

MISSION

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

Board of Trustees Regular Meeting

Tuesday, April 18, 2017 4:00 p.m. Deer Park Library Public Meeting Room

AGENDA

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
 - A. Approval of March 21 Regular Meeting Minutes [4:00-4:03]
 - B. Approval of March 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. Code of Conduct Policy
 2. Timeline/Recruitment Materials: Approval Recommendation.
 - E. Overview – Volunteer Program [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 – Deer Park Library [5:30-5:40]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: One hour and 40 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.

04/18/17

**SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: MARCH 21, 2017**

The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Otis Orchards Library, 22324 E. Wellesley Ave., Otis Orchards, WA, at 4:00 p.m., Tuesday, March 21, 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; Tammy Henry, Librarian; Rick Knorr, Chief Financial Officer; Aileen Luppert, Managing Librarian; Gina Rice, Customer Experience Manager; Patrick Roewe, Deputy Director; Andrea Sharps, Collection Services Director; Doug Stumbough, IT Director; David Wyatt, Library Supervisor; and Patty Franz, Administrative Assistant.

Guests: Tony Nunez, Spokane Valley resident.

Call to Order (Item I.) Chair John Craig called the meeting to order at 4:04 p.m., and welcomed everyone in attendance.

Agenda (Item II.) Mr. Craig moved and Ms. Carlson seconded an amendment to the agenda to accommodate schedules. The motion was unanimously approved to move VII. Public Comment to follow III.B. Payment Vouchers.

Approval of Feb. 13, 2017, Regular Meeting Minutes, (Item III.A.) Mr. Craig called for corrections to the February 13, 2017, regular meeting minutes. He pointed out on Page 2, agenda Item III.C.2, that it was city of Spokane Valley Mayor Rod Higgins who made a comment in reference to the interlocal agreement, not Cary Driskell as recorded. Mr. Teterud moved and Mr. Johnson seconded approval of the minutes as amended.

The motion was unanimously approved.

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

Fund	Voucher/Payroll Numbers	Subtotal	Total
Feb - L01	51631-51793 and W00408-W00418	\$607,862.03	\$607,862.03
	02102017PR and 02242017PR	\$364,745.21	\$364,745.21
L01		Total	\$972,607.24

Minutes - Board of Trustees' Meeting

March 21, 2017

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

Fund	Capital Projects Fund	Subtotal	Total	
Feb- L08	9542 – BWA (NS)	\$4,803.65	\$4,803.65	
	9543 – Hammond Facility Consulting Services (NS)	\$1,806.01	\$1,806.01	
	9544 – M. E. Uphus Construction - NS – 1 st Contractor Payment	\$17,789.46	\$17,789.46	
	9545 – Chipman – Cart Lease for Moving Books (NS)	\$480.00	\$480.00	
	9546 – OPTO Int'l – NS Furniture, Equip/Tables	\$9,038.50	\$9,038.50	
	9547 – US Bank– NS Furniture, Equip/Tables	\$5,989.00	\$5,989.00	
	9548 – Chipman – Cart Lease for Moving Books (NS)	\$360.00	\$360.00	
	L08		Total	\$40,266.62

In response to Mr. Teterud's query, Mr. Knorr explained payment vouchers written to reimburse 16 District employees were for medical benefits tax withholdings. Mr. Knorr reported the system was incorrectly set up by the District in 2014 for staff enrolled in Asuris Northwest Health. Reimbursements made in February were for 2016. Thus, years 2014 and 2015 are yet to be reviewed, with reimbursements provided as necessary. There were no other questions.

The motion was unanimously approved.

**Public Comment
(Board motion to
move from Item
VI.)**

Spokane Valley resident and community volunteer Tony Nunez provided public comment regarding the time limit for use of District computer stations and library security. Mr. Nunez requested use of library computers beyond the established 90-minute sessions, particularly during low-use periods. He also suggested establishing 30-minute time limits for more effective use of computer stations overall. Mr. Nunez also recounted his unfortunate experience at Spokane Valley Library on Sunday, March 19, when his cell phone, left unattended at his computer station, was stolen while he picked up documents at the printer. He expressed frustration for the lack of video surveillance at libraries and being unable to obtain information about others registered to use computer stations during the same period. He also expressed concern for those who are issued a temporary library pass without having to provide personal identification. Ms. Ledebor pointed out that because this topic of discussion was not on the meeting agenda, no action could be taken at this time. Mr. Craig thanked Mr. Nunez for his comments and indicated he was aware that staff

was taking measures to address some of his concerns. Mr. Craig also suggested that staff review issues raised by Mr. Nunez and report back at the next meeting. There was no further public comment.

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

NORTH SPOKANE LIBRARY RENOVATION. Chief Financial Officer Rick Knorr reported on progress at North Spokane. Other than the three-week delay of carpet installation, the project continues mostly on schedule. The library will be closed March 30 and 31 for work in the entryway and to level concrete. In response to Mr. Teterud, Mr. Knorr said the District will not be compensated for the error made by the carpet vendor, yet will receive a higher-end product in exchange. Ms. Ledebor added the delay in carpet installation has fortunately not impacted the general contractor in any way. 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. Ledebor reported the second monthly meeting of the Spokane Valley Library Task Force was held Thursday, March 2, with city staff and two council members. Spokane Valley representatives shared their plans for a cityscape, which included how a new library would be a part, as well as ideas for lowering the costs for a potential library project. Ms. Ledebor said library staff and trustees will share ideas for lowering project costs and creating a smaller LCFA at the next meeting. Ms. Ledebor noted the library remains committed to the Conklin Road and Sprague Avenue properties. Ms. Ledebor said she was notified by email today about a potential opportunity for an available building that was built to be repurposed. The architects are seeking someone interested in moving the structure, as the owner has plans for demolition. Ms. Ledebor noted the building could possibly be suitable as a library, and would therefore lower the cost of the Conklin project. In response to the Board's interest and request for more information, Ms. Ledebor will follow up. In response to Mr. Teterud, Ms. Ledebor reviewed upcoming election calendars and related deadlines through 2018. More information will be available and discussed at the Board of Trustees' retreat scheduled for July. Meanwhile, Ms. Ledebor has been in touch with other library directors to ascertain if cities have contributed land or funding toward district library buildings. Mr. Teterud suggested that we explore the option for borrowing funds against existing revenue, similar to how the city of Spokane Valley has funded its city hall project. Ms. Thompson responded that it is important for taxpayers to be invested in any future capital projects. Chair Craig indicated that discussions with the city are intended to ensure that both the city and its citizens are fully supportive of any future capital investment in new libraries. The next task force meeting is scheduled for April 13. There was no further discussion.

**Unfinished Business
Spokane Valley Mall**

SPOKANE VALLEY MALL LIBRARY UPDATE. Mr. Roewe provided an update on The BookEnd, the new boutique library at Spokane Valley Mall. The

**Library Update
(Item III.C.3.)**

project is moving along, except for the carpeting, which was part of the same order as North Spokane and also delayed. Ms. Ledebouer reported on the hiring fair held Friday, March 3, which created a lot of interest at the new site. Ms. Ledebouer said there was also a meeting this morning to select paint colors, and Facilities staff is working onsite. Ms. Ledebouer noted support from Collection Services Director Andrea Sharps, Communication & Development Officer Jane Baker, and IT Director Doug Stumbough has been integral to the project as well. Mr. Teterud added state legislators are interested in attending the grand opening of the new library, and Spokane Valley City Councilman Ed Pace would like to attend as well. There was no further discussion.

**New Business
Children's Safety in
Libraries Policy
(Item III.D.1.)**

CHILDREN'S SAFETY IN LIBRARIES POLICY

Mr. Johnson moved and Ms. Thompson seconded to approve the Children's Safety in Libraries policy, as revised.

Mr. Roewe reviewed suggested policy changes, which primarily emphasized that District staff do not take on the same functions and responsibilities or stand in place of a parent, guardian, or caregiver. A more substantive change was to remove an age reference regarding children left alone without transportation after closing. The effect of the change is that any minor child left without transportation after closing may be considered at risk, and law enforcement can intervene, if necessary. In response to Mr. Teterud's query, Mr. Roewe said that fortunately libraries have not experienced major issues related to unattended children. There was no further discussion.

The motion was unanimously approved.

**New Business
Scheduling and
Vacation Practices
Report
(Item III.D.2.)**

SCHEDULING AND VACATION PRACTICES REPORT. Deputy Director Patrick Roewe explained District practices for the scheduling of staff work and vacation schedules. His presentation included the District's general service philosophy, open hours and service points, staff composition, general scheduling objectives and guidelines, as well as time off request factors and protocols. Mr. Roewe pointed out customer service is the core of the District's operational mission, and it is accomplished primarily through direct interactions between library members and staff. He also noted scheduling staff to effectively and efficiently provide service at 10 and soon to be 11 locations can at times be challenging. Library programming has increased 35 percent, which is staff intensive as well. Discussion and Q & A ensued with intent to ensure fair and equitable scheduling of staff. Customer Experience Manager Gina Rice explained operational practices, noting details about software tracking and the three-month equal-consideration clause that is not seniority-based or first come, first served. Ms. Ledebouer pointed out that staff may trade shifts with other staff of the same classification level to resolve urgent requests for time off. In response to Mr. Teterud, Ms. Ledebouer indicated this information could be included as part of the recently implemented new employee orientation

program. There was no further discussion.

**New Business
Compensation Study
Progress Report
(Item III.D.3.)**

COMPENSATION STUDY PROGRESS REPORT. CHRO Toni Costa reported on draft recommendations received from Pontifex Consulting Group (PCG), hired to conduct a review of District compensation practices. Its recommendations included a reduction in the number of classification ranges and use of performance-based compensation to place individuals within each range. Ms. Costa reported PCG found the District recruitment/hiring compensation and benefits staff to be competitive, and COLA increases have kept pace with public sector averages. The report data does not adjust for the lower cost of living in Spokane County, however, for which the Leadership Team will more fully explore the impact of these differences, as well as the implications of the PCG recommendations. In response to Mr. Craig, Ms. Costa confirmed a final report with recommendations to the Board is anticipated by July. There was no further discussion.

**New Business
Overview
Internal Controls
(Item 111.E.)**

OVERVIEW INTERNAL CONTROL. Chief Financial Officer Rick Knorr presented an overview of internal controls utilized by the Library District. Mr. Knorr pointed out internal controls are relied upon to obtain reasonable assurance that the District is meeting its objectives for reliability of reporting, safeguarding assets, compliance with laws and regulations, effectiveness and efficiency. He also distributed supportive documents to the Board, as well as an internal control checklist provided by the Washington State Auditor's Office for reference regarding compliance. In response to Mr. Craig's query, Mr. Knorr reviewed the internal handling and storage of assigned District credit cards to limit risk exposure and support accounting procedures. Mr. Knorr encouraged Trustees to call him with any further questions. There was no further discussion.

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

Chair Craig reviewed forthcoming agenda items for the next two months. Venues were exchanged for the April and May meetings because of the renovation project at North Spokane. Therefore, the April meeting will be held at Deer Park, and the newly renovated North Spokane Library will be the venue for May. Public concerns regarding computer station allocation times will be addressed at the April meeting. There was no further discussion.

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

Mr. Teterud reported on his visit to Olympia to attend the WLA Library Legislative Day on March 16. He and Deputy Director Patrick Roewe opened their visits by thanking legislators and sharing the Engage magazine. Mr. Teterud said their visits were well received. Legislators also expressed interest in attending the grand opening of The BookEnd. There were no other reports.

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

The Executive Director's written report for February provided prior to the meeting included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Ms. Ledebor further provided an update on the status of WLA. Public library directors recently received a letter of apology from the president of WLA, along with notification that lobbyist Steve Duncan had been reinstated. The District will pay a portion of its membership dues while review of WLA dues is underway. In response to Mr. Craig, Ms. Ledebor confirmed there is no need for a formal resolution at this time. Mr. Craig reiterated the board supports efforts to reduce institutional dues. There was no further discussion.

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

Deputy Director Patrick Roewe and Library Services Manager Kristy Bateman provided a written report prior to the meeting for February 2017, with data for customer use measures, programming and library activities. There was no further discussion.

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

Communication & Development Officer Jane Baker provided a written report prior to the meeting for February 2017 communication activities. There was no further discussion.

**Fiscal Report,
Jan.-Feb. 2017
(Item V.E.)**

Revenue and Expenditure Statement for two months ending February 28, 2017.

<u>Fund 001</u>	
Revenues	\$ 208,096
Expenditures	\$ 2,092,810
Ending Fund Balance	\$ 2,697,122
Fund Budget Expended	17.20%

Mr. Knorr also distributed a second final version of the budget for 2016, to show the transfer of funds from the General Fund to the Capital Projects Fund, as approved by the Board of Trustees, effective February 13, 2017. There was no further discussion.

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

SPOTLIGHT. Library Supervisor David Wyatt and Librarian Tammy Henry presented highlights of recent events and programming at Otis Orchards Library (OT). Mr. Wyatt reported program attendance has notably increased, allowing staff to hone in on community interests and select future special programming. Storytime remains popular and draws large audiences. Use of meeting rooms has also increased, along with door counts. Ms. Henry reported a second weekly Play and Learn Storytime is planned for fall because of increased attendance. Ms. Henry also commented how delightful it was to see children prepare for school at

OT's Ready for Kindergarten kickoff last month. Staff visits three local daycares and four ECEAPs in the East Valley School District, and in doing so, has read to 350 children over the past year. Summer Reading events drew nearly 300 children, and there was a steady turnout for tween events and LEGO Club. In response to community interest, Thumbs-Up Thursdays was created for elementary students and began in January. Thus far, the five alternating activities have proven successful. Prime Time Family Reading attracted 23 families and an average of 59 children over the six-week reading and dinner program. Ms. Henry noted staff has worked with intent to make OT a destination place for students and families by offering family-friendly events. Regarding education and enrichment programs for adults, Mr. Wyatt reported concerts, the seed library, urban farming, and other DIY programming have been especially popular. For community connections, Ms. Henry reported OT staff engages with community by hosting artwork from East Farms STEAM Magnet School, conducting Summer Reading promotion, attending school board meetings and the Back to School Fair, and participating in the Otis Days Parade. Mr. Wyatt reported on upcoming events, as well as OT's goals to increase the number of Storytimes, use of the meeting room, and to find more adult programs of interest. Staff will also continue to build its relationship with schools and provide informal learning opportunities through home daycares, community events and youth organizations. Trustees expressed appreciation for the informative report. There was no further discussion.

Chair Craig called a brief recess at 6:02 p.m.

EXECUTIVE SESSION. REVIEW THE PERFORMANCE OF A PUBLIC EMPLOYEE.

**Executive Session
(Item VI.A.)**

Mr. Craig moved and Mr. Johnson seconded for the Board to commence an executive session at 6:10 p.m. to discuss the Executive Director's fifth annual performance evaluation. The Board returned from executive session at 7:35 p.m. Chair Craig will complete a summary of Ms. Ledeboer's evaluation to submit for District personnel files.

**Adjournment
(Item VII.)**

Chair Craig adjourned the meeting at 7:35 p.m. The next Board Meeting is scheduled for Tuesday, April 18, 2017, at 4:00 p.m., in the public meeting room at Deer Park Library.

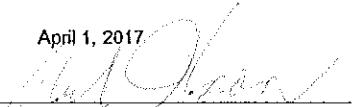
John Craig, Chair

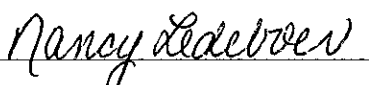
Nancy Ledeboer, Secretary of the Board of Trustees

PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of March 31, 2017, and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$876,491.66 for the general fund and \$85,683.00 for the capital projects fund and are authorized to authenticate and certify these claims.

DATE: April 1, 2017

SIGNED: 

SIGNED: 

TITLE: Chief Financial Officer

TITLE: Executive Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
051794	ABM JANITORIAL SERVICES - NW	MONTHLY CUSTODIAL SERVICES \$ 12,373.28
051795	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS. 745.00
051796	QUINN BASTIAN	LOST/PAID REFUND 12.00
051797	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE 303.66
051798	CENTURYLINK	ANALOG TELEPHONE LINES 75.15
051799	CITY OF SPOKANE	WATER & SEWER - MORAN PRAIRIE 284.12
051800	CITY OF AIRWAY HEIGHTS	WATER & SEWER - AIRWAY HEIGHTS 130.49
051801	CITY OF CHENEY	WATER, SEWER, ELEC. - CHENEY 704.23
051802	CITY OF DEER PARK	WATER & SEWER - DEER PARK 74.07
051803	DASHER PRINTING SERVICES, INC	LIBRARY CARDS 5,887.19
051804	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES 496.94
051805	DEVRIES INFORMATION MGMT	MONTHLY COURIER SERVICE 4,050.00
051806	DIVCO INCORPORATED	QTRLY BUILDING REPAIR & MAINT - HVAC 2,237.88
051807	EARTHWORKS RECYCLING, INC	RECYCLING 165.00
051808	EBSCO INDUSTRIES, INC.	LIBRARY MATERIALS - SUBSCRIPTIONS 7,628.18
051809	EMPIRE DISPOSAL INC.	SOLID WASTE - FAIRFIELD 37.19
051810	GALE/CENAGE LEARNING	LIBRARY MATERIALS 589.31
051811	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL 959.55
051812	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS 4,115.25
051813	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS 1,080.11
051814	WEST PLAINS BEEKEEPERS ASSOC	LIBRARY PROGRAMS 92.12
051815	CHRISTINA JOHNSON	LOST/PAID REFUND 2.00
051816	JESSIE LEVNO	LOST/PAID REFUND 21.50
051817	WICK ENTERPRIZES, LLC	ADVERTISING 312.37
051818	MICRO AGE	IT HARDWARE & SOFTWARE 793.51
051819	MODERN ELECTRIC WATER COMPANY	WATER, ELEC. - SV 1,999.29
051820	MONTGOMERY HARDWARE	MAINTENANCE SUPPLIES 71.70
051821	MORAN PRAIRIE GRANGE	LIBRARY PROGRAMS 35.50
051822	NATIONWIDE	EMPLOYEE DEDUCTIONS FOR PET INSURANCE 179.64
051823	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES 55.18
051824	OTIS HARDWARE	MAINTENANCE SUPPLIES 25.04
051825	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books 2,079.46
051826	PRESSWORKS	PRINTING 340.23
051827	PAUL E. PUHEK	LIBRARY PROGRAMS 50.00
051828	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES 300.49
051829	RACKFINITY	IT HARDWARE & SOFTWARE 1,725.00
051830	RACK SOLUTIONS	IT HARDWARE & SOFTWARE 50.47
051831	RECORDED BOOKS, LLC	LIBRARY MATERIALS 1,671.81
051832	SPOKANE COUNTY ENVIRONMENTAL SERVICES	SEWER - AR, NS, SV 437.83
051833	SPOKANE COUNTY TREASURER	IRRIGATION, STORMWATER, AQUIFER 4,324.69
051834	TOWN OF FAIRFIELD	WATER, SEWER - FAIRFIELD 177.80
051835	UPS	SHIPPING 23.35
051836	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS 302.62
051837	VERIZON WIRELESS	CELL PHONES (6) 217.39
051838	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES 635.85
051839	WHITWORTH WATER DISTRICT #2	WATER - NORTH SPOKANE 32.73
051840	RICHARD WHITE	LOST/PAID REFUND 60.00

051841	PATRICK ABBOTT	LOST/PAID REFUND	9.80
051842	PAULINE BAIRD	LOST/PAID REFUND	3.00
051843	QUINN BASTIAN	LOST/PAID REFUND	7.40
051844	DELORES BEEDLE	LOST/PAID REFUND	1.00
051845	CLYDE BURT	LOST/PAID REFUND	3.00
051846	KURT CRISPIN	LOST/PAID REFUND	27.00
051847	EILEEN DAVIS	LOST/PAID REFUND	4.80
051848	REBECCA GRANBERG	LOST/PAID REFUND	21.60
051849	MEREDITH HARTLEY	LOST/PAID REFUND	6.80
051850	CARYL HERMAN	LOST/PAID REFUND	21.20
051851	BARBARA HETRICK	LOST/PAID REFUND	10.00
051852	SARAH HOLMES	LOST/PAID REFUND	41.20
051853	M. KHALIL ISLAM-ZWART	LOST/PAID REFUND	8.00
051854	ANNA KORNEICHUK	LOST/PAID REFUND	60.40
051855	ALICIA LYDICK	LOST/PAID REFUND	1.00
051856	EDWARD MACKLIN	LOST/PAID REFUND	22.80
051857	CHRISTINA MARSH	LOST/PAID REFUND	1.00
051858	JAMES MCGINNIS	LOST/PAID REFUND	9.60
051859	SUSAN SEIGERMAN	LOST/PAID REFUND	8.00
051860	KAREN SIMONSON	LOST/PAID REFUND	5.20
051861	JEFF TAUSCHER	LOST/PAID REFUND	10.80
051862	THO BU TRA	LOST/PAID REFUND	9.60
051863	SHON VANDER	LOST/PAID REFUND	3.00
051864	SAMUEL WEISS	LOST/PAID REFUND	4.00
051865	ALLIED SAFE & VAULT CO, INC.	MONTHLY ALARM MONITORING	265.72
051866	APPLE COMPUTER, INC.	IT HARDWARE & SOFTWARE	978.27
051867	BERKLEY NORTH PACIFIC	ANNUAL LIABILITY & PROPERTY INSURANCE	95.00
051868	A+ PRINTING, INC	PRINTING	359.53
051869	BRILLIANCE PUBLISHING, INC.	LIBRARY MATERIALS	22.80
051870	CENTURYLINK	ANALOG TELEPHONE LINES	41.49
051871	CENTURYLINK	ANALOG TELEPHONE LINES	59.85
051872	CENTURYLINK	ANALOG TELEPHONE LINES	78.30
051873	CENTURYLINK	ANALOG TELEPHONE LINES	112.75
051874	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML	160.68
051875	DELL MARKETING L.P.%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	114.06
051876	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	511.40
051877	DIVCO INCORPORATED	QTRLY BUILDING REPAIR & MAINT - HVAC	1,454.10
051878	EBSO INDUSTRIES, INC.	ANNUAL ELECTRONIC DATABASE PACKAGE	34,283.00
051879	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	547.38
051880	FREE PRESS PUBLISHING, INC	LIBRARY MATERIALS	30.00
051881	GALE/CENAGE LEARNING	LIBRARY MATERIALS	492.49
051882	JENNIFER HALVORSON	LOST/PAID REFUND	10.40
051883	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	11,639.69
051884	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	2,299.91
051885	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	15,630.49
051886	INLAND POWER AND LIGHT	ELECTRIC UTILITIES - AH, DP	701.76
051887	REBECCA JEFFRIES	LOST/PAID REFUND	7.00
051888	GROUP W MARKETING	ADVERTISING - KIDS NEWSPAPER	1,000.00
051889	MIDWEST TAPE	LIBRARY MATERIALS	12,650.47
051890	OCLC, INC.	CATALOGING & ILL SUBSCRIPTION SVCS	3,355.40
051891	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	81.45
051892	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	13,162.29
051893	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	235.44
051894	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	764.80
051895	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	2,503.96
051896	CHRISTOPHER W BALLEW	LIBRARY PROGRAMS	1,370.00
051897	BENT EVENTS	LIBRARY PROGRAMS	238.00
051898	BRODART CO.	OFFICE/LIBRARY SUPPLIES	128.10
051899	CAPITAL COMMUNICATIONS, INC	OFFICE/LIBRARY SUPPLIES	314.10
051900	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	487.14
051901	CENTURYLINK	ANALOG TELEPHONE LINES	37.59
051902	CENTURYLINK	ANALOG TELEPHONE LINES	37.39
051903	CENTRAL VALLEY SCHOOL DISTRICT	LIBRARY PROGRAMS	275.00
051904	CITY OF AIRWAY HEIGHTS	WATER & SEWER - AIRWAY HEIGHTS	10.00
051905	CITY OF SPOKANE VALLEY	VENUE RENTAL CASPER BABYPANTS EVENT	694.00

051906	DESIGN SPIKE	ADVERTISING	45.00
051907	EBSCO INDUSTRIES, INC.	LIBRARY MATERIALS - SUBSCRIPTIONS	15.33
051908	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	81.50
051909	FLOATING CROWBAR	VOID CHECK - INCORRECT VENDOR	-
051910	GALE/CENAGE LEARNING	LIBRARY MATERIALS	985.02
051911	GREATER SPOKANE INCORPORATED	DUES AND MEMBERSHIPS	425.00
051912	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	388.61
051913	DIANNE HOSE	LOST/PAID REFUND	17.00
051914	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,115.25
051915	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	9,816.18
051916	INLAND POWER AND LIGHT	ELECTRIC UTILITIES - AH, DP	333.14
051917	MIDWEST TAPE	LIBRARY MATERIALS	5,644.20
051918	MORAN PRAIRIE GRANGE	LIBRARY PROGRAMS	65.00
051919	NORTHEAST WASHINGTON EDUCATIONAL COUNCIL	TABLE FOR AWARDS BANQUET	300.00
051920	OPTUM	MONTHLY HSA ACCOUNT FEES	87.00
051921	OTIS ELEVATOR COMPANY	QTRLY ELEVATOR MAINTENANCE	455.43
051922	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	9,858.01
051923	PERIDOT PUBLISHING	ADVERTISING	140.00
051924	PERRINE PROPERTIES, LLC	MONTHLY PARKING LOT LEASE, SV	2,121.03
051925	RECORDED BOOKS, LLC	LIBRARY MATERIALS	393.93
051926	ROGUE HEART MEDIA, INC	ADVERTISING	275.00
051927	NICHOLAS SIRONKA	LIBRARY PROGRAMS	450.00
051928	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	753.55
051929	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	85.73
051930	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	17,043.30
051931	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	297.12
051932	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	690.64
051933	WASHINGTON STATE UNIVERSITY	LIBRARY PROGRAMS	50.00
051934	SARA K ZIENTEK	LIBRARY PROGRAMS	525.00
051935	JAMES DUNCAN HUNTER	LIBRARY PROGRAMS	800.00
051936	AVISTA UTILITIES	MONTHLY UTILITIES	10,609.13
051937	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	36.71
051938	CENTURYLINK	ANALOG TELEPHONE LINES	103.80
051939	JENNIFER CHRISTIANSEN	LOST/PAID REFUND	2.60
051940	CONSOLIDATED IRRIGATION DIST19	WATER - OTIS ORCHARDS	21.00
051941	DELL MARKETING L.P.%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	299.45
051942	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	318.61
051943	DIVCO INCORPORATED	QTRLY BUILDING REPAIR & MAINT - HVAC	233.71
051944	DEPARTMENT OF LABOR & IND.	BUILDING REPAIR & MAINTENANCE	22.40
051945	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	74.98
051946	FRONTIER COMMUNICATION	TELEPHONE & BROADBAND - FF	118.63
051947	GALE/CENAGE LEARNING	LIBRARY MATERIALS	430.01
051948	GREATER SPOKANE VALLEY CHAMBER	DUES AND MEMBERSHIPS	375.00
051949	DIANNE HOSE	LOST/PAID REFUND	12.40
051950	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	16,108.89
051951	MICRO AGE	IT HARDWARE & SOFTWARE	2,078.50
051952	MIDWEST TAPE	LIBRARY MATERIALS	7,282.88
051953	NORTHWEST NONPROFIT RESOURCES	LIBRARY PROGRAMS	2,000.00
051954	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	97.21
051955	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	7,675.71
051956	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	575.92
051957	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	37.06
051958	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	255.01
051959	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	985.56
051960	WES TETERUD	TRAVEL REIMBURSEMENT - LEGISLATIVE DAY	273.15
W00419	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	36,286.16
W00420	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	2,084.25
W00421	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	52,093.42
W00425	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	79,405.17
W00426	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	582.99
W00427	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	53,773.62
W00428	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	2,084.25
W00429	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	40,628.30

Total Non-Payroll General Operating Fund

\$ 538,729.02

PAYROLL VOUCHERS

03102017PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 159,051.70
03242017PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>178,710.94</u>
Total Payroll General Operating Fund			\$ 337,762.64
TOTAL GENERAL OPERATING FUND			<u>\$ 876,491.66</u>

CAPITAL PROJECTS FUND

VOUCHER NUMBER		DESCRIPTION	VOUCHER AMOUNT
009549	ALLIED SECURITY	ZONE REMOVAL / NORTH SPOKANE PROJECT	\$ 200.01
009550	DEMCO, INC.	TABLES / N SPOKANE PROJECT	2,017.87
009551	HAMMOND FACILITY CONSULTING SERVICES	OWNER'S REP. SERVICES / N SPOKANE PROJECT	597.83
009552	THE LIBRARY STORE, INC	WALL MOUNTED BOOK DROP / N SPOKANE PROJECT	1,334.29
009553	SCHMIDT ELECTRIC, INC.	TENANT IMPROVEMENTS / BOOKEND	1,233.75
009554	DEMCO, INC.	DISPLAY SHELVING / BOOKEND	3,877.96
009555	M.E. UPHUS CONSTRUCTION	CONTRACTOR'S #2 PAYMENT / N SPOKANE PROJECT	66,221.78
009556	BERNARDO WILLIS ARCHITECTS, PC	ARCHITECTURAL SERVICES / N SPOKANE PROJECT	2,550.00
009557	DEMCO, INC.	BOOK TRUCKS / BOOKEND	1,586.97
009558	US BANK CORP PAYMENT SYSTEMS	DESKS AND TV'S / BOTH PROJECTS	2,829.05
009559	CHIPMAN MOVING & STORAGE (SPOKANE) INC	CART LEASE FOR MOVING BOOKS / N SPOKANE	720.00
009560	THE LIBRARY STORE, INC	PORTABLE BOOK DROP / BOOKEND	<u>2,513.49</u>
Total Capital Projects Fund			<u>\$ 85,683.00</u>

Spokane County Library District
February 2017/March 2017 Credit Card Activity
Paid in March, 2017
Voucher # 051930 & 009558

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$7,083.55
Maintenance	679.65
Travel	3,234.56
Acquisitions	2,163.79
Information Technology	3,837.47
Outreach	44.28
General Fund Purchases	<u>\$17,043.30</u>
Capital Project Fund Purchases	\$2,829.05
Total Purchases	<u>\$36,915.65</u>

NORTH SPOKANE LIBRARY RENOVATION

Background:

Construction at North Spokane is nearing completion. The new carpet for the entryway was installed on March 30 and 31. The meeting room is complete and has returned to full service. The new staff breakroom needs only the installation of ceiling tiles to be finished. The Lab area is in full process and the glass and aluminum storefront should be complete by April 15.

The carpet was received April 10, and the library will close from Saturday, April 15, through Tuesday, April 25, for installation. The last two days of this closure period are expected to be for the reassembly of all the shelving, re-shelving of the temporarily displaced materials and final assembly and placement of both new and existing furniture and equipment.

As for the final cost of the project, the total budget listed below remains the same. However, there have been two more change orders since the last meeting, using up more of the contingency. The total changes to be absorbed by the contingency has risen to almost \$20,000, yet we still expect the contingency will be sufficient.

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>

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 Spokane Valley Library Task Force has not met since the March Board meeting. Based on cost projections shared by the city's architect at the March meeting, we are preparing cost estimates for new libraries to be built on Conklin Road and Sprague Avenue along with related bond costs. These estimates are being prepared with the assumption that a new Library Capital Facilities Area (LCFA) would be formed using boundaries approximating the city of Spokane Valley.

I have been in communication with Lauren Keene regarding the possibility of acquiring a building currently located on the Coast that is scheduled for demolition later this year. The architectural firm, Miller Hull, is developing a document that would identify the costs to move the structure. The owner is open to giving the building to a new organization to repurpose the structure. If this is feasible, it might lower the cost of the Conklin library construction. I expect to see some details next week in order to assess the likelihood of this opportunity.

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

THE BOOKEND (SPOKANE VALLEY MALL) UPDATE

The BookEnd task force has finalized plans for the service model, staffing, collection materials, marketing, and furniture, fixtures, and equipment. In particular:

- Staffing:
 - The District hosted a hiring fair in the space at the beginning of March. We spoke to several potential candidates, and fielded questions about plans for the space from the general public.
 - We conducted interviews and hired all remaining positions for the BookEnd. Training for new staff commenced the first week of April.

- Site Preparation:
 - The District facilities team completed site preparation work in advance of painting and carpet installation.
 - Painting and carpet installation were completed the second week of April. Color schemes for both match those at North Spokane.
 - Furniture, fixture, and equipment moving and installation commenced the second week of April as well.

- Collection:
 - The opening day collection was finalized in terms of collection size and distribution along age ranges and item type (book, DVD, book on CD, etc.). Transport and installation of the collection is planned to commence the third week of April.

The District is on course for opening the BookEnd on May 1, 2017. We hope to have the majority of the space set up and ready the last week of April so that staff has time to orient themselves to the space and adjustments can be made to the floor plan once everything is in place.

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

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

CODE OF CONDUCT

BACKGROUND:

Revisions to the Code of Conduct are recommended in response to the opening of The BookEnd library located at the privately-owned Spokane Valley Mall. Overall, the District's Code of Conduct policy is complementary to the Spokane Valley Mall's Code of Conduct and aligns in key issues such as disruptive behavior and violations of law. The Spokane Valley Mall's Code of Conduct is more restrictive in some areas, but not in any manner that would interfere with the District's operation of a library in its facility.

For reference, a transcription of the Mall's Code of Conduct follows:

Code of Conduct

This mall is committed to providing an enjoyable shopping experience for our guests.

While visiting this mall, the following general activities will not be accepted:

- Violations of the law.

- Any activity that threatens the safety of our guests, tenants, and/or employees.

- Any activity that threatens the well-being of the property.

- Any activity that disrupts our pleasant, family-oriented shopping environment.

- Any activity inconsistent with the general purpose of the property, which is shopping, dining, visiting theaters or offices for business purposes.

- Any activity that would disrupt the legitimate business of the property and its tenants.

Examples of specific activities that are prohibited include, but are not limited to:

- Disruptive profanity, vulgar or threatening language.

- Unnecessarily blocking walkways, roadways, or storefronts.

- Running, horseplay or disorderly conduct of any nature.

- Excessive loitering.

- Operating unauthorized recreational and/or personal transportation devices in the shopping center.

- No firearms or illegal weapons.

The mall is a privately-owned property. Guests who do not act responsibly may be asked to leave. If they refuse to leave the property, they may be arrested and prosecuted for criminal trespass.

All weapons prohibited on premises.

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 Code of Conduct policy as revised.

SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy with Edits

POLICY: Code of Conduct

APPROVAL DATE: 5/18/1995

REVISION DATE: ~~4/19/2016~~ 4/18/2017

PREVIOUS POLICY TITLE: Rules of Customer Conduct

RELATED POLICIES:

Children's Safety in Libraries

Computer, Wireless Network and Internet Use

Facility Use for Political Purposes

Library Meeting Room Use

STATUTORY REFERENCE:

RCW 27.12.270

RCW 27.12.290

Purpose:

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

Background:

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

POLICY:

The following observable behaviors and activities are not allowed:

- Any activity that unreasonably interferes with others' use and enjoyment of the library or with the functions of library staff, including but not limited to:
 - Use of hostile, aggressive, or vulgar language or gestures.
 - Loud talking or boisterous physical behavior.
 - Using electronic or communication devices in a manner that is disruptive to others.
 - Wearing insufficient clothing (e.g., no top, no bottom, no shoes) while in the library.
 - Bodily hygiene or scent so offensive as to constitute a nuisance to others.
 - Interfering with staff or library member entrance to, access in, or exit from library premises.
 - Soliciting (e.g., selling or distributing items outside of the meeting room; panhandling).
 - Bringing animals other than service animals into the library, except as authorized by the District's Executive Director.
 - Use of tobacco products and electronic cigarettes in library facilities.
 - Violation of any related District policy.
- Using library materials, equipment, fixtures, furniture, buildings or grounds in any manner that:
 - Is inconsistent with normal library uses (e.g., bathing, shaving, washing clothes in the restroom, sleeping or appearing to sleep in the library, parking/storing bicycles inside buildings).

- Can be expected to damage or alter library property or the property of others.
 - Is likely to cause personal injury to one's self or others (e.g., walking in the library without footwear; skateboarding in the library).
 - Is likely to cause concern for the safety and/or well-being of persons and property (e.g., entering nonpublic areas unaccompanied by an authorized District employee, neglecting to provide proper supervision of children or vulnerable adults, parking overnight in library parking lots, leaving items unattended).
- Failing to comply with the direction of a library staff member when asked to stop a prohibited behavior or when excluded from the library for violations of this or any other District policy, rule, or regulation.
 - Any observable behavior that is prohibited by federal, state, local or other applicable law, including but not limited to:
 - Smoking within 25 feet of a library entrance.
 - Viewing or printing illegal materials (e.g., child pornography).
 - Being under the influence of, appearing to be under the influence of, and/or selling, using or possessing alcohol or controlled substances (as defined in RCW 69.50).
 - Threatening or harassing behavior (e.g., fighting or threatening to fight, brandishing a weapon, stalking, verbally threatening to harm others or their property).
 - Assaulting staff, volunteers, or other library members.
 - Sexual misconduct or harassment (e.g., exposure; offensive touching; sexual acts).
 - Theft of library materials or items belonging to the District or others.

Community members using District libraries located in privately-owned facilities (e.g., shopping malls) may be subject to additional code of conduct rules established by the facility owner(s). These rules are posted at the entrances to the facility or otherwise available from the facility owner(s).

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

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

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

SPOKANE COUNTY LIBRARY DISTRICT

DRAFT

POLICY: Code of Conduct

APPROVAL DATE: 5/18/1995

REVISION DATE: 4/18/2017

PREVIOUS POLICY TITLE: Rules of Customer Conduct

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

TIMELINE/RECRUITMENT MATERIALS

The following timeline provided to the Board of Trustees, outlines key events in the recruitment process. It is recommended that the Board approves a hiring committee, consisting of no more than two Board members, to work with Human Resources through the full cycle of the recruiting process. The timeline includes suggested activities, dates, and locations to be finalized by the hiring committee.

The following supplemental questions/materials were suggested in the survey:

- Strategic planning that has been done in the past.
- Any publications the applicant has written.
- Awards and recognitions the applicant has received.
- Examples of experience.
- Candidates could write about what they would do in their first 100 days on the job to learn about the District, its staff and communities; could write about our current CEP and its next incarnation; could talk about what they see as the future of libraries and steps the candidate would take for libraries to remain relevant.

The job description outlines the required knowledge, skills, abilities, experience and education for this position. A survey of Board and Leadership Team members determined additional qualities they would like to see in our next Executive Director. Both will be used to create recruiting materials and evaluate candidates.

Experience	
Required by job description	<ul style="list-style-type: none"> • Eight years progressively responsible professional library management experience with at least five years recent professional senior level management experience in a public library. • Multiple-site management experience preferred and experience in an independent library district preferred.
Survey:	<ul style="list-style-type: none"> • Gone through a building program, bond/levy lid lift experience • At least five years in senior management • Working with a governing Board • Community connectedness • Experience in leading successful teams. • Relevant management experience in a comparable library system. • history of working with other community leaders to promote library interests • leading or serving at LT, Deputy Director or Executive level in a successful multi-branch public library system • Experience effectively managing change in a public library setting. With some familiarity with philosophical evolutions (or shifts) and have been an active participant in shepherding all stakeholders (members, staff, and community) through organization-wide transitions. • Strategic planning and successful implementation

Qualities	
Required by job description	<ul style="list-style-type: none"> • N/A
Survey:	<ul style="list-style-type: none"> • compassionate • competent • detail oriented • humor • empathetic • energetic • Respectful • trustworthy • value based • good public speaker • outwardly focused • politically savvy

Skill in:	
Required by job description	<ul style="list-style-type: none"> • Sensitively and effectively responding to inquiries and complaints from members, regulatory agencies and the business community.
Survey:	<ul style="list-style-type: none"> • Communication • Leadership • Collaboration

Ability to:	
Required by job description	<ul style="list-style-type: none"> • Analyze library system services in relation to needs of the community and to redirect library services consistent with changing public needs and established library policy. • Establish and maintain effective working relationships with community leaders, public officials, professional groups, and the general public. • Ability to read, analyze and interpret business and professional journals, financial reports and legal documents. • Ability to define problems, collect data, establish facts and draw valid conclusions. • Ability to deal effectively with a variety of abstract and concrete variables.
Survey:	<ul style="list-style-type: none"> • Keep our libraries vital and relevant by adapting to societal and technological change, anticipating trends, etc. • Be a leader of people, not just a visionary for the District • Work as a team member with the Board and Leadership Team. • Inspire staff • Execute a clear vision • Delegate tasks without micromanaging • Balance work & play to bring a balance to the District • Balance innovation with stability, moving forward on original solutions without getting lost in ideas. • Seek real-world solutions • Understand funding and budgeting

Deadline	Action	Notes
4/3/17	<ul style="list-style-type: none"> Board and LT determine desired criteria Determine if supplemental materials will be required 	Board response by survey
4/12/17	To Board: Timeline	
No later than 4/17/17	Prepare recruitment materials Print ads Online ads	
4/18/17	Board of Trustees regular meeting Approve timeline/materials Establish Hiring Committee (2 Board members, HR)	
4/19/17	Open recruitment – recruitment open until filled List of potential interview questions to Committee	
5/15/17	First application review by Committee	
5/16/17	<i>Board of Trustees regular meeting</i>	
5/18/17	<i>Special Board Meeting - Executive Session</i> Summary of applicants to Board Determination of final candidates	May be able to do this on 5/16 at scheduled meeting/exec. session
5/19/17	<ul style="list-style-type: none"> Interviews scheduled Travel arrangements made 	
6/8/17	<ul style="list-style-type: none"> Staff Forum (morning, 8am @ NS?) Library Tours Community Forum (evening, 6pm @ NS/SV or CenterPlace) *Both to include formal presentation, followed by meet & greet session	<i>Light refreshments</i>
6/9/17	<ul style="list-style-type: none"> Interview(s) with Board, Community Panel and LT Board Deliberation 	Special Meeting/Executive Session
6/12/17 - 6/23/17	Negotiate Contract Announce successful candidate	
7/18/17	<i>Board of Trustees regular meeting/Retreat</i>	<i>New ED invited to attend</i>
September	Projected start date	

Recommended action: Board motion to approve timeline and appoint two Board members to serve on hiring committee.

OVERVIEW VOLUNTEER PROGRAM

Volunteer Coordinator Jamie Van Wormer will provide an overview of the District volunteer program.

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

FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: MAY - JULY 2017

May 16, 2017: North Spokane (4:00 p.m.)

- SV Planning
- Personnel Policy
- Purchasing Policy
- Food for Fines Report
- Friends Helping Friends Event Report
- Spotlight North Spokane
- Overview Levy Lid Lift Options

Please send requests for agenda additions or changes to the Board Chair or Patty no later than Monday, May 1, for inclusion in the preliminary agenda to be sent May 3. Meeting packets will be mailed May 10.

June 8, 2017: Special Event – Locations and Time (TBD)

June 9, 2017: Special Meeting - Argonne Library/District Administrative Offices (TBD)

June 20, 2017: Regular Meeting – Cancelled, effective 12/20/16.

July 18, 2017: Argonne – Regular Meeting and Retreat (4:00-8:00 p.m.)

- SV Planning
- Travel Policy
- Spotlight Cheney Library
- Overview Flex Spaces
- Retreat
 - Facilities Review
 - Financial Review
 - SV LCFA Options Discussion

SPECIAL MEETINGS/ACTIVITIES

2017

- Apr 9-15** Food for Fines Amnesty Week (All Libraries)
- Apr 29** Friends Helping Friends (9am-noon, Spokane Valley Library)
- Jun 17** The BookEnd Grand Opening and NS Remodel Celebration
- Aug 11** Leadership Team-hosted Staff Picnic (Location/time TBD)
- Sep 29** Staff Day (8am-4:30pm, Northern Quest Casino)

EXECUTIVE DIRECTOR'S REPORT MARCH 2017

Administration

Business Office, Finance and Facilities (Rick Knorr)

Finance

Through the first quarter, total revenues and expenses are as follows:

Total Revenues: \$1,047,477 - 8.6% of total budget
Total Expenditures: \$2,976,224 - 24.5% of total budget

Total revenues at just over \$1 million and property taxes are due April 30.

Total expenses are at 24.5% of total budget, or slightly less than 25%. Salaries and benefits (two-thirds of total expenditures), are just shy of 24%, which is the main reason we are slightly under budget. However, most other expense lines are close to budget.

New this quarter to the financial report is a rolling five-quarter report of actual revenue and expense. This report illustrates the seasonality of revenue and the contrasting consistency of District expenses/cost of operations.

Facilities

District Facilities staff, Dave and Matt, have been busy keeping both remodeling projects moving smoothly. At The BookEnd, they completed the electrical needs of the space, installed all new LED lighting in the ceiling fixtures, and prepared the back office space and staff restroom, while the painting contractor painted the public portion.

At North Spokane, they provide daily contact with the general contractor and are the primary staff members performing owner's responsibility duties, such as

- Disassembly of wall-mounted shelving and, generally, keeping the collection out of the contractor's way.
- Assembling new display shelving purchased as part of the remodel and disassembling the existing wooden display shelving to be moved to The BookEnd.
- Moving and setting up the staff service point desks.
- Cleaning out spaces prior to painting.
- Working with the security vendor to keep security system operational while some access points are taken off-line.

I would like to take a moment to say thanks to Dave and Matt for all they have done to facilitate these two overlapping projects, while keeping the existing 10 facilities up and running.

Human Resources (Toni Costa)

Department Activities

- a. New Hires
 - o The BookEnd
 - Public Services Associate – 4
 - Library Assistant - 3
 - Terminations
 - o Receptionist (end of temporary appointment)
 - o Library Assistant (SV)
 - Promotions/Demotions
 - o Promotions
 - Library Page to Public Services Associate (2)
 - o Demotions
 - n/a
 - Reclassifications
 - o n/a
 - Transfers
 - o Public Services Associate (2)
 - FF to BE
 - AR to FF

Information Technology (Doug Stumbough)

- Activity this month centered on the North Spokane remodel and update project. We did a walkthrough with the electrical subcontractor and reviewed network and electrical layouts. We discovered several inconsistencies between what was submitted and what ended up in their plans, and were able to clarify those. Final selections and purchases for the Lab area included the media enclosures and audio system, and the secondary data rack was installed.
- The BookEnd preparation included network and electrical layout planning; purchasing of the video display, new printers, scanners, refurbished PCs, and various additional software licenses; configuration of new circulation, floating, and holds rules unique to the new location; and configuration and testing of the camera and software that will be used as a people counter.
- Teresa and Teri have been working with Collection Services to create the ILS profiles and circulation rules needed for the new Library of Things. The new collection will consist of pieces like STEM kits, Snap Circuits, telescopes, skulls, and LEGOs that will be available for checkout and use by members.
- We began the process of filing for E-rate for the 2017 fiscal year. This year, we will not be including the landlines in the requests. Traditionally, it has been only a small part of what we receive back from the program and USAC has been phasing out the reimbursement for these “plain old telephone services” each year. For the upcoming 2017 FY, it will be down to just 20%, and with only 14 eligible lines, it is now at the point where staff time spent processing bills, submitting forms, and tracking claims is more costly than what we would receive back from the program.
- Other projects include installation of a new ID badge printer, staff monitor replacements, 'short' list for the annual business office inventory, replacement heat cartridge and ball bearing for 3D printer,

- installation of FinalCut on SV media lab computers, Adobe CC device licenses for the labs and named team licenses for Communication, SAN Software Support renewal and co-termining the hardware/software support from past purchases.

Collection Services (Andrea Sharps)

- We ordered 4,184 titles and 9,008 copies in March. The number of titles ordered is up dramatically from last month as is the number of copies ordered.
- With 25% of the year done, total library materials expended stands at 30.96%.
- We processed, added to the system, and sent out to the libraries 5,525 items in March. This is up a bit from last month.
- Downloadable lending through OverDrive was up quite a bit in March from February. A total of 39,396 audiobook (15,369) and eBook (24,027) items circulated in March. Members placed a total of 12,166 holds; and, there were 5,231 unique users with titles checked out.
- Midwest Tape's hoopla, a streaming media service, saw an increase in circulation in March over February. A total of 2,798 titles including audiobooks (1,172), comics/graphic novels (144), eBooks (449), movies (554), full-length albums (378) and television shows (101) circulated in March for a combined cost of \$5,940.32 and an average cost per circulation of \$2.12. A total of 163 new patrons registered in the month, and there were 873 active users recorded.
- Preparing for The BookEnd's opening-day collection (ODC) continued during March. The Adult and Youth Collection Development Librarians selected and submitted large orders of items in all formats to populate the shelves at The BookEnd. These new materials are being supplemented with existing items from the other ten libraries, primarily duplicates. We were able to start adding items to The BookEnd library location in March which has given us numbers for specific collection areas and allows us to calculate the remaining materials needed to buy or pull in from other libraries in order to develop the opening day collection.
- We loaned 283 items to other libraries and borrowed 585 items from other libraries for 868 total Interlibrary Loan transactions processed in March.

Executive Director Report & Community Activities (Nancy Ledeboer)

The regular session of the Washington State Legislature is coming to an end the last week of April. The Legislative Committee continues to monitor the progress of bills during weekly calls with lobbyists for the Washington Library Association. Several bills that we have been supporting appear to be moving through both houses and may make it to the Governor's desk this year. As the cutoff dates for bills are met, the focus turns now to budget negotiations. We have also been getting the word out about federal efforts to defund the Institute for Museums and Libraries. A letter to the Appropriations Committee was submitted supporting continuation of funding for libraries. These funds are critical to the State Library and the programs it supports.

Greater Spokane Incorporated (GSI) held its monthly breakfast meeting in March focusing on the State of the County. Al French, chair of the County Commissioners, presented an overview of successes from 2016 and challenges facing the county in 2017. He mentioned bills before the Legislature that would release counties from the 1% growth in taxes and use of a new formula that would take inflation and population growth into consideration as factors in setting the cap. Given the harsh winter and the storm damage the county is dealing with, he anticipates a levy lid lift will be in the near future for the county.

In preparation for the April Friends Helping Friends annual meeting, I've visited with the Moran Prairie Friends and the Deer Park Friends. We hope to have representatives from all the libraries attend the annual meeting on April 29 at the Spokane Valley Library.

The Confidentiality of Library Records policy was reviewed and no changes were recommended at this time. The current policy is consistent with Washington laws and allows the District to use customer emails to share library information with members while ensuring that data for their use of the library is not shared with others or compromised.

Two New Employee Orientation sessions were held. The first was a pilot to test the format with a mix of new and long-term employees. The second welcomed 12 new staff, many who will work at The BookEnd. The plan is to provide monthly orientation sessions until all current staff have been through the program and then to offer it as needed to orient new staff.

As part of my community activities I attended the Spokane STEM Executive Committee meeting. The current director of Washington STEM, Patrick D'Amelio, attended the meeting and thanked Spokane STEM for setting a positive example of how community collaboration can advance STEM initiatives. He announced he will be leaving Washington STEM to take on a new role with Charter Schools. I also attended the KSPS Board meeting and the Spokane Valley Partners Board meeting.

In March I took several vacation days to visit the Tucson Festival of Books. I enjoyed the sunshine, hiked in the Catalina Mountains, and attended multiple author events at the Festival. This event has grown to be one of the largest book festivals in the country. Upon my return I emailed several of the authors who presented and invited them to visit Spokane.

As follow up to the executive session held at the March Board of Trustees' meeting, I have worked with Chief Human Resources Officer Toni Costa to develop a recruitment timeline for my replacement. As indicated at the March meeting, my last day at SCLD will be Friday, September 1, 2017.

ITEM AND TITLE MONTHLY REPORT
March 2017

	<u>ITEMS</u>			<u>TITLES</u>		
	ADULT	YOUTH	TOTAL	ADULT	YOUTH	TOTAL
Total Materials						
Print	164379	149046	313425	85546	49687	135233
Nonprint	65084	23985	89069	26686	7409	34095
Subtotal	229463	173031	402494	112232	57096	169328
Periodicals	6223	1018	7241	297	30	327
Total	235686	174049	409735	112529	57126	169655

	<u>ITEMS</u>			<u>TITLES</u>		
OverDrive: Audiobooks			23898			19998
eBOOKS			34728			29976
Licensed eBOOKS			9994			6369
OverDrive: Total			68620			56343
GRAND TOTAL			478355			225998

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	6590	1586	8176
Nonprint	2822	376	3198
TOTAL	9412	1962	11374
DELETIONS			
Print	8560	3098	11658
Nonprint	2655	263	2918
TOTAL	11215	3361	14576

	<u>NET CHANGE YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-1970	-1512	-3482
Nonprint	167	113	280
Periodicals	9	-3	6

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 March 2017

Patrick Roewe and Kristy Bateman

Overview

March was another full month of connecting our library members with knowledge through materials, programs, and learning opportunities. The North Spokane remodel project continued throughout March and included two closed days to complete work on the entryway. North Spokane Librarian Vanessa Strange was announced as this year's recipient of PLA's Gordon M. Conable award, which honors a public library staff member, a library trustee or a public library that has demonstrated a commitment to intellectual freedom and the Library Bill of Rights. As part of her commitment, Vanessa has worked hard to bring programs and exhibits to the District that support intellectual freedom. Congratulations to Vanessa!

Staff have prepared a brief on two issues brought before the Trustees at the March 21, 2017 meeting: Library security and Internet station reservations. This supplemental report follows the end of the regular report below.

Service Priority Teams

Business and Career Development (Stacey Goddard)

- Our monthly SCORE business workshop, *How to Write a Business Plan*, had 11 people in attendance.
- The third of our *WordPress for Business* programs, presented by Richie Schut, had eight people attend.
- This month's Better Business Bureau workshop, *Senior Scams*, had three people in attendance.
- The second of three *Foundation Directory Online* workshops, taught by our own Tami Chapman, had seven people in attendance. Unfortunately, we had to cancel the third session due to the construction closure at North Spokane. We'll be rescheduling this for the fall at NS.
- *GED & High School Completion Classes* wrapped up Winter Quarter in March, with the 13 classes garnering a combined attendance of 76. Instructor Chris Brady commented that attendance was impacted this month by illness and weather issues. Classes will resume April 3 with the start of Spring Quarter.
- The four *Dollars and Sense* financial literacy workshops offered this month and presented by SNAP had a combined attendance of nine. The additional two classes scheduled at North Spokane were cancelled due to the construction closure. This is down from 18 attendees for the four February workshops.
- Our *Drop-In Job and Career Help* service had a combined attendance of two for the four March sessions, down from the three attendees for February's three sessions.
- The two STCU financial literacy workshops this month, *Organize Your Finances, and Budgeting 101*, had a combined attendance of 11.
- Danielle and Tami had their first of four resume classes with Mica Peak High School's group of 12 School to Life students. This first session, they talked with the students about the experience they gained at their volunteer locations, and how to spotlight those experiences in a resume.
- We had ten individuals register as new Microsoft Imagine Academy users in March, up from eight in February. During the month, users enrolled in 44 new classes, up from 31 in February.
- We did 81 Book-a-Librarian (BaL) sessions this month throughout the District, up from February's 75 sessions.
 - In one session, Danielle offered resume help to a person, who then also needed assistance applying for a job at Southwest Airlines.
 - In another, Danielle showed a man how to use ReferenceUSA to do market research. She taught him how to pull up a list of potential customers from the residential listings, so that he can do some targeted marketing.
 - One appointment of Tami's was a follow-up to her Foundation Directory Online class—one of the attendees wanted help looking for funding to grow food for local food banks.

- o Tami also had a follow-up appointment with one of the women in her Dreambuilder presentation. Tami helped her research her two ideas, which were starting a food truck, or developing a natural skin care line.
- We proctored 17 exams this month throughout the District, down from February's 19 proctoring sessions.

Community Connections:

- Danielle, Ree, and I participated in the SCLD Mall Hiring Fair. In addition to assisting attendees with the online application process, we also talked with individuals and helped answer questions.
- Tami presented an overview of our business resources to SNAP's Dreambuilder Class at the Women's Business Center. There were six in attendance.
- Ree participated in a planning meeting with SCOPE for Moran Prairie's upcoming National Night Out.
- Ree attended the monthly Moran Prairie Grange meeting.
- Tami attended the monthly West Plains Support Network Leadership and general meetings.
- Tami also attended the West Plains Chamber of Commerce meeting, where the featured speakers were from the Kalispell Tribe. They discussed the new expansion planned at Northern Quest Resort and Casino.
- I attended the monthly SCORE meeting.
- Danielle and Tami, along with other District staff, attended the GSVCC membership lunch meeting, where the focus was the state of Fairchild Airforce Base.
- With her ambassador hat on, Danielle also attended the GSVCC networking events as well as a ribbon-cutting event.
- Ree met with Debbie Reeder at West Valley High School to brainstorm ways the District can assist with their upcoming student hiring fair event.
- Ree also participated in a student vocational education event at West Valley High School. She worked directly with six Leadership students on their networking skills, and with two Culinary Arts students practicing serving and presentation skills.
- Tami presented information about the Small Business Saturday program to the Millwood Business Association.
- Danielle recorded a podcast with Jane about upcoming MoneySmart Week events.
- Kris Barnes and I met with Linda Ames, Acting Dean of Instruction (Adult Education Division) and three other Community Colleges of Spokane staff about expanding GED classes to Deer Park. CCS staff were very impressed with the library, and are excited to bring classes to that community starting Fall Quarter.

Early Learning (Mary Ellen Braks)

- We provided 120 Storytimes to 3,455 children, parents, and caregivers. Our average attendance per Storytime was 29.
- We provided 63 Storytimes to 1,323 children at 31 childcare centers.
- We offered four Early Learning programs this month. One of the programs was the *STEM Play and Learn* at Fairfield. Unfortunately, we didn't have anyone show up. We went to three *Ready for Kindergarten* programs in the Cheney School District to talk about library services. We had a total attendance of 86.
- We offered a STARS Training for childcare providers this month. This was a new class called *Math: More than Counting*. We had 20 people attend.
- I was notified that we received the Phase 3 of the STEM grant. This phase will concentrate on math skills by making more math STEM kits and offering *Math Play and Learn*. KSPS will also be producing two video spots on the STEM kit to show on the local KSPS station.
- I wrapped up Phase 2 of the STEM grant, which ended on March 31. I will submit the final budget and report by the end of April.
- I arranged with Thrive Washington two trainings for library staff around All Aboard for Kindergarten. These are free trainings and the topics are Racial Equity and Social Emotional Skills and ACES (Adverse Childhood Experiences). The trainings are in April and May.

Community Connections:

- Gwendolyn and I attended the State Library's conference for youth librarians.
- I attended two Inland Northwest Early Learning Alliance meetings this month. Our focus this month was on creating quarterly trainings, Standards Alignment for Child Care, and Advocacy for Child Care.
- I participated in the Regional Advisor call for the Early Learning Advisory Committee (ELAC).

- I had the opportunity to meet with Greater Spokane Incorporated early learning coalition members, Ross Hunter from the Department of Early Learning, Alan Cohen from Thrive Washington and two local childcare centers. The conversation focused on the effect the minimum wage increase was having on local childcare centers and the need for the Department of Early Learning to increase subsidies for the childcare centers.

Education and Enrichment (Gwendolyn Haley)

Elementary (K-5) programs:

- 1685 children participated in a program either inside our libraries or out in the community this month.
- 227 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. 128 kids participated in the afterschool-learning opportunities that include LEGOs, Art, tabletop games, and STEM activities. The construction at North Spokane caused a drop in attendance, as the library was closed one week and the meeting room was not accessible at other times.
- District staff were out in force this month, providing programs at local STEM nights, before and after school clubs, and literacy nights. We engaged with 1,245 children throughout Spokane County.

Tween/Teen Programs:

- 58 tweens practiced mechanical engineering during a Rube Goldberg challenge this month. A Rube Goldberg machine is a complicated system that uses chain reactions to complete a simple task. In this case, students had to collaborate in teams to design a system of that would ring a bell. The programs continue next month. The big surprise was 36 students participated at Medical Lake Library! Librarian Christie Onzay made a valuable contact with the local home school community, and that seemed to make a big difference.
- *Great Stories Club* continued at Mica Peak High School.
- Spokane Valley tweens worked with artist Nicolas Sironka to create a Batik Quilt.
- Teens in Deer Park learned to differentiate between a good news source (e.g., our online resources) and fake news.

Adult Programs:

476 members attended adult programs this month. Highlights include:

- 77 members participated in one of eight regular book clubs.
- Irish band Floating Crowbar was the most popular, with 177 in attendance at their four concerts.
- The *Urban Farming* series started this month, and proved popular as well, with people flocking to learn about *Raising Chickens*, *Bees*, and other foodstuffs at home.
- Other well-attended programs included coffee tasting at local business Revel 77, Poetry programs with Washington Poet Laureate Tod Marshal, and a program about Alzheimer's disease.

Community Connections:

- In March, library staff worked with students from Mead, East Valley, Central Valley, West Valley, Medical Lake, Great Northern, Deer Park, Riverside and Cheney schools.
- I attended Excelerate Success's Leadership Team meeting.

Digital Interaction and Sharing (Carlie Hoffman)

- I worked with Giang to update the Book-a-Librarian form, allowing library members to choose from time periods for appointments. This will help facilitate scheduling appointments. We also worked on creating a back-end database that will capture information about appointments and will enable staff to track and follow-up with library members.
- I worked with Diane to enter all of the library programs and events on the calendar for May-August.

Community Connections:

- I met with a manager from Spokane Public Library to discuss a website to feature local content.
- I updated the INCOL website to provide information for the upcoming workshop on makerspaces.
- I attended the Building Bridges conference on technology in academic settings.

Volunteer Program (Jamie Van Wormer)

I continued building our volunteer program by meeting with potential volunteers and other members in the community. I have been working on creating group volunteer projects for the month of April with corporate

partnerships, such as Numerica Credit Union, Horizon Credit Union, Umpqua Bank, and J.C. Penney. I developed a partnership with one of the managers at the North Spokane Starbucks who is in charge of recruiting volunteers from 13 Starbucks locations. Starbucks' employees will be volunteering this summer for the *Reading Buddy* program. I have been purchasing items and putting together appreciation gift baskets for all of the SCLD volunteers. I have been meeting with library supervisors and community librarians to discuss the volunteer software and their volunteer schedule. I have been coordinating numerous end of the year celebrations at our library locations for our *Reading Buddy* and *Homework Club* programs. A regular volunteer comes in weekly to input data for the volunteer software program Volgistics. The volunteers now have the link and are able to self-assign volunteer opportunities, change their schedule and enter their hours.

- Continued to coordinate all of the volunteer schedules for the after school programs.
- Attended the North Spokane Friends meeting. The North Spokane Friends contributed funds towards the snack for the *Reading Buddy* program.
- Presented the volunteer program to the Medical Lake Friends.
- Met with Brandon from J.C. Penney and Kristin from Orchard Crest Community Center about upcoming volunteer opportunities.
- Recruited a volunteer that can assist Amber with video editing and photography.
- I was nominated to be on the Board of Directors for the Inland Northwest Service Learning Partnership.
- Recruited a volunteer for the after school snack program at Deer Park.
- Met with the principal from Riverpoint Academy. I was able to recruit volunteers for the STEM club at Shiloh Hills Elementary School.
- Coordinated volunteers to help with the North Spokane Friend's book sale.
- Recruited volunteers from Whitworth to help with the Reading program at Brentwood Elementary.
- Coordinated a volunteer day to help sort seeds for the Fairfield Library.
- Coordinated volunteers to help put gift boxes together for staff.
- Met with the volunteer director from Sacred Heart Hospital.
- Met with a Whitworth student about doing a summer internship with the District.
- Posted volunteer opportunities for the GED class in Cheney and the *Reading Buddy* program at Salnave Elementary School on Volunteerspokane.org.
- Recruited a volunteer for Sundays at Moran Prairie.
- Placed volunteers at the *Pokémon* and *Rube Goldberg Machines* events.
- Added two volunteers for the Pasadena Park *Reading Buddy* program.
- I developed the volunteer program to 214 active volunteers.

Library Operations (Georgina Rice)

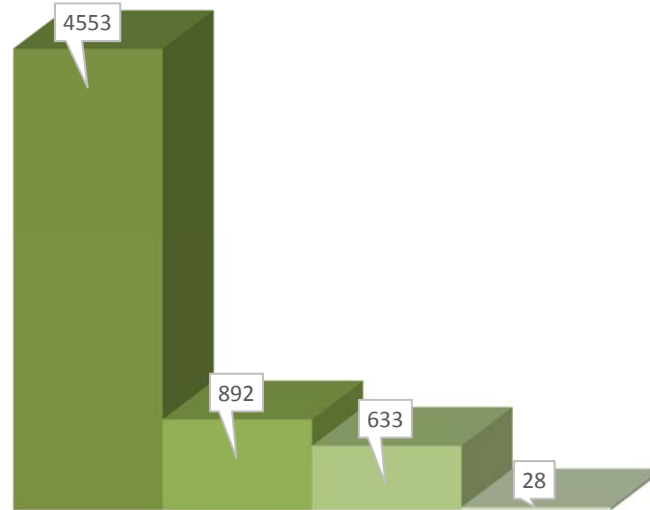
This month's featured statistic highlights our spotlighted library, Deer Park. The statistics below represent physical items checked out at the Deer Park Library in 2016. Digital checkouts by Deer Park cardholders are not reflected in these statistics.

There are 6,106 members as of April 6, 2017, that identify Deer Park as their home library. The first chart below breaks down those users by User category one, age range.

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.

SCLD members with Deer Park as their home library

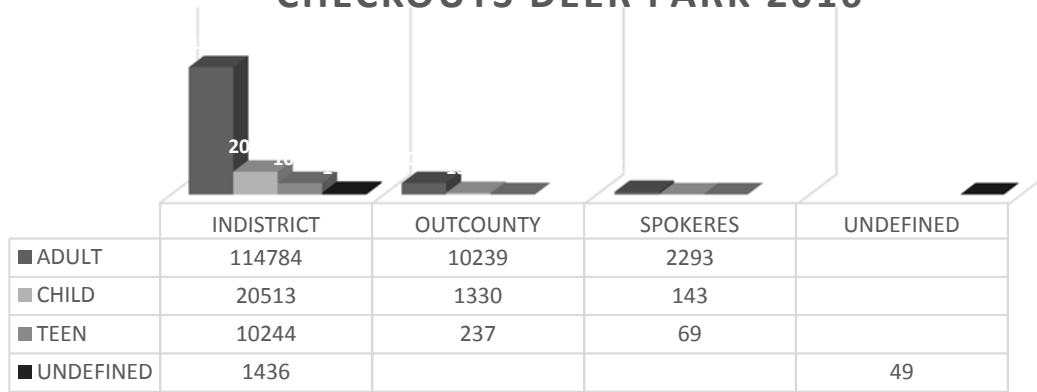


	Deer Park Library Cards
ADULT	4553
CHILD	892
TEEN	633
UNDEFINED	28

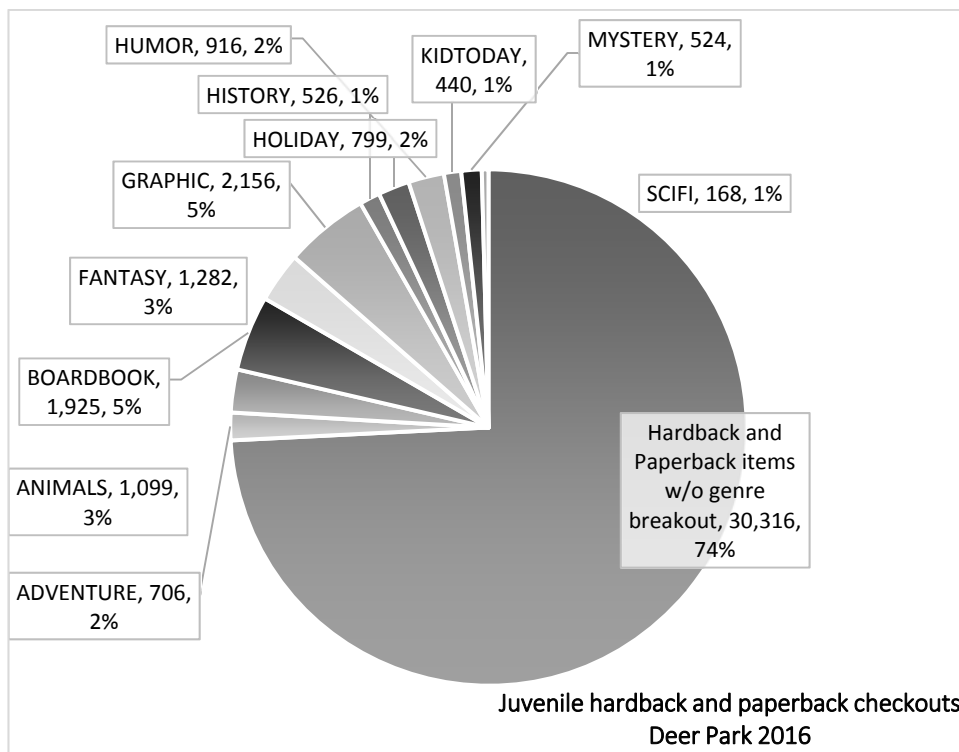
The second chart shows a representation of items checked out from Deer Park Library in 2016. It is segmented by user demographic category, which is primarily determined by the member's residential address. Of note are the checkouts from the demographic category Out County. Checkouts from Out County members represented 7.3% of Deer Park Library's total checkouts in 2016. This designation is assigned when a household pays the non-resident fee. All residents at that address are then eligible for a full-service card for the specified time that was paid for. The majority of non-resident cardholders at the Deer Park Library are residents of Stevens County.

- INDISTRICK are members who reside within our regular service area.
- SPOKRES-- represents checkouts from members who reside in the City of Spokane. These members have Reciprocal Use privileges only, so they do not have access to online databases or downloadable media, such as OverDrive or Hoopla.
- OUTCOUNTY are residents from outside of Spokane County who reside in a household that has paid the non-resident fee for full library privileges.
- The UNDEFINED category is an amalgam of remaining account types.

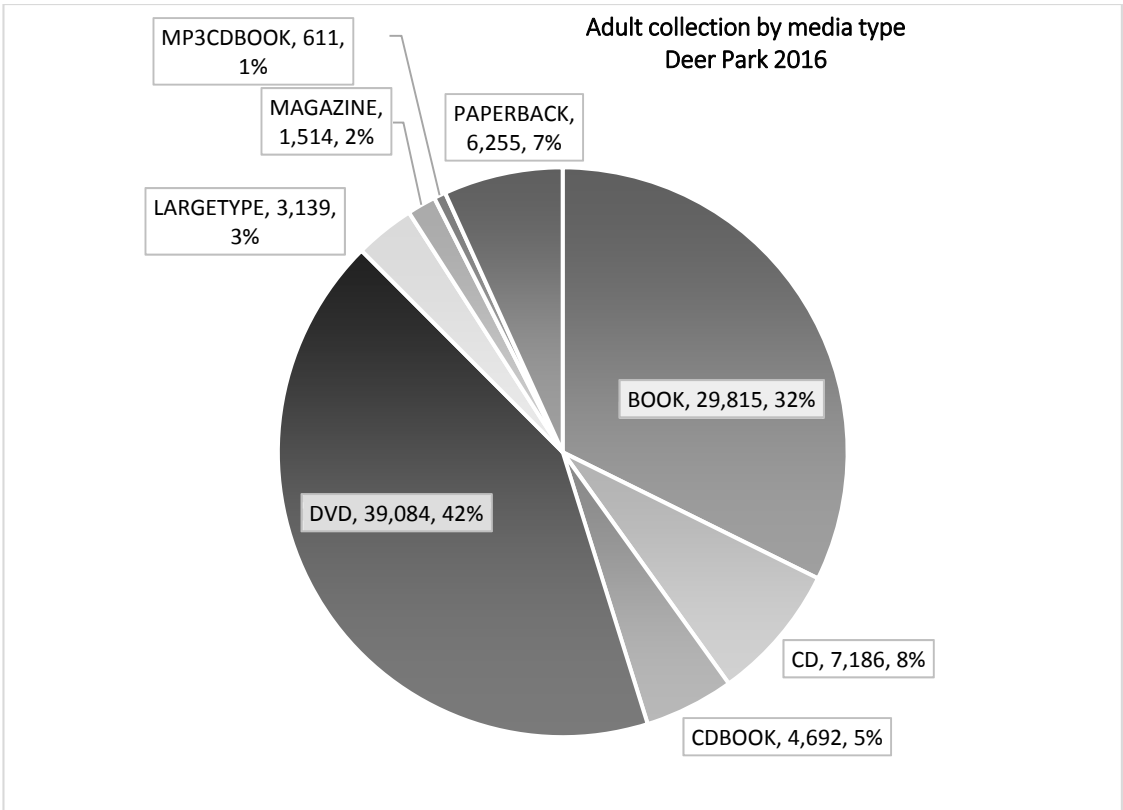
CHECKOUTS DEER PARK 2016



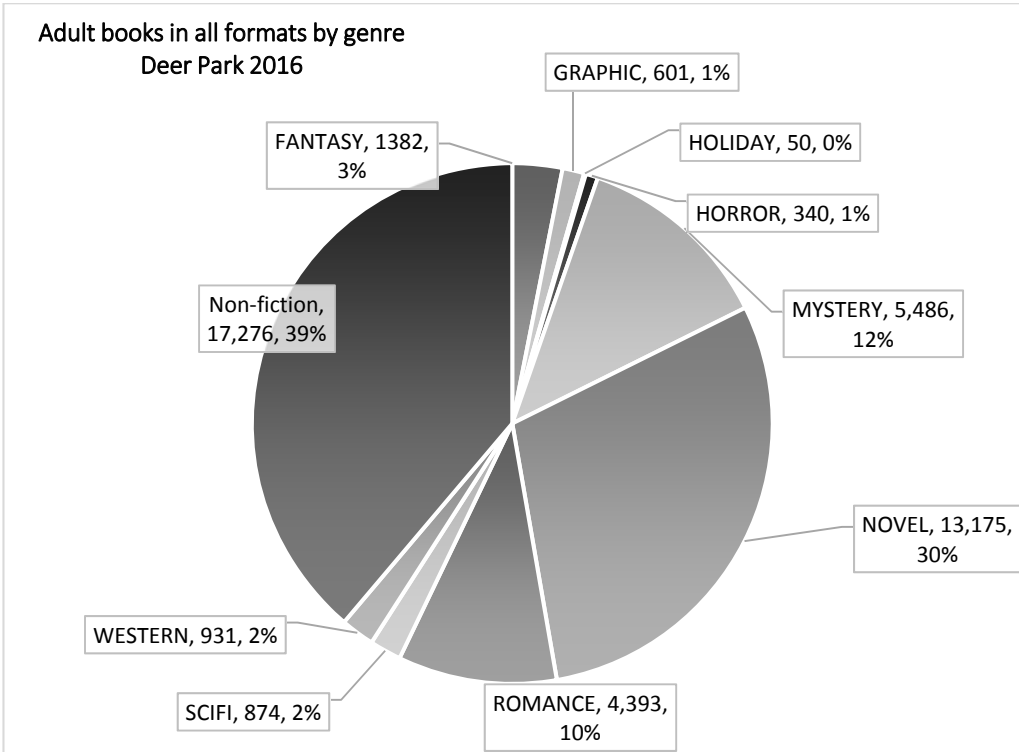
The next series of three charts display a breakout of items checked out from Deer Park in 2016. These graphical displays are divided by ADULT, TEEN, and CHILDREN'S collections. The first chart displays the checkouts from the CHILDREN'S collection. This collection's paperbacks are designated by individual genre. The balance of the collection, including hardback fiction and non-fiction is in a single category.



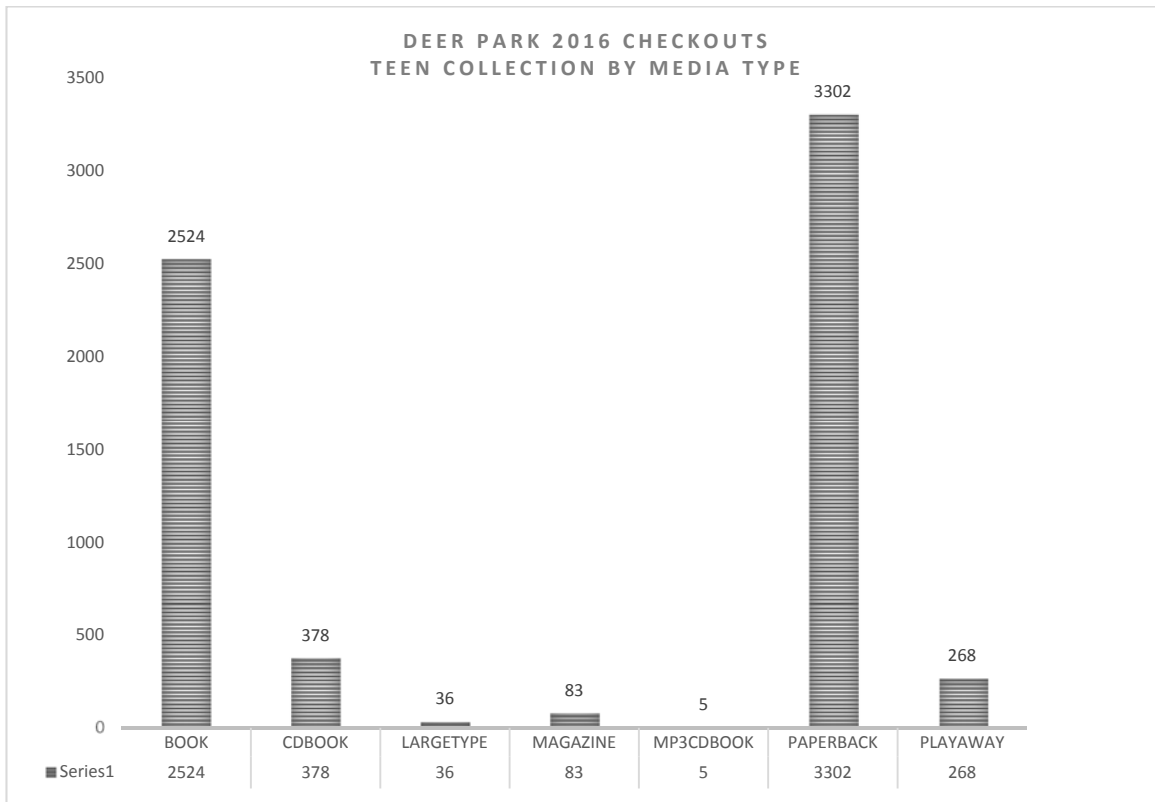
The next chart displays items from the adult collection.



The next chart is a graphical representation of the items that Deer Park Library members checked out from the physical collection divided by genre 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 the Deer Park Library in 2016. The only 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.



BREAKOUT BY CHECKOUT METHOD							
This table highlights how members are choosing to checkout and/or renew items at each library.							
	Staff assisted stations		Self-Check stations		Total in-library circulation	Renewals online	Total in-library + online renewals
	Checkouts	Renewals	Checkouts	Renewals			
AH	748	366	5153	84	6351	1127	7478
AR	1257	430	10035	116	11838	2572	14410
CH	3324	615	7906	45	11890	2727	14617
DP	3615	780	9086	67	13548	2662	16210
FF	363	198	649	4	1214	195	1409
ML	643	150	3180	19	3992	1054	5046
MP	1793	541	12894	85	15313	4169	19482
NS	6764	1112	28245	220	36341	9250	45591
OT	474	161	4255	43	4933	1429	6362
SV	11058	2878	32195	242	46373	9075	55448
TOT*	30039	7231	113598	925	151793	34260	186053

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

	This Year This Month		Last Year This Month		Difference
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	
AH	5237	82.46%	1906	31.43%	51.03%
AR	10151	85.75%	5449	45.69%	40.06%
CH	7951	66.87%	3478	28.48%	38.39%
DP	9153	67.56%	2477	20.17%	47.39%
FF	653	53.79%	701	53.27%	0.52%
ML	3199	80.14%	1583	39.51%	40.63%
MP	12979	84.76%	6746	43.36%	41.40%
NS	28465	78.33%	23764	56.76%	21.57%
OT	4298	87.13%	2404	44.75%	42.38%
SV	32437	69.95%	30250	66.93%	3.02%
TOTAL	114523	75.45%	78758	50.55%	24.90%

Library Reports

Airway Heights: Stacy Kvamme

Early Learning:

- Attendance for Thursday *Play & Learn* averaged 24 people in March, a similar trend compared to 23 in February and 26 in March 2016.
- Nine people attended *Saturday Storytime*, consistent with the previous month and an uptick compared to the 2016 average of six.
- Two outreach Storytimes were provided for the West Plains ECEAP, reaching an audience of 30.

Education and Enrichment:

- *LEGO Club* had an attendance of 64 in March, weekly attendance averaged 13. This continues the upward trend of attendance each month of 2017.
- Community Librarian Corinne Wilson shared STEM activities with 21 students at Sunset Elementary's after school program *Trailblazers*, and 45 students at Great Northern Elementary.
- Corinne and I attended Sunset Elementary's *Reading Celebration* as guest readers, reading to a combined audience of 89 students in four classrooms.
- The *Floating Crowbar* concert drew an all-ages audience of 35 people.
- Four people attended *Introduction to Raising Chickens*.

Community Connections:

- Great Northern Elementary's 5th/6th grade visited the Airway Heights Library and students learned about several research databases available through SCLD's digital library, and checked out books.
- Corinne attended *Ready for Kindergarten* events at Sunset and Snowdon elementary schools, promoting library programming and resources to a combined audience of 55 people.
- I visited the Airway Heights Senior Lunch to promote upcoming library programming.
- Corinne and Cheney Community Librarian Tami Chapman attended the *Career Rodeo* at Snowdon Elementary, reaching an audience of 138 people.
- Corinne and Tami attended the West Plains Support Network, which featured a presentation by Re*Imagine Medical Lake.
- Corinne and I attended a meeting of the Airway Heights Friends of the Library.
- Corinne and I met with Heather Wallace from Spokane Regional Health District to plan a community health fair at the library in June.
- I attended two meetings of the Airway Heights Kiwanis Club, which included a presentation by the Spokane area AKTION Club Advisor, and a school supply drive for Sunset Elementary School.
- The display case featured original artwork created by a teen library member.
- There were 13 meeting room reservations, an increase compared to 11 in March 2016.

Argonne: Pat Davis

Early Learning:

- A total of 250 parents, caregivers and children attended *Play and Learn Storytimes* up from 151 in February. *Toddler Play and Learn* attendance averaged 33 weekly compared to 19 in February. *Preschool Play and Learn* attendance averaged 24 weekly, up from 20 in February.
- Staff presented two outreach Storytimes. Wishing Well Daycare had an audience of nine and Millwood Kindergarten Center had 165 participants.

Education and Enrichment:

- *LEGO Club* weekly attendance averaged 11 participants.
- The *Tie Dye* program had 28 people. Projects included bookbags and a couple of t-shirts.
- Our *STEM* program had 25 participants.
- *Stars Club–STEM* had 13 participants.
- As part of the second Millwood Annual History Month, a Historic Photo Display was placed throughout the library and interested many members. The related programs were well attended. *Mid-Century Modern Homes* attracted an audience of 28. The *Millwood Volunteer Fire Department* program attracted 12 people. The display case featured various Fire Department badges, patches, and photos from the volunteer department. *Millwood History Enthusiasts* meetings averaged an attendance of six to eight each week.

Business and Career Development:

- Staff proctored two exams.
- We provided three Book-a-Librarian appointments.

Community Connections:

- Melanie Boerner and Pat Davis attended the Millwood Community Association meeting where planning for Millwood Daze continues.
- AARP Tax-Aide continued this month and filled a need, as every appointment was booked.
- Our meeting and conference rooms were booked by 34 groups or individuals compared to 70 last March.

Cheney: Catherine Nero Lowry

Early Learning:

- *Baby Play and Learn* attendance increased this month with an average of eight in March of 2016 and 18 in March of 2017.
- *Toddler Play and Learn* attendance increased with an average of 29 in March of 2016 and 34 in March of 2017.
- *Preschool Play and Learn* attendance decreased this year with average of 29 in March of 2016, compared to 22 in March 2017.
- Two outreach Storytimes were presented to an attendance of 30.
- Early Learning Program
 - *Salvage Ready for Kindergarten* had 31 in attendance.

Education and Enrichment:

- Our March *LEGO Club* had four in attendance.
- Cheney Parks & Recreation Echo visited the library with 18 students.
- Betz Elementary Trailblazers afterschool program had 51 in attendance.
- *Paper Art Program* had three in attendance.
- *Tod Marshall Slam & Spoken Word* had 16 in attendance.
- *Container Vegetable Gardening* had 22 in attendance.
- *Cheney Book Discussion Group : This House of Sky: Landscapes* had 12 in attendance.

Business and Career Development:

- Douglas took our library outreach services to Cheney Sessions Village, Cheney Assisted and Cheney Care facilities this month providing over 185 new and renewed library items.
- *GED & High School Completion Classes* continued with 17 currently enrolled in the program. The group uses the meeting room Monday through Thursday from 4-8pm.
- We proctored exams for two EWU students this month.

Community Connections:

- Staff completed five Book-a-Librarian appointments.

- The meeting room was used 12 times in March.
- Cheney alternative meeting spaces were used eight times in March.
- Community Librarian Tami attended the Career Rodeo at Snowden and Windsor Elementary School.
- On display this month in our case and on the wall was information, photographs, and historic items from the Cheney Depot Society.
- We are partnered with the after school care program at the Wren Pierson Community Center. They use our meeting room and our Play and Learn items the last Monday of each month. There is about 25 kids each time.
- Our AARP Tax-Aide continues to provide great service to the Cheney community. Every available appointment has been filled. Friday afternoon our parking lot is full with members taking advantage of this service.
- I continue to work on the planning committee for MayFest's fifth annual event. A main feature of Mayfest is the 4 ½-block walk. The proceeds from this walk go to the West Plains Relay for Life group.

Deer Park: Kris Barnes

Early Learning:

- Our *Play and Learn Storytime* average attendance experienced a decrease in attendance this month. Our average attendance was 18 compared to last March's average attendance of 32.
- Riverside Early Childhood and Education and Parenting class visited Deer Park this month for a special Storytime and library tour. We connected with a total of 15 parents, students, and teachers.
- We delivered three outreach Storytimes to area schools. We connected with a total of 90 students and teachers at Riverside, Chattaroy, and Deer Park schools.

Education and Enrichment:

- 18 members gathered at the *Adult Book Club* to hear a presentation by local authors Margaret Verhoef and Rita Seedorf. Margaret and Rita write the Moira Edwards mystery series. They shared their writing process with the book discussion group.
- Community Librarian Amber Williams presented a database presentation to 27 Riverside School District students to teach them how to verify news sources using our databases and other internet sources.
- Our weekly *LEGO Club* attendance averaged 12 participants, consistent with last March's average.
- Our program *Floating Crowbar: Traditional Irish Music* attracted 23 in attendance.
- Community Librarian Amber Williams and I attended Riverside School District's STEM nights at Riverside and Chattaroy Elementary schools. Amber and I brought Keva Planks, straws and connectors, NASA designed straw rockets, the Smithsonian 3D printed skulls, LEGOs, and Snap Circuits. Amber and I (along with volunteers) connected with 268 parents, teachers, and students at Riverside and 117 at Chattaroy elementary schools.
- Community Librarian Amber Williams and I planned and hosted the second annual *Northern Slam* that occurred at the Ken Fisher Auditorium at the Deer Park High School. Students from Riverside, Deer Park, and Lakeside high schools performed their poetry to an audience of 148. They competed for first, second, and third place cash prizes all provided by the Friends of the Deer Park Library. Washington State Poet Laureate Tod Marshal performed the first poem of the night and was one of the five judges for the competition.
- Deer Park staff attended the Deer Park Senior Day Celebration at the Deer Park Eagles. Staff handed out seed packets to promote our seed library and *Engage* program magazines to the 146 senior citizens that attended this informational fair.

Business and Career Development:

- I attended a Deer Park Chamber board meeting.
- I attended a Deer Park Chamber Events Committee meeting.
- I attended a Deer Park Chamber After Hours Event. Knight Construction and Supply hosted an open house, BBQ, and ribbon cutting ceremony as part of its grand opening.
- Community Librarian Amber Williams and I attended a Deer Park Chamber luncheon meeting. Spokane County Sheriff's Deputy Dan Dutton presented an overview of the crime situation and the department's presence in the Deer Park and surrounding area.

Community Connections:

- Our display case featured a display of books about autism to highlight National Autism Awareness month. One of our library members put this literary display together.

- We served after school snacks to 734 children this month.
- Our meeting and conference rooms were used by community member groups a total of 49 times compared to last March's total of 50. The rooms were used for a variety of reasons such as a drawing class, a Hotwheels enthusiasts meeting, and a Lularoe fashion event.
- Four Arcadia Elementary fifth grade classes visited this month. Two classes consisting of 45 students arrived to hear book talking about historical fiction as part of a class assignment. Two other fifth grade classes visited to browse our collection and check materials out.
- Deer Park Friends of the Library held its annual spring meeting. They scheduled budget and audit committee meetings, reflected on the past year, and welcomed SCLD Director Nancy Ledebor.
- The AARP Tax-Aide service continues this month on Saturdays from 9am to 12pm. Staff report that our parking lot has been overflowing each morning when they arrive due to the popularity of this service.

Fairfield: Kristy Bateman

Early Learning:

- *Play and Learn Storytime* averaged six attendees.
- Zero attended the *STEM Play and Learn Storytime*.
- Staff presented three outreach Storytimes to 39 preschoolers and teachers.

Education and Enrichment:

- *LEGO Club* had 13 members at four sessions.
- *Thursday Night Thing* had nine students in the 6th-12th grade session and five students attended the K-5th grade session.
- *Rube Goldberg Machines* had zero attend.
- Two adults attended the *Zentangle* program.

Community Connections:

- 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 17 attendees, up two from February.
- Staff did one outreach Storytime attended by 23 students.

Education and Enrichment:

- The *LEGO Club* averaged nine attendees, up five from February.
- 21 students participated in the Medical Lake Parks and Recreation Before School Care.
- 19 members attended the *Medical Lake Book Club* to discuss *A Fall of Marigolds* by Susan Meissner.
- Community Librarian Christie Onzay participated in *Super Hero Family Literacy Night* at Hallett Elementary School, which was attended by 420 people.
- The *Rube Goldberg Machine* (STEM) activity was presented twice with an average of 24 participants.

Business and Career Development:

- *Dollars and Sense: Give yourself a raise* had one in attendance.
- *Dollars and Sense: Navigating your credit* had zero in attendance.

Community Connections:

- We attended the Founder's Day planning meeting held by Re*Imagine Medical Lake. We also attended the Medical Lake Small Business meeting to learn how we can offer support. Both meetings were held in our meeting room.
- The Community Center at Medical Lake Middle School had its opening event. Christie Onzay provided a *Rube Goldberg Machine* (STEM) program.
- The Medical Lake Friends of the Library held their March Meeting.
- Our two new teenage volunteers are assisting Christie regularly.
- Two members have reported increased confidence in using computer applications after participating in Book-a-Librarian sessions.
- Wall art from Hallett Elementary School titled "Crazy Hair Portraits" is currently on display.
- A display of Inupiak and other Alaskan artifacts was created to compliment the *Titans of the Ice Age* exhibit at the MAC.

Moran Prairie: Danielle Marcy

Early Learning:

- Moran had the highest attended *Kindergarten Kickoff* program with 20.
- Average attendance for Storytimes for the month:
 - *Preschool Play and Learn* : 31
 - *Toddler Play and Learn* : 59
 - *Baby Play and Learn* : 53
 - *Family Play and Learn* : 10All Storytimes had an increase this month. The *Baby Play and Learn* had a record high attendance of 65.

Education and Enrichment:

- *LEGO Club* had three attend.
- We had two sessions of the *Early Release Activities*; the first session had five attend and the next session had seven attend.
- Revel 77 hosted two coffee programs. *History of Coffee* had 25 attendees and *Current Coffee Trends* had 20.
- 12 attended *Tod Marshall Presents Poetry: Poetry and Social Justice*.
- Four attended the *Introduction to Ukulele*. There were 10 registered with two on the waiting list.
- The *Moran Prairie Book Club* had two attend. We discussed *The Monuments Men: Allied heroes, Nazi thieves, and the greatest treasure hunt in history* by Robert M. Edsel.

Business and Career Development:

- We had 71 bookings of the meeting room.
- We proctored three exams.
- 11 attended *How to Write a Business Plan*.
- We had five attend the *STCU: Organize Your Finances*.

Community Connections:

- Artist Lorelee Silverthorn continued to display her alcohol ink art.
- The local chapter of the Embroiderer's Guild of America displayed pieces from their members.
- The Yellow Wall-Paper exhibit was displayed through March 18.
- Danielle and Ree attended the Mullan Road Elementary Family Science Night and spoke to 104 attendees. A volunteer helped Ree with a hoop glider craft to demonstrate the concept of air resistance.
- Danielle met with SCOPE representative to tour the library grounds and library in an effort to coordinate planning of the National Night Out event.
- Danielle and Ree participated in one planning meeting with SCOPE for the August 1st National Night Out event.
- Danielle and Ree attended the Moran Prairie Friends meeting.

North Spokane: Brian Vander Veen

Early Learning:

- 637 children, parents, and caregivers attended early learning programs this month. This represents a decrease of 45% compared to March 2016. This drop is due largely to the ten canceled Storytimes this month because of construction; average per-Storytime attendance remained roughly comparable to last year.
 - *Baby Play and Learn Storytime* averaged 19 attendees. This is up six from last month's average but down seven from March 2016.
 - *Toddler Play and Learn Storytime* attracted an average attendance of 51 attendees. This is up seven from last month and up eight from March 2016.
 - *Preschool Play and Learn Storytime* averaged 39 attendees. This is down three from last month and down nine from March 2016.
 - *Family Play and Learn Storytime* averaged 27 attendees. This is up four from last month but down four from March 2016.
- Staff provided Storytime for 223 attendees at five early learning facilities.

Education and Enrichment:

- 130 members of all ages attended seven Education and Enrichment events this month.
 - 61 members attended *Floating Crowbar: Traditional Irish Music*.

- 31 members attended *Food Not Lawns*.
- An average of 15 members attended three *Monday Funday* events.
- Six attended *Rube Goldberg Machines*.
- Five members discussed *Ordinary Grace* at North Spokane Book Club.

Business and Career Development:

- An average of four members attended two financial literacy programs, five for *Give Yourself a Raise* and three for *Navigating Your Credit*.
- The program *Foundation Directory Online for Nonprofits and Grant Writers* and three financial literacy programs were canceled due to construction.
- Staff proctored an exam for one member.

Community Connections:

- An eighth-grade student observed Storytime and shadowed staff as part of a school project.
- Librarian Rachel Edmondson provided Storytime for a Cub Scout group at Brentwood Elementary.
- Librarian Vanessa Strange was featured in a March 29 article in *The Spokesman-Review* following the announcement that she was this year's recipient of the Gordon M. Conable award.
- The Friends of North Spokane Library spring book sale occurred as scheduled despite the construction. Sales appeared to be quite vigorous, but exact totals will be announced at their April meeting.

Otis Orchards: David Wyatt

Early Learning:

- *Play and Learn Storytime* attendance averaged 43, up from an average of 24 last March.
- Monthly *Family Play and Learn Evening* had four attend.
- Staff presented outreach Storytimes at two locations.
 - Little Explorers: 12
 - Trent ECEAP A.M.: 33
 - Trent ECEAP P.M.: 26

Education and Enrichment:

- Weekly *Thumbs up Thursday* programs for children of all ages and families averaged seven.
- *Intro to Raising Chickens* had 17 attend.
- *Floating Crowbar* played music for 68 members of all ages.
- Seed library had 86 seed packets checked out.

Community Connections:

- Art from East Farm STEAM School was displayed in the library.
- Volunteers continued after school tutoring with five students from Otis Orchards Elementary.
- Community Librarian Tammy Henry brought LEGOs to Trent Elementary LEGO Night, 105 kids and parents played.

Spokane Valley: Aileen Luppert

Early Learning:

- 1288 children, their parents, and caregivers attended 52 early learning programs this month. This is down 63 attendees and down nine programs since last month.
 - *Baby Play and Learn Storytime* averaged 25. This is up five from last month and down four since March 2016.
 - *Toddler Play and Learn Storytime* averaged 33. This is down two from last month and down five since March 2016.
 - *Preschool Play and Learn Storytime* averaged 37. This is down seven from last month and down three since March 2016.
 - *Evening Family Storytime* averaged 11 attendees. This is down two from last month and down nine from March 2016.
 - Staff provided Storytime to 486 attendees at 25 outreach facilities. Last month staff provided Storytimes to 409 attendees at 34 outreach facilities.

Education and Enrichment:

139 members attended 13 Education and Enrichment events this month.

- Adult Programs:
 - *SV Book Club* (10)
 - *Broadway Court Book Club* (7)

- Orchard Crest Book Club (4)
- Zentangle Drawing (9)
- Tod Marshall: Never Too Much of the Green (10)
- Teens/Tween:
 - Two sessions of *Batik Quilt* (37)
 - Two sessions of *Great Stories Club: Mica Peak High School* (8)
- Children/Family:
 - Four sessions of *Too Fun Tuesday* (average 13, LEGOs the most popular)

Business and Career Development:

38 members attended nine Business and Career Development programs this month.

- Job Seeker and Career
 - *Drop-In Career Help* (2)
 - *Mica Peak Resume Class* (12)
- Small Business Support
 - *Dream Builders Class* (6)
 - *Foundation Directory Online* (7)
 - *WordPress Workshop* (8)
- Financial Literacy
 - *BBB Senior Scams* (3)
 - Proctored 12 tests for 12 people

Community Connections

- This month, we hosted our much anticipated batik workshops. Batik is a painting technique that uses wax and dye on cotton fabric. Local artist, originally from Kenya, Nicholas Sironka led the two part workshop for teens and tweens. While each attendee painted their own square, each square was part of a larger image depicting a tree of life. Another local artist, Candy Huddleston, will be sewing the pieces into a large quilt to hang in the library. It was a wonderful program and we are excited to see the final product in May at our next Second Saturday Art Walk.
- In anticipation of the batik program, Mr. Sironka and I were guests on the District's Library OutLoud podcast. Mr. Sironka charmed listeners as he retold stories from his own history and folklore from Kenya.
- Librarian Danielle Milton was a guest reader for Broadway Elementary's Read Across America assembly. She read *The Book With No Pictures* by BJ Novak. It was a huge hit and made Danielle the star of the assembly.
- This month, South Pines Elementary School held a "book tasting." Library Assistant Laura and Librarian Danielle Milton attended to share library resources available to young and struggling readers. Afterwards, Laura made 11 new cards and kids checked out items Danielle brought with her.
- Librarians Diane Brown and Danielle Milton attended multiple Greater Valley Chamber events including luncheons, ribbon cuttings, and an evening event at the Hub where they networked and played pickle ball!

District-wide Information

March Security Incident Report

For March, there were 24 Security Incident reports filed this month, four less than last month (28), and 15 less than March 2016 (39). Spokane Valley had the most incidents reported with eight. The most frequently reported incidents related to Potential Problem (9). To further put all of these numbers in perspective, the total door count District-wide in the month of March was 110,569.

The Otis Orchards Security Incidents are highlighted and reported one incident (Facility Misuse) in March. To further put incidents in perspective, the door count for Otis Orchards in March was 3,996.

Year-to-Date Public Use Measures at a Glance

- Door count through March (302,979) was down (9%) compared to the same period in 2016—the continuation of a declining trend from last year.

- Programming attendance through March (18,301) decreased 17% when compared to the same time period in 2016, while the number of programs offered has decreased by 4% (885).
- Internet station bookings (45,433) were down (23%) through March when compared to the same period in 2016, which is a declining trend continuing from last year.

Public Use Measures

March 2017

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	117,061	116,429	NA	1%	NA
Door count	110,569	116,973	302,979	-9%	-6%
Circulation	228,629	227,359	646,746	0%	-2%
Digital Media Catalog	42,194	36,792	120,897	11%	12%
Programs					
Number	333	357	885	-4%	13%
Attendance	8,046	8,346	18,301	-17%	2%
Software Station bookings	16,896	20,752	45,433	-23%	-14%
Meeting room bookings	321	370	1,030	-2%	0%
Holds placed					
By customers	33,176	31,492	95,655	-1%	-5%
By staff	8,128	8,088	21,646	-5%	-3%
Digital Media Catalog	12,166	10,105	35,744	18%	6%
Database use					
Searches	94,338	95,903	281,205	-18%	-33%
Website use (Remote)					
User sessions	117,619	115,654	332,241	-9%	-19%
Page views	297,742	327,240	850,927	-7%	12%
Catalog	44,210	44,680	129,491	-4%	-4%
Database Access	4,763	5,805	15,167	-14%	-5%
Interlibrary loans					
Loaned	283	389	1,020	2%	12%
Borrowed	585	543	1,540	1%	2%

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.*

Supplemental Report

In response to direction by the Board of Trustees, staff prepared the following brief on two issues brought before the Trustees at the March 21, 2017, meeting: Library security and Internet station reservations.

Library Security

The District provides safe and welcoming spaces at all of its libraries. We have a strong Code of Conduct policy to support that effort, and have had staff attend Safe Environment Training to increase their skills in environmental awareness and management. We also track incidents through our Security Incident Report database.

For the 12-month period of April 2016 through March 2017, 258 security incident reports were recorded throughout the District. To put that in perspective, door count was 1,257,286 for that same time period. Of those 258 incidents, five incidents of theft of personal property were recorded throughout the District for that same 12-month period. Four were incidents of car prowling that occurred in library parking lots (May 2016, July 2016, October 2016, and December 2016). One occurred in a library itself (March 2017). All of those five incidents were referred to law enforcement.

Like other public places, we do encounter situations and behaviors that are contrary to the expectations set forth in the Code of Conduct. However, those situations remain a miniscule part of the daily operations at District libraries. We are aware of other public libraries in the state of Washington that use onsite security guards and/or security cameras placed in library entryways, but those are typically libraries located in urban environments responding to sustained patterns of criminal behavior. At present, the District does not contend with the level or frequency of incidents that would warrant a stronger security posture at any of our locations.

Internet Station Reservations

Temporary Internet Passes: The District issues temporary internet passes to members of the public that do not reside in our service area or otherwise do not wish to apply for a library card with full privileges. Members who are frequent users of computers may apply for an "Internet only" card. The temporary pass allows someone access to computers without needing to apply for a card. This may include someone who is a visitor using the library or someone who may not have a permanent address.

Internet Station Extensions: At present, extending a library member's internet time requires staff intervention. This is not ideal, as it represents an inconvenience to the library member and can take staff away from other service offerings. However, it is a current limitation of our reservation management software. We are evaluating our current parameters, and we are in contact with the vendor, to see what options might be available in the future.

The District has set a parameter of 90 minutes of daily computer use for library members. That timeframe has proven to meet the majority of our library member's needs in an equitable way. Members who need less time are able to log off and free up the computer for use by other members. The District has previously offered 30 and 60-minute reservations in addition to 90-minute reservations. However, shorter reservation periods were under-utilized. Defaulting to 90-minute reservations maintains flexibility and responsiveness to emergent needs.

District expectations for staff providing internet time extensions were reviewed with staff in early March. The District wants the internet stations to be used as fully as possible. Staff are able to provide extensions whenever possible, though the number of future reservations can limit what's available at any given moment. Given the dynamic nature of reservations, with new ones being made, existing ones being canceled, and unfilled ones expiring, availability can change frequently.

Communication Report March 2017

Marketing Activities

- Engage (May-Aug issue)
 - Edited and wrote all text for the next issue of Engage, designed magazine
- Family Guide ad
 - Submitted ad for Summer Programming to be featured in the Family Guide
- April Current
 - Designed ad promoting Food for Fines, wrote articles promoting Money Smart Week and Food for Fines
- April Kids Newspaper
 - Promoted Food for Fines and Money Smart Week
- Spring Large Print newsletter
 - Edited newsletter, designed layout, wrote intro articles promoting Food for Fines and Money Smart Week
- Inlander ad "thank you" ad
 - Designed ad thanking the public for voting for us (Spokane Valley Library) in the Inlander reader's poll
- New staff t-shirts
 - Designed and ordered new staff t-shirts
- Inlander summer camp ad
 - Designed ad promoting Summer Programming
- eLibrary and SIRS Discoverer
 - Edited the descriptions for these digital resources for the website
- North Spokane Library closure sign
 - Designed and printed signs for the North Spokane closures due to construction

News coverage

- Mar 2 – Journal of Business – Library outlet set to open in Spokane Valley Mall
- Mar 15 – Deer Park Tribune – Riverside students embrace the many uses for MakerSpace (mentions STEM night of which we are a partner)
- Mar 16 – Cheney Free Press – West Plains libraries to host urban farming events
- Mar 22 – Spokesman Review – Friends group hosting book sale at North Spokane Library
- Mar 22 – Deer Park Tribune – Renovation of North Spokane Library Continues
- Mar 29 – Spokesman Review – Spokane librarian selected for national award
- Mar 29 – Deer Park Tribune – Slam dunk effort (Northern Slam, sponsored by the Friends of the Library)
- Mar 30 – Cheney Free Press – Libraries celebrate the fifth annual 'Food for Fines'
- Mar 31 – Spokane Valley News Herald – Caspar Babypants

Press Releases

- Mar 1 – Spokane County librarian wins national award
 - Mar 5 – Spokesman Review – Business Beat: Library
 - Mar 7 – Journal of Business – daily email mention
 - Mar 8 – Spokane County librarian earns national recognition
 - Mar 31 – Spokane Valley News Herald – Librarian wins award

- Mar 9 – Tod Marshall discusses the influence of poetry on our community
- Mar 14 – Tweens and teens create elaborate contraptions from everyday objects (Rube Goldberg Machines)
- Mar 15 – North Spokane Library Closures
- Mar 16 – Caspar Babypants Family Concert delights Spokane
 - Mar 16 – Spokesman Review – Caspar Babypants coming to Spokane Valley
- Mar 21 – 5th annual Food for Fines at Spokane County Library District

E-Marketing (Website, Social Media, Email)

Social Media:

- Facebook: # of fans: 3,187
- Twitter: # of followers: 2,204
- Pinterest: # of followers: 1,665
- Instagram: # of followers: 775

Library District Blog:

Our most viewed post during March was *Catchy tunes & magical melodies: Caspar Babypants Family Concert* with a whopping 1,064 views. Coming in second was a post from February, *Urban farming: gardens, bees, chickens, & our seed libraries*, with 805 views.

Blog posts:

- Mar 1 – Apps I'm loving right now
- Mar 2 – Discover the connection between engineering and The Three Stooges
- Mar 7 – Easy Pinterest recipes for busy adults
- Mar 8 – Ukulele: Getting to know the jumping flea
- Mar 9 – Catchy tunes & magical melodies: Caspar Babypants Family Concert
- Mar 14 – Book Club for two: Books to read with someone special
- Mar 15 – Construction closure at North Spokane Library
- Mar 16 – Spring break & Pokémon at the library
- Mar 21 – Consumer Reports saves the day (and my laundry)
- Mar 22 – Food for Fines for the win!
- Mar 28 – Q&A with Jeff Yeager, The Ultimate Cheapskate

eNewsletter email:

- 85,842 sent on March 16, 2016
- Open rate: 12.3% (10,552)
- Clicked: 1,999 (2.3% click rate)
- Unsubscribed: 117

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 March:

Library Out Loud: Maasai visual artist Nicholas Sironka

Library Out Loud: Annual Northern Slam

Library Out Loud: Tod Marshall Poet

Library Out Loud: Money Smart Week

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

Community Events (Around Town):

The Communication Department made edits to 12 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 (2)
- Storytime (11)
- LEGO Club (8)
- Slam and Spoken Word: The Future of Poetry? (1)
- Introduction to Chickens (1)
- Budgeting 101 (1)
- GED and High School Completion Classes (4)
- Paper Art (1)
- AARP Tax-Aide (6)
- Second Sunday Crafts (1)
- Practice Speaking English at the Library (1)
- Dollars and Sense (1)
- Container Vegetable Gardening (1)
- Consumer Workshops (4)
 - Online Safety (4)
 - Senior Scams (4)
 - Wise Buying (4)
 - Financial Literacy for High School Students (4)
 - Home Scams (4)

Reprints of previously created work & order fulfillment

- Overdrive flyers for Public Services
- ProQuest flyers for Public Services
- SCLD/SPL double-sided bookmarks for Airway Heights
- WLA Library Legislative Day materials packets
- Volunteer t-shirts for Public Services
- Pencils for North Spokane

Communication Display Kits provided for community events

- Read Across America Otis Elementary
- South Pines Elementary Book Tasting
- Mullan Road Elementary Science Fair
- STEM Night at Riverside School District
- Deer Park Senior Community Resource Fair
- Snowdon Career Rodeo

Current & Upcoming Projects & Event Promotion

- April
 - 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
- Take and Give Seed Library (update)
- May Current
- May Kids newspaper
- April eNewsletter
- Spokesman summer issue ad
- Get Print Jobs from Staff
- Update to ID Badge
- Engage card
- 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
 - Blog Subscription Emails
 - NS Lab Artist in Residence program
 - Summer Studio Teen Internship
 - BookEnd postcard mailing
 - New Digital Resource - SelectReads; Highlight old digital resource - Online Book Clubs
 - Library District Annual Report
- 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
 - Summer Reading Badges webpage

Meetings Attended

- March 2 – City/Library task force
- March 15 – Potential partnership for fall promotion with Spokane Transit Authority
- March 22 – Web team redesign meeting

Friends of the Spokane County Library District

- Hours and Locations Magnets for Airway Heights Friends
- Spokane Valley Friends Meeting
 - Website listing, digital display
- North Spokane Friends Book Sale
 - eBlast, digital display, social media, website listing

Friends of the Library Book Sales eBlast notices:

- North Spokane – Mon, Mar 20 – sent to 9,689

**Spokane County Library District
Summary of Revenues & Expenses - (Cash Basis)
For the Three Months Ended March 31, 2017**

	Y-T-D Actual	Annual Budget	Target 25.0% Percent Used	Balance Remaining
REVENUES				
PROPERTY TAXES	\$ 875,555	\$ 11,308,000	7.74%	\$ 10,432,445
CONTRACT CITIES - AIRWAY HEIGHTS	61,146	247,143	24.74%	185,997
CONTRACT CITIES - SPOKANE	0	72,996	0.00%	72,996
FINES & FEES	57,950	240,500	24.10%	182,550
GRANTS & DONATIONS	31,155	68,000	45.82%	36,845
E-RATE REIMBURSEMENTS	0	169,000	0.00%	169,000
OTHER	15,987	31,000	51.57%	15,013
INTEREST REVENUES	5,685	34,000	16.72%	28,315
TOTAL REVENUES	\$ 1,047,477	\$ 12,170,639	8.61%	\$ 11,123,162
TRANSFERS IN	-	-	0.00%	-
TOTAL REVENUES & TRANSFERS IN	\$ 1,047,477	\$ 12,170,639	8.61%	\$ 11,123,162
EXPENSES				
SALARIES	\$ 1,454,923	\$ 6,082,000	23.92%	\$ 4,627,077
FRINGE BENEFITS	479,081	2,061,300	23.24%	1,582,219
SUPPLIES	40,246	189,459	21.24%	149,213
UTILITIES	113,669	429,700	26.45%	316,031
SERVICES	326,349	1,233,780	26.45%	907,431
INSURANCE	67,105	69,000	97.25%	1,895
EQUIPMENT & SOFTWARE	17,973	270,000	6.66%	252,027
LIBRARY MATERIALS	404,129	1,433,500	28.19%	1,029,371
ELECTRONIC LIBRARY MATERIALS	61,892	200,000	30.95%	138,108
LIBRARY PROGRAMS	10,856	121,200	8.96%	110,344
OPERATIONAL CONTINGENCIES	0	80,700	0.00%	80,700
TOTAL EXPENSES	\$ 2,976,224	\$ 12,170,639	24.45%	\$ 9,194,415
TRANSFERS OUT	-	-	0.00%	-
TOTAL EXPENSES & TRANSFERS OUT	\$ 2,976,224	\$ 12,170,639	24.45%	\$ 9,194,415
Net Excess of Revenues Over/(Under) Expenses	\$ (1,928,747)	\$ -		
BEGINNING CASH	4,581,836			
NET FROM ABOVE	(1,928,747)			
ENDING CASH	\$ 2,653,089			
Number of months cash on hand	2.6			
Capital Project Fund Balance	1,532,020			

**Spokane County Library District
Quarterly Trend Report of Revenues & Expenses
Rolling 5 Quarters**

	Actual Results for Quarter Ended:				
	3/31/2016	6/30/2016	9/30/2016	12/31/2016	3/31/2017
REVENUES					
PROPERTY TAXES	859,901	5,212,304	300,355	4,565,379	875,555
CONTRACT CITIES - AIRWAY HEIGHTS	61,111	61,111	61,111	61,111	61,146
CONTRACT CITIES - SPOKANE	-	51,719	-	51,719	-
FINES & FEES	70,831	57,206	57,697	54,453	57,950
GRANTS & DONATIONS	15,033	35,183	22,493	7,343	31,155
E-RATE REIMBURSEMENTS	-	85,318	88,090	-	-
OTHER	3,332	33,514	6,759	11,800	15,987
INTEREST REVENUES	5,716	7,205	7,023	8,399	5,685
TOTAL REVENUES	1,015,925	5,543,561	543,527	4,760,205	1,047,477
EXPENSES					
SALARIES	1,452,473	1,458,721	1,496,137	1,471,224	1,454,923
FRINGE BENEFITS	474,234	474,461	483,293	473,227	479,081
SUPPLIES	43,331	35,078	42,754	34,489	40,246
UTILITIES	111,068	95,673	111,927	104,797	113,669
SERVICES	418,878	246,913	263,643	225,377	326,349
INSURANCE	64,172	93	-	-	67,105
EQUIPMENT & SOFTWARE	21,628	32,914	58,314	37,188	17,973
LIBRARY MATERIALS	325,043	376,977	390,560	302,431	404,129
ELECTRONIC LIBRARY MATERIALS	57,158	44,258	42,631	46,591	61,892
LIBRARY PROGRAMS	18,926	33,986	38,326	16,897	10,856
OPERATIONAL CONTINGENCIES	-	-	-	-	-
TOTAL EXPENSES	2,986,912	2,799,072	2,927,586	2,712,220	2,976,224

Spotlight Deer Park Library

Strategic Initiatives and Community Librarian Amber Williams will share highlights of Deer Park Library and the community it serves.

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