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<tr><td>MISSION
Spokane County Library District connects people with resources, 24/7.</td></tr>
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Board of Trustees Regular Meeting
September 18, 2012   4:00 p.m.   North Spokane Library Public Meeting Room

AGENDA

I. CALL TO ORDER

II. AGENDA APPROVAL [4:00]

III. ACTION ITEMS
  A. Approval of July 17, 2012, regular meeting minutes [4:00-4:05]
  B. Approval of July and August bill payment vouchers [4:05-4:10]
  C. Unfinished Business
    1. Inter-local Agreement for acquisition of real estate; new Spokane Valley Library and City of Spokane Valley park expansion: Approval recommendation [4:10-4:15]
  D. New Business [4:15-4:45]
    1. Computer, Wireless Network and Internet Use Policy (Revision): Approval recommendation
    2. Financial Management Policy (Revision): Approval recommendation
    3. Member Privileges and Responsibilities Policy (Revision): Approval recommendation
    4. Code of Conduct (Revision): Approval recommendation
    5. Library Meeting Room Policy (Revision): Approval recommendation
    6. Liberty Lake Library Reciprocal Use Inter-local Agreement: Approval recommendation
    7. Extension of Service Contracts: Approval recommendation

IV. DISCUSSION ITEMS, POSSIBLE ACTION
  A. Strategic Planning update [4:45-5:00]
  B. Future board meeting agenda items [5:00-5:05]

V. REPORTS
  A. Trustees [5:05-5:10]
  B. Executive Director [5:10-5:15]
    • Administrative
    • Community Activities
  C. Public Services [5:15-5:20]
  D. Communications [5:20-5:25]
  E. Fiscal [5:25-5:30]
  F. North Spokane Library Spotlight [5:30-5:40]
  G. Employee Benefits Overview [5:40-6:00]

VI. PUBLIC COMMENT

VII. ADJOURNMENT
  [Estimated meeting length: Two hours plus public comment]

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

SPOKANE COUNTY LIBRARY DISTRICT

BOARD OF TRUSTEES MEETING MINUTES: JULY 17, 2012

CALL TO ORDER

The regular meeting of the Spokane County Library District Board of Trustees was held July 17, 2012, at Moran Prairie Library Public Meeting Room, 6004 S. Regal St., 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
Daniel Davis	- Trustee
Mark Johnson	- Trustee
Nancy Ledeboer	- Director and Secretary

EXCUSED:

Ann Apperson	- Trustee

Also Present: Jane Baker, Communications Manager; Paul Eichenberg, Human Resources Manager; Stacey Goddard, Adult Services Manager; Gwendolyn Haley, Youth Services Manager; Kim Harshberger, Graphic Designer; Priscilla Ice, IT Manager; Jason Johnson, Branch Supervisor Moran Prairie Library; Bill Sargent, Business Manager; Andrea Sharps, Collection Services Manager; and Patty Franz, Administrative Assistant.

AGENDA APPROVAL

Mr. Davis moved and Ms. Lloyd seconded to approve the agenda.

The motion carried unanimously.

ACTION ITEMS

APPROVAL OF JUNE 19, 2012, REGULAR MEETING MINUTES

Mr. Hattenburg called for corrections to the June 19, 2012, regular meeting minutes.

There were no corrections; minutes stand approved as written.

APPROVAL OF JUNE 2012 BILL PAYMENT VOUCHERS

Mr. Hattenburg moved and Mr. Johnson seconded approval of the June 2012 bill payment vouchers as follows:

Fund

L01   Voucher numbers: 42190 through 42390 and
                W00075, W00076, W00077 totaling $ 602,225.90
        Payroll numbers: 06082012PR and 06252012PR totaling $ 351,037.63
                                                     Total $ 953,263.53

There were no further comments or questions.

   The motion was unanimously approved.

UNFINISHED BUSINESS

   None.

NEW BUSINESS

ANNEXATION OF CITIES AND TOWNS TO THE LIBRARY DISTRICT POLICY. Ms. Lloyd moved
and Mr. Hattenburg seconded that the Annexation of Cities and Towns to the Library
District Policy be revised as presented, with one modification as discussed.

Ms. Ledeboer explained the recommended modifications to the policy, last reviewed and
revised May 2010. Suggested changes provide the Board guidance in considering requests
to annex to the Library District. The Board has the ability to enter an agreement stating
under what conditions they would concur with a request to annex. She also explained how
the district levy rate could be impacted by annexations. In response to a trustee's
recommendation, "may" will replace "will" in the third paragraph to read, "The Board of
Trustees may concur with such requests under the following conditions:".

   The motion was unanimously approved.

DISCUSSION ITEMS, POSSIBLE ACTION

STRATEGIC PLANNING UPDATE

To apprise trustees, in advance of the meeting Patrick Roewe and Doug Stumbough,
Region I and II managers for the District, provided a written status report of the planning
process. Ms. Ledeboer said planning committee and facilitators have been selected from
staff across the district to lend broad representation of experience, responsibilities, ideas
and viewpoints to the process. This fall, staff as facilitators will help identify community
needs through upcoming community forums, focus groups and interviews. The planning
committee will compile responses and draft the strategic plan. Ms. Lloyd expressed thanks
to staff for its involvement.

FUTURE BOARD MEETING AGENDA ITEMS

Mr. Hattenburg reviewed the list of potential agenda items for future meetings. He
reminded trustees the August meeting is canceled, with North Spokane the venue for
September. In response to recent events he asked that the Customer Use of Internet

Resources Policy review be moved from December to the September agenda. A discussion of a reciprocal borrowing agreement with Liberty Lake Library was also added to September. Preliminary 2013 budget review is scheduled for October at Argonne. Regarding upcoming events, County Commissioner Todd Mielke is confirmed to join us at Staff Day, September 28, to speak for an hour about key issues and opportunities facing the citizens of Spokane County. As we begin to develop a strategic plan, his keynote will help us identify service priorities to best match community needs.

REPORTS

TRUSTEES

Ms. Lloyd expressed her pleasure over attendance increases and enthusiasm for District reading programs.

Mr. Hattenburg said he, other trustees and the entire District take seriously recent events involving computer use at the library. He welcomes and appreciates all comments.

EXECUTIVE DIRECTOR

The Executive Director's written report provided prior to the meeting included information on the Business Office, Finance and Facilities; Collection Services; Human Resources; Information Technology; and Community Activities. Ms. Ledeboer recapped valuable programs she attended at ALA, many of which provided examples of how libraries are turning outward to include and be responsive to community.

In response to a trustee's question about cost of the anticipated WCIF wellness program, Mr. Eichenberg responded the new program will cost less and provide incentives to participate individually and as a District. If 40% participation is achieved by groups across the state, the District can anticipate savings in premium costs of 2%. Each participating employee will save $150 toward his/her deductible in 2013.

PUBLIC SERVICES

Branch Services managers Patrick Roewe and Doug Stumbough provided a written report for June 2012 Public Services in advance of the meeting. Ms. Ledeboer called attention to the incident at Cheney Library involving a teenager who went to the library to seek Safe Place assistance. Ironically that same week, Volunteers of America notified us it would withdraw formally from the national program because of its cost, yet Crosswalk would continue to serve in that capacity. Subsequently, Safe Place signs have been removed from library branches. In response to a trustee's question, Ms. Ledeboer said branches will continue to serve anyone seeking assistance in accordance with library procedure.

COMMUNICATION

Communication Manager Jane Baker was available for questions about her June report, submitted prior to the meeting.   For Media Relations, Ms. Baker pointed out the three entries listed in bold are blogs. Gwendolyn Haley wrote the Summer Reading blog posted at KHQ.com.

FISCAL

Revenue and Expenditure Statement through June 30, 2012.

Fund 001

Revenues	$ 11,021,959
Expenditures	$ 5,386,000
Ending Fund Balance	$ 9,559,917
Fund Budget Expended	47.65%

Mr. Sargent noted he is preparing budget worksheets to prepare for 2013, while anticipating figures for CPI-W in August and new construction tax revenues by Labor Day. Assessed valuation has dropped, affecting property tax revenues by $231,000. Mr. Eichenberg anticipates having an update on future health care costs for the September board meeting. There were no questions.

MORAN PRAIRIE LIBRARY SPOTLIGHT

Branch Supervisor Jason Johnson reported on Moran Prairie Library (MP), the youngest of 10 district branches. MP has been located at 6004 South Regal for six years, and prior to that for six years in a storefront across the street next to Albertsons. In earlier years, Friends of the Library played an active role in raising funds and support to build the library. They provided funding for the audio-visual equipment in the meeting room. Moran Prairie resides in unincorporated Spokane County; however, only seven blocks away forty percent (40%) of its card-holding members are city residents. The Moran Prairie Library Capital Facility Area (MPLCFA) includes both unincorporated areas as well as portions of the City of Spokane that have been annexed in recent years. The service area includes urban, suburban and rural areas with many multi-family housing units as well as rural areas extended out to Spangle. The library busily provides programs for babies and preschoolers and serves nearby senior resident facilities as well. The library is the third busiest branch; meeting room usage holds second place and event attendance is up in some instances 21 to 46% over 2011. Last year's bluegrass concert attracted 76 participants, the largest attendance ever recorded. Staff from MP expands its community by attending events in Spangle, Palouse Highway and Valleyford, and are always recognized and welcomed. In response to a trustee's question, IT Manager Priscilla Ice explained that until the City has annexed more than ninety percent (90%) of the Moran Prairie Area, SCLD will continue to operate the library and serve all the residents of the MPLCFA.

Trustees expressed appreciation to staff for efforts to make Moran Prairie Library an integral part of the community, and to Mr. Johnson for his informative report.

OVERVIEW: COMMUNICATION AND DISTRICT SOCIAL MEDIA

Communication Manager Jane Baker provided an overview of communication and social media for the District. Ms. Baker explained unlike advertising, the advantage of Facebook is two-way conversation; it enables us to connect and build relationships with members through conversation. This participation helps the library share updated content about SCLD and builds community.

We now have a Facebook team with several staff sharing responsibility for posting and responding to comments. Ms. Baker said her goal is to provide a small-town feel through Staff Spotlight and interactions with members; e.g., Harry Potter post and responses; personal anecdotes by librarians. Fans of SCLD have jumped by 200 over five months.

We also use the micro-blogging site, Twitter. It has 500 million active users and runs five times the pace of Facebook. Tweets lasting 24-hours are only 140 characters yet contain significant information. Even adults who don't use social media have appreciation for Twitter.

The quick success of Pinterest, the newest platform, has taken social media by surprise. Pinboards, a visual sharing of favorite books, home projects, fun entertainment ideas for children—to name a few—receive public feedback and go viral. In response to demand, a Pinterest group was formed here as an offshoot of the SCLD social media team. In response to a trustee's question, Ms. Baker said staff will mediate comments to ensure negative comments are not removed but receive a response.   Ms. Ledeboer added that many governments are developing policies to guide social media interactions. SCLD currently has guidelines to encourage participation while establishing what types of inappropriate comments will be removed.

Future social media plans include more use of YouTube and Google+. Ms. Baker reported a new email template to accompany our updated logo will be implemented and for further collaboration with members, blogs will become part of our website redesign.

PUBLIC COMMENT

Six members from the community separately addressed Trustees with their concerns about members' use of library computers and the District Internet policy. Overall, their concerns were united toward urging SCLD to revise its current policy and filter Internet sites that are harmful to children.

Chair Hattenburg expressed his appreciation to everyone who spoke for their thorough and thoughtful presentations and concern. He said public comment, however rare, helps guide the board's actions. In this case, review of the District computer-use policy will move to the next meeting agenda, scheduled for September 18.

ADJOURNMENT

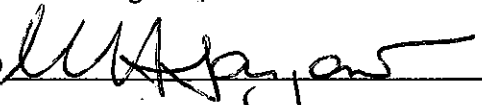The meeting adjourned at 5:18 p.m.

_____

Tim Hattenburg, Chair

_____

Nancy Ledeboer, Secretary of the Board of Trustees

PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of July 31, 2012 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of $839,982.02 and that we are authorized to authenticate and certify these claims.

DATE: August 1, 2012

SIGNED _____

TITLE: Business Manager

SIGNED _____

TITLE: Executive Director

VOUCHER NUMBER		DESCRIPTION	VOUCHER AMOUNT
042391	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	$ 220.00
042392	ALLIED SECURITY	SECURITY & SAFETY SERVICES	1,266.60
042393	AUDIOGO	LIBRARY MATERIALS	273.79
042394	AVISTA UTILITIES	UTILITIES	3,541.82
042395	A+ PRINTING, INC	PRINTING	656.28
042396	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	173.27
042397	CDW GOVERNMENT, INC.	D.P. HARDWARE & SOFTWARE	173.92
042398	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	118.87
042399	CENTURYLINK	TELEPHONE	77.64
042400	CENTURYLINK	TELEPHONE	16.43
042401	CENTURYLINK	TELEPHONE	144.89
042402	CENTURYLINK	TELEPHONE	333.20
042403	CENTURYLINK	TELEPHONE	86.66
042404	CENTURYLINK	TELEPHONE	333.20
042405	CENTURYLINK	TELEPHONE	592.01
042406	CITY OF SPOKANE	UTILITIES	611.31
042407	CITY OF CHENEY	UTILITIES	917.46
042408	CITY OF DEER PARK	UTILITIES	104.68
042409	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	705.07
042410	EMPIRE DISPOSAL INC.	UTILITIES	17.75
042411	FRONTIER	TELEPHONE	84.58
042412	FRONTIER	TELEPHONE	405.00
042413	GALE GROUP, INC.	LIBRARY MATERIALS	1,153.53
042414	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	869.60
042415	GREY HOUSE PUBLISHING	LIBRARY MATERIALS	439.15
042416	HUMANITIES WASHINGTON	BOARD TRAVEL	1,500.00
042417	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	14,613.27
042418	KENT ADHESIVE PRODUCTS CO.	OFFICE/LIBRARY SUPPLIES	395.91

042419	MIDWEST TAPE	LIBRARY MATERIALS	5,174.63
042420	MODERN ELECTRIC WATER COMPANY	UTILITIES	1,663.20
042421	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	210.38
042422	OVERDRIVE, INC.	LIBRARY MATERIALS	6,903.27
042423	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	252.16
042424	PRESSWORKS	PRINTING	3,646.53
042425	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	358.60
042426	RACO INDUSTRIES, INC.	D.P. HARDWARE & SOFTWARE	2,775.20
042427	RAGS AND TAGS	CUSTODIAL SERVICES	170.00
042428	RANDOM HOUSE, INC.	LIBRARY MATERIALS	236.43
042429	RECORDED BOOKS, LLC	LIBRARY MATERIALS	71.74
042430	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
042431	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	1,280.85
042432	SUPERMEDIA, LLC	ADVERTISING	15.25
042433	TEACHING COMPANY	LIBRARY MATERIALS	129.95
042434	ANNA TURNER	LIBRARY PROGRAM	51.67
042435	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	59.24
042436	UPS	FREIGHT	16.79
042437	VALLEY GLASS	BUILDING REPAIR & MAINTENANCE	271.75
042438	THE VIDEO PROJECT	LIBRARY MATERIALS	79.90
042439	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,127.22
042440	WEST COAST CASH REGISTER	FURNITURE, FIXTURES & EQUIPMENT	5,737.19
042441	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	7,004.84
042442	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	25,572.07
042443	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	263.25
042444	AMERICAN LIBRARY ASSOCIATION	TRAINING & TRAVEL	1,990.00
042445	AUDIOGO	LIBRARY MATERIALS	248.55
042446	AVISTA UTILITIES	UTILITIES	197.72
042447	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	322.86
042448	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	19.47
042449	JAMIESON ENTERPRISES, LLC	VEHICLE STORAGE LEASE	300.00
042450	CENTURYLINK	TELEPHONE	1,325.59
042451	CENTURYLINK	TELEPHONE	1,325.59
042452	CENTURYLINK	TELEPHONE	118.72
042453	CHEVRON U.S.A. INC.	VEHICLE FUEL	73.23
042454	US POSTAL SERVICE	POSTAGE BY PHONE POSTAGE	10,000.00
042455	CITY OF AIRWAY HEIGHTS	UTILITIES	420.79
042456	CITY OF MEDICAL LAKE	UTILITIES	661.76
042457	COSTCO - HSBC BUS SOLUTIONS	OFFICE/LIBRARY SUPPLIES	46.24
042458	DEVRIES INFORMATION MGMT	COURIER SERVICES	4,572.00
042459	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	179.97
042460	FULL CAST AUDIO	LIBRARY MATERIALS	6.95
042461	GREATAMERICA LEASING CORP.	POSTAGE METER LEASE	159.95
042462	GALE GROUP, INC.	LIBRARY MATERIALS	462.07
042463	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	2,387.90
042464	GREY HOUSE PUBLISHING	LIBRARY MATERIALS	465.05
042465	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	10,955.69

042466	INLAND POWER AND LIGHT	UTILITIES	706.32
042467	MIDWEST TAPE	LIBRARY MATERIALS	4,083.53
042468	OVERDRIVE, INC.	LIBRARY MATERIALS	4,495.39
042469	PAINE, HAMBLEN, LLP	LEGAL SERVICES	57.00
042470	QWEST CORPORATION	TELEPHONE	2,071.38
042471	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,450.99
042472	SAGE SOFTWARE, INC	SOFTWARE MAINTENANCE	3,001.79
042473	SPOKANE COUNTY UTILITIES	UTILITIES	403.19
042474	SPOKESMAN-REVIEW	LIBRARY MATERIALS	78.00
042475	TANTOR MEDIA	LIBRARY MATERIALS	35.99
042476	TOWN OF FAIRFIELD	UTILITIES	144.88
042477	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	5,790.94
042478	VERIZON WIRELESS	TELEPHONE	154.45
042479	VERIZON WIRELESS	TELEPHONE	138.65
042480	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	733.88
042481	WHITWORTH WATER DISTRICT #2	UTILITIES	103.38
042482	AMSAN CUSTODIAL SUPPLY	MAINTENANCE SUPPLIES	15.35
042483	AUDIOGO	LIBRARY MATERIALS	224.16
042484	AVISTA UTILITIES	UTILITIES	439.88
042485	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	158.19
042486	BERNAN ESSENTIAL REF. PUB.	LIBRARY MATERIALS	139.10
042487	BOOKS IN MOTION	LIBRARY MATERIALS	40.99
042488	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	87.72
042489	BLACK BOX NETWORK SERVICES	D.P. HARDWARE & SOFTWARE	4,723.81
042490	WASHINGTON COUNTIES INS FUND	MEDICAL, DENTAL, VISION & LIFE INS.	80,506.39
042491	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	280.77
042492	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	545.88
042493	CENTURYLINK	TELEPHONE	86.20
042494	CENTURYLINK	TELEPHONE	82.75
042495	CENTURYLINK	TELEPHONE	33.83
042496	CENTURYLINK	TELEPHONE	86.66
042497	CENTURYLINK	TELEPHONE	124.13
042498	CENTURYLINK	TELEPHONE	59.85
042499	CENTURYLINK	TELEPHONE	6,810.94
042500	COLE INFORMATION	LIBRARY MATERIALS	1,970.40
042501	CHARLES T. WILLIAMS	LIBRARY MATERIALS	81.32
042502	DEPT. OF LABOR & INDUSTRIES	QUARTERLY WORKMAN'S COMP.	13,924.52
042503	EARTHWORKS RECYCLING,INC	UTILITIES	140.00
042504	FAUCETS 'N STUFF PLUMBING	BUILDING REPAIR & MAINTENANCE	114.14
042505	GALE GROUP, INC.	LIBRARY MATERIALS	450.56
042506	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	385.76
042507	GREY HOUSE PUBLISHING	LIBRARY MATERIALS	457.05
042508	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	152.01
042509	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	4,178.51
042510	INLAND POWER AND LIGHT	UTILITIES	258.40
042511	INTERNAT'L PUBLIC MGMT ASSOC.	DUES & MEMBERSHIPS	149.00
042512	KICK n FUN - SHAWN GANTS	LIBRARY PROGRAM	100.00

042513	MCGRAW HILL	LIBRARY MATERIALS	4,880.75
042514	MIDWEST TAPE	LIBRARY MATERIALS	2,716.59
042515	NEW YORK TIMES	LIBRARY MATERIALS	62.40
042516	STEVE NOKES	LIBRARY PROGRAM	98.57
042517	OCLC, INC.	CATALOGING & SUPPORT SERVICES	4,261.62
042518	OPTO INTERNATIONAL, INC	FURNITURE, FIXTURES & EQUIPMENT	2,414.00
042519	PERRINE PROPERTIES, LLC	PARKING LOT LEASE	200.00
042520	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	1,315.28
042521	PRESSWORKS	PRINTING	298.93
042522	PRO VANTAGE	LIBRARY MATERIALS	426.48
042523	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	377.07
042524	RANDOM HOUSE, INC.	LIBRARY MATERIALS	1,211.48
042525	RECORDED BOOKS, LLC	LIBRARY MATERIALS	109.67
042526	RUBENSTEIN'S CONTRACT CARPET	BUILDING REPAIR & MAINTENANCE	106.53
042527	SPOKANE COUNTY LIBRARY DIST	REIMBURSE REVOLVING FUND	577.10
042528	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	521.22
042529	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	47.22
042530	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	5,092.78
042531	WSU EXTENSION-MASTER GARDNERS	LIBRARY PROGRAM	200.00
042532	WEST VALLEY OUTDOOR LRNG CTR	LIBRARY PROGRAM	1,200.00
042533	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,999.77
042534	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	25,381.12
042535	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	263.25
042536	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	11,104.73
042537	AUDIOGO	LIBRARY MATERIALS	239.51
042538	AVISTA UTILITIES	UTILITIES	270.92
042539	BATTY, ERLANDSEN & ASSOC. P.S.	SOFTWARE MAINTENANCE	460.00
042540	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	136.44
042541	BLACK BOX NETWORK SERVICES	D.P. HARDWARE & SOFTWARE	380.45
042542	CCI SOLUTIONS	OFFICE/LIBRARY SUPPLIES	168.34
042543	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	94.72
042544	CENTURYLINK	TELEPHONE	3,280.00
042545	CENTURYLINK	TELEPHONE	41.38
042546	CENTURYLINK	TELEPHONE	41.16
042547	CHENEY FREE PRESS	LIBRARY MATERIALS	24.00
042548	DEER PARK TRIBUNE	LIBRARY MATERIALS	63.00
042549	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	961.27
042550	DEPT OF LABOR & INDUSTRIES	ADMINISTRATIVE FEES	280.00
042551	GALE GROUP, INC.	LIBRARY MATERIALS	1,031.73
042552	HIGHSMITH, INC.	OFFICE/LIBRARY SUPPLIES	70.66
042553	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	16,970.57
042554	KAY KIMBALL	LIBRARY PROGRAM	50.00
042555	KRON	LIBRARY PROGRAM	5,400.00
042556	MIDWEST TAPE	LIBRARY MATERIALS	2,166.54
042557	MORNINGSTAR, INC.	LIBRARY MATERIALS	1,545.06
042558	ORBIS CASCADE ALLIANCE	COURIER SERVICES	5,926.00
042559	OVERDRIVE, INC.	LIBRARY MATERIALS	8,477.28

042560	PRESSWORKS	PRINTING	2,201.89
042561	PROQUEST	LIBRARY MATERIALS	4,097.45
042562	RANDOM HOUSE, INC.	LIBRARY MATERIALS	89.68
042563	RECORDED BOOKS, LLC	LIBRARY MATERIALS	580.75
042564	TANTOR MEDIA	LIBRARY MATERIALS	29.98
042565	UPS	FREIGHT	22.88
042566	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	13,831.35
042567	VALUE LINE PUB., INC.	LIBRARY MATERIALS	1,941.00
042568	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	639.31
042569	PERRINE PROPERTIES, LLC	PARKING LOT LEASE	200.00
W00078	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	49,507.12
W00079	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	1,810.16
W00080	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	48,118.10

Total Non-Payroll General Operating Fund **$ 510,423.64**

PAYROLL VOUCHERS

07102012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	$ 169,055.58
07252012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	160,502.86

Total Payroll General Operating Fund **$ 329,558.44**

TOTAL GENERAL OPERATING FUND **$ 839,982.08**

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

Card Category	Amount
General Purchases	$ 8,643.03
Maintenance	1,101.54
Travel	2,540.96
Acquisitions	1,131.88
Information Technology	413.94
Total Purchases	$ 13,831.35

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 August 30, 2012 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of $869,831.31 and that we are authorized to authenticate and certify these claims.

DATE: September 1, 2012

SIGNED _____   SIGNED _____

TITLE: Business Manager   TITLE: Executive Director

VOUCHER NUMBER		DESCRIPTION	VOUCHER AMOUNT
042570	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	$ 260.00
042571	AUDIOGO	LIBRARY MATERIALS	420.44
042572	AVISTA UTILITIES	UTILITIES	3,347.30
042573	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	62.47
042574	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	44.85
042575	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	256.93
042576	CCI SOLUTIONS	OFFICE/LIBRARY SUPPLIES	371.20
042577	CENTURYLINK	TELEPHONE	81.00
042578	CENTURYLINK	TELEPHONE	333.20
042579	CENTURYLINK	TELEPHONE	333.20
042580	CENTURYLINK	TELEPHONE	144.89
042581	CITY OF SPOKANE	UTILITIES	633.99
042582	DELL MARKETING L.P.	D.P. HARDWARE & SOFTWARE	1,637.18
042583	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	426.90
042584	SUZANNE FELDBERG	TRAVEL REIMBURSEMENT	457.00
042585	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	314.94
042586	FRONTIER	TELEPHONE	95.00
042587	FRONTIER	TELEPHONE	405.00
042588	GALE GROUP, INC.	LIBRARY MATERIALS	476.87
042589	GREATER SPOKANE VALLEY CHAMBER	BUSINESS TRAVEL	75.00
042590	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	2,270.94
042591	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	3,761.68
042592	MIDWEST TAPE	LIBRARY MATERIALS	4,829.25
042593	MOBIUS SCIENCE CENTER	LIBRARY PROGRAMS	2,400.00
042594	JAMES A. NELSON	LIBRARY PROGRAMS	25.00
042595	OVERDRIVE, INC.	LIBRARY MATERIALS	4,802.79
042596	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	230.20
042597	RANDOM HOUSE, INC.	LIBRARY MATERIALS	195.64
042598	RECORDED BOOKS, LLC	LIBRARY MATERIALS	220.74

042599	RESEARCH TECHNOLOGY INT CO	OFFICE/LIBRARY SUPPLIES	396.95
042600	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	827.70
042601	SUPERMEDIA, LLC	ADVERTISING	15.25
042602	SHEILA TRESSLER	TRAVEL REIMBURSEMENT	625.40
042603	VIC B. LINDEN & SONS	VEHICLE REPAIR & MAINTENANCE	604.37
042604	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	479.35
042605	PENNY WALTER	LIBRARY PROGRAMS	3,000.00
042606	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,127.22
042607	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	7,005.51
042608	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	27,734.10
042609	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	263.25
042610	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	11,104.73
042611	A.M. BEST COMPANY, INC.	LIBRARY MATERIALS	168.95
042612	APS, INC.	OFFICE/LIBRARY SUPPLIES	159.79
042613	AUDIOGO	LIBRARY MATERIALS	154.81
042614	AVISTA UTILITIES	UTILITIES	2,836.76
042615	BACKSTAGE LIBRARY WORKS	CATALOGING & AUTHORITY SERVICES	910.24
042616	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	55.15
042617	BERNAN ESSENTIAL REF. PUB.	LIBRARY MATERIALS	139.10
042618	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	197.57
042619	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	804.22
042620	CALL REALTY, INC.	MANAGEMENT FEES	84.24
042621	CAPSTONE	LIBRARY MATERIALS	639.25
042622	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	20.28
042623	CENTURYLINK	TELEPHONE	14.33
042624	CENTURYLINK	TELEPHONE	86.66
042625	CENTURYLINK	TELEPHONE	333.20
042626	CENTURYLINK	TELEPHONE	592.01
042627	CENTURYLINK	TELEPHONE	333.20
042628	CITY OF AIRWAY HEIGHTS	UTILITIES	506.28
042629	CITY OF CHENEY	UTILITIES	910.78
042630	CITY OF DEER PARK	UTILITIES	129.54
042631	CITY OF MEDICAL LAKE	UTILITIES	348.10
042632	EMPIRE DISPOSAL INC.	UTILITIES	17.78
042633	GREATAMERICA LEASING CORP.	EQUIPMENT LEASE	159.95
042634	GALE GROUP, INC.	LIBRARY MATERIALS	714.34
042635	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	9,786.14
042636	MIDWEST TAPE	LIBRARY MATERIALS	2,907.76
042637	MODERN ELECTRIC WATER COMPANY	UTILITIES	1,956.65
042638	OVERDRIVE, INC.	LIBRARY MATERIALS	7,017.54
042639	POLICY PAK SOFTWARE	D.P. HARDWARE & SOFTWARE	3,648.00
042640	PRESSWORKS	PRINTING	1,904.43
042641	QWEST CORPORATION	TELEPHONE	2,071.38
042642	RAGS AND TAGS	CUSTODIAL SERVICES	170.00
042643	RANDOM HOUSE, INC.	LIBRARY MATERIALS	184.24
042644	RECORDED BOOKS, LLC	LIBRARY MATERIALS	3,049.30
042645	SPOKANE COUNTY UTILITIES	UTILITIES	403.19

042646	SPOKESMAN-REVIEW	LIBRARY MATERIALS	416.00
042647	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
042648	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	232.42
042649	TEACHING COMPANY	LIBRARY MATERIALS	149.90
042650	TECH SMITH	D.P. HARDWARE & SOFTWARE	521.25
042651	WHITWORTH WATER DISTRICT #2	UTILITIES	140.88
042652	ZIPLINE INTERACTIVE	OFFICE/LIBRARY SUPPLIES	1,200.00
042653	A.M. BEST COMPANY, INC.	LIBRARY MATERIALS	337.90
042654	AUDIOGO	LIBRARY MATERIALS	40.71
042655	AVISTA UTILITIES	UTILITIES	504.13
042656	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	116.62
042657	BOOKS IN MOTION	LIBRARY MATERIALS	6.52
042658	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	430.24
042659	CAPSTONE	LIBRARY MATERIALS	15.39
042660	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	140.44
042661	CENTURYLINK	TELEPHONE	90.87
042662	CENTURYLINK	TELEPHONE	130.43
042663	CENTURYLINK	TELEPHONE	87.51
042664	CENTURYLINK	TELEPHONE	34.98
042665	CENTURYLINK	TELEPHONE	10,473.31
042666	COMIC BOOK SHOP	LIBRARY MATERIALS	544.41
042667	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	312.87
042668	DEVRIES INFORMATION MGMT	COURIER SERVICE	4,428.00
042669	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	3,934.67
042670	EARTHWORKS RECYCLING,INC	UTILITIES	205.00
042671	GALE GROUP, INC.	LIBRARY MATERIALS	1,135.64
042672	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	2,480.69
042673	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	175.63
042674	INCOL	DUES & TRAINING	482.75
042675	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	15,299.21
042676	INLAND POWER AND LIGHT	UTILITIES	731.05
042677	LLP PUBLISHING, L.L.P.	LIBRARY MATERIALS	30.00
042678	MIDWEST TAPE	LIBRARY MATERIALS	2,985.27
042679	NEW YORK TIMES	LIBRARY MATERIALS	62.40
042680	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	172.97
042681	OVERDRIVE, INC.	LIBRARY MATERIALS	3,064.17
042682	PAINE, HAMBLEN, LLP	LEGAL SERVICES	1,050.00
042683	PRESSWORKS	PRINTING	491.70
042684	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	185.44
042685	RANDOM HOUSE, INC.	LIBRARY MATERIALS	62.50
042686	RECORDED BOOKS, LLC	LIBRARY MATERIALS	290.66
042687	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	975.15
042688	TEACHING COMPANY	LIBRARY MATERIALS	10.00
042689	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	47.22
042690	UPS	FREIGHT	15.63
042691	SPOKANE VALLEY NEWS HERALD	LIBRARY MATERIALS	48.00
042692	VERIZON WIRELESS	TELEPHONE	158.73

042693	VERIZON WIRELESS	TELEPHONE	138.46
042694	VIC B. LINDEN & SONS	VEHICLE REPAIR & MAINTENANCE	239.14
042695	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	554.82
042696	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	7,006.19
042697	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	26,600.15
042698	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	263.25
042699	THE ACTIVE NETWORK, INC.	SOFTWARE SUPPORT	15,285.94
042700	ALLIED SECURITY	SECURITY & SAFETY SERVICES	377.23
042701	AUDIOGO	LIBRARY MATERIALS	281.32
042702	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	55.25
042703	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	35.84
042704	WASHINGTON COUNTIES INS FUND	MEDICAL, DENTAL, VISION & LIFE INS.	80,042.58
042705	CCI SOLUTIONS	OFFICE/LIBRARY SUPPLIES	1,365.11
042706	CENTURION TECHNOLOGIES, INC.	SOFTWARE SUPPORT	1,333.40
042707	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	469.14
042708	CENTURYLINK	TELEPHONE	59.85
042709	CENTURYLINK	TELEPHONE	91.43
042710	CENTURYLINK	TELEPHONE	131.43
042711	CHENEY FREE PRESS	LIBRARY MATERIALS	24.00
042712	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	8,850.04
042713	EBSCO SUBSCRIPTION SERVICES	LIBRARY MATERIALS	16.27
042714	FAUCETS 'N STUFF PLUMBING	BUILDING REPAIR & MAINTENANCE	152.18
042715	FP MAILING SOLUTIONS	EQUIPMENT LEASE	129.20
042716	GALE GROUP, INC.	LIBRARY MATERIALS	268.23
042717	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	731.75
042718	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	13,597.31
042719	INLAND POWER AND LIGHT	UTILITIES	309.22
042720	JASON C. JOHNSON	LIBRARY PROGRAMS	1,200.00
042721	THE LIBRARY STORE, INC.	OFFICE/LIBRARY SUPPLIES	860.12
042722	MIDWEST TAPE	LIBRARY MATERIALS	1,811.46
042723	OCLC, INC.	CATALOGING & AUTHORITY SERVICES	3,807.68
042724	OTIS ELEVATOR COMPANY	BUILDING REPAIR & MAINTENANCE	1,840.21
042725	OVERDRIVE, INC.	LIBRARY MATERIALS	2,515.53
042726	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	315.20
042727	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	325.99
042728	RANDOM HOUSE, INC.	LIBRARY MATERIALS	548.68
042729	RECORDED BOOKS, LLC	LIBRARY MATERIALS	867.40
042730	RESEARCH TECHNOLOGY INT CO	OFFICE/LIBRARY SUPPLIES	595.00
042731	SPOKANE HARDWARE SUPPLY	MAINTENANCE SUPPLIES	296.61
042732	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	5,956.69
042733	SPOKANE VALLEY NEWS HERALD	LIBRARY MATERIALS	24.00
042734	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	79.20
042735	AUDIOGO	LIBRARY MATERIALS	28.49
042736	AVISTA UTILITIES	UTILITIES	3,598.57
042737	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	19.41
042738	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	354.81
042739	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	71.69

042740	DAVID BROWN	LIBRARY PROGRAMS	100.00
042741	CENTURYLINK	TELEPHONE	79.94
042742	CENTURYLINK	TELEPHONE	3,280.00
042743	CENTURYLINK	TELEPHONE	42.62
042744	CENTURYLINK	TELEPHONE	42.44
042745	CENTURYLINK	TELEPHONE	333.20
042746	CENTURYLINK	TELEPHONE	333.20
042747	CENTURYLINK	TELEPHONE	144.89
042748	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	358.54
042749	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	1,294.62
042750	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	52.49
042751	FRONTIER	TELEPHONE	93.92
042752	GALE GROUP, INC.	LIBRARY MATERIALS	413.50
042753	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	314.41
042754	HOMETOWN GIRL MAKES GOOD, LLC	LIBRARY PROGRAMS	250.00
042755	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	12,753.98
042756	KENT ADHESIVE PRODUCTS CO.	OFFICE/LIBRARY SUPPLIES	395.91
042757	LERNER GROUP	LIBRARY MATERIALS	45.48
042758	MIDWEST TAPE	LIBRARY MATERIALS	3,165.25
042759	MAKAYLA MIRACLE	LIBRARY PROGRAMS	100.00
042760	OVERDRIVE, INC.	LIBRARY MATERIALS	7,028.76
042761	PERRINE PROPERTIES, LLC	PARKING LOT LEASE	200.00
042762	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	457.80
042763	RANDOM HOUSE, INC.	LIBRARY MATERIALS	673.40
042764	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,030.20
042765	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	320.80
042766	SUPERMEDIA, LLC	ADVERTISING	15.25
042767	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	74.85
042768	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	14,048.53
042769	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	480.47
042770	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,127.22
W00081	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	54,028.18
W00082	STATE OF WASHINGTON	MONTHLY SALES/EXCISE TAXES	1,805.81
W00083	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	51,216.64

Total Non-Payroll General Operating Fund $ 519,601.87

PAYROLL VOUCHERS

08102012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	$ 180,288.98
08242012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	169,940.46

Total Payroll General Operating Fund $ 350,229.44

TOTAL GENERAL OPERATING FUND $ 869,831.31

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

<u>Card Category</u>	<u>Amount</u>
General Purchases	$4,805.36
Maintenance	2,839.81
Travel	3,232.68
Acquisitions	1,773.71
Information Technolgy	1,396.97
Total Purchases	$14,048.53

INTER-LOCAL AGREEMENT FOR ACQUISITION OF REAL ESTATE:
APPROVAL RECOMMENDATION

Recommendation:
Staff is recommending approval of a revised Inter-local Agreement with the City of Spokane Valley regarding the purchase of land on Sprague Avenue for a future library and park.

Recommended Action:
Motion authorizing the Executive Director to enter into an Inter-local Agreement with the City of Spokane Valley for the purchase of land on Sprague Avenue and affirm authorization to expend capital funds for the District's portion of the property (2.5 acres).

Background:
In June the Board approved an Inter-local Agreement with the City of Spokane Valley outlining terms to jointly purchase property on Sprague for the purpose of building a library and park. The Board suggested one change in the language to allow more flexibility as we go forward into the design process. In subsequent discussions with City staff there was concern that changing the size of the building might not meet the Council's expectation. Board Chair Tim Hattenburg and I made a presentation to the City Council on August 7, 2012, to address our intentions to build a 30,000 square foot building that would be functional and flexible. On August 14, City staff presented the Council with additional information from the Traffic Study at a study session.

A revised Inter-local Agreement was discussed by City Council, Tuesday, September 11, and will be on its agenda for approval on September 25. There are several changes to the agreement the Board must consider.

The revised agreement states:
- The District intends to build a one-story building that will be a minimum of 30,000 square feet with an open, large meeting room.
- The District will share costs associated with site development, as identified in the Traffic Study, equally with the City.
- The District and the City will jointly select design consultants to assist with site planning and will equally share the cost of services.
- The City, at its own expense, may use the site for civic events prior to the District commencing construction activities.

If the Board approves these changes, the City Council will vote on this agreement at its meeting, September 25. Following approval by the Council, City staff will move forward with the purchase. The next step will be to issue a Request for Qualifications to select design consultants and begin the site planning process. The District's portion of the land purchase and funding for the design process will come from the District's Capital Fund.

INTERLOCAL AGREEMENT FOR ACQUISITION OF REAL ESTATE

This Agreement is made by and between the CITY OF SPOKANE VALLEY ("City") and the

SPOKANE COUNTY LIBRARY DISTRICT, a Washington municipal corporation ("Library

District") collectively referred to herein as the "Parties", based upon the following Recitals. The

Agreement shall become effective as of the date the last Party hereto executes this Agreement.

RECITALS

A. WHEREAS, the Parties each have need of acquiring real property in furtherance of their respective

public purposes; and

B. WHEREAS, four contiguous parcels of real property comprising approximately 8.4 acres located

on the corner of Sprague and Herald within the City and legally described on the attached Exhibit "A",

(the "Property") have been identified by the Parties as appropriate to their needs. The Spokane County

parcel numbers are 45174.9053, 45174.9054, 45174.9055, and 45174.9056; and

C. WHEREAS, City anticipates entering into negotiations with the owner of the Property, Pring

Corporation ("Pring"), whereby the City would purchase the Property from Pring; and

D. WHEREAS, the Library District for its purposes needs between two and one-half and three and

one-half acres of the Property while the City needs the balance; and

E. WHEREAS, the Parties hereto wish to enter into this Agreement for the purpose of agreeing to

jointly develop the Property and to provide for dividing the Property between the City and the Library

District at a later date such that the interests of both Parties will be served; and

F. WHEREAS, the Parties acknowledge that there will be costs to construct frontage improvements directly related to the anticipated development activity of the respective Parties, and that the Parties need to apportion those costs between themselves; and

G. WHEREAS, pursuant to RCW 36.34.340, the City is authorized to acquire by purchase title to real property for park and recreational purposes; and

H. WHEREAS, RCW 39.33.010 authorizes governmental entities to transfer real property between themselves as set forth in RCW 39.33.020, and

I. WHEREAS, RCW 39.34.030(1) provides that any power or authority capable of being exercised by a public agency of this state may be exercised jointly with any other public agency of this state.

NOW THEREFORE, based upon the foregoing recitals, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereto agree as follows:

1. **Joint Board**. No joint board or agency shall be created as a result of this interlocal agreement between the Parties. Any action taken pursuant to the terms of this agreement must be separately approved by the governing boards of each Party.

2. **Purchase of Property**. The City will negotiate in good faith with Pring regarding a Real Estate Purchase and Sale Agreement (the "Purchase and Sale Agreement") for the purchase of the Property.

3. **Purchase Price.** The Library District, contemporaneous with the Closing between the City and Pring, and subject to mutual agreement on the price paid by the City to Pring, shall pay to the City an amount equal to the per square foot Purchase Price of the Property based upon the total number of square feet of the Property determined by the survey times two and one-half acres (108,900 sq. ft.)

together with the same proportionate share of any survey, title, recording, closing, and phase I environmental audit costs. Any appraisal fees shall be paid entirely by the City. The City is not represented by any Realtor, and shall not pay any fees related to services provided by any Realtor related to purchasing the Property unless otherwise agreed to in writing.

4. **Title**. The Parties agree that the Purchase and Sale Agreement shall reflect that the Purchase Price at Closing shall be paid in cash and that title to the Property shall be taken in the name of the City, subject to the contract right of ownership by the Library District of at least 2.5 acres, as identified in this Agreement. This contract right of ownership is enforceable in an action for specific performance.

5. **Closing**. Closing of the transaction to purchase the Property shall occur on or before a date mutually acceptable to the City and Pring.

6. **Joint Site Development Plan**. Within one year following the Closing, the Parties shall work together to

> A. mutually select a consultant team; and
>
> B. draft and finalize a Joint Site Development Plan with the goal of agreeing, among other things, on how much of the Property the Library District will require for its purposes, and location of the same.

The Parties intend that the Joint Site Development Plan shall include building footprints, parking, curb cuts, sidewalks, storm water management, access including reciprocal access and parking easements if any, and any other matters that the Parties deem desirable to be included as part of such Joint Site Development Plan. The Library District anticipates that its needs will include the following:

A. A minimum of a 30,000 square foot building on one floor, that will serve as a destination facility with programming intended to draw participants from the Spokane County region.

B. The exterior building image should provide a sense that this building is a library and an important civic and community building. This can be accomplished by using timeless, quality materials like brick, stone, concrete and composite metal panels to name a few.

C. Site Requirements:

- Building footprint a minimum of 30,000 square feet.

- Vehicular access required for rear service entrance.

- Appropriate parking to meet the City's code minimum requirements for a public library, with a 100 seat meeting room.

- Require frontage on or clear visibility from Sprague Avenue but not from behind a parking lot.

- At least one side of library building adjacent and open to landscaped park area.

The City anticipates that its needs will include the following:

A. Land for a park or other civic uses

B. Due to civic nature of the site, shared hardscape such as walkways and plaza anticipated

C. Potential amenities to consider:

- parking

- reading garden

- public market space

- civic plaza and fountain

- flag display/Veteran's memorial

- small picnic shelter

- large shelter

- performance/gathering place

- seasonal café place

- open field

- walking loop/trail

- art/sculpture walk

D. Site requirements:

- Public access to library restrooms

- Park frontage on Sprague

- Off-street parking for City users (shared parking with library)

Fundamental to the understanding between the Parties hereto is that as of the date hereof, neither Party is in a position to know precisely how the Property should be divided such that the resulting two parcels will maximize the use and benefit to each Party of the Property for the Parties' respective needs to the extent allowed by law. To that end, the Parties agree that as of the date hereof, the number of square of feet and the precise location of the boundary line to be created cannot be known until completion of the Joint Site Development Plan. The Parties therefore agree to cooperate in good faith with each other to arrive at a mutually satisfactory arrangement for dividing the property as reflected in the Joint Site Development Plan. Any engineering or other consulting fees incurred in this process shall be split equally.

Allocation of costs for a traffic study that addresses impacts of anticipated development is the subject of a separate Memorandum of Understanding between the Parties. Based upon the traffic study, the Parties have identified certain right-of-way improvements or site-wide improvements (collectively referred to as "frontage improvements) that are necessary for the respective proposed projects. The

Parties agree to split the frontage improvements currently identified in the traffic study on an equal basis. The frontage improvements currently identified are set forth in Exhibit B, attached hereto.

Allocation of additional costs for any other frontage improvements that are necessitated by or otherwise determined as part of the Joint Site Development Plan will be as agreed by the Parties within 30 days of completion of the Joint Site Development Plan. The Parties will negotiate the allocation of any such additional frontage improvement costs in good faith.

7. **Property Adjustment**. If, as a result of the Joint Site Development Plan process the Library District determines that it needs more than 2.5 acres, then the City agrees that it will sell to the Library District at the original per square foot Purchase Price up to one additional acre of the Property. Payment to the City by the Library District of any additional property in excess of the original 2.5 acres shall be made on or before recording of the Deed described in Section 8 below. Any costs incurred for the boundary line adjustment process, and any surveying fees and fees for preparation and recording of the Deed shall be paid for by the Library District. Any legal fees incurred by the Parties shall be the separate responsibility of each.

8. **Deed to Library District**. Within 30 days after completion of the Joint Site Development Plan, the Parties will cooperate to initiate the process to adjust the boundary line as agreed in the Joint Site Development Plan through a boundary line adjustment. Within 10 days of the completion of the boundary line adjustment, the City will convey to the Library District by deed that portion of the Property designated for the Library District on the Joint Site Development Plan to the Library District.

9. **Failure of Joint Site Development Plan**. In the event that, despite their good faith best efforts, the Parties are unable to agree on a Joint Site Development Plan as described above, and absent an

agreement between the Parties to extend the deadline for developing such Joint Site Development Plan, then City shall, within 60 days after the final deadline for developing the Joint Site Development Plan, reimburse the Library District the full amount of that portion of the Purchase Price together with the pro-rata share of any survey, title, recording, closing, and phase I environmental audit costs paid by the Library District and from that point in time this agreement would be considered void. Each Party shall pay one-half of the costs of the Joint Site Development Plan if the project does not go forward, either due to failure to agree on a Joint Site Development Plan or because the District does not pass its bond as set forth in Section 10.

10. **Re-Purchase by City**. In order to construct a library building and ancillary improvements on the portion of the Property acquired by the Library District, it is anticipated that the Library District will need to secure voter approval of a District-wide bond levy covering this and other projects. Without voter approval of such bond, the Library District will not be in a position to develop its portion of the Property. The Parties agree that in the event that the Library District has not, within five years following the Closing, secured voter approval of a construction bond for the library building and ancillary improvements in such amount as shall be determined necessary by the Library District, that thereafter the Library District shall reconvey all of the Property back to the City at the same price paid by the Library District to the City. Such payment shall be paid all in cash. The Library District, in such event, shall convey title to the City with the same type of instrument as it received the Property from the City, and from that point in time this agreement would be considered void. In the event the construction bond is approved, the Library District shall commence construction within one year of the date of voter approval of the construction bond.

11. **Maintenance Costs**. The City agrees to maintain the Property, including that portion deeded to the Library District, until such time as the Library District shall begin development of its property. Maintenance is anticipated to include weed control and trash removal, and the Library District agrees to reimburse the City on an annual basis its proportionate share of such costs. The District and City shall negotiate in good faith the allocation of maintenance costs for the external library grounds both during the period of construction of the library facility, as well as maintenance costs once the facility is constructed.

12. **Use of Property**. The City agrees that its portion of the Property will be dedicated to public use and will not be sold to any third party. The Library District agrees that its portion of the Property will be developed into a public library facility provided that funding for such project is secured as provided above in Section 10.

The City, at its expense, will be allowed to use the entire site for civic purposes until the District provides the City with a notice that the District will commence construction activities in 30 days. The City agrees to hold harmless and indemnify the District from and against all claims, causes of action, and damages arising out of the City's use of the Property for any such civic purposes.

13. **Binding Effect**. This Agreement shall be binding upon and inure to the benefit of the Parties hereto and their respective heirs, personal representatives, legal representative, agents, attorneys, successors and assigns.

14. **Entire Agreement**. This Agreement is the sole and entire agreement between the Parties, and there is no other agreement, either oral or in writing, which modifies the terms of this Agreement. No statement, promises, or inducements made by either Party or any agent of either Party that is not

contained in this written Agreement shall be valid or binding. Any enlargement, modification or alteration of this Agreement is binding only if executed in writing and signed by all Parties hereto.

15. **Attorneys' Fees**. In any action to enforce this Agreement, the prevailing Party shall be entitled to recover expenses, including reasonable attorneys' fees, at all trial and appellate levels, including any bankruptcy proceedings.

16. **Venue**. This Agreement is entered into in the State of Washington and venue of any action shall be the Superior Court for Spokane County.

17. **Notices**. All notices, demands or other communications which are required or permitted to be given under this Agreement shall be in writing, and either personally delivered or mailed to the other Party at the address set forth below its signature on this Agreement, or at such other addresses as either party may give to the other by notice in writing pursuant to the terms of this paragraph.

18. **Waiver**. Waiver by either Party of any covenant, condition or provision of this Agreement shall not operate as or be considered to be a waiver by such Party of any other covenant, condition or provision hereof, or of any subsequent breach of either Party.

19. **Additional Acts**. The Parties each hereby agree to perform, execute and/or deliver or cause to be performed, executed and/or delivered, any and all such further acts, documents and assurances as may be reasonably required to consummate the transaction contemplated hereby.

20. **Recording of Agreement**. Pursuant to the provisions of RCW 39.34.040, this Interlocal Agreement shall be filed with the office of the Spokane County Auditor.

21. **<u>Negotiation and Construction</u>**. This Agreement, and each of the terms and provisions hereof, are deemed to have been explicitly negotiated between the Parties, and the language in all parts of this Agreement shall, in all cases, be construed according to its fair meaning and not strictly for or against either Party.

22. **<u>Representation of Authority</u>**. Each person who executes this Agreement represents and warrants to the Parties that he or she has the authority to do so.

SPOKANE COUNTY LIBRARY DISTRICT   CITY OF SPOKANE VALLEY

By: _____   By: _____

Print Name: _____   Print Name: _____

Title: _____   Title: _____

Address: _____   Address: _____

      _____   _____

Dated:_____   Dated:_____

I:\SPODOCS\26321\00006\AGREE\1007874

EXHIBIT A

The southeast quarter of the southwest quarter of the southeast quarter of Section 17, Township 25 North, Range 44 East, W.M., in the City of Spokane Valley, Spokane County, Washington;

Excepting therefrom the West 20 feet;

Further excepting therefrom the North 15 feet;

Further excepting therefrom the South 80 feet for Sprague Avenue.

Spokane Co. parcel no.s 45174.9053, 45174.9054, 45174.9055, and 45174.9056

Exhibit B

Frontage Improvements Cost Estimate

ProJect Name:	Spokane County Library Proposed Main Library Site
	Frontage Improvements: Herald Rd.; Main Ave.
Prepared By:	Bryan D. Hicks, P.E.
Preparation Date:	July 18, 2012

ITEM#	WSDOT STD. SPEC.	WSDOTSTO.#	ITEM DESCRIPTION	UNIT OF MEASURE	PLANNED QUANTITY	ESTIMATED UNIT PRICE	ESTIMATED ITEM PRICE
1	1-09.7	0001	MOBILIZATION	L.S.	1	$ 31.500.00	$ 31,500
2	1-05.4	7038	ROADWAY SURVEYING	L.S.	1	$ 1,500.00	$ 1,500
5	1-07.15	7736	SPCC PLAN	L.S.	1	$ 500.00	$ 500
9	1-10.3	6971	PROJECT TEMPORARY TRAFFIC CONTROL	L.S.	1	$ 4,000.00	$ 4,000
10	2-01	0035	CLEARING AND GRUBBING	L.S.	1	$ 4,000.00	$ 4,000
12	2-02		SAWCUT ASPHALT PAVEMENT	L.F.	1,300	$ 1.50	$ 1,950
14	2-03	0310	ROADWAY EXCAVATION & EMBANKMENT, INCL. HAUL	C.Y.	738	$ 16.00	$ 11,808
17	4-04	5115	CRUSHED SURFACING TOP COURSE	C.Y.	368	$ 48.00	$ 17,664
19	5-04		HMA CL. 1/2", 0.25 FT. DEPTH, PG 64-28	S.Y.	144	$ 24.00	$ 3,456
20	5-04		HMA CL. 1/2", 0.33 FT. DEPTH, PG 64-28	S.Y.	872	$ 20.00	$ 17,440
26	7-05	1062	PRECAST CONCRETE DRYWELL TYPE B - SWALE	EACH	3	$ 3,400.00	$ 10200
34	8-01		TEMPORARY EROSION & SEDIMENT CONTROL	L.S.	1	$ 1,500.00	$ 1,500
35	8-02		SWALE EXCAVATION INC. HAUL	C.Y.	380	$ 23.00	$ 8,740
38	8-02	6405	TOPSOIL TYPE A	C.Y.	150	$ 33.00	$ 4,950
39	8-02	6555	SOD INSTALLATION	S.Y.	1,361	$ 8.00	$ 10,888
40	8-03	6071	IRRIGATION SYSTEM	L.S.	1	$ 7,500.00	$ 7,500
42	8-04	6700	CEMENT CONC. TRAFFIC CURB & GUTTER	L.F.	1,225	$ 13.00	$ 15,925
43	8-04	6707	CEMENT CONC. PEDESTRIAN CURB	L.F.	80	$ 18.00	$ 1,440
44	8-04	1070	CEMENT CONC./QUARRY SPALL SPILLWAY	S.Y.	20	$ 50.00	$ 1,000
45	8-06	7059	CEMENT CONCRETE DRIVEWAY APPROACH	S.Y.	186	$ 44.00	$ 8,184
47	8-14	7055	CEMENT CONCRETE SIDEWALK	S.Y.	727	$ 34.00	$ 24,718
48	8-14	7058	CEMENT CONCRETE CURB RAMP TYPE A	EACH	4	$ 1,250.00	$ 5,000
51	8-20	6912	HAWK PEDESTRIAN SIGNAL	L.S.	1	$ 200,000.00	$ 200,000
			TOTAL CONSTRUCTION ESTIMATE				$ 393,863

Contingency (25%)		$	98,466
Inflation Adjustment Factor (4%/yr)	2 years	$	31,509
Construction Sub-Total		$	523,838
PE (15%)		$	78,576
CE (15%)		$	78,576
		$	
Utility Allowance - Undergrounding of overhead lines (East side of Herald)			
Right Of Way		$	700,989

TOTAL PROJECT ESTIMATE

Cost Estimate Assumptions:
Includes pavement widening, sidewalk, curb & gutter and swales for frontage of undeveloped parcel along Herald Rd. and Main Ave.
Estimate does not Include frontage Improvements In front of existing Balfour Park on Main Ave or Balfour Rd.
Includes HAWK Pedestrian Crossing Signal on Sprague Ave.

Main Ave.! Herald Rd, to Felts Rd. Local Access Street L = 650-f!
3" HMA over 6" CSTC; Ex. Width: 30-ft wide; No additional widening req'd
10-ft swale; 6-ft sidewalk,

Herald Rd, - ! Sprague Ave. to Main Ave. Collector Street: L = 575-f!
4" HMA over 6" CSTC; Ex. Width: 25 to 30-f!; Widen to 40-ft
1O-ft swale; 6-ft sidewalk

COMPUTER, WIRELESS NETWORK AND INTERNET USE POLICY (REVISION):
APPROVAL RECOMMENDATION

Recommendation:
Review and approve revisions to the Computer, Wireless Network and Internet Use Policy. The current policy was last revised, September 21, 2010.

Action Required:
Motion to approve the revised Computer, Wireless Network and Internet Use Policy.

Background:
The draft policy replaces the Customer Use of Internet Resources Policy, adopted May 21, 1998; last revised September 21, 2010.

The draft policy has been expanded to address the manner in which members of the public can use library computers as well as how they can access the wireless network using their own mobile devices. The proposed policy also takes into consideration recent court rulings that provide a greater degree of discretion regarding filtering protected content than previous court decisions.

When the policy was adopted the Internet was new and it was difficult to fully anticipate the many ways the Internet might be used by the public. The Internet provides access to content that greatly enhances the scope and breadth of the physical collection. In some cases content that was once available in print, is now exclusively available using the Internet. Despite the many benefits of the Internet, it has also raised concerns about the possibility of harmful and illegal content. The current policy was amended to incorporate requirements of the Children's Internet Protection Act (CIPA) which mandated filtering of visual depictions harmful to minors. The District's policy and practice has been to balance the requirement to filter minors' access to harmful content with the conditions outlined in the Supreme Court ruling which required libraries to provide means to unblock protected content at the request of an adult.

Under the current policy, computers located in children or teen areas are filtered at all times regardless of the age of the person using the computer. Computers located in the general areas of the library offer the option for adults to disable the filter. Youth are always filtered even if they use a computer located in the general area of the library. Community members accessing the Internet over the District's wireless network (Wi-Fi) are not filtered for content, only for network security.

In April of this year an Eastern Washington Federal District Court ruled that filtering library computers is consistent with the purpose of public libraries. The decision followed a state Supreme Court ruling from 2010 that also gave libraries permission to filter the Internet. The ACLU of Seattle had sued the North Central Regional Library (NCRL), demanding filters be removed. In May, the deadline for the ACLU to file an appeal passed. The ACLU of Washington's website states the reason for not filing an appeal is that the "current facts of the case do not support an effective appeal." The ACLU commended the library for "taking steps to narrow the range of materials" it filters.

The ACLU states it will continue to be vigilant about overly broad filtering of protected content. However, there is now reason to believe the library has the legal discretion to filter content within

narrowly tailored categories.   The DRAFT policy is presented for your consideration in light of this recent court ruling.

The current policy and its recommended revised version follow for review/approval.

It is the policy of Spokane County Library District to make Internet resources available to its customers, together with its collection of library materials, access to licensed electronic resources, and access to electronic databases, as a means of providing information in support of its mission.

The District offers materials and information in a variety of formats and media, with selection guided by its Collection Development Policy. Its goal in providing Internet resources is to enhance its collection in size and depth with information that may not be otherwise available or as up-to-date. In addition, it extends access to this information resource to all citizens.

As the District limits its selection of materials based on Collection Development Policy criteria and fiscal constraints, the District may limit customer access to Internet functions which it determines to be inconsistent with its mission and goals or consume more resources than the benefit derived in support of the mission and goals.

It is the District's policy to comply with the requirements of the Children's Internet Protection Act (CIPA) and the June 23, 2003 United States Supreme Court decision relating thereto. In doing so, the District understands that the required technology protection measures may not be fully effective in blocking intended sites and may inadvertently block unintended sites.

DISTRICT RESPONSIBILITIES

1. To assist customers in finding useful information, the District will provide on its Web site links to suggested resources that are consistent with its mission and goals, including youth-oriented resources with age-appropriate reading levels.
2. Library staff will be available to provide customer assistance.
3. As with other library materials, services and programs, the District will not limit minors' access to Web content beyond that required by CIPA and affirms the right and responsibility of parents and guardians to determine and monitor their children's use of Internet resources.
4. The District will assist parents and guardians in their exercise of their rights and responsibilities to limit their minor children's access to inappropriate matter on the Internet and the Web and restrict their children's access to materials harmful to minors by:
   a. Limiting computer workstations, located in or near the children's and teen areas in each branch, to Internet access using technology protection measures that block to the extent technically possible, visual depictions that are obscene, child pornography, harmful to minors (as defined in the United States Code[1] and case law) and in addition, to the extent technically possible, block chat rooms on workstations in or near children's areas.
   b. For all other Internet workstations, providing technology protection measures that block visual depictions that are obscene and child pornography for all customers, and in addition for minors age 16 and under, visual depictions that are harmful to minors (as defined in the United States Code[1] and case law).
   c. Providing parents with the option of not allowing Internet access for their child (children).
5. Because no filtering software employed as a technology protection measure can evaluate and block images, the least restrictive software blocking categories that by their definitions appear to include prohibited visual depictions will be used.
6. For customers 17 and older, the District will provide a method to allow the library patron to disable the technology protection measures, without staff intervention, at the beginning of each Internet session.
7. To assure that customers of all ages are able to access Internet sites that have been mistakenly blocked, the District will provide a method by which they can request that such sites be unblocked and library staff will unblock such sites in a timely manner.
8. The District will make parents and guardians aware that it cannot assure their children's safety and security while using the Internet in the library. When they use electronic mail, chat and other forms of direct electronic communication, the District:
   a. Cannot protect against their children's unauthorized access, including "hacking," and other unlawful online activities; and
   b. Cannot protect against unauthorized disclosure, use, and dissemination of personal identification information regarding their children if their children provide such information while using the Internet.

9. Information regarding Internet access restrictions will be provided to all customers at the time of library card registration and will be available in print and on the District's Web site. Information on Internet youth safety will also be provided for minors and their parents.
10. Customers' use of Internet resources will be managed in a manner consistent with the District's Customer Conduct Policy.

CUSTOMER RESPONSIBILITIES

1. Individual library users are responsible for determining the suitability of content for their purposes. The District does not control or monitor information that may be accessible from Internet sources. Information may be reliable and current, or it may be inaccurate, offensive, or illegal.
2. Adults are responsible for determining whether they wish to use or disable the technology protection measures. CIPA requires that everyone age 16 and under use the technology protection measures; parents may not authorize that they be disabled for their children.
3. Parents and guardians have a right and responsibility to use personal supervision and/or the technological means provided by the District to:
   a. Limit their children's access to inappropriate matter on the Internet and the Web;
   b. Assure their children's safety and security when using electronic mail, chat and other forms of direct electronic communication;
   c. Protect against unauthorized access, including "hacking," and other unlawful online activities by their children;
   d. Protect against unauthorized disclosure, use, and dissemination of personal identification information regarding minors; and
   e. Restrict their children's access to materials harmful to minors.
4. Customers are requested to exercise appropriate discretion in viewing materials. The District will not guarantee privacy for individuals using library public access computers to search the Internet and computer screens may be visible to people of all ages, backgrounds, and sensibilities.
5. Customers are to honor District procedures and security measures, and to follow Federal and State laws applying to use of the Internet.

Violation of this policy may be cause for a temporary or permanent prohibition from future use of library equipment or facilities, consistent with the Customer Conduct Policy.

The District's Executive Director is responsible for establishing procedures to carry out this Policy.

[1.] The Children's Internet Protection Act provides United States Code citations for the definitions of "obscene" (18 U.S.C. § 1460) and "child pornography" (18 U.S.C. § 2256). The Act itself defines "harmful to minors" in Section 1703 (b)(2).

<div align="center">
ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: MAY 21, 1998
LATEST REVISION: SEPTEMBER 21, 2010
</div>

SPOKANE COUNTY LIBRARY DISTRICT   <u>DRAFT</u>

POLICY: Computer, Wireless Network and Internet Use
APPROVAL DATE: September 18, 2012

PREVIOUS POLICY TITLE: Customer Use of Internet Resources

RELATED POLICIES:
Children's Safety in Libraries
Collection Development Policy
Code of Conduct (currently titled Rules of Customer Conduct)
Social Media Policy/Guidelines--TBD

STATUTORY REFERENCE: RCW 9.68.130

Purpose:
To define the conditions and responsibilities associated with using public access computers and accessing the Internet in Spokane County Library District facilities.

Definitions:
Compromising Computer or Network Security: Conducting activities that will alter, damage, disable, vandalize or otherwise harm computer equipment, hardware, software or networks.

Filter Categories: Groupings of online information to which access can be blocked. Terminology used to describe filter categories are set by the provider(s) of filtering software.

Illegal Activities: Activities in violation of federal, state or local law.

Sexually Explicit Material: Images which fall under the definitions of sexually explicit material as stated in Washington Statute, RCW 9.68.130(2).

Background:
Spokane County Library District (District) makes Internet resources, together with a collection of library materials and access to licensed electronic resources, available to library members in support of the District's mission.

The District offers materials and information in a variety of formats and media, with selection guided by a Collection Development Policy. Internet resources enhance the collection in size, depth and breadth. The District provides public computers with standard computer software that can be used to access the Internet. In addition, members may use their own devices to access the Internet on the library's public wireless (Wi-Fi) network. In compliance with the Children's Internet Protection Act (CIPA) and subsequent court rulings, The District employs Internet filtering software and other technology protection measures on all public computers and the wireless (Wi-Fi) network.

GENERAL POLICY:

Filtering
The District prohibits the following while using any District resource: engaging in illegal activities; accessing, viewing, or printing any illegal, obscene or sexually explicit material, or engaging in activities that compromise computer or network security.

The District utilizes filtering technology as required by the Children's Internet Protection Act (CIPA) which mandates that any public library using federal funding must filter Internet access to visual depictions that are (a) obscene; (b) child pornography; or (c) harmful to minors (as defined in the United States Code[1] and case law) for any person under the age of 17 years. Just as with the physical collection, not all Internet sites are suitable for all ages. Therefore, the District provides two levels of filtering: "basic" and "enhanced":

All member accounts, all library computers, and the Wi-Fi network are filtered at the "basic" level. The following categories of information are blocked with "basic" filtering: Illegal, Compromising Computer or Network Security, Sexually Explicit Material.

Additionally, all accounts for members under the age of 13, and library computers located in the children's area, are set to the "enhanced" filtering level: The "enhanced" filtering level blocks all of the same categories of information that are blocked with "basic" filtering, as well as other categories, as determined by the District, to be for adult or mature audiences only.

For both the "basic" and "enhanced" filtering levels, the District will utilize categories provided by the filtering system that best match the District's intentions.

Requests to "block" or "unblock" an Internet site
No filter or technology is 100% effective and may still allow access to information or sites that are objectionable or potentially harmful. Conversely, filters may inadvertently block sites that do not fall within the categories defined above.

A library member may request that an Internet site be blocked, or unblocked for "bona fide research or other lawful purposes"[2], by completing an Internet site review form or by contacting library staff. The site will be reviewed in a timely manner. Decisions about whether to block or unblock a site will be in accordance with District guidelines, within 72 hours excluding holidays.

Computer and Internet Safety
The District respects the rights and responsibilities of parents or guardians in determining and monitoring the use of the Internet by their children under the age of 18. Parents who do not want their minor children to have access to the Internet may request that their child be blocked from Internet access on library computers. The District advises parents/guardians that it cannot assure children's safety and security while using the Internet in the library. When children use social

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[1] The Children's Internet Protection Act provides United States Code citations for the definitions of "obscene" (18 U.S.C. § 1460) and "child pornography" (18 U.S.C. § 2256). The Act itself defines "harmful to minors" in Section 1703 (b)(2).
[2] Federal Communications Commission's Children's Internet Protection Act (CIPA) Guide: http://www.fcc.gov/guides/childrens-internet-protection-act

networks, electronic mail, chat and other forms of direct electronic communication, the District cannot protect against unauthorized access, including "hacking," and other unlawful online activities. Furthermore, the District cannot protect against unauthorized disclosure, use, and dissemination of personal identification information regarding children if children provide such information while using the Internet.

It is the responsibility of parents or legal guardians to monitor the Internet use of their minor children.

Network and Computer Security
The District employs measures designed to prevent access to sites or functions that would compromise District computer or network security or would alter, damage, disable, vandalize or otherwise harm computer equipment, hardware, software or networks.

District computers provide basic software and the ability to transfer content to mobile storage. The District is not responsible for data that may be lost or damaged while using library computers.

The District's Wi-Fi is an open, unsecured public access network. The District advises users not to transmit personal information (i.e.: credit card numbers, passwords and any other sensitive information) while using any wireless "hot spot". Furthermore, the District advises Wi-Fi users to take appropriate precautions when using this service, and to have up-to-date virus protection on their devices.

The District is not responsible for any information that is compromised or for any damage caused to hardware or software due to security issues.

For security and network maintenance purposes, the District may monitor individual equipment or Wi-Fi network traffic at any time. The District has the authority to disconnect any device from the Wi-Fi network that violates the practices set forth in this policy or any other related policy.

When using library computers or accessing the Wi-Fi network, individuals are expected to use the Internet in a manner consistent with the purpose of the library and with respect and consideration for other library members.

Violation of this or any related policy may be cause for a temporary or permanent prohibition from future use of library equipment or facilities. Illegal activities can be reported to law enforcement.

The District's Executive Director is responsible for establishing procedures to carry out this policy, which shall include the right of appeal for decisions regarding the blocking or unblocking of Internet sites.

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

FINANCIAL MANAGEMENT POLICY (REVISION):
APPROVAL RECOMMENDATION

Recommendation:
Staff recommends approval of a Financial Management Policy to replace the current Fund Balance Management Policy.

Action Required:
Motion to approve the Financial Management Policy.

Background:
The new "Financial Management Policy" is the successor to the District's "Fund Balance Management Policy." The original policy solely focused on various categories of fund balance assignments and the establishment of specific balances that were to be maintained for several of the assignments. However, no mention was provided regarding how these balances were to be maintained if sufficient funds were not available.

The new Financial Management Policy is more sweeping and provides for a broader foundation for the Board's fiduciary responsibilities regarding District financial operations. The policy is written in two sections. The first part addresses actions required of the Board of Trustees; the second part pertains to how certain aspects of financial operations are to be handled.

The first section of the policy delineates the statutorily required actions and necessary time frames the Board of Trustees must follow for such topics as authorizing property tax levy increases, approving Tax Anticipation Notes (TANs) and approving the annual budget.

The second section provides general guidelines for managing fund balances, such as non-spendable and assigned fund balances. This section reiterates the requirement to maintain a minimum unassigned fund balance of 15% of current-year expenditures. Additionally, contained in the section is the authorization for the Business Manager to make short-term loans between the General Operating Fund and the Capital Projects Fund. Finally, the new policy clearly defines the Districts "Expenditure Control" as the Board Approved "Total Expenditures and "Transfers Out."

Additionally, the second section establishes the minimal "floor" for library materials at 14% of the District's net operating expenses, and library programs at 0.05% of the net operating expenses. The budget controls for compensation-related items (salaries and employee benefits) will be contained within the District's Personnel Policy.

The current policy and its recommended revised version follow for review/approval.

SPOKANE COUNTY LIBRARY DISTRICT

(CURRENT) POLICY: FUND BALANCE MANAGEMENT

The Spokane County Library District Board of Trustees, pursuant to RCW 27.12.210(5) and (10), has exclusive control of its finances and may do acts necessary for the orderly and efficient management and control of the library.

For purposes of sound financial management, the Board of Trustees requires that the District General Operating Fund and Capital Projects Fund budgets' fund balances be managed as follows:

GENERAL OPERATING FUND

The purpose of the General Operating Fund is to carry out normal maintenance and operations.

FUND BALANCE ASSIGNMENTS

Fund balance assignments for Non-Spendable and Committed funds shall include but not be limited to those required to meet accounting requirements, special-purpose funds and a contingency reserve. Specific amounts shall be committed as follows:
* Infrastructure support plans (technology, facilities maintenance, and furniture, fixtures & equipment); Equal to the five-year average of each individual schedules plus 20%
* Library materials (new formats and/or collections); Equal to 10% of the library materials line item in the beginning annual General Operating Fund budget
* Contingency reserve: Target equal to five percent (5%) of current year budgeted expenses, excluding interfund transfers

MINIMUM UNASSIGNED FUND BALANCE

Each year's General Operating Fund budget shall include a minimum unassigned balance to provide sufficient funds to meet District obligations between primary property tax collection periods equal to 15% of total approved annual expenditures, excluding interfund transfers.

UNASSIGNED FUND BALANCE IN EXCESS OF THE MINIMUM

With Board of Trustees approval during the normal General Operating Fund budgeting process, all or part of the unassigned fund balance in excess of the 15% minimum may be used for current year expenditures or may be transferred to the Capital Projects Fund to meet future capital needs.

EXCEPTIONS

The fund commitments set forth above may be reduced for an annual budget only by formal action of the Board of Trustees.

CAPITAL PROJECTS FUND

The purpose of the Capital Project Fund is to account for financial resources that are committed to expenditure for capital outlays—long-term assets such as land and structures.

COMMITTED FUND BALANCE

Because of the Capital Project Fund's intent to accumulate funds to be used for future capital investments, the committed fund balance shall have no minimum or target.

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: NOVEMBER 21, 2000
LATEST REVIEW AND REVISION: NOVEMBER 16, 2010

POLICY: Financial Management Policy
APPROVAL DATE: 11/21/2000
REVISION DATE: 9/18/2012

PREVIOUS POLICY TITLE: Fund Balance Management

RELATED POLICY
Purchasing

STATUTORY REFERENCES: RCW 27.23.320 (5) and (10), 84.52.020, 84.55.120, 27.12.050, 84.55.020

Purpose:
The Spokane County Library District Board of Trustees, pursuant to RCW 27.12.210(5) and (10), has exclusive control of its finances and may conduct acts necessary for the orderly and efficient management and control of the library.

The District will comply with all statutory budget, property tax and financial reporting requirements and due dates established by both Washington State and Spokane County.

Required Board of Trustee Actions

October

The Board of Trustees conducts a public hearing on Library District revenue sources as required by State Law (RCW 84.55.120).

November

The Board of Trustees reviews and adopts:

1)   Memberships in organizations, as per the District Policy.

2)   A Resolution authorizing property tax levy increases as required by State Law (RCW 84.55.120), that is transmitted to the County Assessor. [Note: This is necessary for any increase in total property taxes levied, even if within the IPD limit factor.]

3)   A Resolution establishing a levy limit factor for property taxes as required by State Law (RCW 84.52.0101), which is transmitted to the County Assessor. [Note: Necessary only if the Board wants to exceed the property tax limit factor].

4)   A Resolution certifying any excess levy for G.O. bond redemption as required by State Law (RCW 84.52.056), that is transmitted to the Clerk of the Board of County Commissioners and Spokane County Assessor.

5)   A Resolution adopting a preliminary budget as required by State Law (RCW 27.12.050), that is transmitted to the Clerk of the Board of County Commissioners. [Note: This provides

justification for the levies to be requested].

6)   A Resolution certifying the estimated property tax levy as required by State Law (RCW 27.12.05 & RCW 84.52.020), that is transmitted to the Clerk of the Board of County Commissioners and the County Assessor.

December

The Board of Trustees reviews and approves:

1) A Resolution adopting the final budget as required by State Law (RCW 27.12.050) and transmits it to the Board of County Commissioners.

2)   A Resolution approving the sale of Tax Anticipation Notes (TANS) for the upcoming budget year, if the projected fund balances are insufficient to provide sufficient cash flow for District operations

Financial Management Requirements

The District's General Operating Fund and Capital Projects Fund shall be managed as follows:

General Operating Fund - This fund is used to carry out the District's normal operations and maintenance activities.

Fund Balance Allocations

Fund balance allocations for Non-Spendable and Assigned funds shall include, but not be limited to, those required to meet accounting requirements, special-purpose funds, and a contingency reserve.

Minimum Unassigned Fund Balance

The minimum unassigned fund balance should be a minimum of 15% of the total approved annual expenditures, excluding inter-fund transfers. The unassigned fund balance in excess of the 15% minimum may be used for current-year expenditures or may be transferred to the Capital Projects Fund to meet future capital needs.

Inter-Fund Loans

The Business Manager is authorized to make short-term (e.g., not to exceed 90 days) inter-fund loans between the General Operating Fund and the Capital Projects Fund. All inter-fund loan activity shall be reported to the Board of Trustees on a monthly basis.

Expenditure Control

The critical budget control figure is the "Total Expenses and Transfers Out." This figure is the District's overall expenditure control and cannot be exceeded without Board of Trustee approval.

Capital Projects Fund – This fund is used to accumulate financial resources for potential future capital investments; consequently, the unassigned fund balance has no minimum balance.

Budget Limitations and Restrictions – General Operating fund

Employee Compensation

The budget for all compensation related items (salaries and employee benefits) will be in accordance with the previsions of the District's Personnel Policy.

Library Materials

The annual minimum budget for library materials will be equal to 14% of the District's operating expenses, less those funds allowed for "operational contingencies" and "transfers out."

Library Programs

The annual minimum budget for library programs will be equal to 0.5% of the District's operating expenses, less those funds allowed for "operational contingencies" and "transfers out."

The District's Executive Director is responsible establishing administrative procedures necessary to carry out this policy.

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

MEMBER PRIVILEGES AND RESPONSIBILITIES POLICY (REVISION):
APPROVAL RECOMMENDATION

Recommendation:
Review and approve revisions to the Member Privileges and Responsibilities Policy to replace the current Eligibility for Library Use Policy, last revised, October 18, 2011.

Action Required:
Motion to approve the revised Member Privileges and Responsibilities Policy.

Background:
This policy draft combines the existing ELIGIBILITY FOR LIBRARY USE Policy with an internal draft of what was previously intended to be a distinct FINES AND FEES policy. After reviewing both the existing and proposed policies and similar policies at other libraries, it was decided to combine both into an overall policy covering the requirements and obligations of membership in the District.

Creation of this policy was motivated by several factors:
- Define the structure, limitations and privileges of the three main membership (formerly resident) categories
- Codify in policy the various fines and fee structure and processes associated with library use. As the policy would be approved by the Board of Trustees, approval of this policy would consequently approve the fine and fee structure and processes in one central document.
- Codify in policy the way the District manages, reduces and purges assessed fines and fees, and which currently exists only in procedures.
- Codify in policy the bank fees associated with credit/debit payments, which currently doesn't exist.

The current policy and its recommended revised version follow for review/approval.

SPOKANE COUNTY LIBRARY DISTRICT

(CURRENT) POLICY: ELIGIBILITY FOR LIBRARY USE

BASIS FOR DETERMINATION OF RESIDENCY

Spokane County Library District is a special-purpose district funded primarily through a property tax set by state law and collected only in the unincorporated county and annexed cities and towns. Eligibility to use District facilities and services is based on this geographic area and inter-local service agreements with other cities and towns, libraries and library districts.

DEFINITION OF RESIDENCY

A District resident is a person who resides in unincorporated Spokane County or an annexed or contracting city or town.

RESIDENT USE

The District serves all residents of its service area as defined above.

In addition to those residing in its service area, the following shall be considered as residents and eligible for use of all District services without payment of a non-resident fee.

1. Persons residing outside the defined service area but owning property within it.
2. Active duty military personnel and their dependents who live on a military installation within Spokane County.
3. Residents of areas included in inter-local agreements with other libraries, library districts, and cities, except for any specific services cited in the inter-local agreement as not being available to the jurisdiction's residents and for any specific services provided through a vendor license agreement that prohibits non-resident use.

NON-RESIDENT USE

Persons residing outside the District's service area who are not included in one of the above three resident use categories may use without charge library services for which a library card is not required.

An eligible non-resident may use services for which a library card is required through payment of an annual fee entitling everyone residing at the same street address (i.e., house, apartment, or other type of living unit) to resident library privileges at no additional charge. The annual fee is governed by Spokane County Library District Board of Trustees Resolution No. 99-12.

1. An eligible non-resident is a person residing in a city or town within Spokane County that fund and operates a municipal library, or a person residing outside Spokane County.

2. Persons residing in cities and towns within Spokane County that do not fund and operate a municipal library are not eligible for non-resident use and may not obtain a non-resident library card.

LIMITATIONS TO USE

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

DENIAL OF SERVICE

The use of District facilities and/or services may be denied for due cause. Due cause includes, but is not limited to, failure to return library materials or pay associated charges, and violations of the District's Rules of Customer Conduct Policy.

PROCEDURES

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

AUTHORITY

The authority for the adoption of this policy is RCW 27.12.180, 27.12.210(1), 27.12.270, and 27.12.280.

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: JUNE 19, 1986
LATEST REVIEW AND REVISION: OCTOBER 18, 2011

SPOKANE COUNTY LIBRARY DISTRICT

POLICY: MEMBER PRIVILEGES AND RESPONSIBILITIES
APPROVAL DATE: JUNE 19, 1986
REVISION DATE: SEPTEMBER 18, 2012

PREVIOUS POLICY TITLE: Eligibility for Library Use

RELATED POLICIES:
Code of Conduct
Disposal of Surplus Property
Library Meeting Room Use

STATUTORY REFERENCES: RCW 27.12.180, 27.12.210(1), 27.12.270, and 27.12.280

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

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

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

A. District Membership: Persons who reside in unincorporated Spokane County or an annexed or contracting city or town. In addition to those residing in its service area, the following shall be considered as residents and eligible for use of all District services without payment of a non-resident member fee:
a. Persons residing outside the defined service area but owning property within it.
b. Active duty military personnel and their dependents that live on a military installation within Spokane County.

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

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

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

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

Categories of Fines and Fees

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

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

3. Miscellaneous Charges
a.) Surplus Materials and Property: In accordance with Disposal of Surplus Property Policy, library materials and other property declared surplus may be sold. Prices for surplus items will be posted where sales occur.
b.) Cloth book bags, t-shirts or other retail items: The District may offer items for sale to members. Items will be priced close to actual cost. The intent is not to make a profit but rather to offer members items that may enhance their library experience. Associated sales tax will be charged and may vary depending on the location of the library.
c.) Meeting Room Condition: A $25.00 minimum cleaning/maintenance fee will be charged if the room is not left in satisfactory condition
d.) Photocopying: Public photocopying machines are available in each library; the first 10 photocopies per day are free, each additional copy is $.10 per page.
e.) Printing: Public printing is available in each library; members may print up to 80 pages per week (Sunday through Saturday) free of charge.
f.) NSF Check Fee: If a personal check is rejected due to Non-Sufficient Funds (NSF), an additional service fee of $25.00 will be assessed to the account.
g.) Interlibrary Loan Fee: Lending libraries outside of SCLD may require a fee for loaning some library materials. Members requesting interlibrary loan materials will be contacted to determine if they are willing to pay the fee to borrow the item.

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

IV. Membership Renewal
Annually, members must pay all outstanding fines or fees to renew a library card.

V. Administrative Reduction or Discharge of Assessed Fines & Fees
The District may reduce assessed fines and fees, dependent upon certain criteria. Examples of these reductions include, but are not limited to:

A. Fines and Fees Waiver or Cancellation
District employees are charged with determining under what circumstances a fine or fee may be waived or cancelled. Circumstances include, but are not limited to, hardship, library error, and special amnesty programs designed to reduce outstanding debt. Guidelines for making such determinations are listed in associated procedures.

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

VI. Bank Fees
To facilitate the collection of assessed fines and charges, credit and debit cards may be used to pay assessed fines and fees, limited to online payments only. The bank transaction fee will be accepted as a cost of doing business and will be processed as a routine expense item. No commensurate discounts or payment reductions will be extended to those fines and fees paid by cash or check.

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

VIII. Denial of Service
Use of District facilities and/or services may be denied for due cause. Due cause includes, but is not limited to, failure to return library materials or pay associated charges, and violations of the District's Code of Conduct.

IX. Procedures
The District's Executive Director is responsible for establishing procedures to carry out this policy.

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

CODE OF CONDUCT POLICY (REVISION):
APPROVAL RECOMMENDATION

Recommendation:
Review and approve revisions to the Code of Conduct Policy. The current policy was last revised, December 20, 2011.

Action Required:
Motion to approve the revised Policy on Code of Conduct.

Background:
The revisions to this policy are limited primarily to format (to bring it into alignment with the new policy format going forward) and the policy's title. The recommendation to change the title from "Rules of Customer Conduct" to "Code of Conduct" is to better reflect the behavioral dynamic we want to see in the libraries. While "rules" set forth the notion that "these are the District's rules that you, the public, need to follow," a "code" better reflects the collaborative agreement of all of its members regarding acceptable conduct in District facilities. Besides the removal of the mission and vision statement (in anticipation of updates as part of the strategic planning process), and some minor re-wording elsewhere, no substantive changes were made to the content of the policy.

The current policy and its recommended revised version follow for review/approval.

SPOKANE COUNTY LIBRARY DISTRICT

(CURRENT) POLICY: RULES OF CUSTOMER CONDUCT

It is Spokane County Library District's mission to connect people with resources, 24/7; its vision is to be indispensable to the community.

It is supported by the tax paid by District property owners, who expect our facilities to be clean, comfortable and safe places for selecting materials, reading, researching, studying, writing and attending programs and meetings. To this end, the District is responsible for establishing rules of conduct to protect the rights and safety of customers, volunteers and staff, and for preserving and protecting the District's materials, equipment, facilities and grounds.

The following actions are examples of conduct not allowed on District property:

- Engaging in any activity in violation of Federal, State, local or other applicable law, or District policies, rules or regulations.
- Failing to comply with a reasonable staff request.
- Being under the influence of alcohol/drugs, and selling, using or possessing alcohol/illegal drugs.
- Using wheeled devices in District buildings, including skateboards, roller skates, bicycles, scooters and shopping carts (except for wheelchairs, mobility scooters, walkers, and strollers). Using wheeled devices on District grounds in an unsafe manner or impedes others' access to the facility. Parking/storing bicycles inside buildings; bicycle racks are provided outside.
- Lying down or sleeping in the restrooms or on any floor, couch, table or seat. Blocking aisles, exits or entrances with personal possessions or by sitting or lying down in them. Leaving unattended items.
- Neglecting to provide proper supervision of children (see Spokane County Library District Children's Safety in Libraries Policy) or vulnerable adults.
- Bringing pets or animals, other than service animals necessary for disabilities, into buildings, except as authorized by the District's Executive Director.
- Using audible devices without headphones or with headphones set at a volume that disturbs others. Using cell phones and other communication devices in a manner that disturbs others.
- Using restrooms for inappropriate uses, such as bathing, shampooing, haircuts or laundry.
- Use of tobacco products and electronic cigarette use in library facilities. Smoking within 25 feet of a building entrance.
- Entering the library barefoot, without a shirt, with offensive odor or personal hygiene, or being otherwise attired so as to be disruptive to the library environment.
- Verbally or physically threatening or harassing other customers, volunteers or staff, including stalking, staring, lurking, uninvited conversations and offensive touching.
- Indecent exposure and sexual activity.
- Soliciting (such as selling or distributing items); conducting surveys not authorized by the District.
- Stealing, damaging, altering or inappropriately using District property.
- Entering nonpublic areas unaccompanied by an authorized District employee, being in a library without permission of an authorized District employee before or after library operating hours.
- Fighting or challenging to fight, running, pushing, shoving or throwing things.
- Creating disruptive noises, such as loud talking, screaming or banging on computer keyboards.
- Fraudulent use of other customers' library cards or library card number for any purpose.
- Engaging in any other behavior that that could adversely affect the safety and security and well-being of staff and customers using our facilities.

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

The Executive Director is responsible for ensuring these rules are prominently posted in each library and for establishing administrative procedures necessary to carry out this Policy, which shall include the right of appeal for suspensions longer than thirty (30) days.

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ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: MAY 18, 1995
LATEST REVISION: MAY 17, 2011
LAST REVIEWED AND REAFFIRMED: DECEMBER 20, 2011

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A board of library trustees may exclude from the use of the library under its charge any person who willfully and persistently violates any rule or regulation prescribed for the use of the library or its facilities or any person whose physical condition is deemed dangerous or offensive to other library users. (RCW 27.12.290)

POLICY: Code of Conduct
APPROVAL DATE: 5/18/1995
REVISION DATE: 9/18/2012

PREVIOUS POLICY TITLE: Rules of Customer Conduct

RELATED POLICY
Children's Safety in Libraries

STATUTORY REFERENCE: RCW 27.12.290

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

Background:
Spokane County Library District is supported by the tax paid by District property owners, who expect our facilities to be clean, comfortable and safe places for selecting materials, reading, researching, studying, writing and attending programs and meetings. To this end, the District is responsible for establishing a code of conduct to protect the rights and safety of members, volunteers and staff, and for preserving and protecting the District's materials, equipment, facilities and grounds.

POLICY:
The following actions are examples of conduct not allowed on District property:

- Engaging in any activity in violation of Federal, State, local or other applicable law, or District policies, rules or regulations.
- Failing to comply with a reasonable staff request.
- Being under the influence of alcohol/drugs, and selling, using or possessing alcohol/illegal drugs.
- Using wheeled devices in District buildings, including skateboards, roller skates, bicycles, scooters and shopping carts (except for wheelchairs, mobility scooters, walkers and strollers). Using wheeled devices on District grounds in an unsafe manner or impeding others' access to the facility. Parking/storing bicycles inside buildings; bicycle racks are provided outside.
- Lying down or sleeping in the restrooms or on any floor, couch, table or seat. Blocking aisles, exits or entrances with personal possessions or by sitting or lying down in them. Leaving unattended items.
- Neglecting to provide proper supervision of children or vulnerable adults.
- Bringing pets or animals, other than service animals necessary for disabilities, into buildings, except as authorized by the District's Executive Director.
- Using audible devices without headphones or with headphones set at a volume that disturbs others. Using cell phones and other communication devices in a manner that disturbs others.
- Using restrooms for inappropriate uses, such as bathing, shampooing, haircuts or laundry.

- Use of tobacco products and electronic cigarette use in library facilities. Smoking within 25 feet of a building entrance.
- Entering the library barefoot, without a shirt, with offensive odor or personal hygiene, or being otherwise attired so as to be disruptive to the library environment.
- Verbally or physically threatening or harassing other customers, volunteers or staff, including stalking, staring, lurking, uninvited conversations and offensive touching.
- Indecent exposure and sexual activity.
- Soliciting (such as selling or distributing items); conducting surveys not authorized by the District.
- Stealing, damaging, altering or inappropriately using District property.
- Entering nonpublic areas unaccompanied by an authorized District employee, being in a library without permission of an authorized District employee before or after library operating hours.
- Fighting or challenging to fight, running, pushing, shoving or throwing things.
- Creating disruptive noises, such as loud talking, screaming or banging on computer keyboards.
- Fraudulent use of other customers' library cards or library card number for any purpose.
- Engaging in any other behavior that that could adversely affect the safety and security and well-being of staff and customers using our facilities.

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

The District's Executive Director is responsible for ensuring this code is prominently posted in each library and for establishing administrative procedures necessary to carry out this policy, which shall include the right of appeal for suspensions longer than thirty (30) days.

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

LIBRARY MEETING ROOM USE POLICY (REVISION):
APPROVAL RECOMMENDATION

Recommendation:
Review and approve modifications to the Library Meeting Room Use Policy. The current policy was last revised, November 16, 2010.

Action Required:
Motion to approve the revised Library Meeting Room Policy.

Background:
Revisions to this policy were motivated by several factors:
- Elimination of any charge for meeting room use beyond a potential cleaning fee to
  1.) Eliminate barriers and encourage more use by the public
  2.) Minimize staff time in determining whether to charge for usage
- Clarification of preferential scheduling opportunities for identified partner agencies, public or private
- Statements that were previously absent from the policy:
  - All meetings open to the public
  - Compliance with Code of Conduct and Facility Use for Political Purposes policies
  - Retention of registration data for operational purposes
  - Right of refusal if use might result in interference of normal library operations

The current policy and its recommended revised version follow for review/approval.

Spokane County Library District makes library meeting and conference rooms available for public use when they are not being used by the District, Friends of the Library groups, or government organizations using the room for government purposes.

The District will allow use of meeting and conference rooms by any other group or individual, subject to the limitations below. Permission to use these facilities will not be denied to any group or individual because of race, religion, color, sex, national origin, marital status, familial status, age, sexual orientation, political affiliation or disability.

In order to ensure equal access, groups are limited to one (1) reservation a month per library.

Payment of a fee is required for the following types of activities of groups or individuals other than Friends of the Library or government organizations:
- Any use for which attendees are assessed a charge other than a nominal amount to defray the cost of materials or supplies.
- Any use for which there is solicitation for the sale of goods or services.
- Private social functions.

For any other use, the District does not require a fee for the use of its meeting and conference rooms.

Permission to use District meeting rooms does not constitute or imply endorsement or sponsorship by the District and meeting room users are expected to fully comply with all applicable provisions of law.

The District does not assume liability for injuries to individuals or damages to personal property which occur as a result of actions of the sponsors or participants in activities in its meetings rooms.

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

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: NOVEMBER 14, 1974
LATEST REVISION: NOVEMBER 16, 2010

SPOKANE COUNTY LIBRARY DISTRICT   <u>DRAFT</u>

POLICY: LIBRARY MEETING ROOM USE
APPROVAL DATE: NOVEMBER 14, 1974
REVISION DATE: SEPTEMBER 18, 2012

RELATED POLICIES:
Code of Conduct
Facility use for Political Purposes

Purpose:
To provide guidelines for the use of library meeting and conference rooms by the public when they are not being used by the District, Friends of the Library groups or government agencies using the room for government purposes.

General Policy:
Spokane County Library District uses its meeting rooms to offer educational, cultural, civic and community-oriented programs. The District may also co-sponsor programs or exhibits with other agencies, organizations, institutions or individuals, including those that require a fee for attendance for cost recovery purposes.

The District will allow use of meeting and conference rooms by any other group or individual, subject to these restrictions:

> 1.) All activities must be open to the public and may not be restricted to any particular group. The District may elect to provide notification to the general public about meetings or activities.

> 2.) To ensure equal access, groups are limited to one (1) reservation per month per library. Reservations may be booked up to two (2) months in advance of the current month; the Branch Supervisor may make an exception to allow more frequent use of the meeting room based upon availability.

While the District does not require a fee for use of its meeting and conference rooms, a $25.00 minimum cleaning/maintenance fee will be charged if the room is left in unsatisfactory condition.

Permission to use these facilities will not be denied to any group or individual because of race, religion, color, sex, national origin, marital status, familial status, age, sexual orientation, political affiliation or disability.

Permission to use District meeting rooms does not constitute or imply endorsement or sponsorship by the District and meeting room users are expected to fully comply with all applicable provisions of law.

The District may keep registration and reservation information on file for operational purposes.

The District does not assume liability for injuries to individuals or damages to personal or District property that occur as a result of actions of the sponsors or participants in activities in its meeting rooms.

The District reserves the right to limit use of the rooms if use would result in interference with proper functioning of the library. This includes, but is not limited to, creating a situation that limits District activities or public access to the library or its services.

The District's Executive Director is responsible for establishing procedures to carry out this policy, which shall include the right of appeal for decisions regarding the blocking or unblocking of Internet sites.

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

RECIPROCAL USE AGREEMENT WITH LIBERTY LAKE MUNICIPAL LIBRARY:
APPROVAL RECOMMENDATION

Recommended Action:
Motion to approve the reciprocal use agreement with Liberty Lake Municipal Library.

Background:
SCLD currently has a reciprocal use agreement with the Spokane Public Library which allows residents of either jurisdiction to obtain a library card and borrow books from libraries in both systems. The level of cross-use by non-residents is monitored on an annual basis. The cross-use agreement benefits residents of both systems by providing more convenient access to library services.

Library Lake Municipal Library (LLML) is interested in entering into a similar reciprocal use agreement to allow residents of Liberty Lake access to SCLD branches. Currently, LLML extends free services to county residents. In the past year, the LLML has loaned 20,000 items to the 1,400 county residents with active library cards.

Under our current policy, Liberty Lake residents must pay to borrow items from SCLD libraries. In the last three years very few Liberty Lake residents have paid the non-resident fee to use SCLD libraries. There are currently 51 library cards that have been issued to Liberty Lake residents in the past three years.

By approving the Reciprocal Borrower Agreement with Liberty Lake, county residents will continue to use the Liberty Lake Library with no fee. In turn, residents of Liberty Lake would be able to borrow books at SCLD branches for no fee. We anticipate use of Otis Orchards Library may increase since Liberty Lake city boundaries extend north of the freeway. When Liberty Lake Library withdrew from the County we saw a drop in use at Otis Orchards Library. This agreement would most likely bring back families that live nearby. The reciprocal agreement benefits residents of both systems by making it easier to use the library that is most convenient without paying non-resident fees.

This agreement does not provide the ability to request items for pick up at the Library Lake Municipal Library. Materials checked out at an SCLD library must be returned to an SCLD library. The agreement also does not include the ability to borrow digital content.

Staff will monitor cross-use on a quarterly basis. We can reconsider the agreement if at the end of the year there appears to be a significant imbalance.

RECIPROCAL USE AGREEMENT
BETWEEN
SPOKANE COUNTY LIBRARY DISTRICT AND
LIBERTY LAKE MUNICIPAL LIBRARY

This Agreement is entered into this ____ day of _____, 20___, by and between the Spokane County Library District, ("the SCLD"), a rural county library district established under the authorization of Chapter 27.12 RCW; and the Liberty Lake Municipal Library ("the LLML") a city library established under the authority of Chapter 27.12 RCW.

WHEREAS, the LLML and SCLD currently maintain and operate their own library systems and provide library services to the residents in their respective jurisdictions pursuant to Chapter 27.12 RCW; and

WHEREAS, the SCLD is a separate municipal corporation that provides library services to ten cities and towns, including Cheney, Deer Park, Fairfield, Latah, Medical Lake, Millwood, Rockford, Spangle, Spokane Valley, and Waverly who have voted to annex to the District; and one city, Airway Heights, that contracts with the district for library service; and

WHEREAS, in August 2012, the Directors of the LLML and SCLD met to discuss the possibility of establishing a reciprocal-use arrangement for customers of each library system; and

WHEREAS, changes and improvements to both library systems, including additional branch libraries by the library systems, has made reciprocal use between the two systems beneficial to the library systems and the citizens of the respective jurisdictions; and

WHEREAS, an increased level of cooperation between the two library systems, including establishment of a reciprocal use arrangement, has benefits for the customers of both library systems, including providing the opportunity for enhanced access to library facilities and materials, and providing opportunities to jointly promote the value of public library services.

NOW, THEREFORE, in consideration of the benefits to be received by the two library systems and their respective customers, it is hereby agreed by and between the SCLD and the LLML as follows:

1.   **Term.**

    This Reciprocal Use Agreement shall be effective on approval and execution by the Board of Trustees of the SCLD and the LLML. The Agreement shall automatically renew January 1st of each year unless either party provides written notification one hundred eighty (180) days prior to the January 1st renewal date that it elects not to renew the Agreement. The parties may further agree to terminate this Agreement at any time by mutual agreement.

2. **Reciprocal Use Agreement.**

The residents of one library's service area may obtain a library card permitting the use of the other library's facilities and services, without payment of any non-resident fee, under the following conditions:

a.   The current policies and procedures for the provision of library services of each library system shall remain in effect, with no coordination or standardization required, and specifically including the following provisions:

1.   Library materials placed on hold must be picked up by the library customer at the owning systems' branch library.

2.   Library materials must be returned to the owning system's branch library; if the library materials owned by one system are returned to a branch library of the other system, the materials will be routed back to the owning system, but any overdue charges will continue to accrue under the terms of the owning system's policies.

b.   The terms of this agreement shall apply to the residents of the entire unincorporated area of Spokane County, the City of Liberty Lake, and all cities within Spokane County served by the SCLD.

c.   The reciprocal use agreement does not extend to each system's non-resident library cardholders, only to eligible residents living within their respective library service areas.

d.   A cardholder of the LLML or the SCLD, except an out-of-county cardholder, shall be entitled to all of the privileges of a resident cardholder of the other system, except for interlibrary loan of library materials, downloading of digital books and accessing remote database access due to the costs associated with the provision of these library services.

e.   Customers blocked from use of library facilities and services by one system, as a result of a referral of overdue charges to a collection agency, will be blocked from obtaining a library card or the use of library services from the other system. Each system will provide the other system, on a weekly basis, with a listing of customers in default on library charges referred to a collection agency.

f.   Each system shall establish tracking codes to provide information, on an annual basis, on the use of their respective library services and facilities by non-resident cardholders.

3. **Liability.**

Each party shall, at all times, be solely responsible for the acts, or the failure to act, of its personnel that occurs or arises in any way out of the performance of this Agreement by its personnel only; and to save and hold the other party and its personnel and officials harmless from all costs, expenses, losses and damages, including cost of defense, incurred as a result of any acts or omissions of the party's personnel relating to the performance of this Agreement.

4. **Notice.**

All notices, requests, demands and other communications required by this Agreement shall be in writing delivered to:

        The LLML: Pamela A. Mogen
                     Director of Library Services
                     Liberty Lake Municipal Library
                     23123 East Mission Avenue
                     Liberty Lake, WA 99019

        The SCLD: Nancy Ledeboer
                     Executive Director
                     Spokane County Library District
                     4322 North Argonne Road
                     Spokane, WA 99212

5. **Severability.**

If any provision of the Agreement or its application is held invalid, the remainder of the Agreement shall not be affected.

6. **Modification.**

This Agreement represents the entire Agreement between the LLML, and the SCLD. No change, termination or attempted waiver of any of the provisions of this Agreement shall be binding on the parties unless executed in writing by authorized representatives of the parties. The Agreement shall not be modified, supplemented, or otherwise affected by any course of dealing between the parties.

7. **Benefit.**

This Agreement is entered into for the benefit of the parties to this Agreement only and shall confer no benefits, directly or implied, on any third person.

8.   **Dispute Resolution.**

Any controversy which shall arise among the LLML and the SCLD regarding the rights, duties or liabilities of any party under this Agreement shall be submitted to non-binding arbitration. Either party may request arbitration at any time. The arbitration shall be before on disinterested arbitrator agreed upon by the parties. The arbitrator shall render an opinion in accordance with the laws of the state of Washington as applied to the facts found by the arbitrator. In the event the parties are unable to agree on the selection of the arbitrator, or in the event the opinion of the arbitrator is not acceptable to any one of the parties, the matter shall be submitted to the Spokane County Superior Court for final decision. The Court's review of the matter shall be de novo. The parties agree that the decision of the Superior Court shall be final and not subject to appeal.

9.   **Attorney Fees.**

In the event of arbitration or litigation concerning the terms of or performance under this Agreement, each party shall be responsible for its costs and expenses including half of the cost of the arbitration.

SPOKANE COUNTY LIBRARY DISTRICT   LIBERTY LAKE MUNICIPAL LIBRARY

_____   _____
Chairman of the Board of Trustees   Chairman of the Board of Trustees

Approved as to Form: Approved as to Form:

_____   _____
James C. Sloane, Attorney at Law   City Attorney

EXTENSION OF SERVICE CONTRACTS:
APPROVAL RECOMMENDATION

Recommendation:
Staff recommends the Board of Trustees to allow for a partial year extension to the existing Custodial and Grounds Maintenance service contracts. This will allow the current contracts to expire on December 31 of the final year.

Action Required:
Motion to authorize the Business Manager to extend the Custodial service contract until December 2013 and the Grounds Maintenance service contract until December 2014.

Background:
The District's Purchasing Policy allows for the renewal of service contracts for up to four years beyond the initial one-year term before new price quotations are required. Currently, the limitation for grounds maintenance will be reached in March 2013, and custodial services will reach the five-year limit in April 2014.   When reviewing the District's budget preparations, it would be considered advantageous if these service agreements could be extended to the end of each calendar year. This would allow for the actual service costs for the upcoming year to be identified and included within the annual budget process.

To achieve this goal it would require extending the grounds maintenance contract until the end of 2013 and the custodial services contract to the end of 2014. This issue has been discussed with legal counsel; Attorney Jim Sloane advised a simple motion approved by the Board of Trustees would suffice to authorize the extensions.

STRATEGIC PLANNING TIMELINE
FOR INFORMATION ONLY – Updated 9/5/12

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Preparation
August 21 – 25 - PLA Results Boot Camp, Nashville, TN (Staff)
September 11-17 - Training the Staff Facilitators (Staff, Facilitator)
October 2 - Planning Committee Orientation (Staff)

Gathering Input
September 28 - Staff Training and Development Day (All staff)
    Identifying community needs & organizational competencies
October 13 - Board Retreat (Board of Trustees, Facilitator)
    Facilitated Board of Trustees discussion to consider and identify the District's mission and vision.
October-November - Community Forums (Staff facilitators)
    Facilitated open forums at each library, designed to identify community needs and potential library service responses

October 9	*Otis Orchards*	*6-7:30pm*
October 11	*Airway Heights*	*6-7:30pm*
October 15	*Medical Lake*	*6-7:30pm*
October 17	*North Spokane*	*6-7:30pm*
October 20	*Fairfield*	*1-2:30pm*
October 23	*Argonne*	*6-7:30pm*
October 24	*Moran Prairie*	*6-7:30pm*
November 8	*Spokane Valley*	*6-7:30pm*
November 13	*Cheney*	*6-7:30pm*
November 14	*Deer Park*	*6-7:30pm*

Developing the Plan
November 20 - Regular Board Meeting (Board of Trustees)
    Review Community needs responses and provides Board direction on recommended service response priorities
November – January 2013 (Planning committee)
    Draft Strategic Plan Goals and Objectives based on identified community needs and service response priorities
January 15, 2013 - Regular Board Meeting (Board of Trustees)
    Present draft Strategic Plan to Board for review and direction
February or March 2013 - Regular Board Meeting (Board of Trustees)
    Board Approval of final Strategic Plan

Implementation of the Plan
March 2013-2015 (Board and staff)

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Next regular meeting

October 16, 2012: Argonne Library (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 October 2012 regular Board of Trustees' meeting.

- Mid-Year #2 Budget Review

- 2013 Draft Budget
    a. Public hearing on authorized revenue sources
    b. Organizational memberships review
    c. 2013 revenue and expenses: Director's preliminary budget message
    d. Board direction to staff
- Collection Development Policy Review
- Strategic Planning Update
- Branch Spotlight – Medical Lake
- SCLD Website Redesign Features Overview

Please send requests for agenda additions or changes to the board Chair or Patty no later than noon, Monday, October 1, for inclusion in the preliminary agenda to be emailed Wednesday, October 3. The meeting packet will be mailed Wednesday, October 10.

Future meetings/activities

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

November 20, 2012: Argonne Library (4:00 p.m.)

- 2013 Budget: Executive Director's updated budget message; resolutions adopting a preliminary 2013 budget and levying regular property taxes for collection in 2013; Board direction to staff
- Personnel and Public Records Policies Review
- 2013 Board of Trustees' meetings overview topics discussion
- Strategic Planning Update
- Branch Spotlight – Fairfield and Otis Orchards

SPECIAL MEETINGS AND ACTIVITIES

September 28 - Staff Day *(The Lincoln Center), 8:00 a.m. to 5:00 p.m.*
September 28 - Humanities Washington Bedtime Stories *(Red Lion Hotel at Park), 6:15 p.m.*
October 12 - Spokane is Reading *(Garland Theater, 1 p.m., and The Lincoln Center, 7 p.m.)*
October 13 - Strategic Planning Board of Trustees Retreat *(CenterPlace,* 2426 N. Discovery Place, Spokane Valley, 8:30 a.m.-4:30 p.m.*)*

EXECUTIVE DIRECTORS REPORT
JULY 2012

Administration

Business Office, Finance & Facilities (Bill Sargent)

- The 2012 inventory of controlled and fixed assets has started. The inventory shout be completed, and the associated inventory records reconciled by the end of August.
- Planning continues for the acquisition and replacement of the "Timesheet" program. Currently, a time reporting software from the Empower Company is being reviewed as the potential replacement. This program is being used locally by both the Rockwood Clinic and PAML. The vendor, Hagel & Company, will visit the District on August 23 to give a demonstration of the new program. Staff from both the business office and IT will attend. The replacement timesheet selection will be made by the end of August; the installation and implementation of the new timesheet program will take place late September.
- Preliminary work has started for both the 2013 General Operating Fund budget and Mid-Year Review #2 for the 2012 budget.

Collection Services (Andrea Sharps)

- We ordered 2,066 titles and 6,652 copies in July; both the number of titles and the number of copies ordered were well below this year's monthly average.
- With 58.33% of the year done, total print/nonprint stands at 58.39% expended which is almost exactly on target.
- We processed, added to the system, and sent out to the branch 7,035 items in July which matches the pace we have had all year.
- Downloadable lending in July set a new record for monthly circulation. A total of 16,735 audiobook, eBook and music items circulated (includes 282 Project Gutenberg checkouts) and a total of 6,160 holds were placed.
- Thom Barthelmess, former SCLD Youth Services Coordinator and now a lecturer in the Graduate School of Library & Information Science at Dominican University in Illinois, gave a talk to an appreciative and enthusiastic audience of about 25 SCLD staff on 7/6 in the AR meeting room. Thom talked about his recent experience chairing the Boston Globe-Horn Book Awards committee. Thom's visit was coordinated by Youth Collection Development Librarian Sheri Boggs and Youth Services Managers Mary Ellen Braks and Gwendolyn Haley.

Human Resources (Paul Eichenberg)

- Recruited and selected four Page positions, one Materials Processing Clerk, three part-time Circulation Clerks;
- Recruited and interviewed candidates for Technical Services Coordinator, but did not identify a suitable candidate and will re-advertise the position;

- One employee promoted from Circulation Clerk (Grade 3) to Public Services Clerk (Grade 6);
- Three employees resigned either to take another position or attend school.

Information Technology (Priscilla Ice)

- The North Spokane fiber circuit was installed. While the work didn't proceed quite as expected, the circuit was up and running by the end of the month. This new circuit provides a five-fold increase in network capacity.
- Symphony (the District's Integrated Library System formerly known as Unicorn) was updated to the current release and service pack, July 6.
- Work began in earnest on a new version of the public website.
- A group of Information Services and Collection Services staff attended a demonstration of Enterprise, a new product from SirsiDynix, which provides improved search results in the public catalog.

Library & Community Activities (Nancy Ledeboer)

Chair Tim Hattenburg and I met with Commissioner Todd Mielke and Commissioner Mark Richards. Both commissioners were very positive about the impact of the library in the community. They recognize the library serves the community at large and people of all ages benefit from the services we offer. As Chairman of the County Commission, Mr. Mielke accepted our invitation to speak on regional issues facing Spokane County at SCLD staff day. This will provide community context for our Strategic Planning.

I met with County Assessor Vicky Horton and Levy Specialist Connie Kline to learn more about how junior taxing Districts work. SCLD has a strong relationship with the Assessor's Office and it provides critical information to our Business Office. Bill works directly with Ms. Kline to use tax projections as he prepares the budget for 2013. Likewise, there are critical dates the District must communicate with the Assessor's Office in order for them to complete the draft budget that goes to the Board of Supervisors. I found the Assessor and her staff open and willing to share information.

Following the June meeting of the Board of Trustees, the amended Inter-local Agreement was sent to City of Spokane Valley for its review. This prompted a meeting to discuss the proposed changes and concerns that City staff had concerning the Traffic Study. Initially the discussion focused on how to facilitate access to the property for pedestrians and bikes. One option was to realign existing roads. This would create a four-way intersection that could be controlled by a street light. Both the City Parks and SCLD staffs agreed this would reduce the usable property to the point it would not be viable for both a library and park expansion. City staff subsequently looked into the possibility of a less costly proposal to install a pedestrian signal. At a follow up meeting we were informed the cost of site improvements associated with sidewalks and a pedestrian signal is estimated at $700,000, for which the library would share costs with the City. The City has asked the property owner for an extension to continue its study of this property. Chair Tim Hattenburg and I asked to be on the August 14 agenda to address the Council and discuss the Inter-Local Agreement. We will address plans to reduce the size of this proposed library and increase the size of the future Conklin library.

Communication Manager Jane Baker, Adult Services Coordinator Stacey Goddard, Reference Librarian Cindy Ulrey and I attended the Spokane Valley Chamber breakfast in July. The meeting featured the

District 2 candidates for County Commissioner. Candidates introduced themselves, described their qualifications for office and answered questions from the audience.

In anticipation of revising the existing Customer Use of the Internet Policy, members of the Management Team met with the District's attorney Jim Sloan. Mr. Sloan provided background on the court case filed by the ACLU on behalf of customers of the North Central Regional Library (NCRL). The case has been in the courts for the past six years and was concluded in April. The deadline for the ACLU to appeal passed in May.   Following our discussion with Mr. Sloan, we invited staff to attend an informal session to discuss the impact of the recent court ruling. This provided the Management Team an opportunity to hear directly from frontline staff regarding the current policy and procedures, and to discuss potential filtering options. Based upon the information provided by Mr. Sloan and input from frontline staff, the Management Team has drafted a revised policy that will be presented to the Board in September.

In support of staff development, the Collection Services Department invited former SCLD employee Thom Barthelmess to give an informal presentation to staff.   Mr. Barthelmess was one of three people to select children's books for the Boston Globe-Horn Book award for 2011. This was an informative talk on the qualities that make a children's book stand out. We were also able to register for the Virtual ALA Conference. This provided staff from across the District the opportunity to log on and view sessions presented by nationally known speakers on a range of topics. The presentations are also archived so staff can go back and review sessions of interest.

Economic development is one of the areas of focus for which we are exploring programming opportunities. Toward that end, Adult Services Coordinator Stacey Goddard and I met with Tara Neumann, Assistant Director of Tincan. Tincan uses information technology and interactive media for education and community development. We are exploring ways to partner with Tincan to expand the curriculum we offer in our computer classes. We also met with Kyla Bates, Adult Education GED Chief Examiner for the Community Colleges of Spokane. Stacey will coordinate workshops to introduce library members to new online classes and drop-in support for those interested in earning a GED.
Ms. Goddard is also working to establish our libraries as Community Connection sites for Work Source. This will create new opportunities for library members to increase computer skills and find support they need to develop new job skills.

I visited with Kris Barnes, Branch Manager of the Deer Park Library. As a longtime resident of Deer Park, Kris has excellent connections in the community. The library was a busy place that day despite the road closure from construction that has impacted access to the library this summer. I also attended a Collection Services staff meeting. We discussed the impact of the NCRL court decision on our current Internet Use policy. Although support services staff does not deal directly with the public, I feel it is important they understand important public services issues. While they do not have to explain our current or proposed policy to the public, they do have friends and neighbors who might inquire about what they hear in the news. One of the staff members asked what I have learned about the District in my first six months. I shared what a great impact our commitment to youth services and especially early learning has made in the community. SCLD is known as the "parents' place" and as a great supporter of early childhood learning. We are also well known for our excellent summer reading programs and the quality of our collection.

ITEM AND TITLE MONTHLY REPORT
JULY 2012

	ITEMS				TITLES		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	198215	171044	**369259**		86041	50917	**136958**
Nonprint	50185	22698	**72883**		20254	6154	**26408**
Subtotal	**248400**	**193742**	**442142**		**106295**	**57071**	**163366**
Periodicals	17358	3107	**20465**		353	47	**400**
Total	**265758**	**196849**	**462607**		**106648**	**57118**	**163766**

			ITEMS				TITLES
OverDrive: eBOOKS			**8787**				**7618**
Licensed eBOOKS			**915**				**915**
Audiobooks			**10986**				**9389**
Digital music			**1337**				**1337**
OverDrive: Total			**22025**				**19259**
GRAND TOTAL			**484632**				**183025**

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	24330	16922	41252
Nonprint	6141	2316	8457
TOTAL	30471	19238	49709
DELETIONS			
Print	27387	15769	43156
Nonprint	3865	1381	5246
TOTAL	31252	17150	48402

	NET CHANGE YTD		
	ADULT	YOUTH	TOTAL
Print	-3057	1153	**-1904**
Nonprint	2276	935	**3211**
Periodicals	3334	543	**3877**

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

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

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

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

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

Administration

Business Office, Finance and Facilities (Bill Sargent)

- Preparatory work for re-carpeting the Information Technology offices is completed, with the project scheduled for the last week of September.
- The 2012 inventory of controlled and fixed assets is virtually completed. The physical inventory count is completed; reconciliation with associated inventory records is almost finished—two items remain to be accounted for before completion.
- For August 2012, a total of $7,914.28 in net revenues was received in credit card transactions. These proceeds came from 584 transactions, with processing fees totaling $382.24. This represents an assessed fee of 4.81%. The average monthly transaction was $14.25.

Collection Services (Andrea Sharps)

- We ordered 2,082 titles and 7,600 copies in August; the number of titles ordered was slightly above normal for this year and the number of copies ordered slightly below normal.
- With 66.67% of the year done, total print/nonprint stands at 61.86% expended after adjusting for a one-time infusion of $125,000. The additional $125,000 will be divided as follows: Databases $15,000; Books-To-Go $5,000; Playaways $50,000; Adult Video $10,000; Adult Downloadable Audiobooks $17,500; Adult Downloadable eBooks $27,500 (includes $10,000 for potential GVRL travel/reference eBooks collection).
- We processed, added to the system, and sent out to the branches 7,811 items in August. This is the highest number this year and the best since August 2011.
- Downloadable lending in August was the second best month and just slightly behind July's record month. A total of 16,458 audiobook, eBook and music items circulated (includes 193 Project Gutenberg checkouts) in August. Customers placed a total of 5,570 holds. Numbers for unique and new customers held steady. MARC record coverage for digital content has greatly improved except for music. We now stand at about 96% coverage for eBooks and 94% for audiobooks.
- On 8/6, the District began offering a new online database to its library staff and members—*Morningstar Investment Research Center*. The decision to offer this online product was made after learning that the print product *Morningstar Mutual Funds* would be discontinued. The online product allows for in-library and remote use for three simultaneous users.

Human Resources (Paul Eichenberg)

- Registration and lodging for 10 employees to attend this year's WALE conference were arranged by the administrative assistant.
- I attended the WCIF rate setting meeting. The WCIF Board voted to accept a 9% rate increase for the Premera PPO plans, and a 6.4% increase for Group Health's HMO plans. For 2013, WCIF will offer two (2) new high deductible health plans (HDHP) in addition to the one HDHP plan currently offered. If 40% of eligible employees participate in the Wellness Program, the above rates will be reduced by 4%.

Information Technology (Priscilla Ice)

- Members can once again suspend holds they have on materials by using self-service tools in the catalog or asking a staff member. This popular feature was disabled when it stopped working properly after an update a couple of years ago. The problems have been resolved.
- The executive director signed a new seven-year maintenance contract with SirsiDynix. In addition, we purchased several new products, including Enterprise, which provides improved search results in the public catalog.
- Work continued on a new version of the public website.

Directors' Report & Community Activities (Nancy Ledeboer)

Board Chair Tim Hattenburg and I attended the City of Spokane Valley City Council meeting on August 14th to present a revised proposal for building a library in partnership with City Parks. Mr. Hattenburg reviewed findings of the District's Library Facilities Master Plan and reaffirmed our intention to build libraries to replace the existing Valley Library as well as two additional libraries to serve Spokane Valley. I emphasized a 30,000 sq. ft. library will provide all the services that have been discussed in previous presentations, and by keeping the building to one story, the District will be able to sustain the current seven days a week schedule and operate additional buildings when they come online.

The following week, city staff provided the Council with additional information concerning the Traffic Study, anticipated site development costs and potential funding sources for the land purchase during a Council study session. Subsequently, library staff met with city staff to review the inter-local agreement. As a result of that meeting, a revised inter-local agreement was drafted to address how site improvement costs would be shared and how design consultants would be selected. The City Council discussed the revised agreement at its meeting, September 11, and scheduled it for approval at its next meeting, September 25. Board of Trustees will have an opportunity to review the changes and consider approving the revised agreement at its September meeting.

I met with Cheney City Manager, Arlene Fisher to discuss the future of library services in Cheney. The Library Facilities Master Plan called for building a new facility in Cheney. Ms. Fisher was very supportive of either a new building or expansion of the existing building. She expressed appreciation for the services provided by SCLD and hopes to work with us in the future when a bond issue goes to the voters.

Kevin Rasler, CEO of Inland Empire Paper Company and Stephanie Camp of Spokane County United Way visited with the HR Assistant and me to thank the District for its participation in last year's annual campaign. They invited the District to participate in the upcoming campaign to support the Spokane County United Way and its many local programs that promote education, income and health in our community. The District is a partner in United Way's early childhood education collaboration. We plan to provide staff with an opportunity to make payroll deductions in support of local non-profits through United Way. District participation is administered by the HR Assistant.

I am currently on a second round of visits to District library facilities. My goal for fall is to meet with each of the Branch Supervisors and hear about the communities they serve. To date I have visited with Kris

Barnes at Deer Park, Laura Baird at Medical Lake and Stacey Hartkorn at Airway Heights. I enjoy hearing about the community partners and ideas for expanding our connections in each area. I also attended a meeting of the Valley librarians to learn more about projects they are involved in implementing. Jane Baker and I met with new Virtual Services Manager Carlie Hoffman over lunch to discuss her ideas for expanding virtual library services to our members.

I attended a Sunrise Valley Rotary breakfast meeting as a guest of Doug Stumbough. The speaker presented information on opportunities to help build schools in Mexico. I also attended the Downtown Rotary luncheon as the guest of Debbie Rauen and toured the Mobius Science Center. The Museum CEO, Chris Majer talked about the relationship between the new science center and economic development for the region. The goal of the new Science Center is to ignite the curiosity of young people and to encourage them to study science, technology, engineering and math (STEM) in order to be competitive in tomorrow's global job market. The District hosted programs presented by Mobius over the summer and plans to expand this partnership in the future to bring educational outreach programs to children throughout the county.

I attended a cabinet meeting at NEWESD101 to learn more about the services they provide in support of school districts in Spokane County and eastern Washington. They have programs for preschoolers, K-12 students and teachers. I hope we can expand our relationship with the Educational Service District as we work with the various school districts serving Spokane County. I shared information about our early childhood literacy initiatives, online tutoring services and databases.

Leadership Spokane held an orientation for the class of 2013. I will start this nine-month program in September, with intent to learn more about the region through this program which emphasizes community service and collaboration to build stronger communities throughout the region. I will be attending a two-day kickoff September 13 and 14.

I completed evaluations for Collection Services Manager Andrea Sharps, Information Technology Manager Priscilla Ice and Human Resources Manager Paul Eichenberg. Management Team members submitted budget requests related to the second mid-year budget review and will meet throughout the month of September to work on the 2013 Budget. I met with Sonia Gustafson and Doug Stumbough to hear about the Public Library Association Boot Camp and how information from this week-long program will be used to shape the District's Strategic Planning efforts. I was pleased that both Ms. Gustafson and Mr. Stumbough returned from Boot Camp with enthusiasm, prepared to begin the planning process.

ITEM AND TITLE MONTHLY REPORT
AUGUST 2012

	ITEMS				**TITLES**		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	197871	170709	**368580**		86295	50582	**136877**
Nonprint	50181	22819	**73000**		20236	6167	**26403**
Subtotal	**248052**	**193528**	**441580**		**106531**	**56749**	**163280**
Periodicals	17732	3151	**20883**		352	47	**399**
Total	**265784**	**196679**	**462463**		**106883**	**56796**	**163679**

	ITEMS	**TITLES**
OverDrive: eBOOKS	9493	7618
Licensed eBOOKS	995	915
Audiobooks	11147	9389
Digital music	1363	1337
OverDrive: Total	**22998**	**19259**
GRAND TOTAL	**485461**	**182938**

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	28110	19709	47819
Nonprint	7030	2672	9702
TOTAL	35140	22381	57521
DELETIONS			
Print	31511	18891	50402
Nonprint	4758	1616	6374
TOTAL	36269	20507	56776

	NET CHANGE YTD		
	ADULT	YOUTH	TOTAL
Print	-3401	818	**-2583**
Nonprint	2272	1056	**3328**
Periodicals	3708	587	**4295**

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

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

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

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

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

Summary (Patrick Roewe/Doug Stumbough)
Customer Use Analysis

- In-Library Circulation
July 2012 circulation in the libraries was essentially flat (+0.51%) compared to the same month in 2011. It's down from the increase seen in May (+4%), yet an improvement compared to the small decreases experienced in March (-1%), April (-2%), and June (-1%). For seven months, 1,311,027 items were circulated in the libraries, compared to 1,304,389 for the same period in 2011. Airway Heights posted a significant increase (+14%), with Fairfield (+5%) and North Spokane (+2%) also experiencing slight upticks over the same month last year. Deer Park once again had a modest drop (-6%) compared to July 2011, with the impact of the ongoing Forest Ave. construction project likely discouraging library-goers.

Consistent with last month, self-checkout station usage by members across the District accounted for 47% of in-library checkouts, a modest increase from last June (43%). The majority of checkouts at North Spokane (55%), Spokane Valley (54%), and Medical Lake (51%) occurred via the self-check stations. Deer Park—which has added a second self-checkout station—saw a decline in use (-3%). However, this also might be the result of the ongoing Forest Ave. construction project.

-YTD Measures at a Glance
- Door count thus far this year (814,747) is down slightly from the same period in 2011 (819,633, -1%).
- Programming since January 2012 is up both in the number of programs offered (+15%) and in attendance (+20%). Cheney has seen a slight decline to total attendance (-3%, 3785), while Moran Prairie is at the other end with an increase percentage-wise (+35%, 3985).
- Total software station bookings for the year are down (-7%) when compared to 2011; bookings have been down at least 7% since January.
- Reference inquiries through July declined District-wide -2% from the same time last year, although Airway Heights (+12%), Argonne (+4%), and Spokane Valley (+2%) show growth.

-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
Total Circulation	242,439		1,628,347	231,038		1,564,808	11,401		63,539
Self-Check	83,781	35%	549,471	82,237	36%	532,938	1,544	-1%	16,533
Online Renewal	31,622	13%	204,860	28,673	12%	192,955	2,949	1%	11,905
Digital Collection	16,453	7%	110,163	10,991	5%	64,390	5,542	2%	45,773
Total Self Service	131,856	54%	864,494	121,901	53%	790,283	9,955	1%	74,211
Total Holds	46,114		327,516	43,648		307,707	2,466		19,809
By Customer	32,709	71%	238,419	32,540	75%	231,976	169	-4%	6,443
Digital Collection	6,160	13%	39,868	3,736	9%	23,465	2,424	4%	16,221
Total Self Service	38,869	84%	278,278	36,276	83%	255,411	2,593	1%	22,867
Total Payments	$25,117.68		$180,087.81	$25,568.76		$166,839.98	-$451.08		$13,238.83
Online*	$7,846.23	31%	$56,914.05	$5,813.15			$2,033.08		

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

<u>Selected Service Point Activity</u>
Remote service provision saw decreases across the board this month:

- Tutor.com provided 6 tutoring sessions, down -67% from July 2011 (18). This decline is not surprising, considering that school is out. We anticipate Tutor.com usage to remain relatively low until the fall.
- AskWA live reference chat tallied 138 total chat and/or email sessions, down -4% from July 2011(144). This second consecutive monthly decrease returns to the declining pattern we were seeing January-April, though May did see an increase when comparing usage.
- Text a Librarian tallied 18 conversation threads, a -51% decrease from July 2011 (37). This decrease is noteworthy considering that the previous five consecutive months saw an increase.
- Our fifth month of offering Livemocha tallied 105 language learning sessions, an -86% decrease over last month (737). This reverses last month's 114% increase in sessions.

Much like the last several months, usage continues to fluctuate, though this is the first month where all of the services experienced a decline. The summer break is likely a contributor, as these services tend to be used for educational purposes.

Security Incident Reports
There were 36 Security Incident reports filed, 13 more than last month. This month's increase of 36% reverses the previous month to month declining trend of April through June. SV, with 11, had the most reported incidents. As indicated in the notable behavior incidents detailed in the individual library reports below, several of the incidents this month were of a more contentious nature and required direct staff intervention to address inappropriate behavior. While not uncommon for libraries, they stand in contrast to the relative calm of the previous few months. 36 incidents were also reported in July 2011, equal to this month.

Adult Services (Stacey)
<u>Programming:</u>
- Adult Summer Reading continued to dominate programming news. The first three *Cover Bands* programs had a combined attendance of 121. Surprisingly, the North Spokane concert had only five in attendance—possibly a consequence of scheduling it the weekend after July 4. The final two *Between the Covers: Famous Lives* book talking programs had a combined attendance of 11. The two *Between the Covers: Starry Night* astronomy programs had 23 in attendance. (This includes zero for the Moran Prairie program.) Two *Colors and Quilts* programs had a combined attendance of 14. Lastly, two *Fat Quarter Exchange* programs had a combined attendance of 11.
- *Learn a Craft* program, presented by a Friend of the Fairfield Library, had 12 people in attendance.
- Information Specialist Don Nelson led a book discussion program at Fairwood Village, one of the adult facilities we visit monthly. Don also shared good reads suggestions with the 12 attendees. We expect this to become a quarterly program.
- Three computer classes yielded a combined attendance of six—an average of two at each class. This figure is down from last July, when 18 attended the five classes offered (an average of 3.6).
- Book discussion attendance averaged 6.25, down from last month's average of eight.

<u>Information:</u>
- We did 13 Book-a-Librarian sessions this month throughout the District, up from last month's nine.

- In July we proctored four tests for members throughout the District, down from last month's nine.
- After receiving positive feedback from staff during our recent Morningstar Mutual Funds database trial, we elected to end our print subscriptions early so we could start using the online resource. Our last print issue will be the August 16th issue. The database will be accessible shortly before that date.

Collection:
- This month's weeding focus was the middle part of the adult non-fiction, 400-699.

Community connections:
- We visited 44 facilities in June, the same as last month, and checked out 1612 items. This is down from last month's circulation of 1782 items. The decrease is due, in part, to four of our larger visits had to be rescheduled because of the July 4 holiday closure.
- Nancy, Jane, Cindy and I attended this month's Spokane Valley Chamber of Commerce breakfast meeting. The focus of the meeting was a forum with the candidates for Spokane County Commissioner, District 2.
- Nancy and I met with the Assistant Director of Tincan. Tincan's mission is to use "information technology and interactive media for education and community development." They offer computer workshops, with topics ranging from growing a small business to blogging to Pinterest. We're exploring ways to offer Tincan's classes in our libraries.
- Nancy and I also met with the Institute for Extended Learning to discuss partnership opportunities. I'm working with them to set up informational programs—about completing the GED and securing funding for college—in several of our locations.
- I attended an open house at Community-Minded Television, and brought back information on its different services and membership options—which include access to production and editing services, as well as the opportunity to have programs broadcast locally on its cable channel.

Youth Services (Gwendolyn/Mary Ellen)

Programming:
- Programming—July is quite possibly the single biggest month of programming in our year. In addition to continuing with year-long Storytime and ongoing Teen Anime and writing programs, we hold weekly programs for kids in grades K-5 and additional programs for tweens and teens. We changed our approach to Tween and Teen programs after trying Tween programs for the first time last year. At AH, DP, CH, and ML, all programs were combined for Tweens/Teens.
  - In June and July, we had a total of 34 Tween/Teen programs Districtwide, with a total attendance of 470. In 2011, we had 55 summer programs (June, July and August), with a total attendance of 473 (including August). June/July 2012 average attendance was 14, a 75% increase over 2011 (average Tween/Teen Attendance was 8).
  - In July, we head 54 programs for elementary school children with 3835 in total attendance for an average attendance of 71 per program. In July of 2011, we had 71 programs with 2720 in attendance for an average attendance of 38 per program. Total attendance increased by 40% from last year to this year.
  - We had a slight increase in total District Storytime attendance of 2430 in July 2012, compared with 2343 in July 2011.
- We visited 6 childcares and provided 11 Storytimes to 125 children in July.

Collection:
- We continue to weed juvenile non-fiction in all the libraries this month.

Community connections:

- Mary Ellen continues to work on a Thrive by Five grant: Teen Parent Engagement. A webinar was provided by Thrive to provide more details on the grant and what is already in place serving teen parents around the state.
- Work on the Community Transformation Grant is nearing completion. The District's role will be to work with our play and learn groups to help get information about nutrition and physical activity out to the parents of kids who attend. Gwendolyn was also able to sign the letter of support for the grant.

Other – Trends, issues, concerns:

- We have nearly completed the STARS trainer application process. While we understand the Department of Early Learning's goal to change the process, we have found the new system cumbersome. Fortunately, the approval is valid for three years and should be simpler going forward once we are in the system.
- Gwendolyn met with the Hopa Mountain Foundation to discuss its Mother Goose Cares About Math and Science Training in September. The foundation is flying Mary Ellen and Gwendolyn over for a two-day conference for its StoryMakers Team (http://www.hopamountain.org/StoryMakers.php). We will provide three sessions on Math and Science Literacy for young children. We're excited to learn more about its program as well—there may be elements we can try in Spokane County.
- We are also preparing to present a "Mother Goose: What's the Big Idea about Math and Science?" training at Ada Community Library in Boise. SCLD staff have been incorporating elements of this program into our Storytimes for two years, and we are eager to share what we've learned with library staff in Boise.

Circulation services (Judy/Gina)

IN-LIBRARY 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	6191	5461	13.37%	22.42%	34.21%	441108	36105	13.86%
AR	15065	15560	-3.18%	0.86%	22.49%	104880	106352	-1.38%
CH	15664	15300	2.38%	7.04%	8.37%	110310	108261	1.89%
DP	13482	14210	-5.12%	0.69%	10.48%	96669	103261	-6.38%
FF	1254	1353	-7.32%	-31.74%	-40.82%	9360	8928	4.84%
ML	5362	5144	4.24%	10.92%	62.48%	35104	35550	-1.25%
MP	18092	16728	8.15%	-1.79%	12.33%	118711	117963	0.63%
NS	56481	54147	4.31%	8.16%	17.05%	369607	362137	2.06%
OT	7412	7324	1.20%	-5.82%	7.30%	50026	51198	-2.29%
SV	55109	55726	-1.11%	-0.62%	13.32%	375252	374634	0.16%
TOTAL	194112	190953	1.65%	1.22%	14.94%	1311027	1304389	0.51%

SELF-CHECK*					
	This Year This Month		Last Year This Month		
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	Difference in self-check use
AH	2667	43.08%	2388	43.73%	-0.65%
AR	5807	38.55%	5406	34.74%	3.80%
CH	3641	23.24%	3567	23.31%	-0.07%
DP	3539	26.25%	4220	29.70%	-3.45%
FF	386	30.78%	314	23.21%	7.57%
ML	2756	51.40%	2397	46.60%	4.80%
MP	7543	41.69%	6768	40.46%	1.23%
NS	31513	55.79%	23187	42.82%	12.97%
OT	3353	45.24%	3397	46.38%	-1.14%
SV	29916	54.29%	30593	54.90%	-0.61%
TOT	91121	46.94%	82237	43.07%	3.88%

2012 Self-check statistics for July at NS include 24173 items at the self-check stations and 7430 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	Holds filled	% of circulation
AH	1109	17.91%
AR	2635	17.49%
CH	2726	17.40%
DP	2217	16.44%
FF	270	21.53%
ML	1046	19.51%
MP	3099	17.13%
NS	9121	16.15%
OT	1736	23.42%
SV	8908	16.16%
TOTAL	32867	16.93%

New Members	July 2012	July 2011	Diff
AH	64	77	20.31%
AR	160	130	-18.75%
CH	120	121	0.83%
DP	80	68	-15.00%
FF	6	4	-33.33%
ML	30	41	36.67%
MP	128	161	25.78%
NS	416	413	-0.72%
OT	56	40	-28.57%
SV	480	453	-5.63%
TOTAL	1540	1508	-2.08%

	Books to Go	% of circulation	DVD	% of circulation	New Books	% of circulation
AH	82	1.32%	2163	46.89%	283	4.57%
AR	368	2.44%	3226	26.23%	1168	7.75%
CH	278	1.77%	4530	31.34%	797	5.09%
DP	157	1.16%	3930	32.21%	614	4.55%
FF	57	4.55%	275	12.98%	63	5.02%
ML	77	1.44%	1662	50.36%	279	5.20%
MP	265	1.46%	4051	25.15%	1002	5.54%
NS	910	1.61%	10801	22.38%	3624	6.42%
OT	141	1.90%	1721	24.91%	536	7.23%
SV	866	1.57%	11807	24.28%	3432	6.23%
TOTAL	3201	1.65%	44166	26.15%	11798	6.08%

Customer Payments

	2012	2011	Diff	% change
CASH	$11,980.19	$12,761.11	$780.92	-6.12%
CHECK	$5,291.26	$6,994.50	$1,703.24	-24.35%
CREDIT*	$7,846.23	$5,813.15	-$2,033.08	34.97%
TOTAL	$25,117.68	$25,568.76	$451.08	-1.76%

- The total accepted credit/debit online via PayIt was ~31% of the total, the same as the YTD percentage.
- The -2% decrease in total payments suggests the leveling off of total payments—we saw indications of this last month. Despite the two previous months showing increases in total payments, a decline is what we've anticipated since requiring accounts to be cleared at renewal, as of January 2012.
- The reduction in check payments when comparing July 2012 to July 2012 confirms the declining trend in check payments in favor of the increase in credit/debit payments.

Branch Reports

Airway Heights: Stacy Hartkorn
Events:
- Play and Learn Storytime attracted a total of 49 people during the month of July for an average attendance of 12.25 people per program. July attendance numbers are closely aligned with the overall 2012 average attendance of 12.9 people per Play and Learn program.
- Summer Reading programs attracted a total of 251 people during the month of July for an average of 35.8 people per program. Although attendance decreased by approximately 11 people per program compared to the previous month's average of 47, overall 2012 numbers showed a significant increase compared to 2011.
    - The four children's programs offered in July attracted a total of 189 people for an average of 47.6 people per program, more than twice the attendance compared to the four programs offered in July 2011 (attendance: 89; average attendance per event: 22.25).
    - The two July teen/tween programs brought a total of 13 people for an average attendance of 6.5 people per program. This is a slight increase compared to an attendance of 5 people for the single teen program offered in July 2011.

Customer Issues:
- Two barcodes that had been torn out of books and hidden on a bookshelf were discovered by a volunteer.

Staffing:
- A volunteer who has been with the library for several years completed her last day because she will be moving out of the area.

Community Connections:
- Stacy attended two Airway Heights Kiwanis meetings.

Argonne: Mary Kay Anderson

Events:
- Summer Reading/Children and Teens: Numbers for the children's programs stayed strong this month with an average attendance of 37—48% higher than last July's average of 25. It's hard to say by changing the day we hold them from Wednesday to Friday made all the difference, but it certainly hasn't hurt. We hosted one of the Tween/Teen programs for attendance of three.

- Storytime: Again, attendance averages (37) surpassed last July (25), even with missing one day due to the July 4 holiday. The new parachute is a big hit.
- Adult Programming: both adult Summer Reading programs ended up on the same week and for the first time we tried one on a Saturday—the *Fat Quarters* program. We had lots of opportunities to tell quilters about this program, but only one person actually attended. Five attended *Between the Covers: Famous Lives* program held on the previous Tuesday afternoon. There was one attendee at this month's computer class.

Customer Issues:
- Early in the month, an Internet viewing complaint from a member generated considerable response from news media, members and staff. The incident as reported by the media varied from what was initially reported to staff.

Positive Customer Experiences:
- I felt like map central at times this month: I lost track of the folks from out-of-town who stopped by for directions. I sometimes wonder how they made it here, especially when their destinations were not exactly in the neighborhood, yet their appreciation was very nice.

Community Connections:
- The Argonne Friends contributed $20.00 for refreshments at *Between the Covers: Famous Lives* program. The group met to plan its participation at Millwood Daze in August and discuss the book sale planned for September 22. They now have a new logo and banner to take to events.

Building Related:
- Plans for the remodel of the circulation area moved to the estimate stage.

Cheney: Pat Davis
Events:
- *Late Night at Your Library* attracted 18 youngsters, an increase of seven from last year. Several parents expressed appreciation and thanks to staff for putting on the program.
- Baby Play and Learn averaged 11 per week this month.
- Toddler Storytime attendance averaged 27 this year, a slight increase over last year's average of 25.
- Preschool Play and Learn attendance decreased from an average of 42 last year to 27.25 this year.
- Total Summer Reading program attendance decreased from 307 last year to 251 this year. Camp Caslo—the city's summer camp program—hasn't been attending every week as it did last year, likely accounting for the decrease.
- Our Tween *Angry Birds* program attracted 27.
- The *Fat Quarter Exchange* brought in nine; six stayed the entire time and chatted about quilting.

Customer Issues:
- A member who has exhibited some mild agitation in the past came in talking loudly to himself. He wanted a number for the FBI because the police had tried to poison him. A Cheney Police officer came in the next day to ask if we had called regarding the member who acted strangely in the parking lot. We had not, but knowing the individual, the officer advised we not confront him directly and call the police if his behavior becomes an issue.
- The Print management system prompted several member comments. A couple of members expressed a dislike of the added steps to get something printed. Several others have been confused initially but adapt to the new process after some instruction. One member was upset because "it ties up the copier too long" when members wait to print until they are done on the Internet.

Positive Customer Experiences:
- We received a comment form from a parent about *Late Night at Your Library* saying the three children they brought had lots of fun. The member also stopped at the information desk to thank us for putting on such a fun evening for the kids.

Staffing:
- A new volunteer started this month. She is an EWU student and works at the JFK library on campus. She loves libraries and wants to volunteer through the next school year.

Community Connections:
- I attended the West Plains Chamber breakfast. SBA Business Solutions spoke on financing a small business startup and resources available to small business.
- Driving the Outreach van in the Cheney Rodeo Days parade, I saw many library members/ parade goers wave and they shouted "We love the library!", "Yay library!", and "We love books!"
- The Friends held its annual book sale in conjunction with Cheney Rodeo Days.
- STCU presented a Budgeting 101 class in our meeting room.

Deer Park: Kris Barnes
Events:
- Summer Reading attendance this year was 216 compared to last year's total of 205, even though we offered one less program because of the July 4 closure.
- Our Storytime attendance experienced a decrease in attendance. Our total attendance was 162 compared to last year's total of 200.
- The Forest Avenue road improvement project is moving along. Because our mailbox was removed as well as concern from the Post Office regarding road access, we are picking up our mail daily at the Post Office.

Customer issues:
- The comments, concerns and complaints continue from our members regarding the Forest Avenue construction project in front of our branch. We continue to reassure our members that access will not be blocked due to the construction.
  - One member expressed concern over citizen's access to the ballot box in front of the library. I reassured her that access to our parking lot will be made available to everyone.
- I received a phone call from a mom who was angry because her 11-year-old son checked out an R-rated movie.

Positive customer experiences:
- We received one positive comment this month regarding our patience in answering members' questions.

Community connections:
- I attended the Deer Park Chamber of Commerce meeting this month. We heard a presentation regarding Northwest MedStar services.
- The Friends of the Deer Park library gathered $668.00 in donations at its book sale this month.
- Staff and 11 community member volunteers marched in the Deer Park Settlers' Day parade. We carried the parade banner, waved and pretty much had a great time. I am happy to report we gave out about 2000 pencils and ran short just blocks from the end of the parade.
  - I set up a booth at Mix Park after the parade and talked to community members about library programs, services and even heard some compliments about what a great job we are doing.

Building related:
- Staff arrived one morning to discover someone had "tagged" the front door with a variety of messages. Staff were easily able to clean the graffiti from the door.

- Dave R. has had to frequently interact with the road construction crew to make sure they were upholding the City of Deer Park's commitment to maintaining access to the library during the construction project.
- We received new display shelving for new books and DVDs. We also relocated our reference materials.

Fairfield: Bev Bergstrom

Events:
- There was higher attendance at the children's Summer Reading programs than last year. Over the entire month, attendance more than doubled from last year's average of eight kids per program to 19 children this year.
- Our Storytime attendance increased from an average of seven children per week to eight.

Staffing:
- Library Page, Spencer, resigned this month to move with his family. Because his mother has cleaned the library for over 20 years, we've also gotten to know her quite well. (She remembers she was pregnant with her only son the year she began to clean for us. Spencer really did grow up in the library!) Circulation staff have begun shelving all materials.

Community connections:
- A craft class sponsored and taught by our Friends, was a success with 12 attending. Most of the group returned later in the month for an impromptu session.
- The Friends recovered our stationery flannel board in the picture book area and purchased themed flannel pieces for the board. The old covering was over 10 years old.

Building related:
- We planted a perennial flower in the entry-way berm in remembrance of Spencer and his family. Spencer carried many buckets of water out to this planter.

Medical Lake: Laura Baird

Events:
- Storytime attendance averaged 20, up from 17 in July 2011.
- Our Summer Reading program attendance averaged 59, up from 31 in July 2011.
- The Tween program was attended by 17, up from nine last July.

Customer issues:
- One complaint was made to staff this month about what a member was viewing on the Internet.

Positive Customer Experiences
- A member said how glad he was that the District installed the Print Management system for member privacy. He said that several times in the past other members took his printing by mistake because it was interfiled with theirs.
- Several people have commented on how interesting the Eastern State Hospital display is and several times a day someone is reading the history notebook at the front counter.
- Many parents said how much they enjoyed the children's Summer Reading programs. This is evidenced by the large turnouts we enjoyed.

Community connections
- A quilting group came to view the quilt display of one of its members. The display is in the library through summer.
- Eastern State Hospital Volunteer Services changed out the display case to provide a history of the stigma of mental illness. Included in the case is a headstone of a deceased patient engraved with just a number instead of a name for the patient's privacy.
- Eastlake Learning Center requested library staff to present quarterly outreach Storytimes. A schedule to accommodate this is in process.

<u>Building related:</u>
- The back circulation work area has been revamped and staff are making adjustments to accommodate the new workflow. It has greatly improved staff's ability to see members coming into the building, which was the main goal.

Moran Prairie: Jason Johnson
<u>Events:</u>
- Children's Summer Reading programs averaged 64 attendees this month with *Creatures of the Night* drawing the most with 84.
- Adult Summer Reading programs averaged 22 people in July. The bulk of this came from the *Cover Bands* program which drew 82 attendees.
- The lone Teen/Tween program, *Beads & Bracelets,* had 6 attendees.
- Toddler Storytime averaged 41 attendees this month, up from 17 in July of 2011. Preschool Play and Learn averaged 36 this month, up from 28 in the same month last year. Baby Play and Learn averaged 27 this month, up from 9 in July 2011.

<u>Customer Issues:</u>
- Two transients were found passed out against the front doors before the library opened. Dave R. told them they needed to leave and cleaned up the mess. A few hours later they were discovered passed out in the grass at the northeast corner of the property with empty beer cans and other trash on the ground around them. Jason called Crime Check. The fire department responded and removed them from the area.
- Daphne from Moran Vista Retirement Center came in to ask if we had seen two of their residents who had wandered away. She asked if we could call them if we saw them and said that she was going to contact the police as well. A sheriff's deputy did come in about 30 minutes later and asked us to call 911 if the residents came in, as they suffered from dementia. The two residents, however, were not seen at the library.

<u>Positive Customer Experiences:</u>
- The *Cover Bands* program attracted a handful of people from the surrounding neighborhood who had never been to the library before. Many of them came back to get cards.

<u>Community Connections:</u>
- The Friends agreed to donate $200 to Spokane is Reading again this year.

<u>Building Related:</u>
- Dave and the contractors came in to discuss the renovation of the closets in the meeting room.

North Spokane: Patrick Roewe
<u>Events:</u>
- Summer Reading programming continued this month. The average attendance at the six children's programs was 110, with the *Mobius Science Center* program (183) and the *Knights at the Library* (163) bringing in the most attendees. The Teen/Tween programs brought in an average of 18, with *Sweet Dreams* bringing in the most at 36.
- Storytime Attendance: Baby Lapsit averaged 30, a 33% increase over the July 2011 average (20). Preschool averaged 40, a -7% decrease over July 2011 (43). Toddler averaged 30, a ----14% decrease over July 2011 (35).

<u>Positive Customer Experiences:</u>
- A member stopped by to get crossword puzzles for her husband, a regular who comes in to make copies of puzzles from newspapers and who always has a few good words for staff. She mentioned he had just had back surgery and wouldn't be making his usual visits to the library. Later, Chris looked for and copied additional puzzles to mail to him. The thank-you card that came with a gold-wrapped loaf of banana bread, addressed to Chris and staff in Circulation, said: "You people are pure gold."

<u>Customer Issues:</u>
- An individual was excluded for intoxication and spilling beer on the service desk counter. He had been verbally abusive to staff in a previous interaction.
- A signature gatherer in front of the library doors was reluctant to desist, citing his right to gather signatures in a public place. He eventually complied after the finer points of District policy and WA State Law were explained.

<u>Community connections:</u>
- I attended weekly Rotary Club 21 meetings.

Otis Orchards: Bev Bergstrom
<u>Events:</u>
- *Cover Bands* summer concert attracted a 24% smaller crowd than last year, 34 compared to 45. As they did last year, the Friends supplied cookies and punch for the group.
- The astronomy program *Starry Nights* attracted 23 people with a few children antsy to get outside to look into the telescopes. As it was still too light to see much, they took turns looking at the moon.
- Attendance at the children's Summer Reading programs nearly doubled. Last July we averaged 29 attendees, and that increased to 48 this year.

<u>Positive customer experiences:</u>
- A customer commented he had promoted the previous library bond issue in his neighborhood a few years ago. He walked around his neighborhood explaining the value the library gives for the small amount of invested funds. He is ready to give it a go whenever we are.

<u>Staffing:</u>
- Several staff enjoyed the ALA virtual conference, learning about libraries who are trying innovative ideas. A library that publishes books was only one amazing new concept.

<u>Community connections:</u>
- Several people are noticing the Hospice display pictures and asking questions.

Spokane Valley: Doug Stumbough
<u>Events:</u>
- Summer Reading continues to be a popular draw. There was an average of 95 attendees at the children's programs, with the *Knights at the Library* program, once again featuring the Knights of Veritas, hitting 175. The Tween/Teen offerings attracted 14 participants on average.
- Storytime attendance this month was slightly down this month compared to last July, with Baby Play & Learn averaging 18 (down from 21 last July) and Toddler at 34 (39), while Preschool was slightly up, with 34 (33).

<u>Customer Issues:</u>
- Late in the month, staff confronted a man and called 911 after they observed him acting in violation of our Rules of Customer Conduct regarding sexual activity. He fled, but law enforcement was given the information. Separate from any criminal penalties that may be imposed, he has been trespassed from all District facilities for one year.

Customer Use Measures
July 2012

Measure	This year This Month	Last year This Month	YTD This year	Last YTD Comparison	Rolling YTD Comparison
Registered borrowers	118,915	117,489	N/A	1%	N/A
Door count	124,891	123,634	814,747	-1%	0%
Circulation	242,439	231,038	1,628,347	4%	4%
Digital Media Catalog	16,453	10,991	110,163	71%	79%
Reference inquiries	19,849	21,416	145,516	-2%	-2%
Programs					
Number	204	197	1,548	15%	15%
Attendance	6,959	5,584	42,294	20%	20%
Group Visits					
Number	0	1	10	-67%	-57%
Attendance	0	7	147	-79%	-73%
Software Station bookings	18,775	19,721	128,114	-7%	-6%
Meeting room bookings	205	207	2,097	2%	4%
Holds placed					
By customers	32,709	32,540	238,419	3%	1%
By staff	7,245	7,192	49,229	-6%	-8%
Digital Media Catalog	6,160	3,736	39,868	70%	78%
Database use					
Searches	16,788	21,812	131,063	-39%	-45%
Retrievals	12,688	15,598	142,376	-48%	-53%
Website use (Remote)					
User sessions	85,310	74,978	602,031	7%	8%
Page views	277,443	216,355	1,909,592	16%	15%
Catalog	76,126	51,725	457,736	52%	47%
Database Access	3,002	3,619	38,147	-33%	7%
Interlibrary loans					
Loaned	192	294	1,725	-28%	-27%
Borrowed	389	382	2,625	-8%	-3%

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.*

Summary (Patrick Roewe/Doug Stumbough)
Customer Use Analysis

<u>- In-Library Circulation</u>
In August, circulation in the libraries slowed down slightly (-2.7%) compared to August 2011, the sharpest decrease so far, although Y-T-D remains essentially unchanged at +0.1%. Through August 1,503,874 items were circulated in the libraries compared to 1,502,491 for the same period in 2011, a difference of just 1,383 items. Airway Heights again posted the most significant increase (+9%), with Moran Prairie (+1%) and North Spokane (+2%) the only other libraries experiencing upticks over the same month last year. The most significant drop was at Fairfield, with 378 fewer items circulated (-26%).

Self-checkout station usage by members across the District accounted for 47% of in-library checkouts, consistent with last month, and up +4% from last August (43%) and accounting for more than half the circulation at North Spokane (57%), Spokane Valley (55%) and Medical Lake (50%).

<u>-YTD Measures at a Glance</u>
- Door count thus far this year (938,715) is down slightly from the same period in 2011 (947,380); -1%.
- Programming since January 2012 remains up both in the number of programs offered (+14%) and in attendance (+19%).
- Total software station bookings for the year are down (-7%) when compared to 2011— maintaining the trend of at least -7% decline since January.
- Reference inquiries through August are down slightly (-1%) District-wide, although Airway Heights (+15%), Argonne (+6%) and Deer Park (+6%) posted increases.

<u>-Selected Self-Service Activity</u>

	2012			2011			1-year change		
	Month	% of total	Y-T-D	Month	% of total	Y-T-D	Month	% of total	Y-T-D
Total Circulation	239,836		1,868,183	239,494		1,804,302	342		63,881
Self-Check	91,016	38%	637,487	85,090	36%	618,028	5,926	2%	19,459
Online Renewal	30,239	13%	235,099	29,999	13%	222,954	240	0%	12,145
Digital Collection	16,458	7%	126,621	11,027	5%	75,417	5,431	2%	51,204
Total Self Service	137,713	57%	999,207	126,116	53%	916,399	11,597	5%	82,808
Total Holds	45,841		373,357	43,711		351,418	2,130		21,939
By Customer	33,580	73%	271,999	32,799	75%	264,775	781	-2%	7,224
Digital Collection	5,570	12%	45,438	3,658	8%	27,123	1,912	4%	18,315
Total Self Service	39,150	85%	317,437	36,457	83%	291,898	2,693	2%	25,539
Total Payments	$26,315.08		$206,404.89	$27,248.24		$194,088.22	-$933.16	0%	$12,316.67
Online*	$8,327.72	32%	$48,459.54	$5,813.15			$2,514.57		

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

<u>Selected Service Point Activity</u>
Remote service provision usage was mixed this month:
- Tutor.com provided 44 tutoring sessions, up slightly (+5%) from August 2011 (42), as some area students returned to classes later in the month.
- AskWA live reference chat tallied 149 total chat and/or email sessions, down -9% from last August 2011(165). This is the third consecutive month with declining patterns, and the seventh month this year.
- Livemocha reported 452 language learning sessions, up from July's 105. With school starting again in most areas of the District, sessions are likely to increase over the coming months.

Security Incident Reports
There were 18 Security Incident reports filed, 18 less than last month (36) and 5 less than last August (23). This month's decrease of 50% reflects the declining trend that we saw in April through June, although July saw an increase. Deer Park had the most incidents reported with 6. The most frequently reported incidents related to fraudulent card use (6), with 4 reports of vandalism or improper use of the facilities.

Adult Services (Stacey Goddard)
<u>Programming:</u>
- Adult Summer Reading wrapped up this month. The last *Cover Bands* program had 8 people in attendance. Our two *Between the Covers: Linda Lael Miller* author programs had a combined attendance of 26. The last two *Between the Covers: Starry Night* astronomy programs had a combined attendance of 18 and the final four *Fat Quarter Exchange* programs had a combined attendance of 17.
- As a result of our July meeting with representatives from the Institute for Extended learning, we offered three *Getting your GED…and beyond!* informational presentations. While combined attendance for the three programs was 7, IEL staff was pleased with the turnout, and hope to work with us on future presentations beyond the fourth GED program next month.
- Our four computer classes yielded a combined attendance of 18, an average of 4.5. This is up from last August, when 29 attended the seven classes offered (an average of 4.1).
- Book discussion attendance averaged 7.5, up from last month's average of 6.25.
<u>Information:</u>
- We did 14 Book-a-Librarian sessions this month throughout the district, up from last month's 13.
- We proctored 5 tests for members throughout the district in August, up from last month's 4.
- Our online subscription to the Morningstar Mutual Funds database began August 6, and we received our last print copy of the product on August 16. We haven't heard much, if anything, from our members about this change.
<u>Collection:</u>
- This month's weeding focus was the last third of the adult non-fiction, 700-999. At this time, all libraries except Spokane Valley are caught up with the weeding schedule.
<u>Community connections:</u>
- We visited 48 facilities in August, up from the 44 reported last month. This includes new visits to a low-income apartment complex and an adult family home—and two adult family homes that were added earlier in the year, but inadvertently left off previous counts. Residents checked out 1,715 items during these visits—up from last month's circulation of 1,612 items.
- I attended the monthly WorkSource system meetings, and learned that at least three other local agencies (YWCA, Salvation Army, Transitions) are also in the process of

becoming WorkSource Connections sites. I spoke with the representative from the YWCA afterwards and she's interested in us coming to talk about SCLD services for the women they serve through their programs.

- Librarian Diane and Information Specialist Kathryn represented SCLD at SpoCon, where they talked with 43 attendees about library services.

Youth Services (Gwendolyn Haley / Mary Ellen Braks)
- Programming—
  o Kids Programs finished up in August, with an average attendance of 38 for the final 8 programs. The average attendance in August of 2011 was 5. The contrast is due mainly to extending programming further into the month. We had wrapped up the big programs by the end of July 2011, and this year programs ended on the first Friday in August.
  o Tween and Teen programs also wrapped up in August, with an average attendance of 11 at the 14 programs. The programs ranged from 7 at a book club to 21 at a *Scratch 101* animation program and 30 at a Pokémon Tournament. In August of 2011, the average attendance in August was 4.
- Information
  o Tutor.com reported 40 one-to-one sessions, 4 Skills Center sessions, and 11 mobile sessions for August. Otis Orchards had the most users in August.
- Community connections
  o Visited 10 childcares, providing 20 storytimes to 215 children.
  o Mary Ellen and Gwendolyn attended the Starting Strong Conference.
  o Gwendolyn and Mary Ellen Provided a Mother Goose Math and Science training for librarians at Ada Community Library and other consortium partners in Boise, ID.
  o Mary Ellen promoted the Ready for Kindergarten Calendar on KHQ's web spotlight. We have given away many calendars, and received many inquiries about them.
  o Kristy Bateman attended the STEM Youth Serving Organization-Educational Enrichment meeting. We will be participating in this meeting in the future.
  o We are in the process of contacting childcares and establishing the schedule for Outreach Storytimes.
  o Gwendolyn met with Aaron Behrenbach, the Education Coordinator at MOBIUS Science. We discussed future opportunities to collaborate, including program possibilities. In addition, Aaron will be discussing with the director of MOBIUS the idea of a museum pass that could be checked out from the library.
  o Mary Ellen met with Thrive to discuss the next Teen Parent Family Engagement Meeting. The next in person meeting will be in October.
  o Humanities Washington came to Spokane to do a program featuring its Washington State Poet Laureate Kathleen Flenniken with one of our local martial arts school – KicknFun. Humanities Washington filmed the session while the kids created poetry. The session will be featured in its fund-raising campaign later in September.

Circulation services (Judy Luck / Gina Rice)

	IN-LIBRARY 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	6021	5508	9.31%	15.28%	59.24%	47129	41613	13.26%
AR	15734	17081	-7.89%	6.21%	25.83%	120614	123433	-2.28%
CH	15190	16669	-8.87%	-0.77%	10.35%	125500	124930	0.46%
DP	13601	14861	-8.48%	8.18%	0.76%	110270	118122	-6.65%
FF	1067	1445	-26.16%	-38.57%	-30.26%	10427	10373	0.52%
ML	5526	5858	-5.67%	7.07%	67.71%	40630	41408	-1.88%
MP	17481	17168	1.82%	-4.01%	8.87%	136192	135131	0.79%
NS	55236	54471	1.40%	8.89%	18.15%	424843	416608	1.98%
OT	7500	7588	-1.16%	-0.96%	9.09%	57526	58786	-2.14%
SV	55491	57453	-3.41%	3.63%	18.57%	430743	432087	-0.31%
TOTAL	192847	198102	-2.65%	4.31%	16.98%	1503874	1502491	0.09%

	SELF-CHECK*				
	This Year This Month		**Last Year This Month**		
	Self-Check Circulation	**% of total circulation**	**Self-Check Circulation**	**% of total circulation**	**Difference in self-check use**
AH	2553	42.40%	2539	46.1%	-3.69%
AR	5697	36.21%	6006	35.2%	1.05%
CH	3796	24.99%	4145	24.9%	0.12%
DP	3595	26.43%	4369	29.4%	-2.97%
FF	297	27.84%	484	33.5%	-5.66%
ML	2774	50.20%	2654	45.3%	4.89%
MP	6766	38.70%	6948	40.5%	-1.77%
NS	31422	56.89%	23604	43.3%	13.55%
OT	3489	46.52%	3471	45.7%	0.78%
SV	30627	55.19%	30870	53.7%	1.46%
TOT	91016	47.20%	85090	43.0%	4.24%

2012 Self-check statistics for Aug at NS include 23,912 items at the self-check stations and 7,510 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	Holds filled	% of circulation
AH	1192	19.80%
AR	2956	18.79%
CH	2974	19.58%
DP	2522	18.54%
FF	219	20.52%
ML	1073	19.42%
MP	3456	19.77%
NS	9360	16.95%
OT	1783	23.77%
SV	9364	16.87%
TOTAL	34899	18.10%

New Members	July 2012	July 2011	Diff
AH	50	59	18.00%
AR	172	153	-11.05%
CH	122	132	8.20%
DP	79	70	-11.39%
FF	7	14	100.00%
ML	35	46	31.43%
MP	155	129	-16.77%
NS	345	424	22.90%
OT	37	28	-24.32%
SV	507	473	-6.71%
TOTAL	1509	1508	-0.07%

	Books to Go	% of circulation	DVD	% of circulation	New Books	% of circulation
AH	115	1.91%	2237	37.15%	282	4.68%
AR	355	2.26%	3645	23.17%	1136	7.22%
CH	239	1.57%	4138	27.24%	775	5.10%
DP	194	1.43%	3807	27.99%	665	4.89%
FF	31	2.91%	309	28.96%	49	4.59%
ML	106	1.92%	1819	32.92%	293	5.30%
MP	300	1.72%	3819	21.85%	1059	6.06%
NS	987	1.79%	10743	19.45%	3171	5.74%
OT	152	2.03%	1820	24.27%	471	6.28%
SV	921	1.66%	11928	21.50%	3567	6.43%
TOTAL	3400	1.76%	44265	22.95%	11468	5.95%

Customer Payments

	2012	2011	Diff	% change
CASH	$12,597.79	$14,101.17	-$1,503.38	-10.66%
CHECK	$5,389.57	$7,299.59	-$1,910.02	-26.17%
CREDIT*	$8,327.72	$5,847.48	$2,480.24	42.42%
TOTAL	$26,315.08	$27,248.24	-$933.16	-3.42%

- The total taken in online credit/debit in August via PayIt was ~32% of the total, approximately the same as the YTD percentage (~31%).
- The -3% decrease in total payments suggests the continued leveling off of total payments, and has been anticipated since we've required accounts be cleared at renewal, effective January 2011.
- The reduction in cash/check payments and increase in credit card payments when comparing August 2011 to August 2012 confirms the trend of increased use in that form of self-service payment.

Branch reports

Airway Heights: Stacy Hartkorn
Events:
- Play and Learn Storytimes in August 2012 attracted an attendance of 71 people for average of 14.2 people per storytime, which is similar to August 2011's average (14 people) as well as the current 2012 average of 13.1.
- Airway Heights hosted two Adult Summer Reading programs during the month of August.
  - The Fat Quarter Exchange attracted 2 people, less than the 2012 average of 6 people per adult event.
  - The Cover Band attracted a total of 8 people, which is slightly higher than the 2012 average of 6 people, but significantly lower compared to 2011's music event attendance of 50 people.

Positive Customer Experiences:
- An Airway Heights resident who visited SCLD's booth at the Airway Heights Festival expressed happy surprise after learning about the Airway Heights Library, explaining to staff she was new to the area and had been driving to the Shadle Library because she previously thought it was the closest library.

Community Connections:
- Staff participated in two promotional opportunities in the community during the month of August.
  - The Airway Heights Festival allowed staff to connect with over 140 people during the day, which is an increase of 40 people compared 100 people during 2011's event.
  - Staff promoted library resources with staff, parents and students at Sunset Elementary's annual Open House Resource Fair, reaching 85 people during the 90 minute event.
- A teacher from Great Northern School District contacted the Airway Heights Library in order to begin making arrangements for her classroom to take a monthly field trip to the library because their school does not have a library.
- The Airway Heights ECEAP program and Airway Heights staff have created a monthly storytime schedule for the 2012-2013 ECEAP school year to enable both ECEAP preschool classes a monthly visit to the AH Library for a storytime.

Argonne: Mary Kay Anderson
Events:
- Summer Reading: Unlike most summers, our numbers did not drop significantly during the last few programs in August. Parents commented on how much fun their children had this summer.
- Storytime: The storytime group, including a day care located close by, contributed to a healthy average of 24 attendees this August compared to 19 last August.

Customer Issues:
- There were two thefts of personal items this month; in both cases members left valuable items unattended.

Positive Customer Experiences:
- A couple of folks working on resumes mentioned they really appreciated the 80 free pages per week. One member sounded particularly grateful; saying this meant a lot to her.

Community Connections:
- This was a very busy month for the Friends of Argonne Library. Donations are pouring in for the book sale in September, so it means daily trips to the lobby to shift books to the attic at Inland Empire Paper Co, their most recent storage place. In addition to this, the group

participated in the third annual Millwood Daze. This year donations went to Meals on Wheels so their entry for the "world's largest red wagon parade" featured classic book favorites having a food theme; think <u>Joy of Cooking</u>, and <u>Green Eggs and Ham.</u> Later in the day two local celebrities read stories to children. One was a fire fighter (with a fire truck) from the Millwood station and the other a ballet dance teacher (in a tutu) from the local dance school. On top of all this, they wrote a check for $100 to Spokane Is Reading.

<u>Building Related:</u>
- Plans were finalized for the circulation workroom remodel to take place mid-October.

Cheney: Pat Davis

<u>Events:</u>
- The *Getting Your GED* program attracted two.
- Our last Tween summer program, *Bookmaking*, had five participants.
- The puppet show, *Batunia*, brought in an audience of 38.
- Baby Play and Learn attendance averaged 12.4 this month.
- Toddler Storytime averaged 18.6 this year compared to 24 last year.
- Preschool Play and Learn attendance averaged 32.6 compared to 22.75 last August.
- Lori made her quarterly outreach visit and presented four storytimes at the EWU preschool.

<u>Customer Issues:</u>
- A member who is blind was having issues with our accessible software station timing out. Kudos to Drew in IT who worked to update the JAWS screen-reading software. Drew took the time to discuss what was happening directly with the member and to come up with fixes for the problem.

<u>Positive Customer Experiences:</u>
- A new member was amazed when we offered to purchase an item not currently available in our system. She said they didn't offer that at her previous library and she was most impressed with our services.

<u>Community Connections:</u>
- The Friends brought in treats for the staff and a thank-you note for our support of its recent book sale.
- Cheney Library was the Voting Service Center for the West Plains for the August primary.
- The Hospice display has attracted the attention of members. We have observed several members stopping to view the pictures although no one has commented to staff directly about the display.
- Camp Caslo, (the Cheney Parks and Rec summer day camp) made weekly visits this month, concluding camp the last week in August.

<u>Building Related:</u>
- The new carrels have arrived and are popular with laptop users. We no longer have the problem of laptop users impeding access to magazines and large print collection.
- Our shelving unit for the circulation workroom arrived. We will be moving supplies from the meeting room cupboard to the circulation workroom. The meeting room cupboard will be used for the storage of storytime supplies.

Deer Park: Kris Barnes

<u>Events</u>:
- Amber and I attended the "We Love Deer Park Kids" event at Arcadia Elementary school where we promoted our programs and services to approximately 115 members. Our booth was incredibly popular due in part to the fact that we were situated right next to the cotton candy line. This event is a new one for the Deer Park area.

- Our adult book club had 9 participants. We discussed the book "Waiter Rant." About one third of the group read the book and loved it; about one third read the book and didn't care for it and one third did not read the book but came to listen to the discussion.
- Our *Between the Covers: Starry Nights* program had an attendance of 6 when the program started, with attendance up to 15 after the presentation when people arrived for the actual star gazing that lasted until 10 p.m.
- The *Fat Quarter Exchange* program was attended by 5 participants.
- Our *Getting Your GED* program was attended by 3 participants.
- Storytime attendance totaled 198 compared to 297 last August.

Customer issues:
- I received a comment from a member expressing concern over our adult new book shelving. Her concerns were that the shelving was too low to the ground and the titles are too difficult to read. Our conversation ended on a very positive note when she expressed appreciation for the fact that I outlined our shelving challenges in writing and posted it on our comment board.
- Six Security Incident reports were submitted. Most noteworthy were incidents involving a couple of pre-teen boys who were observed acting out in the library.

Positive customer experiences:
- We received a comment praising us for our summer reading programs and, in particular, the member commented on how much they enjoyed the Mobius science program we offered.
- We received a comment from a member thanking us for moving the self-checkout station to its new location. She liked the fact that the new self-checkout seems to be more kid friendly since it is lower and more accessible to our smaller members.

Community connections:
- The Clayton Fair Association filled our display case with all things "goat" this month to promote community awareness about the upcoming fair.
- The Friends of the Deer Park library had its book sale this month and received $687.37 in donations.

Building related:
- The City of Deer Park shut down Forest Avenue twice this month due to the paving project. Our members were required to park at the Hospital or Medical Clinic and walk to the library.
- We now have a new retaining wall in front of the library facing Forest Avenue.
- The Forest avenue paving project is officially finished. We waited a couple weeks past the project end to get our mail box re-installed but that was done a week ago. We are now happy to receive our mail via direct delivery rather than making the trek down to the Post Office each day to pick up the mail.

Fairfield: Bev Bergstrom

Events:
- Storytime average attendance increased 16% over last August, for an average of seven attendees this year.

Positive customer experiences:
- A Storytime mom commented that she fondly remembered playing with our wooden puzzles as a child. Now her toddler plays with them. The puzzles either need to be replaced or they are now priceless classics!

Community connections:
- We successfully reserved the Fairfield Community Center for the Big Band event coming this fall.
- Our outreach run to Fairfield Care was the most successful thus far, with four residents participating.

Medical Lake: Laura Baird

Events:

- Storytime attendance averaged 11, down from 15 in August 2011.
- Our Summer Reading program attendance averaged 31.
- The Tween program was attended by 4, up from 1 last August.
- I presented two outreach Storytimes at Cela's Creative Learning Center to 20 children.
- It was announced that the library will be open on Tuesdays from 10-8 beginning October 1.

Positive Customer Experiences

- A member expressed gratitude the library is open on Saturdays because the Eastern University library is closed Saturdays during the summer.
- Another member said how comfortable and organized the library is compared to the one she used in the Midwest.

Community connections

- The Eastern State Hospital display was enjoyed by many this month. Several people came in just to see the display having heard about it from other library members.
- A member whose quilts are on display this month has received several positive comments from the public. Several people stopped in to see them who have never been in the library before.
- I attended the West Plains Chamber of Commerce breakfast this month with Stacy Hartkorn. Beau Baldwin, head coach of the Eastern Eagles football team, was guest speaker.

Moran Prairie: Jason Johnson

Events:

- Toddler Storytime averaged 45 this month, up from 41 last month and 21 in August 2011.
- Preschool Play & Learn averaged 24 this month, down from 36 last month but right on par with the average from August 2011.
- Baby Play & Learn had an average attendance of 26, down from 27 last month, but up from 17 in August 2011.
- The Teen program *Death at the Library* attracted 12 attendees.
- Author, Linda Lael Miller pulled in 11 people to her talk this month. She also signed up for her first SCLD library card while she was here.

Positive Customer Experiences:

- A customer called to express gratitude for the Cover Bands program. Her family attended the concerts at Moran Prairie, Otis Orchards and Airway Heights. Her oldest daughter suffers from epilepsy and never gets to go to concerts due to the lights. She said this made her daughter's summer and she can't stop talking about it.

Staffing:

- Our new page, Jonathan, began this month.

Community Connections:

- Nothing to report.

Building Related:

- The meeting room closets have been remodeled and can now hold all of the tables and chairs. There is also a lockable section that will be used for Storytime items and other materials.

North Spokane: Patrick Roewe

Events:

- Summer Reading programming wrapped up this month with the final Teen/Tween programs. The Pokemon tournament was held in the library and 30 people participated, with several

positive comments from parents who enjoyed learning the game as well. Our final Tween Book Club had the largest group to date, with 7 in attendance. We'll be transitioning to a different Tween activity every month and broadening the scope.

- Storytime Attendance: Baby Lapsit averaged 31, a 10% increase over the July 2011 average (28). Preschool averaged 42, a 43% increase over July 2011 (38). Toddler averaged 30, an 11% increase over July 2011 (27). Family story evenings resumed, with an average of 20, an 11% increase over August 2011 (14).

Positive customer experiences:
- A member raved about Librarian Diane after Booking a Librarian for help with her laptop. She appreciated the great service, and also that we were able to accommodate her availability.

Staffing:
- Our new library pages Jessica and Miina started this month.

Community connections:
- I attended weekly Rotary Club 21 meetings.

Otis Orchards: Bev Bergstrom

Events:
- Our Storytime average attendance this year was 29, a 52% increase over last August's attendance.

Positive customer experiences:
- A member remarked that she'd renewed her card after several years of inactivity and she was having "so much fun!"
- We heard a few thoughtful comments about the Hospice photo display before we shifted it to Fairfield.

Community connections:
- We successfully signed up to use the gym in the Otis Orchards Elementary school for our big band concert in November. Our connection with the school has been sporadic over the years, and I'm thankful that this event led to a linking.

Spokane Valley: Doug Stumbough

Events:
- Summer Reading concluded this month. The final children's program, *Late Night at the Library¸* drew in 28, while the teen *Scratch 101* program was attended by 18.
- Storytime Attendance: Baby Lapsit averaged 22, an 82% increase over the average in August 2011 (13). Toddler averaged 36, a 10% increase over August 2011 (35) and Preschool Play & Learn averaged 40, a 40% increase over August 2011(29). Family Storytime dropped from 11 last year to 8 this month (-22%).

Staffing:
- We welcomed new circulation clerks Linda, Danielle and Chris.

Building Related:
- As a result of a suggestion from Information Specialist Annette, a reference service point and self-checkout station on the 2nd floor swapped places, allowing better visibility for members and better line of sight for staff.

Community Connections:
- I attended weekly Spokane Valley Sunrise Rotary meetings.

Customer Use Measures
AUGUST 2012

Measure	This year This Month	Last year This Month	YTD This year	Last YTD Comparison	Rolling YTD Comparison
Registered borrowers	119,042	117,428	N/A	1%	1%
Door count	123,968	127,747	938,715	-1%	0%
Circulation	239,836	239,494	1,868,183	4%	4%
Digital Media Catalog	16,458	11,027	126,621	68%	75%
Reference inquiries	21,119	20,259	166,635	-1%	-1%
Programs					
Number	198	177	1,746	14%	14%
Attendance	4,454	4,002	46,748	19%	18%
Group Visits					
Number	0	2	10	-69%	-64%
Attendance	0	21	147	-80%	-76%
Software Station bookings	19,875	22,190	147,989	-7%	-7%
Meeting room bookings	229	213	2,326	3%	4%
Holds placed					
By customers	33,580	32,799	271,999	3%	2%
By staff	6,691	7,254	55,920	-6%	-7%
Digital Media Catalog	5,570	3,658	45,438	68%	75%
Database use					
Searches	20,252	16,898	152,075	-35%	-43%
Retrievals	30,741	19,759	173,117	-41%	-51%
Website use (Remote)					
User sessions	88,371	77,662	690,402	8%	8%
Page views	275,583	226,630	2,185,175	16%	15%
Catalog	74,471	53,925	532,207	50%	46%
Database Access	3,340	4,265	41,487	-32%	1%
Interlibrary loans					
Loaned	240	249	1,965	-26%	-27%
Borrowed	424	406	3,049	-7%	-2%

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.*

Media Relations

- SCLD in the news:
  - July 2 – Spokesman.com: Valley City Council rejects fire chief's request (mention SCLD)
  - **July 3 – krem.com: Sheriff investigating claim of man masturbating**
  - July 3 – Northwest Cable News: Sheriff investigating claim of man masturbating
  - July 4 – Deer Park Tribune: Storytimes
  - July 4 – Deer Park Tribune: Library District petitions for greater e-book access
  - July 4 – lisjobs.com: Virtual Services Manager at Spokane County Library District
  - July 4 – riverspeak.net (blog): SCLD storytime for kids
  - July 4 – krem.com: Sheriff investigating claim of man masturbating at SCLD
  - July 5 – joblist.ala.org: Virtual Services Manager at Spokane County Library District
  - July 6 – Spokanevalleyonline.com: Chief not invited to present levy info (mention SCLD)
  - July 7 – Spokesman-Review: North Spokane Book Club & Deer Park Book Sale
  - July 11 – Deer Park Tribune: Storytimes
  - July 12 – Cheney Free Press: Cheney Friends of the Library Book Sale
  - July 12 – Spokesman-Review: Storytimes
  - July 12 – Examiner.com: SCLD's digital downloads an amazing resource (book review)
  - July 13 – esd101.net: Media competition award for video produced in partnership with SCLD
  - July 17 – Spokesman.com: Medicare workshop at Spokane Valley Library
  - July 18 – Spokanecounty.org: County mails ballots for August 7th primary (mention SCLD)
  - July 18 – Deer Park Tribune: Storytimes
  - July 22 – Inlander.com: Buffalo Jones at Moran Prairie Library
  - July 22 - popculturewarehouse.blogspot.com: SCLD's digital downloads a treasure (book review)
  - July 22 – examiner.com: SCLD a great fiction resource (book review)
  - **July 23 – KHQ-TV & Khq.com: Newsbreak featuring SCLD Summer Reading program**
  - July 25 – glassdoor.com: Inside look at SCLD librarian interview questions
  - July 25 – Deer Park Tribune: Storytimes
  - July 26 – spokane7.com: Death at the Library murder mystery event
  - July 27 – Spokesman.com: Otis Orchards Library, Harry Potter's Birthday Party
  - July 29 – Spokesman.com: Late Night at the Library event at Spokane Valley
  - July 31 – Nightsky.jpl.nasa.gov: Spokane Astronomical Society at Otis Orchards Library

- Approximate media value for SCLD in the news: $1500

E-Marketing (Website, Social Media, Email)

- Social Media:
  - Facebook: # of likes up to 1,230
  - Twitter: # followers up from 73 last month to 115 this month – up by 42 new followers
  - Pinterest: 34 followers; 75 following;
  - Website re-design – still in progress, programming and design work started, expect approximately 5-6 month process
  - Attended a 6-hour Blogging Webinar in preparation for blog addition to website

- Website updates:
  - July 7: Virtual Services Manager job opening
  - July 8: Play & Learn Storytimes
  - July 9: Library events
  - July 20: Suspend Holds
  - July 16: Large Print Book List added to Reader's Corner
  - July 25: Washington's Channeled Scablands presentation
  - July 26: Fall Gardening Series
  - July 31: Book Clubs Open the Door (message from Nancy)

Community Involvement
- Spokane Is Reading
  - Inlander ads being reserved & designed for September
- United Way
  - Working with United Way on the annual distribution and promotion of the Kindergarten Readiness Calendar

Current & Upcoming Projects
- Logo update and branding efforts continue
  - eNewsletter branding updated
  - Attended Librarian & Supervisor meetings for both regions to introduce new branded look
- New 'Ask the Library' bookmarks created – distributed to libraries & for civic events

Media Relations

- SCLD in the news:
  - Aug 1 – Deer Park Tribune: SCLD Storytime hours
  - Aug 5 – Spokane7.com calendar: Cover Band at Airway Heights Library
  - Aug 5 – Spokesman.com: Family calendar
  - Aug 6 – Spokane7.com calendar: Starry Nights at North Spokane Library
  - Aug 6 – joblist.ala.org: Technical Services Coordinator opening
  - **Aug 8 – Inlander.com: Starry Nights at North Spokane Library**
  - Aug 8 – Pinterest.com: Spokane County Library District activity
  - Aug 8 – Deer Park Tribune: SCLD Storytime hours
  - Aug 9 – khq.com: Pick Up a Kindergarten Readiness Calendar at Spokane Libraries
  - Aug 9 – Pinterest.com: Washington's Channeled Scablands event
  - Aug 12 – Spokesman Review: Fat Quarter Exchange at Spokane Valley Library
  - Aug 12 – SCLD.org: Book Clubs Open the Door
  - Aug 14 – SCLD.org: Moran Prairie Library Book Club selection for Aug 23
  - Aug 15 – Deer Park Tribune: SCLD Storytime hours
  - Aug 16 – Spokesman Review: SV City Council considering changed proposal
  - **Aug 17 – KHQ 2pm news break & web channel: Kindergarten Readiness Calendars**
  - Aug 19 – Spokesman Review: Moran Prairie Library Book Club selection
  - Aug 19 – Spokesman Review: Fat Quarter Exchange at Fairfield Library
  - Aug 20 – incol.scld.org: Technical Services Coordinator opening
  - Aug 21 – Access Washington: Kaiser Trentwood documents for public review at SV Library
  - Aug 22 – Deer Park Tribune: SCLD Storytime hours
  - Aug 24 – i4u.com: SCLD Proposes Smaller Library
  - Aug 24 – Spokane Valley Herald: Smaller library proposed for Sprague
  - **Aug 28 – Spokanevalleyonline.com: Council Digests News of Smaller Library Proposal**
  - Aug 29 – Deer Park Tribune: SCLD Storytime hours
  - Aug 30 – Cheney Free Press: SCLD closures for Labor Day

- Approximate media value for SCLD in the news: $1200

E-Marketing (Website, Social Media, Email)

- Enewsletter – August 2012
  - 53,809 sent
  - 18,160 opened – 34,834 unopened
  - 2,954 clicks on eNewletter links
  - 363 unsubscribed
  - 127 complained of spam
  - All figures outperform industry standards
  - Next issue will be out the end of Sept/early Oct

- Social Media:
  - Facebook: # of likes up to 1,299
  - Twitter: # followers up to 136
  - Pinterest: 52 followers – beginning to see events picked-up by Google Alerts

- Website updates:
  - Website re-design – still in progress, programming and design work continues – mockup of designed approved by Web Team
  - Technical Services Coordinator opening
  - Storytime Programs Sept 2012 – Aug 2013
  - After School Special posted Sept 2012 – Aug 2013
  - Library Card Sign-up month
  - Additional TumbleBooks link added (Digital Downloads)

Community Involvement
- Spokane Is Reading
  - Inlander ads begin Sept 6 and run through October 10 editions
  - Posters & Bookmarks being distributed to all libraries & local businesses
- United Way
  - Worked with United Way & Spokane Public Library to promote the Kindergarten Readiness Calendar

Current & Upcoming Projects
- Logo update and branding efforts continue

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
INCOME STATEMENT - "FINAL"
AS OF JULY 31, 2012
[PERCENT OF YEAR = 58.33%]

REVENUES:	ACTUAL	BUDGET	PERCENT
PROPERTY TAX	$ 10,518,635	$ 10,338,507	101.74%
CONTRACTED CITIES, SERVICES & FEES	414,450	771,012	53.75%
MISCELLANEOUS REVENUES	101,905	172,643	59.03%
INTEREST EARNINGS	20,997	35,000	59.99%
TRANSFERS IN	-	-	0.00%
TOTAL REVENUES	$ 11,055,987	$ 11,317,162	97.69%
EXPENSES:			
SALARIES	$ 3,223,051	$ 5,607,451	57.48%
FRINGE BENEFITS	921,593	1,648,737	55.90%
SUPPLIES	252,230	502,325	50.21%
SERVICES	926,376	1,734,261	53.42%
CAPITAL EXPENDITURES	47,701	75,000	63.60%
LIBRARY MATERIALS	898,606	1,494,715	60.12%
INTEREST EXPENSE	97	500	19.40%
OPERATIONAL CONTINGENCIES	-	40,000	0.00%
TRANSFER OUT TO CONSTRUCTION FUND	-	-	0.00%
TRANSFER OUT TO CAPITAL PROJECT FUND	-	200,000	0.00%
TOTAL EXPENSES	$ 6,269,654	$ 11,302,989	55.47%
TOTAL REVENUES OVER (UNDER) EXPENDITURES	$ 4,786,333	$ 14,173	

CHANGES TO GENERAL FUND BALANCE:	ACTUAL	BUDGET
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	$ 4,786,333	$ 14,173
ACTUAL BEGINNING FUND BALANCE - JANUARY 1, 2012	3,923,959	3,923,959
ENDING FUND BALANCE - 7/31/12 & ESTIMATED BALANCE 7/31/12	$ 8,710,292	$ 3,938,132

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
BALANCE SHEET - "FINAL"
AS OF JULY 31, 2012

ASSETS:	
CASH	$ 4,022,119
ACCOUNTS RECEIVABLE	371
TAXES RECEIVABLE	5,080,884
DUE FROM OTHER GOVERNMENTS	-
INVENTORY	53,763
PREPAID EXPENSES	111,945
TOTAL ASSETS	$ 9,269,082
LIABILITIES:	
ACCOUNTS PAYABLE	$ 308,469
INTEREST PAYABLE	-
TAX ANTICIPATION NOTES	-
DEFERRED REVENUE	250,321
TOTAL LIABILITIES	$ 558,790
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	554,936
UNASSIGNED FUND	7,115,491
ENDING FUND BALANCE JULY 31, 2012	$ 8,710,292
TOTAL LIABILITIES AND GENERAL FUND BALANCE:	$ 9,269,082
FUND BALANCE CAPITAL PROJECTS FUND - JULY 31 ,2012	$ 1,178,131

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
INCOME STATEMENT - "FINAL"
AS OF AUGUST 31, 2012
[PERCENT OF YEAR = 66.67%]

REVENUES:	ACTUAL	BUDGET	PERCENT
PROPERTY TAX	$ 10,518,288	$ 10,338,507	101.74%
CONTRACTED CITIES, SERVICES & FEES	499,284	771,012	64.76%
MISCELLANEOUS REVENUES	107,506	172,643	62.27%
INTEREST EARNINGS	24,135	35,000	68.96%
TRANSFERS IN	-	-	0.00%
TOTAL REVENUES	$ 11,149,212	$ 11,317,162	98.52%

EXPENSES:			
SALARIES	$ 3,694,058	$ 5,567,451	66.35%
FRINGE BENEFITS	1,054,173	1,592,237	66.21%
SUPPLIES	271,678	531,325	51.13%
SERVICES	1,023,607	1,602,761	63.87%
CAPITAL EXPENDITURES	47,701	75,000	63.60%
LIBRARY MATERIALS	991,122	1,619,715	61.19%
INTEREST EXPENSE	97	500	19.40%
OPERATIONAL CONTINGENCIES	-	114,000	0.00%
TRANSFER OUT TO CONSTRUCTION FUND	-	-	0.00%
TRANSFER OUT TO CAPITAL PROJECT FUND	200,000	200,000	0.00%
TOTAL EXPENSES	$ 7,282,437	$ 11,302,989	64.43%
TOTAL REVENUES OVER (UNDER) EXPENDITURES	$ 3,866,775	$ 14,173	

CHANGES TO GENERAL FUND BALANCE:	ACTUAL	BUDGET
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	$ 3,866,775	$ 14,173
ACTUAL BEGINNING FUND BALANCE - JANUARY 1, 2012	3,923,959	3,923,959
ENDING FUND BALANCE - 8/31/12 & ESTIMATED BALANCE 8/31/12	$ 7,790,734	$ 3,938,132

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
BALANCE SHEET - "FINAL"
AS OF AUGUST 31, 2012

ASSETS:	
CASH	$ 3,131,597
ACCOUNTS RECEIVABLE	408
TAXES RECEIVABLE	4,994,235
DUE FROM OTHER GOVERNMENTS	-
INVENTORY	53,763
PREPAID EXPENSES	134,643
TOTAL ASSETS	$ 8,314,647

LIABILITIES:	
ACCOUNTS PAYABLE	$ 274,003
INTEREST PAYABLE	-
TAX ANTICIPATION NOTES	-
DEFERRED REVENUE	249,910
TOTAL LIABILITIES	$ 523,913

GENERAL FUND BALANCE:	
NONSPENDABLE FUNDS -- PREPAID ITEMS	$ 257,613
NONSPENDABLE FUNDS -- INVENTORY	52,444
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	6,200,600
ENDING FUND BALANCE AUGUST 31, 2012	$ 7,790,734

TOTAL LIABILITIES AND GENERAL FUND BALANCE:	$ 8,314,647

FUND BALANCE CAPITAL PROJECTS FUND - AUGUST 31 ,2012	$ 1,379,240

BRANCH SPOTLIGHT:
NORTH SPOKANE LIBRARY

Branch Services Manager Patrick Roewe will share highlights about North Spokane Library and the community it serves.

OVERVIEW:
EMPLOYEE BENEFITS

Human Resources Manager Paul Eichenberg will review District employee benefits and providers.