

MISSION

We inspire learning, advance knowledge, and connect communities.

Board of Trustees Regular Meeting

May 21, 2013 4:00 p.m. Medical Lake Library Public Meeting Room

AGENDA

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
 - A. Approval of April 16, 2013, Regular Meeting Minutes [4:00-4:03]
 - B. Approval of April 2013 Payment Vouchers [4:03-4:05]
 - C. Unfinished Business
 1. Sprague Avenue Library and Park Project Update [4:05-4:10]
 - D. New Business [4:10-4:40]
 1. Access to Library Services Policy: Approval recommendation
 2. Personnel Policy: Approval recommendation
 3. Bond Issues Options
 4. WLA/OLA Conference Report
- IV. DISCUSSION ITEMS, POSSIBLE ACTION**
 - A. Board of Trustees' Summer Meeting Schedule [4:40-4:42]
 - B. Future Board Meeting Agenda Items [4:42-4:45]
- V. REPORTS**
 - A. Trustees [4:45-4:50]
 - B. Executive Director [4:50-4:55]
 - Administrative
 - Community Activities
 - C. Public Services [4:55-5:00]
 - D. Communication [5:00-5:05]
 - E. Fiscal [5:05-5:10]
 - F. Spotlight Medical Lake Library [5:10-5:20]
 - G. Overview District Recycling [5:20-5:40]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: One hour and 40 minutes, plus public comment]

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

SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: APRIL 16, 2013

CALL TO ORDER

The regular monthly meeting of the Spokane County Library District Board of Trustees was held Tuesday, April 16, 2013, in the public meeting room at Airway Heights Library, 1213 S. Lundstrom St., Airway Heights, WA. Chair Tim Hattenburg called the meeting to order at 4:00 p.m. and welcomed those in attendance.

PRESENT:

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

EXCUSED:

None.

GUEST: Dr. Jeffrey Stafford, Consultant

Also Present: Jane Baker, Communications Manager; Paul Eichenberg, Human Resources Manager; Carlie Hoffman, Virtual Services Manager; Stacy Hartkorn, Airway Heights Library Supervisor; Priscilla Ice, IT Manager; Aileen Luppert, Librarian; Debbie Rhodes, HR Assistant; Patrick Roewe, Public Services Manager; Andrea Sharps, Collection Services Manager; Bill Sargent, Business Manager; Doug Stumbough, Public Services Manager; and Patty Franz, Administrative Assistant.

AGENDA APPROVAL

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

The motion carried unanimously.

ACTION ITEMS

APPROVAL OF MARCH 19, 2013, REGULAR MEETING MINUTES

Mr. Hattenburg called for corrections to the March 19 regular meeting minutes. There were no corrections; the minutes stand approved as written.

APPROVAL OF MARCH 2013 BILL PAYMENT VOUCHERS

Mr. Davis moved and Ms. Lloyd seconded approval of the March 2013 bill payment vouchers as follows:

Fund

L01	Voucher numbers: 43761 through 43960 and W00106-W00110 totaling	\$ 564,332.78
	Payroll numbers: 03082013PR and 03252013PR totaling	\$ 324,703.33

Total \$ 889,036.11

In response to a Trustee's question, Collection Services Manager Andrea Sharps said Midwest Tape is one of the District's main suppliers of audiovisual materials (DVDs, music CDs and audiobooks) for all ages. There were no other questions.

The motion was unanimously approved.

UNFINISHED BUSINESS

SPRAGUE AVENUE LIBRARY AND PARK PROJECT UPDATE. Mr. Stumbough and Ms. Ledeboer provided an update on the Sprague Avenue Library and Park Project. The first monthly Steering Committee meeting will be held Thursday, April 16, at Spokane Valley Library. Ms. Ledeboer and Mr. Stumbough will represent SCLD, Mike Stone and Steve Worley will represent City of Spokane Valley and Mindy Rowe, Denise Sutton and Linda Thompson will represent the community. The first public workshop to present the project and acquire community feedback will be held Monday, April 22, at 6 p.m., at Spokane Valley Library. Email invites were sent to 13,062 library members in zip codes 99206, 99212 and 99216. Additional invitations were designed and mailed to 4,600 recipients living within a four-mile radius of the current Spokane Valley Library.

Bernardo Wills Architects (BWA) will attend the June 18 Board of Trustees' meeting to apprise and gain feedback from Trustees before moving ahead toward project design completion, anticipated by November 30. The June meeting venue has moved from Fairfield to Argonne Library for convenience and cost efficiency.

NEW BUSINESS

NATIONAL VOLUNTEER WEEK. In honor of National Volunteer Week, April 21-27, HR Assistant Debbie Rhodes apprised Trustees of how each year the District honors the valuable contributions of its volunteers. This year for the first time, Trustees were honored similarly for their 50-99 annual hours of volunteerism with token gifts and a letter of appreciation from Executive Director Nancy Ledeboer.

In 2012, 36 volunteers (in addition to Trustees and Friends of the Library) served the District for a total of 2,348 hours. Ms. Rhodes said over 10 years, total volunteer hours were 23,395. Calculated at minimum wage levels, volunteers provided the District the equivalent of \$185,709. Ms. Rhodes distributed a copy of a moving tribute to long-time volunteer Edith Rains who served the District for over 30 years, to illustrate how volunteers contribute to member library experiences.

CONFIDENTIALITY OF LIBRARY RECORDS POLICY. Mr. Hattenburg moved and Mr. Davis seconded the Confidentiality of Library Records Policy be revised and retitled as written. Ms. Ledeboer said the revised policy acknowledges third party vendors such as Amazon or Tutor.com that may require library members to register for their services, and the District's use of member email addresses to send information for which members can choose to opt out. Also, RCW 42.56.310 referenced in the revised policy is the Public Records Act as related to libraries which states any library record, the primary purpose of which is to maintain control of library materials, or to gain access to information, that discloses or could be used to disclose the identity of a library user is exempt from disclosure under this

chapter. The District interprets library materials more broadly—what one reads, views or checks out is confidential. However, attendance at the library is not private. The District may use member information for operational reasons, such as use of a collection agency for fines, or calling the police to report vandalism. However, a subpoena would be necessary for a public safety officer to request access to information.

Mr. Johnson asked for clarification about CommunityConnect data and how it applies to the confidentiality policy. Ms. Ledebauer indicated data used with CommunityConnect would be for operational purposes. The District might share general findings with other government agencies or as part of programming for business startups; however, no personal information about library members would be shared.

There was no further discussion.

The motion was unanimously approved.

DISCUSSION ITEMS, POSSIBLE ACTION

FUTURE BOARD MEETING AGENDA ITEMS

Mr. Hattenburg reviewed the list of tentative agenda items distributed prior to the meeting. For May, Ms. Ledebauer noted bond issue options will be reviewed. Each month, additional information will be provided to the Board for consideration at the Board's retreat, planned for September. Future health and benefits options for the District will be presented in June, and fundraising ideas will be presented by Ms. Ledebauer. Ms. Lloyd said she is available to meet with Ms. Ledebauer, Mr. Hattenburg, and former Trustee Ann Apperson to generate fundraising ideas. Ms. Ledebauer noted for the purpose of BWA travel, the June meeting venue changed from Fairfield Library to Argonne, where the Spotlight will also be for Argonne Library.

REPORTS

TRUSTEES

Mr. Davis attended the Friends of Airway Heights April 9 meeting. He said the group is energetic and has a weekly book sale. Mr. Davis said his attendance at the May 21 meeting is tentative. Mr. Morrow attended the Friends of North Spokane Library March 25 meeting. He also attended the Friends' book sale, which had a large turnout. He assisted with the take down and clean up after their sale. Mr. Morrow is not able to attend the July 16 meeting. Ms. Lloyd was able to attend the Backyard Bounty Beekeeping program presented by the West Plains Beekeepers Association and was impressed by the high interest and attendance. Mr. Hattenburg and Ms. Ledebauer met with Friends of Deer Park at its April 10 meeting and visited with Spokane County Commissioner Shelly O'Quinn who responded positively to District plans for a new Spokane Valley Library. She expressed her appreciation for the fiscal oversight by Library Trustees in operating the District.

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. Ledebauer said Human Resources Manager Paul Eichenberg has stayed apprised of changes in health and benefits coverage

laws for employees; thus, the District is keeping track of employee hours in preparation for 2014 when an employee who works 30 hours per week will be considered full-time and benefits eligible. Ms. Ledebouer noted the District is considering more cost-efficient insurance options.

IT Manager Priscilla Ice pointed out Proquest is now accessible through the catalog, and OverDrive also has new interface making it easier to download digital content. In response to Trustee questions about Proquest, Ms. Ice said Proquest costs are negotiated on a state-wide basis and different packages are available to public and academic libraries.

Ms. Ledebouer said the latest report on the legislative session is for libraries to sit tight and wait to see if the IT Academy is funded. On the federal level, Ms. Ledebouer distributed a copy of an email she received today asking for support of Library Services and Technology Act (LSTA) funding, and Innovative Approaches to Literacy Grant, crucial funding to help update books and materials for low-income school libraries.

PUBLIC SERVICES

Public Services managers Patrick Roewe and Doug Stumbough provided a written report prior to the meeting with March 2013 customer use measures, programming and library activities. Mr. Stumbough noted corrections to the first page of the report for 2012 self-check figures affecting year-to-date totals. In response to Mr. Johnson's question about Kaleidoscope Play & Learn, Mr. Stumbough said it is a program of Child Care Resources of Seattle, WA. Initially, the structure of SCLD did not meet Kaleidoscope Play & Learn agreed-upon guidelines and standards, yet following program adjustments by Youth Services managers Gwendolyn Haley and Mary Ellen Braks, we now meet its criteria. Mr. Johnson commented favorably about the District's partnership with WorkSource.

COMMUNICATION

Communication Manager Jane Baker provided a written report for March 2013 communication activities prior to the meeting. Ms. Baker said in response to Mr. Hattenburg's question, the library location appearing in the Food for Fines television spot has not been determined.

FISCAL

Revenue and Expenditure Statement through March 31, 2013.

Fund 001

Revenues	\$ 10,262,291
Expenditures	\$ 2,812,869
Ending Fund Balance	\$ 11,112,990
Fund Budget Expended	24.14%

Business Manager Bill Sargent pointed out his latest written report is based on Board-approved Mid-Year Review #1 figures. Mr. Sargent reported the program incident at Airway Heights involving a community member hosting a meeting and the insurance carrier remains unresolved. Ms. Ledebouer said James Sloane, legal counsel for the District, did not think signing release forms would mitigate risk. Ms. Ledebouer also noted we

continue to want to open District meeting rooms to as varied events as possible. There were no other questions or comments.

SPOTLIGHT

Library Supervisor Stacy Hartkorn reported on Airway Heights Library and its four service priorities, as related to the Community Impact Plan. To develop young learners, Ms. Hartkorn noted program attendance has increased and remains consistent into April. Airway Heights, a heavily attended library, anticipates increased future use with additional housing construction nearby. To meet demand, more materials have been added and directed to parents in support of children. Typically an outreach, state-funded West Plains ECEAP located next door to the library, enables its participants to visit the library regularly. Cheney School District has a Ready for Kindergarten program; Ms. Hartkorn participates at Sunset Elementary three times per year and connects with parents about early literacy. In support of job seekers, the library offers technology, resume software, Internet access and printing services. With WorkSource expanding its resources, direct programming in Airway Heights would be helpful toward future convenience. In support of local businesses, a service area for growth, Ms. Hartkorn attends West Plains Chamber of Commerce meetings and posts library events on the Chamber website. To explore and discover, After School specials, Beyond Books and Summer Reading programs are offered, as well as print and digital collections, software and ELS computer stations and electronic databases and resources. To connect communities, community bulletin boards, social media, Sunset Elementary and the Parks and Recreation Department are options. Ms. Hartkorn is part of the Social Media Team led by Communication Manager Jane Baker; she posts on Facebook and Pinterest each week. She also actively pursues connecting with Parks and Recreation to coordinate schedules to enable participant attendance at as many events as possible. In response to Mr. Morrow's question, Ms. Hartkorn said Fairchild Air Force Base (FAFB) is receptive to and promotes District event brochures and encourages attendance. An Air Force Base display case is also planned for fall. Mr. Sargent suggested contacting the FAFB child care center to raise awareness of District programming, and Mr. Morrow suggested promoting District events in FAFB communication mediums. In response to Mr. Davis' question, Ms. Hartkorn said a member volunteer recently spoke with Mayor Patrick Rushing about providing resources to those recently released from the Corrections Center.

OVERVIEW:

Business Manager Bill Sargent provided a financial forecast presentation about the District, including detailed information and examples for tax anticipation notes (TANs), property tax levy rates and levy lift election models and projected financial impacts, financial forecasts with defined assumptions for 2014 and beyond, and 2014-2022 forecasted cash flow. Mr. Sargent also provided several scenarios of additional factors that could affect District budgets in the future, including development of proposals to change legislation at the state level. Ms. Ledebauer said information about Library Capital Facility Areas (LCFA) will be presented to Trustees at the next meeting.

A 10-minute recess was called at 5:50 p.m.

EXECUTIVE SESSION

Mr. Hattenburg moved and Mr. Davis seconded for the Board to go into executive session at 5:59 p.m. to discuss the Executive Director's annual performance evaluation.

The Board returned from executive session at 6:39 p.m.

In open session, Ms. Lloyd moved and Mr. Johnson seconded to authorize Chair Hattenburg to complete a summary of Ms. Ledeboer's first annual performance evaluation. The document for file will include feedback from the Management Team and Board of Trustees as summarized by Dr. Stafford.

PUBLIC COMMENT

There were no public comments.

ADJOURNMENT

The meeting adjourned at 6:41 p.m.

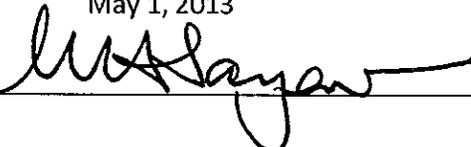
Tim Hattenburg, Chair

Nancy Ledeboer, Secretary of the Board of Trustees

PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of April 30, 2013 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$854,060.14 and that we are authorized to authenticate and certify these claims.

DATE: May 1, 2013

SIGNED: 

TITLE: BUSINESS MANAGER

SIGNED: 

TITLE: Executive Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
043961	ABM JANITORIAL SERVICES - NW	\$ 13,458.30
043962	ACCESS LOCK & SAFE	250.00
043963	ACCURATE STRIPING	1,244.62
043964	ALLIED SAFE & VAULT CO, INC.	1,266.60
043965	AUDIOGO	61.10
043966	AVISTA UTILITIES	4,540.57
043967	BRILLIANCE AUDIO, INC.	76.47
043968	CENTER POINT LARGE PRINT	47.38
043969	CENTURYLINK	80.02
043970	CENTURYLINK	27.78
043971	CENTURYLINK	144.89
043972	CENTURYLINK	88.91
043973	CENTURYLINK	1,332.80
043974	CENTURYLINK	592.01
043975	JOURNAL NEWS PUB., INC. D.B.A.	24.00
043976	CITY OF SPOKANE	246.89
043977	CITY OF AIRWAY HEIGHTS	128.17
043978	CITY OF CHENEY	629.00
043979	CITY OF DEER PARK	66.05
043980	COSTCO -CAPITAL ONE COMMERCIAL	94.59
043981	DELL MARKETING L.P.	825.25
043982	DEMCO, INC.	351.42
043983	DIVCO INCORPORATED	883.30
043984	EMPIRE DISPOSAL INC.	17.73
043985	FED EX OFFICE	115.99
043986	FINDAWAY WORLD, LLC	236.20
043987	ANDREA A. FITZSIMMONS	170.00
043988	FRONTIER COMMUNICATION	405.00

043989	GALE GROUP, INC.	LIBRARY MATERIALS	280.35
043990	GREENLEAF LANDSCAPING, INC.	GROUNDS SERVICES	1,514.49
043991	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	13,553.01
043992	TOM KEOGH	LIBRARY PROGRAMS	400.00
043993	MIDWEST TAPE	LIBRARY MATERIALS	3,562.36
043994	MODERN ELECTRIC WATER COMPANY	UTILITIES	1,601.58
043995	OVERDRIVE, INC.	LIBRARY MATERIALS	4,050.29
043996	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	809.48
043997	RANDOM HOUSE, INC.	LIBRARY MATERIALS	259.26
043998	RECORDED BOOKS, LLC	LIBRARY MATERIALS	86.94
043999	JANELLE KRUM, CUSTODIAN	REIMBURSE PETTY CASH FUND	211.94
044000	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
044001	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	348.53
044002	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	47.22
044003	U.S. BANK	HEALTH SAVINGS ACCOUNT EXPENSES	60.00
044004	CRJW ENTERPRISES INC.	BUILDING REPAIR & MAINTENANCE	97.83
044005	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	609.02
044006	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,234.62
044007	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	26,782.85
044008	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	407.05
044009	1ST LINE 1ST AID, INC	STAFF TRAINING	1,415.00
044010	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	1,274.80
044011	AUDIOGO	LIBRARY MATERIALS	216.74
044012	AVISTA UTILITIES	UTILITIES	2,750.03
044013	A+ PRINTING, INC	PRINTING	196.75
044014	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	103.94
044015	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	116.52
044016	CCI SOLUTIONS	OFFICE/LIBRARY SUPPLIES	1,164.01
044017	CDW GOVERNMENT, INC.	D.P. HARDWARE & SOFTWARE	173.92
044018	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	34.66
044019	COEUR D'ALENE PRESS	LIBRARY MATERIALS	288.00
044020	CITY OF MEDICAL LAKE	UTILITIES	248.46
044021	ROBERT BEECHER	LIBRARY MATERIALS	655.00
044022	DELL MARKETING L.P.	D.P. HARDWARE & SOFTWARE	65.18
044023	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	723.67
044024	DEVRIES INFORMATION MGMT	COURIER SERVICES	4,716.00
044025	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	2,142.75
044026	DEPARTMENT OF LABOR & IND.	BUILDING REPAIR & MAINTENANCE	186.40
044027	FILM IDEAS, INC.	LIBRARY MATERIALS	592.54
044028	GREATAMERICA FINANCIAL SVCS.	POSTAGE METER LEASE	159.95
044029	GALE GROUP, INC.	LIBRARY MATERIALS	477.76
044030	GREENLEAF LANDSCAPING, INC.	GROUNDS SERVICES	1,110.24
044031	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	9,011.99
044032	INLAND POWER AND LIGHT	UTILITIES	593.67
044033	NORTHWEST BUSINESS PRESS INC	LIBRARY MATERIALS	239.85
044034	KENT ADHESIVE PRODUCTS CO.	OFFICE/LIBRARY SUPPLIES	205.72
044035	KIDS NEWSPAPER	OFFICE/LIBRARY SUPPLIES	1,000.00

044036	MIDWEST TAPE	LIBRARY MATERIALS	2,756.32
044037	MR. B'S CLEAN SWEEP, INC.	GROUNDS SERVICES	850.03
044038	OVERDRIVE, INC.	LIBRARY MATERIALS	6,791.23
044039	PAINE, HAMBLÉN, LLP	LEGAL SERVICES	112.50
044040	DEPT OF RETIREMENT SYSTEMS	OASI ADMINISTRATIVE FEES	36.68
044041	PRESSWORKS	PRINTING	598.94
044042	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	477.93
044043	QWEST CORPORATION	TELEPHONE	2,071.38
044044	RANDOM HOUSE, INC.	LIBRARY MATERIALS	105.99
044045	DONALD READ	STAFF TRAINING	1,500.00
044046	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,681.13
044047	RELIANCE LABEL SOLUTIONS, INC.	OFFICE/LIBRARY SUPPLIES	575.96
044048	SPOKANE COUNTY UTILITIES	UTILITIES	464.61
044049	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	199.08
044050	WHITWORTH WATER DISTRICT #2	UTILITIES	27.73
044051	WORKMAN PUBLISHING CO.	LIBRARY MATERIALS	14.99
044052	AVISTA UTILITIES	UTILITIES	1,080.36
044053	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	109.32
044054	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	73.36
044055	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	330.46
044056	CAPSTONE PRESS, INC.	LIBRARY MATERIALS	60.83
044057	CDW GOVERNMENT, INC.	D.P. HARDWARE & SOFTWARE	21,913.93
044058	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	517.82
044059	CENTURYLINK	TELEPHONE	88.34
044060	CENTURYLINK	TELEPHONE	124.02
044061	CENTURYLINK	TELEPHONE	85.00
044062	CENTURYLINK	TELEPHONE	34.28
044063	CENTURYLINK	TELEPHONE	88.82
044064	CENTURYLINK	TELEPHONE	59.85
044065	CENTURYLINK	TELEPHONE	12,717.80
044066	DEPT OF ENTERPRISE SERVICES	DUES & MEMBERSHIPS	250.00
044067	DEPT. OF LABOR & INDUSTRIES	QUARTERLY WORKMAN'S COMP. INS.	13,846.13
044068	DOWN TO EARTH SPRINKLER SERV	GROUNDS SERVICES	1,067.23
044069	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	502.42
044070	FUTTERMAN AND ASSOCIATES, INC.	SOFTWARE SUPPORT	8,000.00
044071	GALE GROUP, INC.	LIBRARY MATERIALS	43.46
044072	GREENLEAF LANDSCAPING, INC.	GROUNDS SERVICES	1,244.90
044073	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	1,678.38
044074	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	10,403.07
044075	INLAND POWER AND LIGHT	UTILITIES	280.37
044076	MAVERICK BOOKS, INC.	LIBRARY MATERIALS	9.00
044077	MIDWEST TAPE	LIBRARY MATERIALS	2,993.20
044078	NEW YORK TIMES	LIBRARY MATERIALS	65.60
044079	OCLC, INC.	CATALOGING & SUPPORT SERVICES	4,538.23
044080	OVERDRIVE, INC.	LIBRARY MATERIALS	811.06
044081	PRESSWORKS	PRINTING	3,358.83
044082	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	198.65

044083	RANDOM HOUSE, INC.	LIBRARY MATERIALS	117.40
044084	RECORDED BOOKS, LLC	LIBRARY MATERIALS	259.32
044085	SHOWCASES	OFFICE/LIBRARY SUPPLIES	231.21
044086	TANTOR MEDIA	LIBRARY MATERIALS	77.96
044087	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	47.22
044088	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY FEES & NOTICES	4,691.13
044089	UPS	FREIGHT	37.29
044090	VERIZON WIRELESS	TELEPHONE	253.06
044091	VERIZON WIRELESS	TELEPHONE	133.62
044092	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	774.44
044093	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,246.04
044094	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	27,107.04
044095	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	407.05
044096	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	1,020.73
044097	AVISTA UTILITIES	UTILITIES	630.67
044098	BACKSTAGE LIBRARY WORKS	CATALOGING & SUPPORT SERVICES	1,302.28
044099	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	65.80
044100	BANK OF AMERICA	SAFE DEPOSIT BOX FEES	195.00
044101	A+ PRINTING, INC	PRINTING	670.28
044102	BRILLIANCE AUDIO, INC.	LIBRARY MATERIALS	512.74
044103	WASHINGTON COUNTIES INS FUND	MEDICAL, DENTAL, VISION & LIFE INS.	77,635.16
044104	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	120.00
044105	CENTURYLINK	TELEPHONE	1,900.00
044106	CENTURYLINK	TELEPHONE	41.83
044107	CENTURYLINK	TELEPHONE	127.39
044108	EARTHWORKS RECYCLING,INC	UTILITIES	140.00
044109	EBSCO INDUSTRIES, INC.	LIBRARY MATERIALS	4.74
044110	FAUCETS 'N STUFF PLUMBING	BUILDING REPAIR & MAINTENANCE	76.09
044111	GALE GROUP, INC.	LIBRARY MATERIALS	762.18
044112	GREENLEAF LANDSCAPING, INC.	GROUNDS SERVICES	2,249.03
044113	NORMA HOWELL	LIBRARY PROGRAMS	175.00
044114	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	13,627.64
044115	INSTANT SIGN FACTORY	PRINTING	190.23
044116	MIDWEST TAPE	LIBRARY MATERIALS	4,784.72
044117	MOBIUS SCIENCE CENTER	LIBRARY PROGRAMS	2,000.00
044118	OVERDRIVE, INC.	LIBRARY MATERIALS	9,415.52
044119	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	252.16
044120	THOMAS S SMITH	PARKING LOT LEASE	200.00
044121	PROQUEST	LIBRARY MATERIALS	12,885.00
044122	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	301.51
044123	RECORDED BOOKS, LLC	LIBRARY MATERIALS	90.74
044124	JEFFREY L. STAFFORD	OTHER PROFESSIONAL SERVICES	1,000.00
044125	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	189.13
044126	UPSTART	SUMMER READING APPAREL EXPENSES	1,025.48
044127	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	465.93
W00111	US BANK	H S A CONTRIBUTIONS	1,374.58
W00112	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	55,518.06

W00113	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	2,054.97
W00114	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	56,632.88
W00115	US BANK	H S A CONTRIBUTIONS	<u>1,374.58</u>
Total Non-Payroll General Operating Fund			\$ 514,431.71
PAYROLL VOUCHERS			
04102013PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 170,031.39
04252013PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>169,597.04</u>
Total Payroll General Operating Fund			\$ 339,628.43
TOTAL GENERAL OPERATING FUND			\$ 854,060.14

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

No Credit Card Payments Were Made in April 2013

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$0.00
Maintenance	0.00
Travel	0.00
Acquisitions	0.00
Information Technology	0.00
Total Purchases	<u><u>\$0.00</u></u>

SPRAGUE AVENUE LIBRARY AND PARK PROJECT UPDATE

BACKGROUND:

The first of three public participation workshops to help plan the site jointly purchased by the District and City of Spokane Valley was held Monday, April 22.

Sixty-seven (67) citizens turned out for the visioning process to generate ideas, rank priorities and provide input on how various features work together. The meeting began with a brief recap of how the partnership developed between the District and the City. Dell Hatch, the project lead, along with Gary Bernardo and Bill LaRue from Bernardo Wills Architects, then provided a quick introduction to park planning.

Following a question and answer period, participants were shown photos of a variety of possible features and asked to cast their votes, indicating their interest by using purple (yes) and red (no) cards, so preferred elements could be identified in general majority/minority terms. Several features were favored by the crowd, including a reading garden, walking paths, Veterans Memorial and open spaces. After a short break, the crowd split into small groups and were asked to add their thoughts and ideas onto large maps of the site, which at the end of the evening were shared with everyone.

The second public meeting, scheduled for Monday, May 20, at 6 p.m., at Spokane Valley Library, will reveal at least two conceptual site plans based on input from the first session. Those attending will be asked for their feedback and further suggestions.

A third public meeting will be held Thursday, September 12, at 4 p.m., on the Sprague Avenue property to present the public with a final draft plan and provide the public an opportunity to walk the site, where key elements will be outlined and marked throughout the location.

The goal is to present the Library Board of Trustees and City Council with a final master site plan no later than November 2013. Based upon the final plan, the City will transfer title of 2½ acres for the future library to the Library District.

Recommended Action: This item is for discussion and no formal action is required.

ACCESS TO LIBRARY SERVICES

BACKGROUND:

This policy revises the District Access to Library Services Policy by incorporating District practices related to the Americans with Disabilities Act along with the Valuing and Managing Diversity Policy.

The District is committed to providing the broadest access to library services for people of all types regardless of age, race, gender, sexual orientation, religion, national origin, or physical, mental or sensory disability. The former policy included aspects related to employees which have been included in the Personnel Policy.

For comparison below, the suggested draft policy is followed by the current existing policies.

Recommended Action: Motion to approve Access to Library Services as revised.

SPOKANE COUNTY LIBRARY DISTRICT

DRAFT

POLICY: ACCESS TO LIBRARY SERVICES

Approval Date: May 21, 2013

Related Policies

Code of Conduct

Member Privileges and Responsibilities Policy

Replaces

Valuing and Managing Diversity

Purpose

To confirm the District's commitment to providing access to library buildings, services, materials and programs regardless of race, gender, ethnicity, age, religion, national origin, sexual orientation, or physical, mental or sensory disability, and to comply with Title II of the Americans with Disabilities Act of 1990 by ensuring our libraries and programs are accessible to and usable by individuals with disabilities. The District will provide a grievance process for individuals who feel they have been denied access to a program, service or activity due to their disability.

General Policy

- Access to library services shall not be denied or abridged to any individual eligible for library services as defined in the District's Member Privileges and Responsibilities Policy other than due to a violation of the Code of Conduct.
- In compliance with Title II of the Americans with Disabilities Act of 1990, Spokane County Library District does not discriminate on the basis of disability in admission, access, and/or operation of its programs, services, or activities.
- Spokane County Library District is committed to serving all residents of the communities we serve. In accordance with Federal and State law, the District monitors its compliance with Title II of the Americans with Disabilities Act of 1990 to ensure its libraries and programs are accessible to and usable by individuals with disabilities.
- The District offers reasonable accommodations to persons with disabilities.
- The District provides a grievance procedure to ensure that if an individual believes he or she has been denied access to Library services or has been otherwise discriminated against because of a disability, the issue can be resolved as promptly and harmoniously as possible.
- The District encourages community residents to informally engage their community library supervisor to resolve access or usability issues before the program, service, or activity takes place. Nevertheless, any unresolved issue should be submitted to

the District's ADA Coordinator. The District designates the Human Resources Manager to coordinate its efforts to comply with and carry out its ADA responsibilities.

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.

See below for Access to Library Services for Persons with Disabilities Grievance Process.

SPOKANE COUNTY LIBRARY DISTRICT

POLICY: ACCESS TO LIBRARY SERVICES

It is the policy of Spokane County Library District to provide the most complete possible access for its constituents to District buildings, services, materials, and programs.

Access shall not be denied or abridged to any individual eligible for library services as defined in the District's Eligibility for Library Use Policy. However, access may be denied or abridged for violation of the Customer Conduct policy or other District policies and procedures.

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: FEBRUARY 18, 1993
LATEST REVISION: AUGUST 15, 1996
LAST REVIEWED AND REAFFIRMED: FEBRUARY 15, 2011

SPOKANE COUNTY LIBRARY DISTRICT

POLICY: VALUING AND MANAGING DIVERSITY

It is the policy of Spokane County Library District to provide a productive and positive environment which supports all people and allows them to contribute to their fullest potential regardless of race, gender, ethnicity, age, religion, national origin, sexual orientation, or physical, mental, or sensory disability.

The District recognizes that diversity fosters cultural awareness, mutual understanding, and respect and is committed to providing user-friendly library services and a working environment which embraces diversity.

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: APRIL 21, 1994
LATEST REVIEW AND REAFFIRMATION: JUNE 15, 2010

Access to Library Services for Persons with Disabilities: Grievance Process

Each community library has an ADA Coordinator responsible for that library's compliance in the provision of its programs, services and activities to residents with disabilities. The ADA coordinators work with residents in their respective communities to resolve complaints on an informal level, and will assist them as needed to address a formal ADA complaint.

Community Library ADA Coordinators

Airway Heights	Stacey Hartkorn, Library Supervisor,	509.893.8250
Argonne	Mary Kay Anderson, Library Supervisor	509.893.8260
Cheney	Patricia (Pat) Davis, Library Supervisor	509.893.8280
Deer Park	Kris Barnes, Library Supervisor	509.893.8300
Fairfield	Beverly (Bev) Bergstrom, Library Supervisor	509.893.8320
Medical Lake	Laura Baird, Library Supervisor	509.893.8330
Moran Prairie	Jason Johnson, Library Supervisor	509.893.8340
North Spokane	Patrick Roewe, Public Services Manager	509.893.8350
Otis Orchards	Beverly (Bev) Bergstrom, Library Supervisor	509.893.8390
Spokane Valley	Doug Stumbough, Public Services Manager	509.893.8400

Anyone who feels they have been discriminated against on the basis of disability by Spokane County Library District in the provision of a District program, service, or activity has the right to file a formal complaint.

1. The complaint should include the name, address, and telephone number of the complainant, as well as the location, date, and description of the problem. Alternative means of submitting a complaint will be made available for persons with disabilities upon request.

2. The complaint should be submitted by the complainant or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to the District's ADA Coordinator:

Paul Eichenberg, Human Resources Manager
4322 N Argonne Rd Spokane, WA 99212
Telephone: 509.893.8200 /Fax: 509.893.8472

3. Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee, will contact the complainant to discuss the complaint and the possible resolutions.

4. Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in a form accessible to the complainant. The response will explain the position of Spokane County Library District and offer options for substantive resolution of the complaint.

5. If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant or his/her designee, may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or his/her designee.
6. Within 15 calendar days of the receipt of the appeal, the Executive Director or his/.her designee, will contact the complainant to discuss the complaint and possible resolutions.
7. Within 15 calendar days after the meeting, the Executive Director or his/her designee, will respond in writing, and where appropriate in a format accessible to the complainant, with a final resolution of the complaint.
8. All written complaints received by the District's ADA Coordinator or his/her designee, appeals to the Executive Director, or his/her designee, and responses from these two offices, will be retained by the District for at least three (3) years.
9. This Grievance Procedure does not apply to complaints of employment discrimination. Complaints of employment discrimination should be referred to the Washington State Human Rights Commission, **Spokane District Office**, Rock Point Plaza III, 1330 N. Washington St., Ste. 2460, Spokane, WA 99201; TEL: 509-568-3196 / FAX: 509-568-3197.

PERSONNEL POLICY REVISIONS

BACKGROUND:

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

HR Manager Paul Eichenberg recommends revisions to section 4.7 (Other Benefits), section 8.1 (Notice of Resignation), and adding a new Section 10.3 (Managing and Valuing Diversity), which is being moved from District Policies to incorporate into Personnel policies. These recommended changes are intended to document, clarify or expand on current practice.

4.7 Other Benefits

1. Spokane County Library District employees who meet eligibility requirements are required by Washington state law to become members of the Washington Public Employees Retirement System (PERS). The District follows Department of Retirement systems rules and regulations regarding retirement. Employee contributions to PERS are pretax contributions.
2. The District also offers a deferred compensation plan through ICMA Retirement Corporation. The District does not contribute to this plan. Employees may make deferred contributions to this plan up to the maximum amount set by the IRS.
3. The District offers tuition reimbursement assistance to employees enrolled ~~full-time~~ in an ALA-accredited Distance Master of Library Science degree program. To be eligible, District employees must have successfully completed the first quarter of the MLS program, and maintain a GPA of 3.0 or greater throughout the program. Assuming funds are available, tuition assistance will be based on the in-state tuition cost at either the attending university or the University of Washington, whichever is less. Reimbursement will cover up to ~~for~~ two (2) credit hours per quarter, or semester, not to exceed six (6) credit hours per year, with reimbursement for eighteen (18) credit hours being the maximum allowed for the program.

8.1 Notice of Resignation

Non-exempt employees, who voluntarily resign from the District, are expected to provide ~~give~~ at least two weeks advance notice of their resignation. Exempt employees are expected to provide at least thirty (30) calendar days advance notice. This notice should be in writing and should briefly state the reason for leaving and the anticipated last day of work. Unless on "terminal leave", employees must be present at the worksite on their last day of work. Vacation and/or sick leave may not be used to meet this requirement.

The notice should be presented to the employee's immediate supervisor ~~manager~~ and forwarded to the Human Resources Department along with the Terminating PAF ~~and received by the specified time periods.~~

10.03 Valuing and Managing Diversity

The District's Diversity policy complements its anti-discrimination policies by creating a welcoming workplace environment and organizational culture for making differences work. The District recognizes the value of a diverse and inclusive workforce where employees are comfortable bringing their own unique cultures, characteristics, capabilities and life experiences to their work. Consequently, it is the policy of Spokane County Library District to create and foster an inclusive work environment where individual differences are embraced, valued and supported.

Recommended Action: Motion to approve revisions to Personnel Policy sections 4.7, 8.1 and a new Section, 10.3.

BOND ISSUES OPTIONS

BACKGROUND:

The Library Facilities Master Plan recommended a single District-wide bond issue with a phased bond sale for a total amount of \$50,801,000. Given the recent economy, the Board has directed staff to re-examine the plan and revise as appropriate, and identify alternatives to the single bond issue approach.

Staff looked at several potential options including reducing the total cost of a District-wide bond issue by focusing on the most critical building replacements and renovations. Another alternative is to propose three Library Capital Facilities Areas that focus on the needs of the Valley, Northside and West Plains independently.

Staff will present the Board with information regarding various scenarios and identify the pros and cons of each strategy.

Recommended Action: This item is for discussion with no formal action required.

WLA OLA CONFERENCE REPORT

BACKGROUND:

Washington and Oregon Library Associations held its combined 2013 conference in Vancouver, WA, April 23-26. Six staff members attended along with Trustees Hattenburg and Lloyd. Conference attendance provides an opportunity to learn from other libraries and bring back ideas to explore at SCLD. This year the variety of programs was outstanding. Staff who attended summarized highlights to share with Trustees and staff below.

Sonia Gustafson

WLA and OLA's joint conference was full of helpful, useful, and inspiring moments. My initial reason for going was because I'm a member of the CAYAS (Children and Young Adult Services) board. While I did do a lot of work with them during the conference, I also attended several sessions that were chock full of great information to bring back to my work here at SCLD.

My favorite session was called "Zen and the Art of Innovation." Presented by two members of Seattle Public Library's "innovations team," the workshop focused on how to be an innovator at every level, how to adopt an innovative mindset, and how to understand that there's no right way to innovate. They talked about what managers and frontline staff could do to further innovation. Two quotes that stood out for me from the presentation were: *Assume positive intent at all times*, and *In the beginner's mind there are many possibilities, but in the expert's there are few*. The presenters gave us buttons that said "beginner" so we could remember thinking like a beginner helps innovation.

Another very helpful session was all about teen volunteers in the library. It was presented by a panel, which was great because it reinforced the fact that every library deals with volunteers in a different way- and that's ok! I'm hoping to get a better volunteer system in place, and the workshop was full of great tips. I brought back ideas from all sessions, and both keynotes, which is certainly the mark of a great conference.

Stacy Hartkorn

During my time at the 2013 OLA/WLA Conference I attended two sessions about Intellectual Freedom and Privacy in libraries. One of the "hot topics" of these sessions was the use of filtering in libraries. Data was shared from a recent library survey conducted in Oregon State that demonstrated a decline in the overall percentage of libraries implementing filtering. I found this particular topic interesting since SCLD has recently incorporated filtering on all software stations. As I reflected on the information shared during these sessions, I became particularly concerned about one aspect of our current filtering settings, specifically image searches. Currently, when members conduct a Google search they will see all text search results listed. Only when they click on a website link from the search results will they potentially receive a message alerting them that the content is being filtered. Members then have the opportunity to submit a request for the website to be reconsidered. In contrast, when conducting an image search using Google, due to the "safe search" setting, if an image is being filtered it will simply not be displayed in the search results. Consequently, it is impossible for library members to know what is being blocked by the filter when conducting image searches using Google. I find this aspect of the filtering especially concerning because library members do not have the ability to submit a request for images to be reconsidered since they are unaware that content is even

being blocked. I understand the reasoning behind the choice to implement filtering, but I cannot support a system which censors information completely from the public. I think it would be wise for SCLD to reconsider this aspect of filtering and determine if there is another option to filter images in a manner that would alert members when content is being blocked, thus creating the option for them to submit a request for the image to be reconsidered.

Another topic of discussion during the Intellectual Freedom and Privacy pre-conference session was about how libraries process member holds. Currently, at SCLD when a member receives a hold the item is shelved “spine down” with a piece of paper listing the member’s full name in plain sight. This could theoretically be considered a violation of members’ privacy since anyone could easily pick up the item to see the title. Consequently, the presenters suggested pursuing alternative methods for processing holds. For example, each member could have a randomly assigned computer generated code which is printed on all of their hold receipts, thus eliminating the use the member’s name. Unfortunately, this method is not always easy to implement due to software limitations. However, I would like to encourage SCLD to investigate the feasibility of using member codes rather than full names on hold slips to ensure SCLD is proactively seeking to protect members’ privacy.

Kelsey Hudson

Connecting with librarians from around the region is always a great benefit of these conferences. I noticed that the conversations seemed to focus on connecting with populations we don’t normally see or interact with which is not unusual, but they seemed to approach the goal from two very different perspectives. Several people talked about an increase in bringing the library to the community instead of waiting for them to come to us. This is a growing focus for us as well, so I found the experiences that other libraries have had with this very helpful. Among the ideas discussed were storytimes and children’s programming at local parks, malls, and museums, and bringing programs to care facilities, community centers, even bars and restaurants. The key in all of this was making those community connections we value, so that working with these organizations is beneficial for everyone involved.

The second approach really seemed to be how libraries are increasingly tailoring their programs to appeal to individuals who might frequently use the library, yet are unable or unwilling to attend traditional, in-library programs. Non-traditional topics, increased passive programming, and a more defined and expanded online presence, among other approaches, has been tried with some success at libraries across the region. I think a number of these programs could work very well for our communities and members, and look forward to exploring them here at SCLD.

PRISCILLA ICE

Sarah Houghton’s keynote challenged us to “put a bird on it” when we need to live within our means, yet still try new things to stay relevant to our communities. This was an interesting message from an edgy librarian overflowing with innovative ideas who has recently begun to experience the realities of directing a library herself.

The freedom and access session, Libraries, Internet Filtering, The First Amendment and the Law, caused me to think District procedures support our responsiveness to users who find themselves blocked. I didn’t hear anything to contradict advice given to the Board last fall by Jim Sloane, District legal counsel.

Three expert trainers taught their lessons by having participants experience firsthand, new trends in ELearning training techniques. The process was so energizing it made me wish we

had a professional trainer on our staff. WALT, the WLA interest group for trainers is one of the most active and engaged in the association.

The session on emotional intelligence, “Why We React the Way We Do and How to Avoid going “Reptilian,”” also engaged its very large audience. Emotional intelligence is an important ingredient in establishing good working relationships and in providing excellent service to our members.

Vanessa Strange

At the WLA/OLA joint conference, I gathered tips and tricks from all aspects of librarianship to take back to SCLD. From Multnomah County Libraries, I learned to teach others to master any database by: looking for the help button, the advanced search, a list of subject terms and reading the whole screen. The Washington Talking Book & Braille Library offered advice on serving members with all types of disabilities, and reminded us that librarians can sign off on applications for eligible members through its website.

Another session illustrated how a library can serve as a community safe haven in the aftermath of a disaster. This includes crucial services like providing Internet access for filing insurance claims, and creating a sense of normalcy for displaced families. I found efficient ways to navigate American Factfinder and Census data, and another session urged us to make changes based on the changing demographics in our communities. Libraries can promote meeting spaces for groups that put on cultural celebrations, group meetings, and English as a second language (ESL) classes.

Recommended Action: This item is for discussion with no formal action required.

SUMMER MEETING SCHEDULE: JUNE-AUGUST 2013**Background:**

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

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

FUTURE BOARD MEETING TENTATIVE AGENDAS: JUNE-JULY 2013

June 18, 2013: Argonne Library/Administrative Offices (4:00 p.m.)

Besides the usual approval of minutes and bill payment vouchers, the following items are tentatively scheduled for action and/or discussion at the June 2013 regular Board of Trustees' meeting.

- Presentation on Sprague Avenue Library by BWA Architects
- Disposal of Surplus Property and Control of Capital Assets Policies
- Health and Benefits Options (pending AWC approval)
- Library Fundraising Discussion
- Library Spotlight – Argonne
- Overview Develop Young Learners/PLA 5 Fundamentals

Please send requests for agenda additions or changes to the Board Chair or Patty no later than noon, Monday, June 3, for inclusion in the preliminary agenda sent Wednesday, June 5. The meeting packet will be mailed Wednesday, June 12.

July 16, 2013: Deer Park Library (4:00 p.m.)

- Friends of the Library and Gifts Policies
- Library Spotlight – Deer Park
- Overview Support Job Seekers and Local Businesses

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.

SPECIAL MEETINGS AND ACTIVITIES

- | | |
|---------------------|--|
| May 20 | Sprague Avenue Library and Park Project Public Workshop (SV Library) |
| September 12 | Sprague Avenue Library and Park Project Public Workshop (SV Library) |
| September 14 | Board Retreat (Saturday, location TBD) |
| September 27 | Staff Day - Tentative (CenterPlace, Spokane Valley) |
| October 10 | Spokane is Reading (two readings; times and locations TBD) |

EXECUTIVE DIRECTOR’S REPORT

Administration

Business Office, Finance and Facilities (Bill Sargent)

The District’s 2012 Financial Statements are approximately 95% completed. The sole remaining action is the final review of the statements. The completed financial statements will be submitted to the State Auditor’s Office prior to the established due date of May 31, 2013.

Work continues with Seattle-Northwest Securities Corporation to develop and identify the tentative bond levy rates for both a District-wide general obligation bond issue, as well as the option for several Library Capital Facility Areas.

A financial orientation presentation was given to the Board of Trustees during the April board meeting.

The scope of the presentation included:

- Tax Anticipation Notes (TANs)
- Property tax levies and levy-lid lift elections
- Financial Forecasting 2014 through 2022

In response to question regarding insurance claims filed against the district, the most recent, five-year history of claims paid is as follows:

Spokane County Library District

Review of Insurance Claims Paid 2008 – 2012

<u>Year</u>	<u># of Claims Paid</u>		<u>\$ Claims Paid</u>
2008	6	\$	35,893.28
2009	2		77.35
2010	1		229.02
2011	5		17,023.08
2012	1		3,868.13
			57,090.86
			57,090.86
Five Year Average		\$	11,418.17

# Payments		15
Average Payment	\$	3,806.06

Human Resources (Paul Eichenberg)

The HR Assistant and I have been researching health insurance plans offered through Washington Health Care Authority, Public Employees Benefit Board (PEBB), and the Association of Washington Cities, Employee Benefit Trust. We completed a benefit comparison, analyzed costs and made projections based on offering health and welfare plans that closely mirrored what the District currently offers. There is potential for significant savings if the District is able to access the AWC Employee Benefit Trust Plans. We submitted a formal application to the AWC Employee Benefit Trust Board of Trustees seeking approval to join. The earliest our application could be approved will be at its June meeting.

Information Technology (Priscilla Ice)

- We upgraded the network connection for Deer Park once again. Good service is not available from any source in Deer Park. This upgrade increased the capacity by a third, but is still less than every other library except Fairfield.
- Work began on the installation of our new fiber connection with Integra Telecom. Integra will begin providing Internet service in June when there will be a one-month overlap with our CenturyLink service.
- Our IT Technician developed a program to make loading the DVD carousels more efficient. District circulation staff members who report the new software has cut the time needed to load the carousels by half, greeted the new program with enthusiasm. The carousels are used to store DVDs and CDs until the cases are checked out. Their use has substantially reduced our loss rate. All libraries except North Spokane use the new software.
- All District file servers are now “virtual.” This means they run as software on a physical server that hosts many such servers. The net result is the space needed to house our server hardware continues to shrink.
- Working with our Communication and Virtual Services managers, we hired a company to complete development work on our new website so that it can be launched sooner. Development work could be done in house; however, other demands have delayed the process. We would like to launch the new website as early this summer as possible.
- The first large batch of data was sent to start the CommunityConnect project. Careful work by our Data and Web Services Administrator resulted in an initial data load with no errors. We will send updates each month.

Collection Services (Andrea Sharps)

- We ordered 1,732 titles and 6,022 copies in April. This is down from last month.
- We processed, added to the system, and sent out to the branches 6,014 items in April. This is down from last month.

- Downloadable lending in April was down from March. A total of 18,858 audiobook, eBook and music items circulated in April. Members placed a total of 5,442 holds.
- We loaned 272 items to other libraries and borrowed 395 items from other libraries for 667 total Interlibrary Loan transactions processed in April.
- The parents of former employee Cory Lux donated \$1,000 in Cory's memory to be used for the purchase of library materials in 2013. In the past, we have selected both children's and adult print materials to receive the memorial bookplate and public note in the catalog. We typically have earmarked the NS copy for the bookplate and public note as Cory was a long-time Page at NS.
- Adult Collection Development Librarian Debra Park, Youth Collection Development Librarian Sheri Boggs and I attended the 'Our Kids: Our Business' luncheon on April 10 along with other District staff. The keynote speaker was author Robin Karr-Morse who spoke about the roots of violence and the role of childhood trauma in adult illness. The District owns multiple copies of two of her books and all are checked out.

Executive Director Report & Community Activities (Nancy Ledeboer)

The Steering Committee for the Sprague Park/Library Site Development project held its first meeting on April 18. The committee will develop a timeline and mission statement to help the public understand the purpose and scope of the project. There was a discussion regarding the format of the Public Design Workshop held Monday, April 22. The public workshop was attended by over 70 people who enthusiastically shared their ideas and opinions about what amenities would be most welcome. The design team is taking these ideas into consideration as they develop several alternative site plans to share with the public Monday, May 20. With input from both sessions and other surveys, the design team will develop a more detailed plan to share with the public in September. BWA design team will attend the June board meeting to hear ideas from Trustees.

I volunteered to serve on one of the United Way Investment Teams to evaluate funding requests. Debbie Rhodes, who served as United Way Campaign Coordinator for SCLD, is also serving on a team. This has been a wonderful opportunity to hear about organizations in our community that serve the needs of young children. SCLD currently partners with some of these groups.

The Leadership Spokane theme for April was the arts and it was nice to hear some mention of Spokane's rich literary arts scene. Many local arts organizations are struggling as donors have reduced contributions in recent years. The need for human service non-profits may also be draining funding from the arts. My year-long commitment ends in June. I have appreciated the opportunity to get to know the community and meet many dedicated individuals who are actively working to build a vibrant and strong community.

SCLD hosted a table at the annual Our Kids: Our Business Kickoff Luncheon. The keynote speaker has published several books on the topic of ending neglect and breaking the cycle of poverty that impacts our children. She illustrated the impact of abuse and neglect with many statistics and research data that demonstrates we cannot delay education until a child starts kindergarten. We must begin early and provide every child opportunities to learn and live in a supportive nurturing environment.

Board Chair Tim Hattenburg and I visited with County Commissioner Shelly O'Quinn to discuss SCLD service priorities and share District plans to replace the Spokane Valley Library. Ms. Quinn understands

the District must seek approval from voters for a bond issue before we can build a new library. She was very supportive of the library's role in early education and support of job training. She also commended the Library Board for its financial oversight and good stewardship.

Staff worked with CIVICTechnologies to set up service areas for the CommunityConnect project. We have sent circulation data and will add additional community data from County GIS. We will schedule training for staff once there is enough data to begin interpreting trends.

Five staff, two trustees and I attended the WLA/OLA Annual Conference in Vancouver and brought back ideas for enhancing services. Staff reports were gathered for the May Board of Trustees Meeting.

**ITEM AND TITLE MONTHLY REPORT
APRIL 2013**

	<u>ITEMS</u>			<u>TITLES</u>		
	ADULT	YOUTH	TOTAL	ADULT	YOUTH	TOTAL
Total Materials						
Print	192688	164476	357164	86399	50569	136968
Nonprint	52826	23986	76812	21300	6281	27581
Subtotal	245514	188462	433976	107699	56850	164549
Periodicals	13698	2411	16109	337	45	382
Total	259212	190873	450085	108036	56895	164931

	<u>ITEMS</u>			<u>TITLES</u>		
OverDrive: eBOOKS			14725			12807
Licensed eBOOKS			1927			1927
Audiobooks			12946			10975
Digital music			1614			1614
OverDrive: Total			31212			27323
GRAND TOTAL			481297			192254

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	6781	3938	10719
Nonprint	1676	506	2182
TOTAL	8457	4444	12901
DELETIONS			
Print	7462	6251	13713
Nonprint	215	-277	-62
TOTAL	7677	5974	13651

	<u>NET CHANGE YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-681	-2313	-2994
Nonprint	1461	783	2244
Periodicals	-2085	-201	-2286

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

**ITEM AND TITLE MONTHLY REPORT
APRIL 2013**

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	192688	164476	357164		86399	50569	136968
Nonprint	52826	23986	76812		21300	6281	27581
Subtotal	245514	188462	433976		107699	56850	164549
Periodicals	13698	2411	16109		337	45	382
Total	259212	190873	450085		108036	56895	164931

	<u>ITEMS</u>			<u>TITLES</u>		
OverDrive: eBOOKS			14725			12807
Licensed eBOOKS			1927			1927
Audiobooks			12946			10975
Digital music			1614			1614
OverDrive: Total			31212			27323
GRAND TOTAL			481297			192254

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	6781	3938	10719
Nonprint	1676	506	2182
TOTAL	8457	4444	12901
DELETIONS			
Print	7462	6251	13713
Nonprint	215	-277	-62
TOTAL	7677	5974	13651

	<u>NET CHANGE</u>		
	<u>YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-681	-2313	-2994
Nonprint	1461	783	2244
Periodicals	-2085	-201	-2286

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

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Public Services Report April 2013

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

In-Library Circulation

District-wide in April, in-library circulation activities increased +4.2% compared to the same month last year. Looking at the year so far, circulation activity remains slightly down compared to last year through April (-1.4%), with 731,020 items circulated through the libraries versus 741,431 in 2012 (-10,411), although the gap is closer than March (-3%). Airway Heights (+17%) and Moran Prairie (+11%) reflected the largest usage increase over last April, and Cheney (-11%) was the only library that experienced a decline.

Self-checkout accounted for 46% of in-library circulation, even with last April. North Spokane (56%) and Spokane Valley (54%) members preferred the self-service option, while only 25% of Cheney and Deer Park members make use of the stations.

2013 Measures at a Glance

- Door count through the first two months of the year (454,661) is down slightly from the same period in 2012 (457,236; -1%).
- Programming attendance (22,080) is up 6% compared to last year (20,838), as was the number of programs offered (909 in 2013 vs. 849 in 2012).
- Total software station bookings up for the fourth month in a row when compared to 2012, (+3%).

-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	230,988		922,078	221,267		921,407	9,721		671
Self-Check	83,733	36%	327,659	79,942	36%	322,670	3,791	0%	4,989
Digital Collection	18,858	8%	77,052	14,694	7%	61,934	4,164	2%	15,118
Total Holds	49,287		193,795	44,697		190,357	4,590		3,438
By Customer	36,725	75%	142,603	32,536	73%	140,253	4,189	2%	2,350
Digital Collection	5,442	11%	23,505	5,263	12%	22,556	179	-1%	949
Total Payments	\$23,625.99		\$93,476.61	\$23,000.16		\$103,638.92	\$625.83		-\$10,162.31
Online	\$7,225.50	31%	\$31,771.09	\$6,253.45	27%	\$32,454.98	\$972.05	3%	-\$683.89

Security Incident Reports

There were 12 Security Incident reports filed in this month, 11 less than last month (23) and nine less than April 2012 (21). Spokane Valley had the most incidents reported with four. The most frequently reported incidents related to vandalism (4).

Internet Filtering Update

Three requests to review blocked websites were received by staff, two less when compared to March 2013 (5). One site was determined to be correctly categorized and filtered at all levels; we requested that two be reclassified to allow access at all levels. All decisions were made within 72 hours of the initial request.

Adult Services (Stacey Goddard)

Support Job Seekers and Local Businesses:

- HR Manager Paul Eichenberg, Circulation Supervisors Judy Luck and Gina Rice, HR Assistant Debbie Rhodes and I attended a training session on behavioral interviewing at WorkSource. The session was led by Jack Kaplan, who also presented the recent *Job Seeker Workshop* series at Spokane Valley. Mr. Kaplan has offered to present this session in our libraries, with a target audience of small business owners; I'll be working with him to schedule this for early summer.
- Our seven computer classes had a combined attendance of 20, an average of 2.9. This is down from last April, when 33 attended the six classes offered (an average of 5.5). Class attendance has steadily declined from this time last year. We're going to suspend our computer class schedule over the summer, to give us time to update class content and offerings.
- We did 31 Book-a-Librarian sessions this month throughout the district, up from last month's total of 21.
- We proctored 16 tests for members throughout the district in April, down from last month's 19.

Explore and Discover:

- The big programming news for April was *Money Smart Week*. From April 20 through April 27th, we offered 14 programs on a variety of topics, with a combined total attendance of 297. Here are the details:
 - *Practical Couponing*, four sessions with a combined attendance of 23.
 - *Organize Your Finances*, two sessions with a combined attendance of 46.
 - *Estate Planning*, two sessions with a combined attendance of 48.
 - *Budgeting 101*, two sessions with a combined attendance of 53.
 - *Become Debt Free*, two sessions with a combined attendance of 35.
 - *Shred Day*, two locations (North Spokane, Spokane Valley) with a combined total of 92 members dropping materials off for shredding.

Many of the programs were presented by Spokane Teacher's Credit Union, who will partner with us to offer more financial programs later this year.

- Our three *Beyond Books: Dr. Doyle and Mr. Holmes* programs had a combined attendance of 58.
- April's entry in the *Explore a Bygone Era* series featured EWU History Professor Dr. Larry Cebula, who discussed how to best utilize technology when searching for historical information. 16 people were in attendance.
- Fairfield's *Drop-in Craft Class* had 6 people in attendance.
- Local author "Sam" Lein Le did a presentation on his autobiography *The Spirit Stills the Storm*. This program, sponsored by the Argonne Friends of the Library, had an audience of 30.
- This month's *Backyard Bounty: Propagation from Seeds & Cuttings* program had a combined attendance of 35 at the two sessions offered.
- Book discussion attendance averaged 11.5, up from last month's average of 8.75. North Spokane had a record attendance of 16, and Spokane Valley featured local author (and former SCLD employee) Sharma Shields and had 14 attend.

Connect Communities:

- We visited 48 facilities in April, the same number as last month. Residents checked out 1,789 items—down from last month's circulation of 1,794 items.

- Librarian Michelle Booth and I attended the monthly WorkSource meeting, where we were happy to announce that Jack Kaplan will again be bringing his *Job Seeker Workshop* series to Spokane Valley (May 22-24).

Youth Services (Gwendolyn Haley/Mary Ellen Braks)

Develop Young Learners:

- 3574 children and their families attended Play and Learn storytimes in April.
- We provided 37 storytimes at 21 childcare facilities, for 719 children.
- Teen parents and their children (94 altogether) attended several Love Talk Play parent engagement programs.

Explore and Discover:

- After School Specials had 94 children in attendance. This was a drop from last month—perhaps a combination of nice weather and the Money Smart theme.
- Our Spring break all ages gaming program brought in 143 children and their families.
- Science Saturdays with Mobius had 175 this month. Over the entire series, 572 school age children learned about chemical reactions at these dynamic and entertaining programs.
- 17 teens in Medical Lake and Airway heights participated in a cupcake decorating program and learned about the career and business of baking. There were 39 teens at the Anime clubs in April, and 4 participated in TWINE. The Tween program at North Spokane offered 15 4th-6th graders the opportunity to learn about non-Newtonian fluids (having the properties of both a liquid and a solid).

Connect Communities:

- Mary Ellen met with Thrive by Five on a weekly basis this month to get ready for the Teen Parent Family Engagement meeting. This meeting was held April 20th and we had 33 teens, 15 children, 4 supporters, 3 staff from Thrive by Five Seattle, 2 staff from King County Early Learning Coalition, 2 staff from the Inland Northwest Early Learning Coalition, and 3 local childcare providers. The meeting was part of a grant from Thrive by Five to gather input on the Love Talk Play campaign from teen parents. Our turnout was more than expected. The teens were engaged and gave us great feedback on the program and on how to get information to them on similar events. Most of them indicated they would come to storytimes and other Love Talk Play events if the timing worked with their schedules.
- Mary Ellen and two representatives from Community Minded Enterprises did 5 Love Talk Play programs this month for Young Lives Medical Lake, Young Lives Spokane, and Volunteers of America Crosswalk. The programs included an introduction to Love Talk Play with activities for their children, storytimes, and making toys from household items.
- Gwendolyn and Mary Ellen attended the Our Kids: Our Business Kickoff Luncheon with library staff and trustees.
- Mary Ellen and Gwendolyn attended the ESD101 Librarian meeting to share information about Summer Reading.
- Mary Ellen has been working with Ellen Terry from Humanities Washington to bring the Prime Time Family Reading Program to the Spokane County Library District. Staff have been selected to participate and will be trained on the program. Training will be in June, with the program to follow in October.
- Gwendolyn met with two English language teachers from Mead School District to strategize about how we might connect with newcomer families in North Spokane.
- We applied for 10 WSL mini-grants for Early Learning programs and should hear in the next month whether any were successful. We also applied for a Target family literacy grant for a Newcomers English Language Learners family storytime. The Target recipients will be notified in August 2013.

- Christie Onzay and Pat Davis participated in Windsor Elementary's first Science Night. Christie presented a STEM program, and they saw 207 children and their families.

Virtual Services (Carlie Hoffman)

Support Job Seekers and Local Businesses:

- ed2go was launched to staff to allow time to learn the product before launching to the public.

Explore and Discover:

- I reviewed four science databases and invited selected staff members to assist. A price quote was requested from Gale regarding Science in Context.
- MorningStar Investment online sessions were added to the Money Smart Week web page.
- I created statistics spreadsheets for Zinio and ed2go in preparation of launching these products without proxy authentication.

Connect Communities:

- I met with Communication and IT to discuss progress and next steps in the website redesign project. We decided to request price quotes from outside companies to expedite the project and later met to discuss price quotes. After interviewing companies, we chose to work with NXNW.

Circulation services (Judy Luck/Gina Rice)

IN-LIBRARY CIRC								
	This Month		Compared to same month:			Year – to – Date		
	2013	2012	1-yr ago	3-yrs ago	5-yrs ago	2013	2012	Diff
AH	6384	5463	16.86%	36.91%	39.45%	24549	22506	9.08%
AR	15558	14595	6.60%	6.63%	22.13%	61004	60262	1.23%
CH	13321	15094	-11.75%	-7.64%	-0.26%	54125	62710	-13.69%
DP	13048	12557	3.91%	1.40%	0.02%	55374	56613	-2.19%
FF	1319	1171	12.64%	-20.92%	-30.10%	5208	5479	-4.95%
ML	5119	4942	3.58%	5.44%	27.37%	19973	19685	1.46%
MP	17612	15847	11.14%	9.74%	27.18%	68714	66475	3.37%
NS	51902	49103	5.70%	7.20%	18.25%	208714	206468	1.09%
OT	6559	6530	0.44%	-12.55%	-10.76%	27493	27362	0.48%
SV	52307	50441	3.70%	4.66%	16.93%	205492	213871	-3.92%
TOT	183129	175743	4.20%	4.64%	14.85%	731020	741431	-1.40%

BREAKOUT BY CHECKOUT METHOD							
This table highlights how members are choosing to checkout and/or renew items at each library							
	Staff assisted stations		Self-Check stations		Total in-library circulation	Renewals online	Total in-library + online renewals
	Checkouts	Renewals	Checkouts	Renewals			
AH	3626	330	2419	9	6384	972	7356
AR	9642	723	5150	43	15558	2075	17633
CH	9380	639	3286	16	13321	2058	15379
DP	9077	745	3201	25	13048	1531	14579
FF	809	60	447	3	1319	183	1502
ML	2388	233	2482	16	5119	717	5836
MP	10153	680	6744	35	17612	3201	20813
NS	20495	2279	28784	344	51902	9069	60971
OT	3636	274	2626	23	6559	1376	7935
SV	21945	2282	27856	224	52307	7510	59817
TOT*	91419	8285	82995	738	183437	28693	212130

Self-Checkout					
	This Year This Month		Last Year This Month		
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	Difference
AH	2428	38.03%	2034	37.23%	0.80%
AR	5193	33.38%	4835	33.13%	0.25%
CH	3302	24.79%	3308	21.92%	2.87%
DP	3226	24.72%	3513	27.98%	-3.25%
FF	450	34.12%	296	25.28%	8.84%
ML	2498	48.80%	2460	49.78%	-0.98%
MP	6779	38.49%	6281	39.64%	-1.14%
NS	29128	56.12%	27584	56.18%	-0.05%
OT	2649	40.39%	2938	44.99%	-4.61%
SV	28080	53.68%	26693	52.92%	0.76%
TOT	83733	45.72%	79942	45.49%	0.24%

Holds	Holds filled	% of circulation	Holds filled	% of circulation	Difference 2012 to 2013
	Apr-12		Apr-13		
AH	1233	22.57%	1491	22.09%	-0.48%
AR	2670	18.29%	2907	20.52%	2.22%
CH	3278	21.72%	2807	21.64%	-0.07%
DP	2391	19.04%	2559	19.77%	0.73%
FF	191	16.31%	318	28.28%	11.97%
ML	1176	23.80%	1012	22.93%	-0.86%
MP	3247	20.49%	3980	20.69%	0.20%
NS	8846	18.02%	10294	19.40%	1.39%
OT	1689	25.87%	1878	27.11%	1.24%
SV	8628	17.11%	10131	18.59%	1.49%
ZSupport*			1226		
TOTAL	33349	18.98%	37078	20.25%	1.27%

*Zsupport holds added in 2013. No data is available for 2012. This impacts the percentage increase on the total only.

New Member Registrations			
	April 2013	April 2012	% Difference
AH	43	55	-21.82%
AR	120	136	-11.76%
CH	90	100	-10.00%
DP	70	58	20.69%
FF	11	7	57.14%
ML	44	38	15.79%
MP	126	127	-0.79%
NS	360	285	26.32%
OT	37	41	-9.76%
SV	408	548	-25.55%
TOTAL	1309	1395	-6.16%

	Books to Go	% of circulation	DVD	% of circulation	New Books	% of circulation
AH	77	1.21%	2703	42.34%	353	5.53%
AR	425	2.73%	4764	30.62%	1198	7.70%
CH	269	2.02%	4005	30.07%	722	5.42%
DP	210	1.61%	4605	35.29%	551	4.22%
FF	59	4.47%	319	24.18%	74	5.61%
ML	83	1.62%	1904	37.19%	293	5.72%
MP	295	1.67%	5285	30.01%	1184	6.72%
NS	925	1.78%	13771	26.53%	3126	6.02%
OT	147	2.24%	1838	28.02%	517	7.88%
SV	863	1.65%	14337	27.41%	3600	6.88%
TOTAL	3353	1.83%	53531	29.23%	11618	6.34%

Customer Payments:

April Cash Collection				
	2012	2013	Difference 2012 to 2013	% change 2012 to 2013
CASH	\$11,393.51	\$9,064.87	-\$2,328.64	-20.44%
CHECK	\$5,353.20	\$3,278.50	-\$2074.7	-38.76%
CREDIT	\$6,253.45	\$7,225.50	\$972.05	15.54%
PROMO		\$4,057.12*	\$4057.12*	
TOTAL	\$23,000.16	\$23,625.99	\$625.83	2.72%

*The discrepancy with the promotional amount above and Food for Fines total on the chart below is due to a clerical error when the fees were cleared. The amount noted on the chart below represents the true value of fees cleared from the system during the Food for Fines promotional event.

Food for Fines:

During National Library week, April 14 – 20, 2013, we had our inaugural Food for Fines event. Circulation staff welcomed hundreds of members who donated thousands of pounds of food in this with 2nd Harvest and other regional food banks around the District. For every non-perishable item of food, \$1.00 was forgiven from the member's account up to a maximum of \$10.00 per card. Fees eligible for the program included accumulated overdue charges and fees for damaged items, unless the member's account was already at Collections. In many cases, our generous members contributed much more to the food barrels than needed to pay their fines. Some had no overdue fees at all, but still contributed food throughout National Library Week. Members asked if we would do it again next year—or even sooner!

	FINES FORGIVEN	POUNDS OF FOOD
AH	\$193.70	241
AR	\$419.40	375
CH	\$312.60	367
DP	\$285.05	428
FF	\$2.40	2
ML	\$137.79	184
MP	\$216.15	253
NS	\$977.90	1225
OT	\$143.90	375
SV	\$1,380.43	1567
TOTAL	\$4,069.32	5017

LIBRARY REPORTS

Airway Heights: Stacy Hartkorn

Develop Young Learners:

- April's Play & Learn attendance of 21 was slightly lower compared to March (25.5), however it was an increase compared to April 2012 attendance (approx. 14).
- In-Library storytimes were provided to West Plains ECEAP Preschool's AM and PM classes, with a combined attendance of 28.
- Stacy shared information about library services and storytimes to the 25 people in attendance at Sunset Elementary's Ready for Kindergarten program. The following week a family attended the Airway Heights Storytime, sharing that they had learned about Storytime during the library presentation at Ready for Kindergarten.

Explore and Discover:

- Our first Teen program for 2013 attracted a total of 4 people, which is comparable to previous Teen programming events at the Airway Heights Library.
- The April After School Special attracted a total of 7 participants, which is slightly lower compared to March attendance (8), and also lower compared to April 2012 (16).
- *Game On!* brought in a total of 18 people, which is slightly higher compared to 16 participants in April 2012.

Connect Communities:

- Stacy attended several Airway Heights Kiwanis meetings, helping with plans for the Airway Heights 2nd Annual Community Yard Sale. Stacy also volunteered at the annual Kiwanis Paint a Helmet event at the Spokane Interstate Fairgrounds.

Argonne: Mary Kay Anderson

Develop Young Learners:

- There was strong attendance at all Storytimes this month (27 average vs. 18 in 2012) with a number of new families joining us most weeks.
- For our second to last After School Special, six children took part in a kid-size version of Money Smart Week.

Explore and Discover:

- The one member who signed up was able to receive exceptional assistance at the Email Basics class held this month.
- The Argonne Friends sponsored local author Sam Lein Le at a program this month. They also donated four copies of his book, The Spirit Stills The Storms, and provided homemade cookies and beverages. The book circulated well before the program and thirty attended the program itself.
- Argonne was the site for one of STCU's Money Smart programs, *Organize Your Finances*. There were 32 in attendance and staff observed a very engaged group—lots questions and very high marks on the evaluation form.

Connect Communities:

- The Spokane Chapter of the Autism Society of Washington contributed funds for the purchase of new, up-to-date books on this topic. Those books, along with printed materials and books already in our collection, were part of a month-long display at Argonne. They also provided seven striking black and white photos of children with Autism which we rotated on the display unit.
- The Argonne Friends met to discuss the year's plans: upcoming book talk, participation in Millwood Daze and the fall book sale. They also agreed to provide funds for refreshments at an adult summer reading program and considered a contribution to the new display sign slated for Argonne later this spring.

- Staff helped Communication Manager Jane Baker choose attractive materials to use as a backdrop to her interview on KHQ promoting Food for Fines program.
- During the Food for Fines Forgiveness week, two things struck staff in particular: Members not only took care of fines through food donations, but in many cases cleared up anything left on their account after the \$10. They were so pleased to be able to contribute in this way; many were quite cheerful to be paying fees during the week. We also accepted quite a few food donations from people with no fines to pay off.
- Mary Kay distributed copies of Nora Roberts' Montana Sky to a number of Millwood businesses as a part of World Book Night.

Cheney: Pat Davis

Develop Young Learners:

- Baby Play and Learn average weekly attendance decreased to 12.25 compared to 20.75 last year.
- Toddler Play and Learn increased to 37 this year compared to 30 last year.
- Preschool Play and Learn increased to 43.25 this year compared to 36.5 last April.
- I attended the Windsor Elementary Spring Ready for Kindergarten classes and presented information about library services and storytimes to parents.

Explore and Discover:

- Christie Onzay and I participated in Windsor Elementary Family Science Night. Christie showed the children how to make straw rockets and I promoted library services. We had 207 children and parents visit our classroom during the two-hour event.
- Our *Money Smart Kids* program attracted four participants this year compared to five last year.
- *Game On!* attracted 27 this year compared to 15 at last year's Game Fest.
- A Cub Scout pack visited the library and had a tour.
- The adult program, *Beyond Books: Dr. Doyle and Mr. Holmes* had an attendance of 10.
- *Estate Planning 101* attracted seven.

Connect Communities:

- We provided a table in our entry way for a group of students from Marysville. They came to participate in a robotics competition at EWU. I was contacted by one of the students asking if they could have a spot in the library to promote the robotics competition. They were very enthusiastic about being able to come to the competition and wanted an opportunity to inform the Cheney community about the event. This was one of several regional competitions throughout the state. The Penguinbots were unable to compete in Seattle because that event was filled within fifteen minutes of the opening of registration so they registered for the EWU event. Several older members and some families stopped to talk with these enthusiastic teens as they explained the competition and their team's entry.
- The West Plains Chess Club has begun meeting once a month in the library meeting room.
- The World Book Night Giveaway, Montana Sky by Nora Roberts, went to several local businesses.
- I attended the Cheney School District Literacy Committee meeting.
- AARP Tax Volunteers helped 44 people file their taxes this month here at the library.

Deer Park: Kris Barnes

Develop Young Learners:

- Our storytime attendance was a total of 362. A significant drop in attendance from last April's total of 464.
- Our After School Special attendance was 15 compared to last year's attendance of 23.
- Our spring break *Game On* program attracted 13 participants.

Support Job Seekers and Local Businesses:

- I attended the Deer Park Chamber of Commerce meeting this month. We heard a presentation from the Deer Park School District regarding a program grant they are applying for. I took the opportunity to fill out a survey and outline some programs and services that we could collaborate on.
- I attended a meeting of the Deer Park Tourism Committee this month. We discussed coordinating efforts with volunteer organizations, festival organizers, and other community minded groups in the area.

Explore and Discover:

- Our Adult Book Club attendance was 12 compared to last year's attendance of 9. Notably 4 first time members joined us including a woman who said that she will be driving all the way from Chewelah to attend because she "loves the titles that we are reading." She also commented it was well worth the drive.
- The Money Smart couponing program attracted 3 participants.

Connect Communities:

- I delivered 20 books to four different businesses in Deer Park to participate in World Book Night. All of the businesses I approached agreed to hand out the books April 23; the feed store in particular expressed gratitude to be included in this effort.

Fairfield: Bev Bergstrom

Develop Young Learners:

- Average attendance at Storytimes (10) and After School Specials (5) was nearly identical to last April's numbers.

Explore and Discover:

- A young man in the community who raises sheep and knits with the wool gave a class on spinning wool with both a drop-spindle and a spinning wheel. He also brought in a knitted blanket he has been working on for several years. An Idaho resident was one of six members attending the class.

Connect Communities:

- Our books from World Book Night went to the Fairfield Post Office and the newly opened fitness center, Fitness With Friends. Both entities were very pleased at the opportunity to give away books.
- The Hangman Creek Chamber decided to sponsor a local high school student for the Southeast County Fair Royalty.

Medical Lake: Laura Baird

Develop Young Learners:

- Storytime attendance averaged 26, up from 19 in April 2012.
- 10 people attended the After School Special, up from three last April.

Support Job Seekers and Local Businesses:

- Four adults asked if they could attend the *That Takes the Cake* tween program to learn how to decorate cakes from a professional. The idea was forwarded to Stacey Goddard as a future adult program possibility.

Explore and Discover:

- The book discussion group held its monthly event in the meeting room.
- 13 teens attended the *That Takes the Cake* program.
- Five members attended the *Practical Couponing* program during *Smart Money* week.
- Attendance was down from 17 in April 2012, to four in April 2013 for the *Game On!* program.
- The *Choose your Class* computer program attendance remained at two for both this year and last.

Connect Communities:

- Friends of Medical Lake netted over \$900 at its semi-annual book sale. The group donated \$200 toward Summer Reading supplies.
- I attended the West Plains Chamber breakfast and met Ann Everett, the Medical Lake High School STEM coordinator. We discussed the possibility of presenting a website literacy training for students next year.
- SCOPE held its annual bike safety day and the coordinator who is a long-time member checked out several children's CDs to play throughout the event. Staff handed out fliers for the event as well.

Moran Prairie: Jason Johnson

Develop Young Learners:

- Toddler Play and Learn Storytime averaged 75 attendees this month, up from 71 last month and 51 in April 2012.
- Preschool Play and Learn Storytime averaged 30 this month, up from 27 last month and 23 in April 2012.
- Baby Play and Learn Storytime had an average of 19 attendees this month, which is down from 22 last month and 28 in April 2012.
- This month's After School Special, *Money Smart Kids!* only drew 2 participants.

Support Job Seekers and Local Businesses:

- The Money Smart program, *Become Debt Free* brought in 13 people.

Explore and Discover:

- 22 people attended our *Beyond Books: Doyle and Holmes* program.
- The Moran Prairie Book Club had four participants.
- The *Game On!* spring break program attracted 13 kids this year.

Connect Communities:

- We had four individuals pick up and distribute free books for World Book Night this month.
- A group of 20 Boy Scouts came in for a tour.

North Spokane: Patrick Roewe

Develop Young Learners:

- 987 children and their parents and caregivers attended an Early Learning program this month.

Support Job Seekers and Local Businesses:

- Circulation of test preparation books at North Spokane increased modestly (4%) when compared to April 2012.

Explore and Discover:

- Money Smart Week brought in 18 to *Budgeting 101*, 14 to *Organize Your Finances*, and 50 to *Community Shred Day*.
- 26 members attended *Dr. Doyle And Mr. Holmes: The Cultural Staying Power Of Sherlock Holmes* presentation by Tom Keogh.
- 31 teens and tweens participated in the *Anime* and *Tween Club* programs.

Connect Communities:

- 57 groups used the North Spokane meeting rooms this month, up 14% from March 2012 (50).
- For the second year in a row, we were the host location for the *Prescription Drug Take-Back & Shred Event* sponsored by the Spokane County Sheriff's Office.
- I attend weekly Rotary meetings.
- The North Spokane Friends held its post-book sale meeting and designated funds for Summer Reading programs and to purchase new interactive discovery stations for the children's area.

Otis Orchards: Bev Bergstrom

Develop Young Learners:

- Attendance at our Storytimes decreased 15% and After School Special numbers were down 44% from last April.

Explore and Discover:

- A very successful class for our library, *Practical Couponing* brought in 13 members.
- A young member asked for a copy of the Guinness Book of World Records so that he could look through it and find a record he could personally break. We're waiting to see what he selected.

Connect Communities:

- A member used World Book Night to pass books out to homeless and those living in various shelters. Her job requires that she pass out food to a large variety of people and her offering of a book with the food was well received.

Spokane Valley: Doug Stumbough

Develop Young Learners:

- Baby Play and Learn averaged 22, up from last April (20).
- Toddler Play and Learn had 39 attendees on average, down slightly from 41 last year.
- Preschool Play and Learn was also down slightly, averaging 41 compared to 42 in April 2012.
- Family Play and Learn drew an average of 15, which is down from 22 last April.

Support Job Seekers and Local Businesses:

- Michelle and Kelsey attended this month's Greater Spokane Valley Chamber of Commerce lunch, which was a "Biz Buzz" networking event held at the HUB sports complex.

Explore and Discover:

- This month, 14 Book Club members attended the discussion of Favorite Monster by Sharma Shields, a former Information Specialist with the District who pioneered our T.W.I.N.E program.
- *Reactions In Action* brought 130 participants to the Saturday afternoon science program presented with Mobius.
- The Teen Anime Club drew in 23 this month for a viewing and discussion of *Fruits Basket*.
- The *Game On!* attracted 28 youths during their spring break.
- 26 members of the community came to learn about *Propagation from Seeds and Cuttings*, as part of the *Backyard Bounty* series presented by the WSU Extension's Master Gardeners.

Connect Communities:

- The third program in the *Explore A Bygone Era* series, *Electronic Historical Research*, presented in partnership with the Spokane Valley Heritage Museum, attracted 16 interested members.
- Tours and special storytimes were provided for classes at Little People Child Care Center.
- The average attendance for this year's *Money Smart Week* program series was 35, well above last year's 14. The biggest draws were the *Budgeting 101* and *Estate Planning 101* programs, with 35 and 41 respectively. The *Shred Day* event on the 20th also drew a respectable 42.

Public Use Measures

April 2013

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	119,266	118,473		1%	
Door count	118,094	111,940	454,661	-1%	-1%
Circulation	230,988	221,267	911,664	-1%	1%
Digital Media Catalog	18,858	14,694	77,052	24%	40%
Programs					
Number	239	234	909	6%	9%
Attendance	5,658	5,744	22,080	6%	12%
Group Visits					
Number	2	1	13	86%	-19%
Attendance	46	16	222	236%	-29%
Software Station bookings	19,525	17,947	74,987	3%	-3%
Meeting room bookings	337	341	1,284	-5%	-4%
Holds placed					
By customers	36,725	32,536	142,603	2%	1%
By staff	7,120	6,898	27,687	1%	-2%
Digital Media Catalog	5,442	5,263	23,505	4%	25%
Database use					
Searches	112,623	19,874	274,857	271%	81%
Retrievals	32,445	25,805	166,772	71%	47%
Website use (Remote)					
User sessions	87,374	84,541	348,036	1%	8%
Page views	224,618	260,009	983,797	-9%	10%
Catalog	60,165	56,830	237,637	-7%	13%
Database Access	4,525	5,589	25,185	-2%	-24%
Interlibrary loans					
Loaned	272	294	1,227	18%	-2%
Borrowed	395	376	1,705	13%	1%

Public 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 March 2013

Traditional Media

- SCLD in the news:
 - Apr 3 – Deer Park Tribune: Storytimes
 - Apr 4 – Cheney Free Press: ML book club meeting is April 8
 - Apr 5 – Spokane Valley News Herald: Free tax help
 - April 10 – Deer Park Tribune: Storytimes
 - April 10 – Deer Park Tribune: Library waiving fines for food
 - April 12 – KXLY.com: Spokane Valley looking for input on proposed new library
<http://spokanevalley.kxly.com/news/arts-culture/91291-spokane-valley-looking-input-proposed-new-library>
 - April 13 – KHQ-TV: Morning news show segment on Food for Fines
 - April 16 – Spokesman-Review Valley Blog: Food for library fines
<http://www.spokesman.com/blogs/spokanevalley/2013/apr/16/food-library-fines/>
 - April 17 – Deer Park Tribune: Storytimes
 - April 18 – Spokesman-Review Valley Blog: Today's Highlights (mention of park planning session)
<http://www.spokesman.com/blogs/spokanevalley/2013/apr/18/todays-highlights/>
 - April 18 – Cheney Free Press: Book club meets April 23
 - April 19 – Valley News Herald: Balfour, library workshop Monday
 - April 19 – Valley News Herald: Library 'Money Smart Week'
 - April 22 – Spokesman Valley Blog: Balfour Park meeting tonight
<http://www.spokesman.com/blogs/spokanevalley/2013/apr/22/balfour-park-meeting-tonight/>
 - April 22 – NWCN.com: Spokane Valley hosts meeting on proposed new library
<http://www.nwcn.com/news?fld=204183551&fPath=/news/local&fDomain=10222>
 - April 22 – KREM.com: Spokane Valley hosts meeting on proposed new library

- April 23 – Spokesman.com: Dozens Turn out for Balfour Park meeting
<http://www.spokesman.com/blogs/spokanevalley/2013/apr/23/dozens-turn-out-balfour-park-meeting/>
- April 23 – Deer Park Tribune: Storytimes
- April 25 – Spokesman Review: Balfour plans debated
<http://www.spokesman.com/stories/2013/apr/25/balfour-plans-debated/>
- April 26 – Spokane Valley News Herald: History at library

Estimated media value:

Approximate media value for SCLD in the news = \$1800

Press Releases

April 2 – Food for Fines to benefit Second Harvest Food Bank

April 4 - Libraries in Spokane City & County Participating in State-Wide Library Snapshot Day to Improve Awareness of Library Services

April 9 – Money Smart Week returns to Spokane County Library District

E-Marketing (Website, Social Media, Email)

- Social Media:
 - Facebook: # of fans: 1655
 - Twitter: # followers: 427
 - Pinterest: followers: 450
- Email:
 - April 10 - Invites send to the library/park expansion planning session. Zip codes 99206, 99216, and 99212. The email was delivered to 13,062 and has been opened 6,650 times
- Website updates:
 - Game On Family Game Day – April 2
 - Snapshot Day – April 2
 - Proposed library/Balfour Park expansion – April 8
 - Library compliance with American Disabilities Act – April 10
 - Beyond Books – Fly Fishing Basics – April 11
 - Updated About page with 2012 information – April 12

- Deer Park Book sales – April 15
- Otis Orchards Book Club – April 15
- Sam Lien Le, author, to speak at Argonne Library – April 15
- Elephant and Piggie Party – April 18
- Selected North By Northwest (NXNW) as outside vendors to help with new website update – April 29

Community Involvement

April 5 – Attended Spokane MarCom presentation – Geek panel on websites

April 18 – Analytics class & hands-on workshop to improve website performance

April 22 – Attended Park/Library Conceptual Design Session

Current & Upcoming Projects

May 20 – Park/Library Conceptual Design Session – 6pm, Spokane Valley Library

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
INCOME STATEMENT - "FINAL"
AS OF APRIL 30, 2013
[PERCENT OF YEAR = 33.3%]

REVENUES:	ACTUAL	BUDGET	PERCENT
PROPERTY TAX	\$ 10,114,375	\$ 10,058,400	100.56%
CONTRACTED CITIES, SERVICES & FEES	149,533	701,200	21.33%
MISCELLANEOUS REVENUES	25,986	208,600	12.46%
INTEREST EARNINGS	6,048	36,000	16.80%
TRANSFERS IN	-	164,100	0.00%
TOTAL REVENUES	\$ 10,295,942	\$ 11,168,300	92.19%
EXPENSES:			
SALARIES	\$ 1,877,031	\$ 5,742,800	32.68%
FRINGE BENEFITS	527,735	1,683,400	31.35%
SUPPLIES	91,573	576,600	15.88%
SERVICES	656,483	1,640,200	40.02%
CAPITAL EXPENDITURES	-	70,000	0.00%
LIBRARY MATERIALS	537,794	1,704,300	31.56%
INTEREST EXPENSE	3	500	0.60%
OPERATIONAL CONTINGENCIES	-	233,700	0.00%
TRANSFER OUT TO CAPITAL PROJECT FUND	-	-	0.00%
TOTAL EXPENSES	\$ 3,690,619	\$ 11,651,500	31.68%
TOTAL REVENUES OVER (UNDER) EXPENDITURES	\$ 6,605,323	\$ (483,200)	
CHANGES TO GENERAL FUND BALANCE:			
EXCESS OF REVENUES OVER (UNDER) EXPENDITURES	\$ 6,605,323	\$ (483,200)	
ACTUAL BEGINNING FUND BALANCE - 1/1/13	3,663,568	3,663,568	
ENDING FUND BALANCE - 4/30/13 & ESTIMATED BALANCE	\$ 10,268,891	\$ 3,180,368	

SPOKANE COUNTY LIBRARY DISTRICT
GENERAL OPERATING FUND
BALANCE SHEET - "FINAL"
AS OF APRIL 30, 2013

ASSETS:	
CASH	\$ 4,878,716
ACCOUNTS RECEIVABLE	467
TAXES RECEIVABLE	5,858,931
DUE FROM OTHER GOVERNMENTS	-
INVENTORY	51,544
PREPAID EXPENSES	106,148
TOTAL ASSETS	\$ 10,895,806
LIABILITIES:	
ACCOUNTS PAYABLE	\$ 334,721
INTEREST PAYABLE	-
TAX ANTICIPATION NOTES	-
DEFERRED REVENUE	292,194
TOTAL LIABILITIES	\$ 626,915
GENERAL FUND BALANCE:	
NONSPENDABLE FUNDS -- PREPAID ITEMS	\$ 321,105
NONSPENDABLE FUNDS -- INVENTORY	51,535
ASSIGNED FOR DISTRICT WELLNESS PROGRAM	1,262
ASSIGNED FOR DEER PARK LIBRARY PROGRAM	6,093
ASSIGNED FOR DIANE ZAHAND MEMORIAL FUND	6,059
UNASSIGNED FUND	9,882,837
ENDING FUND BALANCE APRIL 30, 2013	\$ 10,268,891
TOTAL LIABILITIES AND GENERAL FUND BALANCE:	\$ 10,895,806
FUND BALANCE CAPITAL PROJECTS FUND - APRIL 30, 2013	\$ 1,325,959

Spotlight Medical Lake Library

Library Supervisor Laura Baird will share highlights about Medical Lake Library and the community it serves.

Recommended Action: This item is for your information and no formal action is required.

OVERVIEW DISTRICT RECYCLING

Business Manager Bill Sargent will provide an overview of District recycling.

Recommended Action: This item is for your information and discussion with no formal action required.