

**MISSION**

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

**Board of Trustees Regular Meeting**

May 15, 2012 4:00 p.m. Cheney Library Public Meeting Room

**A G E N D A**

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00-4:05]**
- III. ACTION ITEMS**
  - A. Approval of April 17, 2012, regular meeting minutes [4:05-4:10]
  - B. Approval of April bill payment vouchers [4:10-4:15]
  - C. Unfinished Business
    - None
  - D. New Business
    - 1. Revising 2012 Budget (Resolution No. 12-03): Approval recommendation [4:15-4:25]
    - 2. Personnel Policy Review (Revision): Approval recommendation [4:25-4:35]
    - 3. Public Art in District Facilities Policy (Reaffirmation): Approval recommendation [4:35-4:40]
- IV. DISCUSSION ITEMS, POSSIBLE ACTION**
  - A. Summer Board of Trustees' meeting schedule [4:40-4:45]
  - B. Future board meeting agenda items [4:45-4:55]
- V. REPORTS**
  - A. Trustees [4:55-5:00]
  - B. Executive Director [5:00-5:05]
    - Administrative
    - Community Activities
  - C. Public Services [5:05-5:10]
  - D. Communications [5:10-5:15]
  - E. Fiscal [5:15-5:20]
  - F. Cheney Library Spotlight [5:20-5:35]
  - G. Overview: Print Management System [5:35-5:55]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: 1 hour and 55 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: APRIL 17, 2012**

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**CALL TO ORDER**

The regular monthly meeting of the Spokane County Library District Board of Trustees was held April 17, 2012, at Argonne Library Public Meeting Room, 4322 N. Argonne Rd., Spokane, WA. Chair Tim Hattenburg called the meeting to order at 4:00 p.m. and welcomed those in attendance.

**PRESENT:**

Tim Hattenburg - Chair  
Mary E. Lloyd - Vice-Chair  
Ann Apperson - Trustee  
Daniel Davis - Trustee  
Mark Johnson - Trustee  
Nancy Ledeboer - Director and Secretary

Also Present: Mary Kay Anderson, Branch Supervisor; Jane Baker, Communications Manager; Paul Eichenberg, Human Resources Manager; Sonia Gustafson, Librarian; Priscilla Ice, IT Manager; Christie Onzay, Librarian; Patrick Roewe, Branch Services Manager; Bill Sargent, Business Manager; Andrea Sharps, Collection Services Manager; Doug Stumbough, Branch Services Manager; and Patty Franz, Administrative Assistant.

**AGENDA APPROVAL**

Ms. Apperson moved and Ms. Lloyd seconded to approve the agenda.

The motion carried unanimously.

**ACTION ITEMS**

**APPROVAL OF MARCH 20, 2012, REGULAR MEETING MINUTES**

Mr. Hattenburg called for corrections to the March 20, 2012, regular meeting minutes. There were no corrections; the minutes stand approved as written.

**APPROVAL OF MARCH 2012 BILL PAYMENT VOUCHERS**

Mr. Hattenburg moved and Ms. Apperson seconded approval of the March 2012 bill payment vouchers.

Fund

L01	Voucher numbers: 41572 through 41798 and	
	W00066-W00068 totaling	\$ 633,859.06
	Payroll numbers: 03092012PR and 03232012PR totaling	\$ 334,353.06
	Total	\$ 968,212.12

There were no comments or questions.

The motion was unanimously approved.

## NEW BUSINESS

**MEMBERSHIPS IN ORGANIZATIONS POLICY.** Mr. Davis moved and Ms. Apperson seconded that the Memberships in Organizations Policy be reaffirmed as presented.

The Memberships in Organizations Policy authorizes District organizational memberships consistent with our mission, values and goals. It was adopted in 1998 at the recommendation of the Washington State Auditor's Office and was last reaffirmed in February 2010. Following the policy's direction, memberships are reviewed and approved by the Board of Trustees as part of the budget development process the following year. For 2012, that review took place in October 2011 with no recommended changes. There were no questions or public comment.

The motion was unanimously approved.

**MEMORANDUM OF UNDERSTANDING BETWEEN CITY OF SPOKANE VALLEY AND SCLD.**

Ms. Lloyd moved and Mr. Hattenburg seconded that the Memorandum of Understanding between City of Spokane Valley and SCLD be approved as written, and Executive Director Nancy Ledebor be authorized to work with the City of Spokane Valley on behalf of the District to conduct a traffic study.

In response to trustee questions, Branch Services Manager Doug Stumbough confirmed the traffic study will be outsourced by City of Spokane Valley with cost to SCLD not to exceed \$8,000, half of the anticipated total cost. There were no further questions or public comment.

The motion was unanimously approved.

## DISCUSSION ITEMS, POSSIBLE ACTION

### DRAFT INTERLOCAL AGREEMENT FOR ACQUISITION OF REAL ESTATE

Mr. Hattenburg opened discussion of the inter-local agreement by noting action is not required at this time and then called attention to pages 4-5 where site requirements and amenities were listed by the City of Spokane Valley. The proposed agreement to address joint purchase of property on Sprague Avenue for the purpose of a library and expanded Balfour Park may be presented at a later date, depending on the outcome of the traffic analysis.

In response to a trustee's concern for adequate restroom facilities, Branch Services Manager Doug Stumbough responded five concepts, which included an additional restroom facility, were addressed at the recent City Council meeting. Trustees also expressed

concern for insurance coverage during property development, historic uses of the property, and future maintenance costs.

#### FUTURE BOARD MEETING AGENDA ITEMS

A list of agenda items tentatively scheduled for future meetings was distributed prior to the meeting. Mr. Hattenburg reminded the group its regular meeting will be held at Cheney Library next month on Tuesday, May 15. He also noted the duration of the executive session planned for June will not exceed an hour. Ms. Apperson apprised the group she is unable to attend the July regular meeting at Moran Prairie.

#### REPORTS

##### TRUSTEES

Ms. Lloyd commented on how pleased she was to represent SCLD at the well-attended Our Kids: Our Business kickoff breakfast held Friday, March 30, at Martin Centre.

Mr. Hattenburg seconded Ms. Lloyd's comment about the kickoff breakfast and its worthy cause. He also noted and distributed copies of the story published in the Spokesman-Review last Sunday, April 15, about readers favoring books in print for all ages. Only 10 percent of survey respondents with e-readers said they had abandoned traditional books.

##### EXECUTIVE DIRECTOR

The Executive Director's written report provided prior to the meeting included information on the Business Office, Finance and Facilities; Collection Services; Communications; Human Resources; Information Technology; and Community Activities.

Ms. Ledeboer had no additions to the written report. In response to a trustee's comment, Mr. Sargent said it is consistent with prevailing wages in Spokane County for there to be no scheduled increases to accompany one-year contract extensions for custodial and grounds maintenance services for SCLD. Trustees expressed appreciation for the Communications' report, specifically how work activities led to advocacy results.

##### PUBLIC SERVICES

Branch Services managers Patrick Roewe and Doug Stumbough provided a written report prior to the meeting with March 2012 customer use measures, programming and branch activities. In response to a trustee's question about Book a Librarian services, Mr. Roewe responded the program thus far has mostly provided in-house tutoring to adults in need of technological assistance. Learning how to download eBooks is the most frequent request. In response to a trustee's comment about the successful AARP tax-aide sessions, Mr. Stumbough reiterated these valued and highly-utilized sessions have been made available over the years at several branches.

**FISCAL**

Revenue and Expenditure Statement through March 31, 2012.

Fund 001

Revenues	\$	919,663
Expenditures	\$	2,768,882
Ending Fund Balance	\$	2,074,740
Fund Budget Expended		24.22%

Business Manager Bill Sargent distributed copies of two audit reports prepared by the Washington State Auditor's Office for 2009-2010. Report details were discussed at an exit conference attended by Mr. Sargent, former Executive Director Mike Wirt and Chair Hattenburg on February 21.

**BRANCH SPOTLIGHT: ARGONNE LIBRARY**

Branch Supervisor Mary Kay Anderson reported on Argonne Library and its unique community, a result of its geographically central location to two of the busiest and iconic roads in Spokane County—Argonne Road and Upriver Drive—with close proximity and easy access to I-90 and the Centennial Trail. Ms. Anderson quantified customer use of materials and services and described branch participation in Millwood community activities, where enthusiastic Friends of Argonne Library are also active, and collaboration with West Valley School District as a Pace Partner, where library staff work with teachers to ensure relevant book titles are available to support current and corresponding school topics.

In response to a trustee's question, Ms. Anderson replied parking issues occasionally surface because of proximity to the Centennial Trail. With expansion of Argonne Library and Administration on the horizon, Ms. Lloyd encouraged Argonne staff to recommend future improvements.

**OVERVIEW: PLAY AND LEARN STORYTIMES**

Librarians Sonia Gustafson and Christie Onzay provided an overview of Play and Learn Storytimes, a facilitated adult-child program opportunity designed to prepare all children for success in school and life. Play and Learn was initiated by state and non-profit agencies with interest in quality child care and made available in nine Eastern Washington counties through a state planning grant to offer support to adult non-parental caregivers.

Ms. Onzay provided program history from its inception in May 2009 to the present. Ms. Gustafson described training for which she and Ms. Onzay attended to learn how to extend half-hour Storytimes into Play and Learn hour-long sessions; its purpose to encourage caregivers and children to play together at math, science and early literacy play stations. A grant through Family, Friend and Neighbor (FFN), and an Early Childhood Reading grant provided by Target made it possible to purchase enough materials to offer Play and Learn Storytimes at each of the 10 SCLD library branches.

Play and Learn provides an example of how traditional library services have been enhanced to incorporate research-based methods for development of pre-literacy skills, thus preparing preschoolers for school while helping parents and caregivers gain knowledge and confidence to be a child's first and best teacher.

Ms. Apperson commented it is impressive how SCLD has met current requirements to help children prepare for kindergarten. Mr. Hattenburg validated the program through personal experience involving his grandchild.

#### **PUBLIC COMMENT**

There were no public comments.

#### **ADJOURNMENT**

The meeting adjourned at 4:58 p.m.

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Tim Hattenburg, Chair

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Nancy Ledeboer, Secretary of the Board of Trustees

## PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of April 30, 2012 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$906,093.50 and that we are authorized to authenticate and certify these claims.

DATE: May 1, 2012

SIGNED *[Signature]*

SIGNED *Nancy Redbow*

TITLE: *Business Manager*

TITLE: *Executive Director*

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
041799	ALLIED SECURITY SECURITY & SAFETY SERVICES	\$ 1,266.60
041800	AUDIOGO LIBRARY MATERIALS	48.90
041801	AVISTA UTILITIES UTILITIES	7,271.53
041802	BAKER AND TAYLOR ENTERTAINMENT LIBRARY MATERIALS	320.75
041803	BLACKSTONE AUDIO BOOKS LIBRARY MATERIALS	294.33
041804	BRILLIANCE AUDIO, INC. LIBRARY MATERIALS	434.01
041805	BRODART CO. OFFICE/LIBRARY SUPPLIES	121.73
041806	CDW GOVERNMENT, INC. D.P. HARDWARE & SOFTWARE	772.49
041807	CONSOLIDATED ELECTRICAL DIST. MAINTENANCE SUPPLIES	313.46
041808	CENTURYLINK TELEPHONE	77.74
041809	CENTURYLINK TELEPHONE	26.95
041810	CENTURYLINK TELEPHONE	327.98
041811	CENTURYLINK TELEPHONE	333.20
041812	CENTURYLINK TELEPHONE	144.89
041813	CENTURYLINK TELEPHONE	86.72
041814	CENTURYLINK TELEPHONE	592.01
041815	CITY OF SPOKANE UTILITIES	221.84
041816	CITY OF AIRWAY HEIGHTS UTILITIES	125.86
041817	CITY OF CHENEY UTILITIES	691.19
041818	CITY OF DEER PARK UTILITIES	63.65
041819	COSTCO - HSBC BUS SOLUTIONS OFFICE/LIBRARY SUPPLIES	68.61
041820	COUNCIL OF STATE GOVERNMENTS LIBRARY MATERIALS	311.51
041821	DELL MARKETING L.P. D.P. HARDWARE & SOFTWARE	866.64
041822	DEMCO, INC. OFFICE/LIBRARY SUPPLIES	1,120.30
041823	DIVCO INCORPORATED BUILDING REPAIR & MAINTENANCE	448.66
041824	STATE OF WASHINGTON LEASEHOLD TAXES	290.16
041825	EMPIRE DISPOSAL INC. UTILITIES	17.64
041826	FINDAWAY WORLD, LLC LIBRARY MATERIALS	239.95

041827	FRONTIER	TELEPHONE	88.58
041828	FRONTIER	TELEPHONE	405.00
041829	GALE GROUP, INC.	LIBRARY MATERIALS	690.11
041830	GREATER SPOKANE INCORPORATED	MEMBERSHIP DUES	400.00
041831	GREATER SPOKANE VALLEY CHAMBER	BUSINESS TRAVEL	185.00
041832	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	262.25
041833	HIGHSMITH, INC.	OFFICE/LIBRARY SUPPLIES	38.70
041834	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	12,320.73
041835	INTEGRUS ARCHITECTURE	PROFESSIONAL SERVICES	2,329.00
041836	IT1 SOURCE	D.P. HARDWARE & SOFTWARE	8,356.98
041837	JAN WAY COMPANY	OFFICE/LIBRARY SUPPLIES	2,610.00
041838	MARSHALL CAVENDISH CO	LIBRARY MATERIALS	843.26
041839	MIDWEST TAPE	LIBRARY MATERIALS	4,075.70
041840	MODERN ELECTRIC WATER COMPANY	UTILITIES	1,754.94
041841	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	444.43
041842	OVERDRIVE, INC.	LIBRARY MATERIALS	3,518.42
041843	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	252.16
041844	RAGS AND TAGS	CUSTODIAL SERVICES	170.00
041845	RANDOM HOUSE, INC.	LIBRARY MATERIALS	586.16
041846	RECORDED BOOKS, LLC	LIBRARY MATERIALS	334.29
041847	SPOKANE COUNTY LIBRARY DIST	REIMBURSE REVOLVING FUND	553.60
041848	SHOWCASES	OFFICE/LIBRARY SUPPLIES	100.95
041849	SPOKANE ACOUSTICS	BUILDING REPAIR & MAINTENANCE	98.09
041850	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	163.75
041851	SUPERMEDIA, LLC	ADVERTISING	15.25
041852	TANTOR MEDIA	LIBRARY MATERIALS	187.16
041853	ULINE SHIPPING SPECIALISTS	LIBRARY MATERIALS	56.68
041854	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,133.61
041855	WESTERN STATES INSURANCE	INSURANCE	4,639.42
041856	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	7,355.18
041857	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	27,491.49
041858	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	338.25
041859	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	15,741.00
041860	AVISTA UTILITIES	UTILITIES	862.73
041861	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	366.98
041862	BATTY, ERLANDSEN & ASSOC. P.S.	SOFTWARE MAINTENANCE	230.00
041863	BOOKS IN MOTION	LIBRARY MATERIALS	31.51
041864	BLACK RABBIT BOOKS	LIBRARY MATERIALS	319.20
041865	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	137.45
041866	CALL REALTY, INC.	ADMINISTRATIVE FEES	570.68
041867	CENTURYLINK	TELEPHONE	118.89
041868	CENTURYLINK	TELEPHONE	82.81
041869	CHEVRON U.S.A. INC.	VEHICLE FUEL	96.60
041870	CITY OF MEDICAL LAKE	UTILITIES	243.50
041871	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	634.09
041872	DEVRIES INFORMATION MGMT	COURIER SERVICES	4,770.00
041873	DEPT. OF LABOR & INDUSTRIES	QUARTERLY WORKMAN'S COMP.	13,798.88



041874	DOWN TO EARTH SPRINKLER SERV	GROUNDS MAINTENANCE	314.65
041875	FED EX OFFICE	PRINTING	141.64
041876	GREATAMERICA LEASING CORP.	POSTAGE METER LEASE	159.95
041877	GALE GROUP, INC.	LIBRARY MATERIALS	367.00
041878	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	320.79
041879	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	14,383.35
041880	INLAND POWER AND LIGHT	UTILITIES	513.16
041881	MIDWEST TAPE	LIBRARY MATERIALS	4,388.42
041882	MONTGOMERY HARDWARE	OFFICE/LIBRARY SUPPLIES	12.36
041883	MR. B'S CLEAN SWEEP	GROUNDS MAINTENANCE	850.03
041884	OVERDRIVE, INC.	LIBRARY MATERIALS	5,494.09
041885	PRESSWORKS	PRINTING	208.70
041886	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	454.44
041887	QWEST CORPORATION	TELEPHONE	2,071.38
041888	RANDOM HOUSE, INC.	LIBRARY MATERIALS	86.96
041889	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,748.63
041890	SPOKANE COUNTY UTILITIES	UTILITIES	433.07
041891	UPS	FREIGHT	24.51
041892	VERIZON WIRELESS	TELEPHONE	154.58
041893	VERIZON WIRELESS	TELEPHONE	138.79
041894	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	327.33
041895	WHITWORTH WATER DISTRICT #2	UTILITIES	27.73
041896	AUDIOGO	LIBRARY MATERIALS	53.72
041897	AVISTA UTILITIES	UTILITIES	581.35
041898	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	206.59
041899	A+ PRINTING, INC	PRINTING	280.72
041900	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	44.85
041901	BLICK ART	OFFICE/LIBRARY SUPPLIES	31.64
041902	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	227.10
041903	CAPSTONE	LIBRARY MATERIALS	373.12
041904	CDW GOVERNMENT, INC.	D. P. HARDWARE & SOFTWARE	2,652.28
041905	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	45.00
041906	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	469.14
041907	CENTURYLINK	TELEPHONE	86.20
041908	CENTURYLINK	TELEPHONE	33.83
041909	CENTURYLINK	TELEPHONE	59.85
041910	CENTURYLINK	TELEPHONE	86.66
041911	CENTURYLINK	TELEPHONE	124.13
041912	DEPT OF ENTERPRISE SERVICES	OTHER PROFESSIONAL SERVICES	250.00
041913	CHENEY FREE PRESS	LIBRARY MATERIALS	24.00
041914	DEARREADER.COM	LIBRARY MATERIALS	655.00
041915	DELL MARKETING L.P.	D. P. HARDWARE & SOFTWARE	2,347.91
041916	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	838.90
041917	EARTHWORKS RECYCLING, INC	UTILITIES	205.00
041918	KENYON FIELDS	LIBRARY PROGRAMS	50.00
041919	GALE GROUP, INC.	LIBRARY MATERIALS	374.59
041920	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	825.70

041921	GREY HOUSE PUBLISHING	LIBRARY MATERIALS	226.05
041922	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	11,183.06
041923	INLAND POWER AND LIGHT	UTILITIES	268.26
041924	IT1 SOURCE	D. P. HARDWARE & SOFTWARE	847.87
041925	LERNER GROUP	LIBRARY MATERIALS	1,660.18
041926	MicroBiz LLC	SOFTWARE MAINTENANCE	847.86
041927	MIDWEST TAPE	LIBRARY MATERIALS	1,509.08
041928	OCLC, INC.	CATALOGING & SUPPORT SERVICES	3,660.74
041929	OVERDRIVE, INC.	LIBRARY MATERIALS	3,781.84
041930	PERRINE PROPERTIES, LLC	PROPERTY TAX PAYMENT	1,585.58
041931	PRESSWORKS	PRINTING	211.97
041932	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	509.62
041933	RANDOM HOUSE, INC.	LIBRARY MATERIALS	556.55
041934	RECORDED BOOKS, LLC	LIBRARY MATERIALS	771.65
041935	SHOWCASES	OFFICE/LIBRARY SUPPLIES	1,166.62
041936	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	542.37
041937	TANTOR MEDIA	LIBRARY MATERIALS	219.20
041938	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	359.30
041939	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	43.80
041940	ZIPLINE INTERACTIVE	OFFICE/LIBRARY SUPPLIES	1,200.00
041941	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,440.80
041942	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	25,289.94
041943	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	338.25
041944	VOID VOUCHER	VOID VOUCHER	-
041945	VOID VOUCHER	VOID VOUCHER	-
041946	VOID VOUCHER	VOID VOUCHER	-
041947	VOID VOUCHER	VOID VOUCHER	-
041948	VOID VOUCHER	VOID VOUCHER	-
041949	VOID VOUCHER	VOID VOUCHER	-
041950	VOID VOUCHER	VOID VOUCHER	-
041951	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	3,625.45
041952	AUDIOGO	LIBRARY MATERIALS	298.98
041953	THE AV CAFE	LIBRARY MATERIALS	46.98
041954	AVISTA UTILITIES	UTILITIES	579.94
041955	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	346.32
041956	BANK OF AMERICA	SAFETY DEPOSIT BOX FEE	195.00
041957	BOOKS IN MOTION	LIBRARY MATERIALS	82.28
041958	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	313.86
041959	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	165.07
041960	WASHINGTON COUNTIES INS FUND	MEDICAL, DENTAL, VISION & LIFE INS.	81,180.36
041961	CALL REALTY, INC.	ADMINISTRATIVE FEES	160.32
041962	CDW GOVERNMENT, INC.	D. P. HARDWARE & SOFTWARE	37,713.48
041963	CENTURYLINK	TELEPHONE	3,280.00
041964	CENTURYLINK	TELEPHONE	41.38
041965	CENTURYLINK	TELEPHONE	41.16
041966	CENTURYLINK	TELEPHONE	6,810.94
041967	COBRA BEC, Inc	BUILDING REPAIR & MAINTENANCE	1,006.56

041968	DELL MARKETING L.P.	D. P. HARDWARE & SOFTWARE	15,246.27
041969	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	302.03
041970	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	6,537.53
041971	DEPARTMENT OF LABOR & IND.	ADMINISTRATIVE FEES	178.80
041972	DOWN TO EARTH SPRINKLER SERV	GROUNDS MAINTENANCE	705.58
041973	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	539.89
041974	GALE GROUP, INC.	LIBRARY MATERIALS	1,324.56
041975	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	1,434.11
041976	HEARTLAND AG-BUSINESS GROUP	LIBRARY MATERIALS	18.00
041977	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	10,707.07
041978	KENT ADHESIVE PRODUCTS CO.	OFFICE/LIBRARY SUPPLIES	914.70
041979	MD DESIGNS, INC	BUILDING REPAIR & MAINTENANCE	1,804.42
041980	MIDWEST TAPE	LIBRARY MATERIALS	3,317.77
041981	MOORE WALLACE	OFFICE/LIBRARY SUPPLIES	126.15
041982	NEW YORK TIMES	LIBRARY MATERIALS	62.40
041983	OVERDRIVE, INC.	LIBRARY MATERIALS	3,400.47
041984	PAINE, HAMBLIN, LLP	LEGAL SERVICES	3,053.15
041985	PERRINE PROPERTIES, LLC	PARKING LOT LEASE	200.00
041986	RANDOM HOUSE, INC.	LIBRARY MATERIALS	69.57
041987	RAPID LEARNING INSTITUTE	TRAINING	7,432.00
041988	SIRSIDYNIX	D. P. HARDWARE & SOFTWARE	3,261.00
041989	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	955.16
041990	STORMWIND STUDIOS	TRAINING	2,640.00
041991	TEACHING COMPANY	LIBRARY MATERIALS	204.90
041992	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	47.22
041993	UPS	FREIGHT	68.51
041994	UPSTART	OFFICE/LIBRARY SUPPLIES	291.32
041995	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	15,772.14
041996	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	613.42
041997	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	50.40
W00069	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	52,220.63
W00070	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	1,942.18
W00071	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	<u>47,906.07</u>

**Total Non-Payroll General Operating Fund** \$ **562,707.69**

**PAYROLL VOUCHERS**

04102012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 182,723.50
04252012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>160,662.31</u>

**Total Payroll General Operating Fund** \$ **343,385.81**

**TOTAL GENERAL OPERATING FUND** \$ 906,093.50

Spokane County Library District  
Monthly Credit Card Activity  
For the Month of April 2012

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$4,049.70
Maintenance	999.39
Travel	7,517.89
Acquisitions	2,328.31
Information Technology	876.85
Total Purchases	<u><u>\$15,772.14</u></u>

# REVISING THE DISTRICT'S 2012 FINAL BUDGET (RESOLUTION NO. 12-03)

## APPROVAL RECOMMENDATION

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### *Recommendation:*

That Resolution No. 12-03, revising the District's 2012 Final Budget, is approved.

### *Action Required:*

Motion; signatures of chair and secretary on resolution.

### *Background:*

Ordinarily, the nature and extent of the revisions to both the 2012 revenues and expenses would not necessitate a formal resolution. However, two other factors do create the need for this resolution. First, there are some changes in the balances of the "non-spendable" and "assigned funds." Per the current accounting guidelines, these changes need to be accomplished by formal action of the Board. Secondly, it is highly probable there will be a land purchase for a new location of the Spokane Valley Branch. The budget will require a resolution to establish the necessary authority to expend funds to this project.

The significant budget changes are highlighted below. A more detailed budget, with footnotes, explaining all the budget changes are appended at the end of this document.

### **General Operating Fund**

#### **Revenues & Transfers In: - (\$236,086)**

The \$236,086 decrease in revenues and transfers is almost entirely due to the reallocation of the tax revenues associated with the West Plains Annexation. A total of \$238,108 will now be directly forwarded to the City of Spokane and Airway Heights. Upon receipt of the final 2012 Assessed Valuation figures, there were also two small adjustments in the contract fees from Airway Heights and the City of Spokane (for Moran Prairie). Public services identified a modest increase of \$ 5,000 in "Gifts and Donations."

#### **Expenses & Transfers Out: - (\$ 131,165)**

The major element in the reduction in expenses was the elimination of \$202,385 in contingency funds that had been allocated to counter balance the overstated tax revenues related to the West Plains Annexation. Factoring out the contingency fund reduction, the net change in expenses and transfers out is an increase of \$71,220, and of this amount \$51,059 are classified as "one-time" expenses and will not be carried over to 2012.

#### **Beginning Fund Balance: + \$ 632,813**

In the original 2012 budget, the beginning balance for 2012 was "estimated." Now that the financial records for 2011 have been finalized and closed, the "actual" beginning balance is considerably greater. For the most part, the increased fund balance can be attributed to under expending various segments of the 2011 budget.

#### **Non-spendable and Assigned Fund Balances: - (\$6,401)**

At the end of the year, it is necessary to adjust the non-spendable and assigned fund balances to the actual calculated amounts. The majority of the decrease in these balances was a \$10,548 reduction to the "Non-spendable - Inventory" category. This deduction partially offsets the minor increases shown within the other assigned fund balances.

**Estimated Ending Unassigned Fund Balance: + \$536,753**

This represents the cumulative effective, for all categories, of the previously described budget revisions.

**In Review - "The Bottom Line"**

At \$2,343,331, the unassigned fund balance is sufficient to meet short-term cash flow requirements. This balance of \$2,142,922 (21.1% of General Operating Fund expenses) more than meets the established 15% goal. Additionally, there is also \$1,281,428 of assigned fund balances that could be reclassified in the unlikely case an extreme financial emergency arises.

**Capital Projects Fund**

If you approve the purchase of the "Pring Property," it is necessary to revise the Capital Projects Fund budget to provide expenditure authority for the purchase. While current budget shows an estimated ending fund balance of \$1,387,653, the budget includes no expenses. The revision proposed in Resolution No. 12-03 adds two budget line items totaling \$900,000.

**Expenses**

Land Purchase- "Pring Property:" \$750,000

- \$750,000 purchase price, taxes, title insurance and other associated expenses

Other Professional Services -"Pring Property:" \$150,000

- Potential costs for environmental assessment and consultant fees for site study.

In the event the property purchase cost exceeds the budgeted \$750,000; funds can be transferred from the "Other Professional Services" line item. Then another budget resolution can be made later.

**Resolution**

Resolution No. 12-03 includes summaries, Exhibit A and Exhibit B, of the General Operating Fund and Capital Projects Fund.

**Spokane County Library District**  
**2011 Budget MYR #1 (May 2, 2012)**  
**General Operating Fund (001-861)**  
**Detailed**

	<b>Final 2012 Budget</b>	<b>MYR#1 Adjustments</b>	<b>Notes</b>	<b>MYR #1 2012 Budget</b>
<b>REVENUES:</b>				
PROPERTY TAX -- CURRENT YEAR	\$ 10,576,615	\$ (238,108)	R1	\$ 10,338,507
<b>TOTAL PROPERTY TAX</b>	<b>\$ 10,576,615</b>	<b>\$ (238,108)</b>		<b>\$ 10,338,507</b>
CONTRACT CITY - AIRWAY H.	\$ 228,896	\$ (788)	R2	\$ 228,108
CONTRACT CITY - SPOKANE	224,609	(955)	R2	223,654
<b>TOTAL CONTRACTED CITIES</b>	<b>\$ 453,505</b>	<b>\$ (1,743)</b>		<b>\$ 451,762</b>
INTERLIBRARY LOANS	\$ 200	\$ -		\$ 200
COPYING & PRINTING	12,000	0		12,000
NONRESIDENT FEES	12,000	0		12,000
FINES & CHARGES	175,000	0		175,000
WEB BASED LIBRARY FEES & CHARGES	66,000	0		66,000
LOST & DAMAGED	40,200	0		40,200
RENTALS	12,600	0		12,600
RETAIL SALES	1,250	0		1,250
<b>TOTAL SERVICES &amp; FEES</b>	<b>\$ 319,250</b>	<b>\$ -</b>		<b>\$ 319,250</b>
<b>TOTAL CONTRACT CITIES, SERVICES &amp; FEES</b>	<b>\$ 772,755</b>	<b>\$ (1,743)</b>		<b>\$ 771,012</b>
LEASEHOLD EXCISE TAX	\$ 6,000	\$ -		\$ 6,000
TIMBER TAX	6,000	0		6,000
SALE OF SURPLUS DISTRICT PROPERTY	0	0		0
GRANTS -- NONGOVERNMENTAL	0	0		0
EMPLOYEE PROGRAMS - WELLNESS GRANTS & SUMMER APPAREL	1,000	765	R4	1,765
PURCHASE DISCOUNTS	4,000	0		4,000
MISCELLANEOUS	3,878	0		3,878
PUBLIC LIBRARY DIRECTOR MEETING - REVENUES	0	0		0
GIFTS & DONATIONS	7,000	3,000	R5	10,000
CASHIERS OVER/(SHORT)	0	0		0
SALE OF LIBRARY MATERIALS	26,000	0		26,000
E-RATE REIMBURSEMENT	115,000	0		115,000
<b>TOTAL MISCELLANEOUS REVENUES</b>	<b>\$ 168,878</b>	<b>\$ 3,765</b>		<b>\$ 172,643</b>
TOTAL INTEREST REVENUES	\$ 35,000	\$ -		\$ 35,000
<b>TOTAL REVENUES</b>	<b>\$ 11,553,248</b>	<b>\$ (236,086)</b>		<b>\$ 11,317,162</b>
TRANSFER IN - CAPITAL PROJECTS	\$ -	\$ -		\$ -

**TOTAL REVENUES & TRANSFERS IN**

\$	11,553,248	\$	(236,086)	\$	11,317,162
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**EXPENSES:**

SALARIES: REGULAR HOURS WORKED	\$	4,642,370	\$	-	\$	4,642,370
SALARIES: TEMPORARY HOURS WORKED		90,000		10,000	E1	100,000
SALARIES: PAID TIME OFF		862,581		0		862,581
SALARIES: OVERTIME HOURS WORKED		2,500		0		2,500

**TOTAL SALARIES**

\$	5,597,451	\$	10,000	\$	5,607,451
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FICA-SOCIAL SECURITY	\$	348,592	\$	620	E1	\$	349,212
FICA - MEDICARE		81,526		145	E1		81,671
RETIREMENT CONTRIBUTIONS		379,689		(3,415)	E1, E2		376,274
UNEMPLOYMENT INSURANCE		6,700		0			6,700
MEDICAL INSURANCE		689,341		0			689,341
VISION INSURANCE		14,400		0			14,400
DENTAL INSURANCE		86,106		0			86,106
LIFE & DISABILITY INSURANCE		3,863		0			3,863
STATE INDUSTRIAL INSURANCE		37,041		343	E2B		37,384
LONG TERM DISABILITY INSURANCE		2,127		0			2,127
EMPLOYEE ASSISTANCE PROGRAM		1,659		0			1,659

**TOTAL FRINGE BENEFITS**

\$	1,651,044	\$	(2,307)	\$	1,648,737
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CLEANING & SANITATION SUPPLIES	\$	18,000	\$	-	\$	18,000
VEHICLE FUEL		11,000		0		11,000
OTHER SUPPLIES		1,078		0		1,078
MAINTENANCE SUPPLIES		4,300		0		4,300
MISCELLANEOUS EXPENSES		0		0		0
EMPLOYEE AWARDS & RECOGNITION		750		0		750
SMALL TOOLS		750		0		750
COST OF RETAIL INVENTORY SOLD		4,567		0		4,567
NON-CAPITALIZED FURNITURE, FIXTURES & EQUIPMENT		0		56,975	E3, E4, E5	56,975
NON-CAPITALIZED DATA PROCESSING HARDWARE & SOFTWARE		0		205,800	E6	205,800
OFFICE & LIBRARY SUPPLIES		186,159		4,766	E7, E8, E9	190,925

**TOTAL SUPPLIES**

\$	226,604	\$	267,541	\$	494,145
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ACCOUNTING & AUDITING SERVICES	\$	-	\$	2,000	E10	\$	2,000
LEGAL SERVICES		25,000		0			25,000
DAMAGES, CLAIMS & SETTLEMENTS		0		0			0
OTHER PROFESSIONAL SERVICES		60,228		8,000	E11		68,228
BAD DEBT EXPENSE		400		0			400
BANK & POSTAL CHARGES		13,400		0			13,400
SOFTWARE SUPPORT & CONSULTING		142,500		4,000	E11A		146,500
WEB CATALOG CONTENT SERVICES		11,207		0			11,207
COLLECTION AGENCY & NOTICE FEES		67,600		0			67,600
ELECTRONIC LIBRARY SERVICES		38,000		0			38,000
DATA COMMUNICATIONS: WAN		123,500		17,500	E12		141,000
DATA COMMUNICATIONS: INTERNET		40,000		(8,000)	E13		32,000



TELEPHONE	25,000	0		25,000
POSTAGE	37,300	0		37,300
FREIGHT CHARGES	2,000	0		2,000
COURIER SERVICES	60,000	0		60,000
MILEAGE	20,700	0		20,700
TRAVEL - BUSINESS	24,550	150	E14	24,700
TRAINING & TRAVEL - STAFF	80,770	4,140	E15, E16	84,910
BOARD TRAVEL	12,000	0		12,000
BOARD TRAINING	4,575	0		4,575
PUBLIC LIBRARY DIRECTOR MEETING - EXPENSES	0	0		0
ADVERTISING & PROMOTION	6,000	0		6,000
RECRUITMENT	12,000	8,000	E17	20,000
RENTALS & LEASES: OTHER	4,700	0		4,700
RENTAL & LEASES: EQUIPMENT	8,400	0		8,400
INSURANCE	64,083	3,917	E18	68,000
PRINTING	16,000	0		16,000
HEAT, LIGHT & POWER	153,000	0		153,000
WATER, REFUSE & SEWER	48,500	0		48,500
REPAIR & MAINTENANCE: MISCELLANEOUS	7,000	0		7,000
REPAIR & MAINTENANCE: DATA PROCESSING EQUIPMENT	32,000	0		32,000
REPAIR & MAINTENANCE: VEHICLES	7,500	0		7,500
REPAIR & MAINTENANCE: BUILDINGS	197,800	1,000	E19	198,800
GROUND MAINTENANCE SERVICES	41,455	0		41,455
SECURITY ALARM MONITORING	7,700	4,000	E20	11,700
SNOW REMOVAL	21,341	0		21,341
CUSTODIAL SERVICES	175,000	0		175,000
DUES & MEMBERSHIPS	9,000	0		9,000
WELLNESS SERVICES & PROGRAMS	765	0		765
LIBRARY PROGRAMS	27,000	0		27,000
LIBRARY PROGRAM: IRVING FUND	500	0		500
CATALOGING & AUTHORITY SERVICES	43,600	0		43,600
BINDING SERVICES	500	0		500
INTERLIBRARY LOAN SERVICES	13,160	0		13,160
<b>TOTAL SERVICES</b>	<b>\$ 1,685,734</b>	<b>\$ 44,707</b>		<b>\$ 1,730,441</b>
CAPITALIZED DATA PROCESSING HARDWARE & SOFTWARE	\$ 280,800	\$ (205,800)	E21	\$ 75,000
BUILDING RENOVATIONS - CAPITALIZED EXPENDITURES	0	0		0
VEHICLES	0	0		0
CAPITALIZED FURNITURE, FIXTURES & EQUIPMENT	60,275	(48,275)	E22, E23	12,000
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$ 341,075</b>	<b>\$ (254,075)</b>		<b>\$ 87,000</b>
LIBRARY MATERIALS	\$ 1,489,361	\$ 5,354	E24	\$ 1,494,715
<b>TOTAL LIBRARY MATERIALS</b>	<b>\$ 1,489,361</b>	<b>\$ 5,354</b>		<b>\$ 1,494,715</b>
SHORT TERM INTEREST EXPENSE	\$ 500	\$ -		\$ 500
OPERATIONAL CONTINGENCIES	\$ 242,385	\$ (202,385)	E25	\$ 40,000
<b>TOTAL EXPENSES</b>	<b>\$ 11,234,154</b>	<b>\$ (131,165)</b>		<b>\$ 11,102,989</b>

TRANSFER OUT - CAPITAL PROJECTS FUND	\$ 200,000	\$ -	\$ 200,000
TOTAL EXPENSES & TRANSFERS OUT	\$ 11,434,154	\$ (131,165)	\$ 11,302,989
<b>REVENUES OVER/(UNDER) TOTAL EXPENSES</b>	<b>\$ 119,094</b>	<b>\$ (104,921)</b>	<b>\$ 14,173</b>
ACTUAL BEGINNING FUND BALANCE 1/1/12	\$ 3,291,147	\$ 632,813	\$ 3,923,960
ESTIMATED ENDING FUND BALANCE 12/31/12	\$ 3,410,241	\$ 527,892	\$ 3,938,133
(LESS)			
NONSPENDABLE FUNDS -- PREPAID ITEMS	\$ (256,910)	\$ (703)	\$ (257,613)
NONSPENDABLE FUNDS -- INVENTORY	(64,311)	10,548	(53,763)
ASSIGNED FOR IRVING SPECIAL PROGRAM FUND	(6,207)	(75)	(6,282)
ASSIGNED FOR DISTRICT WELLNESS PROGRAM	(1,295)	(21)	(1,316)
ASSIGNED FOR FACILITY MAINTENANCE PLAN	(172,104)	0	(172,104)
ASSIGNED FOR TECHNOLOGY PLAN	(297,233)	0	(297,233)
ASSIGNED FOR FURNITURE, FIXTURES & EQUIPMENT PLAN	(103,158)	0	(103,158)
ASSIGNED FOR LIBRARY MATERIALS PLAN	(148,396)	0	(148,396)
ASSIGNED FOR CONTINGENCY RESERVE PLAN	(551,588)	(3,348)	(554,936)
<b>ESTIMATED ENDING UNASSIGNED FUND BALANCE 12/31/12</b>	<b>\$ 1,809,038</b>	<b>\$ 534,293</b>	<b>\$ 2,343,331</b>

**Spokane County Library District  
2011 Budget MYR #1 (May 2, 2012)  
General Operating Fund (001-861)  
Notes**

<u>Note</u>	<u>Cost Account</u>		<u>Increase/ (Decrease)</u>	<u>One-Time/ GO Fund</u>
R1	PROPERTY TAX -- CURRENT YEAR	Adjusts to actual 2012 Taxes	(\$238,108)	
R2	CONTRACT CITY - AIRWAY HEIGHTS	Adjusts to actual 2012 contract fee for City of Airway	(788)	
R3	CONTRACT CITY - CITY OF SPOKANE	Adjusts to actual 2012 contract fee for City of Spoka	(955)	
R4	EMPLOYEE PROGRAMS - WELLNESS & SOUMMER	Estimated staff payments for Summer Reading Appa	765	
R5	GRANTS & DONATIONS	Higher level or donations are anticipated for 2012	3,000	
	Total Revenues		<u>(\$236,086)</u>	
	Transfers in		\$0	
	Total Revenues and Transfer In		<u>(\$236,086)</u>	
E1	SALARIES: TEMPORARY HOURS	Increase of Temporary Hours	\$10,000	\$0
E1	SOCIAL SECURITY	Employer tax for increased temporary hours	620	0
E1	MEDICARE	Employer tax for increased temporary hours	145	0
E1	RETIREMENT CONTRIBUTIONS	Employer tax for increased temporary hours	725	0
E2	RETIREMENT CONTRIBUTIONS	April 1 Reduction to Employers PERS Contribution F	(4,140)	0
E2B	STATE INDUSTRIAL INURANCE	Adjusted for Final 2012 Rates	343	0
E3	NON-CAPITALIZED FURNITURE, FIXTURES & EQUII	Reclassification of original FF&E line item to be "Non-	48,275	0
E4	NON-CAPITALIZED FURNITURE, FIXTURES & EQUII	Additional FF&E requirements identified by Branch :	3,700	3,700
E5	NON-CAPITALIZED FURNITURE, FIXTURES & EQUII	For acquisition of new cash registers	5,000	5,000
E6	NON-CAPITALIZED DATA PROCESSING HARDWARE	Reclassification of original DP line item to be "Non-C	205,800	0
E7	OFFICE & LIBRARY SUPPLIES	Reimburses Communication Budget for Wirt Recepti	3,820	3,820
E8	OFFICE & LIBRARY SUPPLIES	Estimated Staff reimbursements for Summer Readin	761	0
E9	OFFICE & LIBRARY SUPPLIES	Reimburses Communication Budget for Wirt invitati	185	185
E10	ACCOUNTING & AUDITING SERVICES	Final costs for 2009 - 2010 Audit	2,000	2,000
E11	OTHER PROFESSIONAL SERVICES	SCLD Share of traffic study with City of Spokane Va	8,000	8,000
E11A	SOFTWARE SUPPORT & CONSULTING	Restores portion of software support budget that wa	4,000	0
E12	DATA COMMUNICATIONS: WAN	Increase based on new WAN contracts that commen	17,500	0
E13	DATA COMMUNICATIONS: INTERNET	Reduction based on new contract that commences 7	(8,000)	0
E14	TRAVEL - BUSINESS	Restores portion of public services budget that was c	150	0
E15	TRAINING & TRAVEL - STAFF	Training for Executive Director	3,000	3,000
E16	TRAINING & TRAVEL - STAFF	Allows for increase training opportunities for public :	1,140	0
E17	RECRUITMENT	Board authorized reimbursement for Executive Direc	8,000	8,000
E18	INSURANCE	Final premium adjustment for 2012 Insurance Polic	3,917	0
E19	BUILDING MAINTENANCE	2012 Rate increases for Divco maintenance contract	1,000	0
E20	SECURITY ALARMS	Increased maintenance and alarm monitoring costs :	4,000	0
E21	CAPITALIZED DATA PROCESSING HARDWARE & SC	Reclassification of original DP line item to be "Non-C	(205,800)	0
E22	CAPITALIZED FURNITURE FIXTURES & EQUIPMEN	Reclassification of original FF&E line item to be "Non-	(60,275)	0
E23	CAPITALIZED FURNITURE FIXTURES & EQUIPMEN	Fabrication & Installation of new circulation work ar	12,000	12,000
E24	LIBRARY MATERIALS	Carry over of remaining 2011 budget for Library Mat	5,354	5,354
E25	OPERATIONAL CONTINGENCIES	Eliminates "placeholder" for 2012 Taxes to be assess	(202,385)	0
	Total Expenses / Total One Time Expenses		<u>(\$131,165)</u>	<u>\$51,059</u>
	TRANSFER OUT -- CAPITAL PROJECT FUND	Transfer Out to Capital Projects Fund	\$0	
	Total Transfers Out			
	Total Expenses and Transfers Out		<u>(\$131,165)</u>	
	Total Balance of Adjustments -- Revenues Over/(Under) Expenses		<u>(\$104,921)</u>	
Changes to Account Balances				
	ACTUAL BEGINNING FUND BALANCE 1/1/12	Based on End of Year closing of 2011 Financial Recc	\$632,813	
	NONSPENDABLE FUNDS -- PREPAID ITEMS	Based on End of Year closing of 2011 Financial Recc	(703)	
	NONSPENDABLE FUNDS -- INVENTORY	Based on End of Year closing of 2011 Financial Recc	10,548	
	ASSIGNED FOR IRVING SPECIAL PROGRAM FUND	Based on End of Year closing of 2011 Financial Recc	(75)	
	ASSIGNED FOR DISTRICT WELLNESS PROGRAM	Based on End of Year closing of 2011 Financial Recc	(21)	
	ASSIGNED FOR CONTINGENCY RESERVE PLAN	Contingency equal to 5% of annual expenses, less tr	(3,348)	
	ESTIMATED ENDING UNASSIGNED FUND BALANCE 12/31/12		<u>\$639,214</u>	

**RESOLUTION NO. 12-03**

**A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, REVISING THE DISTRICT'S FINAL 2012 BUDGET ADOPTED ON DECEMBER 20, 2011, WITH RESOLUTION NO. 11-07; PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.**

**SPOKANE COUNTY LIBRARY DISTRICT  
Spokane County, Washington**

BE IT RESOLVED BY THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, as follows:

WHEREAS, Spokane County Library District, Spokane County, Washington (the "District") is a rural county library district duly organized and existing under and by virtue of the Constitution and the laws of the State of Washington;

WHEREAS, RCW 27.12.210(5) provides the Board of Trustees (the "Board") with exclusive control of the finances of the District;

WHEREAS, the Board adopted a Final 2012 Budget with Resolution No. 11-07 on December 20, 2011;

WHEREAS, estimates of revenues and expenses necessary for District maintenance and operations and fund balance estimates have been updated since the December 20, 2011, budget adoption date;

WHEREAS, the Board has determined it is necessary to revise the District's 2012 budget to reflect these changes;

NOW THEREFORE, IT IS HEREBY FOUND, DETERMINED AND ORDERED as follows:

**Section 1: ADOPTION OF REVISED 2012 BUDGET**

The Board hereby adopts a Revised 2012 Budget, including the General Operating Fund and Capital Projects Fund. A copy of the revised budget is attached hereto as Exhibit A and incorporated herein by reference. At the conclusion of the budget process, the total District expenditure authority for each fund is established as follows.

General Operating Fund (001-661): \$ 11,302,989  
Capital Projects Fund (008-661): \$ 900,000

**Section 2: EFFECTIVE DATE**

This resolution shall be effective immediately upon its adoption and approval.

ADOPTED by the Board of Trustees of Spokane County Library District, Spokane County, Washington, at a regular meeting thereof, held this 15<sup>th</sup> day of May 2012.

SPOKANE COUNTY LIBRARY DISTRICT  
Spokane County, Washington

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Tim Hattenburg, Chair

ATTEST

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Nancy Ledeboer  
Secretary to the Board of Trustees

Exhibit A

Spokane County Library District  
 2012 Budget: May 15, 2012 Revision  
 General Operating Fund (001-661)  
 Summary

**REVENUES**

Property Tax	\$ 10,338,507	
Contracted Cities, Services & Fees	771,012	
Miscellaneous Revenues	172,643	
Interest Earnings	35,000	
	<b>Total Revenues</b>	<b>\$ 11,317,162</b>
Transfer in From Capital Reserve Fund	0	
	<b>Total Transfers In</b>	<b>0</b>
	<b>Total Revenues &amp; Transfer In</b>	<b>\$ 11,317,162</b>

**EXPENSES**

Salaries	\$ 5,607,451	
Fringe Benefits	1,648,737	
Supplies	494,145	
Services	1,730,441	
Capital Outlay	87,000	
Library Materials	1,494,715	
Short Term Debt	500	
Operational Contingencies	40,000	
	<b>Total Expenses</b>	<b>\$ 11,102,989</b>
Transfer Out to Capital Reserve Fund	\$ 200,000	
	<b>Total Transfers Out</b>	<b>200,000</b>
	<b>Total Expenses &amp; Transfer Out</b>	<b>\$ 11,302,989</b>

Revenues Over/(Under) Expenses	\$ 14,173	
Beginning Fund Balance 01/01/12	3,923,960	
	<b>Estimated Ending Fund Balance 12/31/10</b>	<b>\$ 3,938,133</b>

(Less)

Non-spendable Funds - Prepaid Items	(257,613)	
Non-spendable Funds - Inventory	(53,763)	
Assigned for Irving Special Program Fund	(6,282)	
Assigned for District Wellness Program	(1,316)	
Assigned for Facility Maintenance Plan	(172,104)	
Assigned for Technology Plan	(297,233)	
Assigned for Furniture, Fixtures & Equipment Plan	(103,158)	
Assigned for Library Materials Plan	(148,396)	
Assigned for Contingency Reserve Plan	(554,936)	

**Estimated Ending Unassigned Fund Balance 12/31/12** **\$ 2,343,331**

Exhibit B

Spokane County Library District  
2012 Budget: May 15, 2012 Revision  
Capital Projects Fund (008-661)  
Summary

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**REVENUES**

Interest Earnings	\$ 16,500
Transfer in from General Operating Fund	200,000
<b>Total Revenues &amp; Transfers In</b>	<b><u>\$ 216,500</u></b>

**EXPENSES**

Land & Site Survey – Proposed Spokane Valley Library	\$ 900,000
<b>Total Expenses</b>	<b><u>\$ 900,000</u></b>
Revenues Over (Under) Expenses	(\$ 683,500)
Actual Beginning Fund Balance 01/01/12	<u>1,171,153</u>

**Estimated Ending Assigned Fund Balance 12/31/12 \$ 487,653**

**PERSONNEL POLICY (REVISION):**  
**APPROVAL RECOMMENDATION**

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*Recommendation*

That revisions to Personnel Policy sections 2.13 and 5.1 be approved.

*Action required*

Motion.

*Background*

The District's Personnel Policy serves as its personnel manual, covering virtually every aspect of employment. Unlike other Board-adopted policies that are general in nature, for legal reasons the Personnel Policy must be specific in its application and also, therefore, quite technical. It is the practice of the District to review portions of the Personnel Policy at least twice a year.

HR Manager Paul Eichenberg recommends revisions to sections 2.13 (Trial Period) and 5.1 (Holidays). The recommended changes are intended to document, clarify or expand on current practice or reflect changes in state law.



## 2.13 Trial Period

The trial period is the final step of the hiring process. It is a six (6) month evaluation period following initial hiring by the District, or following a promotion or transfer to a new position. Under special circumstances, the trial period may be extended for up to six additional months.

A new employee may not use accrued vacation leave until successful completion of the trial period. In addition, during the trial period, a new employee may not take a leave of absence except as approved by the employee's manager or Executive Director, or in the case of the Executive Director, by the Board of Trustees. If a leave of absence is approved, the trial period may be extended by the length of the leave of absence.

A current employee, serving a trial period due to transfer or promotion, is eligible to use accrued vacation leave and/or request a leave of absence.

An employee who is transferred to a position with substantially different duties but within the same classification, or who is promoted to a position with a higher classification, must serve a trial period. An employee who is demoted, or who voluntarily transfers to a position with a lower classification, may be required to serve a trial period.

Upon successful completion of the trial period, the employee will move to regular status. The successful completion of the trial period should not be construed as creating a contract or guaranteeing employment for any specific duration. Once an employee has achieved regular employment status they are eligible to compete for other positions within the District for which they are qualified.

## 5.1 Holidays

Holidays designated by the Board of Trustees, as listed below, will be observed by Spokane County Library District. Consequently, eligible employees ~~are~~ will only be compensated for designated holidays on a prorated basis, with eight (8) hours holiday time allowed for a full-time position.

When a holiday falls on a Sunday, it will be observed on the following Monday. Annually, no later than November, a review of upcoming holidays will be conducted to determine whether to close library branches for the holiday on the actual, observed, or both days. Once approved the holiday schedule will be posted in December for the following calendar year.

When an observed holiday falls on an employee's normal day off, holiday hours, up to the amount allowed for a designated holiday, may be taken by the employee on another day within the pay period in which the holiday falls. Non-exempt employees will work with their supervisor to adjust their schedule so that taking the holiday does not result in overtime.

If the holiday is not taken within the pay period in which it occurs, holiday hours will be converted to vacation leave and accrue, up to the amount allowed for the holiday, and added to the employee's vacation leave accrual after January 1 of the following year.

Accrued holiday hours will be converted to vacation leave only in the year they accrue upon the resignation, layoff, termination or retirement of the employee.

Note: The maximum amount of vacation leave, including converted holiday hours that may be paid out when an employee leaves the District is 240 hours. It is the employee's responsibility to schedule and use vacation leave, including converted holiday hours, in excess of 240 hours prior to their last day of employment or risk permanent forfeiture.

Religious Holidays: Time off for individual observance of a religious holiday may be granted at the discretion of the supervisor upon request of the employee. Vacation leave or Leave without Pay may be used for this purpose.

### **Designation of Holidays**

Holidays designated by the Board of Trustees are:

NEW YEAR'S DAY	January 01
MARTIN LUTHER KING JR DAY	January - third Monday
PRESIDENTS' DAY	February - third Monday
MEMORIAL DAY	May - last Monday
INDEPENDENCE DAY	July 4
LABOR DAY	September - first Monday
VETERANS DAY	November 11
THANKSGIVING DAY	November - fourth Thursday
DAY AFTER THANKSGIVING	November - Friday after fourth Thursday
CHRISTMAS EVE DAY	December 24
CHRISTMAS DAY	December 25

### **Eligibility**

Employees who are scheduled to work less than 20 hours per week and temporary employees employed for less than three (3) months are not eligible for holiday leave.

A holiday occurring during an employee's vacation, sick leave, or other paid leave, is paid as holiday time.

A holiday occurring while an employee is on leave without pay shall not be paid as holiday time.

**PUBLIC ART IN DISTRICT FACILITIES POLICY (REAFFIRMATION):  
APPROVAL RECOMMENDATION**

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***Recommendation:***

Staff recommends reaffirmation of the Public Art in District Facilities Policy as written.

***Action Required:***

Motion to affirm the Public Art in District Facilities Policy.

***Background:***

The Public Art in District Facilities Policy authorizes the District to dedicate a portion of the total expenditure from capital projects toward public art.

This is a common practice among other governmental entities. Public art not only can enhance the experience of using a public building, it also supports and encourages artist expression.

An excellent example of how public art can both create an inviting space and be integrated as a functional part of the library is the Tree House Alcove at Moran Prairie Library. The renovated children's area at Cheney Library includes vibrant art that stimulates interest in pre-literacy skills, with shapes, patterns and objects for children to identify. Other examples of public art include the fiber art pieces that hang at Cheney, Argonne and Fairfield libraries.

In the future, should the District build or renovate libraries a portion of the funds could be used to enhance each project with art that is both functional and inspiring.

SPOKANE COUNTY LIBRARY DISTRICT

**POLICY: PUBLIC ART IN DISTRICT FACILITIES**

It is the policy of Spokane County Library District to actively support the inclusion of public art in library facilities for esthetic enhancement of its public areas and to increase the accessibility of art to District residents. To that end, the Board of Trustees shall designate between one-half of one percent (0.5%) and one percent (1%) of the initial Maximum Allowable Construction Cost for each building construction and major renovation project for the procurement of public art. This designation shall be made concurrently with the adoption of each construction project budget. The Board shall also encourage donation of private funds to be used for this purpose.

An Art Selection Committee shall be formed for each construction project to provide recommendations to the Board of Trustees for all aspects of arts project planning and selection of arts projects.

Methods available to the Committee for solicitation of proposals for projects include a competition open to any qualified artist, a limited competition open to a list of artists invited to submit proposals, or direct selection of a specific artist, all based upon criteria established by the Committee for the project.

Final selection of public art, whether from public or private funds, shall be subject to approval by the board.

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

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT  
BOARD OF TRUSTEES: FEBRUARY 19, 1998  
LAST REVISION: FEBRUARY 21, 2008  
LAST REVIEWED AND REAFFIRMED: ~~MARCH 16, 2010~~ MAY 15, 2012

## SUMMER BOARD OF TRUSTEES MEETING SCHEDULE DISCUSSION AND DIRECTION

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### *Discussion goal:*

Decide on any changes to the June through August regular meeting schedule.

### *Background:*

Traditionally in May of each year we check trustee schedules to ensure a quorum is available for the three summer regular meetings. Typically, the August meeting has been canceled because of a light agenda; however, should trustees prefer to cancel one of the other summer meetings, agendas will be adjusted accordingly.

## FUTURE BOARD MEETING TENTATIVE AGENDAS: JUNE – AUGUST 2012 FOR INFORMATION ONLY

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### Next regular meeting

#### *June 19, 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 June 2012 regular Board of Trustees' meeting.

- Computer Software Control Policy review
- Strategic Planning Proposal to include timeline
- Overview - Risk Management
- Branch Spotlight - Deer Park
- Executive Session: Evaluating the performance of a public employee.

Please send requests for agenda additions or changes to the board chair or Patty no later than noon, Monday, June 4, for inclusion in the preliminary agenda to be emailed Wednesday, June 6. The meeting packet will be mailed Wednesday, June 13.

### Upcoming regular meetings

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

#### *July 17, 2012: Moran Prairie Library (4:00 p.m.)*

- Annexation of Cities & Towns to the Library District Policy review
- Strategic Planning Update
- Overview - Communications and Advocacy
- Branch Spotlight - Moran Prairie

#### *August 21, 2012: Argonne Library/Administrative Offices (Tentative)*

### SPECIAL MEETINGS AND ACTIVITIES

<b>May TBD</b>	Spokane Valley Traffic Study Public Meeting
<b>September 28</b>	Staff Day ( <i>The Lincoln Center</i> )
<b>October 12</b>	Spokane is Reading ( <i>Garland Theater and The Lincoln Center</i> )

# EXECUTIVE DIRECTORS REPORT

## APRIL 2012

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### Administration

#### Business Office, Finance & Facilities

- Year-to-date taxes collected total \$ 4,679,051, and total revenues to date are \$ 4,934,825, just under 42.71 % of annual budget. Expenditures are 32.41% of annual budget (\$ 11,434,154).
- Mid-Year Review #1 is almost complete. A revised budget resolution will be presented to the board for review and approval at the May 15 meeting.
- The State Auditor's Office published the District's audit report for 2009 and 2010. Copies of the report were distributed to trustees.
- All maintenance, purchasing, supply and accounting operations were routine throughout April.

#### Collection Services

- Ordered 2,080 titles and 6,688 copies in April; both the number of titles and the number of copies ordered were on the low side for a month.
- With 33.33% of the year done, total print/nonprint stands at 34.36% expended.
- The 2012 Spokane Is Reading author is Chris Cleave with Little Bee as the featured title. Two free author presentations will be given Friday, October 12, with the 1:00 p.m. event scheduled at Garland Theater and the second at 7:00 p.m., at The Lincoln Center.

#### Human Resources

- Volunteer Week, April 15-21. The HR Assistant prepared and sent goody baskets filled with pens, bookmarks and popcorn to all current volunteers as well as individual thank-you gifts to those recognized for long-term service to the District, for which a letter from the Executive Director was also included to additionally honor their service commitments.

##### Airway Heights

Three (3) volunteers with a total of 260 hours

##### Spokane Valley

Five (5) volunteers with a total of 403.5 hours

##### Moran Prairie

One (1) volunteer with a total of 83.5 hours

##### North Spokane

One (1) volunteer with a total of 338.5 hours

- Two industry surveys were completed and submitted accordingly: *2011 Public Library Annual Statistical Report and 2012 Salary and Wage Survey* and *PLDS 2012 Statistical Report*.
- Travel and lodging was arranged for trustees, staff and the executive director for WLA Conference 2012, held April 18-20 at Tulalip Resort, Marysville, WA.

#### Information Technology

- A new wireless controller was installed. This is the first step toward major improvements in our wireless network.
- PayIt was updated to maintain compliance with payment card industry security standards. Getting the PayPal end of things configured correctly was difficult. By the end of the month, we think we have solved the majority of the issues we were seeing. Payment activity runs between \$5,000 and \$10,000 per month.

- Staff and public desktop computer software was updated. This is a routine, yet time-consuming after-hours project done quarterly.
- Digital signage in the form of a large flat screen television was installed at North Spokane. The NS friends provided funding.
- Print release station computers were purchased and received.
- The two staff members who interact with Dell most frequently went through the recertification process so they can continue to order parts directly without going through tech support.
- We began a project to update the monitors on the public Internet computers. This project marks the end of the CRT computer monitor era at SCLD.
- Our 30-year practice of storing our computer backup disks at the bank across the parking lot changed slightly to improve security. We are now signing in and putting the backup disk in a safe deposit box. Previously, we put the disks and a carrying case in a cabinet in the vault. The bank has provided this service to us at no charge and continues to do so now that we are using a safe deposit box. They consider this a community service.

## Library & Community Activities

I have now completed visits to all 10 library branches. All libraries are well maintained and provide welcoming places for the community. Library materials are effectively displayed and according to follow up reports, it appears almost half of our circulation comes from collections displayed up front, Books to Go, New Books and DVDs. Branch Services managers are looking at ways to increase visibility of these collections and others such as “just returned materials” and “staff picks.” We are also discussing working from only one desk to create more space for displaying library materials for the public and reduced handling of materials during check in and sorting processes, among other ideas.

I am getting to know the community by attending various meetings. I attended the last State of the City presentation, given by Mayor of Spokane Valley, Tom Towey, and was interested to learn over 7,000 business licenses were issued by Spokane Valley last year. This presents an opportunity for the library to work with the small business community. I attended the Spokane Valley Chamber of Commerce Government Affairs lunch meeting. The speaker for April was County Commissioner Mark Richards; he presented an overview of accomplishments and ongoing challenges facing the County. Greater Spokane Valley Chamber of Commerce Executive Director, Eldonna Shaw, talked about a Business Tool Kit made available on the Chamber Web site to assist small businesses. The Spokane Valley Library currently works with the Chamber to provide information on starting a new business and the Tool Kit may present an additional opportunity to provide access to business databases to our community. I applied to join the Leadership Spokane program for 2013 to help me to gain new perspectives on the community.

City of Spokane Valley approved the traffic study jointly funded by SCLD. The Council authorized the City Manager to submit a letter of intent to purchase the property, conditional upon the results of the traffic study. No further discussion has taken place. The traffic study will take approximately 45 days and will include at least one public meeting. As soon as a date is set I will notify trustees.

I attended an informal reception held by the Foundation for Early Learning, a non-profit group working with public libraries across the state to ensure children will enter school ready to learn. Since the initiative began five years ago, the number of children entering school unprepared dropped from 50% to 33%. I was pleased the Foundation invited SCLD’s Mary Ellen Braks to talk about early childhood learning and how libraries partner with other agencies to make a difference in communities across the state. The Foundation, located in Seattle, has representatives from across the state serving on its Board of Trustees. It is gratifying to see Washington State recognizes the important role public libraries play in working with parents, caregivers and preschoolers.



Several SCLD staff attended the Washington Library Association (WLA) annual conference in Marysville. Ellen Peters, a Librarian at the North Spokane Library, participated on two panels presenting information about programming to meet the interests of mature adults. I attended programs on current trends in library buildings and virtual services. Doug Stumbough, Gwendolyn Haley, Mary Ellen Braks and Jane Baker also attended the conference. Ms. Haley served on the Conference Planning Committee. The conference sparked a lively discussion of program ideas for SCLD to explore in the future.

I met with Branch Services managers Doug Stumbough and Patrick Roewe to develop a timeline for strategic planning. We will use the Public Library Association (PLA) model, Planning for Results, with a few modifications to focus on community assets. Our first step is to complete applications to send two people to the PLA Boot Camp on Strategic Planning. Branch Services managers will recommend staff to serve on the Staff Planning Team, a process that will involve Board of Trustees, staff and the community. We anticipate the theme of Staff Day, scheduled for Friday, September 28, will be to engage staff and gain input as we kick off the planning process.

Over the next few months and prior to completion of a strategic plan, the Management Team will address three areas of opportunities for the District. For Identity/Awareness, the District introduced a modified logo based on the former logo, yet remaining is the full new logo rollout; Web/Virtual Resources, the Web Team is working to incorporate suggestions from both staff and community to update the Web site. Additional staffing resources will accelerate and sustain virtual services; and Economic Development, the many ways the library supports economic development will be highlighted.

I would like to thank the Board of Trustees for generously approving my leave of absence so I could complete a trek in Nepal. This was an experience of a lifetime and I appreciate having the opportunity to make this journey as I start my new position with SCLD. I'm back and now fully engaged in getting to know the community and working with staff to identify and address future opportunities for SCLD to serve its residents and meet community needs.

**ITEM AND TITLE MONTHLY REPORT  
APRIL 2012**

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
<b>Total Materials</b>							
Print	198792	171511	<b>370303</b>		85477	50942	<b>136419</b>
Nonprint	49815	22413	<b>72228</b>		20053	6032	<b>26085</b>
Subtotal	<b>248607</b>	<b>193924</b>	<b>442531</b>		<b>105530</b>	<b>56974</b>	<b>162504</b>
Periodicals	15884	2912	<b>18796</b>		353	47	<b>400</b>
Total	<b>264491</b>	<b>196836</b>	<b>461327</b>		<b>105883</b>	<b>57021</b>	<b>162904</b>

	<u>ITEMS</u>			<u>TITLES</u>		
<b>OverDrive: eBOOKS</b>			<b>7868</b>			<b>6996</b>
Licensed eBOOKS			<b>715</b>			<b>715</b>
Audiobooks			<b>10572</b>			<b>9094</b>
Digital music			<b>1265</b>			<b>1265</b>
<b>OverDrive: Total</b>			<b>20420</b>			<b>18070</b>
<b>GRAND TOTAL</b>			<b>481747</b>			<b>180974</b>

<b>Print &amp; Nonprint</b>	<b>(Totals year-to-date)</b>		
<b>ADDITIONS</b>	ADULT	YOUTH	TOTAL
Print	13487	10062	23549
Nonprint	3678	1391	5069
<b>TOTAL</b>	<b>17165</b>	<b>11453</b>	<b>28618</b>
<b>DELETIONS</b>			
Print	15967	8442	24409
Nonprint	1772	741	2513
<b>TOTAL</b>	<b>17739</b>	<b>9183</b>	<b>26922</b>

	<u><b>NET CHANGE YTD</b></u>		
	ADULT	YOUTH	TOTAL
Print	-2480	1620	<b>-860</b>
Nonprint	1906	650	<b>2556</b>
Periodicals	1860	348	<b>2208</b>

**NOTES:** PRINT = Book, Bkbag, 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**  
**APRIL 2012**

**Summary (Patrick/Doug)**  
**Customer Use Analysis**

In-Library Circulation

Compared to the same month last year, April circulation in the libraries was down slightly (-2%), continuing the decrease seen in March (-1%), and offsetting the increase in February (+3%). In total, the 741,431 items circulated in the libraries over the first four months of 2012 remains approximately even with the same period in 2011 (743,020, -0.2%). When measured up to usage through April 2011, the locations with the biggest increases have been Airway Heights (+12%) and Fairfield (+6%), while Otis Orchards (-7%) and Deer Park (-5%) were lower.

Customers utilized Self-Check for 45% of their in-library transactions, holding identical to the first three months of the year, and up from last April (42%). The heaviest self-check users were those at North Spokane (56%) and at Spokane Valley (52%).

YTD Measures at a Glance

- Door count over the first third of 2012 (457,236) is down slightly from the same period in last year (459,838, <-1%).
- Programming for the year is up in both terms of attendance (+16%) and number of programs (+17%).
- Total software station bookings for the first four months remain down (-8%), although two libraries posted greater usage (CH +4%, OT +2%).
- Reference inquires through April were even (0%) District-wide, with AH (+18%), DP (+15%), and SV (+9%) showing moderate increases.

Selected Self-Service Activity

	2012			2011			1-year change		
	Month	% of total	Y-T-D	Month	% of total	Y-T-D	Month	% of total	Y-T-D
<b>Total Circulation</b>	221,267		921,407	217,573		888,740	3694		32,667
Self-Check	79942	36%	332844	75453	35%	291479	4489	1%	41,365
Online Renewal	30488	14%	116635	28427	13%	109572	2061	1%	7,063
Digital Collection	14964	7%	61934	9149	4%	34332	5815	3%	27,602
Total Self Service	125394	57%	511413	113029	52%	435383	12365	5%	76,030
<b>Total Holds</b>	44697		190357	42055		179166	2642		11,191
By Customer	32536	73%	140253	31789	76%	136355	747	-3%	3,898
Digital Collection	5263	12%	22556	3169	8%	13075	2094	4%	9,481
Total Self Service	37799	85%	162809	34958	83%	149430	2841	1%	13,379
<b>Total Payments</b>	\$23,000.16		\$103,638.90	\$19,661.57		\$93,654.80	\$ 3,338.59		\$ 9,984.10
Online*	\$6,253.45	27%	\$32,454.98						

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

Selected Service Point Activity

Remote service provision saw both increases and decreases this month:

- Tutor.com provided 86 tutoring sessions, down -25% from April 2011 (114). College Intro was the grade level with the most sessions (22) for the third consecutive month.

- AskWA live reference chat tallied 200 total chat and/or email sessions, up +18% from April 2011(170). This is the first increase since we began comparing usage in January 2012.
- Text a Librarian counted 40 conversation threads, an 82% increase from April 2011 (22). This is the third consecutive month that TaL has seen an increase.
- Our fourth month of offering Livemocha recorded 242 language learning sessions saw a -37% decrease compared to March (384). This continues the decreasing trend from the previous month (-64%), and is likely due to a high initial interest in the product which hasn't been sustained through the following months. Basic French accounted for the majority of the sessions (80).

Much like the last three months, usage continues to fluctuate. The increase in AskWA usage is interesting, as we've been seeing people move away from chat interactions that require a computer to use. The continuing increase in TaL is more in line with what we were expecting.

### ***Security Incident Reports***

There were 21 Security Incident reports filed, one more than last month. SV held the most active spot, with 10 reports this month. No discernible pattern has emerged when comparing incidents month to month, as the numbers increase and decrease inconsistently. Compared to April 2011 in which 32 incidents were reported, this month saw a decrease of -34%.

### **Adult Services (Stacey)**

#### Programming:

- The big programming news this month was *Money Smart Week*. From April 21-28, we offered 20 programs (including three for children) on topics ranging from investing to couponing to social security to budgeting. Combined attendance for the 17 adult programs was 210 (average attendance: 12), with the highest attendance being the two Community Shred Day events (with a combined attendance of 75).
- April also saw the start of our *Spring into Health* series. Attendance for these events has been disappointingly low. The two *Brown Bag Med Review* programs had a combined attendance of 1, and the first 3 *Get Your Plate in Shape* programs had a total of 5 attendees. However, attendance for the first of two health fairs had 25 participants.
- Our two *The Bible and Pop Culture* programs had a combined attendance of 24.
- The two *Backyard Bounty: Propagation from Seeds and Cuttings* gardening programs had a combined attendance of 58.
- The last two of our *Backyard Bounty: Urban Chicken* programs had a combined attendance of 22.
- Our six computer classes yielded a combined attendance of 32, an average of 5. This is down from last April's combined attendance of 30 for the five classes offered (an average of 6). The *Choose your Class* option continued to be a mixed bag; although eight people signed up for the Otis Orchards class, no one attended. However, the two people who signed up for the Medical Lake class were satisfied with the content. We'll continue the *Choose your Class* option through the end of 2012, so that we can better evaluate the success (or not) of this offering.
- The seventh program in our Civil War 150<sup>th</sup> Anniversary Series, *Angus Scott Pipe Band's Kenyon Fields: Civil War Music*, had 22 attendees.
- Book discussion attendance averaged 8, up slightly from last month's average of 7.75.

#### Information:

- We did 14 Book-a-Librarian sessions this month throughout the District, down from last month's 16.
- Staff participated in a database trial for Universal Class, which ended April 30. We're in the process of reviewing staff feedback on the product.

### Collection:

- This month's weeding focus was the romance and science fiction collections.

### Community connections:

- We visited 44 facilities in April, the same as last month, and checked out 1720 items. This is down from last month's circulation of 1854 items (-7%).
- The free Tax-Aide service offered at five of our branches—Cheney, Deer Park, Medical Lake, Moran Prairie and Spokane Valley—wrapped up for the year, with steady use at all locations.
- All 10 branches participated in Library Snapshot Day, tallying service statistics and photographing library services and programs in action.

### **Youth Services (Gwendolyn/Mary Ellen)**

#### Programming:

- We had After School Specials with a theme of *Construction* at all 10 branches—the average attendance was 18. This is up from previous years in April where the average attendance was 12 in 2011, 13 in 2010, and 7 in 2009. The big numbers were at North Spokane (48) and Spokane Valley (37), while Medical Lake and Fairfield both had small groups of five or less.
- This is the second year we have held a gaming program in the libraries—the average attendance this year at *Family Game Fest* was 20, compared to 18 in 2011.
- Teen attendance remains steady at North Spokane (16) and Spokane Valley (32) libraries.
- Spokane Valley hosted ~300 students from Greenacres on tours throughout the month. These visits were the result of a Supporting Student Success grant as the students worked on social studies projects. The tours included our librarians showing the students our databases that would be helpful in working on their projects.
- Storytimes averaged 30 attendees across the District. The Baby Lapsit storytimes at Deer Park and Cheney have grown to an average attendance of 11 and 20, respectively. When we started them in the fall, they averaged -five attendees per storytime.

#### Collection:

- We have been assisting Collection Services by identifying titles and series to order in anticipation of Summer Reading activities.
- In April, we focused on weeding the Teen collection, including Graphic novels and Teen AV materials.

#### Community connections:

- Outreach Storytimes: We visited 18 different childcares, providing 33 storytimes to 693 children.
- Mary Ellen presented a short talk on Early Learning in Spokane at a local Foundation for Early Learning event.

### **Circulation services (Judy/Gina)**

In-library checkouts and renewals continued to stay steady or dropped slightly in most of our libraries this year. Overall Districtwide in-library circulation dropped -2.04% compared to April 2011. Year-to-date circulation in 2012 is similar to last year with a negligible decrease of -0.21%.

Circulation in the West Plains libraries continues to grow and demonstrate a different trend than our other library branches. Airway Heights had the highest increase with a jump of 14.48% over last April. Their circulation has increased an impressive 61.29% over the last five Aprils. This month Cheney was up 9.02% with a year-to-date increase of 3.25%. Medical Lake was up only slightly with an increase of .73%, yet joined the other West Plains libraries as our only facilities to have growth this April compared to last.

This is the second month we have been looking more specifically at collection use in specific areas. Percentage of use for Books-To-Go, DVD, and New-Books show a similar pattern to March 2012. Although our customers are vocal about how much they enjoy checking out from our Books-to-Go display, only 1.53% of our monthly checkouts come from that collection. Fairfield Library showed a higher percentage with 2.82% of its circulation from Books-To-Go. Checkout from New-Books was also consistent with last month, a small amount higher at 6.12% of the total checkouts. The DVD collection represented 24.01% of the overall circulation in April 2012.

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	5463	4772	14.48%	21.43%	61.29%	22506	20059	12.20%
AR	14595	14943	-2.33%	10.24%	37.99%	60262	60554	-0.48%
CH	15094	13845	9.02%	15.42%	15.96%	62710	60735	3.25%
DP	12557	14780	-15.04%	0.61%	5.57%	56613	59652	-5.09%
FF	1171	1208	-3.06%	-28.38%	-13.52%	5479	5171	5.96%
ML	4942	4906	0.73%	6.83%	31.58%	19685	20518	-4.06%
MP	15847	16130	-1.75%	2.03%	20.56%	66475	67893	-2.09%
NS	49103	49413	-0.63%	13.79%	20.40%	206468	205166	0.63%
OT	6530	7085	-7.83%	-12.76%	10.04%	27362	29484	-7.20%
SV	50441	52323	-3.60%	10.57%	16.96%	213871	213788	0.04%
TOTAL	175743	179405	-2.04%	8.92%	19.57%	741431	743020	-0.21%

SELF-CHECK*					
	This Year This Month		Last Year This Month		Difference
	Items	% of total circulation	Items	% of total circulation	
AH	2034	37.23%	2312	48.45%	-11.22%
AR	4835	33.13%	5309	35.53%	-2.40%
CH	3308	21.92%	3119	22.53%	-0.61%
DP	3513	27.98%	4208	28.47%	-0.49%
FF	296	25.28%	391	32.37%	-7.09%
ML	2460	49.78%	2611	53.22%	-3.44%
MP	6281	39.64%	5233	32.44%	7.19%
NS	27584	56.18%	22501	45.54%	10.64%
OT	2938	44.99%	3096	43.70%	1.29%
SV	26693	52.92%	26673	50.98%	1.94%
TOT	79942	45.49%	75453	42.06%	3.43%

\*2012 Self-check statistics at NS include 20860 items at the self-check stations and 6724 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.

	Holds filled April 2012	% of total branch circulation
AH	1233	22.57%
AR	2670	18.29%
CH	3278	21.72%

	New cards April 2011	New cards April 2012	% Difference
AH	44	55	25.00%
AR	118	136	15.25%
CH	87	100	14.94%

DP	2391	19.04%
FF	191	16.31%
ML	1176	23.80%
MP	3247	20.49%
NS	8846	18.02%
OT	1689	25.87%
SV	8628	17.11%
TOTAL	33349	18.98%

DP	85	58	-31.76%
FF	7	7	0.00%
ML	19	38	100.00%
MP	87	127	45.98%
NS	371	285	-23.18%
OT	39	41	5.13%
SV	417	548	31.41%
TOTAL	1274	1395	9.50%

	Books to Go	% of total checkout	DVD	% of total checkout	New Books	% of total checkout
AH	104	1.90%	2155	39.45%	220	4.03%
AR	290	1.99%	3322	22.76%	1059	7.26%
CH	225	1.49%	4124	27.32%	804	5.33%
DP	166	1.32%	3820	30.42%	669	5.33%
FF	33	2.82%	314	26.81%	58	4.95%
ML	95	1.92%	1600	32.38%	260	5.26%
MP	234	1.48%	3647	23.01%	874	5.52%
NS	730	1.49%	10055	20.48%	3206	6.53%
OT	118	1.81%	1693	25.93%	409	6.26%
SV	695	1.38%	11474	22.75%	3203	6.35%
TOTAL	2690	1.53%	42204	24.01%	10762	6.12%

**Customer Payments:**

Payment type	April-11	April-12	% difference
Cash	\$12,619.55	\$11,393.51	-9.72%
Check	\$7,042.02	\$5,353.20	-23.98%
Credit **	\$0.00	\$6,253.45	
Total	\$19,661.57	\$23,000.16	16.98%

*\*\*In April of 2011, credit card payments were suspended due to changes in credit card regulations. Our new system was implemented in June of 2011. In the meantime, customers were back to paying by check or cash only.*

- The total taken in online credit/debit via PayIt was ~27% of the total.
- Due to the suspension of credit payments in April 2011, the ~17% increase in total payments reflects only the absence of the credit payment option last year, rather than any actual increase in payments.
- Total payment amounts and credit payment amounts both have been declining every month since January 2012. We were anticipating some level of decline with January 2012 being a full year of requiring that accounts be cleared at renewal. Small balances carried over year to year have been paid off, and that seems to be a contributing factor.
- The reduction in check payments when comparing April 2011 to April 2012 seems to confirm the declining trend in check payments in favor of the increase in credit/debit payments.

## Branch reports

### Airway Heights: Stacy Hartkorn

#### Events:

- April 2012 Play & Learn Storytimes attracted an average of 14, two more compared to an average of 12 in March 2012. However, compared to April 2011, which averaged 18 per storytime, this month is -22% lower in average attendance. This reflects the continuing trend of lower attendance in 2012 compared to the same months in 2011.
- April's After School Special *Construction Zone* attracted 16 participants, which is the highest attendance for an After School Special since 2008. The trend of an increased attendance each consecutive month of 2012 has continued, with an increase of five in April 2012 compared to March 2012.
- Airway Heights hosted *Family Game Fest* during Spring Break in April, attracting a total of 16 participants, which is an increase of 5 compared to December 2011's *Winter Game Fest*, and an increase of 7 compared to April 2011's *Game Fest*.

#### Community Connections:

- Stacy attended Cheney School District's Ready for Kindergarten Spring event at Sunset Elementary School, sharing information about the collection and upcoming library programs to 19 parents.
- Stacy worked with J.C. Kennedy of Airway Heights Parks and Recreation and community members to coordinate a summer gardening event in June, which will feature a tour of the new Airway Heights Community Garden. The event will be sponsored by the Airway Heights Friends group.
- Stacy attended the West Plains Chamber of Commerce breakfast, which was hosted at Fairchild Air Force Base. The key topics for discussion included a history of Fairchild as well as the possible impact of the proposed new casino on the base.
- Stacy attended two Kiwanis meetings this month.

### Argonne: Mary Kay Anderson

#### Events:

- Special events this month included Email Basics with four in attendance and the *Family Game Fest* with 20. These numbers were in the range for similar programs offered in the past year. There was also little change at storytimes and the After School Special. Usually the storytime occurring during Spring Break attracts brothers and sisters of families who usually attend, though that didn't seem to be the case this year.

#### Positive Customer Experiences:

- A customer told us now that she is retired, one of the first things she does every morning is check our web site to see what is happening at our libraries. She was here early Saturday to check out a Kill-A-Watt device.
- Customers enjoyed all the attention they got while we took pictures of them for Snapshot Day. Many were willing to also fill out a comment form as well. The positive responses were very gratifying to read.

#### Staffing:

- Matthew started as our new page.

#### Community Connections:

- The Argonne Friends will be able to store book sale books at the Inland Empire Paper Mill. They lost track of the times they moved the cartons in the last year.

### Cheney: Pat Davis

#### Events:

- *Be Smart with Money-Kids!* had an attendance of five.



- *Family Game Fest* attracted 15 participants compared to 19 last year.
- Our After School Special, *Under Construction*, had an attendance of 14, five less than in March, but the same as last April.
- Baby Lapsit attendance was 83 and averaged 21 weekly.
- Toddler Storytime weekly attendance averaged 30 this year compared to 32 last year.
- Preschool Play and Learn's average weekly attendance was 37 compared to April 2011's average of 56, a 34% decline.

Staffing:

- Steve, our new Public Services Clerk, started this month. Steve replaces Vanessa after her promotion to Information Specialist at NS.

Community Connections:

- AARP Tax-Aide ended on Friday, April 13.
- Cheney Parks & Recreation's Camp Caslo brought a group of children to the library as part of its Spring Break activities.
- The library was a Spokane County Voter Service Center for the April special election.
- We received a donation from the Cheney Kiwanis for \$150.00.
- I attended Ready for Kindergarten at Windsor and Salnave Elementary schools. Ready for Kindergarten is a program through the Cheney School District for parents of children from birth to age five. Parents attend classes specifically tailored to the ages of their children. Sessions are held three times a year and encourage early childhood learning to prepare children for kindergarten. It dovetails nicely with our Early Literacy efforts in Storytime and is an excellent opportunity to promote our programs to one of our target audiences.

Building Related:

- The Cheney Fire Department conducted its annual inspection and found one exit sign with a low battery; Dave found a loose connection and fixed it.
- Dave also noticed a loose bar on the glass awning over the entry and a soffit pulled away from the gutter on the meeting room fire exit. We contacted the City for repairs.

**Deer Park: Kris Barnes**

Events:

- Tax-Aide offered by the AARP ended this month. The total amount of customers served at Deer Park this year was 268. The volunteers filed 230 tax returns. The total amount of refunds totaled \$268,000.
- Staff proctored a total of 7 exams for students this month.
- Our Baby Lapsit attendance has averaged about 25 people each month in 2012. This month we saw a fairly significant increase to 44 participants.

Customer issues:

- There were three security incident reports filed for the month of April. Two of them involved customers and their disruptive behavior in the library. One concerned a customer who lodged a complaint regarding the software station timing out, and his concerns about security of his email account. This same customer approached me at the grocery store in Deer Park and lodged a complaint regarding the fact that we no longer had a King James Bible available in our reference section.

Positive customer experiences:

- A very apologetic customer arrived one day to return several CDs she had previously claimed had been returned. She was so embarrassed by the incident, she wrote the District a donation check for \$50. Her comment to staff was she just "loves this place."

Community connections:

- The Friends of the Deer Park Library met this month and announced nominations for new officers. They also discussed details regarding upcoming book sale dates.

#### Building related:

- Our automatic doors quit working. A part is on order, so we are propping it open until we are able to get it fixed.
- Our network went down once this month. We were without Internet and telephones for about an hour.

#### **Fairfield: Bev Bergstrom**

##### Events:

- We had no scheduled programs for Snapshot Day. We did have a craft table for children to create headbands. We had a low attendance day with few children and adults.

##### Staffing:

- The staff has been processing web applications for a year. The numbers average out to about 56 per month.

##### Community connections:

- One of the Friends of the Library accompanied me to the Liberty Elementary Science Fair. We saw many library patrons as we chatted and handed out pencils.
- The Hangman Creek Chamber of Commerce met at Liberty Elementary and heard a presentation from the Spanish class. We voted to provide funds in support of the class trip to Spain.

##### Building related:

- We had two ant infestations, sugar ants and large carpenter ants. The town sprayed and the ants are gone.
- Our back window was shot with a small projectile and now has a small hole in one pane of glass. We're fortunate vandalism doesn't often happen here.

#### **Medical Lake: Laura Baird**

##### Events:

- Storytime attendance averaged 19, down from 21 in April 2011.
- The After School Special attendance was three, down from eight last April.
- *Family Game Fest* attendance was 17, up from five in April 2011.
- The *Choose your Class* computer class attendance was two, down from seven last April.

##### Customer issues:

- There have been five unexpected deaths in the community this month, two of which were library customers. In a small community like Medical Lake, it strongly affects citizens. Staff has been saddened by the news as well.

##### Positive Customer Experiences

- Two long-time customers brought root beer floats for staff in celebration of National Library week.
- Several customers used the library Internet to take college exams which is unusual for Medical Lake. All were grateful the library provides access.

##### Staffing

- Two new volunteers have signed up.

##### Community connections

- The Friends of the Library netted \$800 from its two-day book sale.
- Watercolor artist Del Gish graciously donated a third still-life print that will be displayed with his other two donated prints.

#### **Moran Prairie: Jason Johnson**

##### Events:

- Storytime attendance: Toddler Storytime attendance again saw an increase this month with an average of 51, up from 47 last month and nearly doubling the average from April 2011

(26). Preschool Storytime average attendance remained exactly the same this month with 23, which is a small increase from April 2011 (22). Baby Lapsit saw an increase in average attendance with 28 this month, compared to 22 last month and 13 from April 2011. Overall, Storytime attendance is up 67% from April 2011.

- This month's After School Special, *Construction Zone*, attracted 15 participants, up from 11 last month and from five in April 2011.
- The *Family Game Fest* program was a hit with 30 participants.

#### Building Related:

- The leaking roof in the children's area was repaired.
- The shelving was changed in children's paperbacks. We eliminated the acrylic holders and installed metal shelving backs. It looks much tidier and is easier to manage.

### **North Spokane: Patrick Roewe**

#### Events:

- It was a busy month for adult programs at NS, with Spring into Health, Money Smart Week, Backyard Bounty, and the Civil War Series. The 11 adult programs averaged 12 attendees, with 0 attending the *Brown Bag Med Review* and 28 attending both the *Community Shred Day* and *Propagation from Seeds and Cuttings* programs.
- Storytime Attendance: Baby Lapsit averaged 26, a 24% increase over the April 2011 average (21). Preschool averaged 53, a 4% increase over April 2011 (51). Toddler averaged 34, a -15% decrease compared to April 2011 (40). Family Story Evening averaged 39, an 86% increase over April 2011 (21). Storytime attendance has fluctuated with increases and decreases in each category in the last four months, with Toddler being the only type in which there's been a consistent decline.
- This month's adult book club brought in 7 attendees, the same as April 2011. This is the first time in six consecutive months that attendance did not at least double when compared to the previous year.

#### Community connections:

- I attended weekly Rotary Club 21 meetings.
- The North Spokane Friends held its spring book sale follow up meeting. The sale brought in over \$4400.
- I attended the GSI North Spokane Advisory Group meeting.
- Dr. Linda Shearing from Gonzaga University presented the program *The Bible and Pop Culture* to an audience of 12 here at NS. This was in coordination with Whitworth University's "Manifold Greatness" exhibit on the King James Bible.
- The library was a Spokane County Voter Service Center for the April special election.

#### Building related:

- An inattentive driver high-centered her car on the large rock in the southern radius of the parking lot, the second time the rock was hit in 9 days, and the fourth time in the last year. A tow truck had to be called to remove the car. We subsequently installed reflective markers to delineate the radius.
- I met with IT and representatives from CenturyLink to discuss fiber data line installation plans for NS.

### **Otis Orchards: Bev Bergstrom**

#### Events:

- 18 children participated in making a craft during the Spring Break week. They used foam flowers and handprints for butterflies.
- Attendance at this month's After School Special (13) was 23% more than last year's count. Attendance at storytimes was the same, with an average of 30.

- For Snapshot Day, we prepared a craft table for kids to make animal masks. The pictures we posted for the day show a few examples. Masks were also colored during the Play and Learn. 17 children participated in this one-day event.
- Although we had several people sign up for the computer class, no one showed up.

Building related:

- Because our adult oversize collection shrank, we decided to have a Staff Picks display on the empty shelves. The books are in a prime area and the display is frequently restocked.
- The roof leaked again and contractors applied a sealant. We've had several rainstorms since and the building remains dry.

**Spokane Valley: Doug Stumbough**

Events:

- Smart Money Week events drew a range of attendees, averaging 13 per program, with 47 coming out to take advantage of *Community Shred Day*.
- *Propagation from Seeds and Cuttings*, this month's Backyard Bounty offering, drew in 30 interested attendees.
- The *Health Fair* saw 25 people stop by, while the drop-in *Brown Bag Medicine Review* had only 1.
- This month's After School Special, *Construction Zone*, brought in 37 future engineers, up from 19 at last April's event (+95%).
- The teen Anime club continues to be well attended, with 32 at this month's gathering, up +20% from April 2011 (27).
- The *Family Game Fest*, scheduled to coincide with most local school districts Spring Breaks, drew in 45.
- Storytime attendance this month: The average attendance for Baby Lapsit was 20, down from 37 last April (47%), as Preschool Play & Learn (39) and Family Storytimes (22) held steady in comparison to last year. Toddler Play and Learn was up slightly (38 vs 41, 3%).
- On the book club front, the Adult book club had 11 readers, up from 4 last April, while the Tween was a group of one.

Community Connections:

- Kandy and Sherrie attended the Greater Spokane Valley Chamber Business Connections lunch at the Washington Army National Guard Armory/Readiness Center. At the lunch, the focus was on plans and programs for returning Vets, which included the introduction of a new scholarship for Veterans interested in attending the NxLevel training program. The program is for those who have started a business or are thinking about opening a business, and always includes an introduction to the business resources at Spokane Valley Library. I currently serve on the scholarship task force.
- I attended weekly Sunrise Rotary meetings

Building Related:

The leak in the roof reported last month reappeared during heavy rains. A seal between two skylight panels was identified as faulty and replaced.

**Customer Use Measures**  
**April 2012**

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	118,473	116,923	N/A	1%	1%
Door count	111,940	113,241	457,236	-1%	1%
Circulation	221,267	217,573	921,407	4%	4%
Digital Media Catalog	14,694	9,149	61,934	80%	90%
Reference inquiries	20,693	26,104	86,715	0%	0%
Programs					
Number	232	181	849	17%	15%
Attendance	5,633	4,539	20,383	16%	15%
Group Visits					
Number	1	3	7	-46%	19%
Attendance	16	39	66	-68%	40%
Software Station bookings	17,947	19,163	72,595	-8%	-7%
Meeting room bookings	341	333	1,352	11%	9%
Holds placed					
By customers	32,536	31,789	140,253	3%	0%
By staff	6,898	7,070	27,548	-7%	-7%
Digital Media Catalog	5,263	3,169	22,556	73%	88%
Database use					
Searches	20,396	27,029	74,532	-47%	-37%
Retrievals	23,607	43,834	89,965	-59%	-54%
Website use (Remote)					
User sessions	84,541	78,309	345,020	4%	8%
Page views	260,009	228,078	1,082,508	8%	15%
Catalog	56,830	41,701	255,240	58%	45%
Database Access	5,589	9,033	25,633	-35%	40%
Interlibrary loans					
Loaned	294	502	1,044	-29%	-17%
Borrowed	376	404	1,506	-7%	4%

**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.*

# COMMUNICATIONS REPORT

APRIL 2012

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## Media Relations

- SCLD in the news:
  - April 5 – Cheney Free Press article: Medical Lake book club meets April 9
  - **April 6 – Between the Lines WA State Library Blog mention: New director moves into SCLD**
  - April 6 – Spokane Valley Online article: Park land purchase on April 10 council agenda
  - April 7 – KXLY.com: AARP Tax Aide at Spokane Valley Library
  - **April 12 – Spokesman Valley Voice article: Spend time at library statewide event**
  - April 12 – Spokesman listing: Library Storytimes
  - April 12 – Cheney Free Press article: Time is running out on free income tax return service
  - **April 12 – Spokesman article: Libraries to join in ‘Day in the Life’ project**
  - April 13 – Examiner.com article: Gonzaga University professor honors King James Bible 400<sup>th</sup> Anniversary
  - April 14 – Topix.com article: Gonzaga University professor honors King James Bible 400<sup>th</sup> Anniversary
  - **April 14 – Spokesman Review article: Parcel purchase before Valley council**
  - April 15 – Spokesman Review brief: Literary calendar - Spokane Valley Library Book Club & North Spokane Library Book Club
  - April 18 – KHQ.com story: Success by 6 food drive quote from Gwendolyn Haley
  - **April 19 – Spokesman Review article: Unanimous vote to move ahead with parcel purchase**
  - April 19 – Spokane7.com events: Family yoga at Moran Prairie Library
  - April 20 – Valley New Herald article: Council Oks letter of intent to purchase property
  - April 21 – Spokane7.com event: Community Shred Day at North Spokane Library & Spokane Valley Library
  - April 21 – KXLY.com events: Community Shred Day at North Spokane Library
  - April 21 – MSNBC.com & Spokesman.com: Election day ballot drop boxes
  - April 22 – Spokesman Review Literary Calendar: Cheney Library & Moran Prairie Book Clubs
  - April 23 – KXLY.com events: Going Green by Staying Local at Argonne Library
  - April 23 – KXLY.com events: Credit Score class at Spokane Valley Library
  - April 23 – SeattleTimes.nwresource.com article: Bookmobile coming to Spokane
  - April 23 – Spokane7.com events: Home Energy Savings class at North Spokane Library
  - April 23 – Spokane7.com events: Social Security 101 class coming to North Spokane Library
  - April 24 – Spokesman Health Bulletin Board: Medicare classes at Argonne Library
  - April 24 – Spokane7.com events: Family fun yoga at Spokane Valley Library
  - **April 28 – Spokesman Review: Kill-a-watt meters available for check out at SCLD**
  - April 28 – Spokesman Review article: “Good friends” key to library sales
  - **April 29 – Spokesman Review: Digital Bookmobile hits North Spokane Library**
  - April 29 – Spokesman Review: Poetry Scribes of Spokane at North Spokane Library
  - April 29 – Spokesman Review Literary Calendar: T.W.I.N.E. at Spokane Valley Library
  - April 29 – Spokesman Review events: Social Security 101 class at Spokane Valley Library
- Approximate media value for SCLD in the news: \$3,500
- Print ads have been purchased for the Adult & Youth Summer Reading programs in the Inlander
  - May 24 & 31 issues will have the Adult program ad
  - June 7 & 14 issues will feature the Youth program ad
- Cost of ad purchase \$1584

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

- Attended a one-day seminar on search engine optimization for website, gaining free and low-cost ideas for website that can increase our ranking in local online searches.
- Spring eNewsletter stats:
  - 47,221 sent
  - 12,731 opened – 33,418 unopened
  - 1,101 clicks on eNewsletter links
  - 173 unsubscribed
  - 6 complained of spam
  - 2 forwarded on to others
  - Next issue will be out the end of May
- Social Media:
  - Facebook: # of likes up to 1117, a 93% increase in fans talking about SCLD
  - Twitter: # followers up 9 to 35 total – several collaborative tweets in April with STCU for Smart Money Week and Avista Utilities for the Kill-a-watt program
- Website re-design – preliminary research continues with SCLD employee survey
- Website updates:
  - Digital Bookmobile, Kill-a-watt program, Pew Library survey, Going Green by Staying Local, Book Club info
- Created and implemented an organization-wide, branded email signature for SCLD employees

### **Community Involvement**

- Spokane Is Reading
  - Have secured Chris Cleave, author of Little Bee. Spokane is Reading will be Friday, October 12, 2012. The afternoon program at the Garland, the evening at The Lincoln Center.
- Snapshot Day, April 12, 2012
  - Door Count: 4824
  - # of people using computers: 742
  - Total Circulation: 7497
  - # of website hits: 17,351
  - # of children participating in programs: 283
  - # of adults participating in programs: 44

### **Current & Upcoming Projects**

- Digital Bookmobile at the North Spokane Library Monday & Tuesday, May 7 & 8
  - The Digital Bookmobile is a unique, self-sufficient community outreach vehicle and program that promotes your library and download website. It contains web-connected exhibits designed to promote awareness and provide hands-on experience with your library's digital download collection.



SPOKANE COUNTY LIBRARY DISTRICT  
GENERAL OPERATING FUND  
INCOME STATEMENT - "FINAL"  
AS OF APRIL 30, 2012  
[PERCENT OF YEAR = 33.3%]

SPOKANE COUNTY LIBRARY DISTRICT  
GENERAL OPERATING FUND  
BALANCE SHEET - "FINAL"  
AS OF APRIL 30, 2012

REVENUES:	ACTUAL	BUDGET	PERCENT
PROPERTY TAX	\$ 4,679,051	\$ 10,576,615	44.24%
CONTRACTED CITIES, SERVICES & FEES	164,821	772,755	21.33%
MISCELLANEOUS REVENUES	81,862	168,878	48.47%
INTEREST EARNINGS	9,091	35,000	25.97%
TRANSFERS IN	-	-	0.00%
<b>TOTAL REVENUES</b>	<b>\$ 4,934,825</b>	<b>\$ 11,553,248</b>	<b>42.71%</b>
EXPENSES:			
SALARIES	\$ 1,823,742	\$ 5,597,451	32.58%
FRINGE BENEFITS	524,553	1,651,044	31.77%
SUPPLIES	149,581	537,679	27.82%
SERVICES	645,281	1,685,734	38.28%
CAPITAL EXPENDITURES	15,153	30,000	50.51%
LIBRARY MATERIALS	547,936	1,489,361	36.79%
INTEREST EXPENSE	97	500	19.40%
OPERATIONAL CONTINGENCIES	-	242,385	0.00%
TRANSFER OUT TO CONSTRUCTION FUND	-	-	0.00%
TRANSFER OUT TO CAPITAL PROJECT FUND	-	200,000	0.00%
<b>TOTAL EXPENSES</b>	<b>\$ 3,706,343</b>	<b>\$ 11,434,154</b>	<b>32.41%</b>
<b>TOTAL REVENUES OVER (UNDER) EXPENDITURES</b>	<b>\$ 1,228,482</b>	<b>\$ 119,094</b>	
CHANGES TO GENERAL FUND BALANCE:	ACTUAL	BUDGET	
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	\$ 1,228,482	\$ 119,094	
ACTUAL BEGINNING FUND BALANCE - JANUARY 1, 2012	3,923,959	3,923,959	
<b>ENDING FUND BALANCE - 4/30/12 &amp; ESTIMATED BALANCE 4/30/12</b>	<b>\$ 5,152,441</b>	<b>\$ 4,043,053</b>	

ASSETS:	
CASH	\$ 5,376,077
ACCOUNTS RECEIVABLE	499
TAXES RECEIVABLE	314,048
DUE FROM OTHER GOVERNMENTS	-
INVENTORY	53,763
PREPAID EXPENSES	51,365
<b>TOTAL ASSETS</b>	<b>\$ 5,795,752</b>
LIABILITIES:	
ACCOUNTS PAYABLE	\$ 329,263
INTEREST PAYABLE	-
TAX ANTICIPATION NOTES	-
DEFERRED REVENUE	314,048
<b>TOTAL LIABILITIES</b>	<b>\$ 643,311</b>
GENERAL FUND BALANCE:	
NONSPENDABLE FUNDS -- PREPAID ITEMS	\$ 257,613
NONSPENDABLE FUNDS -- INVENTORY	53,763
ASSIGNED FOR DISTRICT WELLNESS PROGRAM	1,316
ASSIGNED FOR DEER PARK LIBRARY PROGRAM	6,282
ASSIGNED FOR FACILITY MAINTENANCE PLAN	172,104
ASSIGNED FOR TECHNOLOGY PLAN	297,233
ASSIGNED FOR FURNITURE, FIXTURES & EQUIPMENT PLAN	103,158
ASSIGNED FOR LIBRARY MATERIALS PLAN	148,396
ASSIGNED FOR CONTINGENCY RESERVE PLAN	551,588
UNASSIGNED FUND	3,560,988
<b>ENDING FUND BALANCE APRIL 30, 2012</b>	<b>\$ 5,152,441</b>
<b>TOTAL LIABILITIES AND GENERAL FUND BALANCE:</b>	<b>\$ 5,795,752</b>
<b>FUND BALANCE CAPITAL PROJECTS FUND - APRIL 30, 2012</b>	<b>\$ 1,150,290</b>

**BRANCH SPOTLIGHT:**  
**CHENEY LIBRARY**

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This month Branch Supervisor Pat Davis will share highlights about the Cheney Library and community it serves.

**OVERVIEW:**  
**PRINT MANAGEMENT SYSTEM**

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- This month IT Manager Priscilla Ice will review the philosophy, purpose, technology and operation of the IT print management system.