

MISSION

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

Board of Trustees Regular Meeting

February 19, 2013 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 January 15, 2013, Regular Meeting Minutes [4:00-4:03]
 - B. Approval of January Payment Vouchers [4:03-4:05]
 - C. Unfinished Business
Community Impact Plan: Approval Recommendation [4:05-4:15]
 - D. New Business [4:15-4:45]
 1. Exhibits and Displays Policy: Approval recommendation
 2. SV New Library and Park Project Design Team Selection: Approval recommendation
 3. ALA Mid-Winter Conference Report
 4. WLA Library Legislative Day Report
- IV. DISCUSSION ITEMS, POSSIBLE ACTION**
 - A. Future Board Meeting Agenda Items [4:45-4:50]
- V. REPORTS**
 - A. Trustees [4:50-4:55]
 - B. Executive Director [4:55-5:00]
 - Administrative
 - Community Activities
 - C. Public Services [5:00-5:05]
 - D. Communication [5:05-5:10]
 - E. Fiscal [5:10-5:15]
 - F. Catalog Enhancements Overview [5:15-5:35]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: One hour and 35 minutes, plus public comment]

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

SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: January 15, 2013

CALL TO ORDER

The regular meeting of the Spokane County Library District Board of Trustees was held January 15, 2013, at Spokane Valley Library Public Meeting Room, 12004 E. Main Ave., Spokane Valley, WA. Chair Tim Hattenburg called the meeting to order at 4:00 p.m. and welcomed those in attendance.

PRESENT:

Tim Hattenburg - Chair
Mary E. Lloyd - Vice Chair
Daniel Davis - Trustee
Mark Johnson - Trustee
Sean Morrow - Trustee
Nancy Ledebor - Executive Director and Secretary

GUEST:

Becky Hattenburg

Also Present: Jane Baker, Communication Manager; Paul Eichenberg, Human Resources Manager; Susan Goertz, Circulation Clerk; Carlie Hoffman, Virtual Services Manager; Priscilla Ice, IT Manager; Sonia Gustafson, Librarian; De Griffith, IT Desktop Administrator; Deb Park, Adult Collection Manager; Patrick Roewe, Branch Services Manager; Bill Sargent, Business Manager; Andrea Sharps, Collection Services Manager; Doug Stumbough, Branch Services Manager; and Patty Franz, Administrative Assistant.

AGENDA APPROVAL

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

The motion carried unanimously.

ACTION ITEMS

APPROVAL OF THE DECEMBER 12 SPECIAL MEETING AND DECEMBER 18, 2012, REGULAR MEETING MINUTES

Mr. Hattenburg called for corrections to the December 12 and 18 special and regular meetings minutes. Mr. Hattenburg pointed out the draft minutes for December 18 sent prior to the meeting did not include the L08 Fund payment voucher record, yet it was included in the final/signature version.

There were no additional corrections; minutes stand approved as corrected.

APPROVAL OF DECEMBER 2012 BILL PAYMENT VOUCHERS

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

Fund

L01	Voucher numbers: 43281 through 43433 and W00093, W00094, W00095, W00096 totaling	\$ 534,743.28
	Payroll numbers: 12102012PR and 12212012PR totaling	\$ 341,625.37
	Total	\$ 876,368.65
L08	Voucher number: 9507 City of Spokane Valley/ Traffic Study totaling	\$ 5,909.01
	Total	\$ 5,909.01

There were no comments or questions.

The motion was unanimously approved.

UNFINISHED BUSINESS

2013 OVERVIEW AND POLICIES REVIEW SCHEDULES

Ms. Ledeboer noted the overview and policies schedules were previously approved for the record and have since been added to the 2013 calendar. In the future, it was decided by consensus if there are no recommended changes to any policy scheduled for review, it will not be brought to the board. There were no questions or comments.

NEW BUSINESS

WELCOME INCOMING TRUSTEE

Mr. Hattenburg welcomed and introduced Trustee Sean Morrow to replace retired Trustee Ann Apperson. On Tuesday, January 8, Morrow was appointed by the Board of County Commissioners for a five-year term ending December 31, 2017. Mr. Hattenburg noted Mr. Morrow was recommended for his leadership and negotiations experience and understanding of benefits for both employees and organizations. As a Northside resident, Morrow's appointment maintains the geographical balance of County representation within the District. He and his family are avid readers and library members.

STCU DONATION

Mr. Hattenburg moved and Mr. Davis seconded acceptance of the donation made by Spokane Teachers Credit Union (STCU).

Mr. Stumbough explained Region I Youth Services Manager Gwendolyn Haley was approached and encouraged by STCU to apply for the donation to support children's programs. Following review, the STCU board accepted our application and presented the District with a check for \$2,500.

In response to a Trustee's question, Mr. Roewe said the District's program budget will be adjusted to reflect the donation at Mid-Year Review #1. There were no further questions.

The motion was unanimously approved.

TRAVEL POLICY

Ms. Lloyd moved and Mr. Davis seconded that the revised Travel Policy be approved as written.

HR Manager Paul Eichenberg said policy changes are minor and provide clarification about District funding for employee training or business travel. In response to Mr. Davis who asked how the difference in costs for airfare or ground transportation mileage is handled, Mr. Eichenberg said if the cost of advance airfare is less than mileage, the airfare amount is reimbursed; this is documented in Procedure 100.136. Ms. Ledebor said the Management Team discussed the Travel Policy and the importance of conducting business travel in the most cost-effective manner possible. In discussion about WLA Library Legislative Day, Ms. Ledebor noted travel to and from Olympia on February 15 will be completed in one day, with airfare purchased in advance. There were no further questions or comments.

The motion was unanimously approved.

FRIENDS OF THE LIBRARY RECOGNITION. RECOGNIZING DISTRICT FRIENDS OF THE LIBRARY SUPPORT, (RESOLUTION No. 13-01). Mr. Davis moved and Mr. Hattenburg seconded that Resolution No. 13-01, be adopted.

RESOLUTION NO. 13-01

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, RECOGNIZING DISTRICT FRIENDS OF THE LIBRARY SUPPORT.

The resolution officially recognizes contributions throughout the year of the District's Friends of the Library groups. Each group will receive a personalized letter of appreciation from the Board Chair and Executive Director, noting each of the Friends' groups 2012 accomplishments, and a signed copy of the resolution. One or more Trustees and the Executive Director will attend an upcoming meeting of each group to personally express the District's appreciation for Friends' efforts. There were no public comments.

The motion was unanimously approved.

NATIONAL LIBRARY WEEK AMNESTY PROGRAM. Mr. Hattenburg moved and Ms. Lloyd seconded to approve implementation of National Library Week "Food for Fines" Amnesty Program.

Mr. Roewe further explained during National Library Week, April 14-20, the District plans to partner with 2nd Harvest, which has food bank service outlets in communities served by the District's 10 libraries. Staff will track waived fines as well as the amount of food collected. To assist staff, procedures will be updated and Communication will promote the event to members a month in advance. In response to a Trustee's question, Mr. Roewe said the District will pass along only food donations. Any fines or fees collected during that week remain with the District. This enables the District to follow standard accounting guidelines. There were no further questions. The motion was unanimously approved.

DISCUSSION ITEMS, POSSIBLE ACTION

FUTURE BOARD MEETING AGENDA ITEMS

Mr. Hattenburg reviewed the list of potential agenda items for future meetings. The next meeting, which will be held at Argonne Library, includes adoption of the Strategic Plan, review of the revised Display and Exhibits Policy, SV New Library and Park Project Design Team Selection and ALA Mid-Winter Conference and Legislative Day reports. In response to a Trustee's question, Ms. Ledeboer said a soft launch of overall catalog enhancements is forthcoming. Ms. Ice said the option to view the new catalog will be available online next Tuesday, January 22. Mr. Hattenburg noted the performance review of a public employee tentatively scheduled for March could be postponed until April to accommodate schedules. The March meeting will be held at the Otis Orchards Library.

STRATEGIC PLANNING DRAFT PLAN PRESENTATION

Librarian Sonia Gustafson distributed a handout of the presentation slides and began her presentation with a recap of Mission and Vision statements: *We inspire learning, advance knowledge, and connect communities.* And, *Spokane County Library District is the essential place to explore, learn and create.* She then introduced the District Values Statement consisting of 13 principles to guide execution of the Mission. Ms. Lloyd suggested "importance of reading" be added to the principle "Literacy and the love of reading."

Ms. Gustafson then introduced six goals, each with measurable objectives as they relate to the four service areas determined by input from residents at community forums. Achievable target dates of objectives range from one to three years, with programming events scheduled District-wide.

Goal: Teens and adults will have resources and opportunities they need to attain meaningful employment.

Goal: Local businesses and non-profits will have the tools they need to develop and maintain successful and viable enterprises. Mr. Hattenburg said announcing these events is most helpful and enables local businesses to depend on affiliated programming. Ms. Gustafson asked for tips in communicating with the local business community. In response to a Trustee's question about meeting room availability, Ms. Ledeboer said online meeting room reservations may well be available in the future.

Goal: Children birth to five will have the services and programs they need to enter school ready to learn. In response to a Trustee's suggestion, "activities" will be added to the second objective to become "interactive discovery and engagement activities." In response to a Trustee's concern about spontaneous, unstructured and interactive learning disrupting other members' library experiences, Ms. Ledeboer said a meeting room can be turned into an area for unstructured play time. However, in the smaller libraries space could become an issue. Therefore, a target date of 2015 provides time to develop options.

Goal: Parents, teachers and caregivers will have programs and services designed to help them prepare their children to start school. In response to a Trustee's question about who will facilitate programs and services, Ms. Ledeboer said there are four teams in place now and additional teams will help implementation in the future. Each library will also partner with subject matter experts from the community. Once the plan is approved, resources will be allocated to achieve goals based on community needs. Mr. Stumbough

added collaboration with other agencies will allow us to effectively reach more residents. In response to a Trustee's question about how the District plans to conduct surveys, Ms. Ledebouer said perhaps once per quarter a simple feedback survey will be conducted. Mr. Stumbough indicated that survey results would be used to evaluate the program or activity and make course corrections accordingly.

Goal: Everyone will have the resources they need to explore topics of interest and support to share knowledge with others. Ms. Gustafson gave a breakdown of how subject matter experts would be engaged to share their knowledge with community members. In response to a Trustee's question about liability, Ms. Ledebouer said there would be guidelines based upon legal advice. Ms. Ledebouer also said in response to a Trustee's question, programs scheduled off-site will be branded. Also, in response to a Trustee's suggestion, for the third objective use of the word "collection" will be changed to "library items" to prevent confusion. It was also suggested to promote use of Interlibrary Loan to members who might have interest in items formerly available in libraries.

Goal: Community members will connect with each other and engage in local activities. In response to a Trustee's question about how every library will showcase local authors and/or artists, Ms. Ledebouer said sometimes artists/authors are paid. Mr. Stumbough said at times paintings are displayed on library walls or in display cases.

Mr. Stumbough and Ms. Gustafson stressed Goals provide a framework for identifying activities to support each of the Goals. There are measurable objectives to help us evaluate whether our efforts are making a difference to the community. Staff are ready and eager to begin the work of shifting resources to support these goals.

Mr. Hattenburg expressed thanks for all the time and hard work that went into creation of the draft plan. He said it is obvious the plan will be a living document, with evaluation of programs ongoing. At this time, Mr. Stumbough asked the Board if now might be a good time to review the reporting formats provided to them each month and determine alternatives, if appropriate. Ms. Lloyd said she appreciates how the reports are formatted. Ms. Ledebouer said libraries could shift emphasis to report on the four services areas, as related to the strategic plan.

Ms. Gustafson said the next step is to apply feedback from this meeting to the draft plan and present a final plan for Board approval next month.

REPORTS

TRUSTEES

Mr. Morrow expressed gratitude for this opportunity to serve the Library District during an exciting time.

There were no additional reports.

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. Ledebor reported Mr. Stumbough, Ms. Ice and she had the pleasure of meeting with City of Spokane Valley to review proposals from potential firms interested in being selected for the development of the Sprague Avenue property. Interviews of the top five candidates are scheduled for later this month, with anticipation of a signed contract and work to begin by spring. She also pointed out we have a challenge in front of us, as we have a lot of communication to do regarding funding for actual development of the property. The design stage will help to provide a concrete vision for what we hope to accomplish at the site.

Ms. Ledebor also noted Spokane Public Library Foundation chair/president would like to meet with Mr. Hattenburg to determine who from SCLD will sit on the task force. They will be contacting Mr. Hattenburg to set up a meeting to discuss the scope of work to be accomplished by the task force.

PUBLIC SERVICES

Branch Services managers Patrick Roewe and Doug Stumbough provided written reports for December 2012 Public Services in advance of the meeting. Mr. Hattenburg echoed Ms. Lloyd's comments about reading staff reports—the content is enjoyable and a helpful resource in educating the public. There were no other comments.

COMMUNICATION

Communication Manager Jane Baker was available for questions about her report submitted prior to the meeting.

Ms. Baker pointed out that because December was a fairly quiet month, highlights for 2012 were added to her report. Mr. Ledebor added as part of a website update, Ms. Baker has arranged for a photographer to be at Argonne before the next board meeting, February 19, at 3:30 p.m., to take photographs of Trustees. There were no additional comments.

FISCAL

Revenue and Expenditure Statement through December 31, 2012.

Fund 001

Revenues	\$ 11,271,934
Expenditures	\$ 11,612,163
Ending Fund Balance	\$ 3,583,730
Fund Budget Expended	96.55%

Mr. Sargent reported the Business Office will continue to review and pay 2012 invoices through next week, thus the January financial report will provide a more realistic view of the next three months. Savings from 2012 will roll into the next year, as we want to maximize these resources for programming. Mr. Sargent said preliminary taxes will be part of Mid-Year Review #1, scheduled for March 19.

SPOKANE VALLEY LIBRARY SPOTLIGHT

Branch Services Manager Doug Stumbough reported on Spokane Valley Library, its founding history from 1850 to now, community, services, facility and future.

Following incorporation of the city in 2003, Spokane Valley is the third largest city ever to incorporate and has 90,000 residents. Its residents are characterized as having moderate incomes and retirement living options higher than average. Each fall, the city celebrates with Valleyfest that includes a parade previously known as the Hearts of Gold Parade, which honored the regions agrarian roots.

Opened in 1955 in its current facility, today Spokane Valley Library is the busiest public library in Eastern Washington. The building was remodeled in 1968 and again in 1986. The City of Spokane Valley briefly considered operating its own library; however, in response to public support the City annexed to the District with an 87% popular vote in 2004.

The library has 22,950 square feet and is open seven days a week. In 2012 there were 312,763 visitors, 621,791 items checked out (downloaded items not included), 68,041 software station users, 19,114 program attendees and 709 meeting room bookings. There are some challenges. Parking can be an issue, with access difficult. The facility has electrical and HVAC problems. Other complaints include the restrooms are too small, work space isn't sufficient and it is crowded. There is only one small elevator to transport children to Storytime, and the roofline redirects sound from the lower to upper floor, making noise a constant issue.

“A new and larger SV Library is the most practical alternative for providing the space needed to serve as the region's resource library,” states the District Library Facilities Master Plan. Mr. Stumbough said to serve more than 90,000 people, the current facility is two-thirds the size needed.

A new library with 30,000 square feet on one floor will provide the flexibility to serve the community. It will include quiet and collaborative spaces, reading room, computers as well as study rooms and larger meeting rooms. The District and City of Spokane Valley are in the process to select a firm to create a joint site development plan to achieve the quintessential environment to welcome and draw residents to this unique destination. The plan for a library located within a city park will be unique to the area. Building the library will require capital funding to be raised through a bond issue. The site plan will provide a way to involve the public in planning and to communicate the benefits of this joint use project.

The District also owns approximately two acres at Conklin Rd, with tentative plans for a new single-floor library. In looking at current Valley growth, the population is shifting east

and south. Land to site a library is quite limited, with little undeveloped land available, though with direction from city government and a willingness to work with us, perhaps more future opportunities will avail.

In response to a Trustee's question about usable floor space for the current library, Mr. Stumbough said there is 18,000 feet of public space, and 5,000 square feet of support space (compared to the new library with plans for 30,000 square feet on one floor). By keeping the new library on one floor we will maximize public space and reduce the need for stairwells, elevators, and traffic flow. A one-story building will also have the greatest flexibility as services change and evolve over the next 50 years.

Trustees expressed appreciation to Mr. Stumbough for his informative report.

PUBLIC COMMENT

There was no additional public comment.

ADJOURNMENT

The meeting adjourned at 5:42 p.m.

Tim Hattenburg, Chair

Nancy Ledboer, 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 January 31, 2013 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$939,765.05 and that we are authorized to authenticate and certify these claims.

DATE: February 1, 2013

SIGNED: *[Signature]*

SIGNED: *Nancy Ledboev*

TITLE: *BUSINESS MANAGER*

TITLE: *Executive Director*

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
043434	AUDIOGO LIBRARY MATERIALS	\$ 163.51
043435	AVISTA UTILITIES UTILITIES	4,061.49
043436	BAKER AND TAYLOR ENTERTAINMENT LIBRARY MATERIALS	57.94
043437	BOOKS IN MOTION LIBRARY MATERIALS	13.04
043438	BRILLIANCE AUDIO, INC. LIBRARY MATERIALS	859.08
043439	CONSOLIDATED ELECTRICAL DIST. MAINTENANCE SUPPLIES	158.56
043440	CENTER POINT LARGE PRINT LIBRARY MATERIALS	26.85
043441	CENTURYLINK TELEPHONE	80.32
043442	CENTURYLINK TELEPHONE	3,280.00
043443	CENTURYLINK TELEPHONE	41.70
043444	CENTURYLINK TELEPHONE	144.89
043445	CENTURYLINK TELEPHONE	89.04
043446	CITY OF SPOKANE UTILITIES	233.39
043447	DELL MARKETING L.P. D.P. HARDWARE & SOFTWARE	12,017.97
043448	EMPIRE DISPOSAL INC. UTILITIES	17.80
043449	ANDREA A. FITZSIMMONS CUSTODIAL SERVICES	170.00
043450	FRONTIER COMMUNICATION TELEPHONE	89.28
043451	FRONTIER COMMUNICATION TELEPHONE	405.00
043452	GALE GROUP, INC. LIBRARY MATERIALS	1,024.40
043453	GREATER SPOKANE VALLEY CHAMBER BUSINESS TRAVEL	50.00
043454	GREENLEAF LANDSCAPING, INC. SNOW REMOVAL	3,281.74
043455	H&H BUSINESS SYSTEMS, INC. EQUIPMENT REPAIR & MAINTENANCE	217.23
043456	INGRAM DISTRIBUTION GROUP, INC LIBRARY MATERIALS	4,751.18
043457	MIDWEST TAPE LIBRARY MATERIALS	3,114.42
043458	MODERN ELECTRIC WATER COMPANY UTILITIES	1,610.78
043459	NEW YORK TIMES LIBRARY MATERIALS	124.80
043460	RANDOM HOUSE, INC. LIBRARY MATERIALS	6.53
043461	RECORDED BOOKS, LLC LIBRARY MATERIALS	1,708.02

043462	RUBENSTEIN'S CONTRACT CARPET	BUILDING REPAIR & MAINTENANCE	10,094.97
043463	SPOKANE COUNTY LIBRARY DIST	REIMBURSE REVOLVING FUND	451.70
043464	SPOKESMAN-REVIEW	LIBRARY MATERIALS	104.00
043465	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
043466	SPOKANE REGIONAL HEALTH DIST	STAFF IMMUNIZATION	68.00
043467	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	19.03
043468	TANTOR MEDIA	LIBRARY MATERIALS	101.98
043469	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	47.22
043470	VIC B. LINDEN & SONS	BUILDING REPAIR & MAINTENANCE	5,621.96
043471	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	367.26
043472	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,127.22
043473	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	43.80
043474	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,248.92
043475	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	27,116.02
043476	ALLIED SECURITY	SECURITY & SAFETY SERVICES	1,266.60
043477	AMSAN CUSTODIAL SUPPLY	CLEANING & SANITATION SUPPLIES	23.02
043478	AUDIOGO	LIBRARY MATERIALS	60.83
043479	AVISTA UTILITIES	UTILITIES	3,488.78
043480	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	208.00
043481	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	83.66
043482	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	767.23
043483	CENTURYLINK	TELEPHONE	22.58
043484	CENTURYLINK	TELEPHONE	1,332.80
043485	CENTURYLINK	TELEPHONE	592.01
043486	US POSTAL SERVICE	PREPAID POSTAGE	10,000.00
043487	CITY OF AIRWAY HEIGHTS	UTILITIES	128.17
043488	CITY OF CHENEY	UTILITIES	652.99
043489	VOID VOUCHER	VOID VOUCHER	-
043490	CITY OF MEDICAL LAKE	UTILITIES	242.22
043491	COSTCO - HSBC BUS SOLUTIONS	BUILDING REPAIR & MAINTENANCE	348.17
043492	DELL MARKETING L.P.	D.P. HARDWARE & SOFTWARE	4,555.58
043493	DEVRIES INFORMATION MGMT	COURIER SERVICES	4,356.00
043494	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	209.96
043495	GREATAMERICA FINANCIAL SVCS.	POSTAGE METER LEASE	159.95
043496	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	926.44
043497	HAGEL & COMPANY	SOFTWARE SUPPORT	97.50
043498	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	4,244.50
043499	INSTANT SIGN FACTORY	PRINTING	126.09
043500	MONTGOMERY HARDWARE	OFFICE/LIBRARY SUPPLIES	21.27
043501	OCLC, INC.	CATALOGING & SUPPORT SERVICES	4,815.89
043502	OVERDRIVE, INC.	LIBRARY MATERIALS	7,873.28
043503	PRESSWORKS	PRINTING	183.70
043504	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	799.27
043505	QWEST CORPORATION	TELEPHONE	2,071.38
043506	RECORDED BOOKS, LLC	LIBRARY MATERIALS	12,506.41
043507	RISK MGMT ASSOCIATION	LIBRARY MATERIALS	726.42
043508	R.R. BOWKER LLC	LIBRARY MATERIALS	6,380.00

043509	RUBENSTEIN'S CONTRACT CARPET	BUILDING REPAIR & MAINTENANCE	3,340.35
043510	SALEM PRESS	LIBRARY MATERIALS	298.93
043511	JANELLE KRUM, CUSTODIAN	REIMBURSE PETTY CASH FUND	155.88
043512	SPOKANE COUNTY UTILITIES	UTILITIES	464.61
043513	TOWN OF FAIRFIELD	UTILITIES	144.88
043514	UPS	FREIGHT	10.71
043515	WHITWORTH WATER DISTRICT #2	UTILITIES	27.73
043516	CITY OF DEER PARK	UTILITIES	63.65
043517	GALE GROUP, INC.	LIBRARY MATERIALS	8,602.00
043518	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	11,409.09
043519	AUDIOGO	LIBRARY MATERIALS	146.72
043520	A+ PRINTING, INC	PRINTING	653.02
043521	BANK OF NEW YORK MELLON	ADMINISTRATIVE SERVICES	594.35
043522	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	131.45
043523	CLEAR CHANNEL BROADCASTING INC	ADVERTISING	1,007.00
043524	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	748.73
043525	CENTURYLINK	TELEPHONE	124.07
043526	CENTURYLINK	TELEPHONE	85.17
043527	DEPT OF ENTERPRISE SERVICES	DUES AND MEMBERSHIPS	250.00
043528	DELL MARKETING L.P.	D.P. HARDWARE & SOFTWARE	3,125.13
043529	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	1,570.03
043530	DEPT. OF LABOR & INDUSTRIES	QUARTERLY L&I TAXES	13,479.89
043531	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	682.41
043532	GALE GROUP, INC.	LIBRARY MATERIALS	158.85
043533	GREATER SPOKANE VALLEY CHAMBER	DUES AND MEMBERSHIPS	350.00
043534	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	50.81
043535	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	137.26
043536	HAGEL & COMPANY	SOFTWARE SUPPORT	5,917.36
043537	KENT ADHESIVE PRODUCTS CO.	OFFICE/LIBRARY SUPPLIES	837.64
043538	MIDWEST TAPE	LIBRARY MATERIALS	2,551.35
043539	STEVE NOKES	LIBRARY PROGRAM	98.57
043540	OCLC, INC.	CATALOGING & SUPPORT SERVICES	4,288.74
043541	RECORDED BOOKS, LLC	LIBRARY MATERIALS	15.10
043542	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	837.17
043543	TANTOR MEDIA	LIBRARY MATERIALS	47.99
043544	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	47.22
043545	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY FEES & NOTICES	4,309.32
043546	VERIZON WIRELESS	TELEPHONE	149.20
043547	VERIZON WIRELESS	TELEPHONE	133.74
043548	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	525.33
043549	WESTERN STATES INSURANCE	INSURANCE	15,189.00
043550	WSU EXTENSION-MASTER GARDNERS	LIBRARY PROGRAM	200.00
043551	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	7,246.61
043552	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	27,379.00
043553	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	667.05
043554	AUDIOFILE PUBLICATIONS	LIBRARY MATERIALS	26.95
043555	AUDIOGO	LIBRARY MATERIALS	138.53

043556	AVISTA UTILITIES	UTILITIES	1,632.46
043557	BAKER AND TAYLOR ENTERTAINMENT	LIBRARY MATERIALS	35.10
043558	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	107.55
043559	BRODART CO.	OFFICE/LIBRARY SUPPLIES	797.18
043560	WASHINGTON COUNTIES INS FUND	MEDICAL, DENTAL, VISION & LIFE INS.	79,074.92
043561	CCI SOLUTIONS	OFFICE/LIBRARY SUPPLIES	288.10
043562	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	469.14
043563	CENTURYLINK	TELEPHONE	88.35
043564	CENTURYLINK	TELEPHONE	34.28
043565	CENTURYLINK	TELEPHONE	59.85
043566	CENTURYLINK	TELEPHONE	88.83
043567	CENTURYLINK	TELEPHONE	127.40
043568	CENTURYLINK	TELEPHONE	8,619.04
043569	COMIC BOOK SHOP	LIBRARY MATERIALS	236.34
043570	DEER PARK TRIBUNE	LIBRARY MATERIALS	43.00
043571	DELL MARKETING L.P.	D.P. HARDWARE & SOFTWARE	4,751.06
043572	EARTHWORKS RECYCLING,INC	UTILITIES	230.00
043573	FAMILY FUN GUIDE	ADVERTISING	325.00
043574	GALE GROUP, INC.	LIBRARY MATERIALS	1,182.32
043575	GAYLORD BROTHERS DIVISION	OFFICE/LIBRARY SUPPLIES	284.34
043576	GREATER SPOKANE VALLEY CHAMBER	BUSINESS TRAVEL	75.00
043577	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	3,272.29
043578	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	454.79
043579	INLAND POWER AND LIGHT	UTILITIES	794.37
043580	LIBRARY ADMINISTRATOR'S DIGEST	LIBRARY MATERIALS	85.00
043581	MIDWEST TAPE	LIBRARY MATERIALS	4,444.48
043582	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	118.36
043583	OVERDRIVE, INC.	LIBRARY MATERIALS	19,557.20
043584	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	252.16
043585	THOMAS S SMITH	PARKING LOT LEASE	200.00
043586	PHILADELPHIA INSURANCE CO	INSURANCE	53,784.00
043587	PRESSWORKS	PRINTING	1,884.86
043588	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	319.84
043589	RANDOM HOUSE, INC.	LIBRARY MATERIALS	257.63
043590	SHOWCASES	OFFICE/LIBRARY SUPPLIES	36.90
043591	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	255.72
043592	UPS	FREIGHT	39.32
043593	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	14,403.31
043594	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	406.61
043595	WEST COAST CASH REGISTER	EQUIPMENT REPAIR & MAINTENANCE	48.92
043596	WESTERN STATES EQUIPMENT	BUILDING REPAIR & MAINTENANCE	715.17
W00097	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	57,697.26
W00098	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	3,101.66
W00099	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	57,948.04
W00100	US BANK	H S A CONTRIBUTIONS	1,384.58

Total Non-Payroll General Operating Fund

\$ 596,924.31

PAYROLL VOUCHERS

01102013PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 172,516.84
01252013PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>170,323.90</u>
Total Payroll General Operating Fund			\$ 342,840.74
TOTAL GENERAL OPERATING FUND			<u><u>\$ 939,765.05</u></u>

Spokane County Library District
Monthly Credit Card Activity
For the Month of January 2013

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$5,425.79
Maintenance	1,676.23
Travel	2,344.70
Acquisitions	987.84
Information Technolgy	3,968.75
Total Purchases	<u><u>\$14,403.31</u></u>

Strategic Plan - Final:
APPROVAL RECOMMENDATION

Recommendation:

Staff recommends approval of the Community Impact Plan 2013-2015.

Required Action:

Motion to approve the Spokane County Library District Community Impact Plan 2013-2015.

Background:

District staff will present the final version of the Strategic Plan, now identified as a Community Impact Plan 2013-2015, including a review of the planning process and overview of new Mission, Vision, and Values statements along with goals and objectives, based on identified community needs and service response priorities.

Message from the Director

Spokane County Library District has a strong history of serving the community. Through its collection of books, magazines, movies, music and digital resources, the library has provided access to information and ideas for over 70 years. At its 10 libraries, dedicated District staff offer programs that promote early learning, support student achievement and encourage community engagement.

In 2012, the Library District embarked upon a planning process to listen to its members and learn about their aspirations for our community. We heard about economic challenges that people are facing and learned people want to feel more connected to one another, the community and the region. While the library can't solve all the challenges facing our community, we are committed to being part of the solution in the areas where our strengths and expertise can contribute to creating a positive community impact. The library is well positioned to identify community assets, connect with partners, and implement programs and services that benefit the community as a whole.

In the next three years, we will allocate resources to support the service priorities that have been identified and outlined in the Community Impact Plan. We will continue to exercise good stewardship by centralizing system resources in order to expand services in all District libraries. We will draw upon the expertise of staff to replicate best practices and provide high quality services in all libraries. The Plan provides a road map for expanding services that have the greatest impact on our communities and to deliver services that are both relevant and responsive in changing times.

We realize nothing is constant except change. We will evaluate our successes, learn from our mistakes and strive to continue improving the services we provide. The Spokane region has exciting times ahead and Spokane County Library District will be a part of creating the best future possible.

Introduction

Spokane County Library District began a strategic planning process in the summer of 2012, committed to the idea that excellent libraries come from offering services that are responsive to local needs, interests and priorities. As a result of this process a Community Impact Plan will guide resource allocation to respond to evolving community needs, technological shifts and emerging challenges for the benefit of our members. The Plan is flexible and will incorporate emerging opportunities over the course of the next three to five years.

Spokane County Library District facilitators conducted 10 community conversations around the county. The conversations asked library members to explore their aspirations and hopes, not just for the library, but for the community as a whole. During these sessions we heard about the need for businesses that create good paying jobs so our children stay in Spokane to raise their families. We heard about challenges in getting from place to place. While the comments

differed slightly from one conversation to another, one continuous thread was the desire to feel connected and know what is happening in the community. We heard in the conversations how people aspire to live in a community where there are places for people of all generations to gather and share local talent and make connections.

One-on-one interviews with individual community leaders rounded out the input. These community leaders were recommended as admired in the community for their knowledge of their respective communities, and ability to act in ways that made a difference in the lives of those living in the community. These leaders included a church pastor and author, an elementary school principal, a high school librarian, and an education coordinator for the county's 4H program. There was a wide variety in ages and professions interviewed.

Library staff and the Board of Trustees also contributed throughout the process, sharing input on current District strengths, assets and potential library services. The strategic planning committee reviewed community, staff and Trustee input to identify four service priorities where the District is well suited to lead efforts that will enhance our community. The committee then broke into teams and developed goals and objectives for each of the four priorities.

Spokane County Library District Overview

Spokane County Library District was established in 1942 and initially provided services through a contract with the City of Spokane. The Spokane Valley library was the first District library building to open in 1955. Today, the District operates 10 libraries serving the unincorporated areas of Spokane County and eleven of its cities and towns. According to the 2011 census, the population served is 261,118. The District's primary source of funding is property tax with a maximum levy of 50 cents per \$1,000 of assessed valuation.

Planning Process

August 2012

Strategic Planning for Results boot camp

September 2012

Facilitator training with Jeff Stafford

Staff Day for gathering staff input

October and November 2012

Community conversations

Committee work analyzing results to discover service priorities

December 2012

Small group committee meetings for each service priority

January 2013

Board of Trustees presentation for Board feedback

February 2013

Board of Trustees official adoption of the Community Impact Plan

Planning Assumptions:

Excellence is defined locally

- Each library is unique and services will match the needs, interests and priorities of the community served

Excellence is not solely based on funding

- The success of the plan is dependent upon creativity, innovation and the reallocation of existing resources to support the highest priorities

Excellence comes from focusing on community assets

- Every community has assets that contribute to its uniqueness and rather than focus on needs, the plan will focus on strengths

Excellence isn't achieved in a vacuum

- Only through conversations, collaboration and connecting with the community can we reach excellence for the entire community

Our Vision & Mission

Vision

Spokane County Library District is the essential place to explore, learn and create.

Mission

We inspire learning, advance knowledge, and connect communities.

Values:

- Community engagement
- Strong local partnerships
- Accountability and trustworthiness
- Good stewardship of public resources
- Creativity, innovation and adaptation
- Free and open access to ideas and information
- Learning and the pursuit of knowledge
- Literacy and the importance of reading
- Welcoming places
- Excellent customer service
- Civil discourse and interaction
- Diversity and inclusiveness

Service Priorities

Based upon input from the community, staff and Trustees, the Planning Committee explored which service priorities the District is best suited to fulfill. The Planning Committee identified some service roles that the District does well that do not fit the aspirations of the community. The Committee also looked for service roles the District was well suited to fulfill with the help of local partners. The following four service priorities were identified:

Develop Young Learners - Children birth to five will have the services and programs they need to enter school ready to learn.

Support Job Seekers and Local Businesses - Local businesses and non-profits will have the tools they need to develop and maintain successful and viable enterprises and teens and adults will have the resources and opportunities they need to attain meaningful employment.

Explore and Discover - Everyone will have the resources they need to explore topics of interest and support to share knowledge with others.

Connect Communities - Community members will connect with each other and engage in local activities.

Goals & Objectives

Goal: Teens and adults will have the resources and opportunities they need to attain meaningful employment.

Objectives:

By the end of 2014 -

- Teen and adult use and awareness of career, test preparation and higher education resources will increase by 20%.
- Teens and adults will have the opportunity to attend at least 100 career-related programs.
- At least 90% of people surveyed will indicate the library provided the resources and opportunity they were looking for in regard to higher education, job skills and career preparedness.
- At least 1, 000 people will participate in job skill and career development activities.

Goal: Local businesses and non-profits will have the tools they need to develop and maintain successful and viable enterprises.

Objectives:

- Each year, local businesses and non-profits will have the opportunity to participate in at least 25 local business support programs.
- Each year, local businesses and non-profits will have at least 50 opportunities to participate in collaborative programming with the library.
- By the end of 2015, at least 50 local businesses and non-profits will have used library resources to advance their business goals.

Goal: Children birth to five will have the services and programs they need to enter school ready to learn.

Objectives:

- Each year, 70,000 young children and their parents and caregivers will attend an early learning program presented by the library.
- By the end of 2015, community libraries will have at least 3, and resource libraries will have at least 6, interactive discovery stations.

Goal: Parents, teachers, and caregivers will have programs and services designed to help them prepare their children to start school.

Objectives:

- Each year, parents, teachers and caregivers will have an opportunity to participate in at least 50 programs or resource-sharing activities.
- Each year, at least 90% of parents, teachers and caregivers surveyed will indicate that they're more aware of the importance of reading, talking, playing, singing and writing with their children.
- By 2015, collaborative efforts with early learning agencies will be increased by 50%.

Goal: Everyone will have the resources they need to explore topics of interest and support to share knowledge with others.

Objectives:

Each year -

- At least 50 community experts will share their knowledge in a library program.
- People will have at least 72 opportunities to attend community interest-driven programs.
- Items in the library will check out an average of 6 times.
- Use of digital resources will increase by 30%.
- At least 15,000 school-age children will attend a library program.

Goal: Community members will connect with each other and engage in local activities.

Objectives:

Each year -

- The number of hits on the community-specific sections of the SCLD website will increase by 20%.
- The number of community generated posts on an online bulletin board hosted by SCLD will increase by 20%.
- At least 90% of people surveyed will indicate the library helped them know what is happening in their community.
- Community use of library meeting spaces will increase by 10%.
- Every library will showcase local authors and/or artists at least 5 times.

Next steps:

Resource Allocation

The success of this plan is dependent upon allocating resources to support those activities which will have the greatest community impact. One of the planning assumptions was that there would not be additional resources to fund new initiatives. To align resources with highest priorities, staff will evaluate existing services, continue to implement efficiency measures and reallocate resources.

Staffing:

Spokane County Library District recognizes that a well-trained knowledgeable staff is essential to the success of the library. The District will continue to invest in training and professional development of staff, within budget limitations. As service priorities shift, the roles and responsibilities of staff may also shift. Each position will be evaluated as vacancies occur to ensure the appropriate level of staff is hired. An administrative review of position roles and responsibilities will ensure we are staffing for the future. The organizational structure may also shift in order to provide leadership and direction to support the implementation of the plan.

Collections:

While people continue to think of books when they think of the library, the District collection consists of materials in many formats including books, movies, music and digital resources. The District maintains one collection that supports the educational and recreational interests of the entire service area. Materials are available to all library members regardless of which library they frequent. The District will continue to invest in digital resources that can be accessed remotely to facilitate greater access to the District's collection. Materials that support service priorities will be emphasized and efforts to increase access will be maximized.

Facilities:

The District will continue to maintain library buildings as welcoming places where people come to learn, share information and connect to their community. The role of the library as a community center where people gather will increase even as the library staff turns outward to connect with the community beyond its walls. Virtual access to the library will increase as more electronic resources are made available remotely. Meeting spaces will serve as essential gathering places to learn and connect.

In light of strategic community priorities, the District will revise the **Library Facilities Master Plan** to focus on building new libraries that are flexible and able to adapt to emerging service roles. When possible, existing spaces will be repurposed to create engaging learning areas for young children, to support the information needs of job seekers, and provide welcoming spaces where the community can gather to learn and share information.

Library buildings are a community asset and the District will continue to invest in buildings that are civic destinations that reflect the pride and character of the communities served.

Technology:

The District recognizes technology is the backbone for library services. It is this technology that allows our community members to learn, connect to the world and pursue personal goals. The District will continue to invest in technology infrastructure that allows members to enhance learning and communication. Currently, the District supports access to the Internet using library computers and a wireless network. The District provides public computers to access library resources and supports 21st Century learning. Technology is a resource that will be used to

support service priorities by providing work flow efficiencies that enable staff to devote time to new service initiatives and enhance the learning and creativity of the public that uses computers and technology to pursue personal interests.

Acknowledgements:

Sonia Gustafson, Planning Coordinator, was supported by Public Service Managers Doug Stumbough and Patrick Roewe throughout the planning process. Jeff Stafford, PhD, Professor of Communication at Eastern Washington University provided facilitator training and served as a planning consultant to the planning leadership.

Ms. Gustafson would like to thank the following staff members for serving on the Facilitator Team:

Aileen Luppert, Amber Williams, De Griffith, Debra Park, Doug Stumbough, Jane Baker, Jason Johnson, Lori Shotwell, Mary Kay Anderson, Cara Strickland, Carlie Hoffman, Katie Hannan, Kris Barnes, Morgan Garratt, Ruth Safranek, Stacy Hartkorn, Teresa Nelson

Thanks to those who served on the Strategic Planning Committee (selected the service priorities and developed goals and objectives):

Mary Kay Anderson, Jane Baker, Amber Williams, Jason Johnson, De Griffith, Aileen Luppert, Debra Park, Lori Shotwell, Doug Stumbough, Patrick Roewe, Patty Franz, Cindy Slaton, Julie Ferguson, Mandy Conlon, Janelle Krum, Gina Rice, Kathryn Hardin, Jennifer Fuher, Andrea Bass, Mary Ellen Braks

Library Board of Trustee members provided input at their annual retreat and gave feedback to status reports at regular monthly meetings.

Tim Hattenburg, Chair
Daniel Davis, Vice Chair
Mary E. Lloyd
Mark Johnson
Sean Morrow

Exhibits and Displays Policy (NEW):

APPROVAL RECOMMENDATION

Recommendation:

That the Exhibits and Displays Policy be approved.

Action Required:

Motion.

Background:

This new policy replaces the Public Bulletin Boards, Display and Exhibit Areas Policy and is a result of previously existing redundancies among Public Bulletin Boards, Display and Exhibit Areas and Distribution of Community-Interest Information Materials policies. The latter was revised for clarity and approved in December. It is now titled Bulletin Boards and Community Interest Publications Policy.

Language was added to the Exhibits and Displays Policy to further clarify and strengthen the fact that District staff determines what is made available in the lobbies, with space as a determining factor. The new policy format was also applied.

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

POLICY: EXHIBITS AND DISPLAYS

Approval Date: February 19, 2013

Related Policies

Facility Use for Political Purposes

Code of Conduct

Replaces

Public Bulletin Boards, Display and Exhibit Areas Policy

Purpose

To provide guidelines for the display of artwork, cultural and educational displays and private collections in District libraries.

General Policy

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

- All displays and exhibits must be approved by designated District staff. The District may establish criteria regarding the nature and duration of the display or exhibit. Preference may be given to identify partner organizations.
- The District assumes no legal or financial responsibility for loss or damage to items loaned for display and/or exhibit. Any exceptions to this condition must be in writing and agreed to prior to the exhibit or display.
- Art works on exhibit may be offered for sale; however, prices may not be posted.
- 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 or other District policy.
- The physical characteristics of the display or exhibit will not interfere with normal library operations.
- Approval of items for display and exhibition does not constitute or imply District endorsement of the individual or organization submitting the item(s), or their content.

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 Valley Library and Park Design Team Selection:

APPROVAL RECOMMENDATION

Recommendation:

Staff recommends approving a contract for site design with Bernardo Wills Architects.

Action Required:

Motion to approve the contract with Bernardo Wills Architects (BWA), not to exceed \$_____. BWA will provide design services for the site development plan for the property on Sprague Avenue that is jointly owned by the District and City of Spokane Valley.

Background:

In 2012 the District agreed to purchase land on Sprague Avenue in partnership with the City of Spokane Valley for the purpose of co-locating a library in a park setting. In accordance with the inter-local agreement, a design team is to be hired to work with both parties on a site plan for the property. The District paid the City for 2.5 acres of the parcel. Based upon the site planning process, the exact boundaries of the land that will belong to the District is yet to be determined.

An RFQ was issued in November and fifteen proposals were received. Priscilla Ice, Doug Stumbough and Nancy Ledeboer reviewed the proposals on behalf of the District. The City also had three staff members review the proposals. We met jointly to review the proposals and narrow the field to five finalists. We heard presentations from the five finalists on January 29, and determined that Bernardo Wills Architects was the preferred firm. Their team demonstrated a strong understanding of this project along with expertise in planning civic spaces. They are eager to work with us to develop a plan that will incorporate a library within a park.

The cost of the site plan will be shared equally by the District and City of Spokane Valley. The contract amount of \$_____ represents the District's share of the total contract. Once a site plan is approved the City will transfer the title to the District for 2.5 acres. If the site plan determines that the library requires additional land, the District may purchase an additional acre.

This project gives the District an opportunity to build a one-story 30,000 sq. ft. library to replace the existing 60-year-old, tri-level Spokane Valley Library. Setting the library in a park provides a unique opportunity to partner with the City of Spokane Valley to create a destination where residents will come to discover, play, connect and learn in the library and the surrounding park.

If approved, Bernardo Wills Architects will work with a Steering Committee comprised of City staff, District staff and community members. The planning process includes hosting several community forums to gather input from the public. Presentations to the Board of Trustees and City Council are also included in the scope of work.

The timeline is to begin the planning process as soon as contracts are approved by the City and District Trustees. The goal is to have a final site plan completed by November.

2013 ALA MIDWINTER CONFERENCE REPORT: FOR INFORMATION ONLY

Recommendation:

This item is for information only; no action is required.

Background:

The American Library Association held its 2013 Midwinter meeting in Seattle in January. Taking advantage of the fact that the conference was held in our home state, the District was able to send eight staff members and Trustee Mark Johnson to Seattle. The conference offered some excellent programs on the transformation of libraries, inspirational author presentations as well as expansive exhibits. Staff who attended summarized highlights to share with Trustees and staff below:

Jane Baker

Attending ALA's Midwinter Conference was an exciting and enlightening experience as it was my first exposure to libraries on a national level. The sights and sounds of the exhibit hall on opening night was intoxicating as I absorbed the enthusiasm of thousands of library folks buzzing with excitement over books, authors, new online offerings, programming ideas and networking.

The discussion based on Rich Harwood's book, *The Work of Hope*, confirmed the belief that libraries are uniquely positioned as a public space to bring communities together with compassion, openness, and the greater concern for the common good. The corresponding workshop in the afternoon demonstrated that SCLD has begun turning in this direction and ready to take steps to make a true impact on our community.

A session with author Steven Johnson paralleled Harwood's thought along the lines that change and progress is possible with new solutions breaking the mold of conventional wisdom. His talk inspired me to pick up a copy of his latest book, *Future Perfect*.

In the hour with Caroline Kennedy, I was impressed with how authentic she was in her presentation. Her understanding of libraries and community was impressive. She shared personal stories and stories of her collaboration with inner-city teens in compiling her upcoming book on poetry, which is due out in March. Ms. Kennedy is also the chair of this year's National Library Week in April.

Amber Williams

The sessions I attended on Saturday focused on Community Conversations. Rich Harwood, of the Harwood Institution, spoke in length about establishing civil discourses and creating opportunities for communities to have conversations. These are the conversations SCLD had at our community forums. In fact, his suggested questions mirrored those that SCLD staff came up with, which is pretty neat. One thing I found interesting was that in examples given the conversations were held in places other than the library. Overall it left me with the impression that SCLD is ahead of the national curve and I feel great about our strategic plan process.

Maker Monday was exciting. I've had an interest in Makerspaces since I first heard of them quite some time ago. Makerspaces are the idea of offering creative space in the library for a wide range of interests taught by local experts and makers. Someone shared their feeling that the start of Makerspaces in the library reminded them of when libraries started offering access to PCs. No one thought it was ever going to be affordable. The question asked was the library even the right place to house them? These are the same questions and concerns surrounding Makerspaces. Travis Good offered great advice about what a library needs to start one and reminded us that it isn't all about spending 50k on a 3D printer. It's more about being ready to accept noise, dirt and smells in the library and making the connection to your local makers and experts. My final thought was SCLD is ready to move forward on this! It fits well into our strategic plan (all four goals!) and I'm excited to look at programming opportunities for this summer.

More than anything, I took from ALA Midwinter the strong feeling that my library system is going in the right direction.

Sheri Boggs

E-media is clearly the future: Because I work in Collection Services, a big part of what I wanted to do at ALA was to get a sense of what's coming in the e-book/downloadable media/streaming music and video market. Streaming music and video were a very big deal, with both Overdrive and Midwest Tape offering nice interfaces. Of the two, I found Hoopla, from Midwest Tape, to be the most visually appealing and the most intuitive. Making things easier for the user was also a big focus at the e-media booths I visited – Overdrive plans to roll out a new Overdrive Read product along with a redesigned public interface. Eliminating the need to have an Adobe ID or go to a third party website in order to get one's e-book is clearly a priority (although Kindle books still require a visit to the Amazon site).

Young Adult and New Adult still strong: I also focused on new titles for children and teens. YA continues to be a huge presence, but I also heard a lot of talk about an emerging "new adult" market. These are books with more sophisticated themes and more adult material, but with all the appeal characteristics of popular teen titles (largely plot, character and setting driven). Dystopian/apocalyptic fiction is still big, as are "problem novels." It's exciting to see that a lot of what's being offered is deeper than mere escapism – a lot of the titles I looked at reflected a very real desire on the part of teens to understand their world and themselves. Even the more fantasy and chick-lit type titles seem to be "deeper" than what I've seen in years past and it's exciting to see.

Previewing new titles? My biggest takeaway happened when I was sitting in the audience at the Random House Spring Preview. The panel of reps/editors were showing their upcoming titles and I was struck by how generally unenthused they seemed! The titles themselves were wonderful and I took a lot of notes about things I'd like to order for us, but the presentation was so... passionless. After seeing Thom Barthelme speak to us about the Horn Book/Boston Globe awards, and attending other previews that were a lot more dynamic, it hit me, why not do something like this for the district? I'd love to do a preview event of new picture books, children's fiction and teen books in the Argonne meeting room. Given that "creating young readers" and "knowing our community" will be strategic goals in the months to come, this seems like a great

opportunity for Collection Services to serve our community of library staff who work with children. It's something we could open up to the public if people were interested. I've seen similar preview workshops designed for teachers and as a branch librarian (at the time), I got so much out of it. I left the Random House event brainstorming ways to present all the great items I see each day.

Aileen Luppert

Maker Spaces were somewhat new to me prior to ALA Midwinter. I attended two sessions that focused on Maker Spaces in libraries. Maker Space, at its most basic, is simply a place to make stuff. However, I quickly learned that "Making" is a movement sweeping the world. It encourages people to collaborate, play, invent, redesign and tinker with tools and materials to create something new. It often combines things like robotics, electricity, sound, lights, and art or just about anything else imaginable. Makers Space is a place and environment designed to invite and encourage anyone to become a Maker.

I was struck several times that Maker Space is like a library. Libraries have always been about creating a place for the public to share knowledge. Librarians have always been in the position to help select the reliable resources for the public to find and use that knowledge. A Maker Space is similar, but rather than the knowledge being found primarily in books or online, it is found in the process of collaborating, creating, and inventing. Like Dale Dougherty, founder of *MAKE* magazine repeated several times, "Librarians are makers of spaces, keepers of resources shared by many, makers of a culture of learning." Maker Spaces seems to be the next logical direction for libraries and librarians.

As I think about our new strategic plan, it is easy to imagine how Maker Spaces in our libraries would support each of our four new initiatives. These spaces would potentially bring together members of all ages in the community to teach one another their skills and experiences. While our members from the Community Forums didn't use the term "maker space," we heard repeatedly that they want to know more about their community and learn from one another. After ALA I believe the library should commit to creating Maker Spaces. I think failing to do so would ignore both the wants of our members and a huge potential for public libraries to stay relevant.

Cindy Ulrey

ALA Midwinter was both reassuring and inspiring! Reassuring because SCLD seems to be well ahead of the game in connecting with our community to identify community needs, developing our Strategic Plan, and connecting with members through social media sites like Facebook.

Sonia Gustafson

I was thrilled with the opportunity to attend my first national conference in Seattle at ALA's Midwinter Meeting. Before I went, I was most looking forward to attending sessions on community building. I saw Rich Harwood (of the Harwood Institute and author of the book, *The Work of Hope*) speak twice. He spoke about his travels around the country and how people want to be more connected to each other, and that they want to believe that by working together they can get things done in their community. The talk was inspiring, especially hearing from

Carlton Sears, who helped bring about change in Youngstown, OH, through Harwood's methods of using community conversations. The second talk brought forth a toolkit of getting community conversations started in our own communities. As I looked at the list, I noticed that they were very similar to the questions our strategic planning team came up with for our community forums. As Rich opened the floor up to questions about how we could use the toolkit in our libraries, my hand shot up. I shared that our district used community conversations to help shape our strategic plan. I was so excited and proud of the work that we've done on the strategic plan. We opened the conversation to one that went beyond "what can the library do for you?" to one that focused on community members and their needs. Attending these talks really solidified that we're on the right path. Our priorities go beyond more DVDs and quiet reading areas, and align with what Harwood found on his cross-country tour. We want our libraries to be a place for community members to connect with each other, and be an integral part of community pride.

Priscilla Ice

I truly enjoyed the two author talks. Both Caroline Kennedy and Lisa Genova were excellent, engaging speakers with a lot to say. Hearing these kinds of talks helps me remember what all of the technology we are managing is really for and keeps me energized.

The SirsiDynix meeting provided some news of some important developments coming in the next few months. SirsiDynix is the company that provides our most important tool, the system that supports the catalog, purchasing materials, managing member records, checking books in and out, placing holds, etc. In the coming months, the company will release a product that could really help us with providing services outside the library using mobile devices. They are also looking at providing better credit card payment options within the catalog and the staff client. Later this year, we will be able to integrate electronic resources into the catalog, making them easier for our members to find and use.

The Edge Initiative is a national effort that aims to establish benchmarks libraries can use to determine their effectiveness at promoting digital literacy with staff and members. The tone and approach of this effort dovetails nicely with our new strategic plan. I will use this information both at SCLD and in my role as a member of the state library digital literacy advisory committee.

2013 WLA LIBRARY LEGISLATIVE DAY REPORT: FOR INFORMATION ONLY

Recommendation:

This item is for information only; no action is required.

Background:

Each year the Washington Library Association (WLA) hosts Library Legislative Day where library staff and supporters visit the capital to talk with legislators about how libraries across the state are serving residents. On behalf of the District, Sonia Gustafson, Doug Stumbough, Patrick Roewe and Nancy Ledebouer plan to attend this year to visit with legislators from District 4, 6, 7 and 9.

ALA Lobbyist Steve Duncan provided a briefing on the legislative session at the Public Library Directors' meeting, January 23-24. His main concern about libraries is governance. The recent attention to junior taxing districts had the potential of raising the issue of whether Library District Trustees should be elected. He does not expect this to come up and indicated there was no support for creating a new type of Library District for municipal libraries. He encouraged library directors to invite legislators to visit local libraries and to stress the work that libraries are doing to support workforce and economic development.

We were asked to inform our legislators about the importance of funding the State Library and Archives which is within the Secretary of State's budget. The Secretary of State has asked for funding that would make Microsoft's IT Academy available through all public, tribal and community college libraries. This would support job seekers who need to enhance their job skills by providing free training that leads to Microsoft certification. This would support the SCLD strategic goal to support job seekers.

During our visits with legislators we plan to share information about what we learned during community forums that were held in all our libraries. We will invite legislators to use our meeting rooms when they want to meet with constituents locally. We will also offer to share our Strategic Plan as soon as it is formally adopted. We plan to highlight our four areas of focus, which include developing young learners, supporting job seekers and small businesses, inspiring people of all ages to discover and learn and creating community connections.

WLA Library Legislative Day is an opportunity to network with colleagues from across the state and connect with policymakers whose decisions impact the way libraries are governed and funded.

FUTURE BOARD MEETING TENTATIVE AGENDAS: MARCH - APRIL 2013
FOR INFORMATION ONLY

Next regular meeting

March 19, 2013: Otis Orchards 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 March 2013 regular Board of Trustees' meeting.

- Children's Safety in Libraries Policy Review
- 2013 Mid-Year Review #1
- SPL Foundation Report
- Library Spotlight – Otis Orchards
- Overview SCLD Website
- Executive Session – Review Performance of Public Employee (tentative, could move to April)

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

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.

April 16, 2013: Airway Heights Library (4:00 p.m.)

- Confidentiality of Customer Information and Privacy Policy
- SV New Library and Park Project Update
- Library Spotlight – Airway Heights
- Overview Financial Forecast

SPECIAL MEETINGS AND ACTIVITIES

- | | |
|---------------------|---|
| February 15 | Library Legislative Day (Olympia) |
| April 24-26 | 2013 WLA/OLA Conference (Vancouver, WA) |
| September 27 | Staff Day (CenterPlace, Spokane Valley) |

EXECUTIVE DIRECTORS REPORT JANUARY 2013

Administration

Business Office, Finance and Facilities (Bill Sargent)

2012 Financial Statements:

The end of the year adjustments have been completed and the 2012 financial records have been closed. The actual "Net Excess of Revenues Over/ (Under) Expenses was (\$263,109) compared to the budgeted figure of (\$721,593). The favorable variance of \$458,484 is primarily attributable to receiving more than \$ 41,000 than the budgeted revenues, while having significant under expenditures in supplies (\$ 70,000), services (\$166,000), and library materials (\$ 82,000), all while not needing to utilize \$86,000 in contingency funding. The details of these variances will be reviewed by the Management Team, with changes made as warranted to the budget during Mid-Year Review #1 process.

2013 Payroll Updates:

The following changes have been made to the District's payroll and employee benefits system:

1. The hourly pay rates have been adjusted to include the 1.67% salary adjustment and the 2013 Washington State minimum wage rate of \$9.19.
2. The employee's Social Security contribution has been restored to 6.2%. For the past two years, Congress temporarily reduced the contribution to 4.2%. The temporary reduction ended on December 31, 2012.
3. The federal withholding tax tables have been updated to reflect that latest guidance distributed by the Internal Revenue Service.
4. All of the employee contributions for medical, dental, vision, life and other employee benefit costs have been updated to include the 2013 rates.
5. All employee insurance coverage changes for medical and dental plans have been completed.
6. For those employees who opted for either of the two High-Deductible Health Plans (HDHP), their Health Savings Accounts (HAS) have been established. Both the District and Employee's contribution (if requested) were posted to the individuals HSA accounts as of 1/25/13.
7. Those staff members with unused 2012 Holiday Hours have had those hours converted to vacation hours and added to their vacation balances for 2013.
8. The 2012 W-2 were recently distributed to all employees.
9. Within EmpowerTime, it appears the issues regarding leave balances have been corrected.
10. The EmpowerTime posting issues (e.g., the slowness of posting) are still occurring on a random basis, but there appears to be some improvement in this area.

Insurance Issues:

A meeting was held with Dan Antonietti, the District's insurance broker, from Western States Insurance Agency. In addition to discussing the District's 2013 insurance policy and coverage, some time was spent discussing risk management and loss protection. Among the topics covered were:

1. Whose insurance coverage is effective if an employee is involved in an accident while operating their privately owned vehicle (POV) on District business? The employee's automobile insurance will be primary if the accident is the employee's fault. The District's policy may come into play if the employee suffers damage from an uninsured/underinsured and/or hit & run driver, and the employee does not carry uninsured motorist coverage.
2. To verify that employees driving their POVs on District business are properly insured, each employee requesting mileage reimbursement will be required to provide a copy of their "proof of insurance." This document is to be provided to the business office annually and is to accompany the first mileage reimbursement form submitted each year.
3. In early January, there was an accident at the Airway Heights Library. The injury occurred to a person participating in a self-defense program that was being conducted by a third party who had reserved this meeting room. The injured party then tried several times to obtain the District's insurance information for appending it to their medical claim. In that this was not a District sponsored program and since passing on insurance information can often be inferred as an admission of fault, the data was withheld. The following statement was drafted and reviewed by the District's insurance broker. When there is a reportable accident or incident on SCLD property, this information will be passed on to the injured party.

"The known details for your accident/incident have been documented. This information includes (if known) your personal information, details of the event, and any witnesses, if applicable. This information has been provided to the SCLD insurance broker, who will be forwarding it to the insurance provider for assignment of a case number and claims adjuster. In the very near future, you will be contacted by the claims adjuster who will investigate the particulars of the accident and to determine to what extent, if any, the Library District is liable for your injuries and/or damages."

Human Resources (Paul Eichenberg)

1. Howard Oliver, a long-time Page at Medical Lake passed away in January. For those who knew and worked with him, he was an inspiration. He lived his life with dedication, hard work, and enthusiasm and brought joy and happiness to anyone who came in contact with him. He will be missed.
2. An employee was slightly injured falling off a ladder. The District's Safety Committee is reviewing how and when ladders are used in our facilities and safety protocols when using a ladder. The District Maintenance Coordinator will inspect all ladders to ensure they are safe to use.
3. CenterPlace has been selected as the location for the 2013 Staff Training and Development Day to be held Friday, September 27.

Information Technology (Priscilla Ice)

- The Enterprise catalog was given a "soft opening" on January 22. Members are now able to choose the catalog they want to use and are being encouraged to choose the new one. Comments have come in which are leading to some good improvements.

- To help assure that default fonts are used in District e-mail and documents, we pushed out Normal templates for Word set to the default fonts (Arial and Garamond). We also pushed out default font settings for Outlook. Staff was instructed to change their signature font in Outlook to Arial since we couldn't push that out.
- Telecommunication proposals began to come in as required by the e-rate program. Proposals were received for Internet service, the trunk line connecting our internal phone system to the outside world, and for the easy to serve parts of our internal network. Proposals were lacking for Fairfield, Cheney, Medical Lake and Deer Park. Final decisions will be made in February.
- Print Management software was updated to finally work as intended. The 80-page limit is now being enforced.
- New hardware was added to the server room enabling much faster communication between the virtual servers and the storage area network. The upgrade makes management easier and delivers a generally snappier response in many areas.
- SCLD's Internet service was upgraded to 100mb service. This gives us more capacity to handle Internet traffic quickly during busy periods.

Collection Services (Andrea Sharps)

- We ordered 2,215 titles and 7,471 copies in January.
- With 8.33% of the year done, total print/non-print stands at 6.47% expended.
- We processed, added to the system, and sent out to the branches 7,445 items in January. This is up from last month.
- Downloadable lending in January 2013 was up by 3,127 over December 2012. A total of 21,387 audiobook, eBook and music items circulated (includes 923 Project Gutenberg eBook checkouts) in January. Members placed a total of 6,823 holds.
- We loaned 335 items to other libraries and borrowed 385 items from other libraries for 720 total Interlibrary Loan transactions processed in January.
- Youth Collection Development Librarian Sheri Boggs attended ALA Midwinter in Seattle. She met with representatives from OverDrive, Baker & Taylor, Midwest Tape and Ingram; attended a HarperCollins children's book breakfast and a Random House spring preview; and visited all the major youth publishers to preview new titles—photographing interesting titles with her iPhone to add to upcoming orders.

Executive Director Report & Community Activities (Nancy Ledeboer)

Doug Stumbough, Priscilla Ice and I each independently reviewed the 15 submittals from architectural firms interested in working with the City of Spokane Valley and the District on developing a site plan for the Sprague Avenue property. Mr. Stumbough met with several of the firms on the site to answer questions about the library prior to the submittal deadline. District representatives met with representatives from the City to discuss our evaluations and to identify finalists. As we discussed the various proposals, we realized we were in agreement about which firms to invite as finalists. It was important to everyone that the final firm be able to work with both "clients:" the City and the District. The success of the project will rely upon the ability of the firm selected to create a civic space that transparently moves from inside the library out into the park. This is an opportunity to create a destination where people enjoy both the library and park. We heard presentations from the five finalists on Tuesday, January 29, and agreed upon our top choice. We felt the selected firm demonstrated the ability to develop a site plan that would engage the community and produce a compelling vision for a

library within a park. The next step is to bring the recommendation forward for approval by the Board of Trustees and the City Council.

I met with the Friends of the Otis Orchards Library to thank them for their continued support. I shared some of the ideas that are emerging as staff look to increase services in support of the new Strategic Plan. The Friends were happy to know the priorities for the District as they look for ways to support Otis Orchards Library. They are eager to do more fundraising to support new initiatives. I met informally with the Friends of Fairfield Library to thank them for their support. This group is made up of two very dedicated families that manage to keep the book sale area stocked and host one or two sales each year in conjunction with other community events. They were very interested in helping to get the word out into the community that the library meeting room is available for community use as well as to identify community members who might like to share their expertise with others. With both groups I emphasized the District is here to support local libraries by providing centralized support so that the library staff can spend more time developing local programs and providing personalized service. Both groups expressed interest in attending a District-wide "Friends helping Friends" meeting that we hope to host later this year. They are looking for new ideas to support their libraries.

Stacey Goddard and I met with Bob Everett and Jack Kaplan from WorkSource. Now that the libraries are acting as Connection sites, they wanted to explore bringing an advanced resume course out to one of our libraries. This advanced course is designed for professionals who are changing careers. Participants need to know the basics of job searching in order to get the most benefit from this series of classes. Ms. Goddard is working on the schedule to host this program at either the Valley or Argonne libraries later this spring.

I attended my first Washington Public Library Directors' meeting on January 23 & 24 in Federal Way. I was surprised by how many directors attended this meeting; with nearly 30 people in attendance, libraries of all sizes from around the state were represented. Items on the agenda included presentations by King County Library System and Pierce County Library on staffing models. Both libraries would like to see librarians out in the community and in order to shift resources they are looking at new ways to staff the daily operations of libraries.

Steven Duncan, the WLA lobbyist updated the group on legislative issues. He has followed the committee that reviewed junior taxing districts. The task force has not issued any recommendations; however, the issue is potentially sensitive if legislators realize that library district boards are appointed and not elected. Some directors felt they could live with elected boards if it increased their funding capabilities. Most do not want to deal with elected boards. Walla Walla City and County have a conflict over library funding. It appears the County District denied the City the option of annexing to the District. A group of concerned citizens drafted a bill requiring proportionate representation on the district board and giving County Commissioners the ability to recall library district board members if they fail to allow a city to annex. All agreed with Mr. Duncan that legislation should not be created based on one library district or situation. This creates unintended consequences for everyone else. Finally, Mr. Duncan indicated the bill to create a municipal library district is defunct. For many reasons he indicated there is little to no support to create a new type of district at this time.

Representatives from the Education Division at Microsoft shared information on their IT Academy which provides online curriculum that leads to Microsoft certification. They are hoping the Legislature will appropriate funding so that this product can be available through public, community college and tribal

libraries across the state. The State Librarian reported that he has had several meetings seeking support for this funding as a means for libraries to support workforce development.

Steve Potash, President and CEO of OverDrive, shared how the “Next Generation” product is designed to make it easier for library members to download content successfully the first time. Timberland has the new version of the website which makes it a three step process—Search, Select and Read. OverDrive will also upload locally-owned content and host it on its website (videos, e-Publications, etc.). Mr. Potash spoke to the issue of eBook pricing and indicated he continues to explore funding models to make eBooks available to public libraries.

Marc Futterman demonstrated Community Connect, a software mapping tool that combines population data, library circulation data and market analysis to identify potential market “profiles.” KCLS and Pierce County are using this data to identify potential library members as well as to guide resource allocation based upon community demographics. The profiles identify hobbies, income, education levels, interests and consumer spending patterns. Libraries use this data to design library services and marketing plans. The data protects the confidentiality of library members as no personal identification is included.

There was a discussion about recent experiences with the state auditor’s office. There appears to be a conflict between information from the Secretary of State on the role of libraries and the Auditor regarding library services. The State Librarian offered to follow up.

I attended several programs at the American Library Association Mid-Winter Conference held in Seattle, January 25-27. The sessions on transforming public libraries and turning outward to serve the community were inspiring. I also participated in a focus group to provide input on how the Bill and Melinda Gates Foundation can accelerate change in libraries.

**ITEM AND TITLE MONTHLY REPORT
JANUARY 2013**

	ITEMS				TITLES		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	193813	166220	360033		86074	50551	136625
Nonprint	51641	23716	75357		20819	6198	27017
Subtotal	245454	189936	435390		106893	56749	163642
Periodicals	15094	2345	17439		345	48	393
Total	260548	192281	452829		107238	56797	164035

	ITEMS			TITLES		
OverDrive: eBOOKS			13088			11400
Licensed eBOOKS			1468			1468
Audiobooks			12382			10521
Digital music			1528			1528
OverDrive: Total			28466			24917
GRAND TOTAL			481295			188952

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	3804	1629	5433
Nonprint	1141	871	2012
TOTAL	4945	2500	7445
DELETIONS			
Print	3360	2198	5558
Nonprint	865	358	1223
TOTAL	4225	2556	6781

	NET CHANGE YTD		
	ADULT	YOUTH	TOTAL
Print	444	-569	-125
Nonprint	276	513	789
Periodicals	-689	-267	-956

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

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

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

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

PUBLIC SERVICES REPORT
JANUARY 2013

Summary (Patrick Roewe/Doug Stumbough)
Customer Use Analysis

- In-Library Circulation

Circulation in libraries was down slightly (-1.08%) compared to January 2012. For the month, 183,340 items were checked out of the libraries, 2,002 fewer than last January (185,342). Airway Heights (+23%), Otis Orchards (+12%) and Medical Lake (+11%) saw significant increases in the number of materials checked out, while Deer Park (-4%), Spokane Valley (-6%), Cheney (-10%) and Fairfield (-14%) reported downturns.

Usage of the Self-checkout stations this month was at 45% District-wide, nearly identical to usage over the last two months, and that of January 2012. 55% of in-library circulation at both North Spokane and Spokane Valley came through the self-checkout stations, while most members at Cheney (23%), Deer Park (26%) and Fairfield (32%) show a preference for staff-assisted checkout.

-2013 Measures at a Glance

- Door count through the first month of 2013 (109,970) is down slightly from 2012 (110,718; -1%).
- Programming was up in the number of programs offered (+2%), but attendance was down slightly (-4%).
- Total software station bookings are up (4%) when compared to 2012, the first positive trend in this measure since 2010.

-Selected Self-Service Activity

	2013			2012			1-year change		
	Month	% of total	Y-T-D	Month	% of total	Y-T-D	Month	% of total	Y-T-D
Total Circulation	231,689		231,689	229,478		229,478	2,211		2,211
Self-Check	82,922	36%	82,922	83,060	36%	83,060	-138	0%	-138
Online Renewal	26,539	11%	26,539	27,695	12%	27,695	-1,156	-1%	-1,156
Digital Collection	21,387	9%	21,387	16,147	7%	16,147	5,240	2%	5,240
Total Self Service	130,848	56%	130,848	126,902	55%	126,902	3,946	1%	3,946
Total Holds	48,535		48,535	49,753		49,753	-1,218		-1,218
By Customer	34,616	71%	34,616	36,542	73%	36,542	-1,926	-2%	-1,926
Digital Collection	6,823	14%	6,823	6,588	13%	6,588	235	1%	235
Total Self Service	41,439	85%	41,439	43,130	87%	43,130	-1,691	-1%	-1,691
Total Payments	\$23,685.42		\$23,685.42	\$27,948.04		\$27,948.04	-\$4,262.62	0%	-\$4,262.62
Online	\$8,290.38	35%	\$8,290.38	\$9,097.50	33%	\$9,097.50	-\$807.12	2%	-\$807.12

Selected Service Point Activity

Remote service provision usage was varied this month:

- Tutor.com provided 122 tutoring sessions, down -33% from January 2012 (182). Like last month, ninth grade used the service the most and Algebra was the most popular topic for help. Deer Park was the branch that had the most sessions.

- AskWA live reference chat tallied 166 total chat and/or email sessions, down -8% from January 2012 (180). This is the 8th month in a row with a decline in use when compared to the previous year.
- Livemocha reported 310 language learning sessions, up 135% from last month's 132. Spanish took the top spot again with 242 sessions. Usage last month was down, so it's difficult to identify any patterns.

Security Incident Reports

There were 16 Security Incident reports filed in January, one more than last month (15) and four less than January 2012 (20). Spokane Valley returned to the top spot with the most incidents reported with eight. The most frequently reported incidents related to potential problems (7), followed by vandalism (4). One member was excluded for seven days for violating the Computer, Wireless Network, and Internet Use policy at Argonne.

Internet Filtering Update

As per the revised Computer, Wireless Network, and Internet Use policy, 14 requests to review websites being blocked were received by staff, a 27% decrease when compared to December 2012 (11). Ten sites were determined to be correctly categorized and filtered at all levels; three sites were determined to be correctly categorized at the enhanced level; we requested that one be reclassified to allow access at all levels, though it was not possible due to domain issues. All decisions were made within 72 hours of the initial request.

Adult Services (Stacey Goddard)

Programming:

- We kicked off the year with a new series of adult programs: *Beyond Books*. The first program, *Fairchild Air Force Base History*, had a combined attendance of 23 at its three locations.
- This January we also offered another round of *eBook Basics* classes. The seven locations garnered a combined attendance of 62 (an average of 8.9). With so many devices out there, the questions we answered this time were much more varied than when we last offered this class just a year ago.
- Our five computer classes had a combined attendance of 18, an average of 3.6. This is down from last January, when 24 attended the four classes offered (an average of 6).
- Book discussion attendance averaged 8.25, up from last month's average of 7.

Information:

- We did 28 Book-a-Librarian sessions this month throughout the District, up from last month's 16. The majority of these sessions were requests for help accessing eBooks.
- We proctored 8 tests for members throughout the District in January, down from last month's 27.

Collection:

- A new year means we get to start over with the weeding cycle—this month's focus was adult fiction novels, A-L.

Community connections:

- We visited 48 facilities in January, the same number as last month. Residents checked out 1674 items during these visits—up from last month's circulation of 1634 items.
- Information specialist Don Nelson presented a book talking program to 41 residents at the Fairwood Assisted Living facility.
- Nancy Ledeboer and I met with Jack Kaplan and Bob Everett from WorkSource, to discuss using SCLD meeting room space to offer WorkSource classes. The result? Jack will be teaching a three-part class for job seekers in March at the Spokane Valley library. We're very excited about this partnership.

Youth Services (Gwendolyn Haley/Mary Ellen Braks)

Programming:

- After School Specials—we had an active school-aged program with “Shape Up” this month. The weather likely took a toll this month, as our average attendance went down from 14 in December 2012 to 11 this month. In January 2012, the average attendance was 13.
- Tween and Teen—inclement weather may also have affected the attendance at the Teen and Tween programs. We offered six programs with an average of 9 in attendance. While the Anime clubs hold steady each month, with 15-20 teens in attendance, the Tween Club, TWINE writing group, and gaming programs vary widely. The North Spokane Gaming program has been in decline and rarely has more than 5 teens each month. We will most likely stop the program at the end of May.
- Storytimes—We provided 125 Play and Learn storytimes to 3440 children and their parents/caregivers in January 2013, an average attendance of 28. In December of 2012, we averaged 19 in attendance, and in January of last year, we averaged 25.
- Outreach Storytimes—we visited 21 childcares and provided 33 storytimes to 610 children.

Collection:

- Easy Readers were the collection focus of the month.

Community connections:

- Met with ESD 101 and attended the Teacher-Librarian Forum presenting book talks on new nonfiction and talking about the My Library, My Card campaign.
- Met with Wendy Schneider, the Director of Development for Mobius Spokane to discuss ways that we may partner with them in the future. She is interested in the idea of museum passes for checkout at the library, and has been talking with the Mobius Board and administration to see how we might proceed.
- Gwendolyn attended the monthly Success by 6 board meeting.
- Mary Ellen attended the INWELA Mobilization Team meetings.
- Several librarians attended the STEM Community Event put on by GSI, and also a STEM Symposium featuring the programs at St. George’s and Mead’s Riverpoint Academy. It’s exciting to hear what is happening in this area in Spokane, and to plan how we can be engaged in this area through our new service priorities and goals.
- We are partnering with Eastern Washington Association for Education of Young Children to present to free Early Learning/Literacy workshops in March.
- We received a grant from the Early Learning Public Library Partnership/Foundation for Early Learning for the Jim Gill Concert in March.
- We have communicated with every superintendent, principal, and teacher librarian at every middle school and high school in Spokane County Library District about the My Library, My Card campaign. Cards have been delivered to Mead School District, and will roll out to the remaining school districts over the next few weeks.
- Mary Ellen attended a Thrive by Five meeting about Teen Parent Family Engagement. A meeting has been scheduled for April in Spokane for teen parents, their families, Thrive by Five, and the INWELA at the Moran Prairie Library. The focus of the meeting will be Thrive’s Love, Talk, Play campaign which focuses on the parent as a child’s first teacher.

Other – Trends, issues, concerns:

- We met with Priscilla Ice and IT staff to identify objectives and set a timeline for replacing the AWE Early Learning Stations. We are exploring tablets as a way to encourage parent and child interactions with the technology—and also provide parents with more control over when their children engage with screens.
- At long last, Mary Ellen and Gwendolyn received confirmation of their STARS Trainer Certification. We can now plan workshops for 2013—and offer STARS credit for them.

Virtual Services (Carlie Hoffman)

Website:

- Work has continued with Communication and IT on the new website redesign.
- Zinio launched to the public on 1/22. Links were placed on the databases, digital downloads, library apps, and new catalog pages.
 - I wrote a Zinio FAQs document for the website and worked with Ven to format the FAQs web page.

Databases and Online Services:

- Auto Repair Reference Center and NoveList were renewed.
- I contacted CardStar for additional information regarding its service and library promotions.
 - Our barcode scanners will not read phone screens. I met with Priscilla to discuss replacing some scanners to allow barcode reading by cell phones.
- I worked with a LibraryThing representative to install Lexile searching on the new catalog.
- Based on statistics showing a lack of consistent use by members, Text a Librarian will discontinue on Feb. 28. The outgoing message was changed to inform members. An announcement on the Intranet was created to inform staff.

Other:

- I attended INCOL meetings to discuss committee documentation and the Spring Workshop,
- I also updated the INCOL website to include the Jim Gill workshop information and contacted INCOL members and committee representatives to inform the library community and invite them to distribute the flyers.

Circulation services (Judy Luck/Gina Rice)

Library use:

IN-LIBRARY CIRC								
	This Month		This month compared to same month			Year – to – Date		
	2013	2012	1-yr ago	3-yrs ago	5-yrs ago	2013	2012	Diff
AH	6364	5168	23.14%	40.42%	73.45%	70605	5168	23.14%
AR	15464	14958	3.38%	5.83%	22.42%	175076	14958	3.38%
CH	13844	15468	-10.50%	-5.87%	15.12%	177099	15468	-10.50%
DP	14385	15046	-4.39%	8.36%	19.33%	159577	15046	-4.39%
FF	1261	1468	-14.10%	-26.73%	-4.11%	14877	1468	-14.10%
ML	4923	4438	10.93%	2.05%	35.28%	60066	4438	10.93%
MP	16860	16751	0.65%	-4.50%	27.51%	198351	16751	0.65%
NS	51928	51183	1.46%	1.15%	22.39%	615093	51183	1.46%
OT	6955	6184	12.47%	-9.55%	-6.88%	83174	6184	12.47%
SV	51356	54678	-6.08%	0.25%	14.52%	622899	54678	-6.08%
TOT	183340	185342	-1.08%	0.97%	19.60%	183340	185342	-1.08%

SELF-CHECK*					
	This Year This Month		Last Year This Month		Difference
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	
AH	2370	37.24%	2081	40.27%	-3.03%
AR	4974	32.17%	4749	31.75%	0.42%
CH	3275	23.66%	3493	22.58%	1.07%
DP	3753	26.09%	4071	27.06%	-0.97%
FF	441	34.97%	458	31.20%	3.77%
ML	2333	47.39%	2067	46.58%	0.81%
MP	6412	38.03%	6108	36.46%	1.57%
NS	28154	54.22%	28851	56.37%	-2.15%
OT	3018	43.39%	2238	36.19%	7.20%
SV	28192	54.90%	28944	52.94%	1.96%
TOT	82922	45.23%	83060	44.81%	0.41%

Self-check statistics for January 2013 at NS include 21213 items at the self-check stations and 6941 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	1401	22.01%
AR	2926	18.92%
CH	2888	20.86%
DP	2562	17.81%
FF	268	21.25%
ML	982	19.95%
MP	3671	21.77%
NS	9077	17.48%
OT	1950	28.04%
SV	9309	18.13%
TOTAL	35034	19.11%

New Members	Jan 2012	Jan 2013	Diff
AH	58	80	37.93%
AR	160	123	-23.13%
CH	92	73	-20.65%
DP	61	81	32.79%
FF	8	8	0.00%
ML	40	34	-15.00%
MP	131	137	4.58%
NS	408	331	-18.87%
OT	60	50	-16.67%
SV	501	476	-4.99%
TOTAL	1519	1393	-8.29%

	Books to Go	% of circulation	DVD	% of circulation	New Books	% of circulation
AH	102	1.60%	2520	39.60%	314	4.93%
AR	295	1.91%	3908	25.27%	1080	6.98%
CH	218	1.57%	3928	28.37%	875	6.32%
DP	147	1.02%	4640	32.26%	471	3.27%
FF	39	3.09%	310	24.58%	69	5.47%
ML	70	1.42%	1714	34.82%	279	5.67%
MP	263	1.56%	4133	24.51%	999	5.93%
NS	689	1.33%	12135	23.37%	2940	5.66%
OT	138	1.98%	1716	24.67%	536	7.71%
SV	722	1.41%	12723	24.77%	3352	6.53%
TOTAL	2683	1.46%	47727	26.03%	10915	5.95%

Customer Payments:

	2013	2012	Diff	% change
CASH	\$11,289.64	\$13,590.99	-\$2,301.35	-16.93%
CHECK	\$4,105.40	\$5,259.55	-\$1,154.15	-21.94%
CREDIT	\$8,290.38	\$9,097.50	-\$807.12	-8.87%
TOTAL	\$23,685.42	\$27,948.04	-\$4,262.62	-15.25%

- The total taken in online credit/debit in January via PayIt was ~35% of the total, slightly higher than the 2012 YTD percentage (~32%).
- The credit card total hasn't exceeded \$8000 since August 2012 (\$8,327.72).
- The ~15% decrease in total payments most likely reflects the cessation of the processing fee for lost or damaged books (implemented in October 2012).

Reciprocal Use 2012

Through a reciprocal agreement, the resources of the Spokane Public Libraries are available to Spokane County Library District residents and residents of that city can have a Spokane County Library District library card for free. In 2012, City of Spokane residents utilizing this partnership comprised 13.8% of our members (16,505 of 119,224) and accounted for 12.2% of checkouts at our libraries (307,849 of 2,529,201). Conversely, SCLD residents made up 16.5% of card holders for Spokane Public Library (18,950 of 114,536) and accounted for 9.8% of the total SPL in-library circulation (199,298 of 1,944,780).

Beginning in fall of 2012, a similar agreement with the Liberty Lake Municipal Library was approved. In looking at the first three months of reciprocal use, 92 residents of the LLML service area held SCLD cards, and checked out 675 items.

Library reports

Airway Heights: Stacy Hartkorn

Events:

- Play & Learn Storytime attendance averaged 23.4 people per Storytime, which is a sharp increase compared to January 2012's average attendance of 5.8 people. January 2013's average attendance was also an increase of 7 people per event compared to the 2012 average of 16.22 people.

- The After School Special had an attendance of 8, which is slightly lower compared to the 11 people who attended in December 2012, as well as compared to the 2012 average attendance of 13 people per event.
- Airway Heights hosted the Beyond Books program *Fairchild Air Force Base History* and attracted an audience of 11 people, which is comparable to the 2012 average attendance of 11.25 people for Adult Programming events.
- An *eBook Basics* class provided instruction to 3 individuals. Attendance was slightly lower compared to the January 2012 attendance of 7 people for the same program.

Customer Issues:

- With implementation of the 80-page printing limit, staff were approached by several members who were confused by the change and required staff assistance.

Positive Customer Experiences:

- A significant number of those who attended the Fairchild Air Force Base History program stayed after the program to personally speak with and thank the presenter.

Community Connections:

- Great Northern School District's 5th/6th grade classroom (16 students and 1 teacher) visited the Airway Heights Library with plans to continue visiting the library once per month for the remainder of the school year. These monthly visits were coordinated in large part to provide additional resources for students because their school does not have a library.

Building Related:

- Two new data link tables were placed in the teen area, and a round table was also added to provide additional seating for laptop users.

Argonne: Mary Kay Anderson

Events:

- Nate and Aaron helped eight members get started during our *eBook Basics* class.
- Two members attended the *Web Basics* class this month. We continue to attract very modest numbers at these classes.
- Storytime attendance was quite consistent all month with an average of 20 per session; this number is down slightly from this time last year.
- Four children attended our After School Special. That number is also smaller than in 2012.

Customer Issues:

- One member was excluded for a week for failure to comply with the District's Computer, Wireless Network, and Internet Use policy after two warnings. He returned after that time period, spoke with staff and read the policy.
- Staff is now stamping materials with due dates only when a member requests it. We have had very little in the way of comments with this change.

Positive Customer Experiences:

- Young Argonne members are really enjoying the block table.
- We received a heartfelt thank you from a teacher who purchased a number of books from the discard sale items over the holidays.

Staffing:

- Kaitlyn joined us as our new page. Before she started, Andrea from Spokane Valley helped us out each Monday evening.

Community Connections:

- The annual visit by two classes from Orchard Prairie School took place. We helped 3rd and 4th graders find information about states and countries and 5th, 6th and 7th graders prepare reports for Washington's History Day program.
- West Valley ECEAP parents were invited to the library one Friday morning to hear about features particularly helpful for families. Only two sets of parents attended, but they spent quite a bit of time working on the PACs and software stations as well as looking at the

sample of materials we gathered. The coordinators for the visit said they too learned a lot more about the library than they expected, and they plan on setting up another visit later this year.

- Argonne Friends took a very short break from collecting book donations and brought back the book bin this month. They also met to plan some events for the year.

Other:

- A staff member's car was broken into while parked in the back lot during the day. There were two witnesses, one another staff member, and the police were called. They visited the staff member at his home a day later.

Cheney: Pat Davis

Events:

- Toddler Play and Learn saw a slight increase in average attendance, 28.6 this month compared to 25.5 last January.
- Preschool remained consistent at 38.
- Baby Play and Learn saw a slight decrease from 15.5 last January to 14.25 this month.
- Our After School Special decreased from 14 to 12 this January.
- Seven attended our *eBook Basics* class. We also did some Book a Librarian sessions for members who couldn't attend the class.

Customer Issues:

- A member became loud at the desk over a concern about a lost item that his payor was supposed to have taken care of; while staff explained that he would need to contact his payor when another member came up and was upset at the first member's volume. They started to argue, but staff got them both to quiet down and leave the building.

Positive Customer Experiences:

- A mother who has been attending Toddler Play and Learn took time to tell us it was their last visit. They had been in Cheney for seven weeks while her husband was on a temporary assignment for his employer. They have been attending the Play and Learn and really appreciated being able to use the library. She said they will be returning to the storytime at their home library on the other side of the state but wanted to thank us. She said it had really made their time in Cheney more enjoyable.
- A member emailed us to cancel a hold and included the following note. "Thank you for your wonderful service. My family appreciates all of you in the Cheney library very much."
- We received three comment forms praising staff, one stated the staff is superb, knowledgeable and gracious. Another simply said "The Medical Lake and Cheney libraries are great!"
- I assisted a young man who needed to print his resume from a flash drive. He told me his father had done it for him and he didn't know anything about how to print it or get it off the flash drive. I walked him through the print process and he kept saying what a life saver the library was and how awesome that we would help him. He was on his way to a job interview and really needed a resume.

Community Connections:

- We promoted Ready for Kindergarten in storytimes for the Cheney School District. I attended the Ready for Kindergarten event at Windsor Elementary School and spoke to groups of parents about library services and storytimes in particular. This program dovetails nicely with our Early Literacy efforts. I also dropped off flyers for Science Saturday.
- The January meeting of Cheney School District Literacy Committee included discussion of Lexile numbers and content. I took the opportunity to inform the committee of the Lexile listings on our catalog which drew a round of applause for the District.
- AARP Tax-Aide volunteers used the meeting room for training for the upcoming tax aid sessions.

Deer Park: Kris Barnes

Events:

- Our adult book club attendance was seven compared to an attendance of five from last year.
- Our storytime attendance from last January was 431 compared to this year's 291—a significant decrease.
- Our After School Special attendance more than doubled from last January with a total of 14 attendees. Our 2012 totals were significantly lower with an average attendance of six.

Customer issues:

- Snow appeared in our book drop a couple of times. We solved the problem by following two suspects outside each time they left and the issue just resolved itself.

Positive customer experiences:

- We received five comment cards from members. Three expressed gratitude for the service they received. One member did comment on the noise level in the library due to the amount of preschoolers waiting for storytime to begin.
- We received a verbal thank you from a Wellpinit resident who expressed gratitude about our free WiFi service. She raved about our library, the view and also the polite staff.

Community connections:

- The Friends of the Deer Park Library's annual January book sale coincided with the community Winterfest Celebration.

Other:

- A turkey flew into our window in the children's area minutes before storytime began. Despite the children's concern, the turkey quickly rallied, jumped a snow bank and wandered off down the sidewalk.

Fairfield: Bev Bergstrom

Events:

- Our Friends met with Nancy and discussed where the District is heading with our strategic plan goals and how the Friends can assist.

Staffing:

- With the upgrade to the online catalog, we no longer need to process web applications as they go straight to Workflows.

Community connections:

- The Hangman Creek Chamber of Commerce met at Tom Sawyer's Country Coffee and discussed our upcoming Newcomer's Dessert Night as well as the winners of the Christmas tree lighting contest.

Building related:

- Because our building was struggling to stay heated, the After School Special *Shape Up* class was held in our 51 degree meeting room. The three of us warmed the room up 10 degrees by the time we finished.
- We put up new bulletin boards in the children's area and in the meeting room.

Medical Lake: Laura Baird

Events:

- Storytime attendance averaged 24, up from 17 in January 2012.
- Seven children attended our After School Special, down from 17 last January.

Customer issues:

- One member has expressed his concern to staff a couple times about the discontinuance of the plastic bags. Staff haven't received any other comments concerning this issue.

Positive Customer Experiences

- A Storytime mom who just moved to Medical Lake from the Spokane Valley said how much she has appreciated storytime at both libraries. The experience of her preschooler being in a group setting has helped him with shyness issues.
- Several parents/grandparents commented this month on how much they appreciate the interactions with other adults during the Play and Learn part of storytime. They also said how it benefits their children/grandchildren in learning how to share, interact with others their own ages, and have fun while learning. Two adults said that there aren't many opportunities for this kind of activity in Medical Lake so they are doubly pleased with the program.

Staffing:

- This month has been very difficult for the staff and members who knew our page Howard Oliver, who passed away January 16th. The support staff have received from other District staff is invaluable in helping us recover from our loss.
 - Tiosha, the Airway Heights page, has been working at both libraries to assist staff during this sad transition period.
- Staff hosted a birthday party for one of our volunteers who has been volunteering at this library for almost seven years.

Community connections

- The owner of Creative Memories is pleased to be using Medical Lake and Deer Park meeting rooms to host her business.
- I took a tour of the newly remodeled Care N Share 2nd hand store and clothing bank.
- AARP tax aid is not being offered this year in the library meeting room. The gentleman who coordinates the service was not able to find enough volunteers willing to work on Saturdays. The service will be available at City Hall on Wednesdays and Thursdays.

Moran Prairie: Jason Johnson

Events:

- Toddler Play and Learn Storytime averaged 69 attendees this month, up from 48 last month and 43 in January 2012. We had a record 84 attend one storytime on January 22.
- Preschool Play and Learn Storytime more than doubled last month's average attendance with an average of 27 this month. This is also up from January 2012's average of 22.
- Baby Play and Learn Storytime had an increase in attendance with an average of 29 compared to last month's 20, though this is a slight decrease from January 2012's average of 34.
- Our *eBook Basics* drop-in class failed to draw a single attendee.
- The Moran Prairie Book Club had four attendees on hand to discuss *Lady Almina and the Real Downton Abbey*.

Customer Issues:

- Many people have commented on the newly enforced 80 pages-per-week limit on the printers. Though this has been the written policy for months, it seemed to catch people by surprise somehow. Most likely the comments will die down as people become used to the limit.

Community Connections:

- Jason hosted Bridget's Home Preschool again this year for a special dinosaur themed storytime. This is the fifth year in a row we have done this storytime for them.

Building Related:

- A member informed us of broken glass in the parking lot. Jason went out to investigate and found that there were chunks of glass from what looked like bottles all over the parking lot. He spent 30 minutes sweeping and barely made a dent. He called Dave Johnson who got someone out to sweep the parking lot after we closed that night.

North Spokane: Patrick Roewe

Events:

- The *eBooks Basics* class had 10 in attendance.
- Storytime attendance averaged 40 this month.
- The fifth *Tween Club* program brought in 6 attendees—10 less than last month, and eight less than the 2012 average attendance of 14. This reverses the increasing trend in attendance for the first four months.

Customer issues:

- We've had four instances of vandalism in the restrooms this month. In addition, toilet paper and paper towels were stolen from both restrooms.

Community connections:

- Gwendolyn gave a guest lecture in a Whitworth University Children's Literature Class.
- I attended weekly Rotary Club 21 meetings.

Otis Orchards: Bev Bergstrom

Events:

- The Friends met with Nancy and had a lively discussion on the direction the District is moving and how much the Friends' help is appreciated.
- Storytime attendance increased 118% over last January; the After School Special attendance increased by 250%.

Positive customer experiences:

- We had two scout troops come in for tours and the gist of the comments from parents and kids was amazement at the cool things we offer.

Staffing:

- With the advent of the new card application process, our web application processing withered to nothing by the end of the month. Dealing with anonymous bogus cards is no longer an issue.

Community connections:

- Bev was contacted by the local chapter of the Muscular Dystrophy Association as a possible candidate for "arrest"—part of a fundraising event. A community member nominated her. The Friends plan on helping her make "bail" before her "arrest" in March.

Building related:

- Our branch signage at the street has been replaced by a new gray and white sign.
- We began interfiling our children's audio collection with our hardcover fiction.

Spokane Valley: Doug Stumbough

Events:

- Storytime attendance this month: Baby Lapsit averaged 21, compared to 14 last January (+50%), while Toddler Play and Learn was down, 39 vs. 49 (-20%). Preschool Play and Learn was up +10% (33) from last year (30), and Family Play and Learn had an average of 21 attendees this year compared to 30 last January (-30%).
- In other youth programming, 21 came to the Anime club (slightly down from last January's 26, -19%). The After School Special, *Shape Up*, drew in 22 participants, almost even with the same month last year (23). The Urban Chicken program enticed 28 participants, which more than doubled the number who came to last year's Urban Egg program (11).
- This year's *eBook Basics* class drew in 22, quite a bit fewer than last year's 63.

Community Connections:

- Nancy, Priscilla and I joined staff from the City of Spokane Valley to interview five architectural / landscaping firms who submitted RFQ's to work with us on the Joint Site Design of the new Spokane Valley Library / Balfour park site. A selection will be made by early February.

- Librarian Kelsey joined Jane Baker at the Greater Spokane Valley Chamber Biz Buzz breakfast this month.
- I attended weekly Sunrise Rotary meetings.

Building related:

- To accommodate additional items in the CDBOOK and DVD collections, four shelving units were replaced/shifted in the adult AV area. Several members have expressed appreciation for improved visibility of titles and expanded selection.

Customer Use Measures

JANUARY 2013

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	119,271	118,020	N/A	1%	1%
Door count	109,970	110,718	109,970	-1%	-1%
Circulation	231,689	229,478	231,689	1%	2%
Digital Media Catalog	21,387	16,147	21,387	32%	53%
Programs					
Number	198	194	198	2%	12%
Attendance	4,487	4,669	4,487	-4%	14%
Group Visits					
Number	7	-	7		-23%
Attendance	116	-	116		-43%
Software Station bookings	18,546	17,785	18,546	4%	-6%
Meeting room bookings	302	310	302	-3%	-1%
Holds placed					
By customers	34,616	36,542	34,616	-5%	1%
By staff	7,096	6,623	7,096	7%	-4%
Digital Media Catalog	6,823	6,588	6,823	4%	41%
Database use					
Searches	27,794	15,142	27,794	84%	-3%
Retrievals	67,176	20,283	67,176	231%	25%
Website use (Remote)					
User sessions	105,506	87,371	105,506	21%	11%
Page views	373,885	256,012	373,885	46%	20%
Catalog	65,196	72,238	65,196	-10%	27%
Database Access	5,331	6,866	5,331	-22%	-39%
Interlibrary loans					
Loaned	335	206	335	63%	-15%
Borrowed	385	283	385	36%	-2%

Customer Use Measure Definitions

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

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

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

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

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

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

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

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

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

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

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

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

Searches: Number of database searches.

Retrievals: Number of search result documents retrieved.

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

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

Page views: Number of times each page is accessed.

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

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

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

COMMUNICATION REPORT JANUARY 2013

Traditional Media

- SCLD in the news:
 - Jan 2 – Deer Park Tribune: Storytimes
 - Jan 5 – Nominations for recognition program available at Spokane Valley Library
 - Jan 9 – Deer Park Tribune: Storytimes
 - Jan 10 – Cheney Free Press: ML book club meets Jan 14
 - Jan 16 – Deer Park Tribune: Storytimes
 - Jan 17 – Spokesman-Review: Storytimes
 - Jan 17 – Cheney Free Press: Cheney Book Group
 - Jan 17 – Cheney Free Press: Libraries closed for Martin Luther King, Jr. Day
 - Jan 23 – Spokesman-Review: Spokane Library open fewer hours than most of its regional counterparts
 - Jan 23 – Deer Park Tribune – Storytimes
 - Jan 24 – Cheney Free Press: Bringing history to life – Fairchild History presentation at Airway Heights Library
 - Jan 25 – Spokesman-Review: Magazines to be available online at county library
 - Jan 30 – Deer Park Tribune: Storytimes
 - Jan 30 – Deer Park Tribune: Library district offering online magazines
 - Jan 30 – Deer Park Tribune: Free tax service offered at DP Library
 - Jan 31 – The Current: Online magazines made available to library patrons
 - Jan 31 – Cheney Free Press: Tax help at Cheney Library
 - Jan 31 – Spokesman-Review: Free tax preparation sessions at libraries

Estimated media value: \$ \$1400

Approximate media value for SCLD in the news

Press Releases

January 24 – Zinio for Libraries now available at Spokane County Library District

January 29 – County Library District Welcomes New Board Member

January 31 – Announcing “My Library, My Card” student library cards

E-Marketing (Website, Social Media, Email)

- Social Media:
 - Facebook: # of fans: 1506
 - Twitter: # followers: 330
 - Pinterest: followers: 267

- Email:
 - eNewsletter to be send Feb 5

- Website updates:
 - Updated Reciprocal Borrowing page (Jan 2)
 - Updated Friends of the Library Accomplishments (Jan 2)
 - News Item: Loan period choices available (Jan 2)
 - Website unavailable for maintenance (Jan 3-4)
 - Science Saturdays (Jan 4)
 - Large Print Booklist, winter edition (Jan 11)
 - Explore a Bygone Era (Jan 15)
 - Zinio news item added (Jan 22)
 - AARP Tax-Aide News item (Jan 29)
 - Jim Gill Workshop and Concert (Jan 29)

Community Involvement

- Jan 18 - Attended Spokane Valley Chamber of Commerce BizBuzz Networking Event
- Jan 23 – Attended an informational briefing on Leadership Spokane
- Jan 25-27 – Attended American Library Association Mid-Winter Conference. Sessions attended include two by Rich Harwood, Steven Johnson and Caroline Kennedy. Toured the exhibit hall.

Current & Upcoming Projects

- Mar 2 - Jim Gill Concert
- Mar 10 – Baby Fair
- Mar 27 – Valley Chamber Business Fair
- Apr 14-20 – Food for Fines/National Library Week

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
INCOME STATEMENT - "ADJUSTED FINAL"
AS OF DECEMBER 31, 2012 - PREPARED 1/30/13
[PERCENT OF YEAR = 100.0%]

REVENUES:	ACTUAL	BUDGET	PERCENT
PROPERTY TAX	\$ 10,348,154	\$ 10,338,507	100.09%
CONTRACTED CITIES, SERVICES & FEES	761,124	758,737	100.31%
MISCELLANEOUS REVENUES	201,661	172,643	116.81%
INTEREST EARNINGS	35,231	35,000	100.66%
TRANSFERS IN	-	-	0.00%
TOTAL REVENUES	\$ 11,346,170	\$ 11,304,887	100.37%
EXPENSES:			
SALARIES	\$ 5,559,946	\$ 5,567,451	99.87%
FRINGE BENEFITS	1,591,835	1,595,137	99.79%
SUPPLIES	483,599	553,925	87.30%
SERVICES	1,456,411	1,623,061	89.73%
CAPITAL EXPENDITURES	59,719	59,800	99.86%
LIBRARY MATERIALS	1,536,774	1,619,715	94.88%
INTEREST EXPENSE	105	500	21.08%
OPERATIONAL CONTINGENCIES	-	86,000	0.00%
TRANSFER OUT TO CONSTRUCTION FUND	-	-	0.00%
TRANSFER OUT TO CAPITAL PROJECT FUND	920,891	920,891	0.00%
TOTAL EXPENSES	\$ 11,609,280	\$ 12,026,480	96.53%
TOTAL REVENUES OVER (UNDER) EXPENDITURES	\$ (263,110)	\$ (721,593)	

CHANGES TO GENERAL FUND BALANCE:	ACTUAL	BUDGET
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	\$ (263,110)	\$ (721,593)
ACTUAL BEGINNING FUND BALANCE - JANUARY 1, 2012	3,923,959	3,923,959
ENDING FUND BALANCE - 12/31/12 & ESTIMATED BALANCE 12/31/12	\$ 3,660,849	\$ 3,202,366

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
BALANCE SHEET - "ADJUSTED FINAL"
AS OF DECEMBER 31, 2012 - PREPARED 1/30/13

ASSETS:	
CASH	\$ 3,710,177
ACCOUNTS RECEIVABLE	406
TAXES RECEIVABLE	422,867
DUE FROM OTHER GOVERNMENTS	-
INVENTORY	51,535
PREPAID EXPENSES	321,106
TOTAL ASSETS	\$ 4,506,092
LIABILITIES:	
ACCOUNTS PAYABLE	\$ 422,374
INTEREST PAYABLE	-
TAX ANTICIPATION NOTES	-
DEFERRED REVENUE	422,867
TOTAL LIABILITIES	\$ 845,241
GENERAL FUND BALANCE:	
NONSPENDABLE FUNDS -- PREPAID ITEMS	\$ 321,106
NONSPENDABLE FUNDS -- INVENTORY	51,535
ASSIGNED FOR DISTRICT WELLNESS PROGRAM	1,262
ASSIGNED FOR DEER PARK LIBRARY PROGRAM	6,093
ASSIGNED FOR CONTINGENCY RESERVE PLAN	551,588
UNASSIGNED FUND	2,729,268
ENDING FUND BALANCE DECEMBER 31, 2012	\$ 3,660,851
TOTAL LIABILITIES AND GENERAL FUND BALANCE:	\$ 4,506,092
FUND BALANCE CAPITAL PROJECTS FUND - DECEMBER 31, 2012	\$ 1,322,349

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
INCOME STATEMENT - "FINAL"
AS OF JANUARY 31, 2013
[PERCENT OF YEAR = 100.0%]

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
BALANCE SHEET - "FINAL"
AS OF JANUARY 31, 2013

REVENUES:	ACTUAL	BUDGET	PERCENT
PROPERTY TAX	\$ 10,092,480	\$ 10,151,500	99.42%
CONTRACTED CITIES, SERVICES & FEES	25,526	705,900	3.62%
MISCELLANEOUS REVENUES	5,485	207,800	2.64%
INTEREST EARNINGS	2,243	36,000	6.23%
TRANSFERS IN	-	164,100	0.00%
TOTAL REVENUES	\$ 10,125,734	\$ 11,265,300	89.88%
EXPENSES:			
SALARIES	\$ 485,135	\$ 5,661,100	8.57%
FRINGE BENEFITS	134,193	1,674,200	8.02%
SUPPLIES	19,600	580,900	3.37%
SERVICES	317,729	1,633,700	19.45%
CAPITAL EXPENDITURES	-	77,000	0.00%
LIBRARY MATERIALS	174,646	1,621,300	10.77%
INTEREST EXPENSE	-	500	0.00%
OPERATIONAL CONTINGENCIES	-	311,000	0.00%
TRANSFER OUT TO CAPITAL PROJECT FUND	-	240,000	0.00%
TOTAL EXPENSES	\$ 1,131,303	\$ 11,799,700	9.59%
TOTAL REVENUES OVER (UNDER) EXPENDITURES	\$ 8,994,431	\$ (534,400)	
CHANGES TO GENERAL FUND BALANCE:	ACTUAL	BUDGET	
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	\$ 8,994,431	\$ (534,400)	
ACTUAL BEGINNING FUND BALANCE - JANUARY 1, 2013	3,660,850	3,660,850	
ENDING FUND BALANCE - 1/31/13 & ESTIMATED BALANCE 1/31/13	\$ 12,655,281	\$ 3,126,450	

ASSETS:	
CASH	\$ 2,841,793
ACCOUNTS RECEIVABLE	394
TAXES RECEIVABLE	10,446,999
DUE FROM OTHER GOVERNMENTS	-
INVENTORY	51,544
PREPAID EXPENSES	43,690
TOTAL ASSETS	\$ 13,384,421
LIABILITIES:	
ACCOUNTS PAYABLE	\$ 340,337
INTEREST PAYABLE	-
TAX ANTICIPATION NOTES	-
DEFERRED REVENUE	388,803
TOTAL LIABILITIES	\$ 729,140
GENERAL FUND BALANCE:	
NONSPENDABLE FUNDS -- PREPAID ITEMS	\$ 321,105
NONSPENDABLE FUNDS -- INVENTORY	51,535
ASSIGNED FOR DISTRICT WELLNESS PROGRAM	1,262
ASSIGNED FOR CONTINGENCY RESERVE PLAN	551,588
UNASSIGNED FUND	11,729,790
ENDING FUND BALANCE JANUARY 31, 2013	\$ 12,655,281
TOTAL LIABILITIES AND GENERAL FUND BALANCE:	\$ 13,384,421
FUND BALANCE CAPITAL PROJECTS FUND - JANUARY 31, 2013	<u>\$ 1,323,271</u>

OVERVIEW:
SCLD CATALOG ENHANCEMENTS

IT Manager Priscilla Ice will review the library catalog enhancements.