

MISSION

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

Board of Trustees Regular Meeting

December 18, 2012 4:00 p.m. Argonne Library Public Meeting Room

AGENDA

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
 - A. Approval of November 20 Regular Meeting minutes [4:00-4:05]
 - B. Approval of November Payment Vouchers [4:05-4:10]
 - C. Unfinished Business [4:10-4:20]
 1. 2013 Budget
 - a. Adopting a 2013 Final Budget (Resolution 12-09): Approval recommendation.
 - D. New Business [4:20-4:50]
 1. Diane Zahand Memorial Fund: Motion recommendation.
 2. Bulletin Board and Community-Interest Publications Policy: Approval recommendation.
 3. 2012 Balanced Scorecard Summary.
 4. 2013 Work Plan.
 5. 2013 Board of Trustees Officers Election.
 6. Recognition of Retiring Trustee Ann Apperson (Resolution 12-10): Approval recommendation.
- IV. DISCUSSION ITEMS, POSSIBLE ACTION**
 - A. Strategic Planning Update [4:50-5:00]
 - B. 2013 Overview Topics Selection [5:00-5:10]
 - C. Future Board Meeting Agenda Items [5:10-5:15]
- V. REPORTS**
 - A. Trustees [5:15-5:20]
 - B. Executive Director [5:20-5:25]
 - Administrative
 - Community Activities
 - C. Public Services [5:25-5:30]
 - D. Communication [5:30-5:35]
 - E. Fiscal [5:35-5:40]
 - F. Airway Heights Library Spotlight [5:40-5:50]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: One hour and 50 minutes, plus public comment]

Note: There will be a brief holiday reception for the Board of Trustees and District Management Team at the conclusion of the meeting.

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: November 20, 2012

CALL TO ORDER

The regular meeting of the Spokane County Library District Board of Trustees was held November 20, 2012, at Argonne Library Public Meeting Room, 4322 N. Argonne Rd., Spokane, WA. Vice Chair Mary E. Lloyd called the meeting to order at 4:00 p.m. and welcomed those in attendance.

PRESENT:

Tim Hattenburg - Chair
Mary E. Lloyd - Vice Chair
Ann Apperson - Trustee
Daniel Davis - Trustee
Nancy Ledebor - Executive Director and Secretary

EXCUSED:

Mark Johnson - Trustee

Also Present: Jane Baker, Communication Manager; Beverly Bergstrom, Otis Orchards and Fairfield Branch Supervisor; Paul Eichenberg, Human Resources Manager; Sonia Gustafson, Librarian; De Griffith, IT Desktop Administrator; Aileen Luppert, Librarian; Sandy Orr, Technical Services Coordinator; Patrick Roewe, Branch Services Manager; Bill Sargent, Business Manager; Andrea Sharps, Collection Services Manager; Doug Stumbough, Branch Services Manager; and Patty Franz, Administrative Assistant.

AGENDA APPROVAL

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

The motion carried unanimously.

Ms. Lloyd asked the Executive Director to introduce those in attendance who have not attended previous Board meetings. Ms. Ledebor introduced Aileen Luppert and Sandy Orr, and De Griffith, who has occasionally attended in the past.

ACTION ITEMS

**APPROVAL OF OCTOBER 13 SPECIAL MEETING, AND OCTOBER 16, 2012,
REGULAR MEETING MINUTES**

Ms. Lloyd called for corrections to the October 13 Special Meeting and October 16 Regular Meeting minutes.

There were no corrections; minutes stand approved as written.

APPROVAL OF OCTOBER 2012 BILL PAYMENT VOUCHERS

Ms. Apperson moved and Mr. Davis seconded approval of the October 2012 bill payment vouchers as follows:

Fund

L01	Voucher numbers: 42924 through 43090 and W00087, W00088, W00089 totaling	\$ 553,902.54
	Payroll numbers: 10102012PR and 10252012PR totaling	\$ 340,748.99
	Total	\$ 894,651.53

There were no comments or questions.

The motion was unanimously approved.

UNFINISHED BUSINESS

NONE.

NEW BUSINESS

SOCIAL MEDIA POLICY. Mr. Davis moved and Ms. Apperson seconded that the Social Media Policy be adopted as presented.

Ms. Ledebor explained the addition of this new policy spearheaded by Ms. Baker allows the District to extend its Code of Conduct to the digital world and set expectations or limits for comments and to remove inappropriate postings when warranted. The policy provides a framework for our commitment to intellectual freedom, while also engaging people productively. In response to a Trustee's question, Ms. Baker said thus far only one comment—a solicitation—has been removed from the site, yet going forward a log will be kept of comments removed. In response to another Trustee's comment, to prohibit any form of targeted bias "any group or individual" will replace "protected class of individuals."

There were no further questions or public comment.

The motion was unanimously approved with amendments as discussed.

PERSONNEL POLICY. Ms. Lloyd moved and Ms. Apperson seconded that the addition to the Personnel Policy, 5.4 Shared Sick Leave, be approved. In response to a Trustee's question, Mr. Eichenberg clarified that although all staff cannot donate time, everyone is eligible to request and receive hours, even non-benefitted staff. Ms. Ledebor said this policy was created with intent to be consistently fair and administratively simple. Accrued sick time will be donated on a case-by-case basis, hour for hour regardless of wage. Mr. Eichenberg briefly summarized the District's short- and long-term disability buy up plans in response to Ms. Lloyd's question, and noted this new policy will help bridge the 180-day financial gap (for most employees) between lack of sick time to when an employee can return to work or collect disability in the event of medical catastrophe. All details about requests for and receipt of shared leave will remain anonymous. There were no further questions or comments.

The motion was unanimously approved.

WCIP INTER-LOCAL AGREEMENT TERMINATION (RESOLUTION No. 12-05). Mr. Davis moved and Ms. Lloyd seconded to approve termination of the Inter-local Agreement between Washington Counties Insurance Pool (WCIP) and the District, and to authorize the Executive Director to sign on behalf of the District.

Ms. Ledebor noted this process is a formality, as Trustees voted last December to amend the WCIP agreement by adding a sentence to clarify withdrawal from the group. Human Resources Manager Paul Eichenberg said three-fourths of participating employers are required to provide written consent to the pool's termination; this process allows the District to formally dissociate from the group.

The motion was unanimously approved.

2013 REVENUE & EXPENSES: PRELIMINARY BUDGET MESSAGE UPDATE. Mr. Sargent briefly presented changes since his first presentation in October and noted updated 2013 state-assessed values will not likely become available from the State Assessor's Office until January, which could represent another decrease in revenues of \$11,000. On the expense side, the largest increases are personnel-related, which includes 1.67% salary scale adjustments to match a mandatory minimum wage increase.

Mr. Sargent proposed a transfer of \$240,000 from the General Operating Fund to the Capital Projects Fund. This maintains the 15% unassigned fund balance outlined in the Financial Management Policy.

Mr. Hattenburg arrived at 4:30 p.m.

Mr. Sargent provided revenue comparison for 2012 and 2013. Miscellaneous category increased because of E-Rate reimbursements, and \$164,000 was transferred from the Capital Projects Fund to fund projects, Ms. Ledebor noted.

In response to a Trustee's question about the Capital Projects Fund and assigned materials funds, Ms. Ledebor said we have five-year plans for FFE, IT and Facilities maintenance. The library materials fund is held at ten percent of the annual budget which is planned for differently than the other three designated funds. Mr. Sargent explained that while the other three funds are based on the average of the five-year plan, the library materials fund is intended for one time start up or special needs. The last time this fund was used was to start up eBooks.

Contingency increased by \$214,000 for 2013; Ms. Ledebor noted operating costs are up \$450,000, with revenues going down. The difference of expenditures over revenues will be made up by using the ending fund balance.

The remaining uncertainties include the District's final assessed valuation, changes in the IRS mileage reimbursement rate, and Workers' Compensation coverage. These variables will be addressed in the first mid-year review in 2013.

There were no additional questions or comments.

As Mr. Hattenburg assumed the role of chair for the remainder of the meeting, Ms. Ledebor re-introduced new Technical Services Coordinator Sandy Orr, and Librarian Aileen Ruppert.

Ms. Ruppert represents the first staff member to attend a board meeting to blog about it, to help bring transparency to all staff about board meeting communications. Going forward, all staff will be welcomed to sign up to attend future meetings and share information in a staff blog.

ADOPTING A 2013 PRELIMINARY BUDGET (RESOLUTION NO. 12-06). Mr. Hattenburg moved and Ms. Lloyd seconded that Resolution No. 12-06, Adopting a 2013 Preliminary Budget and Certifying to the Board of County Commissioners, be adopted.

RESOLUTION NO. 12-06

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, ADOPTING A 2013 PRELIMINARY BUDGET; CERTIFYING TO THE BOARD OF COUNTY COMMISSIONERS OF SPOKANE COUNTY THE DISTRICT'S 2013 PRELIMINARY BUDGET; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

General Operating Fund revenues total \$11,265,300; expenditures total \$11,799,700. The estimated unassigned ending fund balance is \$1,770,194. Capital Projects Fund revenues total \$260,000; expenditures total \$100,000; transfers out \$264,000. The estimated unassigned ending fund balance is \$469,008. There were no questions or comments.

The motion was unanimously approved.

AUTHORIZING A 2012 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2013 (RESOLUTION NO. 12-07). Ms. Apperson moved and Ms. Lloyd seconded that Resolution No. 12-07, Authorizing a 2012 Property Tax Levy Increase for Collection in 2013, be adopted.

RESOLUTION NO. 12-07

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AUTHORIZING A 2012 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2013, AND PROVIDING FOR OTHER MATTERS PROPERLY RELATED THERETO.

The resolution authorizes an increase in the 2012 levy to be collected in 2013 for the amount of \$0.00, which is a percentage increase of zero (0.0%) from the previous year. Mr. Sargent explained this resolution doesn't technically have to be filed, yet the Assessor's Office highly recommends the practice for transparency purposes. There were no questions or comments.

The motion was unanimously approved.

LEVYING THE REGULAR PROPERTY TAXES FOR SPOKANE COUNTY LIBRARY DISTRICT FOR COLLECTION IN 2013 (RESOLUTION NO. 12-08). Ms. Lloyd moved and Mr. Hattenburg seconded that Resolution No. 12-08, Levying the Regular Property Taxes for Spokane County Library District for Collection in 2013, be adopted.

RESOLUTION NO. 12-08

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, LEVYING THE REGULAR PROPERTY TAXES FOR SPOKANE COUNTY LIBRARY DISTRICT FOR COLLECTION IN 2013 TO DISCHARGE ANTICIPATED DISTRICT EXPENSES AND OBLIGATIONS FOR THE 2013 CALENDAR YEAR; CERTIFYING SAID AMOUNT TO THE BOARD OF COUNTY COMMISSIONERS OF SPOKANE COUNTY; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

The resolution adopts a 2012 property tax levy for collection in 2013 in the amount of \$10,151,500 for collection in 2013, including an additional \$20,888 for administrative refunds. Mr. Sargent explained the handling of administrative refunds and said because we

are at the maximum levy rate of .50 cents per \$1,000, the District will not receive the funds. There were no other questions or comments.

The motion was unanimously approved.

BOARD DIRECTION TO STAFF. There was consensus by the Board for staff to continue its progress toward finalizing the 2013 budget. Mr. Hattenburg expressed appreciation to Mr. Sargent for his attention to budget development.

DISCUSSION ITEMS, POSSIBLE ACTION

STRATEGIC PLANNING UPDATE

As follow up to the final Community Forum held at Deer Park Library, November 14, Librarian Sonia Gustafson reviewed community needs responses and presented recommended service priorities and Mission and Vision draft statements for Board of Trustees' approval.

Mission: Spokane County Library District inspires lifelong learning, advances the creation and sharing of knowledge, and connects your community. Discussion ensued about the use of "your" as ownership of community. Branch Services Manager Doug Stumbough said comments surfaced at the forums about members wanting a sense of place and somewhere to go to meet others, find community information, attend workshops and have interactive experiences with others.

Vision: SCLD is the place for every community member to find opportunities to discover, create and grow.

Ms. Gustafson shared that the themes and comments gathered from community forums, District's website online survey responses and community leader interviews were used to create four service priorities. In response to a Trustee's comment, Ms. Gustafson and Ms. Ledebor reiterated forums provided a venue to gather opinions from residents for what constitutes an ideal community, not to appraise or discuss the role of libraries.

Creating and fostering community partnerships will play a large role in each of the four service priorities. They are

1. Know your Community (and its resources).
2. Satisfy curiosity.
3. Economic and workforce development.
4. Early literacy.

Mr. Hattenburg pointed out a trained workforce starts with early literacy. Ms. Ledebor noted these priorities make us most responsive to community needs expressed at forums.

The next step in the strategic planning process is to create goals and objectives.

Ms. Apperson asked how libraries will create knowledge. Ms. Ledebor responded the role of librarian has changed to not only provide information yet also the supportive tools to facilitate the next steps to create knowledge. Mr. Davis suggested emphasis on the importance of community connection. In response, Branch Services Manager Patrick

Roewe said the planning team will follow up and bring back a revised Mission and Vision for Board consideration.

2013 MEETING DATES AND LOCATIONS

Ms. Ledeboer pointed out more libraries were added as meeting venues for next year since Trustees decided by consensus at last month's meeting to continue library visits. Those located farthest away from the District Administrative Offices will be scheduled for summer months. Cheney and Moran Prairie were visited this year and are not on the list for 2013.

Ms. Ledeboer also notified Trustees the early-bird registration deadline is November 30 for ALA Mid-winter Conference held in Seattle, January 25-27. Anyone interested in attending should contact Patty Franz before Friday. Library Legislative Day is scheduled for February 15 in Olympia; information forthcoming.

FUTURE BOARD MEETING AGENDA ITEMS

Mr. Hattenburg reviewed the list of potential agenda items for future meetings. The December 18 meeting will be held at Argonne Library. Agenda items will include 2013 final budget adoption, Airway Heights Library Spotlight, Board of Trustee officer election, selection of overview topics for 2013 and trustee applicant interviews. A holiday gathering will follow the meeting at 5:30 p.m. in the reception area of the Administrative Offices.

REPORTS

TRUSTEES

None.

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 said Business Manager Bill Sargent is working on refinancing bonds for Moran Prairie, which ultimately will save taxpayers \$100,000. Fourteen (14) cards for reciprocal use with Liberty Lake Municipal Library have been issued since adoption of the agreement. Ms. Ledeboer indicated the initial concern about availability of books by Cooperative Information Network (CIN), an independent consortium of North Idaho member libraries, is now resolved.

PUBLIC SERVICES

Branch Services Managers Patrick Roewe and Doug Stumbough provided written reports for October 2012 Public Services in advance of the meeting. Trustees enjoyed reading North Spokane Library Chili Cook-off event coverage in The Spokesman-Review. Ms. Lloyd noted with interest the library's autographed copy of Chris Cleave's book, Little Bee, was returned to library circulation by a member, and Ms. Ledeboer mentioned anecdotally how complimentary the author continues to be about Spokane via social media. There were no other questions or comments.

COMMUNICATION

Communication Manager Jane Baker was available for questions about her October report submitted prior to the meeting. In response to a Trustee's question about Faith and Values at North Spokane, Ms. Baker replied a group advertised its meeting held at the library. There were no additional questions.

FISCAL

Revenue and Expenditure Statement through October 31, 2012.

Fund 001

Revenues	\$ 11,271,119
Expenditures	\$ 9,738,536
Ending Fund Balance	\$ 5,456,542
Fund Budget Expended	80.98%

Mr. Sargent reported the Business Office will run dual timekeeping programs for three pay periods and officially implement the new program if successful. On Tuesday, November 27, Mr. Sargent and Ms. Ledebor will meet with Roy Koegen, financial legal counsel for the District, to sign Moran Prairie Library Capital Facilities Area tax compliance procedures documents. Standard and Poor's rated the Area's tax-exempt bonds higher than previously anticipated. Mr. Sargent explained the higher bond rating has to do with tax payments and higher tax collection rate of Moran Prairie citizens. Ms. Apperson inquired whether the District's financial standing impacted the rating. Mr. Sargent did not believe it was taken into consideration since the MPLCFA is an independent entity of Spokane County.

OTIS ORCHARDS AND FAIRFIELD LIBRARIES SPOTLIGHT

Branch Supervisor Beverly Bergstrom reported on Fairfield and Otis Orchards libraries' members, community partnerships and uniqueness. First, Ms. Bergstrom read from an essay she co-authored, *Eight Good Reasons to Move to a Small Town like Fairfield*, which described the lifestyle and community pride of Fairfield. There is no need to lock one's bicycle, events start late to accommodate a slower pace and the housing market is affordable. Schools, teachers and students are considered excellent; personal safety issues are not a concern and there is less traffic, with parking always available. Members bake cookies for staff, and most families grow gardens and chickens under skies with cleaner air quality than that which hovers over urban areas. In essence, Ms. Bergstrom said, Fairfield has what it takes to make a community cohesive. The town celebrates Flag Day as it has for 102 years; participation is so high the library runs out of pencils handed out along the parade route. The library also participates in the Old Fashioned Christmas Bazaar at the Community Center by holding a Holiday Storytime each year. The World War II Big Band Concert was a wonderful success this year.

In contrast, Otis Orchards has no town center and emphasizes its identity as not Liberty Lake! It has no fancy city limits sign, but residents know when they are home. It is proud of its roots; multiple generations of families live there. Geographically, a hardware store, animal hospital and two restaurants are located amid four corners and a single stoplight. The LDS church has a strong membership and the library is active with genealogy research.

Knitting classes are popular, and though a community garden was attempted, without summer gardeners it was recently returned to lawn. Librarian Sonia Gustafson added the library is the hub of the community amid a soccer field south of the library and Fire Station on its east border. There are two mobile home parks and a retirement community; for some residents, the library is their only Internet service. Otis Orchards is a mecca for horses and people training, U-pick lavender, apples and cucumbers. Mr. Hattenburg noted before irrigation, Spokane Valley produced more apples per acre than anywhere in the state. Friends of the Library buy pumpkins for carving, recycled book bags for use and treat staff to breakfast at Otis Grill.

Trustees expressed appreciation to Ms. Bergstrom for her informative report.

PUBLIC COMMENT

There was no additional public comment.

ADJOURNMENT

Mr. Hattenburg expressed appreciation to Ms. Lloyd for commencing the meeting prior to his arrival, and wished everyone a Happy Thanksgiving. The meeting adjourned at 5:46 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 November 30, 2012 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$1,056,479.15 and that we are authorized to authenticate and certify these claims.

DATE: December 1, 2012

SIGNED *[Signature]*

SIGNED *Nancy Redebow*

TITLE: **BUSINESS MANAGER**

TITLE: *Executive Director*

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
043091	ABM JANITORIAL SERVICES - NW CUSTODIAL SERVICES	\$ 1,568.69
043092	ALLIED SECURITY SECURITY & SAFETY SERVICES	220.52
043093	AVISTA UTILITIES UTILITIES	3,238.84
043094	A+ PRINTING, INC PRINTING	151.09
043095	BOOKS IN MOTION LIBRARY MATERIALS	69.54
043096	BLACKSTONE AUDIO BOOKS LIBRARY MATERIALS	233.91
043097	BRILLIANCE AUDIO, INC. LIBRARY MATERIALS	113.53
043098	CENTER POINT LARGE PRINT LIBRARY MATERIALS	43.85
043099	CENTURYLINK TELEPHONE	80.34
043100	CENTURYLINK TELEPHONE	41.74
043101	CENTURYLINK TELEPHONE	144.89
043102	DEMCO, INC. OFFICE/LIBRARY SUPPLIES	479.39
043103	FREEMAN PRESS LIBRARY MATERIALS	225.00
043104	FRONTIER COMMUNICATION TELEPHONE	88.90
043105	FRONTIER COMMUNICATION TELEPHONE	405.00
043106	OWEN-POTTIER INC. OTHER PROFESSIONAL SERVICES	325.00
043107	GALE GROUP, INC. LIBRARY MATERIALS	439.24
043108	GREATER SPOKANE VALLEY CHAMBER BUSINESS TRAVEL	50.00
043109	GREENLEAF LANDSCAPING, INC. GROUNDS MAINT/SNOW REMOVAL	966.49
043110	INGRAM DISTRIBUTION GROUP, INC LIBRARY MATERIALS	12,700.24
043111	MIDWEST TAPE LIBRARY MATERIALS	6,151.75
043112	OVERDRIVE, INC. LIBRARY MATERIALS	3,852.59
043113	RANDOM HOUSE, INC. LIBRARY MATERIALS	301.55
043114	RECORDED BOOKS, LLC LIBRARY MATERIALS	71.74
043115	RUBENSTEIN'S CONTRACT CARPET BUILDING REPAIR & MAINTENANCE	3,095.78
043116	SOFTWARE.HARDWARE.INTEGRATION D.P. HARDWARE & SOFTWARE	181.81
043117	SPOKANE HARDWARE SUPPLY MAINTENANCE SUPPLIES	15.53
043118	VALLEY GLASS BUILDING REPAIR & MAINTENANCE	1,199.91
043119	WALTER E. NELSON CO. CLEANING & SANITATION SUPPLIES	527.71

043120	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,992.27
043121	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	28,568.00
043122	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	263.25
043123	AUDIOGO	LIBRARY MATERIALS	387.40
043124	AVISTA UTILITIES	UTILITIES	2,636.05
043125	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	52.98
043126	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	481.53
043127	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	47.80
043128	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	90.00
043129	CENTURYLINK	TELEPHONE	32.49
043130	CENTURYLINK	TELEPHONE	89.12
043131	CENTURYLINK	TELEPHONE	592.01
043132	CHEVRON U.S.A. INC.	VEHICLE FUEL	68.59
043133	CITY OF SPOKANE	UTILITIES	572.39
043134	CITY OF AIRWAY HEIGHTS	UTILITIES	218.04
043135	CITY OF CHENEY	UTILITIES	805.19
043136	CITY OF DEER PARK	UTILITIES	103.44
043137	COSTCO - HSBC BUS SOLUTIONS	OFFICE/LIBRARY SUPPLIES	8.98
043138	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	213.74
043139	DEVRIES INFORMATION MGMT	COURIER SERVICES	4,896.00
043140	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	3,219.31
043141	EBSO SUBSCRIPTION SERVICES	LIBRARY MATERIALS	2.38
043142	EMPIRE DISPOSAL INC.	UTILITIES	17.60
043143	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	1,083.57
043144	ANDREA A. FITZSIMMONS	CUSTODIAL SERVICES	170.00
043145	GALE GROUP, INC.	LIBRARY MATERIALS	805.02
043146	GAYLORD BROTHERS DIVISION	OFFICE/LIBRARY SUPPLIES	183.08
043147	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINT/SNOW REMOVAL	1,501.90
043148	HAGEL & COMPANY	SOFTWARE SUPPORT & MAINTENANCE	8,513.65
043149	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	12,629.85
043150	MIDWEST TAPE	LIBRARY MATERIALS	6,285.84
043151	MODERN ELECTRIC WATER COMPANY	UTILITIES	1,757.47
043152	MONTGOMERY HARDWARE	MAINTENANCE SUPPLIES	4.34
043153	NEW YORK TIMES	LIBRARY MATERIALS	62.40
043154	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	99.22
043155	PAINE, HAMBLIN, LLP	LEGAL SERVICES	350.00
043156	PASADENA PARK IRR. DIST. 17	UTILITIES	592.84
043157	PRESSWORKS	PRINTING	810.25
043158	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	136.12
043159	RANDOM HOUSE, INC.	LIBRARY MATERIALS	617.58
043160	RECORDED BOOKS, LLC	LIBRARY MATERIALS	570.18
043161	SOLARWINDS	D.P. HARDWARE & SOFTWARE	3,895.00
043162	SPOKANE COUNTY UTILITIES	UTILITIES	314.64
043163	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
043164	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	182.55
043165	TOWN OF FAIRFIELD	UTILITIES	144.88
043166	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	23.81

043167	UPS	FREIGHT	11.54
043168	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	462.74
043169	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	92.64
043170	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	13,830.53
043171	ARC ELECTRIC	BUILDING REPAIR & MAINTENANCE	192.73
043172	AUDIOGO	LIBRARY MATERIALS	24.41
043173	AVISTA UTILITIES	UTILITIES	844.77
043174	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	7.70
043175	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	181.97
043176	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	225.45
043177	BUDGET-RENT-A-CAR	CAR RENTAL	154.83
043178	CLEAR CHANNEL BROADCASTING INC	PUBLIC RELATIONS	988.00
043179	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	15.78
043180	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	94.72
043181	CENTURYLINK	TELEPHONE	124.53
043182	CENTURYLINK	TELEPHONE	85.21
043183	CENTURYLINK	TELEPHONE	1,332.80
043184	CITY OF MEDICAL LAKE	UTILITIES	242.22
043185	CORRECTIONAL INDUSTRIES	OFFICE/LIBRARY SUPPLIES	55.31
043186	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	173.65
043187	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	2,020.47
043188	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	224.96
043189	GREATAMERICA LEASING CORP.	POSTAGE METER LEASE	159.95
043190	GALE GROUP, INC.	LIBRARY MATERIALS	249.78
043191	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINT/SNOW REMOVAL	1,617.24
043192	HAGEL & COMPANY	SOFTWARE SUPPORT & MAINTENANCE	2,057.74
043193	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	16,398.25
043194	INLAND POWER AND LIGHT	UTILITIES	610.16
043195	MIDWEST TAPE	LIBRARY MATERIALS	87.16
043196	OVERDRIVE, INC.	LIBRARY MATERIALS	10,643.56
043197	PATRIOT FIRE PROTECTION	SECURITY & SAFETY SERVICES	195.66
043198	PRESSWORKS	PRINTING	793.08
043199	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	428.09
043200	QWEST CORPORATION	TELEPHONE	2,071.38
043201	RANDOM HOUSE, INC.	LIBRARY MATERIALS	57.07
043202	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,664.59
043203	SPOKANE COUNTY UTILITIES	UTILITIES	142.11
043204	SPOKESMAN-REVIEW	LIBRARY MATERIALS	104.00
043205	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	489.32
043206	BRIAN A. SMITH	CUSTODIAL SERVICES	350.00
043207	TANTOR MEDIA	LIBRARY MATERIALS	142.77
043208	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	161.99
043209	VALLEY GLASS	BUILDING REPAIR & MAINTENANCE	2,007.69
043210	VERIZON WIRELESS	TELEPHONE	154.53
043211	VERIZON WIRELESS	TELEPHONE	138.73
043212	WHITWORTH WATER DISTRICT #2	UTILITIES	103.38
043213	WORLD BOOK SCHOOL AND LIBRARY	LIBRARY MATERIALS	10,645.00

043214	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,987.20
043215	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	27,222.74
043216	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	263.25
043217	ALLIED SECURITY	SECURITY & SAFETY SERVICES	200.01
043218	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	167.70
043219	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	23.89
043220	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	469.14
043221	CENTURYLINK	TELEPHONE	88.65
043222	CENTURYLINK	TELEPHONE	34.41
043223	CENTURYLINK	TELEPHONE	59.85
043224	CENTURYLINK	TELEPHONE	89.12
043225	CENTURYLINK	TELEPHONE	127.82
043226	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	1,247.89
043227	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	1,877.01
043228	EARTHWORKS RECYCLING,INC	UTILITIES	330.00
043229	EBSCO SUBSCRIPTION SERVICES	LIBRARY MATERIALS	9.56
043230	FP MAILING SOLUTIONS	OFFICE/LIBRARY SUPPLIES	129.20
043231	GALE GROUP, INC.	LIBRARY MATERIALS	1,221.87
043232	GAYLORD BROTHERS DIVISION	OFFICE/LIBRARY SUPPLIES	331.69
043233	GREENLEAF LANDSCAPING, INC.	GROUND MAINT/SNOW REMOVAL	430.71
043234	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	277.73
043235	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	12,274.20
043236	MIDWEST TAPE	LIBRARY MATERIALS	9,765.47
043237	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	111.83
043238	OVERDRIVE, INC.	LIBRARY MATERIALS	7,474.68
043239	PATRIOT FIRE PROTECTION	SECURITY & SAFETY SERVICES	195.66
043240	PRESSWORKS	PRINTING	592.42
043241	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,292.24
043242	RODALE	LIBRARY MATERIALS	65.25
043243	SINGLEWIRE SOFTWARE, LLC	D.P. HARDWARE & SOFTWARE	3,259.50
043244	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	515.66
043245	STILLPOINT PHOTOGRAPHY	PUBLIC RELATIONS	400.00
043246	UPS	FREIGHT	65.18
043247	VIC B. LINDEN & SONS	BUILDING REPAIR & MAINTENANCE	537.26
043248	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	451.55
043249	WASHINGTON ST HISTORICAL SOC	LIBRARY MATERIALS	35.00
043250	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	43.80
043251	AVISTA UTILITIES	UTILITIES	3,762.65
043252	WASHINGTON COUNTIES INS FUND	MEDICAL, DENTAL, VISION & LIFE INS.	80,176.29
043253	CENTURYLINK	TELEPHONE	3,280.00
043254	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	6,035.30
043255	DYMAXION COMPUTER SALES	SOFTWARE SUPPORT & MAINTENANCE	1,123.20
043256	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	4,202.69
043257	GALE GROUP, INC.	LIBRARY MATERIALS	832.26
043258	GAYLORD BROTHERS DIVISION	OFFICE/LIBRARY SUPPLIES	14.83
043259	H&H BUSINESS SYSTEMS, INC.	D.P. HARDWARE & SOFTWARE	47,436.68
043260	HAGEL & COMPANY	SOFTWARE SUPPORT & MAINTENANCE	142.50

043261	ID SUPER STORE	OFFICE/LIBRARY SUPPLIES	180.00
043262	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	9,027.94
043263	INLAND POWER AND LIGHT	UTILITIES	254.27
043264	MIDWEST TAPE	LIBRARY MATERIALS	9,976.68
043265	OTIS ELEVATOR COMPANY	BUILDING REPAIR & MAINTENANCE	1,840.21
043266	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	252.16
043267	THOMAS S SMITH	PARKING LOT LEASE	200.00
043268	CITY DIRECTORIES	LIBRARY MATERIALS	1,890.00
043269	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	365.41
043270	RANDOM HOUSE, INC.	LIBRARY MATERIALS	281.22
043271	SOFTWARE.HARDWARE.INTEGRATION	D.P. HARDWARE & SOFTWARE	181.81
043272	SHARMA SHIELDS	LIBRARY PROGRAM	150.00
043273	SIRSIDYNIX	SOFTWARE SUPPORT & WEB MAINT.	107,314.92
043274	JEFF STAFFORD	TRAINING	5,750.00
043275	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	596.52
043276	TANTOR MEDIA	LIBRARY MATERIALS	35.98
043277	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY FEES & NOTICES	5,478.30
043278	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	16,060.93
043279	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,127.22
043280	WESTERN STATES INSURANCE	INSURANCE	875.00
W00090	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	55,736.12
W00091	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	52,134.77
W00092	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	1,460.10

Total Non-Payroll General Operating Fund \$ 697,794.86

PAYROLL VOUCHERS

11092012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYROLL	\$ 183,816.62
11212012PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYROLL	173,199.67

Total Payroll General Operating Fund \$ 357,016.29

TOTAL GENERAL OPERATING FUND \$ 1,054,811.15

CAPITAL PROJECTS FUND

VOUCHER NUMBER		DESCRIPTION	VOUCHER AMOUNT
009506	CITY OF SPOKANE VALLEY	PURCHASE CLOSING COSTS	\$ 1,668.00
TOTAL CAPITAL PROJECTS FUND			\$ 1,668.00

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

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$ 9,545.25
Maintenance	1,419.97
Travel	2,587.36
Acquisitions	1,637.08
Information Technology	871.27
Outreach	-
Total Purchases	<u>\$ 16,060.93</u>

**ADOPTING A 2013 FINAL BUDGET (RESOLUTION NO. 12-09):
APPROVAL RECOMMENDATION**

Recommendation:

That Resolution No. 12-09, adopting a 2013 Final Budget, is adopted.

Action Required:

Motion. Signature of Chair and Secretary on Resolution.

Background:

The 2013 Final Budget contains no changes from the 2013 Preliminary Budget, which was adopted in November 2012, as Resolution No. 12-06. Accordingly, there is no update provided to the supplemental financial data that was previously provided at the November Board meeting.

Any further events, disclosures or information, which could potentially affect the 2013 budget, is viewed as relatively minor and would not significantly influence this budget. The effects of these changes will be quantified and included as part of the 2013 Budget Mid-Year Review #1, which will be presented to the Board of Trustees at its March 2013 Regular Board Meeting.

The final budget resolution follows.

RESOLUTION NO. 12-09

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, ADOPTING A 2013 FINAL BUDGET; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

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

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

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

WHEREAS, RCW 27.12.210(4) requires that the Board of Trustees (the "Board") submit annually to the legislative body of the county a budget containing estimates in detail of the amount of money necessary for the District for the ensuing year;

WHEREAS, RCW 84.52.070 requires the Board to certify to the county legislative authority budgets or estimates of the amounts to be raised by taxation and to file such certified budget or estimates with the county legislative authority on or before the thirtieth (30th) day of November;

WHEREAS, RCW 84.52.025 requires that such budgets or estimates clearly indicate an estimate of cash balance at the beginning and ending of each budget period;

WHEREAS, the Board adopted a 2013 Preliminary Budget with Resolution No. 12-06 on November 20, 2012, and certified same to the Board of County Commissioners of Spokane County;

WHEREAS, there have been no changes in estimated revenue and expenses subsequent to the adoption of the 2013 Preliminary Budget;

WHEREAS, the Board has determined it not necessary to revise the 2013 Preliminary Budget nor to incorporate any changes in revenue and expenses, in order to adopt a 2013 Final Budget.

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

Section 1: ADOPTION OF 2013 FINAL BUDGET

The Board hereby adopts a 2013 Final Budget (a copy of which is attached hereto as Exhibit A and incorporated herein by reference), in the amount of:

General Operating Fund (001-661): \$11,799,700
Capital Projects Fund (008-661): \$ 264,100

Section 2: EFFECTIVE DATE

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

ADOPTED by the Board of Trustees of Spokane County Library District, Spokane County, Washington, at a regular meeting thereof, notice of which was given as required by law, held on this 18th of December, 2012.

SPOKANE COUNTY LIBRARY DISTRICT
Spokane County, Washington

Tim Hattenburg, Chair
Board of Trustees

ATTEST

Nancy Ledeboer
Secretary to the Board of Trustees

Exhibit A-1

Spokane County Library District		
2013 Budget -- Final		
General Operating Fund (001-861)		
Summary		
REVENUES & TRANSFERS IN:		
TOTAL PROPERTY TAX	\$ 10,151,500	
TOTAL CONTRACT CITIES, SERVICES & FEES	705,900	
TOTAL MISCELLANEOUS REVENUES	207,800	
TOTAL INTEREST REVENUES	36,000	
TOTAL REVENUES		\$ 11,101,200
TRANSFER IN - CAPITAL PROJECTS		
TOTAL TRANSFERS IN		\$ 164,100
TOTAL REVENUES & TRANSFERS IN		\$ 11,265,300
EXPENSES & TRANSFERS OUT:		
TOTAL SALARIES	\$ 5,661,100	
TOTAL FRINGE BENEFITS	1,674,200	
TOTAL SUPPLIES	580,900	
TOTAL SERVICES	1,633,700	
TOTAL CAPITAL EXPENDITURES	77,000	
TOTAL LIBRARY MATERIALS	1,621,300	
SHORT TERM INTEREST EXPENSE	500	
OPERATIONAL CONTINGENCIES	311,000	
TOTAL EXPENSES		\$ 11,559,700
TOTAL TRANSFERS OUT TO CAPITAL PROJECTS FUND		240,000
TOTAL EXPENSES & TRANSFERS OUT		\$ 11,799,700
REVENUES OVER/(UNDER) TOTAL EXPENSES		\$ (534,400)
ESTIMATED BEGINNING FUND BALANCE JANUARY 1, 2013		\$ 3,202,368
REVENUES OVER/(UNDER) TOTAL EXPENSES		(534,400)
SUBTOTAL		\$ 2,667,968
LESS:		
NONSPENDABLE FUNDS -- PREPAID ITEMS		(257,613)
NONSPENDABLE FUNDS -- INVENTORY		(53,763)
ASSIGNED FOR IRVING SPECIAL PROGRAM FUND		(6,282)
ASSIGNED FOR DISTRICT WELLNESS PROGRAM		(1,316)
ASSIGNED FOR CONTINGENCY RESERVE PLAN		(578,800)
ESTIMATED UNASSIGNED ENDING FUND BALANCE DECEMBER 31, 2013		\$ 1,770,194

Exhibit A-2

Spokane County Library District		
2013 Budget - Final		
Capital Projects Fund (008-661)		
Summary		
Revenues		
	Interest Earnings	\$ 20,000
	Transfer in from General Fund	240,000
	Total Revenues & Transfers In	\$ 260,000
Expenses	Consultant Services - Proposed Spokane Valley Library	\$ 100,000
	Total Expenses	\$ 100,000
	Transfer Out to General Operating Fund	\$ 164,100
	Total Transfers Out	\$ 164,100
	Total Expenses & Transfers Out	\$ 264,100
	Excess of Revenues Over (Under) Expenses	\$ (4,100)
	Estimated Beginning Assigned Fund Balance 1/1/13	\$ 1,208,544
	Assigned for Facility Maintenance Plan	(195,240)
	Assigned for Technology Plan	(245,160)
	Assigned for Furniture, Fixtures & Equipment Plan	(132,906)
	Assigned for Library Materials Plan	(162,130)
	Estimated Ending Assigned Fund Balance 12/31/13	\$ 469,008

Donations in Memory of Diane Zahand: RECOMMENDATION

Recommendation:

Staff recommends acceptance of donations made in memory of Diane Zahand.

Action Required:

Motion to accept donations made in memory of Diane Zahand and direct staff to establish a "Diane Zahand Memorial Fund," no later than March 31, 2013, for the purpose of underwriting special youth programs and projects through the Spokane Valley Library.

Background:

At the October 16, 2012, regular meeting, Mr. James Zahand presented a bequest to Spokane Valley Library on behalf of his family and friends in memory of his late wife, Diane E. Zahand. The purpose of the bequest—a book collection and annual monetary contributions—to continue Ms. Zahand's efforts to foster a love of learning and dedication to service. The Board was asked to accept the collection of books and create a fund in memory of Diane Zahand to support programs that foster the love of learning. This action creates that fund, and designates that it be used for the purpose of supporting youth programming and projects designed to engage local youth, and spark their curiosity, imagination and passion to grow intellectually and socially. To date, almost \$5,200 has been donated in her name.

Due to peculiarities in the state-mandated accounting standards for creating, designating or assigning funds, the financial accounting for the memorial fund will not be formally established until March 2013. This will allow for (1), identification of those donations received during 2012, and (2), to include the assignment of those contributions into the memorial fund as part of the Mid-Year Review #1 process. The budget adjustments identified in the Mid-Year Review document will be adopted by Board Resolution, which is a specific requirement for the assignment of any funds.

Bulletin Boards and Community Interest Publications Policy (NEW):

APPROVAL RECOMMENDATION

Recommendation:

That the Bulletin Boards and Community Interest Publications Policy be approved.

Action Required:

Motion.

Background:

This new policy is in fact a combination of two existing policies: Public Bulletin Boards, Display and Exhibit Areas and Distribution of Community-Interest Informational Materials. While revising the latter, it became apparent that redundancies existed between significant portions of the two policies in terms of intent. This new policy provides a more succinct and cogent approach.

One element absent from the previous policies was language that accounts for the distribution of community-interest publications such as *The Inlander*, *OutThere Monthly*, etc. These are popular materials made available in the lobbies of our libraries, and members make good use of them. Because these publications contain a significant portion of advertising, the prohibition on commercial advertising was dropped to better accommodate them.

In addition, language was added to further clarify and strengthen the fact that District staff determines what is made available in the lobbies, and that space is a primary determining factor. The new policy format was also applied.

As a result of this new policy, the portions of the Public Bulletin Boards, Display and Exhibit Areas Policy that address displays and exhibits will be expanded and incorporated into a new Exhibit and Display Policy that will be presented to the Board for approval in February 2013.

For comparison, the new/draft policy is followed by the two current existing policies below.

POLICY: BULLETIN BOARDS AND COMMUNITY INTEREST PUBLICATIONS

APPROVAL DATE: 12/18/2012

Related Policy

Facility Use for Political Purposes

Replaces

Distribution of Community-Interest Informational Materials Policy
Public Bulletin Boards, Display and Exhibit Areas Policy

Purpose

To provide guidelines for the use of public bulletin boards and the distribution of publications of general community interest in District libraries.

General Policy

Spokane County Library District provides bulletin boards and information distribution areas in each library. In its role as a community information center, and depending upon available space, the District may allow postings or distribution of free publications of general community interest under the following guidelines:

- All materials must be approved by designated District staff before being posted or distributed.
- Preference will be given to materials from government agencies, non-profit organizations, community organizations and educational institutions, and of educational, cultural and general interest to the local community served by the library.
- If available space isn't sufficient to meet demand, priority will be given to information most closely related to services, programs, activities and events in the local community.
- Items promoting religious doctrines, partisan political materials or petitions are prohibited.
- Notices and materials will clearly identify the person or organization responsible for the content.
- Approval of items for posting or distribution does not constitute or imply District endorsement of the organization submitting the item(s) or its content.
- District staff will determine the suitability and quantities of material, at which libraries they are made available, and the duration of availability.

Approved items will be posted or distributed as soon as possible based on available space and the guidelines outlined above. Materials approved for system-wide posting or distribution may not be offered in all locations. All materials are checked regularly to remove outdated materials. The District reserves the right to remove any material at any time to make room for higher priority postings, and to dispose of materials not in accordance with above guidelines.

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

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

SPOKANE COUNTY LIBRARY DISTRICT

POLICY: PUBLIC BULLETIN BOARDS, DISPLAY and EXHIBIT AREAS

GENERAL POLICY

Library bulletin boards, display and exhibit areas are intended primarily for promotion of District services and activities. However, consistent with the District's role as a community information source, these areas may be used by community organizations and individuals on a space available basis.

Approval of items for posting, display, or exhibit does not constitute or imply District endorsement of the organization submitting the item(s) or its content.

BULLETIN BOARDS

Library bulletin boards will be used to display information about the District and District sponsored programs. Space will also be made available to the public to post information on community activities, events, and services.

Items will be approved for posting under the following conditions:

1. The space will be available to organizations and individuals engaged in educational, cultural, intellectual and charitable activities. When space allows, other types of information related to the community served by the library may be displayed.
2. To insure equitable access for the entire community, the District may establish criteria regarding the nature, duration of display, frequency, and appropriateness of the material.
3. The District reserves the right to remove time-dated material or materials which do not comply with District guidelines.
4. Posted notices will clearly identify the person or organization responsible for the contents.
5. If available space isn't sufficient to meet demand, priority will be given to information most closely related to the local community.

DISPLAYS and EXHIBITS

The District encourages displays and exhibits of art work, photography, or other articles subject to the following conditions:

1. The District assumes no legal or financial responsibility for loss or damage to items loaned for display and exhibit unless other arrangements have been made.
2. The owner's name, address, and telephone number may be displayed. The fact that items are for sale may be stated, but no prices may be exhibited.
3. Items may be refused for display if, in the judgment of the District, they would detract from the appearance of the facility, are poorly executed, or may violate any applicable provisions of law.
4. The physical characteristics of the display or exhibit will not interfere with normal library operations.

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

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: MARCH 17, 1983
LAST REVIEW AND REVISION: JANUARY 18, 2011

SPOKANE COUNTY LIBRARY DISTRICT

POLICY: DISTRIBUTION OF COMMUNITY-INTEREST INFORMATIONAL MATERIALS

Spokane County Library District provides space in each Library for free distribution of limited numbers of informational brochures, flyers, and other types of publicity materials from government agencies, non-profit organizations, community organizations, and educational institutions related to community services, programs, and events.

The District does not accept items promoting religious doctrines or partisan political materials, petitions, or commercial advertising.

Acceptance of items for distribution does not constitute or imply District endorsement or sponsorship.

1. The District reserves the right to determine suitability and quantities of material and to dispose of unused materials. If space is limited, priority will be given to activities and events of interest to the local community served by the library.
2. In accepting items for distribution, the District assumes no responsibility for monitoring quantities remaining, reordering, or reporting when supplies are low.

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

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: MARCH 17, 1983
LATEST REVISION: SEPTEMBER 21, 2006
LATEST REVIEW AND REAFFIRMATION: DECEMBER 21, 2010

2012 BALANCED SCORECARD SUMMARY: FOR DISCUSSION AND INFORMATION ONLY

Background:

In 2009 the District began using the Balanced Scorecard approach to planning. Each year a series of outcomes in strategic areas were identified with progress reported at the end of the year. The Balanced Scorecard 2012 included goals addressing Customer Perspective, Financial Perspective, Internal Process Perspective and Learning & Growth Perspective. The following report includes highlights of what was accomplished in each of these four areas.

Action Required:

This is presented for discussion and information only. No action is required.

Balanced Scorecard 2012

Customer Perspective – “To achieve our vision, how should we appear to our customers?”

Goal 1: Increase visibility in the community

Staff addressed questions and concerns regarding the purchase of the Sprague Avenue property, raising awareness about the proposed partnership with Spokane Valley. This involved public meetings and City Council meetings.

Embedded staff with key businesses and non-profit organizations to support community efforts and raise awareness of library services. Staff participated in local and regional chamber activities building community connections.

Staff participated in community celebrations and parades promoting library services.

Board Chair and Executive Director visited with County Commissioners and other key officials sharing information on the Strategic Planning process and the future vision for the library.

Communication Manager created a Social Media Team to promote library programs and services to new audiences.

Communication Manager is building relationships with various media outlets and individual reporters who cover government and community issues.

Goal 2: Become a customer-focused library

Branch Services Managers evaluated Outreach, Adult and Youth Services.

As a part of Strategic Planning, staff facilitated community forums in each library to engage community members and listen to their visions of the future.

Staff presented revised policies to the Board which reduced barriers such as meeting room fees, processing fees and charges for copies and printing.

A new Computer, Wireless Network and Internet Use Policy was implemented to improve customer experience.

Piloted digital signage at North Spokane and Spokane Valley to increase awareness of services.

Goal 3: Deliver contemporary programs and services

Implemented new printing solution to protect customer privacy.

Continued to offer preschoolers, parents and caregivers expanded educational programs promoting the five key concepts for early learning.

Offered a wide variety of programming to appeal to the diverse interests of the 50+ audience.

Expanded partnerships with WorkSource and Institute for Extended Learning to provide career information.

Selected new WordPress platform and developed templates using new logo in preparation for migrating to new website.

Reallocated a position dedicated to creating a welcoming online “place” with up-to-date information on library programs and services and access to digital content beyond library walls.

Introduced Livemocha, an online language learning resource and created a landing page to promote use of digital resources.

Financial Perspective – “To succeed financially, how should we appear to our constituents?”

Goal 1: Ensure budget sustainability

Revised Financial Management Policy documenting budget practices, fund balance management and expenditure controls.

Adopted a Member Privileges and Responsibilities Policy, documenting all fines and fees and the process for managing outstanding accounts, including criteria for sending accounts to a collection agency and/or purging bad debt.

Reallocated funds from underspent accounts to increase library materials budget and add hours at two libraries.

Goal 2: Pursue cost-effective operations

Renegotiated contracts for broadband services to significantly increase connectivity for minor cost increase.

Purchased and installed new multifunctional copiers with reduced maintenance cost.

Successfully implemented online payment process enabling self-directed payment of fines and fees. While this process is not integrated into the self-check out system it does allow members to pay fines and fees in the library or from home using a debit/credit card.

Regulated number of free copies and printing (software enhancements forthcoming to cap amount of printing), to reduce handling of coins and cash. Will continue to evaluate impact of this change on supply costs and revenue.

Purchased and implemented new time-keeping software to replace outmoded software product.

Internal Process Perspective – “To satisfy our constituents and customers, at what business practices must we excel?”

Goal 1: Improve communications

Staff Strategic Planning Committee was created with representatives from all levels and locations.

All staff participated in Staff Day to learn about strategic planning process and provide input on service priorities.

Continued to use a variety of face to face meetings and online communication tools to create an open environment where staff can ask questions, make suggestions and share best practices with other staff.

Communicated with members and community at large to inform them of changes and closures required by road improvements and other capital improvement projects.

Adopted a Social Media Policy to guide the work of staff participating on a Social Media Team using Twitter, Facebook and other emerging methods to communicate with members and the community at large.

Goal 2: Provide staffing appropriate to meet public and support service needs

Increased hours at Airway Heights and Medical Lake libraries now open four days a week.

Sustained regular schedule of open hours at all libraries.

Evaluated each vacancy to determine how best to use the hours to meet current and future service needs.

Learning & Growth Perspective – “To achieve our vision how will we sustain our ability to change and improve?”

Goal 1: Attract and retain a talented workforce

Hired new Executive Director and provided orientation to the library and the community.

Hired new Communication Manager, Technical Services Coordinator, Youth Collection Development Librarian and Inter-Library Loan Clerk to replace retiring staff.

Created and filled new position to focus on website content and virtual library services.

Filled vacancies in a timely manner to support ongoing service needs in all locations.

Goal 2: Ensure right skills in current and future staff

Two staff attended PLA Planning for Results Boot Camp in preparation for leading strategic planning process.

Both Branch Services managers attended Executive Management Institute to support leadership development.

Provided supervisors with access to online training resource related to supervision and Human Resources management.

Provided staff with work time to participate in online webinars and other resources to support learning.

Sent several staff to Washington Library Association annual conferences (WLA and WALE).

2013 WORK PLAN: FOR INFORMATION ONLY

Background:

In 2012 the District embarked upon a Strategic Planning process following the Public Library Association's model for planning for results. The planning process involved staff at all levels, Board of Trustees and members of the library who are stakeholders from across the District's service area. In January 2013, a draft of the Strategic Plan will be presented to the Board. The Plan is expected to cover at least a three-year period, and depending upon how much the environment changes and what staff are able to achieve, it will be adapted and extended as needed. The Plan is intended to be an organic document guiding how resources are allocated to achieve measurable results and positive impact within the community. In addition to a multi-year Strategic Plan, the Management Team will develop an annual work plan to ensure that budgeted projects are assigned and implemented accordingly.

Action Required:

This item is for informational purposes only. By adopting the budget, the Board of Trustees has approved the projects listed below. The Work Plan outlines projects to assist the Board in tracking progress and ensuring accountability for the completion of budgeted programs and projects.

The 2013 Budget includes funding to initiate strategic initiatives identified in the 2013-2015 Strategic Plan that will be adopted in the first quarter of 2013. The Plan will identify service priorities along with measurable goals and objectives to be achieved over the next three years. Each of the administrative departments will explore how best to support the strategic roles that emerge as priorities for the next three-five years. As projects and new services are identified, existing resources will be reallocated to support and sustain strategic goals and objectives. In addition, each administrative department is responsible for implementing projects that are funded within the 2013 budget that go beyond normal operations. These projects support ongoing efficiencies and improvements in service.

The Business Office will work with the State Auditor's Office to conduct a two-year audit covering 2011 and 2012. The Business Office will work with Bond Counsel to implement procedures associated with the refinancing of bonds for the Moran Prairie Local Facilities Capital Area. It is anticipated that refinancing will save the residents of the Moran Prairie facilities district approximately \$200,000 over the next ten years.

In keeping with the five-year replacement plan for technology, Information Technology (IT) staff will replace all software stations in 2013. This is a major investment to ensure the public has access to reliable up-to-date equipment. IT will continue to work with an Internet provider to expand broadband to better serve the public. The pilot project utilizing electronic digital signage at North Spokane and Spokane Valley libraries will be extended to other libraries. IT will work with Communication to implement software and centrally manage signage to promote both local libraries and District programs and services.

Branch Services managers will oversee two significant facilities projects. The Medical Lake Library will downsize the service desk and repurpose space to expand the display of popular materials. This will create a smaller, more efficient work space and service desk. The Spokane Valley Library front desk will also be downsized to place more emphasis on self-service options and increase display space for library materials. These two projects will introduce the use of

mobile furnishings and “floating staff assistance.” These two projects may result in minor closures impacting services. Branch Services will continue to promote self-directed services in order to devote more staff time to providing personalized services in support of strategic initiatives. New service priorities may lead to redefined job descriptions that support the changing role of staff in providing services within the library and taking services and programs out into the community.

The site plan for the proposed Sprague Avenue library will be developed in partnership with the City of Spokane Valley. The site plan will take into consideration the future role of libraries and the changing manner in which libraries serve the community. The plan will inform the development of other new libraries as well as future renovations of existing space.

In keeping with the five-year facilities maintenance plan, several parking lots are scheduled to be resurfaced and restriped at all facilities owned by the District. These projects typically take place during the summer and have little to no impact on open hours.

Communication Manager will continue to replace out-of-date materials with newly branded materials. A student library card will be introduced featuring art selected from a teen art contest. This library card campaign is intended to promote use of digital resources that support academic success. Communication Manager will also focus on supporting and promoting strategic initiatives. The newly redesigned website provides greater opportunities to interact with the community and highlight new services and programs. Funding is included to wrap the outreach van which will act as a traveling billboard promoting library services.

Collection Services will evaluate usage as they allocate funding to various formats and age levels. The Virtual Library will assist in the evaluation and selection of online resources such as Ed-to-go and Zinio. The evolving field of digital publishing will continue to present challenges and opportunities regarding how the library provides access to books, magazines and other content. Collection Services staff will continue to monitor developments that impact our ability to provide access to current content.

Human Resource Manager is charged with continuing to monitor changes in health insurance legislation and offerings. The HR Manager will work with the Business Manager to evaluate all options including going out to bid for a new health insurance provider. There is also a likelihood the District may be impacted by the State health insurance exchange program. No funding was allocated to this process; however, it could have implications for future budget years. As we focus on strategic service roles and identify new initiatives we will continue to evaluate vacant positions and determine how best to use our most important resource which is staff. New initiatives may require new skills and abilities that will require an evaluation of job descriptions. The HR Manager will work with other department heads to ensure that we are able to hire, train and retain knowledgeable staff for the future of the library.

**ELECTION OF 2013 BOARD OF TRUSTEES OFFICERS:
FOR INFORMATION ONLY**

The Board of Trustees Bylaws specifies that officers for the following year be elected at the December Board of Trustees meeting. Officers to be elected are Chair and Vice Chair. The Executive Director serves ex-officio as Board Secretary.

Nominations are opened at the meeting and approval of a motion is required for election. Newly elected officers assume their duties January 1 of the following year and serve through December 31.

Officer elections require a nomination, motion, second and vote.

Recognition of Retiring Trustee Ann Apperson: APPROVAL RECOMMENDATION

Recommendation:

Recommendation for approval of Resolution 12-10, "Recognizing Retiring Trustee Ann Apperson's Service to Spokane County Library District and its Residents."

Action Required:

Motion.

Background:

Ann Apperson has served two five-year terms totaling nearly 10 years of community volunteer service as Spokane County Library District Trustee, beginning January 14, 2003. On Monday, December 31, 2012, she will fulfill a mandatory requirement to retire from the Board of Trustees after completing two terms of service.

RESOLUTION NO. 12-10

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, RECOGNIZING RETIRING TRUSTEE ANN APPERSON'S SERVICE TO SPOKANE COUNTY LIBRARY DISTRICT AND ITS RESIDENTS.

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

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

WHEREAS, Ann Apperson has served two terms totaling nearly 10 years of community volunteer service as Spokane County Library District Trustee, beginning January 14, 2003, and attending 127 regular and special meetings during her tenure;

WHEREAS, Ms. Apperson served as board chair for three years, 2006 through 2008, after serving two years as vice chair;

WHEREAS, during her tenure voters approved a levy increase to allow increased library hours, including Sundays at five libraries; downloadable audiobooks and Wi-Fi were introduced at all libraries, decisions regarding three land purchases were made for future library sites at Spokane Valley and North Spokane, and a new executive director was selected;

WHEREAS, Ms. Apperson consistently demonstrated her belief in the value and importance of public libraries, support for new services and programs, and commitment to intellectual freedom and equal access to information, as was demonstrated by the adoption of a revised Internet policy in 2012;

WHEREAS, on December 31, 2012, mandatory retirement from her second term as trustee, the board has determined to formally recognize and express gratitude for her service, dedication and contributions to Spokane County Library District and its residents.

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

Section 1: RECOGNITION AND THANKS

The Board of Trustees hereby recognizes and sincerely thanks Ann Apperson for ten years of service to Spokane County Library District and its residents as a member of the Board of Trustees.

Section 2: NOTIFICATION OF RESOLUTION

The board hereby directs that a signed copy of this resolution be presented to Ms. Apperson by its chair.

Section 3: EFFECTIVE DATE

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

ADOPTED by the Board of Trustees of Spokane County Library District, Spokane County, Washington, at a regular meeting thereof, held this 18th day of December 2012.

SPOKANE COUNTY LIBRARY DISTRICT
Spokane County, Washington

ATTEST

Tim Hattenburg, Chair
Board of Trustees

Nancy Ledebor, Secretary

STRATEGIC PLANNING UPDATE

FOR INFORMATION ONLY – Updated 12/11/12

Preparation

August 21 – 25 - PLA Results Boot Camp, Nashville, TN (Staff) - (Completed)

September 11-17 Training the Staff Facilitators (Staff, Facilitator) - (Completed)

October 2 - Planning Committee Orientation (Staff) - (Completed)

Gathering Input

September 28 - Staff Training and Development Day (All staff) - (Completed)

Identifying community needs & organizational competencies

October 13 - Board Retreat (Board of Trustees, Facilitator) - (Completed)

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	(Completed)
October 11	Airway Heights	6-7:30pm	(Completed)
October 15	Medical Lake	6-7:30pm	(Completed)
October 17	North Spokane	6-7:30pm	(Completed)
October 23	Argonne	6-7:30pm	(Completed)
October 24	Moran Prairie	6-7:30pm	(Completed)
October 30	Fairfield	6-7:30pm	(Completed)
November 8	Spokane Valley	6-7:30pm	(Completed)
November 13	Cheney	6-7:30pm	(Completed)
November 14	Deer Park	6-7:30pm	(Completed)

Developing the Plan

November 20 - Regular Board Meeting (Board of Trustees) (Completed)

Review Community needs responses, present Board recommended service response priorities and draft Mission and Vision statements for direction

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)

2013 BOARD OF TRUSTEES MEETINGS OVERVIEW PRESENTATIONS: DISCUSSION AND DIRECTION

Background:

District staff will present information on services and operational practices at each Board meeting. Trustees are invited to discuss these and suggest other topics that they would benefit from learning more about during the coming year.

Required Action:

Discuss and provide direction on topics of interest to the Board. No formal action is required.

Possible Overview Topics 2013:

Strategic Planning Service Roles (including new and emerging partnerships)

- Create Young Readers – parents, caregivers and preschool children
- Support Economic Development – small business and job seekers
- Connect to your Community – all ages
- Satisfy Curiosity – lifelong learners

Technology Topics

- Broadband - Internet Services
- Enterprise and catalog enhancements

Business Operations

- Financial Forecasts – (evaluate operating costs of new buildings and anticipate capacity for next levy over-ride)
- Recycling
- Collection Agency – District collection handling or waiving of overdue fines, fees
- Master Facilities Plan and bond issue planning

Public Services

- Outreach services
- PLA - Five Fundamentals for Early Literacy
- Life After 50 - services to mature adults

Communications

- Website Redesign
- Raising Public Awareness

Other

-

FUTURE BOARD MEETING TENTATIVE AGENDAS: JANUARY – FEBRUARY 2013

FOR INFORMATION ONLY

Next regular meeting

January 15, 2013: Spokane Valley 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 January 2013 regular Board of Trustees' meeting.

- Friends of the Library Recognition
- Strategic Planning – Presentation of Draft Plan
- 2013 Policies Review and Overview Schedule
- Branch Spotlight – Spokane Valley
- SV Library and Park Project Design Team Selection
- Welcome Incoming Trustee

Please send requests for agenda additions or changes to the board Chair or Patty no later than noon, Wednesday, January 2, for inclusion in the preliminary agenda to be emailed Wednesday, January 2. The meeting packet will be mailed Wednesday, January 9.

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.

February 19, 2013: Argonne Library (4:00 p.m.)

- Display and Exhibits Policy
- Strategic Planning - Plan Adoption
- Library Spotlight – Argonne
- Overview [Topic TBD]

SPECIAL MEETINGS AND ACTIVITIES

- | | |
|----------------------|---|
| January 25-29 | 2013 ALA Midwinter Conference (Seattle) |
| February 15 | Library Legislative Day (Olympia) |
| April 24-26 | 2013 WLA/OLA Conference (Vancouver, WA) |

EXECUTIVE DIRECTORS REPORT NOVEMBER 2012

Administration

Business Office, Finance and Facilities (Bill Sargent)

Planning for re-carpeting Airway Heights Library is complete. This project is scheduled for December 11-14, with the cost estimated as under \$22,000.

The Business Office has been in contact with a representative of the Waste Reduction Assessment Program (WRAP) regarding the District's current recycling program and potential for expanding the program while decreasing disposal expenses. WRAP services are free. The representative has visited the Argonne location and was briefed on the District's current arrangement with Earthworks Recycling and opined that we are doing a "good job." He also proposed that he conduct a Level III "Extreme" assessment (details below) of the District's containers to determine the volume and extent of the items now be deposited as "waste." He would then make for potential areas for expanded recycling efforts and conduct an assessment over the next eight weeks. We anticipate results of this assessment sometime in February 2013.

Level III "Extreme"

- The client receives all of the above with one specific difference. Instead of a light physical assessment, a complete dissection of the container and its contents is performed. The length of this level of assessment could be from 1 to 4 weeks.
- All recyclable material, regardless of contaminants, are separated for measurement and/or weighing. These include but are not limited to office paper, mixed office paper, glass, plastics #1 and #2, aluminum, magazines, newspaper, tin, and cardboard.
- An estimated 1-year total is then calculated.
- A baseline is developed along with very accurate savings estimates, if and when a reduction and recycling program is put in place or an existing program is improved.

Three budget-related resolutions were presented to the Board of Trustees for discussion and approval. The first resolution was to adopt the 2013 preliminary budget. The second resolution was to authorize a 2012 property tax levy increase for collection in 2013. The final resolution was to levy the regular property taxes for collection in 2013 to pay for the anticipated District expenses. All three resolutions were adopted by the Board.

The project continues with District Bond Counsel, Roy Koegen, and representatives of Seattle Northwest Securities Corporation (SNWSC) regarding the refinancing of the 2015 – 2023 portions of the Moran Prairie Local Capital Facility Area (MPLCFA) bonds. With the decline in interest rates and the desirability of tax-free municipal bonds, there is an opportunity to refinance the bonds and save the taxpayers \$110,000, or more, in debt service costs. These net savings are after the proceeds for the new bonds pays for underwriting, legal, administrative and other costs related to the refinancing. The refinancing proposal was presented to the Spokane County Board of County Commissioners in early November. While the final interest rates, refinancing costs and net savings will not be known until after the new bonds are placed and all the ancillary expenses are identified, it is known that the composite interest rate will decrease from slightly over 4.8% to a rate currently project to be around 2.1%.

Work has started with U.S. Bank to establish the Health Savings Accounts (HAS), which will be, in effect, as of January 1, 2013. Twenty District employees have opted to enroll in one of the two “High Deductible Healthcare Plans” (HDHPs), which is required to establish eligibility to establish an HAS. The District will be contributing \$750 per year into each employee’s HSA.

The project to convert from TimeSheet Professional to EmpowerTime electronic timesheet program continues. For the pay periods ending 11/15/12 and 11/30/12, employees submitted their timesheet data in both formats. While the Timesheet data was used to calculate the payroll information, the hours reported under both programs were compared. The initial results indicated that the employees could accurately enter their hours in both programs and that the results between the two programs were comparable. There are a small number of setup issues needing resolution with the EmpowerTime program. Once these issues are corrected, the new program will be used for importing the timesheet data into the payroll program. These minor items should all be corrected by December 12, and when the corrections are completed, the EmpowerTime will be used for importing the PPE 12/15/12 data into the payroll program. At that time, the TimeSheet program will be taken off the Intranet and no longer available for the employees to use. Later, the data retained within TimeSheet will be exported into the EmpowerTime database. This will allow the Business Office staff access to historical timesheet data through the more contemporary software, while eliminating the need to maintain the former TimeSheet program.

Human Resources (Paul Eichenberg)

Two employees were promoted in November: Technical Services Clerk (NO4) to InterLibrary Loan Clerk (NO7); and a Circulation Clerk (NO3) to Public Services Clerk (NO6). In addition, one employee was reclassified to one grade higher, and two employees transferred laterally.

SCLD employees have pledged or donated a record \$10,488.20 to United Way for 2013. The HR Assistant, District United Way Poster Person, was recognized as a “Campaign Champion” for her efforts on behalf of United Way, and SCLD was recognized for its Outstanding United Way Campaign at the annual Spokane United Way Celebration Dinner held December 5.

Information Technology (Priscilla Ice)

- Installed new copiers and network printers in all libraries and Administration. All copiers can do color scanning now and all have document feeders. Members are able to scan in color to a flash drive and take files with them. One common use is to scan the file to the flash drive, then log into a software station and email the file using a personal web based email service. Staff are also able to scan material (such as from a book or magazine) and then e-mail rather than fax the information to a member.
- Supervisors were trained to use the new timesheet program. As of the end of November, performance issues remained with this new software. The vendor continues to work on configurations.
- iOS users can download our new app, *SCLD to Go* to their iPhone, iPod Touch or iPad. This is a branded version of the BookMyne app we’ve had available since last year. With *SCLD to Go*, members can check their SCLD account, search the catalog, place holds and renew items. An

Android version is slated to be released "sometime soon." *SCLD to Go* is one of three products we purchased this fall from our library system vendor, SirsiDynix.

- IT Staff and the Virtual Services Manager received the last piece of training to help us set up our new catalog interface, Enterprise. This is the third of three products purchased from SirsiDynix. We expect to make this available to the staff in late December and to the public about a month later. The Facebook catalog search mentioned in the October report is the first of the three products purchased this fall.
- Routine filter category request changes were handled through the month. About one per week was referred to IT to ask the filter vendor for a category change. All of our requests to the vendor were taken care of promptly.

Collection Services (Andrea Sharps)

- We ordered 1,949 titles and 7,044 copies in November.
- With 91.67% of the year done, total print/nonprint stands at 89.05% expended.
- We processed, added to the system, and sent out to the branches 6,085 items in November. This was a fairly normal month for the year.
- There has been a net decrease, **year-to-date**, in the print/nonprint collection of 5,965 items. This total results from a decrease of 10,245 print items offset by an increase of 4,280 nonprint items.
- Downloadable lending in November was only one less than in October. A total of 15,648 audiobook, eBook and music items circulated (includes 251 Project Gutenberg eBook checkouts) in November. Members placed a total of 4,876 holds.
- Starting in January 2013, the District will be offering *Zinio*, an online magazine product, to its members.
- The new Technical Services Coordinator and new Interlibrary Loan Clerk started in November.
- We loaned 201 items to other libraries and borrowed 342 items from other libraries for 543 total Interlibrary Loan transactions processed in November.

Executive Director Report & Community Activities (Nancy Ledeboer)

I attended the annual GSI Economic Forecast along with several District staff. The two economists discussed what they see in the future for the national and regional economy. Their most optimistic estimates are that the region will experience a 2% increase in jobs which will generate a similar boost in local area revenues. Housing prices appear to be stabilizing and the outlook is positive for jobs. Both economists cautioned that the "fiscal cliff" facing the nation could slow or derail the economic recovery if not handled with extreme care.

As part of my continued effort to learn about the community we serve, I attended one of the community open houses held by Central Valley School District at University High, which highlighted several special programs offered. CVSD offers challenging courses in early childhood development to prepare students who want to become teachers as well as language classes that prepare students for college, and science courses that focus on engineering. As we work to increase our partnership with the schools, it is helpful to know we have online resources that support each of these areas of academic and career development. Youth Services Manager Mary Ellen Braks also attended open houses to learn about the Early Childhood Development programs and other special training offered to students at CVSD.

Virtual Services Manager Carlie Hoffman, Collection Development Librarian Debra Park and I attended a webinar held by ReadersFirst to share progress the four committees are making with regard to digital content and public libraries. The District signed on to this effort as a way of raising awareness about the technological and legal challenges of making digital content available to the public. This is a joint effort supported by the American Library Association, with volunteers from libraries across the country looking into issues related to how libraries can offer digital content, establish standards for vendors who offer digital content and address legal issues raised by publishers and other distributors of digital content.

Secretary of State Sam Reed stopped by on his farewell tour after the November election. Secretary Reed has been a friend of libraries during his tenure and he will be missed. He shared insights on future challenges and opportunities for working with the legislature to support libraries in the future.

Mary Ellen Braks and I attended the Leadership Committee of the Inland Northwest Early Learning Coalition which is hosted by United Way. The featured speaker was Senator Lisa Brown. She was honored for her effort to support early childhood education during her term in the Washington Legislature and she offered advice on how to continue advocating for this important educational programming. Though Ms. Brown looks forward to retiring from the legislature, she will continue to actively support efforts and causes that align with her values and passion.

I attended the December meeting of Executive Women's International as a guest of Mary Savage, Director of Development for Providence Health Care Foundation. The dinner was held at Triumph Composite Systems and included a tour of the manufacturing plant. This was a fascinating tour and the presentation by its president complemented the information shared at the GSI Economic Forecast. EWI has many members representing businesses that work with the District.

This month I visited with Beverly Bergstrom, Branch Supervisor at both Otis Orchards and Fairfield libraries. I enjoy learning about the communities we serve and hearing ideas from staff on how we can increase our community partnerships. Ms. Bergstrom is working to establish stronger connections with the neighboring schools. We will be hosting a library music program at the school where more space is available to host a larger audience. At the community forum in Otis Orchards we heard from many people who view the library as the community center and this is a role we hope to expand.

I met with Heidi Peterson, Youth Program Manager for Next Generation Zone, and John Dickson, Area Director of WorkSource. SCLD libraries are now connection sites for WorkSource and District staff is going through training. As we identify new strategic initiatives, we will expand our partnership to include Next Generation Zone. This program places youth for up to 150 hours in work sites where they learn work skills and gain experience that will help them in seeking future employment. Many of our libraries are located in communities with limited opportunity for youth to gain job experience. This partnership will create opportunities for youth and benefit libraries as well. As we move ahead with strategic initiatives, we will develop job descriptions to meet the Next Generation Zone requirements.

I attended the Valley Chamber Transportation Committee and Government Action Committee meetings. The City of Spokane Valley presented plans for addressing transportation needs in the coming year. Projects include several road improvement/preservation projects within the city limits. A major effort is underway to secure funding to replace the Sullivan Bridge. Several grant requests are outstanding with intent to raise funds within the next year since this is a key linkage for businesses on the north side of the

river to access I-90. The Government Action Committee discussed the City's request to the Legislature for funds for the Sullivan Bridge. In addition, the committee recommended that the Chamber support this and other transportation projects that build infrastructure in the region to support economic development. This included the continued widening of I-90 from Barker Road to Harvard Road and the north/south connector. The committee also recommended supporting education proposals to fully fund K-12 education, maintain the intent of levy equalization, and fund higher education with affordable tuition. The issues supported by the Chamber mirror the GSI legislative priorities with an emphasis on projects that have a greater impact for the eastern half of the county.

I am in the third month of Leadership Spokane. November's topic was Government and we heard from a variety of government agencies about budgetary challenges. In December the topic will be Communication, thus in preparation I toured The Spokesman-Review with Pia Hallenberg, and KHQ with Louise Hansen. It was interesting to see how technology has changed the way both of these businesses operate, and a good reminder that the changes facing libraries are challenging for other industries as well.

Business Manager Bill Sargent and I met with District Bond Counsel Roy Koegen to sign required paperwork and reviewed the final package for refinancing the Moran Prairie LCFA bonds. The bonds sold and will be sent to a bank in New York. The good news for taxpayers is that the refinance will save a little under \$200,000 over the next ten years.

**ITEM AND TITLE MONTHLY REPORT
NOVEMBER 2012**

	ITEMS				TITLES		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	193598	167320	360918		85455	50581	136036
Nonprint	51059	22893	73952		20483	6125	26608
Subtotal	244657	190213	434870		105938	56706	162644
Periodicals	19026	3293	22319		352	48	400
Total	263683	193506	457189		106290	56754	163044

	ITEMS			TITLES		
OverDrive: eBOOKS			11417			9600
Licensed eBOOKS			1237			1198
Audiobooks			11907			10004
Digital music			1466			1435
OverDrive: Total			26027			22237
GRAND TOTAL			483216			185281

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	33693	23344	57037
Nonprint	8409	3447	11856
TOTAL	42102	26791	68893
DELETIONS			
Print	41367	25915	67282
Nonprint	5259	2317	7576
TOTAL	46626	28232	74858

	NET CHANGE YTD		
	ADULT	YOUTH	TOTAL
Print	-7674	-2571	-10245
Nonprint	3150	1130	4280
Periodicals	5002	729	5731

NOTES: PRINT = Book, Bkbag, Largetype, Paperback
NONPRINT = Cassbook, Cassette, CD, Cdbook, CDrom, DVD, Multimedia,
MultCass, MultCD, VHSVideo, Playaway
PERIODICALS = Magazine, Microform, Newspaper, and Pamphlet
TITLE = Each distinct bibliographic record in the database; there can be several records for one actual title (e.g. regular print, large type, various formats of audiobooks, videorecordings)
ITEM = Individual copies of a title or volumes of a set that are barcoded separately.

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

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

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

PUBLIC SERVICES REPORT
NOVEMBER 2012

Summary (Patrick Roewe/Doug Stumbough)
Customer Use Analysis

- In-Library Circulation

Circulation at the libraries was down slightly (-0.71%) over November 2011, and 2012 Y-T-D remains basically unchanged (-0.5%). Through the first 11 months of the year, 2,023,213 items have been checked out of the libraries, 9,848 fewer than the same period last year (2,033,061). Airway Heights (+15%) and North Spokane (+2%) experienced increases, while all other locations saw slight drops, ranging from -0.13% at Moran Prairie to -6.4% at Deer Park.

Usage of the Self-checkout stations comes in this month at 45% District-wide, down slightly from 47% of the last four months and level with last November. Slightly more than half of in-library circulation at Medical Lake (54%), North Spokane (57%), and Spokane Valley (52%) come through the self-checkout stations, while most members at Cheney (25%), Deer Park (25%) and Argonne (33%) show a preference for staff-assisted checkout.

-YTD Measures at a Glance

- Door count through the first 11 months of the year (1,266,941) is down slightly from the same period in 2011 (1,277,388; -1%).
- Programming since January 2012 remains up both in number of programs offered (+13%) and attendance (+17%).
- Total software station bookings for the year are down (-7%) when compared to 2011, consistent with what has been seen all year. Fairfield saw the largest drop percentage-wise (-25%), while Cheney showed the only increase (+1%).
- Reference inquiries through November are down slightly (-1%) District-wide, although Airway Heights (+25%), Argonne (+6%), Medical Lake (+4%) and Spokane Valley (+5%) report increases.

-Selected Self-Service Activity

	2012			2011			1-year change		
	Month	% of total	Y-T-D	Month	% of total	Y-T-D	Month	% of total	Y-T-D
Total Circulation	213,635		2,518,809	211,966		2,451,790	1,669		67,019
Self-Check	77,395	36%	877,902	77,669	37%	859,064	-274	-1%	18,838
Online Renewal	27,389	13%	365,130	30,627	14%	357,440	-3,238	1%	7,690
Digital Collection	15,648	7%	173,322	10,899	5%	107,366	4,749	2%	65,956
Total Self Service	120,432	56%	1,416,354	119,195	56%	1,323,870	1,237	0%	92,484
Total Holds	41,099		498,730	40,816		473,976	283		24,754
By Customer	30,477	74%	365,130	30,627	75%	357,440	-150	-1%	7,690
Digital Collection	4,876	12%	59,470	3,982	10%	38,430	894	2%	21,040
Total Self Service	35,353	86%	424,600	34,609	85%	395,870	744	1%	28,730
Total Payments	\$23,033.78		\$275,094.36	\$23,810.49		\$270,290.53	-\$776.71		\$4,803.83
Online*	\$7,169.21	31%	\$86,860.67	\$6,123.70			\$1,045.51		

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

Selected Service Point Activity

Remote service provision usage was varied this month:

- Tutor.com provided 110 tutoring sessions, up slightly (3%) from November 2011 (107).
- AskWA live reference chat tallied 169 total chat and/or email sessions, down -1% from last November 2011(171). Though slight, this is the sixth consecutive month with declining usage when compared to the previous year.
- Livemocha reported 156 language learning sessions, up +16% from last month's 134. This increase continues a gradually increasing trend since the school year got underway.

Security Incident Reports

There were 18 Security Incident reports filed, nine less than last month (27) and three more than November 2011 (15). Spokane Valley returned to the top spot with the most incidents reported with seven. The most frequently reported incidents related to potential problems (9).

Internet Filtering Update

As per the revised Computer, Wireless Network, and Internet Use policy, 18 requests to review blocked websites were received by staff, an 80% increase when compared to October (10). Six sites were determined to be correctly categorized and filtered at all levels; three sites were determined to be correctly categorized at the enhanced level; nine were reclassified to allow access at all levels. All decisions were made within 72 hours of the initial request, with the exception of one request that we weren't immediately aware of due to a technical error in the notification system. That error has since been corrected.

Adult Services (Stacey Goddard)

Programming:

- The first two lectures in our *World War II Lecture & Music Series* had a combined attendance of 85, an average of 42.5. This series has been well-received by our members—many positive comments were received in the program evaluations.
- The next six music programs in our *World War II Lecture & Music Series*, presented by the bands 5MOR and Six Foot Swing, had a combined attendance of 244 (an average of 40.6). Of particular note were the programs at Fairfield and Otis Orchards that had 30 and 55 attend. Branch Supervisor Bev Bergstrom suggested alternate venues for her locations, knowing that the branch meeting rooms would likely be too small for anticipated audiences. In Fairfield, the program was held in the Fairfield Community Center, and in Otis the Otis Orchards Elementary School was the venue.
- Our four computer classes had a combined attendance of 12, an average of 3. This includes zero attendance for the Deer Park Web Basics class. This is down from last November, when 31 attended the six classes offered (an average of 5.2).
- Book discussion attendance averaged 7.3, down from last month's average of 7.75.

Information:

- We did 13 Book-a-Librarian sessions this month throughout the District, up from last month's 12.
- We proctored 19 tests for members throughout the District in November, up from last month's 17.

Collection:

- This month's weeding focus was the biography and large print collections.
- I've increased the number of Books to Go titles ordered, in anticipation of increased popularity of this collection over the holiday break.

Community connections:

- We visited 48 facilities in November, the same number as last month. Residents checked out 1,842 items during these visits—down 4% from last month's circulation of 1,915 items.

- By the end of November, all SCLD librarians had attended an *Introduction to WorkSource* workshop downtown. Our goal is to get the branch supervisors to attend this orientation in December, with the information specialists attending in January/February. This program gives our staff a great overview of the many services WorkSource offers to Spokane County.

Youth Services (Gwendolyn Haley/Mary Ellen Braks)

Programming:

- Play and Learn Storytimes this month averaged 27 in attendance (2876 total attendance over 104 storytimes), which is almost identical with last year. Total attendance was lower in November than in October, but that is to be expected with the three holiday closures in November.
- After School Specials (*Games at the Library*) had 134 in attendance, with an average of 13. While that's down from October, it is also to be expected with the three holiday closures in November. We had to reschedule North Spokane due to Veteran's Day, and that caused some confusion.
- The Tween and Teen programs had a total attendance of 83 with an average attendance of 12, which is up slightly from last month. In October 2011, total Tween/Teen attendance was 58 with an average attendance of 9.
- We visited 24 childcares, and provided 60 storytimes to 742 children.

Collection:

- This month the focus was on weeding picture books from N-Z and our paperback picture books. This is our chance to catch those items in poor condition and those items that do not check out.
- Gwendolyn and Mary Ellen met with Sheri from Collection Services to talk about our teen collections, the space we have allocated to them, and ordering for the collection.

Community connections:

- Mary Ellen attended the Inland Northwest Early Learning Alliance (INWELA) Mobilization Team meeting this month. Most of the meeting revolved around getting a Community Momentum grant ready to submit to Thrive by Five. Mary Ellen also attended the Leadership Team meeting of the same group.
- Mary Ellen met with a subcommittee of the NWELA to work on a grant from Thrive by Five on using the Love, Talk, Play, materials with teen parents. We are working on setting up a meeting with Thrive here in Spokane next spring with local organizations that serve teen parents and with teen parents.
- Mary Ellen attended two Community Connections breakfasts that Central Valley School District put together to inform the public on its programs. One was at the Early Learning Center on its early learning programs and the other was at Broadway Elementary that focused on programs at the school, as well as STEM work being done in the school district.
- Gwendolyn and Mary Ellen met with Mobius Science Center about setting up some programming for this winter and during the summer.
- Gwendolyn and Mary Ellen sat in on a conference call about MERIT which is Washington State's registry of trainers and training for Early Learning professionals. The new process to register as an Early Learning Professional is cumbersome and the meeting was about how to help the Early Learning professionals and trainers through the registration process.
- Gwendolyn attended the monthly STEM meeting for Spokane.
- Gwendolyn attended the Success by Six meeting this month.

Virtual Services (Carlie Hoffman)

Website:

- I attended four meetings to discuss the new website and drafted a sketch of the new site elements.

- I met with Ven to discuss implementing a responsive web design on the new website.
- I created a document sharing space on the Virtual Services site for bloggers to post and edit articles and drafted a blog posting schedule—creating a calendar on the Virtual Services site.

Databases and Online Services:

- I met with Collection Services and Doug to outline database/online services budget and responsibilities.
- I attended an online meeting with Plymouth Rocket to discuss online calendar and room booking software.
- I contacted MorningStar and Gale to clarify statistical reporting.
- Live Homework Help will be rebranded as Tutor.com with the launch of the new website.
- Foundation Center is currently being trialed as an alternative to GrantStation, using a structured exercise for research and feedback.
- I attended a meeting with Midwest Tape to discuss Hoopla, a video, audiobook, and music online streaming service.
- I contacted ReferenceUSA to request a fix to the iPad app so that SCLD is listed as a library upon entering an SCLD library card number.
- I spoke with a representative from Recorded Books regarding problems with viewing Zinio magazines. Following the representative’s suggestion, I corresponded with a librarian from another library system to get feedback regarding implementation and technical issues. I also trialed and troubleshot Zinio and its related applications on library, personal, and tablet devices.

Other:

- I attended ALA ReadersFirst meeting regarding the association’s current approach to ebook implementation in libraries.
- I posted regularly to the Virtual Services blog about news items, resources, and ideas.
- Attended the Spokane Valley Chamber of Commerce annual meeting and heard Frank Kenny speak about social media for business.

Circulation services (Judy Luck/Gina Rice)

Library growth/decline:

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	6212	4894	26.93%	61.06%	57.99%	65937	57261	15.15%
AR	13987	13750	1.72%	7.77%	34.34%	162491	165907	-2.06%
CH	12975	15267	-15.01%	1.49%	9.58%	165440	170900	-3.19%
DP	12761	11960	6.70%	6.23%	16.38%	148294	158383	-6.37%
FF	1137	1234	-7.86%	-28.80%	-17.13%	13911	14123	-1.50%
ML	4800	4934	-2.72%	11.45%	44.62%	55644	55792	-0.27%
MP	15844	15787	0.36%	-1.74%	26.30%	183506	183737	-0.13%
NS	47200	47064	0.29%	5.93%	19.85%	572379	561374	1.96%
OT	6466	7183	-9.98%	-8.21%	11.50%	77459	79944	-3.11%
SV	48952	49503	-1.11%	3.71%	19.89%	578152	585640	-1.28%
TOT	170334	171576	-0.72%	5.61%	21.32%	2023213	2033061	-0.48%

SELF-CHECK*					
This Year This Month		Last Year This Month			
Self-Check	% of total	Self-Check	% of total	Difference	

	Circulation	circulation	Circulation	circulation	
AH	2657	42.77%	2064	42.17%	0.60%
AR	4600	32.89%	4361	31.72%	1.17%
CH	3182	24.52%	3639	23.84%	0.69%
DP	3160	24.76%	3691	30.86%	-6.10%
FF	328	28.85%	360	29.17%	-0.33%
ML	2601	54.19%	2204	44.67%	9.52%
MP	6036	38.10%	5916	37.47%	0.62%
NS	26672	56.51%	26793	56.93%	-0.42%
OT	2675	41.37%	3093	43.06%	-1.69%
SV	25484	52.06%	25548	51.61%	0.45%
TOT	77395	45.44%	77669	45.27%	0.17%

**Self-check statistics for November at NS include 20671 items at the self-check stations and 6001 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	1229	19.78%
AR	2450	17.52%
CH	2554	19.68%
DP	2276	17.84%
FF	231	20.32%
ML	885	18.44%
MP	3146	19.86%
NS	1229	19.78%
OT	2450	17.52%
SV	2554	19.68%
TOTAL	19004	17.84%

New Members	Oct 2012	Oct 2011	Diff
AH	115	130	-12%
AR	94	75	25%
CH	51	53	-4%
DP	5	4	25%
FF	35	23	52%
ML	119	108	10%
MP	305	279	9%
NS	39	50	-22%
OT	382	412	-7%
SV	1195	1190	0%
TOTAL	2340	2324	1%

	Books to Go	% of circulation	DVD	% of circulation	New Books	% of circulation
AH	116	1.87%	2272	36.57%	291	4.68%
AR	261	1.87%	3338	23.87%	1075	7.69%
CH	203	1.56%	3457	26.64%	773	5.96%
DP	130	1.02%	4219	33.06%	486	3.81%
FF	36	3.17%	313	27.53%	78	6.86%
ML	96	2.00%	1760	36.67%	264	5.50%
MP	226	1.43%	4118	25.99%	873	5.51%
NS	609	1.29%	9732	20.62%	2559	5.42%
OT	110	1.70%	1651	25.53%	358	5.54%
SV	695	1.42%	11683	23.87%	2957	6.04%
TOTAL	2482	1.46%	42543	24.98%	9714	5.70%

Customer Payments:

	2012	2011	Diff	% change
CASH	\$9,413.04	\$11,726.42	-\$2,313.38	-19.72%

CHECK	\$4,383.79	\$5,960.37	-\$1,576.58	-26.45%
CREDIT	\$7,169.21	\$6,123.70	\$1,045.51	17.07%
TOTAL	\$20,966.04	\$23,810.49	-\$2,814.45	-11.82%

- The total taken in online credit/debit in November via Paylt was ~34% of the total, slightly higher than the YTD percentage (~32%).
- The -12% decrease in total payments is more than the drop seen last month, where the October 2012 total was -7% less than the October 2011 total.
- The ~17% increase in credit payments when comparing November 2012 to November 2011 is not as substantial as the ~32% increase when comparing October 2012 to October 2011.

Library reports

Airway Heights: Stacy Hartkorn

Events:

- Play and Learn Storytime continues to have a steady increase, averaging a total of 28.75 per Storytime in November 2012 compared to an average of 25 in October. November 2012's attendance has more than doubled compared to an average attendance of 14 people per Storytime in November 2011.
- November's After School Special attracted a total of 10 people, which is a decrease compared to an attendance of 16 people in the previous month of October 2012, as well as compared to November 2011's attendance of 12 people. This is the second month a staff member from the Community Center escorted kids from the Community Center's After School Drop-In Program to the library for our After School Special.

Positive Customer Experiences:

- A member sent an e-mail to the District complimenting the Airway Heights staff on its "superior customer service" especially in regards to assistance with printing a document.

Staffing:

- One short-term volunteer has completed their time; despite the departure, we currently have 3 long-term volunteers and 1 short-term volunteer.

Community Connections:

- Two ECEAP Preschool classes visited for an in-library storytime with a combined attendance of 25.
- Library Staff visited the Airway Heights ECEAP Preschool and provided a storytime for families attending the ECEAP Thanksgiving celebration, reaching a total of 38 people.

Argonne: Mary Kay Anderson

Events:

- Both our storytimes and After School Special attracted lower attendance this month compared to last year. The weather likely stopped the two groups that walk over to participate in one or the other program and that certainly affected the numbers. We were pleased to see two new families here the last two weeks of the month for storytime, and we hope they will become regulars.

Community Connections:

- The Argonne Friends contributed to the staff holiday event.

Building Related:

- The remodel of the circ area was completed this month and staff are enjoying the extra space and shelving. Also, our new shelving strategy works just the way we hoped it would.

Cheney: Pat Davis

Events:

- Preschool Play and Learn attendance was up slightly with an average of 32.25 this year, compared to 29 last year.
- Toddler Play and Learn averaged 27 this year, compared to 28.2 last year.
- Baby Play and Learn attracted an average of 10.75 this year, up from 8.5 last year.
- Our After School Special attendance was up significantly from last year, with 32 this Nov. compared to 16 last November.
- A NaNoWriMo (National Novel Writing Month) group met at the library each weekend.

Staffing:

- Shere started as our new part-time PSC on Nov. 1.

Community Connections:

- Christie contacted the Teen After School Program at the Wren Pierson Community Center. After meeting with the program coordinators she successfully encouraged them to bring a group down to tour the library and provided an activity for them.
- Our Friends held a book sale Nov. 10. It is the first time they have held a book sale at this time of year. They were pleased with what they collected and are considering whether to add a sale in the spring.
- I attended the Cheney School District Literacy Committee. The district will be moving to a stronger emphasis on reading non-fiction.
- The library was used again for the West Plains Voter Service Center for the General Election.

Building Related:

- A natural gas leak occurred in the alley behind the building. Fumes seeped into the building causing a strong odor. Avista came and thoroughly checked the building. The leak was the result of maintenance on gas lines and resulted from over-tightening a valve which caused a crack in the line. Though fumes were present, no actual natural gas was detected in the library.
- We completed the final changes in the workroom. Maintenance repositioned the lockers and coat hooks to allow us to store shipment boxes against the wall.

Deer Park: Kris Barnes

Events:

- Storytime attendance was down slightly from last year. Our total storytime attendance was 170 as compared to 203 in 2011.
- We had no takers for our computer class this month. Last year at this time attendance was 8.
- We had 9 teens attend our *It's Your Move* game day for teens.
- We had 5 participants at our adult book club this month. That total is down 2 from last year at this time. The book discussed was The Good American by Alex George.

Community connections:

- A local family connected with the library in a unique manner during their son's birthday party. They included the library as a stop for a scavenger hunt. We observed several teenagers rush into the library to refer to the dictionary on the atlas case. It took some time before we figured out what was going on, yet as soon as staff were aware, we sat back and enjoyed the parade of teenagers passing by the desk.

Staffing:

- Our new volunteer started. She first volunteered for the library this summer by marching in the parade with staff.

Fairfield: Bev Bergstrom

Events:

- Our Big Band concert attracted 30 members to the Fairfield Community Center. The venue worked very well and we look forward to working with the town on future programs.

Community connections:

- We are now collaborating with the museum next door by providing a door key to people wishing to tour the museum. During the summer months, we frequently get asked for access by out-of-town visitors. We are happy we can now say “yes.”
- The Hangman Creek Chamber of Commerce met in Latah in a refurbished old school. Donations were taken for the local food bank.
- Our visit to Fairfield Care resulted in a new card and news of a rapidly filling facility. After a year, our visits are slowly building momentum with the number of items taken and members visited (7).
- A 13-year-old member who used to attend our storytimes wants to play her violin during a December storytime. She currently plays with the Spokane Youth String Orchestra. We have scheduled her for December 18.

Building related:

- We shifted items around in the check-out area to make room for a padded stool. Brenda can now sit comfortably while doing her work.
- The carpet and windows were finally cleaned.

Medical Lake: Laura Baird

Events:

- Storytime attendance averaged 19, up from 13 in November 2011.
- Nine children attended our After School Special, up from three last November.
- I presented storytime to 38 children at two childcare centers, up from 29 last November.
- Six people attended the 5MOR World War II program.

Positive Customer Experiences

- Medical Lake library members have been so appreciative of the fireplace being on again this time of year.
- A businesswoman I met at a West Plains Chamber meeting is excited to be able to use the meeting room for her business without paying a fee. She plans to use multiple meeting rooms in the District on a regular basis.
- I attended the West Plains Chamber breakfast with Stacy Hartkorn.
- I attended the Regional Economic Forecast breakfast meeting with Nancy Ledebor, Patrick Roewe, Doug Stumbough, Stacey Goddard, Priscilla Ice, Jane Baker, Jason Johnson, Mary Lloyd, and Mark Johnson.

Building related:

- The City maintenance crew has been working on the outside lights for the past several weeks. The lights on the outside of the building are working properly after a new timer was installed. The tall back parking light and the one for the flagpole in front of the building still are not working.

Moran Prairie: Jason Johnson

Events:

- Toddler Play and Learn storytime continues to draw large crowds with an average attendance this month of 70, up from 69 last month and 41 in November 2011.
- Both Preschool and Baby Play and Learn storytimes saw decreases from last month's average attendance. Preschool averaged 18, down from 30 last month, but consistent with November 2011's average of 17. Baby Play and Learn saw a smaller decrease with an average of 27, down from 30 last month and in line with last November's average of 26.
- Our WWII program featuring the music of 5MOR drew a crowd of 29.
- This month's computer class, *Word Basics*, attracted only 2 participants.

Staffing:

- Katherine began work as our new Circulation Clerk this month.

Building Related:

- The HVAC system was set with an incorrect date for Thanksgiving and turned itself off on a day we were open, resulting in a cold couple of hours. DIVCO responded promptly and the problem was fixed.

North Spokane: Patrick Roewe

Events:

- The two *World War II Lecture Series* programs brought in 42 and 43 attendees respectively.
- The *World War II Music Series* program brought in 88 attendees.
- The third *Tween Club* program brought in 18 attendees, three more than last month's attendance (15). This program continues to build momentum in attendance.

Customer issues:

- A Spokane County Sheriff's deputy responded to a member call regarding a man acting suspiciously at the pay phone in the lobby. Though there was a man using the pay phone, neither the deputy nor library staff observed any such behavior.
- Several instances of vandalism in the men's restroom were reported throughout the month.

Community connections:

- I attended weekly Rotary Club 21 meetings.
- The library was used again as a Voter Service Center for the General Election.

Otis Orchards: Bev Bergstrom

Events:

- Our Big Band concert was held in the Otis Orchards Elementary School gym. The venue worked very well for the 55 members attending. We were pleased that the school was open to this collaborative event.
- Our Friends held a moderately successful book sale.
- Our storytime attendance averaged 22 for this month, an increase over last November's average of 13 members.

Positive customer experiences:

- A member who has used our library for many years donated two large stuffed bears that she received from the Sheriff's Office. The Sheriff's Office receives donated stuffed animals to give to small children they rescue in emergency situations. Our member's car was entirely stuffed with animals too large for the sheriffs' cars.

Building related:

- We were down (phones and Internet) for most of a day while a cut cable was repaired. We took the opportunity to do a little cleaning in the shipping area and discovered a box of old tax forms among other items that needed to be recycled.

Spokane Valley: Doug Stumbough

Events:

- The *World War II Music Series* made a stop at Spokane Valley, with 36 people present for the local music group 5MOR's performance of Big Band era music.
- This month's After School Special, *Games at the Library*, brought in 18; not as well attended as last November's *Black as Night* (40).
- Anime Club continues to draw in teens, with 26 participating this month, the same number as October, but down slightly from last November (31).
- Play & Learn Storytime attendance: Baby Lapsit averaged 15, matching October, but lower than last November's average of 21. Toddler averaged 41, a -26% decrease from the same

month in 2011 (55), and Preschool Play & Learn averaged 27, a -13% decrease from 2011(31). Family Storytime was also down slightly, with 26 compared to 27 last year (-4%).

Customer Issues:

- Staff exiting the building at closing one night alerted local law enforcement when they discovered a man setting up home in one of the empty car wash bays, complete with mattress, cardboard walls and living area. Police responded, and while the resolution is unknown, all indications of the “apartment” were gone the next morning.

Community Connections:

- I attended four Sunrise Rotary meetings and gave a presentation to the group on current library services, the planning process, and possibilities for the future.
- We have received over \$3000 to date in memory of Mrs. Diane Zahand and will be meeting with Mr. Jim Zahand in December to discuss how to use the gifts.

Customer Use Measures

NOVEMBER 2012

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	118,961	117,319	N/A	1%	1%
Door count	105,887	103,175	1,266,941	-1%	0%
Circulation	213,635	211,966	2,518,809	3%	3%
Digital Media Catalog	15,648	10,899	173,322	61%	64%
Reference inquiries	18,801	17,973	222,199	-1%	-1%
Programs					
Number	214	201	2,406	13%	12%
Attendance	4,252	4,232	62,631	17%	17%
Group Visits					
Number	2	2	17	-58%	-60%
Attendance	18	15	234	-69%	-70%
Software Station bookings	17,187	17,809	202,783	-7%	-7%
Meeting room bookings	323	301	3,187	2%	3%
Holds placed					
By customers	30,477	30,627	365,130	2%	2%
By staff	5,746	6,207	74,130	-5%	-6%
Digital Media Catalog	4,876	3,982	59,470	55%	57%
Database use					
Searches	18,056	19,340	209,317	-27%	-33%
Retrievals	33,354	14,699	241,314	-31%	-41%
Website use (Remote)					
User sessions	84,321	77,744	945,409	8%	8%
Page views	268,996	226,646	2,980,636	16%	16%
Catalog	57,340	49,808	715,241	39%	41%
Database Access	4,462	8,182	53,901	-36%	-32%
Interlibrary loans					
Loaned	201	184	2,499	-22%	-22%
Borrowed	342	306	4,079	-7%	-5%

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.*

**COMMUNICATION REPORT
NOVEMBER 2012**

Traditional Media

- SCLD in the news:
 - Nov 4 - 14 – Clear Channel radio ads for community forums*
 - Nov 1 – Valley News Herald: Accepting Applications to SCLD Board
 - Nov 1 – Spokesman: Spokane Valley City Council Oks 2013 Budget
 - Nov 1 – Spokesman: Games at the Library (Moran Prairie)
 - Nov 2 – Liberty Lake Splash: Reciprocal borrowing agreement between libraries formalizes
 - Nov 4 – Spokane Valley Online: Ballots need to be in mail by Tuesday
 - Nov 7 – Deer Park Tribune: Storytimes
 - Nov 13 – Patch.com: Valley and North Spokane Libraries among the state's busiest
 - Nov 14 – Deer Park Tribune: Storytimes
 - Nov 21 – Deer Park Tribune: Storytimes
 - Nov 22 – Cheney Free Press: Library group chooses "Out of Africa" for November
 - Nov 22 – Spokesman: Story times
 - Nov 23 – Cheney Free Press: Coal Trail forum at Cheney Library
 - Nov 25 – Spokesman: Cheney Book Discussion Group
 - Nov 28 – Deer Park Tribune: Storytimes
 - Nov 29 – The Current: Advertisement- eReader on your list?

Estimated media value:

Approximate media value for SCLD in the news \$1000

*not included in estimate

E-Marketing (Website, Social Media, Email)

- Social Media:
 - Facebook: # of likes: 1386
 - Twitter: # followers: 240
 - Nov 27 - Tweet about the Deer Park Library Book Club was replied to by the author of the book (A Good American by George Alex)! A brief and pleasant conversation followed with the author. The day after the book club, a follow-up Tweet was sent letting him know how much the book club enjoyed the book, to which he replied with appreciation.
 - Pinterest: followers: 104

- Website updates:
 - Nov 1 – Month of the Military Family
 - Nov 11 – Circulation Clerk Spokane Valley Library
 - Nov 16 – Airway Heights Closure for re-carpeting
 - Nov 16 – So, you've written a novel, now what?
 - Nov 19 – Updated upcoming book clubs for adults
 - Nov 21 – Updated Friends of the Library book sales

Community Involvement

Nov 15 – Greater Spokane Incorporated workshop on improving online marketing

Nov 29 – Greater Spokane Incorporated workshop on getting the media's attention

Nov 30 – Spokane Valley Chamber keynote speaker session on social media.

Current & Upcoming Projects

Work on the new website continues with an incorporation of the four service priorities identified by strategic planning efforts.

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
INCOME STATEMENT - "FINAL"
AS OF NOVEMBER 30, 2012
[PERCENT OF YEAR = 83.3%]

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

REVENUES:	ACTUAL	BUDGET	PERCENT
PROPERTY TAX	\$ 10,521,594	\$ 10,338,507	101.77%
CONTRACTED CITIES, SERVICES & FEES	741,791	758,737	97.77%
MISCELLANEOUS REVENUES	182,980	172,643	105.99%
INTEREST EARNINGS	32,308	35,000	92.31%
TRANSFERS IN	-	-	0.00%
TOTAL REVENUES	\$ 11,478,672	\$ 11,304,887	101.54%
EXPENSES:			
SALARIES	\$ 5,093,411	\$ 5,567,451	91.49%
FRINGE BENEFITS	1,451,601	1,592,237	91.17%
SUPPLIES	408,715	563,725	72.50%
SERVICES	1,318,676	1,620,961	81.35%
CAPITAL EXPENDITURES	47,701	50,000	95.40%
LIBRARY MATERIALS	1,411,050	1,619,715	87.12%
INTEREST EXPENSE	105	500	21.08%
OPERATIONAL CONTINGENCIES	-	91,000	0.00%
TRANSFER OUT TO CONSTRUCTION FUND	-	-	0.00%
TRANSFER OUT TO CAPITAL PROJECT FUND	920,891	920,891	0.00%
TOTAL EXPENSES	\$ 10,652,150	\$ 12,026,480	88.57%
TOTAL REVENUES OVER (UNDER) EXPENDITURES	\$ 826,522	\$ (721,593)	

CHANGES TO GENERAL FUND BALANCE:	ACTUAL	BUDGET
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	\$ 826,522	\$ (721,593)
ACTUAL BEGINNING FUND BALANCE - JANUARY 1, 2012	3,923,959	3,923,959
ENDING FUND BALANCE - 11/30/12 & ESTIMATED BALANCE 11/30/12	\$ 4,750,481	\$ 3,202,366

ASSETS:	
CASH	\$ 4,492,544
ACCOUNTS RECEIVABLE	547
TAXES RECEIVABLE	476,114
DUE FROM OTHER GOVERNMENTS	-
INVENTORY	58,752
PREPAID EXPENSES	274,010
TOTAL ASSETS	\$ 5,301,967
LIABILITIES:	
ACCOUNTS PAYABLE	\$ 303,037
INTEREST PAYABLE	-
TAX ANTICIPATION NOTES	-
DEFERRED REVENUE	248,449
TOTAL LIABILITIES	\$ 551,486
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 CONTINGENCY RESERVE PLAN	551,588
UNASSIGNED FUND	3,881,238
ENDING FUND BALANCE NOVEMBER 30, 2012	\$ 4,750,481
TOTAL LIABILITIES AND GENERAL FUND BALANCE:	\$ 5,301,967
FUND BALANCE CAPITAL PROJECTS FUND - NOVEMBER 30, 2012	\$ 1,327,393

LIBRARY SPOTLIGHT:
AIRWAY HEIGHTS LIBRARY

Branch Supervisor Stacy Hartkorn will share highlights about Airway Heights Library and the community it serves.