

SPOKANE COUNTY LIBRARY DISTRICT

MISSION

Spokane County Library District connects people with resources, 24/7.

Board of Trustees Regular Meeting

March 20, 2012 4:00 p.m. Argonne Library/Administrative Offices

A G E N D A

I. CALL TO ORDER

II. AGENDA APPROVAL [4:00-4:05]

III. ACTION ITEMS

- A. Approval of February 21 regular meeting and February 28 special meeting minutes [4:05-4:10]
- B. Approval of February bill payment vouchers [4:10-4:15]
- C. Unfinished Business
 - None
- D. New Business
 - 1. Friends of the Library Policy (Reaffirmation): Approval recommendation [4:15-4:20]

IV. DISCUSSION ITEMS, POSSIBLE ACTION

- A. Future board meeting agenda items [4:20-4:25]

V. REPORTS

- A. Trustees [4:25-4:35]
- B. Executive Director [4:35-4:45]
 - Administrative
 - Community Activities
- C. Public Services [4:45-4:50]
- D. Fiscal [4:50-4:55]
- E. Overview: Employee Recruitment and Hiring [4:55-5:15]

VI. PUBLIC COMMENT

VII. ADJOURNMENT

[Estimated meeting length: 1 hour and 15 minutes plus public comment]

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

SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: FEBRUARY 21, 2012

CALL TO ORDER

The regular meeting of the Spokane County Library District Board of Trustees was held Tuesday, February 21, 2012, in the public meeting room at Argonne Library, 4322 N. Argonne Road, Spokane, WA. Chair Tim Hattenburg called the meeting to order at 4:00 p.m. and welcomed those in attendance. He recognized new trustee Mark Johnson, and noted this meeting as Executive Director Michael Wirt's final before retirement Friday, February 24, after 40 years of service to SCLD.

PRESENT:

Tim Hattenburg	- Chair
Mary E. Lloyd	- Vice Chair
Ann Apperson	- Trustee
Daniel Davis	- Trustee
Mark Johnson	- Trustee
Michael J. Wirt	- Director and Secretary

EXCUSED:

None.

Also Present: Jane Baker, Communications Manager; Priscilla Ice, IT Manager; Patrick Roewe, Branch Services Manager; Andrea Sharps, Collection Services Manager; Bill Sargent, Business Manager; Paul Eichenberg, Human Resources Manager; Doug Stumbough, Branch Services Manager; and Patty Franz, Administrative Assistant.

AGENDA APPROVAL

Ms. Apperson moved and Ms. Lloyd seconded to approve the agenda. There were no questions or comments.

The motion carried unanimously.

ACTION ITEMS

APPROVAL OF JANUARY 17, 2012, REGULAR MEETING MINUTES

Mr. Hattenburg called for corrections to the January 17, 2012, regular meeting minutes. A correction was noted to remove duplication of a seconded motion toward the trustee appointment recommendation to the Board of County Commissions. Otherwise, the minutes stand approved as written.

APPROVAL OF JANUARY 2012 BILL PAYMENT VOUCHERS

Mr. Davis moved and Mr. Hattenburg seconded approval of the January 2012 bill payment vouchers.

Fund

L01	Voucher numbers: 41226 through 41399 and W00059-W00062 totaling	\$ 585,626.73
	Payroll numbers: 01102012PR and 01252012PR totaling	\$ 326,886.54
	Total	\$ 912,513.27

In response to a trustee's question, Business Manager Bill Sargent responded elevator repair service was not recently done at Spokane Valley; however, invoices are at times delayed, thus the January payment for services rendered by Otis Elevator Company.

The motion was unanimously approved.

NEW BUSINESS

FACILITY USE FOR POLITICAL PURPOSES POLICY. Ms. Lloyd moved and Ms. Apperson seconded that the Facility Use for Political Purposes Policy be revised as presented.

Under RCW 42.17.130, public facilities may not be used, directly or indirectly, for the purpose of assisting a campaign for election of any person to any office or for the promotion of or opposition to any ballot proposition, except for activities which are part of the normal and regular conduct of the office or agency. WAC 390-05-271 provides that this statute does not prevent a public agency from making facilities available on a nondiscriminatory, equal access basis for political uses. Under federal First Amendment case law, public library spaces specifically designated for public expression are considered limited public forums.

Minor editorial changes to this policy were recommended by legal counsel and approved in July 2005, and the policy was reaffirmed in 2007 and 2009. The recommended revision clarifies that only spaces in a public library designated for public expression constitute public forums.

In response to a trustee's question, Mr. Wirt reiterated petition signature gathering is not allowed outside the doors of library branches. There were no public comments.

The motion was unanimously approved.

AUTHORIZING LIFETIME RESIDENT CARD PRIVILEGES (RESOLUTION NO. 12-02). Mr. Hattenburg moved and Mr. Davis seconded that Resolution No. 12-02, Authorizing Lifetime Resident Card Privileges for Retiring Executive Director Michael J. Wirt, be adopted as presented.

RESOLUTION NO. 12-02

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AUTHORIZING LIFETIME RESIDENT LIBRARY CARD PRIVILEGES FOR RETIRING DISTRICT EXECUTIVE DIRECTOR MICHAEL J. WIRT; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

In recognition of his years of outstanding leadership and service to the District and its residents, Board of Trustees Chair Tim Hattenburg proposes that the board grant Mr. Wirt lifetime eligibility for a Spokane County Library District resident library card following his retirement, regardless of his place of residence, allowing him access to online services and downloadable library materials not available to non-residents in the City of Spokane where he resides. He would be subject to the same terms and conditions applicable to District residents, including any applicable fees and overdue charges.

For the record, Mr. Hattenburg read the resolution to provide background of Mr. Wirt's accomplishments of over nearly 40 years, having served as executive director to SCLD since April 1, 1980, and as acting director seven months prior. As a result, he has served in his current position longer than any director in the district's history and longer than any library director now serving in Washington State. He is retiring from district employment, February 24, 2012.

Under Mr. Wirt's leadership, the District has built a reputation for excellent customer service; had seven successful levy elections--three for maintenance and operations and four for capital improvements; replaced or expanded every branch library and added three new branches; fully integrated technology into its customer services and internal operations, all while branches remained fiscally sound.

Mr. Hattenburg presented a Director Emeritus Lifetime Library Card to Mr. Wirt. There were no public comments.

The motion was unanimously approved.

DISCUSSION ITEMS, POSSIBLE ACTION

EXECUTIVE DIRECTOR TRANSITION PLAN FINAL REVIEW

Each task as part of the Executive Director Transition Plan list was ranked according to discussion and subsequent decisions at last month's regular meeting, and provided for final review. A more formal discussion will be held with executive director designate, Nancy Ledebuer, during a special meeting scheduled for Tuesday, February 28, at 4 p.m. The meeting will be held at Argonne Library Public Meeting Room.

In response to a trustee's question, Mr. Wirt responded individual meetings with city officials are recommended particularly for those areas where activities such as the proposed Airway Heights' annexation or building projects are planned.

Because the SCLD board is a governing board and the new executive director's previous work experience is with an advising board, trustees determined by consensus that individual meetings with Ms. Ledebuer would be essential and thereby will be scheduled.

EXECUTIVE DIRECTOR PERFORMANCE EVALUATION FORMAT REVIEW

As follow up to January's regular meeting, Mr. Wirt met on Tuesday, February 7, with trustees Ms. Apperson and Mr. Davis, and Human Resources Manager Paul Eichenberg, to develop a performance evaluation format for the incoming executive director. The resulting evaluation format was shared with the board prior to this meeting, and will also be reviewed with Ms. Ledebuer at the special meeting scheduled for February 28.

Mr. Eichenberg explained standard operating procedure for SCLD is a review at two-months prior to the six-month probationary period before temporary status becomes regular. By consensus, trustees decided to conduct a review at three months, and preparation for the annual review at nine months. In advance, a group of staff will be selected to provide performance-review input.

FUTURE BOARD MEETING AGENDA ITEMS

A list of potential agenda items scheduled for future meetings was distributed prior to the meeting and Mr. Hattenburg reviewed the highlights.

In response to Mr. Davis' suggestion, it was decided by consensus Mr. Wirt will send an advance copy of the performance evaluation by email to Ms. Ledebuer to enable her to prepare for discussion at the upcoming February 28 special meeting, as her personal professional goals will become part of the performance plan and evaluation document. Target dates will also be established for components of the Executive Director Transition Plan, to ultimately become part of the executive director performance goals as well.

REPORTS

TRUSTEES

Mr. Davis expressed gratitude to Mr. Wirt for his leadership to the district.

Ms. Apperson seconded Mr. Davis' remarks and added her appreciation for Mr. Wirt's attention to detail.

Ms. Lloyd said what a pleasure it has been to work with Mr. Wirt, and expressed her appreciation for the nice reception held in honor of Mr. Wirt, Friday, February 17, at Beacon Hill.

Mr. Hattenburg added the work done by Mr. Wirt was reflected by all the positive remarks of recognition made at the retirement reception by all of those associated with Mike in the community, region and state.

DIRECTOR

The Director's written report provided prior to the meeting included information on the following topics: Library Services – January customer use analysis, customer payments, security incidents, adult and youth services and branch services reports; Collection Services – collections, other; Board of Trustees – Trustee position filled, Spokane Valley City Council presentation; Administration – Communications Manager position filled, holiday closures, 2012 Legislative session—proposed legislation and Library Legislative Day, City of Spokane annexation proposal, Public Library Directors meeting; Professional and Community Activities; Communications; Human Resources; Information Technology; and Finance, Facilities, & Purchasing.

Mr. Wirt introduced Communications Manager Jane Baker to trustees. Ms. Baker noted the community open house to introduce incoming executive director Nancy Ledeboer has been changed from March 14 to Thursday, March 8, 5-7 p.m., and will be held at Argonne Library Public Meeting Room.

For the record, Mr. Wirt expressed appreciation to trustees and staff, past and present, for their encouragement and support as he led the district into sometimes uncharted territory—most often successfully though sometimes not. He went on to say we have an excellent public library system with top-notch customer service, a product of staff working together with common goals. He reflected on the satisfaction of leaving SCLD in better condition than in September 1979, when the position was thrust upon him.

Mr. Wirt provided an overview of the proposed property purchase for the new Spokane Valley Library and City of Spokane Valley park expansion and noted Branch Services Manager Doug Stumbough going forward will become liaison for the district to City of Spokane Valley.

Mr. Wirt distributed a draft copy of the interlocal agreement for acquisition of real estate to trustees for review.

FISCAL

Revenue and Expenditure Statement through January 31, 2012.

<u>Fund 001</u>	
Revenues	\$ 72,092,000
Expenditures	\$ 1,085,353
Ending Fund Balance	\$ 2,922,751
Fund Budget Expended	9.49%

Mr. Sargent reported the audit exit briefing was conducted today prior to this meeting. All documents from the meeting are on track to be filed upon response from General Counsel James Sloane and copies will be sent by email to trustees. Mr. Sargent will post all final numbers for 2011 and anticipates the excess of revenue over expenses will be three times the budgeted estimate because of higher than anticipated revenue and lower

than anticipated expenses. Mr. Hattenburg commended Mr. Sargent, as SCLD was found as compliant and “free of findings” by auditors. There were no questions or comments.

OVERVIEW: RESPONDING TO CUSTOMER COMMENTS AND COMPLAINTS

Branch Services managers Patrick Roewe and Doug Stumbough presented an overview of customer comments and complaints, a breakdown of types with examples and procedural handling of each.

PUBLIC COMMENT

There were no public comments.

ADJOURNMENT

The meeting adjourned at 5:42 p.m.

Tim Hattenburg, Chair

Nancy Ledeboer, Secretary of the Board of Trustees

SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES SPECIAL MEETING MINUTES: February 28, 2012

CALL TO ORDER

A special meeting of the Spokane County Library District Board of Trustees was held Tuesday, February 28, 2012, at Argonne Library Public Meeting Room, 4322 N. Argonne Road, Spokane, WA, to prepare for future performance review of a public employee. The meeting convened at 4:05 p.m. by Tim Hattenburg, chair.

PRESENT:	Tim Hattenburg	- Chair
	Mary E. Lloyd	- Vice Chair
	Ann Apperson	- Trustee
	Daniel Davis	- Trustee
	Mark Johnson	- Trustee

Also present: Executive Director-designate, Nancy Ledeboer.

EXECUTIVE SESSION

Mr. Hattenburg moved and Ms. Lloyd seconded that the board go into an executive session to prepare for future performance review of a public employee, with the duration of the executive session estimated as two hours. The motion was unanimously approved and the board went into executive session at 4:06 p.m. The Board returned from executive session at 5:25 p.m. No action was taken.

ADJOURNMENT

Mr. Hattenburg adjourned the meeting at 5:26 p.m.

Tim Hattenburg, 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 February 29, 2012 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$755,773.61 and that we are authorized to authenticate and certify these claims.

DATE: March 1, 2012

SIGNED Melody Jones

TITLE: BUSINESS MANAGER

SIGNED Michael J. Stutts

TITLE: Executive Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
041400	ABDO PUBLISHING COMPANY	\$ 56.80
041401	AUDIOGO	667.08
041402	AVISTA UTILITIES	5,229.75
041403	BAKER AND TAYLOR ENTERTAINMENT	1,687.60
041404	BRILLIANCE AUDIO, INC.	109.34
041405	CENTER POINT LARGE PRINT	42.01
041406	CENTURYLINK	77.74
041407	CENTURYLINK	333.20
041408	CENTURYLINK	333.20
041409	CENTURYLINK	86.72
041410	CENTURYLINK	142.21
041411	CHENEY FREE PRESS	24.00
041412	CITY OF SPOKANE	219.45
041413	EBSCO SUBSCRIPTION SERVICES	21.31
041414	FAUCETS 'N STUFF PLUMBING	157.62
041415	FINDAWAY WORLD, LLC	524.89
041416	FRONTIER	88.99
041417	GALE GROUP, INC.	9,407.19
041418	GREATER SPOKANE VALLEY CHAMBER	50.00
041419	INGRAM DISTRIBUTION GROUP, INC	8,778.37
041420	MIDWEST TAPE	2,680.82
041421	NEW YORK TIMES	62.40
041422	NORWOOD HOUSE PRESS	299.25
041423	OVERDRIVE, INC.	2,956.64
041424	QUILL CORPORATION	453.48
041425	RAGS AND TAGS	170.00
041426	RANDOM HOUSE, INC.	173.65
041427	RICH'S BUSINESS DIRECTORIES	348.00
041428	SPOKANE COUNTY LIBRARY DIST	733.06
041429	SHOWCASES	1,021.25
041430	SPOKANE HARDWARE SUPPLY	53.55
041431	STAPLES ADVANTAGE	232.24
041432	TEACHING COMPANY	529.75
041433	ULVERSCROFT LARGE PRINT BOOKS	47.22

041434	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	5,839.05
041435	UPS	FREIGHT CHARGES	16.46
041436	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,091.46
041437	WEST PLAINS CHAM. OF COMMERCE	MEMBERSHIP DUES	240.00
041438	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,446.87
041439	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	27,432.42
041440	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	338.25
041441	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	11,104.73
041442	AUDIOGO	LIBRARY MATERIALS	83.12
041443	AVISTA UTILITIES	UTILITIES	3,843.45
041444	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	801.95
041445	A+ PRINTING, INC	PRINTING	1,101.68
041446	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	190.42
041447	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	212.76
041448	BRODART CO.	OFFICE/LIBRARY SUPPLIES	51.23
041449	BUDGET-RENT-A-CAR	CAR RENTAL	171.50
041450	CAPSTONE	LIBRARY MATERIALS	11,124.86
041451	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	189.66
041452	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	24.10
041453	CENTURYLINK	TELEPHONE	21.37
041454	CENTURYLINK	TELEPHONE	592.01
041455	CHEVRON U.S.A. INC.	VEHICEL FUEL	281.40
041456	CITY OF AIRWAY HEIGHTS	UTILITIES	128.17
041457	CITY OF CHENEY	UTILITIES	663.77
041458	CITY OF DEER PARK	UTILITIES	63.37
041459	CITY OF MEDICAL LAKE	UTILITIES	246.08
041460	DEER PARK GAZETTE	LIBRARY MATERIALS	25.00
041461	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	1,835.78
041462	DEVRIES INFORMATION MGMT	COURIER SERVICES	4,284.00
041463	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	7,894.98
041464	EMPIRE DISPOSAL INC.	UTILITIES	17.49
041465	FRONTIER	TELEPHONE	402.80
041466	GREATAMERICA LEASING CORP.	POSTAGE METER LEASE	159.95
041467	GALE GROUP, INC.	LIBRARY MATERIALS	381.58
041468	GAYLORD BROTHERS DIVISION	OFFICE/LIBRARY SUPPLIES	58.91
041469	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	3,594.84
041470	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	144.16
041471	HAGEL & COMPANY	SOFTWARE MAINTENANCE	100.00
041472	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	14,913.74
041473	INLAND POWER AND LIGHT	UTILITIES	523.52
041474	KENT ADHESIVE PRODUCTS CO.	OFFICE/LIBRARY SUPPLIES	527.88
041475	LISTEN & LIVE AUDIO, INC.	LIBRARY MATERIALS	43.95
041476	MIDWEST TAPE	LIBRARY MATERIALS	3,505.00
041477	MODERN ELECTRIC WATER COMPANY	UTILITIES	1,931.05
041478	MONTGOMERY HARDWARE	OFFICE/LIBRARY SUPPLIES	30.38
041479	OVERDRIVE, INC.	LIBRARY MATERIALS	5,409.06
041480	PAIN, HAMBLEN, LLP	LEGAL SERVICES	1,671.25
041481	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	315.20
041482	PDR DISTRIBUTION, LLC	LIBRARY MATERIALS	599.50
041483	PRESSWORKS	PRINTING	184.79
041484	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	281.46
041485	RANDOM HOUSE, INC.	LIBRARY MATERIALS	391.23

041486	RECORDED BOOKS, LLC	LIBRARY MATERIALS	636.92
041487	MIRIAM J. ROBBINS	LIBRARY PROGRAMS	50.00
041488	ROSEN PUBLISHING GROUP	LIBRARY MATERIALS	154.13
041489	RESEARCH TECHNOLOGY INT CO	OFFICE/LIBRARY SUPPLIES	329.95
041490	SPOKANE COUNTY UTILITIES	UTILITIES	445.90
041491	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
041492	VALLEY GLASS	BUILDING REPAIR & MAINTENANCE	2,065.30
041493	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	684.99
041494	WORLD CHAMBER/ COMM DIRECTORY	LIBRARY MATERIALS	94.00
041495	WHITWORTH WATER DISTRICT #2	UTILITIES	27.73
041496	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	83.40
041497	ALLIED SECURITY	SECURITY & SAFETY SERVICES	1,440.29
041498	AVISTA UTILITIES	UTILITIES	1,453.93
041499	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	199.84
041500	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	382.70
041501	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	572.44
041502	CALL REALTY, INC.	ADMINISTRATIVE FEES	139.90
041503	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	42.09
041504	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	469.14
041505	CENTURYLINK	TELEPHONE	86.26
041506	CENTURYLINK	TELEPHONE	118.89
041507	CENTURYLINK	TELEPHONE	82.81
041508	CENTURYLINK	TELEPHONE	33.87
041509	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	2,020.47
041510	EARTHWORKS RECYCLING,INC	UTILITIES	205.00
041511	FP MAILING SOLUTIONS	POSTAGE METER LEASE	129.20
041512	GALE GROUP, INC.	LIBRARY MATERIALS	1,138.15
041513	GARY'S KEY & LOCK	BUILDING REPAIR & MAINTENANCE	129.35
041514	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	239.57
041515	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	9,282.95
041516	INLAND POWER AND LIGHT	UTILITIES	312.31
041517	LERNER GROUP	LIBRARY MATERIALS	293.56
041518	MARSHALL CAVENDISH CO	LIBRARY MATERIALS	843.26
041519	MIDWEST TAPE	LIBRARY MATERIALS	4,314.07
041520	M. LEE SMITH	OFFICE/LIBRARY SUPPLIES	2,064.38
041521	NATIONAL BARRICADE OF SPOKANE	MAINTENANCE SUPPLIES	54.24
041522	OTIS ELEVATOR COMPANY	BUILDING REPAIR & MAINTENANCE	1,077.36
041523	RANDOM HOUSE, INC.	LIBRARY MATERIALS	303.27
041524	RECORDED BOOKS, LLC	LIBRARY MATERIALS	2,583.07
041525	SAGE SOFTWARE, INC	SOFTWARE MAINTENANCE	5,917.35
041526	SCHOLASTIC LIBRARY PUBLISHING	LIBRARY MATERIALS	264.80
041527	SCHOLASTIC INC.	LIBRARY MATERIALS	2,188.07
041528	SHOWCASES	OFFICE/LIBRARY SUPPLIES	160.44
041529	SPOKANE COUNTY TREASURER	UTILITIES	4,639.45
041530	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	1,375.69
041531	TECHNICAL FURNITURE SYSTEMS	FURNITURE, FIXTURES & EQUIPMENT	1,253.74
041532	THE TRAINING CONSORTIUM	TRAINING & TRAVEL	2,990.00
041533	VALLEY GLASS	BUILDING REPAIR & MAINTENANCE	187.32
041534	VERIZON WIRELESS	TELEPHONE	154.58
041535	VERIZON WIRELESS	TELEPHONE	138.79
041536	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	535.67
041537	WESTERN STATES EQUIPMENT	EQUIPMENT REPAIR & MAINTENANCE	516.29

041538	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,446.87
041539	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	26,637.72
041540	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	338.25
041541	ABDO PUBLISHING COMPANY	LIBRARY MATERIALS	3,255.56
041542	AMERICAN LIBRARY ASSOCIATION	OFFICE/LIBRARY SUPPLIES	65.00
041543	AUDIOGO	LIBRARY MATERIALS	211.85
041544	AVISTA UTILITIES	UTILITIES	872.53
041545	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	833.61
041546	BEACON HILL	RETIREMENT RECEPTION	3,219.19
041547	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	109.85
041548	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	248.59
041549	CAPSTONE	LIBRARY MATERIALS	6,963.12
041550	CENTURYLINK	TELEPHONE	59.85
041551	CENTURYLINK	TELEPHONE	86.72
041552	CENTURYLINK	TELEPHONE	124.23
041553	CENTURYLINK	TELEPHONE	8,215.54
041554	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	1,428.83
041555	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	1,294.62
041556	GALE GROUP, INC.	LIBRARY MATERIALS	362.48
041557	GAYLORD BROTHERS DIVISION	OFFICE/LIBRARY SUPPLIES	14.83
041558	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	12,696.46
041559	INTEGRUS ARCHITECTURE	PROFESSIONAL SERVICES	300.00
041560	THE LARGE PRINT BOOK COMPANY	LIBRARY MATERIALS	172.10
041561	MD DESIGNS, INC	BUILDING REPAIR & MAINTENANCE	54.35
041562	MIDWEST TAPE	LIBRARY MATERIALS	4,969.93
041563	MOSIO, INC.	LIBRARY MATERIALS	1,199.00
041564	NEAL-SCHUMAN PUBLISHERS, INC.	LIBRARY MATERIALS	73.95
041565	OCLC, INC.	CATALOGING & SUPPORT SERVICES	4,131.41
041566	OVERDRIVE, INC.	LIBRARY MATERIALS	5,092.84
041567	PERRINE PROPERTIES, LLC	PARKING LOT LEASE	200.00
041568	RANDOM HOUSE, INC.	LIBRARY MATERIALS	1,350.28
041569	RECORDED BOOKS, LLC	LIBRARY MATERIALS	570.69
041570	TANTOR MEDIA	LIBRARY MATERIALS	14.99
041571	UPS	FREIGHT CHARGES	23.52
W00063	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	52,350.62
W00064	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	2,450.35
W00065	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	<u>50,231.13</u>

Total Non-Payroll General Operating Fund \$ 410,916.41

PAYROLL VOUCHERS

02102012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 176,069.59
02242012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>168,787.61</u>

Total Payroll General Operating Fund \$ 344,857.20

TOTAL GENERAL OPERATING FUND

\$ 755,773.61

**Spokane County Library District
Monthly Credit Card Activity
For the Month of February, 2012**

There were no credit card payments made in the month of February, 2012

FRIENDS OF THE LIBRARY POLICY (REAFFIRMATION): APPROVAL RECOMMENDATION

Recommendation:

That the Friends of the Library Policy be reaffirmed as written.

Action Required:

Motion.

Background:

The Friends of the Library Policy, originally adopted in 1988, provides guidelines for District recognition of Friends groups. A major policy revision approved in February 2001 added requirements for registration as a Washington non-profit corporation, IRS tax-exempt status, and maintenance of these designations to ensure that before using the District's name to sponsor activities and solicit funds, the Friends group is formally organized for library purposes and doesn't misrepresent itself to the public. It also described the meaning of "official recognition."

In 2010 the policy was revised to remove the requirement for Friends of the Library groups to maintain IRS tax-exempt status. As a practical matter, obtaining tax-exempt status from the IRS is a major undertaking that's more than some of our smaller groups are able to take on, and isn't of interest because of the limited scope of activities. Of our 10 Friends of the Library groups, five have obtained the status, two are operating under an older umbrella status, one has recently applied, and the remaining two have greatly curtailed activities and haven't completed the application process.

Branch Services managers Patrick Roewe and Doug Stumbough reviewed the policy once again and have no further revision recommendations.

SPOKANE COUNTY LIBRARY DISTRICT
POLICY: FRIENDS OF THE LIBRARY

The Spokane County Library District Board of Trustees encourages the organization of community groups whose primary objective is to support the District's mission and the programs and services of individual District libraries. Such groups shall be known as Friends of the [library name] Library.

The District shall provide official recognition of the Friends group when it is satisfied the group will organize and operate within the criteria set forth in this policy and has registered as a nonprofit corporation with the Washington Secretary of State. The District encourages but does not require Friends groups to obtain tax-exempt status from the Internal Revenue Service, and it assumes no responsibility or liability for Friends group compliance with IRS regulations, with or without tax-exempt status. With official recognition, a Friends group may represent its affiliation with the District and at least one of its branches, and shall be afforded any special privileges provided by the District such as preferential status in meeting room bookings for Friends' activities.

To maintain official recognition, Friends groups shall continue to meet this policy's criteria, notify the Branch Services Manager of changes in officers, and maintain its status as a Washington non-profit corporation.

The following criteria must be met to obtain and maintain District recognition:

1. The objectives of such groups shall reflect the following:
 - Create public interest in the library;
 - Support and promote knowledge of the library's mission, goals, services and resources;
 - Foster public support for the development of the library so it may adequately serve the needs of the people of the community.
2. Membership in the Friends shall be open to all residents of the community and users of the library.
3. Meetings shall be open to the general public and attended by the Branch Supervisor and/or Branch Services Manager. General membership meetings shall take place at the library.
4. The District encourages Friends to sponsor programs and activities and raise funds for library support. Specific activities, including purchases such as library materials, furniture and equipment, must have prior approval or be done at the request of the District.
5. The Friends shall maintain liaison with the Branch Services Manager and/or Branch Supervisor, who shall serve ex-officio on the Friends' Executive Committee. District staff members and/or trustees shall not serve as elected officers to avoid conflict of interest.

The Executive Director is responsible for establishing administrative procedures to carry out this policy.

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: JULY 20, 1988
LATEST REVIEW & REVISION AFFIRMATION: ~~JANUARY 19, 2010~~ March 20, 2012

FUTURE BOARD MEETING TENTATIVE AGENDAS: APRIL—JUNE 2012

FOR INFORMATION ONLY

Next regular meeting

April 17, 2012: Argonne Library/Administrative Offices (4:00 p.m.)

Besides the usual approval of minutes and bill payment vouchers, the following items are tentatively scheduled for action and/or discussion at the April 2012 regular Board of Trustees' meeting.

- Memberships in Organizations Policy review
- Overview: Play and Learn Storytimes
- Branch Highlights – Argonne Library

Please send requests for agenda additions or changes to the board chair and/or Patty (since I'll be out of the office) no later than noon, Monday, April 2, for inclusion in the preliminary agenda to be emailed on Wednesday, April 4. The meeting packet will be mailed Wednesday, April 11.

Future meetings/activities

Other than normal monthly business, the following action, discussion and information items are tentatively scheduled for future regular and special meeting agendas.

May 15, 2012: Cheney Library (4:00 p.m.)

- 2012 budget revision #1 (Resolution)
- Public Art in District Facilities Policy review
- Personnel Policy review
- Overview: Print Management System
- Summer Board of Trustees' meeting schedule
- Branch Highlights – Cheney Library

June 19, 2012: Argonne Library/Administrative Offices (4:00 p.m.)

- Computer Software Control Policy review
- Overview: Risk Management
- Branch Highlights – TBD
- Executive session: Evaluating the performance of a public employee

EXECUTIVE DIRECTORS REPORT

FEBRUARY 2012

Administration

Business Office, Finance & Facilities

- Taxes collected year-to-date total \$334,065, and total revenues to date are \$458,284, which is just under 4% of annual budget. Expenditures are at 16.7% of annual budget (\$1.9M).
- Worked with Information Technology to resolve issues with software systems for payroll, personnel and finance.
- Extended contracts for custodial services and grounds maintenance.

Collection Services

- Ordered 1,739 titles and 5,907 copies in February; both the number of titles and the number of copies ordered were below average for a month.
- With 16.67% of the year done, total print/nonprint stands at 17% expended.
- Trend of increased usage of digital materials continues; 2,510 customers borrowed 14,915 eBooks, including 320 Project Gutenberg titles, and placed 5,175 holds on digital items.
- A decision was made to drop the online version of *Grzimek's Animal Life* due in part to lack of usage and vendor support. Overall renewal of magazine titles is down as some titles have stopped publication. In one case, the title will be available only electronically for personal subscriptions.
- Offered position of Youth Collection Development Librarian to Sheri Boggs. She will fill the vacancy created when Youth Collection Development Librarian Pat Stainbrook retires on 3/31.

Communications

- Jane Baker completed her orientation as the new Communications Manager.
- Press releases issued announcing the retirement of Mike Wirt and Nancy Leedeboer appointment.
- Updated information on new trustee on the website.
- Created place to post Recent Press Releases under About SCLD.

Human Resources

- Recruited and hired Youth Collection Development Librarian Sheri Boggs.
- Recruited Public Service Clerk and Page positions at Cheney/North Spokane and Moran Prairie.
- Processed one transfer, two resignations and retirement of Library Director.
-

Information Technology

- Resolved issues with Business Office software to ensure payroll is working. One minor issue with timesheet remains unresolved.
- Continued working on print management and ecommerce issues. In coordination with the Business Office we are working with PayPal to set up online payments.
- Upgraded SharePoint software and launched new work-order request system.
- Completed steps related to telecommunications contracts required to qualify for e-rate reimbursement.

Community Activities

Collection Services Manager Andrea Sharps, Branch Services Manager Patrick Rowe and Communications Manager Jane Baker continue their participation in planning *Spokane Is Reading*. This community event invites the community to read the same book. The goal is to bring the community together through discussion groups, book clubs and an author event. The committee has faced some challenges securing an author for the coming year.

Branch Services managers Doug Stumbough and Patrick Roewe attended Rotary meetings in their regions. Mr. Stumbough gave a presentation to the Spokane Valley Business Association on library services. Both Managers attended Friends meetings within their respective regions.

Branch Services managers Doug Stumbough and Patrick Roewe and I attended the Greater Spokane Chamber Government Action Committee luncheon to hear presentations by Tom Towey, Mayor of the City of Spokane Valley, and Dan Mork, Mayor of Millwood. Presentations included an overview of plans to support economic development and education. Both mayors indicated their cities are facing challenges but have been fortunate to have reserves to sustain services during recent years. Millwood is conducting rate studies for water and sewer in anticipation of gradual increases. Spokane Valley is watching for impact of Legislative issues that may sweep revenues, while providing cities and counties alternative taxing authority to replace lost funding.

Branch Services Manager Doug Stumbough and I attended the Spokane Valley Council Study Session along with Trustee Tim Hattenburg. The Study Session was a follow up to an earlier presentation made by Trustee Hattenburg, requesting that the City consider a joint purchase of land along Sprague to be used for a future library and an expansion of an existing park. City staff provided information on the Library District proposal and requested direction on whether or not to proceed in exploring this joint purchase. The Council directed the staff to continue to explore this possibility. It was acknowledged there are still many details to be worked out regarding the purchase, including issues related to Spokane Transit Authority, site planning and land appraisal before further decisions can be made. District staff will continue to work with City staff to explore this option as a future site for the Spokane Valley Library.

The Library District was mentioned in news coverage of the proposed land purchase. While news articles have alluded to the potential for a conflict of interest, it was also pointed out the Library District initiated the discussion with the City of Spokane Valley. It is safe to say this issue will continue to attract media attention and public interest.

Retiring Library Director Mike Wirt visited with staff at all the libraries. Several farewell events were held to wish Mike well in his next "chapter." Mike came in for an informal meeting with me during my first week and offered to be available in the future should questions arise.

I am excited to settle into my new home and position with SCLD. I look forward to learning more about each library, meeting with staff and getting to know the community. I appreciate the warm welcome I have received from staff and the community.

ITEM AND TITLE MONTHLY REPORT
FEBRUARY 2012

	ITEMS				TITLES		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	199883	170534	370417		85337	50487	135824
Nonprint	48633	21997	70630		19614	5951	25565
Subtotal	248516	192531	441047		104951	56438	161389
Periodicals	14892	2757	17649		358	47	405
Total	263408	195288	458696		105309	56485	161794

	ITEMS	TITLES
OverDrive: eBOOKS	7367	6647
Licensed eBOOKS	560	560
Audiobooks	10240	8853
Digital music	1214	1214
OverDrive: Total	19381	17274
GRAND TOTAL	478077	179068

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	6573	5005	11578
Nonprint	1731	614	2345
TOTAL	8304	5619	13923
DELETIONS			
Print	7962	4362	12324
Nonprint	1007	380	1387
TOTAL	8969	4742	13711

	NET CHANGE YTD		
	ADULT	YOUTH	TOTAL
Print	-1389	643	-746
Nonprint	724	234	958
Periodicals	868	193	1061

NOTES: PRINT = Book, Bkbagbag, Largetype, Paperback
 NONPRINT = Cassbook, Cassette, CD, Cdbook, CDrom, DVD, Multimedia,
 MultCass, MultCD, VHSVideo, Playaway
 PERIODICALS = Magazine, Microform, Newspaper, and Pamphlet

TITLE = Each distinct bibliographic record in the database; there can be several records for one actual title (e.g. regular print, large type, various formats of audiobooks, videorecordings)
 ITEM = Individual copies of a title or volumes of a set that are barcoded separately.

EXCLUSIONS Total Materials do not include: Discards;ILL;location ZSUPPORT (items on-order or in process)

NET CHANGE YTD: Equals total number of items as of 01/01/2XXX compared to total items (materials) reported as of the end of the current month. Does not use monthly IT deletion reports.

OverDrive: Statistics changed beginning with 6/2011. Not broken out by Adult/Youth
 Further statistical changes and adjustments in 9 and 10/11

PUBLIC SERVICES REPORT

FEBRUARY 2012

Summary (Patrick Roewe/Doug Stumbough)

Customer Use Analysis

In-Branch Circulation

February saw a slight increase in circulation activity in the libraries over the same month last year, up +2.94% (5107 items). The slight drop of -0.6% in January being the exception, this is the third month out of the last four to show growth (November +4.24%, December +3.44%). Looking at the individual libraries, most experienced slight growth, with Airway Heights (+13%, 616), Fairfield (+8%, 104) and Otis Orchards (+8%, 545) generating the largest increase in circulation compared to the same month last year. Argonne (-3%, - 473), Deer Park (-3%, -402), and Medical Lake (-2%, -89) underwent slight decreases.

Self-check usage as a percentage of in-library circulation in February remained at 45% (79,726 items) of the in-library circulation, comparable to the levels in December (41%, 68,137) and January (45%, 83,060). It is too early yet to tell if there is a trend developing, but while District-wide the percentage of circulation conducted using the self-check stations are up, seven branches actually experienced a drop in the amount of circulation done at the stations compared to staffed desk. Additionally, the complications related to the inflation of the self-check numbers at North Spokane make it likely that the rise in self-check usage there is not as great as the 12% reported.

YTD Measures at a Glance

- Door count for the first two months of 2012 was up 2% compared to 2011.
- Program attendance is up 21% over the same period last year, slightly outpacing the increased number of programs offered (+19%).
- Software station bookings maintained the decline of the past year at -8%, however one branch did post higher usage (OT, +2%).
- Reference inquiries through February are up 12%, with substantial increases at DP (+48%), AH (+24%), SV (+22%) and CH (+20%), offsetting the plunge at FF (-50%).

Selected Service Point Activity

We saw moderate to significant increases in most remote service provision this month:

- Tutor.com provided 169 tutoring sessions, up +32% from February 2011 (128).
- AskWA live reference chat tallied 180 total chat and/or email sessions, down -10% from February 2011(201).
- Text a Librarian tallied 28 conversation threads, a +75% increase from February 2011 (16).
- Our second month of offering Livemocha tallied 1068 language learning sessions, a +44% increase over last month (740). As an aside, Spanish learners accounted for ~42% of the sessions, with French in second place with ~21%.

As this is the second month in which we've tracked these selected service points, not enough information is available to determine any emerging trends. It is interesting to note that both Tutor.com and Text a Librarian saw declines (-6% and -23% respectively) when comparing January

2012 to January 2011. With increases in both this month, it suggests that January might have been a low point for these services.

Selected Self-Service Activity

	2012			2011			1-year change		
	Month	% of tota l	Y-T-D	Month	% of tota l	Y-T-D	Month	% of total	Y-T-D
Total Circulation	222580		452058	208466		428241			
Self-Check	79726	36%	162786	71692	34 %	132682	8034	1%	30104
Online Renewal	28589	13%	56284	26355	13 %	51467	2234	0%	4817
Digital Collection	14915	7%	31062	8163	4%	16080	6752	3%	14982
Total Self Service	123230	55%	250132	106210	51 %	200229	17020	4%	49903
Total Holds	45473		95226	42774		89346	2699		5880
By Customer	33809	74%	70351	32570	76 %	68800	1239	-2%	1551
Digital Collection	5175	11%	11763	3262	8%	6581	1913	4%	5182
Total Self Service	38984	86%	82114	35832	84 %	75381	8036	2%	6733
Total Payments	\$26,801.79		\$54,749.85	\$21,350.90		\$46,782.80	\$5,455.89		\$7,967.05
Online*	\$9,111.80	34%	\$18,209.30						

*Online self-payment option began June 2011, with first full month July 2011

Security Incident Reports

There were 21 Security Incident Reports filed, 1 more than last month. SV and CH shared the most active spot, with 5 reports each this month. Beyond the usual range of issues, this month brought some more notable incidents:

- The CH customer who was excluded for 30 days discussed below.
- Two children came into ML to report being followed from their school. Law enforcement was called.
- An apparent assault outside of OT.

No discernible pattern has emerged when comparing incidents month to month, as the numbers increase and decrease inconsistently. Compared to February 2011 in which 16 incidents were reported, this month saw an increase of +31%.

Adult Services (Stacey Goddard)

Programming:

- The first four of our *Music of Peru* programs had a combined attendance of 102. Presenter John Paul Shields also did last summer's Spanish music program series for us, and a few of the program evaluation forms had customers mentioning they'd come to this program because they'd enjoyed John Paul's last program so much.
- The first two of our *Backyard Bounty: Bee Informed* programs had a combined attendance of 10. Despite a snow storm, one of the Cheney attendees drove in from Davenport to learn about residential beekeeping.
- Our five computer classes yielded a combined attendance of 36, an average of 7.2. This is up from last January's combined attendance of 39 for the six classes offered (an average of 6.5).
- The fifth program in our *Civil War 150th Anniversary Series*, a workshop titled *Civil War Genealogy*, had 18 attendees. The four previous programs averaged 46 attendees, but this month's lower attendance is most likely due to the comparatively narrower scope of the workshop.
- Book discussion attendance averaged 8.5, up from last month's average of six.

Information:

- We did 18 Book a Librarian sessions this month throughout the District, down from last month's 27.

Collection:

- This month's weeding focus was the adult fiction novels from M-Z.

Community connections:

- We visited 44 facilities in February, the same as last month, and checked out 1620 items. This is fewer than last month's circulation of 1769 items. One reason for this is that two of our facilities, Sunshine House and Sunshine Terrace, brought residents to the Spokane Valley Library instead of our usual facility visit.
- Our partnership with AARP Tax Aide continues to be a popular community resource at CH, DP, ML, MP and SV.

Youth Services (Gwendolyn Haley/Mary Ellen Braks)

Programming:

- This month's After School Special, *There's a Song in My Heart*, drew in 151 children, with an average attendance of 15. Our smallest group was at Medical Lake and largest at North Spokane with 43. We are up from last month's total by 14 children and from last month's average by one.
- We had three teen programs with a total attendance of 60 teens. Two of these programs were our Anime clubs and one was the teen writing club, TWINE. Our attendance was up by 16 teens from last month.
- We provided 112 storytimes for 3,420 children for an average of 31. Last January we provided 91 storytimes for 2,705 children for an average of 30.
- Summer reading programs were all finalized this month and graphics requests were completed.

Information:

- Tutor.com had a total of 169 tutoring sessions for February. The subject area with the most tutoring sessions was English-Grammar, and surprisingly, 'college intro' was the grade level with the highest number of users of the service. Tutor.com has typically been viewed as a grade school – high school resource, though we are glad to see its broader use. Considering 'college intro' had the most users, it is not surprising that Cheney, with its proximity to EWU, was the location with the highest number of sessions (46). Compared to February 2011 (128), there was a 32% increase in the number of tutoring sessions this month.

Collection:

- This month the weeding focus was on the Holiday, Board Books and Tiny Books collections.

Community Connections:

- Facilities visited district-wide: We did 49 storytimes at 11 childcares for 767 children – an average of 16 attendees per program.
- Mary Ellen visited the Children's Home Society and did an "Every Child Ready to Read" presentation for their Parents as Teachers program.
- Mary Ellen and Gwendolyn presented, "Best Books for Babies and Toddlers", at the Gift of Childhood Conference.
- Gwendolyn presented "Love, Talk, Play" at a Spokane Regional Health District's Women, Infants and Children (WIC) program training.
- Mary Ellen and Gwendolyn attended the QRIS (Quality, Rating and Improvement System) meeting for updates on the Race to the Top Grant and the Merit/Stars training requirements.
- Gwendolyn, Mary Ellen, and Spokane Public Library's Youth Services Coordinator met with the new Education Coordinator for Mobius Science Center. Mobius will be doing Summer Reading programs for both library systems this year. The Science Center does not officially open until fall, yet will offer summer camps and outreach programs.

Staff:

- All staff who present regular or outreach storytimes attended training to learn about the updated "Every Child Ready to Read" program from PLA. The second edition transitions from the jargon-heavy terms of the first edition to the parent-friendly practices of "Talk, Sing, Read, Write, and Play." We will be incorporating these practices into every storytime.

Circulation services (Judy Luck/Gina Rice)

Branch growth/ decline:

- Our branches are continuing the leveling trend that we have seen in the last several months. This month, statistics are impacted by an extra day due to leap year, which is responsible for some of the increase in February. Airway Heights continues to stand out with an increase of 13.62%. It's important to note that February 29th fell on a Wednesday – a normal closed day at Airway Heights – so the added day in the month did not impact its increase. Otis Orchards and Fairfield both saw an increase this month.

IN-BRANCH CIRC								
	This Month		This month compared to same month:			Year - to - Date		
	2012	2011	1-yr ago	3-yrs ago	5-yrs ago	2012	2011	Diff
AH	5146	4529	13.62%	16.77%	56.13%	10314	9402	9.70%
AR	13965	14438	-3.28%	10.67%	35.32%	28923	29077	-0.53%
CH	15144	14582	3.85%	15.36%	24.42%	30612	29825	2.64%
DP	13772	14174	-2.84%	13.30%	27.29%	28818	28536	0.99%
FF	1350	1245	8.43%	-25.99%	-14.93%	2818	2501	12.67%
ML	4685	4774	-1.86%	6.60%	45.63%	9123	10146	-10.08%
MP	15966	15648	2.03%	7.00%	36.30%	32717	32876	-0.48%
NS	49574	47582	4.19%	16.48%	23.97%	100757	100193	0.56%
OT	7245	6681	8.44%	1.90%	2.59%	13429	13804	-2.72%
SV	51860	49947	3.83%	17.51%	24.51%	106538	103668	2.77%
TOT	178707	173600	2.94%	13.64%	26.00%	364049	360028	1.12%

SELF-CHECK*					
	This Year This Month		Last Year This Month		
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	Difference in percentage of self-check use
AH	2109	40.98%	2214	48.88%	-7.90%
AR	4447	31.84%	4996	34.60%	-2.76%
CH	3449	22.77%	3400	23.32%	-0.55%
DP	3674	26.68%	3985	28.11%	-1.43%
FF	355	26.30%	358	28.76%	-2.46%
ML	2315	49.41%	2476	51.86%	-2.45%
MP	5727	35.87%	5848	37.37%	-1.50%
NS	27044	54.55%	20308	42.68%	11.87%
OT	3469	47.88%	3064	45.86%	2.02%
SV	27137	52.33%	25043	50.14%	2.19%
TOT	79726	44.61%	71692	41.30%	3.31%

*2012 Self-check statistics at NS include 20502 items at the self-check stations and 6542 items retrieved from the DX2 security system, which also serves as a self-check station. The DX2 count includes all items retrieved from the system, including some material previously checked out at a staffed station or a separate self-check station, inflating the NS self-check numbers a bit.

NEW CARDS			
	February 2011	February 2012	Difference
AH	36	45	25.00%
AR	152	129	-15.13%
CH	87	104	19.54%
DP	109	73	-33.03%
FF	2	4	100.00%
ML	20	30	50.00%
MP	121	138	14.05%
NS	316	327	3.48%
OT	52	42	-19.23%
SV	400	414	3.50%
TOTAL	1295	1306	0.85%

Customer Payments:

The total taken in customer payments (cash, check, online credit/debit) this month was \$26,801.79.

Payment type	February-11	February-12	% difference
Cash	\$10,091.84	\$11,869.00	+17.6%
Check	\$4849.81	\$5,821.09	+20%
Credit/Debit	\$6,409.25	\$9,111.80	+42.2%
Total	\$21,350.90	\$26,801.79	+25.5%

- The February 2012 total taken in online credit/debit via PayIt of \$9,111.80 was 34% of the total.
- The February 2012 total was \$5,450.89 more than February 2011's \$21,350.90, an increase of ~26%.
- The increase in check payments is of note, as the previous emerging trend was suggesting a decline in check payments in favor of credit/debit payments. We will continue to monitor these amounts to see what effect an out-of-library payment option has on payments. A full year of data tracking the out-of-library credit/debit payment option will be available after July.

February 2012 established new high points in customer payments:

- The percentage of credit/debit payments (34%) and the credit/debit payment amount (\$9,111.80) are the highest recorded, beating out January 2012, the previous high point percentage-wise (33%), and in credit/debit payments (\$9,097.50). It is interesting to note January held these top spots for only 1 month, though it still holds the record for total payments (\$27,948.04).

With January 2012 being a full year of requiring that accounts be cleared at renewal, we were anticipating a smaller increase in total payments such as the 10% of January 2012's total which was less than half the average monthly increase when comparing 2011 to 2010 (23%). However, this month's 26% increase over February 2011's total is a substantial increase that's contrary to our expectations. We are not sure what to attribute this to at present, and will continue to monitor the totals to see if a trend emerges, or if the totals continue to fluctuate.

Staff:

- The Public Services Clerks spent half of a day at the Otis Orchards Library for training. PSCs had the opportunity to practice skills, share tips and discuss common experiences with their counterparts from across the District.

Branch reports

Airway Heights: Stacy Hartkorn

Events:

- Average storytime attendance noticeably dropped compared to February 2011. Excluding ECEAP, February 2012 attracted an average of 15, 9 fewer people compared to February 2011's average (24). However, February's average attendance of 15 people more than doubled January 2012's average of only 7 people per storytime.
- February's After School Special boasted an attendance of 10 people, which is an increase of four compared to the previous month of January, and an increase of three compared to February 2011. Overall, this is also an increase of 3 people compared to the 2011 average of 7 people per event.

Positive Customer Experiences:

- After requesting assistance with several questions during checkout, a customer commented that she receives the best customer service at the library compared to not only other libraries, but also any other entity which provides customer service.

Community Connections:

- The library offered a monthly in-library storytime for both the AM and PM groups of the neighboring ECEAP preschool, which served a total of 28 people--a slight increase compared to previous months and years.
- Stacy attended a Kiwanis meeting where she helped assemble Hygiene Kits for students identified as "at risk" in Cheney School District.
- A local church held a literacy event in the meeting room for its members and the general public, with a book giveaway for those in attendance. After the meeting, they donated the remaining books, which totaled 4 boxes, and indicated they wished to donate half to the Airway Heights Friends' book sale and half to the local Kiwanis Book Bank.
- Stacy attended the Ready for Kindergarten program at Sunset Elementary. Following the program, at least one parent visited the library to checkout a Preschool Book Bag, and also requested assistance with requesting Mother Goose Book Bags.

Building Related:

- The library lost power on two separate occasions, but it was restored in less than an hour both times.

Argonne: Mary Kay Anderson

Events:

- Storytime attendance was down this month, averaging 15 compared to 20 in February 2011. Only 5 attended one Wednesday morning and 10 on another week. One parent of school-age children mentioned the high absences at school this month due to the flu, which may have impacted our attendance as well.

- Argonne hosted John Paul Shield's *Music of Peru* program mid-month. The turnout was down slightly from this August's *Spanish Guitar* presentation (28), but at 23 still higher than other adult programs.

Customer Issues:

- Two Security Incident Reports were filed this month. One for a customer in medical distress and one for a customer with behavior that came close to a violation of our rules of customer conduct.
- A customer for whom a few SIRs have been filed by Spokane Valley started using Argonne computers this month. We notice some impatience on his part, but so far no behavior that warrants much more than monitoring with some consistent comments on our part.

Positive Customer Experiences:

- A newcomer to the region was pleased to be able to read up on Millwood/Spokane history during his first visit to the library.

Community Connections:

- The Argonne Friends will contribute a \$50 honorarium for a program in May.

Building Related

- With Stacey's and Doug's help, we planned out and began shifting projects in four areas to provide more room and more visibility for adult materials.

Cheney: Pat Davis

Events:

- Despite a heavy snowstorm and gusting winds, seven turned out for our *Backyard Bounty: Bee Informed* program.
- Storytime attendance was 171, up from last February's total of 147. Play and Learn also increased from 127 a year ago to 204 this year. Baby lapsit brought in 57.
- Our After School Special didn't follow the trend, dropping to 14 this year compared to 31 last February.

Customer Issues:

- A customer with a history of RoCC violations was excluded for thirty days. Her escalating behavior problems of interfering with other customers and staff culminated in an unfounded accusation regarding a staff member's spouse. She made the accusation at the circulation desk in a loud voice that was heard throughout the library, following the staff member and repeating it as the staff member attempted to leave the area.
- We are monitoring another customer who has been known to remove items from the library without checking them out in the past. His card is currently blocked.

Positive Customer Experiences:

- We received several customer comments this month about the staff. One stated "Such great, kind folks!" Another said "They all went above and beyond my expectations!" Another one said "The customer service with live people is great."

Staffing:

- Judy Luck and I interviewed five candidates for our Public Services Clerk position. We were not able to find a suitable candidate, so the position has been reopened.

Community Connections:

- Stacy Hartkorn and I attended the West Plains Chamber breakfast. Sheriff Ozzie Knezovich was the presenter and spoke about department integrity and community policing among other things.
- Our meeting room served as a Voter Service Center for the special election this month.

Building Related:

- A power outage fried the hub on the monitor that controls our CD/DVD carousels and IT had to come out and fix it.
- During the power outage we discovered our emergency lighting near the front entrance was not working. The unit will be replaced.

Deer Park: Kris Barnes

Events:

- I provided four Book a Librarian opportunities for customers to walk through the eBook download process. I believe that is the most that I have ever done in one month.
- A Spokane Falls Community College library tech program student spent a couple of hours observing circulation staff and touring our circulation department for an assignment.

Customer issues:

- We called 911 this month when staff found a man slumped over and non-responsive in a pickup truck out in our parking lot. The man "woke up" and drove off before emergency services could check on him.
- We have had a couple of instances of a customer bringing a pet into the meeting room during meetings. We have had to talk to two groups about this incident, as we believe it is the same customer attending several different meetings and ignoring our RoCCs.

Positive customer experiences:

- A customer of ours commented "Tutor.com Rocks!" He said that he goes online and submits his son's math homework so that he is better equipped to provide one on one instruction with his son.

Staffing:

- We took on two volunteers who are required to do 16 hours each of community service.

Building related:

- Our annunciator (part of the security alarm) has been sending an error message. It is not affecting the functionality of the alarm, but the cause is yet to be determined.
- Our heating system began to make loud booming noises in our duct work due to pressure in the system going up and down. The reverberations have customers looking up at the ceiling with some concern. Divco is diligently working on fixing the problem.

Fairfield: Bev Bergstrom

Events:

- Average February attendance at storytime decreased 44% (from 11.25 to 6.25) year over year.

Customer issues:

- Processing web applications has been interesting for staff and trains them to be more discerning when applicants give their details. We have had numerous cases of questionable names, but the one who asked for a card for Jean Cosette Valjean, living on Europe Street delighted us.

Community connections:

- During my second visit to Fairfield Care, I was informed that the resident population has tripled from 4 to 13. Hopefully this trend continues.

Building related:

- The Facilities Dept. installed a decorative end panel in the children's area. The fox and spider on the panel have already been named.

Medical Lake: Laura Baird

Events:

- Storytime attendance averaged 17, up from 9 in February 2011.
- The After School Special attendance was 1, down from 4 last February.
- Children from the Lake City Learning Center after school program are using the library twice a month. I gave a tour to the group one afternoon.
- Students from the Hutterite school are also using the library twice a month.

Positive Customer Experiences

- A longtime customer donated \$100 requesting that the District purchase local women authors' fiction. She was pleased to see her name listed on the catalog record for the first book that was purchased.

Community connections

- I provided library information to 60 parents at the Ready for Kindergarten program at Salnave Elementary School.
- I held the first quarterly outreach Storytime for 11 children at the Lake City Learning Center; 15 children participated in the outreach Storytime at Cela's Creative Learning Center.
- I gave a library tour to the Friends of Medical Lake Library.

Moran Prairie: Jason Johnson

Events:

- Attendance at toddler storytime continues to increase with an average attendance of 49 this month, up from 43 last month and 38 in February 2011. Attendance at other storytimes was slightly down from last month's numbers.
- The *Music of Peru* program attracted 31 attendees.
- The Moran Prairie Book Club had 7 attendees. This more than doubles the recent attendance averages.
- The After School Special *There's a Song in My Heart* had 20 participants, more than doubling last month's attendance of 9.

Customer Issues:

- There was one Security Incident Report filed this month involving a customer who was concerned that another customer was assisting staff in compiling files about her. Staff tried to reassure her that this was definitely not the case. This is not the first time this customer has approached staff with this issue. We will continue to monitor.

Staffing:

- One of our Library Pages resigned. Interviews were conducted and our new Library Page will start work March 1.

Building Related:

- The ceiling in the children's area has developed a minor leak. The Facilities Dept. are looking into the issue.

North Spokane: Patrick Roewe

Events:

- We provided an eBooks on iPad instruction session to a Mead School District Special Education group of 10 students and their teacher. They had all received iPads as part of a grant and were learning how to use them.
- Storytime Attendance: Baby Lapsit averaged 22, a -4% decrease over the February 2011 average (23). Preschool averaged 47, a 24% increase over February 2011 (38). Toddler averaged 41, an 8% increase compared to February 2011 (38). This increase reverses a four-month decreasing trend in Toddler storytime attendance. Family Story Evening averaged 38, a 52% increase over February 2011 (25).
- This month's adult book club brought in 11 attendees, a 275% increase over January 2011 (4). This is the fourth consecutive month in which attendance has more than doubled when compared to the previous year. We attribute the increase to appealing titles and the formation of a core group of attendees.

Customer Issues:

- A customer who was witnessed vandalizing the payphone in the lobby was excluded from the building.

Community connections:

- I attended weekly Rotary Club 21 meetings.
- The North Spokane Friends donated a Kindle Fire for staff training.
- I attended the GSI North Spokane Advisory Group meeting.
- Our meeting room served as a Voter Service Center for the special election this month.

Building related:

- The new exterior sign (donated by the North Spokane Friends) was installed.
- A small-diameter tree in one of our parking strips was broken off its stump by an anonymous and poorly executed parking job.

Otis Orchards: Bev Bergstrom

Events:

- Both the storytime workshop and the PSC training workshop were held here on a Friday.
- We averaged 31 children per storytime this past month; last year's February average of 24 was 22% less.
- Our After School Special attendance nearly tripled from 4 last February to 11 this February.

Customer issues:

- A customer who had checked out a book discussion bag returned the bag with one book damaged. She did not feel it was her responsibility to replace the book.

Building related:

- Someone vandalized the men's restroom wall. The Facilities Dept. promptly repaired the wall.

Spokane Valley: Doug Stumbough

Events:

- Storytime Attendance: Average Baby Lapsit attendance was down -14% this February compared to last (15 vs. 38), although increases in both Toddler (+17%, 50 vs. 43) and the Preschool (+23%, 43 vs. 35) attendance may indicate a group may have moved up to the older programs. There was also a slight drop in the average attendance to Family Story Evening, 26 down from 30 (-12%), although there was a study increase in attendance over the month.

- Anime club attendance reached a record 40 teens this month, the most ever to this monthly program and up from 30 (+33%) last February.
- The *Music of Peru* program brought in 19 attendees, mostly adult, which is up slightly (+2, 12%) from the last music series program in July.
- We once again hosted a session of the NextLvl Entrepreneurs course offered by the Spokane Valley Chamber. Nine students learned about the business-related resources for research & planning offered by SCLD.
- At the book clubs, the sixth meeting of the Tween Book Club only had 3 attendees, but it is up from zero last month. On the adult side, 8 people came to the discussion on *Tower, Zoo, Tortoise* which is up +167% from 3 last year at this time.
-

Customer Issues:

- A customer was asked to leave after the ongoing state of his personal hygiene became so disruptive that several customers left. The customer returned a couple of days later after addressing the issue.

Staffing:

- The Spokane Valley Business Association hosted me for a presentation on our services and plans for the Spokane Valley area.
- Stacey and I attended the Spokane Valley Chamber breakfast, where the featured speaker was Randy Dorn, the Washington Superintendent of Public Instruction.
- I attended weekly Sunrise Rotary meetings

Community Connections:

- The Friends were generously busy this month, as they donated \$2500 toward our costs for the new lounge seating on the 2nd floor, \$200 for new play and learn toys, \$150 for the Anime club snacks, and \$600 for summer reading. They also began planning for their spring book sale on May 5th.

Building Related:

- The Facilities Dept. installed two “No Parking” signs near our loading bay in hopes to curtail vehicles from blocking our shipping area while visiting the Meal-on-Wheels pick-up site next door

Customer Use Measures
February 2012

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Compariso n	Comparison
Registered borrowers	118,134	117,407	N/A	1%	N/A
Door count	111,820	106,541	222,538	2%	1%
Circulation	222,580	208,466	452,058	6%	5%
Digital Media Catalog	14,915	8,163	31,062	93%	94%
Reference inquiries	20,379	18,472	42,603	12%	4%
Programs					
Number	202	162	394	19%	11%
Attendance	4,790	3,697	9,379	21%	16%
Group Visits					
Number	3	1	3	-50%	35%
Attendance	30	32	30	-69%	33%
Software Station bookings	17,448	18,633	35,233	-8%	-7%
Meeting room bookings	363	275	673	29%	9%
Holds placed					
By customers	33,809	32,570	70,351	2%	0%
By staff	6,489	6,942	13,112	-6%	-6%
Digital Media Catalog	5,175	3,262	11,763	79%	95%
Database use					
Searches	17,216	20,046	32,319	-64%	-36%
Retrievals	17,862	23,692	37,167	-74%	-48%
Website use (Remote)					
User sessions	81,826	78,596	169,197	1%	10%
Page views	266,994	211,128	523,006	17%	25%
Catalog	59,896	38,918	132,134	67%	41%
Database Access	6,344	15,263	13,210	-29%	120%
Interlibrary loans					
Loaned	291	265	497	-2%	0%
Borrowed	399	424	682	-10%	6%

Customer Use Measure Definitions

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

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

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

Reference inquiries: Number of customer questions, other than directional. *Data collection method: Monthly sampling hand tally and spreadsheet entry.*

Programs: Programs presented by the District. *Data collection method: Hand tally and spreadsheet entry.*

Group visits: Visits to a library by groups for reasons other than program attendance. *Data collection method: Hand tally and spreadsheet entry.*

Software Station bookings: Number of sessions booked by customers on software stations (Internet, office and educational software applications). *Data collection method: Actual computer system count.*

Meeting room bookings: Number of times meeting rooms used by outside groups. *Data collection method: Hand tally and spreadsheet entry.*

Holds placed: Requests for specific titles in any format. *Data collection method: Actual computer system count.*

By customers: Placed online by customer, whether from library or remotely.

By staff: Placed for customers, usually as part of a reference transaction.

Database use: Use of online databases licensed by SCLD. *Data collection method: reports from database vendors.*

Searches: Number of database searches.

Retrievals: Number of search result documents retrieved.

Web site use: "Hits" on SCLD website. *Data collection method: Actual computer system count of activity initiated outside the network.*

User sessions: Number of times website is accessed by individual IP address.

Page views: Number of times each page is accessed.

Catalog: Subset of page views; shows the number of times customers enter the catalog through the website.

Database access: Subset of page views; shows the number of times customers enter a subscription database from the website.

Interlibrary loans: Items borrowed from or loaned to from another library system. *Data collection method: Computer system count.*

SPOKANE COUNTY LIBRARY DISTRICT
 GENERAL OPERATING FUND
 INCOME STATEMENT - "FINAL"
 AS OF FEBRUARY 29, 2012
 [PERCENT OF YEAR = 16.7%]

SPOKANE COUNTY LIBRARY DISTRICT
 GENERAL OPERATING FUND
 BALANCE SHEET - "FINAL"
 AS OF FEBRUARY 29, 2012

REVENUES:	ACTUAL	BUDGET	PERCENT	ASSETS:	
PROPERTY TAX	\$ 322,730	\$ 10,576,615	3.05%	CASH	\$ 2,771,910
CONTRACTED CITIES, SERVICES & FEES	113,941	772,755	14.74%	ACCOUNTS RECEIVABLE	489
MISCELLANEOUS REVENUES	16,171	168,878	9.58%	TAXES RECEIVABLE	391,896
INTEREST EARNINGS	5,442	35,000	15.55%	DUE FROM OTHER GOVERNMENTS	-
TRANSFERS IN	-	-	0.00%	INVENTORY	53,763
TOTAL REVENUES	\$ 458,284	\$ 11,553,248	3.97%	PREPAID EXPENSES	32,644
EXPENSES:				TOTAL ASSETS	\$ 3,250,702
SALARIES	\$ 902,140	\$ 5,597,451	16.12%	ACCOUNTS PAYABLE	\$ 387,318
FRINGE BENEFITS	259,567	1,651,044	15.72%	INTEREST PAYABLE	-
SUPPLIES	36,322	537,679	6.76%	TAX ANTICIPATION NOTES	-
SERVICES	400,523	1,685,734	23.76%	DEFERRED REVENUE	391,896
CAPITAL EXPENDITURES	-	30,000	0.00%	TOTAL LIABILITIES	\$ 779,214
LIBRARY MATERIALS	312,205	1,489,361	20.96%	GENERAL FUND BALANCE:	
INTEREST EXPENSE	-	500	0.00%	NONSPENDABLE FUNDS -- PREPAID ITEMS	\$ 257,613
OPERATIONAL CONTINGENCIES	-	242,385	0.00%	NONSPENDABLE FUNDS -- INVENTORY	53,763
TRANSFER OUT TO CONSTRUCTION FUND	-	-	0.00%	ASSIGNED FOR DISTRICT WELLNESS PROGRAM	1,316
TRANSFER OUT TO CAPITAL PROJECT FUND	-	200,000	0.00%	ASSIGNED FOR DEER PARK LIBRARY PROGRAM	6,282
TOTAL EXPENSES	\$ 1,910,757	\$ 11,434,154	16.71%	ASSIGNED FOR FACILITY MAINTENANCE PLAN	180,168
TOTAL REVENUES OVER (UNDER) EXPENDITURES	\$ (1,452,473)	\$ 119,094		ASSIGNED FOR TECHNOLOGY PLAN	306,409
CHANGES TO GENERAL FUND BALANCE:				ASSIGNED FOR FURNITURE, FIXTURES & EQUIPMENT PLAN	91,260
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	\$ (1,452,473)	\$ 119,094		ASSIGNED FOR LIBRARY MATERIALS PLAN	136,140
ACTUAL BEGINNING FUND BALANCE - JANUARY 1, 2012	3,923,961	3,287,249		ASSIGNED FOR CONTINGENCY RESERVE PLAN	135,552
ENDING FUND BALANCE - 2/29/12 & ESTIMATED BALANCE 2/29/12	\$ 2,471,488	\$ 3,406,343		UNASSIGNED FUND	1,302,985
				ENDING FUND BALANCE FEBRUARY 29, 2012	\$ 2,471,488
				TOTAL LIABILITIES AND GENERAL FUND BALANCE:	\$ 3,250,702
				FUND BALANCE CAPITAL PROJECTS FUND - FEBRUARY 29, 2012	\$ 1,173,156

OVERVIEW:
EMPLOYEE RECRUITMENT AND HIRING

This month Human Resources Manager Paul Eichenberg will review the District's employee recruitment and hiring process.