is on the rise, yet below the national average and well below hospitality and retail. In response to Mr. Teterud, Ms. Costa said the national average figure was based on all industries. In response to Mr. Teterud regarding more information about job conditions, Ms. Costa said she plans to gain more in-depth information in the future. Current summary data reflects those who separated from the District, not those who continue employment. In response to Mr. Craig regarding benefits changes, Ms. Ledebouer said HSA health plans were added when the District moved from WCIF to AWC Employee Benefit Trust in 2014. Staff composition is split almost evenly among Baby Boomers, Generation X, and Millennials, which makes for an interesting ratio and work group. Approximately five percent of staff was eligible for retirement at the end of 2016, and because numbers will continue to rise, succession planning will remain a focus. Ms. Costa noted although the District's gender balance is typical for the industry, it will continue to recruit for diversity. Staff working 30 or more hours per week are fully benefitted as required by the Affordable Care Act, which could change in the future. In response to Mr. Craig's query about the number of part-time staff working 30 hours per week, Ms. Costa will report statistics at the March meeting. In response to Mr. Teterud regarding succession planning for year 2020, Ms. Ledebouer said library schools are full and graduates are hungry for jobs. Mr. Roewe said the District's 14 librarian positions are filled by those with degrees. Also in response to Mr. Craig, Ms. Ledebouer reported that other than higher-level positions, positions are filled mostly by residents of the area who have library, bookstore or customer service backgrounds. There was no further discussion.

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

There was no public comment.

**Adjournment**  
**(Item VII.)**

Chair Craig adjourned the meeting at 5:58 p.m. The next Board Meeting is scheduled for Tuesday, March 21, 2017, at 4:00 p.m., in the public meeting room at Otis Orchards Library.

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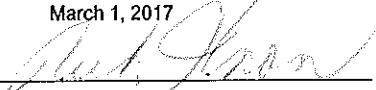
John Craig, Chair

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Nancy Ledeboer, Secretary of the Board of Trustees

**PAYMENT VOUCHER APPROVAL**

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of February 28, 2017, and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$972,607.24 for the general fund and \$40,266.62 for the capital projects fund and are authorized to authenticate and certify these claims.

DATE: March 1, 2017  
 SIGNED:   
 TITLE: Chief Financial Officer

SIGNED:   
 TITLE: Executive Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
051631	ABM JANITORIAL SERVICES - NW	MONTHLY CUSTODIAL SERVICES \$ 12,373.28
051632	AMERICAN LIBRARY ASSOCIATION	DUES AND MEMBERSHIPS 675.00
051633	ASSOC OF WASHINGTON CITIES	LIFE INSURANCE 745.00
051634	BERKLEY NORTH PACIFIC	ANNUAL LIABILITY & PROPERTY INSURANCE 46,253.00
051635	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS 150.00
051636	BUDGET-RENT-A-CAR	CAR RENTAL 155.21
051637	CAVENDISH SQUARE	LIBRARY MATERIALS 773.64
051638	CAPITAL COMMUNICATIONS, INC	OFFICE/LIBRARY SUPPLIES 355.18
051639	CENTURYLINK	ANALOG TELEPHONE LINES 75.15
051640	CITY OF SPOKANE	WATER & SEWER - MORAN PRAIRIE 273.39
051641	CITY OF AIRWAY HEIGHTS	WATER & SEWER - AIRWAY HEIGHTS 128.17
051642	CITY OF CHENEY	WATER, SEWER, ELEC. - CHENEY 702.37
051643	CITY OF DEER PARK	WATER & SEWER - DEER PARK 72.78
051644	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML 159.39
051645	CAPITAL ONE NAT'L ASSOC	OFFICE/LIBRARY SUPPLIES/COSTCO 288.63
051646	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES 257.57
051647	DEVRIES INFORMATION MGMT	MONTHLY COURIER SERVICE 4,446.00
051648	EARTHWORKS RECYCLING, INC	RECYCLING 255.70
051649	EMPIRE DISPOSAL INC.	SOLID WASTE - FAIRFIELD 37.19
051650	FOUNDATION CENTER	ELECTRONIC LIBRARY SERVICES 6,995.00
051651	FREE PRESS PUBLISHING, INC	LIBRARY MATERIALS 24.00
051652	GRAYBAR	IT HARDWARE 178.76
051653	GUITAR PLAYER	LIBRARY MATERIALS 11.99
051654	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS 4,102.77
051655	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS 1,909.52
051656	INLAND NW BUSINESS ALLIANCE	LUNCH MEETING 30.00
051657	INLAND POWER AND LIGHT	ELECTRIC UTILITIES - AH, DP 719.32
051658	KHQ Q6 - SPOKANE	ADVERTISING 750.00
051659	ALLEN LACOMBE	LOST/PAID REFUND 71.00
051660	MIDWEST TAPE	LIBRARY MATERIALS 4,179.18
051661	MODERN ELECTRIC WATER COMPANY	WATER, ELEC. - SV 2,355.77
051662	MONTGOMERY HARDWARE	MAINTENANCE SUPPLIES 17.79
051663	NATIONWIDE	EMPLOYEE DEDUCTIONS FOR PET INSURANCE 99.48
051664	NORTH PALOUSE CHAMBER/COMM	DUES AND MEMBERSHIPS 50.00
051665	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES 113.57
051666	OTIS HARDWARE	MAINTENANCE SUPPLIES 255.21
051667	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books 18,274.63
051668	PHASE 3 DIGITAL AGENCY	ONLINE ADVERTISING, KXLY SITES 500.00
051669	ORKIN, LLC	BUILDING REPAIR & MAINTENANCE 2,391.40
051670	RECORDED BOOKS, LLC	LIBRARY MATERIALS 606.89
051671	STEFANIE REINKE	LOST/PAID REFUND 17.00
051672	SPOKANE COUNTY ENVIRONMENTAL SERVICES	SEWER - AR, NS, SV 437.83
051673	SPICEWORKS	SOFTWARE SUPPORT 495.00
051674	SPOKANE MALL LLC	LEASE PAYMENT 3,000.00
051675	SPOKANE TALKS ONLINE	ADVERTISING 600.00

051676	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	651.38
051677	TUMBLEWEED PRESS INC.	ELECTRONIC LIBRARY SERVICES	6,845.50
051678	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	3,149.66
051679	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	302.62
051680	VERIZON WIRELESS	CELL PHONES (6)	217.39
051681	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	565.59
051682	WORLD CHAMBER/ COMM DIRECTORY	LIBRARY MATERIALS	114.00
051683	WHITWORTH WATER DISTRICT #2	WATER - NORTH SPOKANE	28.57
051684	LOIS ROSS	LOST/PAID REFUND	8.00
051685	ART CHOWDER MAGAZINE LLC	LIBRARY MATERIALS	114.00
051686	A+ PRINTING, INC	PRINTING	119.03
051687	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	82.58
051688	CENTURYLINK	ANALOG TELEPHONE LINES	77.88
051689	CENTURYLINK	ANALOG TELEPHONE LINES	41.49
051690	CENTURYLINK	ANALOG TELEPHONE LINES	59.85
051691	CENTURYLINK	ANALOG TELEPHONE LINES	78.30
051692	CENTURYLINK	ANALOG TELEPHONE LINES	112.75
051693	ANN CIASULLO	LIBRARY PROGRAMS	75.00
051694	DIVCO INCORPORATED	QTRLY BUILDING REPAIR & MAINT - HVAC	11,547.75
051695	EXECUTIVE WOMEN INTERNAT'L	2017 ANNUAL DUES	345.00
051696	GALE/CENAGE LEARNING	LIBRARY MATERIALS	667.65
051697	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	2,885.62
051698	DYLAN HENRY	LOST/PAID REFUND	13.00
051699	IAFI CHENEY-SPOKANE CHAPTER	LIBRARY MATERIALS	85.00
051700	IHEARTMEDIA-SPOKANE	ADVERTISING	599.00
051701	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	8,085.21
051702	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	2,297.72
051703	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	15,630.49
051704	INLAND POWER AND LIGHT	ELECTRIC UTILITIES - AH, DP	359.47
051705	WICK ENTERPRIZES, LLC	ADVERTISING	312.37
051706	ANGELA MCMANIGAL	LOST/PAID REFUND	20.50
051707	MIDWEST TAPE	LIBRARY MATERIALS	5,537.93
051708	NEW READERS PRESS	LIBRARY MATERIALS	726.59
051709	OCLC, INC.	CATALOGING & ILL SUBSCRIPTION SVCS	3,355.40
051710	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	887.94
051711	PERRINE PROPERTIES, LLC	MONTHLY PARKING LOT LEASE, SV	300.00
051712	SQUARE PEG MULTIMEDIA	LIBRARY MATERIALS	90.00
051713	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	626.38
051714	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	3,041.59
051715	JENNIFER VONBEHREN	LOST/PAID REFUND	1.00
051716	KRISTEN ELISE WALKER	LOST/PAID REFUND	17.00
051717	CATHERINE WISENOR	LOST/PAID REFUND	3.60
051718	KIM WOLFE	LOST/PAID REFUND	3.80
051719	SHANNON YOUNG	LOST/PAID REFUND	3.00
051720	QUINN BASTIAN	LOST/PAID REFUND	23.00
051721	BRILLIANCE PUBLISHING, INC.	LIBRARY MATERIALS	20.85
051722	BRODART CO.	OFFICE/LIBRARY SUPPLIES	137.75
051723	CAPITAL COMMUNICATIONS, INC	OFFICE/LIBRARY SUPPLIES	290.28
051724	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	487.14
051725	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	181.37
051726	KATHERINE GAGE	LOST/PAID REFUND	13.80
051727	GALE/CENAGE LEARNING	LIBRARY MATERIALS	158.00
051728	GARY L. GODDARD	LOCK AND KEY REPAIR	16.30
051729	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	3,693.94
051730	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,115.25
051731	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	6,809.11
051732	MIDWEST TAPE	LIBRARY MATERIALS	8,054.05
051733	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	93.99
051734	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	10,854.24
051735	PRESSWORKS	PRINTING	844.60
051736	ROGUE HEART MEDIA, INC	ADVERTISING	575.00
051737	SAGE SOFTWARE, INC	ANNUAL PAYROLL SOFTWARE SUPPORT	7,123.45
051738	SCHOLASTIC LIBRARY PUBLISHING	LIBRARY MATERIALS	892.48

051739	KADENE SIMCHUK	LOST/PAID REFUND	1.00
051740	SPOKANE HARDWARE SUPPLY	BUILDING REPAIR & MAINTENANCE	20.39
051741	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	335.04
051742	USB TREASURY MANAGEMENT SVCS	ANNUAL BANK FEES	3,289.11
051743	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	15,020.92
051744	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	302.62
051745	ANNE VANSOEST	LOST/PAID REFUND	8.00
051746	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	571.21
051747	WASHOE COUNTY LIBRARY INTERLIBRARY LOAN	INTERLIBRARY LOAN FEE	7.99
051748	DOUGLAS BERSTLER	2016 SOCIAL SECURITY OVERPAYMENT REFUND	70.62
051749	MELANIE BOERNER	2016 SOCIAL SECURITY OVERPAYMENT REFUND	46.76
051750	DIANE BROWN	2016 SOCIAL SECURITY OVERPAYMENT REFUND	70.66
051751	ABRA COLE	2016 SOCIAL SECURITY OVERPAYMENT REFUND	62.42
051752	KIMAKO CONATSER	2016 SOCIAL SECURITY OVERPAYMENT REFUND	70.70
051753	RACHEL EDMONDSON	2016 SOCIAL SECURITY OVERPAYMENT REFUND	186.67
051754	JENNIFER FOGLESONG	2016 SOCIAL SECURITY OVERPAYMENT REFUND	377.96
051755	JENNIFER FUHER	2016 SOCIAL SECURITY OVERPAYMENT REFUND	252.77
051756	GAIL HANSEN	2016 SOCIAL SECURITY OVERPAYMENT REFUND	102.62
051757	ADOLPH F. KNORR, JR.	2016 SOCIAL SECURITY OVERPAYMENT REFUND	694.85
051758	JANELLE M. KRUM	2016 SOCIAL SECURITY OVERPAYMENT REFUND	632.15
051759	MELISSA RHOADES	2016 SOCIAL SECURITY OVERPAYMENT REFUND	52.69
051760	MEGAN RITCHIE	2016 SOCIAL SECURITY OVERPAYMENT REFUND	18.15
051761	HEATHER SCHNEIDER	2016 SOCIAL SECURITY OVERPAYMENT REFUND	92.90
051762	JULIANNE TURNER	2016 SOCIAL SECURITY OVERPAYMENT REFUND	7.27
051763	MAUREEN YOUNG	2016 SOCIAL SECURITY OVERPAYMENT REFUND	228.45
051764	AVISTA UTILITIES	UTILITIES	12,273.63
051765	BRODART CO.	OFFICE/LIBRARY SUPPLIES	25.22
051766	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	134.96
051767	CENTURYLINK	ANALOG TELEPHONE LINES	13.67
051768	CENTURYLINK	ANALOG TELEPHONE LINES	37.59
051769	CENTURYLINK	ANALOG TELEPHONE LINES	37.39
051770	CENTURYLINK	ANALOG TELEPHONE LINES	78.44
051771	CONSOLIDATED IRRIGATION DIST19	WATER - OTIS ORCHARDS	21.00
051772	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	2,400.42
051773	FRONTIER COMMUNICATION	TELEPHONE & BROADBAND - FF	118.63
051774	GALE/CENAGE LEARNING	LIBRARY MATERIALS	1,284.26
051775	GRAYBAR	IT HARDWARE	265.76
051776	HISPANIC BUSINESS/PROFESSIONAL ASSOCIATION	DUES AND MEMBERSHIPS	50.00
051777	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	27,984.28
051778	MIDWEST TAPE	LIBRARY MATERIALS	4,473.43
051779	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	289.23
051780	OPTUM	MONTHLY HSA ACCOUNT FEES	81.00
051781	OTIS ELEVATOR COMPANY	QTRLY ELEVATOR MAINTENANCE	1,280.14
051782	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	9,949.22
051783	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	379.04
051784	RECORDED BOOKS, LLC	LIBRARY MATERIALS	704.38
051785	KIM ROTH	LOST/PAID REFUND	8.00
051786	ANGELA SMITH	LOST/PAID REFUND	7.00
051787	SPOKANE CO. WATER DISTRICT #3	MONTHLY UTILITY FEE-HASTINGS PROPERTY	15.30
051788	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	561.54
051789	INTERLINE BRANDS, INC.	MAINTENANCE SUPPLIES	16.26
051790	STEPHANIE TOMLIN	LOST/PAID REFUND	12.40
051791	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	737.13
051792	WASTE MANAGEMENT OF SPOKANE	REFUSE	1,141.90
051793	GUITAR PLAYER	LIBRARY MATERIALS	11.99
W00408	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	62,268.85
W00409 thru 410	VOID VOUCHER		
W00411	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	41,658.95
W00412	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,921.75
W00413	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	80,138.02
W00414	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	1,050.87
W00415	COPIERSUPPLIES2016	IT HARDWARE	279.10
W00416	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	60,044.60

W00417	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	40,664.55
W00418	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	<u>2,084.25</u>
<b>Total Non-Payroll General Operating Fund</b>			<b>\$ 607,862.03</b>
<b>PAYROLL VOUCHERS</b>			
02102017PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 185,452.41
02242017PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>179,292.80</u>
<b>Total Payroll General Operating Fund</b>			<b>\$ 364,745.21</b>
<b>TOTAL GENERAL OPERATING FUND</b>			<b><u>\$ 972,607.24</u></b>

**CAPITAL PROJECTS FUND**

VOUCHER NUMBER		DESCRIPTION	VOUCHER AMOUNT
009542	BERNARDO WILLS ARCHITECTS, PC	ARCHITECTURAL SERVICES / N SPOKANE PROJECT	\$ 4,803.65
009543	HAMMOND FACILITY CONSULTING SERVICES	OWNER'S REP. SERVICES / N SPOKANE PROJECT	1,806.01
009544	M.E. UPHUS CONSTRUCTION	CONTRACTOR'S #1 PAYMENT - N SPOKANE PROJECT	17,789.46
009545	CHIPMAN MOVING & STORAGE (SPOKANE) INC	CART LEASE FOR MOVING BOOKS/N SPOKANE	480.00
009546	OPTO INTERNATIONAL	FURNITURE & EQUIPMENT/TABLES & SHELVES	9,038.50
009547	US BANK CORP PAYMENT SYSTEMS	FURNITURE & EQUIPMENT/TABLES	5,989.00
009548	CHIPMAN MOVING & STORAGE (SPOKANE) INC	CART LEASE FOR MOVING BOOKS/N SPOKANE	<u>360.00</u>
<b>Total Capital Projects Fund</b>			<b><u>\$ 40,266.62</u></b>

Spokane County Library District  
January 2017/February 2017 Credit Card Activity  
Paid in February, 2017  
Voucher # 051743 & 9547

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$7,982.57
Maintenance	839.49
Travel	1,621.85
Acquisitions	3,096.58
Information Technology	1,426.89
Outreach	53.54
CIP General Purchases	\$5,989.00
Total Purchases	<u><u>\$21,009.92</u></u>

## NORTH SPOKANE LIBRARY RENOVATION

### Background:

The North Spokane Library is now more than halfway complete. As of March 1, all but the current breakroom, soon to become the new makerspace, has been torn up and reconfigured per the plans. The demolition for the current breakroom is scheduled for March 15-17.

Regarding the schedule, we received some disappointing news. Due to an error in the carpet order by the local wholesaler, the carpet delivery date will now be delayed until April 18. This does not affect the general contractor, and may actually help him complete the rest of the project a bit early. Otherwise, we need to postpone the closure period by three weeks. We will shorten the closure time from a full 16 days (two weeks with three weekends) to 12 days, beginning on a Saturday and ending on the following Tuesday. We will bring a revised, final schedule to the meeting.

On a positive note, all new furniture is now on order and scheduled to be assembled and installed on the last days of the closure period.

The total budget for this project, below, remains the same.

North Spokane Remodel Project	
Budget	
General Construction	262,075
Carpeting removal and replacement	59,552
Contingency	26,207
Architect fees and other soft costs	52,880
Furnishings and Equipment	68,000
	<u>468,714</u>

There has been one formal change order and a couple others yet to be formalized, but they currently total less than \$10,000, which is the purpose of the contingency listed above. We remain hopeful the contingency will be more than sufficient and we can complete the project within the above budget or less.

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



**SPOKANE VALLEY LIBRARY UPDATE/  
EXPLORING OPTIONS WITH CITY OF SPOKANE VALLEY****Background:**

The first meeting of the Spokane Valley Library Task Force was held February 2. The focus of this first meeting was to review the history that led to the purchase of the land on Sprague Avenue and the conceptual design of a library within an expanded park. Voter support led to the formation of the Spokane Valley Library Capital Facilities Area. Voter data from the 2014 and 2015 elections indicated that voters were not willing to fund new libraries, which in turn led to the Board's decision to focus on expanding the existing Spokane Valley Library. Trustees shared their desire to explore all options for serving Spokane Valley residents and indicated they are interested in learning more about the city of Spokane Valley's desire for a library across from the new city hall.

The second meeting of the task force was held March 2. The focus of the meeting was to hear from Architects West about its vision for the City Hall and how it might stimulate additional projects nearby. From the outset they felt the new city hall has the opportunity to interact with the property across the street and invite people to a new center of the city. They placed the building at an angle on Sprague Avenue to capture views of the park and create visibility of City Hall from both Sprague and along Dartmouth. They showed diagrams of potential pedestrian walkways that would unite the two parcels. Using their experience with the city hall project, they believe the new library could be built for an average square foot cost of \$210-220. This would reduce the cost of the project and might garner support in a future election.

The property does not fall in an area that would qualify for block grant funds. The task force agreed to focus on funding options at its April meeting.

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

## **THE BOOKEND (SPOKANE VALLEY MALL) UPDATE**

The BookEnd task force continued to finalize plans for the service model, staffing, collection materials, marketing and furniture, fixtures, and equipment, with the target opening date of May 1, 2017. In particular:

- Staff from Public Services, IT, Maintenance, Collection Services, and Communication were on site to do an initial assessment of the space to determine next steps in space preparation. Areas requiring improvement were identified and mall management was contacted.
- The furniture plan was finalized, including floorplan layout. The plan included re-purposed furniture from North Spokane and other libraries, as well as a limited number of new pieces. We will submit the floor plan to mall management for review in March.
- Mall management gave permission to hold a hiring fair in the space the first week of March. Information will be provided about positions that will be available at The BookEnd. The event will also hopefully generate some interest in what's happening in the space itself.

Chief Financial Officer Rick Knorr and Deputy Director Patrick Roewe will be available to answer questions at the meeting.

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

## CHILDREN'S SAFETY IN LIBRARIES

### BACKGROUND:

The Children's Safety In Libraries policy establishes that the District and its staff do not stand *in loco parentis*, which effectively limits District staff from taking on some functions and responsibilities of a parent, guardian, or caregiver. Parents, guardians, and caregivers maintain responsibility for the safety and care of minor children while their children are in the library. District staff make every reasonable effort to assist parents, guardians, and caregivers in exercising their responsibilities, yet unlike a school, childcare, or similar entity, the District does not stand in their place.

The District strives to provide libraries that are welcoming and safe for children, families, and library members of all ages. The District utilizes the Code of Conduct policy to respond to behavior and safety issues in the library facilities when staff are made aware of those issues. The Code of Conduct is first and foremost a reactive—not proactive—tool. Similar to a park, shopping mall, or other public place, District staff do not have the means or authority to monitor and control everyone who comes into our facilities. This makes it incumbent on parents, guardians, and caregivers to ensure the safety and care of minor children.

Revisions to the policy primarily emphasize the limitations on the District's role, update some of the language used, and streamline the policy to better fit its practical application. A more substantive change was to remove an age reference (12 years old) regarding children left alone without transportation after closing. The age level was somewhat arbitrary and contributed to inconsistency in application. The effect of the change is that any minor child left without transportation after closing may be considered "at risk."

Attached are an edited copy of the policy with the suggested revisions indicated by strikethrough and underline, as well as a clean copy of the revised policy.

Deputy Director Patrick Roewe will provide a brief overview and be available to answer any questions at the meeting.

Recommended Action: Board motion to approve the Children's Safety in Libraries policy as revised.

SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy with Edits

**POLICY: CHILDREN'S SAFETY IN LIBRARIES**

Approval Date: March 19, 2013

Revision Date: March 17, 2015 ~~21~~, 2017

**Related Policies**

Access to Library Services

Code of Conduct

Computer, Wireless Network and Internet Use

**Purpose:**

Defines the responsibilities of parents, guardians and caregivers whose children use Spokane County Library District facilities. Describes how the District responds to situations involving at risk children.

**Policy:**

Spokane County Library District strives to create places, programs and services that encourage children and adults to explore, learn, and create. The District respects the privacy of members who use its libraries, and recognizes that it is the responsibility of parents, guardians and caregivers to monitor and guide their children's reading and viewing of library materials and use of District ~~computers and network~~ resources to access the Internet.

Parents, guardians and caregivers are responsible for ensuring their children are cared for, safe and feel secure when visiting a District library or attending a library event. Library facilities, programming and staff cannot act as a replacement for parents, caregivers ~~baby-sitters or day-care centers for children~~ childcare facilities.

District personnel will take appropriate action if a child visiting a library appears to be "at risk," ~~such as including, but not limited to:~~

- Children who appear to be under the age of six left alone at a library.
- Children of any age who become disruptive or appear to be distressed when left alone or in the care of other children at a library.
- Children who appear to be subjected to physical or emotional abuse while using library facilities.
- Children who appear to be subjected to uninvited interactions.
- Children ~~who appear to be under the age of 12~~ left alone without transportation at closing time ~~who appear distressed~~.

If a situation such as one of the above occurs, staff shall follow established District procedures, which may include notification of a parent or guardian and/or law enforcement, ~~or child protective services agency, as appropriate.~~

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

DRAFT

**POLICY: CHILDREN'S SAFETY IN LIBRARIES**

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- Children who appear to be subjected to uninvited interactions.
- Children left alone without transportation at closing time.

If a situation such as one of the above occurs, staff shall follow established District procedures, which may include notification of a parent or guardian and/or law enforcement.

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.

## **SCHEDULING AND VACATION PRACTICES REPORT**

### **Background:**

Customer Service is the core of the District's operational mission and is accomplished primarily through direct interactions between library members and library staff.

Scheduling staff to effectively and efficiently provide that service at 10 (and soon to be 11) locations is a multifaceted and, at times, challenging task. This overview will cover several of those facets from the District perspective, including general service philosophy, open hours and service points, staff composition, general scheduling objectives and guidelines, and time off request factors and protocols.

Deputy Director Patrick Roewe will provide a brief presentation and be available to answer questions at the meeting.

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

## COMPENSATION STUDY PROGRESS REPORT

### Background:

Before we bring recommendations to the Board, the Leadership Team will take time to review potential implications of creating a new classification structure which will require a review of position descriptions. A final report will be brought to the Board with an implementation plan following this in-depth analysis. Our intent is to recruit and retain staff while not sacrificing the total FTE needed to effectively serve the public, at the same time continuing to be good stewards of our fiscal resources.

Pontifex Consulting Group (PCG) reviewed our existing position descriptions and recommended new class structures that combine positions of similar duties, responsibilities, knowledge, skills, education and experience. This new structure would move us from 22 ranges to 10. The compensation approach they suggest is performance based, placing staff on schedule based on performance and experience, not on years of service. Leadership Team has concerns that this method could be perceived as being not transparent, inequitable, and could be difficult to oversee.

Positions compared were matched on content, responsibilities, level and qualifications, not only on position title. It's difficult to compare "apples to apples" because our approach to library services is different than other systems.

The report caused us to decide to take a step back and review our position descriptions – do they reflect work being done now and what we want it to look like in five years? Most were updated in 2013, but only minor changes made. Leadership Team will look at the big picture, how positions interact, what we need each position to be doing.

The study found that our recruitment/hiring compensation package to be very competitive, we offer higher wages and more leave at hire than comparable agencies. The employee portion of benefits for full-time staff is better than others.

The Employment Cost Index average for public sector employers (2010-2016) is 1.3%, matching our average COLA over the same time period.

In comparison to the public library sector our:

Minimum salary rate is -.6% of market segment averages

Maximum salary rate is -13.6% of market segment averages

The data in this report does not adjust for the lower cost of living in Spokane County, as the county has a considerable lower COL than comparable agencies. We will need to explore more fully how our ranges (especially mid and max levels) align once we apply cost of living differences.

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

## **OVERVIEW INTERNAL CONTROLS**

Chief Financial Officer Rick Knorr will provide an overview of internal controls for the Library District.

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



**FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: APRIL - MAY 2017**

***April 18, 2017: North Spokane (4:00 p.m.)***

- NS Renovations Update/Review
- SV Planning
- The BookEnd Update
- Code of Conduct Policy (In preparation for Spokane Valley Mall Library opening)
- Confidentiality of Library Records Policy
- WLA Library Legislative Day Report
- Spotlight North Spokane Library
- Overview Volunteer Program

Please send requests for agenda additions or changes to the Board Chair or Patty no later than Monday, April 3, for inclusion in the preliminary agenda to be sent April 5. Meeting packets will be mailed April 12.

***May 16, 2017: Deer Park (4:00 p.m.)***

- SV Planning
- Personnel Policy
- Purchasing Policy
- Friends Helping Friends Event Report
- Spotlight Deer Park
- Overview Levy Lid Lift Options

**SPECIAL MEETINGS/ACTIVITIES**

2017

**Apr 9-15** Food for Fines Amnesty Week

**Apr 29** Friends Helping Friends (9am-noon, Spokane Valley Library)

**Jun TBD** Celebrate NS Remodel and The BookEnd Grand Opening

## EXECUTIVE DIRECTOR'S REPORT FEBRUARY 2017

### Administration

Business Office, Finance and Facilities (Rick Knorr)

#### Finance

This month's financial report is for the two months ending February 2017. Minimal revenue was received through the first two months of the year, as expected. Thus, there is little to report regarding comparison to budget and related commentary.

Total expenses through February is 17.2% of total budget or slightly more than 16.7% expected after two months. The District paid its insurance premium in full for the year in February, and also paid the full annual software support cost for the SirsiDynix ILS software (\$145,000). These two full-year expenditures explain being slightly over budget through the first two months.

As required, Form 1095-C was issued to District employees on February 25. We also received confirmation that AWC Employee Benefit Trust, the District medical insurance provider, has issued the related Form 1094-C by the March 2 due date. Both of these forms are required by the Affordable Care Act.

During preparation of the W-2 forms for 2016, we discovered an error in the way two Asuris employee medical plans were setup in our payroll system. Both the Asuris standard and high-deductible health plans were set up erroneously as "after tax" health plans and should have been set up as "pre-tax." This issue affected 16 employees. This was corrected immediately upon discovery and was discovered in time to ensure the 2016 W-2 forms were correctly calculated. However, we did need to amend all four quarterly payroll tax forms (Form 941), which resulted in a refund for the District of \$5,935. Half of this refund, \$2967.64, was distributed to the affected employees. These refund checks are reflected in the February voucher listing. Further discussion of this issue will be held at the meeting.

#### Facilities

Fortunately for the North Spokane remodel project, the snow and ice removal and related maintenance has slowed enough to allow our facility maintenance crew to assist with the remodel project by disassembling book shelving, helping library staff move from their old offices to the temporary basement location, assisting in disassembling and storing desks and shelving that will be used later, and more to help keep the contractor and construction crews working without delays.

Human Resources (Toni Costa)

### Department Activities

- a. Recruitment and Selection:
  - a. Open recruitments – The BookEnd
    - i. 3 Library Assistants, 5 Public Services Associates (closing 3/10/17)
- b. New Hires
  - a. Library Supervisor – Medical Lake
  - b. Public Services Associate – Argonne

- c. Terminations:
  - a. Library Page – Spokane Valley
- d. Promotions/Demotions:
  - a. Promotions
    - i. Public Services Associate (MP) to Public Services Specialist (SV)
    - ii. Library Assistant (SV) to Public Services Specialist (NS)
  - b. Demotions
    - i. n/a
- e. Reclassifications:
  - a. n/a
- f. Transfers:
  - a. Public Services Specialist – 2
    - i. SV to NS
    - ii. MP to SV

#### Information Technology (Doug Stumbough)

- A lot of activity this month surrounding the remodeling project at North Spokane. Several staff and checkout stations were relocated or removed in preparation for the demolition of the circulation desk. Network connections were rerouted and hardware repositioned to minimize connectivity interruptions as work on several interior walls commenced. Equipment for the new classroom, including a custom A/V panel, started to arrive in our offices for testing and configuring and ordering of other hardware continued.
- Preparation for the opening of The BookEnd also progressed. We did a walkthrough of the space to assess the layout and plan for connectivity needs. Behind the scenes, selection and ordering of equipment got underway. We also were able to redefine an old location profile in our ILS that had been used for Liberty Lake service a decade ago. By doing so, we saved approximately \$11,000 that the vendor would have charged for adding the profile.
- Drew accompanied Spokane Valley staff on visit to an adult care facility in an effort to see how staff are assisting members in those locations and to begin to identify ways in which we can support the library staff through different/upgraded technology. As a result, several potential solutions, including a mobile hotspot, will be pursued in the next few months.
- In collaboration with the Communication Department and Public Services, parameters were determined for the regular Analytics-On-Demand reports and test data was extracted from the ILS. Beginning in April, the quarterly reports will analyze the (anonymized) cardholder data and provide an overview of member demographics. The data can also be compared to county-wide information and utilized to provide insights on those residents of our service area who do not hold a current library card, which could be useful in future efforts to connect with them.
- Other projects that staff have been working on this month include: Research and purchase of new ID badge printer, soldering station and supplies, digital signage player & custom plate for NS Lab, network injector adapters, and new compact racks for branch network equipment; Reconfiguration of backup printers and HVAC computers; Research on website translation plugin, Windows 10 licensing, intranet replacement platforms, Adobe Creative Cloud subscriptions for media lab computers; Testing of blog email notification plugin, security camera, and APIs for website; Updating of FAQs page, library/location templates, Communication request form, Book a Librarian form, IT message form.

### Collection Services (Andrea Sharps)

- We ordered 2,621 titles and 7,039 copies in February. The number of titles ordered is up from last month while the number of copies ordered is down from last month.
- With 16.67% of the year done, total library materials expended stands at 21.94%.
- We processed, added to the system, and sent out to the libraries 5,039 items in February which is up from last month.
- Downloadable lending through OverDrive was down in February from January. A total of 35,303 audiobook (13,478) and eBook (21,825) items circulated in February. Members placed a total of 10,999 holds, and there were 5,104 unique users with titles checked out.
- Midwest Tape's hoopla, a streaming media service, saw a slight decrease in circulation in February over January. A total of 2,505 titles including audiobooks (941), comics/graphic novels (125), eBooks (396), movies (540), full-length albums (349) and television shows (154) circulated in February for a combined cost of \$5,161.45 and an average cost per circulation of \$2.06. A total of 177 new patrons registered in the month, and there were 842 active users recorded.
- We worked on the opening-day collection for The BookEnd at the Spokane Valley Mall. Adult Collection Development Librarian Cheryl Zobel calculated the total number of items for each collection area in The BookEnd based on the linear feet assigned to each area and shared the data with Youth Collection Development Librarian Sheri Boggs and me for review and discussion. Many BookEnd items have been ordered, received, cataloged and processed.
- We submitted the list of magazines for The BookEnd location to our vendor Ebsco and received confirmation that the order had been received and processed. We have already received the invoice which came to a little over \$700 for children's, teen and adult magazines. Ideally, the subscriptions will start in May to coincide with the soft opening.
- Technical Services Manager Sandy Orr and I met with the IT Operations Assistant to work on the coding of The BookEnd items so the collection can be no-hold/no-float/shadowed. Once testing is complete, we will be able to add the items to the database.
- We loaned 360 items to other libraries and borrowed 533 items from other libraries for 893 total Interlibrary Loan transactions processed in February.

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

I am pleased to report that Steven Duncan, who has served as the public library lobbyist for 28 years, was reinstated under his former contract with the Washington Library Association. Several library directors met with the WLA leadership to share our concerns that Mr. Duncan's contracts were being revised without input from the library directors he serves. Based on that meeting, the WLA President sent out an apology for making the changes without consulting institutional members and promising to look into the inequity of the institutional dues structure. Mr. Duncan continues to work with a small group of bill readers to monitor bills as they go through the legislative system. Weekly calls are held on Wednesday to keep library directors up to speed on issues that have potential to impact public libraries. Legislative Day is March 16 and Trustee Teterud will attend along with Deputy Director Patrick Roewe.

February has been a busy month finalizing plans for the North Spokane renovation and opening of The BookEnd at Spokane Valley Mall. Planning teams for these projects met to review project timelines and make decisions regarding carpet, furniture, paint and signage. Both projects are moving forward.

I attended the Moran Prairie Friends and thanked them on behalf of the District and Trustees for their support. The President shared the resolution approved by the Board. I invited members to attend the

upcoming Friends Helping Friends event on Saturday, April 29. There were several new members who asked questions about becoming more involved in planning programs at their library. Library Supervisor Danielle Marcy and Community Librarian Ree West shared plans for the summer Poetry Picnic and National Night Out in August. Friends were eager to support these programs.

Leadership Team members received a draft of the Compensation Study and met to discuss implications. The study recommends a new approach to how we classify employees. Currently the District has 22 classification ranges. The report recommends collapsing these into fewer ranges and creating a broader spread from minimum to maximum and eliminating steps. Before we bring recommendations to the Board, the Leadership Team will take time to review potential implications of creating a new classification structure that will require a review of position descriptions. A final report will be brought to the board with an implementation plan following this in-depth analysis.

In community activities I attended the EWI Board meeting and the monthly Chapter Meeting which was held at the Larry H Miller Downtown Toyota. Jane Baker attended as my guest and we heard from the General Manager who stressed the impact women have on auto sales. The way people purchase a car has drastically changed with increased information available to shoppers.

KSPS Board members participated in a two-day retreat to develop a three-year strategic plan. The last plan was adopted shortly after KSPS became independent of the Spokane School District and it focused heavily on internal operations and financial stability. Now that the station has been independent for three years, the board shifted the focus toward the external role of serving community by offering educational resources for lifelong learning and initiating community conversations that engage people in meaningful, rational discourse. It was interesting to participate in a strategic planning process as a board member rather than as staff.

I continue to serve as past chair for the Spokane Valley Partners Board of Directors. To better understand the organization, board members volunteered to sort food one recent evening. This was a great way to get to know fellow board members and to see the food bank operation firsthand. It is humbling to see how many people rely on this organization for basic necessities.

ITEM AND TITLE MONTHLY REPORT  
**February 2017**

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
<b>Total Materials</b>							
Print	164888	149512	<b>314440</b>	85818	49777	<b>135595</b>	
Nonprint	64659	23923	<b>88582</b>	26497	7370	<b>33867</b>	
Subtotal	<b>229547</b>	<b>173435</b>	<b>402982</b>	<b>112315</b>	<b>57147</b>	<b>169462</b>	
Periodicals	6192	1016	<b>7208</b>	297	30	<b>327</b>	
Total	<b>235739</b>	<b>174451</b>	<b>410190</b>	<b>112612</b>	<b>57177</b>	<b>169789</b>	

	<u>ITEMS</u>			<u>TITLES</u>		
<b>OverDrive: Audiobooks</b>			<b>23643</b>			<b>19775</b>
eBOOKS			<b>34339</b>			<b>29688</b>
Licensed eBOOKS			<b>9820</b>			<b>6274</b>
<b>OverDrive: Total</b>			<b>67862</b>			<b>55737</b>
<b>GRAND TOTAL</b>			<b>478052</b>			<b>225526</b>

<b>Print &amp; Nonprint</b>	(Totals year-to-date)		
<b>ADDITIONS</b>	ADULT	YOUTH	TOTAL
Print	4270	3235	7505
Nonprint	1637	633	2270
<b>TOTAL</b>	<b>5907</b>	<b>3868</b>	<b>9775</b>
<b>DELETIONS</b>			
Print	5731	4281	10012
Nonprint	1895	582	2477
<b>TOTAL</b>	<b>7626</b>	<b>4863</b>	<b>12489</b>

	<u>NET CHANGE YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-1461	-1046	<b>-2507</b>
Nonprint	-258	51	<b>-207</b>
Periodicals	-22	-5	<b>-27</b>

**NOTES:** PRINT = Book, Bkbagbag, Largetype, Paperback  
NONPRINT = Cassbook, Cassette, CD, Cdbook, CDrom, DVD, MP3CDbook,  
Multimedia, Playaway, ROM, VHSVideo  
PERIODICALS = Magazine, 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 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 February 2017

Patrick Roewe and Kristy Bateman

### Overview

February was another full month of connecting our library members with knowledge through materials, programs, and learning opportunities. The North Spokane remodel project continued throughout February, which has required staff and library members to be flexible as we all continue to adapt to changing work spaces and moving collection locations. We're very appreciative of their flexibility and patience during the construction phase and the disruption it has caused.

### Service Priority Teams

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

- Our monthly SCORE business workshop, *6 Marketing Must-Haves for Small Business*, had five people in attendance.
- The second of our *WordPress for Business* programs, presented by Richie Schut, had two people attend.
- We unfortunately had to cancel the monthly Better Business Bureau workshop again this month, due to presenter illness. We'll reschedule the topic, *Online Safety/Cyber Security*, for June.
- The first of three Foundation Directory Online workshops, taught by Tami Chapman, had eight people in attendance.
- *GED & High School Completion Classes* continued during February, meeting Monday through Thursday (except for 2/1, 2/2, and 2/20). Instructor Chris Brady reports he has 17 students currently enrolled. Combined attendance for the 13 February classes was 94. Chris reported that January's 13 classes had a combined attendance of 75.
- The four *Dollars and Sense* financial literacy workshops offered this month, presented by SNAP, had a combined attendance of 18. This is down from 20 attendees for the four January workshops.
- Our *Drop-In Job and Career Help* service had a combined attendance of three for the three February sessions, the same attendance number as January's three sessions.
- The two STCU financial literacy workshops this month, *Prevent Fraud and Identity Theft*, and *Protect Your Credit Score*, had a combined attendance of 29.
- We had eight individuals register as new Microsoft Imagine Academy users in February, down from nine in January. During the month, users enrolled in 31 new classes, down from 39 in January.
- We did 75 Book-a-Librarian (BaL) sessions this month throughout the District, down from January's 77 sessions.
  - In one session, Danielle helped a Greater Spokane Valley Chamber of Commerce employee use Reference USA to create lists of Valley area businesses with customized data fields.
  - In another, Ree helped the woman use DemographicsNow to compare potential locations for her fitness center, and ReferenceUSA to identify potential competitors. (This woman had been in the SNAP Dreambuilder class I spoke with last month.)
  - Danielle also met with a man who wanted to search for businesses similar to the one he wanted to open. He was also interested in project management classes, so Danielle talked with him about Lynda.com.
  - Ree met with the owner of a local laundry business, who was interested in learning how to do research to create targeted mailing lists. He'd been referred to us by Josh King at SCORE.
- We proctored 19 exams this month throughout the District, up substantially from January's nine proctoring sessions.

#### Community Connections:

- Danielle attended her first Greater Spokane Valley Chamber Ambassador meeting. The focus was on how to better connect with new chamber members.



- I joined Jane to record podcasts featuring two of our community partners. In the first, Kirstin Davis of the Better Business Bureau shared tips for avoiding different types of scams. In the second, Josh King of SCORE talked about the mentoring support they offer small business owners.
- Tami attended the Hispanic Business/Professional Association meeting, and submitted the paperwork for SCLD to become an HBPA member.
- Danielle attended the monthly Inland Northwest Business Association luncheon. The guest speaker was Patrick Striker, the executive director of Spokane C.O.P.S.
- Ree attended the monthly Moran Prairie Grange meeting, submitted the paperwork for SCLD to become a Grange member.
- Danielle, along with other SV staff, participated in the 4<sup>th</sup> Friday event at the Spokane Valley Mall.
- Tami attended the monthly West Plains Support Network meeting.
- Tami also attended the West Plains Chamber of Commerce meeting, where the spotlight was the State of the County with Commissioner French.
- I attended the monthly SCORE meeting.
- Danielle, along with other District staff, attended the GSVCC membership lunch meeting, where entrepreneur Tyler Lafferty was the featured speaker.
- Aileen and I gave Dawn Karber and Kevin Williams (the new One-Stop Operator at WorkSource) a tour of the Spokane Valley Library.
- Ree, along with Melanie Boerner, attended the West Valley School District Career and Technical Education Day event at West Valley High School.

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

- We provided 107 Storytimes to 2,909 children, parents, and caregivers. Our average attendance per Storytime was 28, six higher than January.
- We provided 69 Storytimes to 1,071 children at 31 childcare centers.
- We offered 14 Early Learning Programs this month. Four of the programs were *STEM Play and Learn* and we had a total attendance of 58. We had nine Kindergarten Kickoff programs this month for an attendance of 70. *Dr. Seuss's Birthday Bash* brought in 170 at Spokane Valley. We were also invited to attend the Central Valley Kindergarten Center STEAM night and offered a STEM program for the attendees. We had 18 attend.
- I submitted the application for the third phase of the STEM grant from Thrive Washington. This last part of the grant will focus on early math and is scheduled to start April 1, 2017.

### Community Connections:

- I attended the Early Learning Advocacy Day in Olympia with the Inland Northwest Early Learning Alliance. I was asked to talk at the Thrive Reception for Early Learning about my experience being on our local early learning coalition. The next day I attended the Statewide Early Learning Coalition meeting.
- We had another meeting for the Early Learning Math Fellows at ESD 101. This has been a great connection with the ECEAPs, Early Learning Centers, Department of Early Learning, Eastern Washington University and the school districts. I'm looking forward to creating a math training for our Storytime staff.
- SpoKids 2020 reconvened to talk about next steps. This group is focusing on social emotional skills for children entering kindergarten and what they need to be ready. This group is being led by the Spokane Regional Health District and is working with Excelerate Success who is also focusing on kindergarten readiness.
- I attended two Inland Northwest Early Learning Alliance meetings this month. Our focus this month was on creating quarterly trainings, working with Thrive Washington's new CEO, Standards Alignment for Child Care, and Advocacy for Child Care.
- I attended Excelerate Success's Ready for K relaunch luncheon. The group is looking at our goals and strategies for the upcoming year.
- I participated in the Regional Advisor call for the Early Learning Advisory Council. The call focused on Standards Alignment and the bill to add seats for the regional advisors of the early learning coalitions to the Early Learning Advisory Council. This gives the early learning coalitions a designated seat on the council, which we have not had before, to ensure the Council will receive feedback from all areas of the state.
- I attended the Gift of Childhood conference at Spokane Falls Community College and presented a STARS training on the Best Picture Books of 2016. I had 36 attend the session.

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

### Elementary (K-5) programs:

- 241 children and their families played with LEGOs at the library this month. LEGO play encourages lateral thinking, problem-solving, organization and planning, as well as communication and social skills.
- Regular weekly afterschool programs continued at North Spokane, Spokane Valley and Otis Orchards this month. 150 kids participated in these afterschool learning opportunities that include LEGOs, Art, tabletop games, and STEM activities.

### Tween/Teen Programs:

- The winter STEM activity at the library featured Minecraft, a virtual building world. 43 participated in the program, which provided the opportunity to create and build in a 3D environment. The best attended programs were at Deer Park and Moran Prairie. Given the differences in those communities, I am still puzzling out why the program was so popular there, as opposed to other locations.
- Another round of book discussion group started at Mica Peak High School. This time, staff worked with the teens to identify the books they wanted to read, building upon the success of the previous two sessions of ALA grant-funded Great Stories Clubs. We are very pleased that SCLD was able to use the grant to develop our capacity to continue a successful program without outside funding.

### Adult Programs:

- 70 members participated in one of eight regular book clubs.
- SCLD coordinated with local community organizations (Whitworth University, Eastern Washington University, Gonzaga University, Spokane Feminist Forum, Spokane Crime Victims Service Center, Sexual Assault & Family Trauma (SAFeT) Response Center, OutSpokane, and others) to host three screenings (at Cheney, Moran Prairie and North Spokane libraries) and panel discussion of the documentary film *Unslut*. 89 people participated. The program evaluations indicated that the attendees were glad of the opportunity to engage in such a difficult topic in a constructive way and also appreciated that the library made it possible.
- In February, Moran Prairie hosted the National Library of Medicine Traveling Exhibit, "The Literature of Prescription: Charlotte Perkins Gilman and "The Yellow Wall-Paper." Despite the nasty weather, eight members attended a lecture with Dr. Ann Ciasullo, Associate Professor of English and Chair of Women's and Gender Studies at Gonzaga University on the Cultural Context of *The Yellow Wallpaper*.
- We also celebrated all things romance related in February, with two events featuring local romance novelists (15 people attended) and the opportunity for members to take a "Blind Date with a Book." North Spokane, Airway Heights and Otis Orchards members responded particularly well to the displays.

### Community Connections:

- I attended the PNLA board retreat and am chairing the Conference Committee for the 2017 PNLA conference, which will take place in Post Falls, ID, in August.
- SCLD staff continue to take programs and presentations to schools and extended learning organizations throughout the county every month. February was no exception, with library staff working with students from Mead, Central Valley, West Valley, Medical Lake, Great Northern and Cheney schools.
- I attended Excelerate Success's Grade Level Reading Action Network, where we are planning summer outreach with AmeriCorps Vista volunteers.
- We have plans to test out an online summer reading platform, in collaboration with Spokane Public Library and other area libraries, but on a limited scale.

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

- The FAQ web page was updated to make it easier to provide direct links to individual questions and answers.
- The Inland Northwest Collection was added to the catalog drop-down menu to make it easier for members and staff to search and discover items in this collection.
- I met with other managers to discuss analytics software that we will be using to discover demographics and marketing data about Spokane County library members and potential library members.
- A Library of Things is in the works in which we will be lending out non-traditional library items. I met with staff to organize how we will present this information in the catalog and on the website.

- ABI/INFORM Trade and Industry was added to the digital library.
- I set up the back end of the new product for reader's advisory and recommendations, Select Reads. This product will have a slow roll out in March and will be promoted in May.

Community Connections:

- I met with a manager from Spokane Public Library and a professor from Eastern Washington University to discuss collaboration opportunities in arts and culture.

**Volunteer Program (Jamie Van Wormer)**

In February, I continued building our volunteer program by meeting with potential volunteers and other members in the community. I have been working with corporate partnerships on group volunteer projects. A group from Numerica Credit Union will help sort seeds for the Fairfield Seed Library. I made arrangements with IT for future volunteer orientation workshops in the Admin conference room. I recruited a volunteer at North Spokane to help an elderly woman read poetry and a volunteer to teach an elderly man how to read at Airway Heights Library.

Weekly, a volunteer input data into Volgistics, the volunteer software program. All of the volunteer contact information and volunteer assignments through May have been entered. The volunteers now have the link and are able to self-assign opportunities, change their schedule and enter their hours.

- I continue to coordinate all of the volunteer schedules for the after school programs at the elementary schools.
- I attended the Whitworth Volunteer Fair. I recruited three volunteers for the Reading Buddy afterschool program and one volunteer to assist Amber with video editing.
- I met with Sarah (Assistant Dean) from Community Colleges of Spokane to discuss new library locations for the GED program.
- Presented our volunteer program at the Inland Northwest Service Learning Partnership.
- Met with Danika from United Way to get additional training on how its volunteer site works and to upload new volunteer opportunities.
- Attended the Moran Prairie Friends meeting. They contributed money for snacks for the after school programs.
- Attended the Cheney Friends meeting. They contributed money for snacks for the after school programs.
- Met Amanda from Communication at Broadway Elementary to take photos for the ENGAGE magazine.
- Met with Sarah the assistant principal from Salnave Elementary School to discuss plans for a reading buddy program after school.
- Started meeting with the community librarians to make sure we have the right amount of volunteers for each of their programs.
- Met with Kristin from Orchard Crest Living Community and one of our volunteers that will be helping residents writing their memoirs this spring.
- Recruited one volunteer for the reading program at Hallett Elementary School.
- Recruited a volunteer to help lead the English Conversation Program at Airway Heights.
- Added one volunteer for the Pasadena Park reading program.
- Added a regular volunteer for Pat at the Argonne Library.
- Scheduled a volunteer to assist in data entry for new volunteer software and input data for the STEM Play and Learn.
- The District currently has 195 active volunteers.

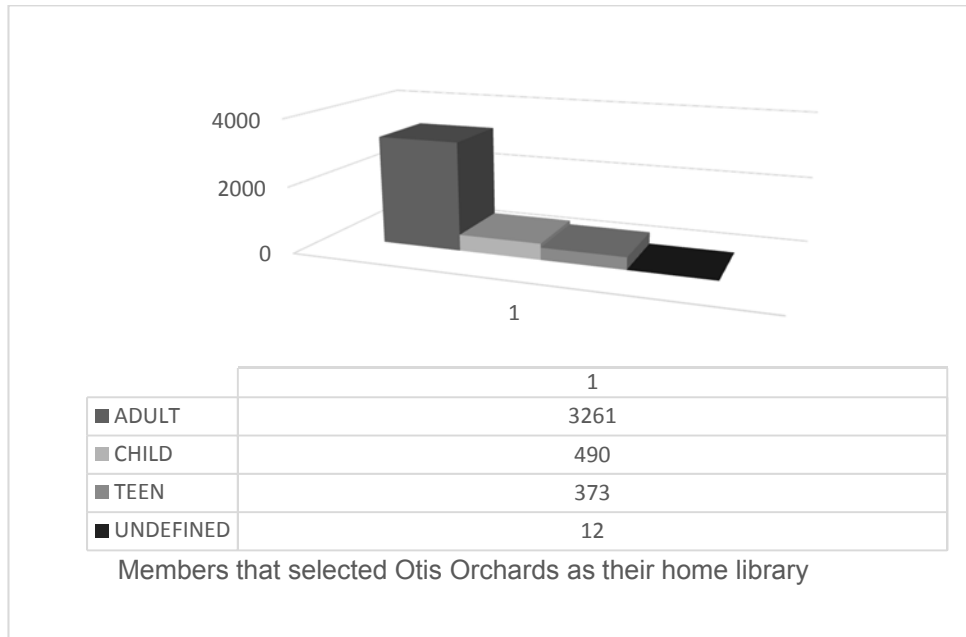
**Library Operations (Georgina Rice)**

This month's featured statistic features Otis Orchards. The statistics below represent physical items checked out at Otis Orchards in 2016. Digital checkouts by Otis Orchards cardholders are not reflected in these statistics.

There are 4,136 members as of March 6, 2017, that identify Otis Orchards as their home library. The first chart below breaks down those users by our user category one.

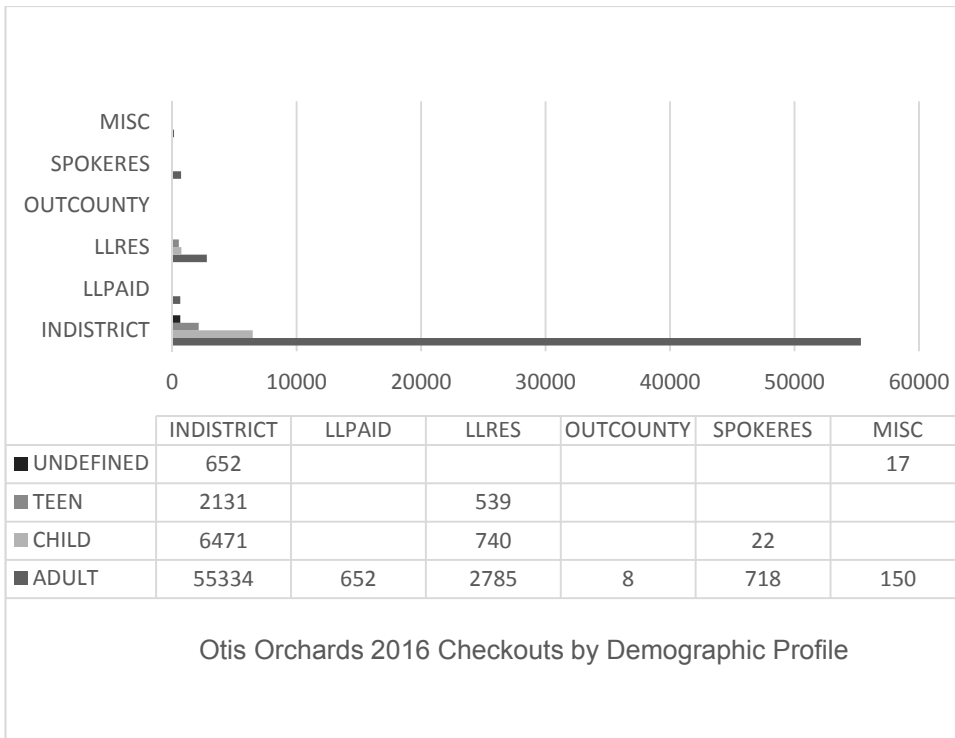
Cardholders by age range

- Child 0-11 years
- Teen 12 – 17 years
- Adult 18 and above
- Undefined - Cards issued to entities such as Businesses and Schools without an age designation.



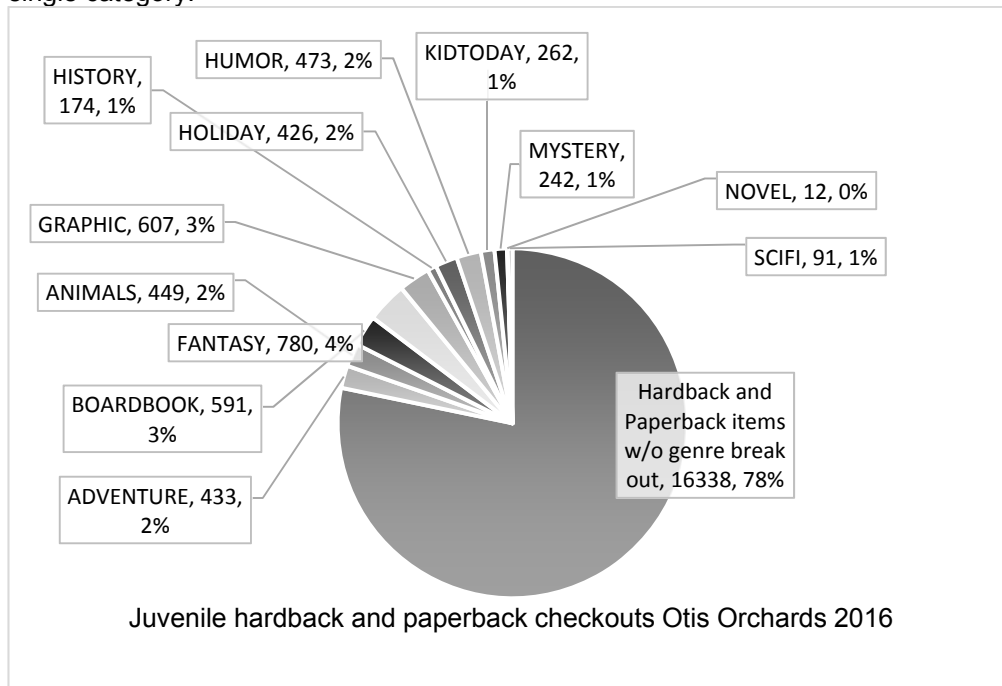
The second chart shows a graphical representation of items checked out from Otis Orchards in 2016. It is segmented by user demographic category, which is determined by the member’s residential address. Members represented in the chart below as LLRES (residents of Liberty Lake) checked out 6.29% of Otis Orchards Library’s total circulation in 2016.

- Reciprocal members listed here as LLRES (residents of Liberty Lake), have access to our physical collection only. They do not have access to online databases or downloadable media, such as OverDrive or Hoopla.
- LLPAID are residents of Liberty Lake that have paid the non-resident fee for full library privileges.
- OUTCOUNTY are residents from outside of Spokane County who have done the same.
- The MISC category is an amalgam of remaining account types.

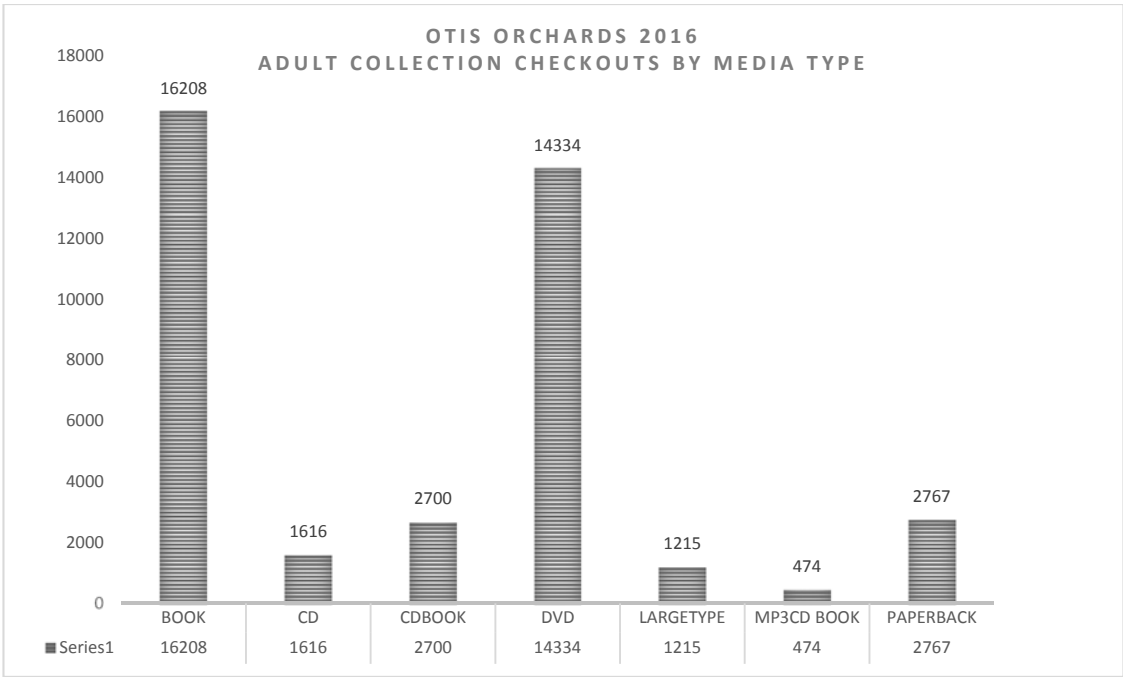


The next series of three charts display a breakout of items checked out from Otis Orchards in 2016. These graphical displays are divided by ADULT, TEEN, and CHILDREN's collections.

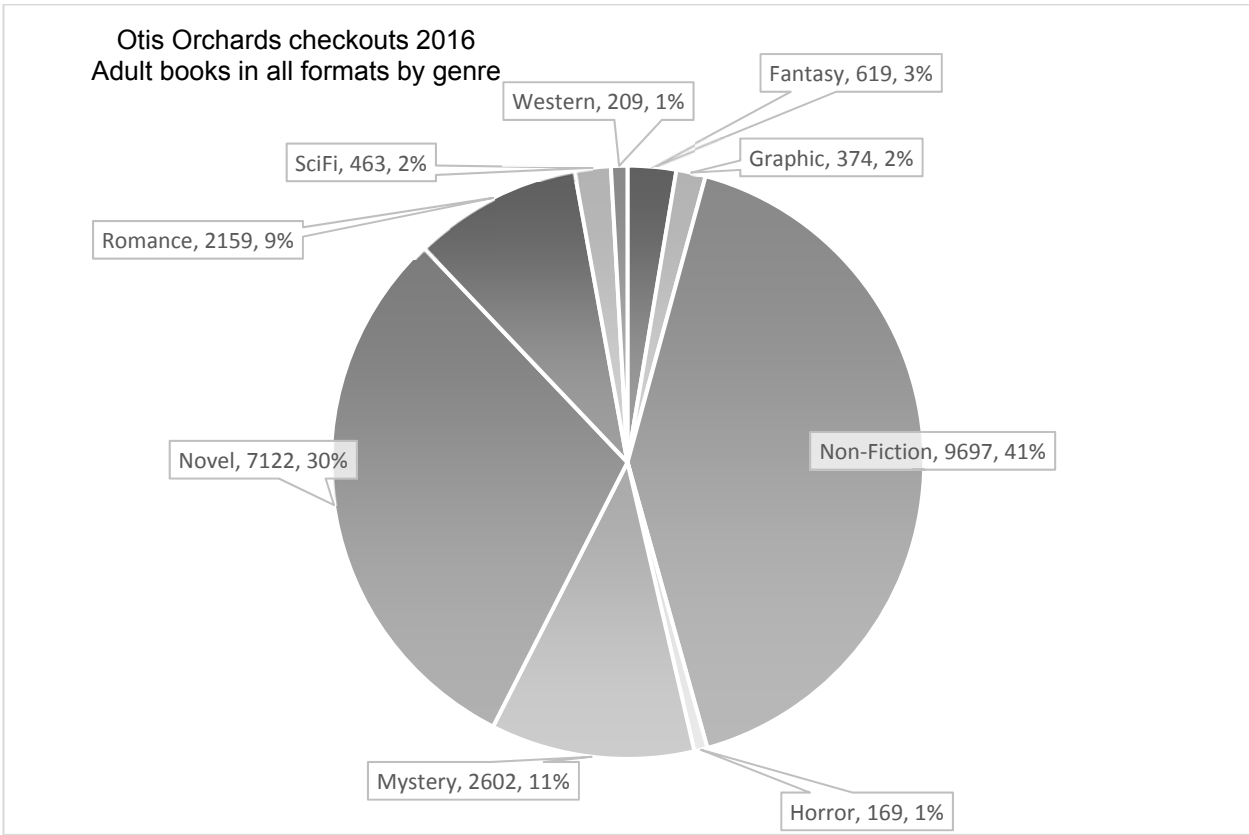
The first chart displays the checkouts from the CHILDREN'S collection. This collection's paperbacks are designated by individual genre. The balance of the collection, including hardback fiction and non-fiction is in a single category.



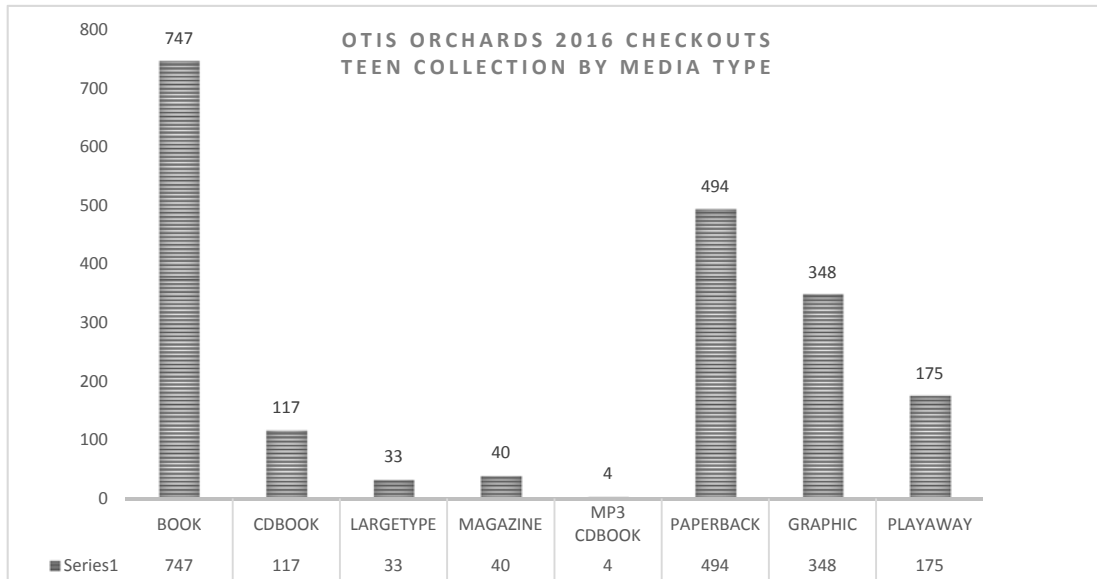
The next chart displays items from the adult collection. It is segmented by the media type that Otis Orchards members are selecting from the physical collection.



The next chart is a graphical representation of the items that Otis Orchards members checked out from the physical collection in 2016. This sampling includes books in all formats (hardback and paperback book, CD books and MP3CD books) from the adult collection, excluding all DVDs and music CDs.



The next chart displays TEEN items checked out from Otis Orchards in 2016. The only portion of the Teen collection that has a separate genre designation is Graphic, which includes graphic novels and manga. Items below listed as graphic are not included in the paperback and book categories in the chart.



<b>BREAKOUT BY CHECKOUT METHOD</b>							
This table highlights how members are choosing to checkout and/or renew items at each library.							
	Staff assisted stations		Self-Check stations		Total in-library circulation	Renewals online	Total in-library + online renewals
	Checkouts	Renewals	Checkouts	Renewals			
AH	907	316	3989	56	5268	1027	6295
AR	1185	453	8553	84	10275	2351	12626
CH	2960	493	6917	58	10428	2396	12824
DP	3050	685	7897	76	11708	2110	13818
FF	387	66	639	4	1096	219	1315
ML	1317	166	2405	31	3919	878	4797
MP	1738	452	11302	77	13569	3627	17196
NS	6416	1031	27065	159	34671	9202	43873
OT	352	226	3990	27	4595	1223	5818
SV	10055	2519	25850	215	38639	8127	46766
TOT*	28367	6407	98607	787	134168	31160	165328

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

	This Year This Month		Last Year This Month		Difference
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	
<b>AH</b>	4045	76.78%	1629	32.38%	44.41%
<b>AR</b>	8637	84.06%	4947	41.76%	42.30%
<b>CH</b>	6975	66.89%	2724	25.19%	41.70%
<b>DP</b>	7973	68.10%	2373	20.27%	47.83%
<b>FF</b>	643	58.67%	622	45.27%	13.40%
<b>ML</b>	2436	62.16%	1498	38.54%	23.62%
<b>MP</b>	11379	83.86%	5874	42.32%	41.54%
<b>NS</b>	27224	78.52%	23155	58.35%	20.18%
<b>OT</b>	4017	87.42%	1931	43.85%	43.57%
<b>SV</b>	26065	67.46%	28779	67.31%	0.15%
<b>TOTAL</b>	99394	74.08%	73532	50.58%	23.50%

## Library Reports

### Airway Heights: Stacy Kvamme

#### Early Learning:

- Attendance for Thursday *Play & Learn* averaged 23 people in February, a slight increase compared to 22 in January.
- Nine people attended Saturday *Play and Learn*, which featured a Valentine's theme. This is an increase compared to January, which had zero in attendance, and is the same as last February.
- Two outreach Storytimes were provided for preschool students at Sunset Elementary School, reaching 31 students and teachers.

#### Education and Enrichment:

- *LEGO Club* had an attendance of 44 in February, weekly attendance averaged 11. This is an increase compared to January's weekly average of seven.
- Community Librarian Corinne Wilson shared STEM activities with 19 students at Sunset Elementary's after school program *Trailblazers*.
- The tween/teen program, *Minecraft* had a total of nine in attendance.
- The adult program *Valentine's Zentangle* had a total of eight in attendance.

#### Community Connections:

- Great Northern Elementary's 5<sup>th</sup>/6<sup>th</sup> grade visited the Airway Heights Library. Students checked out historical fiction books along with chapter books to read in their classroom.
- *West Plains ECEAP* morning and afternoon classes visited the library to checkout library books.
- Corinne and Cheney Community Librarian Tami Chapman attended the West Plains Support Network, which featured a presentation by World Relief.
- Corinne and I attended a meeting of the Airway Heights Friends of the Library.
- I attended two meetings of the Airway Heights Kiwanis Club, which featured guest presentations from Frontier Behavioral Health about their *Care Cars* program, and a presentation by Children's Home Society of Washington.
- The display case featured a variety of crochet pieces created by a library member.
- The Sunset Elementary art wall was refreshed with new pieces from local students.
- There were 11 meeting room reservations in February 2017, identical to the same month last year.

### Argonne: Pat Davis

#### Early Learning:

- 151 parents, caregivers, and children attended *Play and Learn Storytimes* up 10 from January. *Toddler Play and Learn* attendance averaged 19 weekly compared to 17 in January. *Preschool Play and Learn* attendance averaged 20 weekly, up from 14 in January.



- Staff presented three outreach Storytimes:
  - Loving Hearts had 70 children and caregivers at three sessions.
  - Millwood Kindergarten Center had an audience of 150.
  - West Valley Co-Op Preschool had 16 attend.
- Our *Kindergarten Kickoff* attracted 11.
- Our *Stem Play and Learn Storytime* welcomed 18 participants.

Education and Enrichment:

- *LEGO Club* had 98 *participants* this month for a weekly average of 19 up from 18 in January.
- *Minecraft* had seven participants.
- *Marble Roller Coasters* at Millwood Star Club had ten participants.

Business and Career Development:

- We proctored one exam.
- Our Financial Literacy programs:
  - *Dollars and Sense: Navigating Your Credit*, had an attendance of five.
  - *Dollars and Sense: Give Yourself a Raise* had two participants.

Community Connections:

- The meeting and conference rooms were booked by 75 groups or individuals compared to 70 last February.
- Pasadena Park Elementary 2<sup>nd</sup> grade provided watercolors for our art display this month.
- The display case featured crocheted owls made by a member.
- Melanie Boerner and Pat Davis attended the Millwood Community Association. The meeting provided updates on the Millwood Trail planning, railway crossing progress and planning was started for Millwood Daze.
- AARP Tax-Aide started at Argonne.
- A rehabilitation therapist from Eastern State Hospital contacted us about a library tour for a small group of patients. Seven patients and three staff toured the library, learned about how to apply for a library card and behavior expectations (requested by the therapist).

**Deer Park: Kris Barnes**

- Our *Play and Learn Storytime* average attendance experienced a decrease in attendance this month. Our average attendance was 17 compared to last February's average attendance of 30.
- The *STEM Play and Learn Storytime* attracted eight participants.
- The *Kindergarten Kickoff* program attracted two participants.

Education and Enrichment:

- 16 members gathered at the *Adult Book Club* to discuss "The Invention of Wings" by Sue Monk Kidd. Last February's attendance was 12.
- Our weekly *LEGO Club* attendance averaged 13 participants consistent with last February's average.
- Our quarterly *STEM: Minecraft* program attracted 14 participants.
- Our *Beginning Knitting* program attracted four participants.

Business and Career Development:

- I attended a Deer Park Chamber board meeting.
- I attended a Deer Park Chamber board committee meeting. As a member of the Chamber financial committee, we met to plan the Chamber's yearly budget.
- Community Librarian Amber Williams and I attended a Deer Park Chamber luncheon meeting. Fire District #4 Fire Chief Randy Johnson presented a 2016 year in review. Randy also discussed plans for the new Deer Park Fire station. The groundbreaking for beginning construction will occur this spring.

Community Connections:

- Our display case was filled with all things honeybee courtesy of Deer Park's local beekeepers group.
- We served after school snacks to 457 children this month.
- Our meeting and conference rooms were used by community member groups 63 times compared to last February's total of 43. The rooms were used for a variety of reasons, such as an elder law seminar, a meeting of the local democratic group, and the local food bank's Board of Directors' meeting.
- Five Arcadia Elementary classes visited this month. Two classes came to hear book talking about realistic fiction as part of their class assignment. One class visited to hear book talking about mystery fiction and ghost stories. The last two classes visited to browse our children's collection.

## **Cheney: Catherine Nero Lowry**

### Early Learning:

- *Baby Play and Learn* attendance increased this month with an average of 11 in February of 2016 and 19 in February of 2017.
- *Toddler Play and Learn* attendance increased with an average of 28 in February of 2016 and 34 in February of 2017.
- *Preschool Play and Learn* attendance decreased this year with average of 29 in February of 2016, compared to 22 in February 2017.
- Staff presented an outreach Storytime to 11 children and teachers at EWU Children's Center.
- *Early Learning Program Kindergarten Kickoff* had two in attendance.

### Education and Enrichment:

- Our February *LEGO Club* had 19 in attendance.
- Cheney Parks & Recreation Echo visited the library with 23 students.
- *Children/Family/ All Ages*
  - Outreach Betz Elementary Afterschool 48 in attendance.
- *Teen/Family/All Ages programs:*
  - *Minecraft* four in attendance.
  - *Snap Circuits* at Westwood Middle School 17 in attendance.
  - *Snap Circuits* at Cheney Middle School had 14 in attendance.
- *Adult programs:*
  - *Unslut* had 22 in attendance.
  - *Valentine Documentaries: Where the Heart Roams* had zero in attendance.
  - 13 attended the *Cheney Book Group* and discussed *Deep Down Dark* by Hector Tobar.

### Business and Career Development:

- *GED & High School Completion Classes* continue with 17 currently enrolled in the program held in the meeting room, Monday-Thursday, 4-8pm.
- *Foundation Directory Online Workshop* eight people in attendance.

### Community Connections:

- Cheney staff provided service to three walk-in Book-a-Librarian appointments.
- Douglas took outreach services to Cheney Sessions Village, Cheney Assisted and Cheney Care facilities this month providing over 169 new and renewed library items.
- The meeting room and alternative space was used 32 times in February.
- Community Librarian Tami worked with Betz Elementary and the Trailblazers on Snap Circuits.

## **Fairfield: Kristy Bateman**

### Early Learning:

- *Play and Learn Storytime* averaged seven attendees, up five from last month.
- Staff presented three outreach Storytimes to 38 preschoolers and teachers.
- The *Kindergarten Kickoff* had zero attend.

### Education and Enrichment:

- *LEGO Club* had 13 members at four sessions.
- *Thursday Night Thing* had eight students in the 6<sup>th</sup>-12<sup>th</sup> grade session while seven students attended the K-5<sup>th</sup> grade session.
- *Stress-Free Pinterest Crafts* had two members attend.

### Community Connections:

- Two community groups used the meeting room in February.
- Community Librarian Cindy Ulrey attended the North Palouse Chamber of Commerce and the Community Advisory Board.

## **Medical Lake: Cecelia McMullen**

### Early Learning:

- *Play and Learn Storytime* averaged 15 attendees, up five from January.
- Staff did four outreach Storytimes averaging 15 attendees per program.
- Zero members attended the *Kindergarten Kickoff*.
- 19 people attended the *Stem Play and Learn*.

- *STEM Play & Learn* program was presented to the Medical Lake ECEAP.

Education and Enrichment:

- The *LEGO Club* averaged four attendees, down one from January.
- 16 students participated in the Medical Lake Parks and Recreation before School Care.
- As a response to members wanting adult daytime programs, *Paper Art* was held during the day. Ten members participated.
- Two members participated in *Beginning Knitting*.
- Ten members attended the February Book Club to discuss *The Prayer Box* by Lisa Wingate.

Community Connections:

- Two community groups used the meeting room in February.
- Community Librarian Christie Onzay attended a planning meeting at Hallett Elementary School for their Family Literacy Night. She also met with their Title One Literacy Facility to discuss partnering on future early literacy programs.
- In preparation for a documentary showing in June, Community Librarian Christie Onzay worked with members of RE\*IMAGINE Medical Lake.
- Christie contacted the Medical Lake Food Bank board president to discuss logistics of donating food after our August produce swap programs.
- The Medical Lake Friends of the Library held its February meeting.

**Moran Prairie: Danielle Marcy**

Early Learning:

- Moran Prairie had the highest attended *Kindergarten Kickoff* program with 20.
  - Average attendance for Storytimes for the month:
    - *Preschool Play and Learn*: 28
    - *Toddler Play and Learn*: 42
    - *Baby Play and Learn*: 47
    - *Family Play and Learn*: 8
- All Storytimes had an increase this month.

Education and Enrichment:

- *Minecraft* had 12 attend.
- We had two sessions of the *Early Release Activities*, the first session had seven attend and the second session had 13 attend.
- Eight attended *The Cultural Context of "The Yellow Wall-Paper."*
- We did not have any attendance to the *Valentine Documentaries: Guilty Pleasures*.
- *UNSLUT: A Documentary Film, Plus Panel Discussion* had 45 attend.
- The *Moran Prairie Book Club* had four attend. We discussed *A Mother's Reckoning* by Sue Klebold.

Business and Career Development:

- We had 69 bookings of the meeting room.
- We proctored five exams.
- Two attended the *WordPress for Business* program.

Community Connections:

- Artist Lorelee Silverthorn displayed her alcohol ink art.
- Glenn Guthmueller displayed his collection of old books including some first edition Hardy Boys.
- The Bill of Rights exhibit continued to be displayed.
- The Yellow Wall-Paper exhibit was displayed.
- Bridget Webster's Preschool class of 3-4 year olds came for a feelings Storytime and library tour.
- Danielle and Ree attended the Mullan Road PTG meeting and connected with the Science Fair committee to attend this year's Science Fair at Mullan Road.
- Danielle and Ree participated in two planning meetings with SCOPE and one with Target, for the August 1st National Night Out event.
- Danielle and Ree attended the Moran Prairie Friends meeting.

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

Early Learning:

- 724 children, parents, and caregivers attended early learning programs this month. This is down 5% from last month and down 24% from February 2016. Two Storytimes were cancelled due to

construction in the North Spokane meeting room.

- o *Baby Play and Learn Storytime* averaged 13 attendees. This is down two from last month's average and down 19 from February 2016.
- o *Toddler Play and Learn Storytime* attracted an average attendance of 44. This is up five from last month and the same as February 2016.
- o *Preschool Play and Learn Storytime* averaged 42 attendees. This is up 14 from last month and up one from February 2016.
- o *Family Play and Learn Storytime* averaged 23 attendees. This is up one from last month and the same as February 2016.
- o The *Kindergarten Kick Off* event had 11 attendees.
- Staff provided outreach Storytime for 153 attendees at five early learning facilities.

Explore and Discover:

- 82 members of all ages attended five Education and Enrichment events this month.
  - o An average of 25 members attended two *Monday Funday* events.
  - o 22 members attended the screening and panel discussion of the documentary *Unslut*.
  - o 10 members attended the *Romance Party with Novelists*.
  - o No one attended the North Spokane Book group this month.

Support Job Seekers and Local Businesses:

- 29 members attended three financial literacy programs, 18 for *Protect Your Credit Score* with STCU, 8 for *Give Yourself a Raise*, and 3 for *Navigate Your Credit*.
- A high school junior from Saint Michael's Academy job-shadowed in the library for half a day.
- Staff proctored one exam.

Connect Communities:

- North Spokane community librarian Rachel Edmondson promoted library services to over 100 community members at Evergreen Elementary's Book Bingo night.
- North Spokane community librarian Vanessa Strange was announced as this year's recipient of the Gordon M. Conable Award, which honors individuals and libraries that have demonstrated a commitment to intellectual freedom and the Library Bill of Rights.
- Ceramic art was on display in the foyer from the Spokane Potters Guild.

**Otis Orchards: David Wyatt**

Early Learning:

- *Play and Learn Storytime* attendance averaged 43 up from an average of 28 last February.
- Monthly *Family Play and Learn Evening* had four attend.
- Staff presented outreach Storytimes at two locations.
  - o Doodlebug Daycare: 4
  - o Otis Orchards ECEAP: 34

Nine attended Kindergarten Kickoff. Education and Enrichment:

- Weekly *Thumbs up Thursday* programs for children of all ages and families averaged 10.
- Minecraft had zero attend.
- Seed library had 61 seed packets checked out.
- Introduction to Beekeeping: 21

Community Connections:

- Art from East Farm STEAM School was displayed in the library.
- Members enjoyed STEM tangrams and Valentine's crafts in the Library.
- Volunteers resumed weekly after school tutoring with five students from Otis Orchards Elementary.
- Community Librarian Tammy Henry delivered Engage to local businesses Jack & the Bean Shop Coffee, Otis Grill, and KH Grocery Market.

**Spokane Valley: Aileen Luppert**

Early Learning:

- 1351 children, their parents, and caregivers attended 61 early learning programs this month. This is up 407 attendees and up 17 programs since last month.
  - o *Baby Play and Learn Storytime* averaged 20. This is down four from last month and down six since February 2016.
  - o *Toddler Play and Learn Storytime* averaged of 35. This is up four from last month and down 11 since February 2016.

- *Preschool Play and Learn Storytime* averaged 44 attendees. This is up 12 from last month and down four since February 2016.
- *Evening Family Storytime* averaged nine attendees. This is up three from last month and down four from February 2016.
- Staff provided Storytime to 409 attendees at 34 outreach facilities. Last month staff provided Storytimes to 306 attendees at 18 outreach facilities.
- *Kindergarten Kickoff* had 15 attendees.
- *Dr. Seuss's Birthday Bash* had 170 attendees.
- Central Valley Kindergarten Center STEM Night had 18 attendees.

#### Education and Enrichment:

- 102 members attended 10 Education and Enrichment events this month.
- Adult Programs:
  - *SV Book Club* (10)
  - *Broadway Court Book Club* (8)
  - *Orchard Crest Book Club* (9)
  - *Romance Party with Novelists* (5)
- Teens/Tween:
  - *Minecraft* (1)
  - *Great Stories Club: Mica Peak High School* (4)
- Children/Family:
  - Four sessions of *Too Fun Tuesday* (Average 16, up seven from last month)

#### Business and Career Development:

- 19 members attended five Business and Career Development program this month.
- Job Seeker and Career
  - *Drop-In Career Help* (3)
- Business Support
  - *6 Marketing Must-Haves for Small Business* (5)
- Financial Literacy:
  - *Prevent Fraud and Identity Theft* (11)
- Proctored 12 tests.

#### Community Connections

- Librarians Danielle Milton, Diane Brown and I attended the Greater Spokane Valley Chamber's Business Connections Lunch. The speaker, Tyler Lafferty, delivered a presentation asking, "Are you truly adding value to your work, home and community?" His practical advice for ways to add value was extremely well received.
- Danielle Milton hosted a table for STEAM Night at South Pines Elementary. She brought LEGOs, our Humanities WA Skulls, and made Hoop Gliders. She spoke with 150 kids and their family members. It went so well, she was invited back next month for "Book Tasting Night."
- Public Services Specialist Sarah gave a special library tour and Storytime to 26 Valley Point preschoolers. The kids loved seeing how the book drop works.
- Diane Brown and I attended the year's first "Fourth Friday" at Spokane Valley Mall to promote The BookEnd. The response was genuine interest and enthusiasm for our upcoming endeavor.
- Librarian Cindy Ulrey reports that Valley's *Dr. Seuss Birthday Bash* was a fun and happy success. Page Wyatt reprised his role as Cat in the Hat. The 170 attendees also enjoyed "Otto the Mascot," local Lilac Princesses, and Seuss inspired crafts.
- I met with two classes of social work students at EWU. Professor Tim Hilton invited me as part of a group to present issues to the students to consider for "real world" projects this quarter. I talked about social work in libraries and homelessness in Spokane Valley.
- I attended a forum hosted by Spokane County Community Services, Housing, and Community Development. The purpose of the forum was to provide input on the county's upcoming homeless plan and funding proposals.

## District-wide Information

### January Security Incident Report

For February, there were 28 Security Incident reports filed this month, twelve more than last month (16), and 4 more than February 2016 (24). Airway Heights had the most incidents reported with seven. The most frequently reported incidents related to Disruptive Behavior (11). To further put all of these numbers in perspective, the total door count District-wide in the month of February was 95,516.

The North Spokane Security Incidents are highlighted with one incident reported in February. To further put incidents in perspective, the door count for North Spokane in February was 20,610.

- One incident of a car with flat tires being left in the parking lot overnight.

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

- Door count through February (192,410) was down (10%) compared to the same period in 2016—the continuation of a modest declining trend from last year.
- Programming attendance through February (10,255) decreased 29% when compared to the same time period in 2016, while the number of programs offered has decreased by 2% (552).
- Internet station bookings (28,537) were down (26%) through February when compared to the same period in 2016, which is a declining trend continuing from last year.

## Public Use Measures

### February 2017

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	118,298	116,232	NA	2%	NA
Door count	95,516	107,982	192,410	-10%	-5%
Circulation	203,546	203,836	418,117	0%	-2%
Digital Media Catalog	37,808	33,913	78,703	9%	12%
Programs					
Number	294	285	552	-2%	14%
Attendance	5,537	6,247	10,255	-25%	4%
Software Station bookings	14,095	19,405	28,537	-26%	-13%
Meeting room bookings	327	345	709	4%	0%
Holds placed					
By customers	29,942	30,622	62,479	-3%	-6%
By staff	6,435	7,182	13,518	-7%	-3%
Digital Media Catalog	10,999	9,551	23,578	16%	5%
Database use					
Searches	91,498	70,314	186,867	-24%	-33%
Website use (Remote)					
User sessions	104,895	119,378	214,622	-14%	-20%
Page views	267,757	268,769	553,185	-5%	16%
Catalog	40,506	42,981	85,281	-5%	-5%
Database Access	4,869	5,027	10,404	-13%	-2%
Interlibrary loans					
Loaned	360	262	737	21%	16%
Borrowed	533	535	955	-3%	1%

## 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 February 2017

### Marketing Activities

- Love Your Heart: Free Blood Pressure Checks
  - Digital display, calendar listing, social media
- Updated 3D Printer FAQ Flyer
  - Edited/updated previous flyer with new information
- What is STEM for Preschoolers?
  - Designed bookmark and posters
- March Kids Newspaper
  - Designed ad promoting Caspar Babypants concert, wrote article promoting Spring Break activities and Rube Goldberg Machines
- March Current
  - Edited article promoting Floating Crowbar, wrote article promoting Tod Marshall, designed ad promoting Caspar Babypants
- Book Pages sign
  - Designed and printed sign for the “Book Pages” publication
- Blind Date with a Book Display
  - Designed and printed signs, social media
- Student Card Redesign
  - Designed new Student Library Card
- Outreach Flyers
  - Designed and printed Outreach Flyers
- Job posting for media screens
  - Digital display
- Engage volume 1
  - Digital displays, news items, calendar listings, and social media for upcoming events/programs

### News coverage

- Feb 9 – Inlander – FILM | STOP THE SLUT-SHAMING
- Feb 10 – Inlander Weekend Countdown – WORDS | Local Romance Author Party
- Feb 11 – Spokane Valley News Herald – Spokane Valley Fire Department celebrates American Heart Month

### Press Releases

- Feb 7 – Urban farming classes include gardens, chickens, and bees
- Feb 8 – SCLD Holiday Closure - Presidents' Day
  - Feb 16 – Cheney Free Press – Library facilities closed Feb. 20
  - Feb 17 – Spokane Valley News Herald – Holiday closures

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

#### **Social Media:**

- Facebook: # of fans: 3,167
- Twitter: # of followers: 2,170
- Pinterest: # of followers: 1,656
- Instagram: # of followers: 682



## Library District Blog:

Our most viewed blog post during the month of February was *Traditional Irish Music with Floating Crowbar* with a whopping 757 views in February alone. *Urban farming: gardens, bees, chickens, & our seed libraries* came in 2<sup>nd</sup> with 662 views, and *Library Hiring Fair at Spokane Valley Mall* was 3<sup>rd</sup> with 551 views.

## Blog posts:

- Feb 1 – Reversing the norm of slut shaming and gender-based discrimination: ‘UnSlut: A Documentary Film’
- Feb 2 – Library workshop: Foundation Directory Online for Nonprofits & Grant Writers
- Feb 6 – Construction has begun for North Spokane Library remodel
- Feb 6 – Urban farming: gardens, bees, chickens, & our seed libraries
- Feb 7 – My long-standing relationship with coffee (and 10,000 coffee stands)
- Feb 10 – Battling the winter blahs
- Feb 13 – Dr. Seuss’s Birthday Bash: You’re invited!
- Feb 14 – Fractured fairy tales: re-inventing imagined worlds
- Feb 15 – Traditional Irish music with Floating Crowbar
- Feb 16 – Local enthusiasts share Millwood history in March
- Feb 21 – Library Hiring Fair at Spokane Valley Mall
- Feb 22 – Tweens & teens learn Maasai culture & batik quilt design with local artist Nicholas Sironka
- Feb 23 – Discussions with Tod Marshall: poetry & social justice, Irish poetry, spoken word, and National Poetry Month
- Feb 24 – North Spokane Meeting Room temporarily closed for remodel
- Feb 28 – Another world: Picture books about refugee and immigrant experiences

## eNewsletter email:

- 85,130 sent on February 16, 2017
- Open rate: 11.5% (9,782)
- Clicked: 2,165 (2.6% click rate)
- Unsubscribed: 119

## Podcast:

A weekly podcast titled, *Library Out Loud*, runs regularly on SpokaneTalksOnline. Podcasts are recorded and aired at a later time and are available online. Podcasts recorded in February:

Library Out Loud: Free Business Workshops at the Spokane County Library District

Library Out Loud: BBB Consumer Education Workshops

Library Out Loud: WordPress & Internet Marketing Services

Library Out Loud: Beekeeping programs at the Spokane County Library District

<http://www.spokanetalksonline.com/category/podcasts/library-out-loud/>

## Community Events (Around Town):

The Communication Department made edits to 5 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, KHQ.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 (1)
- Cheney book club (2)
- Storytime (8)
- Lego Club (6)
- Dollars and Sense (1)
- Beginning Knitting (1)
- AARP Tax-Aide (2)
- GED and High School Completion Classes (4)
- Paper art (1)
- Where the Heart Roams (1)
- Consumer Workshops (3)
  - Online Safety (3)
  - Senior Scams (3)
  - Wise Buying (3)
  - Financial Literacy for High School Students (3)
  - Home Scams (3)

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

- Business cards for Public Services
- HelpNow flyers for Public Services
- Volunteer flyers for Spokane Valley
- Easy Reader bookmarks for North Spokane
- Customer Comment forms for Supply
- UnSlut posters for Public Services
- Hoopla flyers for Public Services
- Overdrive flyers for Public Services
- Brainfuse flyers for Public Services
- Consumer Reports flyers for Public Services
- Location Labels for Supply (x3)
- Bookplates for Collection Services

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

- Central Valley Kindergarten Center STEAM night
- South Pines Elementary STEAM night
- 4th Friday Spokane Valley
- Evergreen Elementary Book Bingo Night
- Hiring Fair

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

- March
  - North Spokane Friends Meetings and Sales 2017
  - Spring Large Print newsletter
  - Deer Park Book discussion group welcomes the authors of the Moira Edwards Walker mysteries
  - Deer Park Friends of the Library meeting
  - Alzheimer's Basics
  - Deer Park Senior Community Resource Fair
  - Hiring Fair

- South Pines Elementary Book Tasting
- Mullan Road Elementary Science Fair
- STEM Night at Riverside School District
- Snowdon Career Rodeo
- Wellness Fair
- April Kids Newspaper
- March eNewsletter
- April Current
- eLibrary and SIRS Discoverer
- ENGAGE – volume 2
- April
  - NEW staff t-shirts
  - Spotlight Table at the April GSVCC meeting
  - Run for the Grange 5K
  - Food for Fines
  - Friends of Spokane County Library District Annual Report
  - Friends Helping Friends Agenda
  - KREM banner ads
  - Friends Quarterly eNewsletter
- May
  - Business Showcase
  - Cheney Mayfest
  - Spokane County Fire District 8 4th Annual Open House
  - KERNEL Program at the Fairwood Farmers' Market
  - Moran Prairie Grange Strawberry Festival
  - Otis Days
  - We Care for the Air
- June
  - Fairfield Flag Day
  - Medical Lake Founder's Day
  - Pet Parade
  - Deer Park Friends of the Library Book Sale
  - Moran Prairie Friends June 2017 Book Sale
  - Open Houses at The BookEnd and North Spokane

### **Meetings Attended**

- Feb 1 – Friends of Spokane County Library District
- Feb 2 – Spokane Valley Library Ad hoc committee
- Feb 15 – Web team
- Feb 21 – EWI monthly meeting
- Feb 24 – KXLY Digital team and radio reps
- Feb 28 – Staff performance meetings

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

- Moran Prairie Friends Meeting
  - Digital display, calendar listing, social media
- Friends of Spokane County Library District
  - Agenda, minutes, treasurer's report

**Spokane County Library District  
Summary of Revenues & Expenses - (Cash Basis)  
For the Two Months Ended February 28, 2017**

	Y-T-D Actual	Annual Budget	<b>Target 16.7%</b> Percent Used	Balance Remaining
<b>REVENUES</b>				
PROPERTY TAXES	\$ 63,655	\$ 11,308,000	0.56%	\$ 11,244,345
CONTRACT CITIES - AIRWAY HEIGHTS	61,146	247,143	24.74%	185,997
CONTRACT CITIES - SPOKANE	0	72,996	0.00%	72,996
FINES & FEES	40,016	240,500	16.64%	200,484
GRANTS & DONATIONS	30,244	68,000	44.48%	37,756
E-RATE REIMBURSEMENTS	0	169,000	0.00%	169,000
OTHER	8,768	31,000	28.28%	22,232
INTEREST REVENUES	4,267	34,000	12.55%	29,733
<b>TOTAL REVENUES</b>	<b>\$ 208,096</b>	<b>\$ 12,170,639</b>	<b>1.71%</b>	<b>\$ 11,962,543</b>
TRANSFERS IN	-	-	0.00%	-
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 208,096</b>	<b>\$ 12,170,639</b>	<b>1.71%</b>	<b>\$ 11,962,543</b>
<b>EXPENSES</b>				
SALARIES	\$ 987,840	\$ 6,082,000	16.24%	\$ 5,094,160
FRINGE BENEFITS	326,388	2,061,300	15.83%	1,734,912
SUPPLIES	22,491	174,459	12.89%	151,968
UTILITIES	74,413	429,700	17.32%	355,287
SERVICES	283,479	1,248,780	22.70%	965,301
INSURANCE	67,010	69,000	97.12%	1,990
EQUIPMENT & SOFTWARE	8,897	270,000	3.30%	261,103
LIBRARY MATERIALS	291,404	1,433,500	20.33%	1,142,096
ELECTRONIC LIBRARY MATERIALS	27,609	200,000	13.80%	172,391
LIBRARY PROGRAMS	3,278	121,200	2.70%	117,922
OPERATIONAL CONTINGENCIES	0	80,700	0.00%	80,700
<b>TOTAL EXPENSES</b>	<b>\$ 2,092,810</b>	<b>\$ 12,170,639</b>	<b>17.20%</b>	<b>\$ 10,077,829</b>
TRANSFERS OUT	-	-	0.00%	-
<b>TOTAL EXPENSES &amp; TRANSFERS OUT</b>	<b>\$ 2,092,810</b>	<b>\$ 12,170,639</b>	<b>17.20%</b>	<b>\$ 10,077,829</b>
<b>Net Excess of Revenues Over/(Under) Expenses</b>	<b>\$ (1,884,714)</b>	<b>\$ -</b>		
BEGINNING CASH	4,581,836			
NET FROM ABOVE	(1,884,714)			
ENDING CASH	<b>\$ 2,697,122</b>			
<b>Number of months cash on hand</b>	<b>2.7</b>			
<b>Capital Project Fund Balance</b>	<b>1,616,764</b>			

## **Spotlight Otis Orchards Library**

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

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

**REVIEW THE PERFORMANCE OF A PUBLIC EMPLOYEE**

**BACKGROUND:**

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

Each year the Board of Trustees has an opportunity to provide feedback on the Executive Director's performance and set goals for the coming year. Ms. Ledeboer through CHRO Toni Costa invited all Leadership Team members to provide comments about her performance to Board of Trustees Chair John Craig.

The Executive Director also prepared a self-evaluation for 2016-2017, and provided it in advance to the Board of Trustees.

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