> **MISSION**
> We inspire learning, advance knowledge, and connect communities.

## Board of Trustees Regular Meeting
December 17, 2013    4:00 p.m.    Argonne Library Public Meeting Room

### AGENDA

**I.    CALL TO ORDER**

**II.    AGENDA APPROVAL** [4:00]

**III.    ACTION ITEMS**
   A. Approval of November 19, Regular Meeting, and November 26, Special Meeting Minutes [4:00-4:03]
   B. Approval of November 2013 Payment Vouchers  [4:03-4:05]
   C. Unfinished Business
      1. Sprague Avenue Library and Park Project Update  [4:05-4:08]
      2. 2014 Budget [4:08-4:20]
         a. Authorizing 2013 Property Tax Levy Increase for Collection in 2014 (Resolution No. 13-10 to Amend Resolution No. 13-08): Approval recommendation.
         b. Adopting a 2014 Final Budget (Resolution No. 13-11): Approval recommendation.
      3. 2013 Work Plan Update
   D. New Business [4:20-4:30]
      1. 2014 Work Plan
      2. 2014 Board of Trustees' Officers Election: Approval recommendation.
      3. Recognition of Retiring Trustee Mary E. Lloyd (Resolution No. 13-12):  Approval recommendation.

**IV.    DISCUSSION ITEMS, POSSIBLE ACTION**
   A. Future Board Meeting Agenda Items [4:35-4:40]

**V.    REPORTS**
   A. Trustees [4:40-4:45]
   B. Executive Director [4:45-4:50]
      - Administrative
      - Community Activities
   C. Public Services [4:50-4:55]
   D. Communication [4:55-5:00]
   E. Fiscal [5:00-5:05]
   F. Spotlight - Virtual Library Services [5:05-5:15]
   G. Overview - Communication [5:15-5:35]

**VI.    PUBLIC COMMENT**

**VII.    ADJOURNMENT**

A HOLIDAY RECEPTION FOR THE BOARD OF TRUSTEES AND DISTRICT LEADERSHIP TEAM WILL BE HELD IN THE ADMINISTRATIVE OFFICES FOYER AFTER THE MEETING.  NO FURTHER BUSINESS WILL BE CONDUCTED.

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

*This meeting location is barrier-free.  If you require accommodation to participate in this meeting, please notify Spokane County Library District Administrative Offices (509/893-8200) at least 48 hours prior.*   12/17/13

## SPOKANE COUNTY LIBRARY DISTRICT

## BOARD OF TRUSTEES MEETING MINUTES:  NOVEMBER 19, 2013

### CALL TO ORDER

The regular monthly meeting of the Spokane County Library District Board of Trustees was held Tuesday, November 19, 2013, in the public meeting room at Argonne Library, 4322 N. Argonne Rd., Spokane, WA.  Chair Tim Hattenburg called the meeting to order at 3:59 p.m. and welcomed those in attendance.

PRESENT:
| | |
|---|---|
| Tim Hattenburg | - Chair |
| Mary E. Lloyd | - Trustee |
| Sean Morrow | - Trustee |
| Nancy Ledeboer | - Executive Director and Secretary |

EXCUSED:
| | |
|---|---|
| Daniel Davis | - Vice Chair |
| Mark Johnson | - Trustee |

GUESTS:  None.

Also Present:  Jane Baker, Communication & Development Officer; Paul Eichenberg, Chief Human Resources Officer; Priscilla Ice, Chief Information Officer; Catherine Nero Lowry, Library Supervisor; Patrick Roewe, Deputy Director, Library Services; Bill Sargent, Chief Financial Officer; Andrea Sharps, Deputy Director, Collection Services; Doug Stumbough, Deputy Director, Library Operations; and Patty Franz, Administrative Assistant.

### AGENDA APPROVAL

Mr. Hattenburg moved and Mr. Morrow seconded to approve the agenda.

The motion carried unanimously.

### ACTION ITEMS

APPROVAL OF OCTOBER 15, 2013, REGULAR MEETING MINUTES

Mr. Hattenburg called for corrections to the October 15 regular meeting minutes.  There were no corrections; the minutes stand approved as written.

APPROVAL OF OCTOBER 15, 2013, BILL PAYMENT VOUCHERS

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

Fund

| | | | |
|---|---|---|---|
| L01 | Voucher numbers: | 44948 through 45100 and W00143-W00147 totaling | $ 539,028.69 |
| | Payroll numbers: | 10102013PR and 10252013PR totaling | $ 352,164.23 |
| | | Total | $ 891,192.92 |

There were no questions.

The motion was unanimously approved.

UNFINISHED BUSINESS

FINAL SITE PLAN FOR SPRAGUE AVENUE LIBRARY AND PARK PROJECT. Ms. Ledeboer reported the final site plan report was received today; copies were distributed to Trustees. The report summarizes the process thus far and provides details about the property and cost allocations, which are estimates based on professional experience; building costs were not included. Within the next 30 days, an agreement will be drawn to make us responsible for frontage improvements on Herald Road. The original agreement stated we would share cost of improvements along Main and Herald. The District is not responsible for improvements around the current Balfour Park. To simplify cost sharing the document assigns Herald Road to the District and the Park will be responsible for Main Avenue. It is possible different architectural firms will be selected by the District and the Park to complete construction of the projects. We plan to develop an agreement affirming our intention to work collaboratively on the project, providing input from both parties on shared elements, such as the Reading Garden and Plaza. In response to Mr. Morrow, Ms. Ledeboer confirmed there appears to be a shared vision thus far with City of Spokane Valley. Ms. Lloyd asked the District to gain future legal counsel for the property boundaries related to buying insurance. Mr. Hattenburg said City of Spokane Valley has been cooperative and excited for the project. He reflected on initial visits he made with former executive director Mike Wirt to propose the project. Ms. Ledeboer noted the overall intention is to work collaboratively to maximize cost reductions on construction where feasible and build a library and park sustainable into the future.

FINAL REQUEST FOR ESTABLISHMENT OF SPOKANE VALLEY LIBRARYCAPITAL FACILITY AREA (PURSUANT TO RESOLUTION 13-05). Mr. Hattenburg moved and Ms. Lloyd seconded that the final request for establishment of Spokane Valley Library Capital Facility Area, pursuant to Resolution 13-05, be adopted. Ms. Ledeboer said this is the formal request drafted by attorney Roy Koegen that will go to the voters through cities of Spokane Valley and Millwood; copies were distributed to Trustees. Mr. Koegen is preparing an inter-local agreement and two resolutions for consent at upcoming Board of County Commissioner meetings, anticipated to be approved in December.

There was no further discussion.

The motion was unanimously approved.

OVERVIEW OF TOPICS FOR 2014. Mr. Hattenburg reviewed the list of overview topics for 2014, pointing out the Board will travel to Fairfield for its June meeting. There was no further discussion.

2014 PRELIMINARY BUDGET. Ms. Lloyd addressed the Board to add to the agenda one motion for all three 2014 Budget resolutions. Mr. Hattenburg responded that with no objection from the Board, this item is hereby added to the agenda. Ms. Lloyd moved and Mr. Morrow seconded approval recommendations for Resolution No. 13-07, Resolution No. 13-08, and Resolution No. 13-09, be considered with one motion. There was no further discussion.

The motion was unanimously approved.

ADOPTING A 2014 PRELIMINARY BUDGET AND CERTIFYING IT TO THE BOARD OF COUNTY COMMISSIONERS (RESOLUTION 13-07).

RESOLUTION NO. 13-07

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, ADOPTING A 2014 PRELIMINARY BUDGET; CERTIFYING TO THE BOARD OF COUNTY COMMISSIONERS OF SPOKANE COUNTY THE DISTRICT'S 2014 PRELIMINARY BUDGET; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

General Operating Fund revenues total 11,255,612; Expenditures total $11,255,612. The estimated unassigned ending fund balance is $3,739, 796. Capital Projects Fund revenues total $220,000. Mr. Sargent reviewed minor revisions to the 2014 Budget since his presentation in October, and provided details in the revised Supplementary Budget data provided to Trustees in advance of the meeting. In response to Ms. Lloyd, Mr. Sargent said the District will be reimbursed in part for expenses related to a successful April 2014 bond election. Bond election expenses will be tracked via the capital budget. Undetermined expense items for 2014; e.g., mileage rate and L&I, will be addressed during Mid-Year Review #1 if final figures are not available by December.

AUTHORIZING 2013 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2014 (RESOLUTION NO. 13-08).

RESOLUTION NO. 13-08

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AUTHORIZING A 2013 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2014; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATED THERETO.

The resolution authorizes a levy to be collected in 2014 in the amount of $0.00, which is a percentage increase of zero 0.0% from the previous year.

LEVYING THE REGULAR PROPERTY TAXES FOR SCLD FOR COLLECTION IN 2014 (RESOLUTION NO. 13-09).

RESOLUTION NO. 13-09

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, LEVYING THE 2013 REGULAR PROPERTY TAXES FOR SPOKANE COUNTY LIBRARY DISTRICT FOR COLLECTION IN 2014 TO DISCHARGE ANTICIPATED DISTRICT EXPENSES AND OBLIGATIONS FOR THE 2014 CALENDAR YEAR; CERTIFYING SAID AMOUNT TO THE BOARD OF COUNTY COMMISSIONERS OF SPOKANE COUNTY; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

This resolution uses the estimate of 10,359,702 for collection in 2014. The amount the Assessor's Office ultimately certifies will be a function of final property valuations and an updated refund levy amount up to that estimate.

Mr. Morrow moved and Ms. Lloyd seconded Resolution No. 13-07, Adopting a 2014 Preliminary Budget and Certifying it to the Board of County Commissioners; Resolution

No. 13-08, Authorizing 2013 Property Tax Increase for Collection in 2014; and Resolution No. 13-09, Levying the Regular Property Taxes for SCLD Collection in 2014, be approved.

There was no further discussion.

The motion was unanimously approved.

NEW BUSINESS

EMERGENCY CLOSURE OF FACILITIES POLICY.  Mr. Morrow moved and Ms. Lloyd seconded the Emergency Closure of Facilities Policy be revised and as written.  The primary revision draws specific attention to inclement weather-related closures.  There were no additional substantive changes.  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 for the next two months, noting for December, a presentation of the final 2014 Budget, Board elections, and recognition of retiring Trustee Mary E. Lloyd.  Interviews of candidates to replace Ms. Lloyd will be held at a special meeting scheduled for November 26.

**REPORTS**

TRUSTEES

Ms. Lloyd pointed out meeting room usage at Moran Prairie, a bright space that is close to other amenities, is now higher than North Spokane.  Ms. Lloyd commented on the ongoing great energy shown by staff throughout 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. Ledeboer added a couple of quick highlights:  Open enrollment was fairly seamless and the auditors are here.  Next month Trustees will hear more about new services, such as the redesigned website, kickoff of the Microsoft ITAcademy, and Spokane Valley Library remodel.  She added that almost all libraries are reporting increases in meeting room usage.  Youth programming has increased as well.  Ms. Lloyd again praised librarians for becoming Navigators of the Washington Health Benefit Exchange.   Mr. Roewe said additional staff will be trained to provide assistance as well.  Ms. Ledeboer said moving away from transactions toward personalized service has created a positive sea change.  She also pointed out the recently sent November edition of the SCLD eNewsletter to members.

PUBLIC SERVICES

Deputy Directors Patrick Roewe and Doug Stumbough provided a written report prior to the meeting for October 2013, with data for customer use measures, programming and library activities. There were no questions.

COMMUNICATION

Communication & Development Officer Jane Baker provided a written report prior to the meeting for October 2013 communication activities. Trustees responded favorably to having recently heard the radio advertisement for SCLD. In response to Mr. Hattenburg's query, Ms. Baker said she will look into the possibility of posting the radio spot on the website.

FISCAL

Revenue and Expenditure Statement through October 31, 2013.

Fund 001
| | |
|---|---|
| Revenues | $ 10,936,149 |
| Expenditures | $ 8,979,607 |
| Ending Fund Balance | $ 5,620,110 |
| Fund Budget Expended | 77.07% |

Looking ahead, Mr. Sargent said SAO auditors are likely moving toward the final stages of the 2011-2012 audit. He anticipates the exit interview sometime during the first week of December.

## SPOTLIGHT CHENEY LIBRARY

Library Supervisor and newest member of the Cheney Library staff, Catherine Nero-Lowry, reported on how services provided at Cheney Library support the Community Impact Plan. To develop young learners, weekly Play & Learn Storytimes are provided with particular emphasis on interactivity to encourage child brain development. For parents, teachers and caregivers have access to programs and services designed to help prepare children (ages birth to five) to start school, the library partners with Inland Northwest Early Learning Alliance, Foundation for Early Learning, Cheney School District and STARS program—the Washington State Training and Registry System for child care. Ms. Lowry noted appreciation for these supportive partnerships. A range of services and materials for checkout support goals toward explore and discover, thereby enabling the community to share knowledge with others. Library partnerships help to make services and events possible. For example, Mobius Science Saturdays emphasize STEM education and Humanities Washington grants support Beyond Books adult programming, which has included specialty musical performances and guest speakers. Toward support of job seekers and local businesses, the library provides online resume writing software, career and market research resources, Internet and Wi-Fi. The goal is for teens and adults to have resources and opportunities to attain meaningful employment, and tools for local businesses and non-profits to develop and maintain viable enterprises. Ms. Lowry noted Microsoft IT Academy— free access to Microsoft online learning programs for technology training— was recently added to library offerings. Partnerships include the library as a WorkSource Connection Site, West Plains Chamber of Commerce, STCU, which provides financial support and services lunchtime programs, and Owl Pharmacy, which has begun to

offer a weekly and well-attended diabetes class in the library meeting room.  Community connections thrive in Cheney.  The recent EWU Neighbor Festival provided an opportunity to interact with over 330 students, staff and mascot, Swoop.  Roaming Art Collections featuring artwork by local artists, teachers and students, are on display in the library and have been positively received.  The library is working to keep the displays active and renewed every six weeks.  Partnerships include City of Cheney, Cheney School District, Cheney Friends of the Library, community organizations and businesses.  Ms. Lowry noted the library is one of the destinations for Salnave Elementary School's community walk, which is an opportunity for second-grade students to visit the police department, fire station, city hall and library to learn firsthand about their city.  Recently, the library held its 25th Anniversary Open House, made possible with support from Cheney Friends of the Library.  Ms. Lowry praised their dedication and support, and noted their two annual book sales as well. Ms. Lowry concluded her report with an enthusiastic open invitation to trustees to visit Cheney Library, and Trustees expressed appreciation for her informative report and wished her well in her new position.

## OVERVIEW BROADBAND INTERNET

Chief Information Officer Priscilla Ice provided an overview of broadband Internet, and distributed copies of a map of the District's system.  Broadband is what allows services to be provided at libraries and is central to all work-related activities.  Internet service is provided from Spokane Valley Library (SV), where all libraries connect.  The firewall and other servers are located there as well.  Broadband provides a better filter and network security.  Ms. Ice noted Argonne and North Spokane are functionally well equipped, providing better access than most members have at home.  However, Fairfield and Deer Park are under-equipped at this time, with slower circuits and less capacity.  This situation is driven by network availability in those areas, not for our lack of interest in developing contracts.  Ms. Ledeboer indicated there have been grants to bring more robust Internet services to rural communities and we continue to seek solutions to increase access at these locations.  In response to a Trustee's question, Ms. Ice responded that there is limited availability of fiber at nearby schools.  For E-Rate, we budget $200,000 annually and are reimbursed by federal dollars an average of 65% across the District.  Ms. Ledeboer said there is legislation to help streamline and make this program easier.  Ms. Ice said reimbursements could potentially be distributed directly from the Universal Services Fund.  In response to Mr. Morrow's question about system backup, Ms. Ice said the District uses conventional hard disks to back up all servers, which are then stored in a safe deposit box.  We also now have a virtual server cluster with redundant back up.  Ms. Ice said it is our goal to have equal access in all 10 libraries.  The District's Internet circuit is 100 Mb/s and 80% full most of the time.  In response to another Trustee's question, Ms. Ice reviewed the Broadband Stimulus Plan, which was an effort to expand infrastructure development and Internet access at public libraries and schools.  Ultimately, the cost was higher than initially quoted, and only an Internet circuit was provided.

In response to Ms. Lloyd's question about the future location of IT, Ms. Ice said the current SV Library is ideal and has proper infrastructure, though other options are available.  In the event a new SV Library is built in the future, Ms. Ledeboer said library outreach will continue to operate from SV, and Administrative Offices could relocate there with minor changes to the building.

**PUBLIC COMMENT**

There were no public comments.

**ADJOURNMENT**

The meeting adjourned at 5:30 p.m.


_____
Tim Hattenburg, Chair


_____
Nancy Ledeboer, Secretary of the Board of Trustees

**CALL TO ORDER**

A special meeting of the Spokane County Library District Board of Trustees was held Tuesday, November 26, 2013, at Argonne Library Public Meeting Room, 4322 N. Argonne Road, Spokane, WA, to conduct applicant interviews for the Board of Trustees' position vacancy.  The meeting convened at 3:58 p.m. by Chair Tim Hattenburg.

**PRESENT:**    Tim Hattenburg - Chair
                Daniel Davis    - Vice Chair
                Mary E. Lloyd  - Trustee
                Mark Johnson   - Trustee
                Sean Morrow    - Trustee

Also present:  None.

**SPECIAL MEETING – Trustee Applicant Interviews**

Interviews were conducted of six candidates to fill the five-year term on the Board of Trustees to replace Mary E. Lloyd, whose second and final term expires December 31, 2013.

EXECUTIVE SESSION
Mr. Hattenburg moved and Mr. Davis seconded for the Board to go into executive session at 6:40 p.m. for a period of 15 minutes to determine the recommended candidate to replace Mary E. Lloyd.  The Board returned from executive session at 6:45 p.m.

Following interviews and discussion among Trustees, Mr. Morrow moved and Mr. Johnson seconded that Linda J. Thompson be recommended to the Board of County Commissioners for appointment to the SCLD Board of Trustees for the five-year term beginning January 1, 2014. Ms. Thompson was recommended because she is a Spokane Valley resident and thereby maintains geographic balance of representation within the District; has previous board involvements and extensive experience with volunteer organizations at both state and local levels; has broad knowledge of the District and library functions; is a dynamic speaker and has a strong interest in serving and making a difference in the community.  There was no further discussion.  The motion was unanimously approved.

**ADJOURNMENT**

Mr. Hattenburg adjourned the meeting at 6:50p.m.


_____
Tim Hattenburg, Chair


_____
Nancy Ledeboer, Secretary of the Board of Trustees

## PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of November 30, 2013 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of $1,046,553.50 and that we are authorized to authenticate and certify these claims.

DATE: December 1, 2013

SIGNED _WLK Jayas CPA_

TITLE: CHIEF FINANCIAL OFFICER

SIGNED _Nancy Lededoer_

TITLE: _Executive Director_

| VOUCHER NUMBER | | DESCRIPTION | VOUCHER AMOUNT |
|---|---|---|---|
| 045101 | ABDO PUBLISHING COMPANY | LIBRARY MATERIALS | $ 502.10 |
| 045102 | ABM JANITORIAL SERVICES - NW | CUSTODIAL SERVICES | 2,276.00 |
| 045103 | AVISTA UTILITIES | UTILITIES | 3,645.92 |
| 045104 | BACKSTAGE LIBRARY WORKS | LIBRARY MATERIALS | 1,044.22 |
| 045105 | BAKER AND TAYLOR INC. | LIBRARY MATERIALS | 58.44 |
| 045106 | BLACKSTONE AUDIO BOOKS | LIBRARY MATERIALS | 94.94 |
| 045107 | CONSOLIDATED ELECTRICAL DIST. | MAINTENANCE SUPPLIES | 110.74 |
| 045108 | CENTER POINT LARGE PRINT | LIBRARY MATERIALS | 95.98 |
| 045109 | CENTURYLINK | TELEPHONE | 81.84 |
| 045110 | CENTURYLINK | TELEPHONE | 42.25 |
| 045111 | CENTURYLINK | TELEPHONE | 42.03 |
| 045112 | CENTURYLINK | TELEPHONE | 144.89 |
| 045113 | ENSLOW PUBLISHERS, INC. | LIBRARY MATERIALS | 293.94 |
| 045114 | FINDAWAY WORLD, LLC | LIBRARY MATERIALS | 637.38 |
| 045115 | ANDREA A. FITZSIMMONS | CUSTODIAL SERVICES | 170.00 |
| 045116 | FRONTIER COMMUNICATION | TELEPHONE | 107.40 |
| 045117 | FRONTIER COMMUNICATION | TELEPHONE | 405.00 |
| 045118 | GALE/CENAGE LEARNING | LIBRARY MATERIALS | 296.83 |
| 045119 | GRAYBAR | MAINTENANCE SUPPLIES | 158.00 |
| 045120 | GREATER SPOKANE VALLEY CHAMBER | TRAINING & TRAVEL | 75.00 |
| 045121 | GREENLEAF LANDSCAPING, INC. | GROUNDS MAINTENANCE | 869.87 |
| 045122 | INGRAM DISTRIBUTION GROUP, INC | LIBRARY MATERIALS | 6,318.84 |
| 045123 | MIDWEST TAPE | LIBRARY MATERIALS | 5,695.37 |
| 045124 | NEW YORK TIMES | LIBRARY MATERIALS | 32.80 |
| 045125 | STEPHANIE REGALADE-HERTEL | LIBRARY MATERIALS | 19.95 |
| 045126 | OVERDRIVE, INC. | LIBRARY MATERIALS | 11,960.68 |
| 045127 | PLUNKETT RESEARCH LTD. | LIBRARY MATERIALS | 649.00 |
| 045128 | QUILL CORPORATION | OFFICE/LIBRARY SUPPLIES | 840.63 |
| 045129 | RECORDED BOOKS, LLC | LIBRARY MATERIALS | 143.79 |
| 045130 | R.R. BOWKER LLC | LIBRARY MATERIALS | 4,083.00 |
| 045131 | SPOKANE COUNTY LIBRARY DIST | REIMBURSE REVOLVING FUND | 332.05 |
| 045132 | JEFFREY L. STAFFORD | TRAINING & TRAVEL | 4,622.73 |
| 045133 | STAPLES ADVANTAGE | OFFICE/LIBRARY SUPPLIES | 304.27 |

| 045134 | RACHEL TUPPER | LIBRARY PROGRAMS | 750.00 |
|---|---|---|---|
| 045135 | U.S. BANK CORP. PAYMENT SYSTEM | CHARGE CARD PAYMENT | 9,595.94 |
| 045136 | WALTER E. NELSON CO. | CLEANING & SANITATION SUPPLIES | 677.33 |
| 045137 | WASTE MANAGEMENT OF SPOKANE | UTILITIES | 1,103.06 |
| 045138 | ABDO PUBLISHING COMPANY | LIBRARY MATERIALS | 55.57 |
| 045139 | AMERICAN LIBRARY ASSOCIATION | LIBRARY MATERIALS | 69.50 |
| 045140 | AVISTA UTILITIES | UTILITIES | 2,485.73 |
| 045141 | BAKER AND TAYLOR INC. | LIBRARY MATERIALS | 58.29 |
| 045142 | BLACKSTONE AUDIO BOOKS | LIBRARY MATERIALS | 47.25 |
| 045143 | BRILLIANCE AUDIO, INC. | LIBRARY MATERIALS | 26.07 |
| 045144 | CAPSTONE PRESS, INC. | LIBRARY MATERIALS | 25.82 |
| 045145 | CCI SOLUTIONS | OFFICE/LIBRARY SUPPLIES | 259.59 |
| 045146 | CONTRACT DESIGN ASSOCIATES | FURNITURE, FIXTURES & EQUIPMENT | 31,173.56 |
| 045147 | CENTURYLINK | TELEPHONE | 90.83 |
| 045148 | CENTURYLINK | TELEPHONE | 1,999.20 |
| 045149 | CITY OF SPOKANE | UTILITIES | 521.17 |
| 045150 | CITY OF AIRWAY HEIGHTS | UTILITIES | 225.55 |
| 045151 | CITY OF CHENEY | UTILITIES | 772.55 |
| 045152 | CITY OF DEER PARK | UTILITIES | 67.33 |
| 045153 | CITY OF MEDICAL LAKE | UTILITIES | 159.99 |
| 045154 | COSTCO -CAPITAL ONE COMMERCIAL | OFFICE/LIBRARY SUPPLIES | 41.00 |
| 045155 | DASHER PRINTING SERVICES, INC | OFFICE/LIBRARY SUPPLIES | 7,712.62 |
| 045156 | GALE/CENAGE LEARNING | LIBRARY MATERIALS | 897.55 |
| 045157 | GREENLEAF LANDSCAPING, INC. | GROUNDS MAINTENANCE | 1,144.82 |
| 045158 | INGRAM DISTRIBUTION GROUP, INC | LIBRARY MATERIALS | 13,239.93 |
| 045159 | CONNIE KINGHORN | LIBRARY PROGRAMS | 600.00 |
| 045160 | LERNER PUBLISHING GROUP | LIBRARY MATERIALS | 55.63 |
| 045161 | MERGENT, INC. | LIBRARY MATERIALS | 326.00 |
| 045162 | MIDWEST TAPE | LIBRARY MATERIALS | 2,837.29 |
| 045163 | MOBIUS SCIENCE CENTER | LIBRARY PROGRAMS | 2,000.00 |
| 045164 | MODERN ELECTRIC WATER COMPANY | UTILITIES | 1,737.60 |
| 045165 | OVERDRIVE, INC. | LIBRARY MATERIALS | 7,636.76 |
| 045166 | PASADENA PARK IRR. DIST. 17 | UTILITIES | 754.60 |
| 045167 | PRESSWORKS | PRINTING | 145.66 |
| 045168 | QUILL CORPORATION | OFFICE/LIBRARY SUPPLIES | 365.49 |
| 045169 | RECORDED BOOKS, LLC | LIBRARY MATERIALS | 363.19 |
| 045170 | ROSEN PUBLISHING GROUP, INC | LIBRARY MATERIALS | 70.70 |
| 045171 | RUBENSTEIN'S CONTRACT CARPET | BUILDING REPAIR & MAINTENANCE | 8,696.00 |
| 045172 | SPOKANE SYMPHONY | LIBRARY PROGRAMS | 1,000.00 |
| 045173 | UPS | FREIGHT | 13.29 |
| 045174 | U.S. BANK | H S A ACCOUNT EXPENSES | 54.00 |
| 045175 | VERNON LIBRARY SUPPLIES, INC. | OFFICE/LIBRARY SUPPLIES | 93.52 |
| 045176 | VETERANS INFORMATION SERVICE | LIBRARY MATERIALS | 69.00 |
| 045177 | WORLD BOOK , INC. | LIBRARY MATERIALS | 10,645.00 |
| 045178 | VANTAGEPOINT TRNSFR AGENTS-457 | EMPLOYEE CONTRIBUTIONS | 6,241.57 |
| 045179 | DEPT OF RETIREMENT SYSTEMS | RETIREMENT CONTRIBUTIONS | 34,377.27 |
| 045180 | SPOKANE COUNTY UNITED WAY | EMPLOYEE CONTRIBUTIONS | 407.05 |
| 045181 | ABDO PUBLISHING COMPANY | LIBRARY MATERIALS | 53.73 |
| 045182 | ALLIED SAFE & VAULT CO, INC. | SECURITY & SAFETY SERVICES | 716.89 |
| 045183 | ARC ELECTRIC | BUILDING REPAIR & MAINTENANCE | 255.01 |
| 045184 | AVISTA UTILITIES | UTILITIES | 1,047.33 |

| 045185 | BLACKSTONE AUDIO BOOKS | LIBRARY MATERIALS | 22.46 |
|---|---|---|---|
| 045186 | CAPSTONE PRESS, INC. | LIBRARY MATERIALS | 24.35 |
| 045187 | CCI SOLUTIONS | OFFICE/LIBRARY SUPPLIES | 579.93 |
| 045188 | CLEAR CHANNEL BROADCASTING INC | ADVERTISING | 1,376.00 |
| 045189 | CITY OF SPOKANE VALLEY | TRAINING & TRAVEL | 210.00 |
| 045190 | DELL MARKETING L.P. | D.P. HARDWARE & SOFTWARE | 4,807.36 |
| 045191 | DEMCO, INC. | OFFICE/LIBRARY SUPPLIES | 1,216.92 |
| 045192 | DEVRIES INFORMATION MGMT | COURIER SERVICES | 5,004.00 |
| 045193 | DIVCO INCORPORATED | BUILDING REPAIR & MAINTENANCE | 1,302.77 |
| 045194 | EMPIRE DISPOSAL INC. | UTILITIES | 17.98 |
| 045195 | ENSLOW PUBLISHERS, INC. | LIBRARY MATERIALS | 117.25 |
| 045196 | FAUCETS 'N STUFF PLUMBING | BUILDING REPAIR & MAINTENANCE | 222.78 |
| 045197 | FINDAWAY WORLD, LLC | LIBRARY MATERIALS | 309.76 |
| 045198 | FRANCO POSTALIA | EQUIPMENT LEASE | 129.20 |
| 045199 | GREATAMERICA FINANCIAL SVCS. | EQUIPMENT LEASE | 159.95 |
| 045200 | GALE/CENAGE LEARNING | LIBRARY MATERIALS | 149.53 |
| 045201 | GARETH STEVENS PUBLISHING LLP | LIBRARY MATERIALS | 42.71 |
| 045202 | GONZAGA UNIVERSITY | LIBRARY PROGRAMS | 400.00 |
| 045203 | GRAYBAR | MAINTENANCE SUPPLIES | 170.62 |
| 045204 | GREENLEAF LANDSCAPING, INC. | GROUNDS MAINTENANCE | 1,328.49 |
| 045205 | INGRAM DISTRIBUTION GROUP, INC | LIBRARY MATERIALS | 16,684.14 |
| 045206 | INLAND POWER AND LIGHT | UTILITIES | 692.58 |
| 045207 | PERIDOT PUBLISHING LLC | LIBRARY MATERIALS | 506.25 |
| 045208 | MATTHEW L. DONEEN | FURNITURE, FIXTURES & EQUIPMENT | 305.45 |
| 045209 | MIDWEST TAPE | LIBRARY MATERIALS | 6,041.03 |
| 045210 | OFFICE DEPOT | OFFICE/LIBRARY SUPPLIES | 151.19 |
| 045211 | OVERDRIVE, INC. | LIBRARY MATERIALS | 5,180.69 |
| 045212 | PAINE, HAMBLEN, LLP | LEGAL SERVICES | 168.75 |
| 045213 | PRESSWORKS | PRINTING | 705.46 |
| 045214 | QUILL CORPORATION | OFFICE/LIBRARY SUPPLIES | 684.33 |
| 045215 | QWEST CORPORATION | TELEPHONE | 2,071.38 |
| 045216 | RECORDED BOOKS, LLC | LIBRARY MATERIALS | 46.70 |
| 045217 | SPOKANE COUNTY UTILITIES | UTILITIES | 435.49 |
| 045218 | COWLES PUBLISHING CO | LIBRARY MATERIALS | 104.00 |
| 045219 | SPOKANE CO. WATER DISTRICT #3 | UTILITIES | 12.25 |
| 045220 | STAPLES ADVANTAGE | OFFICE/LIBRARY SUPPLIES | 476.99 |
| 045221 | TOWN OF FAIRFIELD | UTILITIES | 170.87 |
| 045222 | VERIZON WIRELESS | TELEPHONE | 276.03 |
| 045223 | WALTER E. NELSON CO. | CLEANING & SANITATION SUPPLIES | 866.97 |
| 045224 | WHITWORTH WATER DISTRICT #2 | UTILITIES | 49.50 |
| 045225 | ABM JANITORIAL SERVICES - NW | CUSTODIAL SERVICES | 17,984.90 |
| 045226 | ALLIED SAFE & VAULT CO, INC. | SECURITY & SAFETY SERVICES | 278.82 |
| 045227 | BAKER AND TAYLOR INC. | LIBRARY MATERIALS | 320.23 |
| 045228 | BLACKSTONE AUDIO BOOKS | LIBRARY MATERIALS | 234.68 |
| 045229 | BRODART CO. | OFFICE/LIBRARY SUPPLIES | 187.84 |
| 045230 | WASHINGTON COUNTIES INS FUND | MEDICAL, DENTAL, VISION & LIFE INS. | 78,810.05 |
| 045231 | CONSOLIDATED ELECTRICAL DIST. | MAINTENANCE SUPPLIES | 172.37 |
| 045232 | CENTER POINT LARGE PRINT | LIBRARY MATERIALS | 524.33 |
| 045233 | CENTURYLINK | TELEPHONE | 90.31 |
| 045234 | CENTURYLINK | TELEPHONE | 86.89 |
| 045235 | CENTURYLINK | TELEPHONE | 34.66 |

| | | | |
|---|---|---|---:|
| 045236 | CENTURYLINK | TELEPHONE | 59.85 |
| 045237 | CENTURYLINK | TELEPHONE | 90.80 |
| 045238 | DIVCO INCORPORATED | BUILDING REPAIR & MAINTENANCE | 6,260.72 |
| 045239 | EARTHWORKS RECYCLING,INC | UTILITIES | 415.10 |
| 045240 | EMPOWER SOFTWARE SOLUTIONS | SOFTWARE SUPPORT | 125.55 |
| 045241 | GALE/CENAGE LEARNING | LIBRARY MATERIALS | 10,116.22 |
| 045242 | GARY L. GODDARD | BUILDING REPAIR & MAINTENANCE | 118.48 |
| 045243 | H&H BUSINESS SYSTEMS, INC. | EQUIPMENT REPAIR & MAINTENANCE | 1,551.04 |
| 045244 | INGRAM DISTRIBUTION GROUP, INC | LIBRARY MATERIALS | 8,127.00 |
| 045245 | INTEGRA | TELEPHONE | 2,262.37 |
| 045246 | INLAND POWER AND LIGHT | UTILITIES | 255.65 |
| 045247 | MIDWEST TAPE | LIBRARY MATERIALS | 4,327.76 |
| 045248 | NATIONAL BARRICADE OF SPOKANE | MAINTENANCE SUPPLIES | 27.12 |
| 045249 | OCLC, INC. | CATALOGING & SUPPORT SERVICES | 3,747.19 |
| 045250 | OVERDRIVE, INC. | LIBRARY MATERIALS | 14,801.62 |
| 045251 | QUILL CORPORATION | OFFICE/LIBRARY SUPPLIES | 29.28 |
| 045252 | PENGUIN RANDOM HOUSE LLC | LIBRARY MATERIALS | 21.74 |
| 045253 | RECORDED BOOKS, LLC | LIBRARY MATERIALS | 1,676.32 |
| 045254 | JANELLE KRUM, CUSTODIAN | REIMBURSE PETTY CASH FUND | 189.53 |
| 045255 | SPOKANE HARDWARE SUPPLY | MAINTENANCE SUPPLIES | 49.72 |
| 045256 | STATE AUDITOR'S OFFICE | AUDIT FEES | 1,463.00 |
| 045257 | RACHEL TUPPER | LIBRARY PROGRAMS | 750.00 |
| 045258 | UNIQUE MANAGEMENT SERVICES | COLLECTION AGENCY & NOTICE FEES | 3,379.47 |
| 045259 | UPS | FREIGHT | 24.58 |
| 045260 | VANTAGEPOINT TRNSFR AGENTS-457 | EMPLOYEE CONTRIBUTIONS | 6,267.58 |
| 045261 | DEPT OF RETIREMENT SYSTEMS | RETIREMENT CONTRIBUTIONS | 32,624.81 |
| 045262 | SPOKANE COUNTY UNITED WAY | EMPLOYEE CONTRIBUTIONS | 407.05 |
| 045263 | ABM JANITORIAL SERVICES - NW | CUSTODIAL SERVICES | 65.00 |
| 045264 | AVISTA UTILITIES | UTILITIES | 423.08 |
| 045265 | BAKER AND TAYLOR INC. | LIBRARY MATERIALS | 129.86 |
| 045266 | CONSOLIDATED ELECTRICAL DIST. | MAINTENANCE SUPPLIES | 146.54 |
| 045267 | CENTER POINT LARGE PRINT | LIBRARY MATERIALS | 22.81 |
| 045268 | CENTURYLINK | TELEPHONE | 42.20 |
| 045269 | CENTURYLINK | TELEPHONE | 41.98 |
| 045270 | CENTURYLINK | TELEPHONE | 130.35 |
| 045271 | CENTURYLINK | TELEPHONE | 9,219.04 |
| 045272 | COBRA BEC, Inc | BUILDING REPAIR & MAINTENANCE | 475.02 |
| 045273 | CRAIG BARNETT | LIBRARY MATERIALS | 236.76 |
| 045274 | DASHER PRINTING SERVICES, INC | OFFICE/LIBRARY SUPPLIES | 7,716.96 |
| 045275 | DELL MARKETING L.P. | D.P. HARDWARE & SOFTWARE | 45,871.84 |
| 045276 | DIVCO INCORPORATED | BUILDING REPAIR & MAINTENANCE | 5,257.82 |
| 045277 | DYMAXION COMPUTER SALES | SOFTWARE SUPPORT | 1,123.20 |
| 045278 | FINDAWAY WORLD, LLC | LIBRARY MATERIALS | 122.27 |
| 045279 | GALE/CENAGE LEARNING | LIBRARY MATERIALS | 696.34 |
| 045280 | GRANTSTATION | ELECTRONIC LIBRARY SERVICES | 1,990.00 |
| 045281 | GRAYBAR | MAINTENANCE SUPPLIES | 240.85 |
| 045282 | GREATER SPOKANE INCORPORATED | TRAINING & TRAVEL | 25.00 |
| 045283 | GREATER SPOKANE VALLEY CHAMBER | TRAINING & TRAVEL | 200.00 |
| 045284 | INFOGROUP | LIBRARY MATERIALS | 8,918.00 |
| 045285 | INGRAM DISTRIBUTION GROUP, INC | LIBRARY MATERIALS | 3,484.94 |
| 045286 | MIDWEST TAPE | LIBRARY MATERIALS | 4,358.11 |

| 045287 | NEW YORK TIMES | LIBRARY MATERIALS | 65.60 |
| 045288 | OTIS ELEVATOR COMPANY | BUILDING REPAIR & MAINTENANCE | 1,141.35 |
| 045289 | OVERDRIVE, INC. | LIBRARY MATERIALS | 4,962.48 |
| 045290 | THOMAS S SMITH | PARKING LOT LEASE | 200.00 |
| 045291 | CITY DIRECTORIES | LIBRARY MATERIALS | 1,890.00 |
| 045292 | QUILL CORPORATION | OFFICE/LIBRARY SUPPLIES | 379.54 |
| 045293 | RECORDED BOOKS, LLC | LIBRARY MATERIALS | 1,019.36 |
| 045294 | ROSEN PUBLISHING GROUP, INC | LIBRARY MATERIALS | 70.63 |
| 045295 | COWLES PUBLISHING CO | LIBRARY MATERIALS | 104.00 |
| 045296 | STAPLES ADVANTAGE | OFFICE/LIBRARY SUPPLIES | 64.94 |
| 045297 | COSUGI | DUES & MEMBERSHIPS | 100.00 |
| 045298 | U.S. BANK CORP. PAYMENT SYSTEM | CHARGE CARD PAYMENT | 10,815.97 |
| 045299 | CRJW ENTERPRISES INC. | BUILDING REPAIR & MAINTENANCE | 43.48 |
| 045300 | WALTER E. NELSON CO. | CLEANING & SANITATION SUPPLIES | 631.75 |
| 045301 | WASHINGTON LIBRARY ASSOCIATION | SOFTWARE SUPPORT | 360.00 |
| W00148 | ELEC FEDERAL TAX PAYMENT SYS | NET PAYROLL TAXES | 61,191.17 |
| W00149 | US BANK | H S A CONTRIBUTIONS | 1,365.83 |
| W00150 | STATE OF WASHINGTON | MONTHLY EXCISE/SALES TAXES | 2,060.15 |
| W00151 | US BANK | H S A CONTRIBUTIONS | 1,365.83 |
| W00152 | ELEC FEDERAL TAX PAYMENT SYS | NET PAYROLL TAXES | 61,191.17 |

**Total Non-Payroll General Operating Fund**     $    690,996.67

### PAYROLL VOUCHERS

| 11082013PR | SPOKANE COUNTY LIBRARY DIST. | NET PAY CHECKS | $ | 183,948.26 |
| 11252013PR | SPOKANE COUNTY LIBRARY DIST. | NET PAY CHECKS | | 171,422.39 |

**Total Payroll General Operating Fund**     $    355,370.65

**TOTAL GENERAL OPERATING FUND**     $ 1,046,367.32

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### CAPITAL PROJECTS FUND

| 009516 | SPOKANE COUNTY TREASURER | GIS MAPS | $ | 186.18 |

**TOTAL CAPITAL PROJECTS FUND**     $    186.18

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

| Card Category | Amount |
|---|---:|
| General Purchases | $ 7,662.10 |
| Maintenance | 2,074.14 |
| Travel | 6,327.00 |
| Acquisitions | 2,635.93 |
| Information Technology | 1,525.31 |
| Outreach | 187.43 |
| Total Purchases | $ 20,411.91 |

## SPOKANE COUNTY LIBRARY DISTRICT

**FINAL SITE PLAN FOR SPRAGUE AVENUE LIBRARY AND PARK PROJECT**

Background:

Staff met with Spokane Valley Parks and Recreation Director Mike Stone to discuss an addendum to the inter-local agreement for the purchase of the Sprague Avenue property.  We have completed two tasks identified in that agreement.  The site plan has been completed and the City is in the process of transferring title for the land that the District will own.

During the site development phase, one architectural firm represented both parties and the resulting work reflects a plan that meets expectations for both the library and park.  Moving forward, we want to continue to work in a fully collaborative manner.  The library building will be enhanced by views of the park and the ability to incorporate park elements such as the reading garden into the building design.  Similarly, the plaza will flow between the library and park creating a civic campus where residents will enjoy both indoor and outdoor spaces.  The site plan is essentially Phase One in a process that will result in a public destination that combines a library and park.

We discussed how best to coordinate future efforts to ensure design of the library building and construction of the entire project is mutually beneficial and achieves the greatest cost efficiencies.  We are exploring the possibility of issuing a single RFQ to select one firm to complete Phase Two, design of the library, and Phase Three, construction management for the entire project.  We will fully explore this option before moving forward.  An addendum should be ready for the Board to review in January.

The purchase of the final .32 acre will also be completed in January 2014.  As previously determined, the City of Spokane Valley will transfer title of the parcel at that time.

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

**SPOKANE COUNTY LIBRARY DISTRICT**

**AUTHORIZING 2013 PROPERTY TAX INCREASE FOR COLLECTION IN 2014 (RESOLUTION NO. 13-10, TO AMEND RESOLUTION NO. 13-08)**

Background:

As part of the annual budget preparation cycle, every November the Board of Trustees considers three resolutions. One of the three resolutions is to "Authorize a Property Tax Increase for Collection" the following year. During the October 15, 2013, Board of Trustee's Regular Meeting, Trustees approved Resolution No. 13-08, with the authorized increase being $0.00, which was a percentage increase of zero (0.0%) from the previous year. The rationale for the 0.0% increase was that the Spokane County Assessor's Office staff had advised that the District's 2014 levy rate would be the statutory limit of $0.50/$1,000 of assessed valuation.

Subsequent to the adoption of Resolution 13-08, the County Assessor's Office staff recalculated all applicable levy rate data to ensure the appropriate levy limitations were in force for 2014. At this time, the District was advised that if it were to receive the full $0.50/$1,000 of assessed valuation, the original resolution needed to identify a specific increase to the levy. Resolution No. 13-10 amends Resolution No. 13-08, to increase the 2013 levy to be collected in 2014 in the amount of $100,900, which is a percentage increase of one (1.0%) from the previous year. The effect of this Resolution is to keep the 2012 and 2013 levy rates at the same $0.50/$1,000 rate.

Resolution No. 13-10 follows.

Recommendation: Staff recommends approval of the motion to adopt Resolution No. 13-10.

Action Required: Motion to approve Resolution No. 13-10, A Resolution of the Board of Trustees of Spokane County Library District, Spokane County, Washington, to Amend Resolution No. 13-08, Authorizing a 2013 Property Tax Levy Increase for Collection in 2014; and Providing for Other Matters Properly Relating thereto.

**RESOLUTION NO. 13-10**

**A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AMENDING RESOLUTION NO. 13-08, AUTHORIZING A 2013 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2014; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATED THERETO.**

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

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

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

WHEREAS, the District actual property tax levy amount from the previous year was $10,089,867; and

WHEREAS, the population of the District is more than 10,000; and

WHEREAS, the Board of Trustees (the "Board") gave proper notice of the public hearing held October 15, 2013, to consider the District's current expense budget for the 2014 fiscal year, pursuant to RCW 84.55.120; and

WHEREAS, the Board, after hearing, and after duly considering all relevant evidence and testimony presented, has determined the District requires an increase in property tax revenue from the previous year, in addition to the increase resulting from the addition of new construction and improvements to property and any increase in the value of state-assessed property, in order to discharge the expected expenses and obligations of the District and in its best interest;

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

<u>Section 1:</u>    **DETERMINATION OF PROPERTY TAX LEVY INCREASE**

The Board hereby determines that an increase in the regular property tax levy is hereby authorized for the 2013 levy to be collected in 2014 in the amount of $100,900, which is a percentage increase of one (1.0%) from the previous year.

This increase is exclusive of additional revenue resulting from the addition of new construction and improvements to property, newly constructed wind turbines, any increase in the value of state-assessed property, any annexations that have occurred and any refunds made.

### Section 2: EFFECTIVE DATE

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

ADOPTED by the Board of Trustees of Spokane County Library District, Spokane County, Washington, at a regular meeting thereof, notice of which was given as required by law, held on this 17th of December 2013.

SPOKANE COUNTY LIBRARY DISTRICT
Spokane County, Washington


_____
Tim Hattenburg, Chair
Board of Trustees


ATTEST


_____
Nancy Ledeboer
Secretary to the Board of Trustees

**ADOPTING A 2014 FINAL BUDGET (RESOLUTION NO. 13-11)**

Background:
The 2014 Final Budget contains no changes from the 2014 Preliminary Budget, which was adopted in November 2013, as Resolution No. 13-07.  Accordingly, there is no update provided to the supplemental financial data that was previously provided at the November Board of Trustees' meeting.

Any further events, disclosures, or information, which could potentially affect the 2014 budget is viewed as relatively minor and would not significantly influence this budget.  The effects from these changes will be quantified and included as part of the 2014 Budget Mid-Year Review #1, which will be presented to the Board of Trustees at the March 2014 Board meeting.

The final budget resolution follows.

Recommendation: Staff recommends approval of the motion to adopt the 2014 Final Budget.

Action Required:  Motion to approve Resolution No. 13-11, A Resolution of the Board of Trustees of Spokane County Library District, Spokane County, Washington, Adopting a 2014 Final Budget; and Providing for Other Matters Properly Relating thereto.

**RESOLUTION NO. 13-11**

**A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, ADOPTING A 2014 FINAL BUDGET; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.**

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


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

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

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

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

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

WHEREAS, the Board adopted a 2014 Preliminary Budget with Resolution No. 13-07 on November 19, 2013, and certified same to the Board of County Commissioners of Spokane County;

WHEREAS, there have been no changes in estimated revenue and expenses subsequent to the adoption of the 2014 Preliminary Budget;

WHEREAS, the Board has determined it is not necessary to revise the 2014 Preliminary Budget, nor incorporate any changes in revenue and expenses;

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

**Section 1:** **ADOPTION OF 2014 FINAL BUDGET**

The Board hereby adopts a 2014 Final Budget (a copy of which is attached hereto as Exhibits A & A-2 and incorporated herein by reference), in the amount of:

General Operating Fund (001-661): $11,255,612
Capital Projects Fund (008-661):  $ 220,000

**Section 2:** **EFFECTIVE DATE**

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

ADOPTED by the Board of Trustees of Spokane County Library District, Spokane County, Washington, at a regular meeting thereof, notice of which was given as required by law, held on this 17th of December 2013.

SPOKANE COUNTY LIBRARY DISTRICT
Spokane County, Washington

_____
Tim Hattenburg, Chair
Board of Trustees

ATTEST

_____
Nancy Ledeboer
Secretary to the Board of Trustees

| Exhibit A | | | |
|---|---|---|---|
| Spokane County Library District | | | |
| 2014 General Operating Fund Budget -- Preliminary | | | |
| General Operating Fund (001-861) | | | |
| Summary | | | |
| | | | |
| **REVENUES & TRANSFERS IN:** | | | |
| TOTAL PROPERTY TAX | $ 10,359,702 | | |
| TOTAL CONTRACT CITIES, SERVICES & FEES | 661,465 | | |
| TOTAL MISCELLANEOUS REVENUES | 211,527 | | |
| TOTAL INTEREST REVENUES | 24,000 | | |
| TOTAL REVENUES | | $ | 11,256,694 |
| TOTAL TRANSFERS IN | | $ | - |
| **TOTAL REVENUES & TRANSFERS IN** | | **$** | **11,256,694** |
| | | | |
| **EXPENSES & TRANSFERS OUT:** | | | |
| TOTAL SALARIES | $ 5,918,610 | | |
| TOTAL FRINGE BENEFITS | 1,667,103 | | |
| TOTAL SUPPLIES | 494,965 | | |
| TOTAL SERVICES | 1,677,388 | | |
| TOTAL CAPITAL EXPENDITURES | 40,000 | | |
| TOTAL LIBRARY MATERIALS | 1,417,046 | | |
| SHORT TERM INTEREST EXPENSE | 500 | | |
| OPERATIONAL CONTINGENCIES | 40,000 | | |
| TOTAL EXPENSES | | $ | 11,255,612 |
| TOTAL TRANSFERS OUT TO CAPITAL PROJECTS FUND | | | - |
| **TOTAL EXPENSES & TRANSFERS OUT** | | **$** | **11,255,612** |
| | | | |
| **REVENUES OVER/(UNDER) TOTAL EXPENSES** | | $ | 1,082 |
| | | | |
| ESTIMATED BEGINNING FUND BALANCE JANUARY 1, 2014 | | $ | 4,124,768 |
| | | | |
| REVENUES OVER/(UNDER) TOTAL EXPENSES | | | 1,082 |
| | | | |
| SUBTOTAL | | $ | 4,125,850 |
| LESS: | | | |
| NONSPENDABLE FUNDS -- PREPAID ITEMS | | | (321,106) |
| NONSPENDABLE FUNDS -- INVENTORY | | | (51,535) |
| ASSIGNED FOR IRVING SPECIAL PROGRAM FUND | | | (6,092) |
| ASSIGNED FOR DIANE ZAHAND MEMORIAL FUND | | | (6,059) |
| ASSIGNED FOR DISTRICT WELLNESS PROGRAM | | | (1,262) |
| **ESTIMATED UNASSIGNED ENDING FUND BALANCE DECEMBER 31, 2014** | | $ | 3,739,796 |

**Exhibit A-2**
**Spokane County Library District**
**2014 Budget**
**Capital Projects Fund (008-661)**
**Summary**

**Revenues**

| | | | |
|---|---|---|---|
| | Interest Earnings | $ | 10,000 |
| | Transfer in from General Fund | | - |
| | **Total Revenues & Transfers In** | **$** | **10,000** |

| | | | |
|---|---|---|---|
| **Expenses** | Election Costs, Land Purchase & Other Services - Proposed Spokane Valley LCFA | $ | 220,000 |
| | **Total Expenses** | $ | 220,000 |

| | | | |
|---|---|---|---|
| | Transfer Out to General Operating Fund | $ | - |
| | **Total Transfers Out** | $ | - |

| | | |
|---|---|---|
| **Total Expenses & Transfers Out** | $ | 220,000 |

| | | |
|---|---|---|
| Excess of Revenues Over (Under) Expenses | **$** | **(210,000)** |

| | | |
|---|---|---|
| **Estimated Beginning Assigned Fund Balance 1/1/14** | **$** | **1,078,249** |

| | | |
|---|---|---|
| **Estimated Ending Assigned Fund Balance 12/31/14** | **$** | **868,249** |

## 2013 WORK PLAN UPDATE

Background:

Each year the Leadership Team identifies projects that require cross departmental or other collaborative effort to accomplish. The Work Plan represents projects and activities that go beyond normal departmental operations. As part of the budget process, resources are allocated to support these projects. A major focus in 2013 was to support the Community Impact Plan adopted in February 2013. At the time of budget adoption for 2013, we did not have specific strategies identified. Therefore, we increased the contingency fund in anticipation of strategic opportunities that would emerge.

Work Plan Progress Update:

The Business Office worked with the State Auditor on the **2011-2012 audit**. The audit began the last week of October and is ongoing at the writing of this report. Findings will be shared with the Board of Trustees when the final report is issued.

The Information Technology Department **replaced 79 public computers** and added 14 more around the District. This project is a major part of the District's commitment to maintain technology and provide access to the Internet for the public. Public Services staff provided input on software needs of the public. In addition, IT configured staff computers to support the new single-desk service model. Surplus computers were donated to Mead School District**.**

**Internet service capacity was increased** by more than 100%. A new Internet Service Provider (ISP) was selected. The District has a one-year agreement, with four possible one-year extensions, for telecom service with *Integra*. *Unfortunately, hoped for improvements for Deer Park and Fairfield network capacity were not achieved.* A small improvement was made at Deer Park. As a result of adding computers and providing longer open hours in Medical Lake and Airway Heights, we have seen an increase in use of District computers as well as increases to public use of the District's wireless access. We continue to explore options for increasing bandwidth at Fairfield and Deer Park libraries.

The **new catalog** was launched early in the year. We added **Book Psychic** providing suggested reading based upon what a person views in the catalog as well as more recommended reading features using tags, reviews and book jackets. Further enhancements were made possible with the implementation of eResource Central. By the end of the year, downloadable content was incorporated to provide availability information without needing to leave the catalog to go to the Overdrive site. Additional improvements are planned for next year.

Public Services worked with IT, Facilities and Communication to **implement digital signage** in all libraries. The digital signs promote library services, programs and materials. To increase public awareness, the **Outreach Van was wrapped** with the District logo. It has appeared in several parades and is used in taking the library out to the community. Members now receive a monthly **eNewsletter** with information about new services and programs at the library. In addition, they can follow the District on a number of **social media** platforms.

Facilities completed several maintenance projects including **the resealing and restriping of the parking lots at Argonne, Moran Prairie, North Spokane, and Spokane Valley**. The

modernization of the ***Medical Lake service desk was postponed*** until 2014. The **Spokane Valley Library entrance carpet was replaced**.  This provided an opportunity to consolidate services desks into a centralized point of service for the first floor.  The new configuration supports the shift toward self-service check out and providing assistance on the floor at the point of need.  To that end, IT installed a new interface providing more self-service options. This project required a short closure of Spokane Valley Library.

The Business Office completed a "Request for Proposals" (RFP) for Grounds Maintenance and Snow Removal Services awarding the one-year contract to **Greenleaf Landscaping, Inc**.  The 2014 cost for Grounds Maintenance and Snow Removal Services is estimated at $65,000.  The service agreement with **Otis Elevator Company** was successfully renegotiated.  This service agreement is now on a calendar-year basis along with the District's other agreements.  The new rate structure is also much more favorable to the District, in that the projected 2014 annualized costs are approximately $2,800 less than in prior years.

Collection Services worked with the Virtual Library to evaluate and **purchase new digital content**.  **Zinio** was added providing access to full text magazines complete with photographs, advertising and full image display. **Science in Context** provides support for STEM learning. **Learn4Life** offers online classes in a wide variety of topics.  During this process staff clarified responsibilities for evaluating and purchasing digital content.  We anticipate growth in this area as more vendors make digital content available to libraries.  Some products allow individual selection of titles, while others operate on a subscription basis.

The redesigned **website went live in November** showcasing many of these new initiatives and digital resources.  This was a major accomplishment involving Public Services, Communication and Information Technology.  The new website can be accessed from a variety of mobile devices and is built on a foundation that will provide opportunities for members to interact and share with one another.

**A student library card campaign** was implemented in the fall as students returned to school with the goal of increasing use of digital resources.  The card provides immediate access to online resources without needing to validate the card at the library.  In order to borrow books and other materials, the card can be activated by bringing appropriate identification to a library.

Human Resources evaluated **health benefit options** available to the District and recommended a change.  The Business Office assisted in analyzing potential budget savings and the Leadership Team provided input on comparing plans. As a result, the Board approved the District's transition from Washington Counties Insurance Fund (WCIF) to the Association of Washington Cities (AWC).  Staff was informed of changes and open enrollment was concluded in October.  **The transition to AWC** was a major factor in balancing the 2014 Budget.

In 2012, the District partnered with the City of Spokane Valley to purchase property on Sprague Avenue to build a new library.  As part of the purchase agreement we agreed to work together to **develop a site plan for the Sprague property**.  The project involved working with the City of Spokane Valley to select an architectural firm, forming an Advisory Committee with representatives from the public and holding a series of public meetings to gather input and share plans with the community.  As a result a final site plan was adopted by the Board and the City Council in November.  The District will work with the City of Spokane Valley to complete the purchase of an additional .32 acre and transfer the title of the land purchased by the District for

the purpose of building a 30,000 square foot library.  Following completion of the site plan, the Board approved a **Resolution** requesting the County Commissioners to put an issue on the ballot in April 2014, asking voters to consider the formation and funding of a Library Capital Facilities Area to build two new libraries and expand the Argonne Library.

The Work Plan acknowledged that **unanticipated projects** would emerge out of the Community Impact Plan.  Contingency funds were used to support these new opportunities.  The first major effort was the review and revision of all Public Services job descriptions.  In order to align resources and support new initiatives we needed to be sure that current service levels could be supported with existing staff.  A definition of "universal skills" was developed and job descriptions were revised to reflect these skills and expectations.  This led to developing new job titles and a **reorganization of Public Services**.  We moved from a regional system to a district-wide model that draws upon district resources to support enhanced services at each local library.  Library Services managers provide leadership for the four service priorities and librarians serve on district-wide service teams.  We continue to evaluate all vacant positions and to allocate personnel resources to the tasks, activities and services that will support the four service priorities while sustaining excellence in district-wide library operations.

Several **training initiatives** were implemented to ensure that staff will be successful in taking on new roles and responsibilities.  Front line staff received training on "universal skills."  Library Supervisors, Librarians and Library Service Managers began an "Innovation Initiative" to plan new services.  Supervisory training was provided to all new supervisors and an online training resource was made available to supervisors.  Staff Day was not held in order to accommodate these other training initiatives.

The reorganization balances district-wide planning and implementation of services with an emphasis of meeting local community interests and needs. Librarians work with Library Supervisors in assessing community strengths and developing collections and services based upon local interests.  Public Services Leadership is now located at the Administrative Offices.  The goal of bringing staff together is to facilitate planning, increase communication and provide increased administrative support for new initiatives.

The Community Impact Plan was based largely on input from people who use the library.  We recognize that we need to complement this information by learning more about people who are not currently using the library.  *CommunityConnect* was contracted to provide training for staff in using data to develop strategies for increasing relevance to the public at large.  This product provides insights into consumer preferences and needs of the entire population, not just those who use the library.  We will use this information to make decisions about collections and programs offered at each of the District libraries.

We are also participating in a pilot project using **CrowdCourse** to develop online learning featuring local content. We will work with community members to develop learning modules as the basis for bringing together communities of learners.  This initiative will enhance the programming we offer in support of *Explore and Discover.*  We are expanding programming opportunities for teens and adults at all libraries.  When possible we are inviting local experts and businesses to collaborate in presenting programs.

The **Microsoft IT Academy** was a new initiative funded by the state Legislature to support job seekers. In conjunction with our other job training partnerships we now offer access to a host of

online learning content using IT Academy curriculum. In the first two weeks over 100 adults signed up to use this new learning resource. Another new effort was taken on by staff to provide the public assistance in using the Washington State Health Exchange.  Staff was trained to serve as **Navigators** offering one-to-one assistance to help people make informed decisions about health insurance.

A complete report on service initiatives supporting the Community Impact Plan will be provided in February as part of an annual update on achievements and ongoing efforts.

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

## 2014 WORK PLAN

Background:

The Community Impact Plan was adopted in February of 2013 and the District **turned outward** as we focused on aligning resources with services that would have the greatest community impact. New partnerships were formed to support job seekers and old partnerships were expanded to increase our effort to promote early learning. Job descriptions and assignments were adapted to position staff to connect with the community in new ways. Plans were made to initiate new programs and services that fulfill the District's mission to inspire learning, advance knowledge and connect communities.

As we enter the second year of the Community Impact Plan, we are **moving forward** on many fronts. Goals and objectives have been established in each of the four focus areas and service teams continue to evaluate current programs, collections and services as they plan and implement new initiatives. An update of the Community Impact Plan first-year accomplishments will be provided in February of 2014 and through Public Service reports throughout the year. Presentations on each of the four priorities are included as overview topics for next year.

Work Plan Goals:

The Leadership Team provides administrative support for the Community Impact Plan and aligns resources based upon service priorities. The Leadership Team has identified funding required to accomplish specific projects and activities in the proposed 2014 budget. The 2014 Work Plan outlines specific projects funded in the budget as well as activities that rise above normal departmental operations.

The 2014 Capital Budget includes funding to purchase an additional .32 acres of the Sprague Avenue property and funding for a spring election. Staff will work with the City of Spokane Valley to complete the purchase and **title transfer of the property**. The Board of County Commissioners received a request from SCLD Board of Trustees to place the SVLCFA on the **April 22nd Election**. District staff will follow election guidelines to inform the public about the proposed capital projects. A **communication plan** will be developed to ensure all staff are aware of legal requirements and to inform the public so that they can make an informed decision on this issue. Based upon the outcome of the election, staff will proceed accordingly. If voters approve the new building projects, we will work with bond counsel and financial advisors to sell bonds and put the proposed plans into effect.

If the SVLCFA initiatives are successful, there will be substantial efforts and contributions required of Public Services, the Chief Financial Officer and Facilities Manager. A Capital Projects Team will complete **building programs** to facilitate completion of projects. The CFO will work with bond counsel and bond underwriters to prepare documentation for the bond sale. The CFO will maintain SVLCFA **financial records** and establish a comprehensive construction budget. The Deputy Director of Operations and the Facilities Manager will actively manage the bond projects to ensure that new buildings incorporate flexible and sustainable design to meet current and future needs.

Regardless of the outcome of the election for capital improvements, staff will continue to evaluate existing operations and align resources to support service priorities. By the end of

2014, all libraries will transition to a **single-service desk staffing model** and, when possible, **mobile technology** will support point of contact service.  Public Services will work with IT to explore ways that technology can support efficiencies and improve service delivery.  As positions turn over we will continue to evaluate staffing needs and align positions to support future operational needs.

Last year we postponed the renovation of the **Medical Lake service desk**.  This year we will complete this project based upon what we learn through the consolidation of service desks at Spokane Valley.  **North Spokane** is the last library to consolidate service desks and will also benefit from lessons learned at Spokane Valley.

**Facilities** staff identified several projects to maintain building exteriors and windows at Airway Heights, Moran Prairie and Spokane Valley.  Projects are undertaken based upon routine evaluations that indicate when maintenance is required.  **Regular maintenance** extends the life of our buildings and protects our capital investment.  We will release a solicitation for Request for Proposals (RFP) for Janitorial Services.  The RFP will be for an initial one-year agreement with up to four, one-year extensions, for a potential of five total years.

**Friends and fundraising activities** will carry over from 2013.  In the past year we held the first annual Friends Helping Friends meeting.  We want to continue encouraging our Friends groups to work together and to share best practices.  Library Supervisors are encouraged to support their Friends groups.  The District supports Friends activities on the website.  We hope to work with the Friends on a membership campaign that will invite members to sign up to receive a newsletter informing them about book sales and other Friends activities.

**The redesigned website** provides a foundation for adding new content and opportunities for staff to interact with the public.  This year we will enhance library pages to feature each library and the community it serves.  We will add interactive features that will allow the public to book meeting rooms, provide feedback on books and programs, share expertise and post stories about their library experiences. The operating system on public access computers will be upgraded and the catalog will move to a SQL database.  These changes will enhance search capabilities in the catalog and improve access on public computers.  Staff continues to assess use of public computers and seek technology enhancements to improve member experience and enhance access to resources.  A new digital resource, **Hoopla,** will provide members the ability to download music and video.  This will be our first digital resource using a transaction-based fee structure.  Staff will monitor use of digital resources and work to meet expectations for increased **digital content**.

We plan to increase use of library materials through **data driven decision-making and marketing**.  The annual budget provides 14% of the net operating expenses for library materials.  However, due to the lower annual budget, the overall budget for library materials was reduced compared to 2013.  Public Services and Collection Services will work together to fine tune selection and weeding decisions to ensure we have the right mix of formats and genres to meet  the interests and needs of the community. Efforts will include analysis of CommunityConnect data to market library collections and attract new members.  Staff will continue to monitor and evaluate options for enhancing digital content and increasing usage.

In addition to evaluating mobile technology to support Public Services, IT will support early learning initiatives with technology that encourages parents and children to "play and learn"

together using **tablets**. As more people bring personal equipment to the library, IT will support access to the Internet by upgrading and **expanding wireless networks**. Public Services staff is developing initiatives to encourage creation of local content that enriches the website and supports exploring, discovering and connecting communities. IT will provide technology support for the **CrowdCourse pilot project and other digital literacy initiatives**.

IT will work with the Business Office and Human Resources to **review security** of electronic records. Public Services will participate in an evaluation of security of member data. Appropriate steps will be taken to implement recommendations.

Training continues to be an area of emphasis. As we transform service models and take library services out into the community, staff will require support and training. The **Innovation Initiative** will continue through spring. To keep the work on the Innovation Initiative moving forward we will create an **Innovation Team.** Staff will participate in identifying efficiencies as well as ideas to transform services and connect to our communities. In this manner we will engage staff at all levels of the organization in creating an innovative culture. We will conduct a **training needs assessment** to identify future training topics. Supervisors will be provided with a **Supervision Refresh Training** and Human Resources will develop a **training/orientation** for welcoming new employees onboard. **Staff Training Day** in the fall will bring all staff up-to-date on achievements related to the Community Impact Plan. Last year we expanded the **Leadership Retreat** to include Library Supervisors and Library Service Managers. In 2014, we will continue this practice with a focus on building successful teams across the District.

Human Resources will provide leadership in **evaluating benefits** in order to bring recommendations to the Board for 2015. The requirement for employers to consider 30 hours and above as full-time for the purpose of benefit coverage will go into effect in 2015. There may also be additional changes that will need to be understood as we evaluate the impact on employees and the District. The District will continue to encourage staff to participate in **Wellness programs** and provide incentives within reason.

**Community Impact Plan:**

Service teams are developing plans to expand programs and in some cases create new programs to meet the goals and objectives of the Community Impact Plan. Some goals have already been exceeded while others will take the full three years to achieve. Each year Public Services staff will review progress, adjust goals as needed and provide a status report on accomplishments and planned activities. As always, we remain open to opportunities that will emerge during the year and will be flexible in shifting resources to make course corrections as needed.

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

SPOKANE COUNTY
**LIBRARY**
DISTRICT

## 2014 BOARD OF TRUSTEES' OFFICERS ELECTION

Background:

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

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

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

Recommended Action:  A nomination, motion, second and vote for Chair and Vice Chair officers.

**RECOGNITION OF RETIRING TRUSTEE MARY E. LLOYD (RESOLUTION NO. 13-12)**

Background:

Mary E. Lloyd has served two terms for a total of seven years of community volunteer service as Spokane County Library District Trustee, beginning January 1, 2007. She will fulfill a mandatory requirement to retire from the Board of Trustees on Tuesday, December 31, after completing two terms of service.

Recommended Action: Recommendation to approve Resolution No. 13-12, "Recognizing Retiring Trustee Mary E. Lloyd's Service to Spokane County Library District and its Residents."

**RESOLUTION NO. 13-12**

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

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

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

**WHEREAS,** Mary E. Lloyd has served two terms totaling seven years of community volunteer service as a Spokane County Library District Trustee beginning January 1, 2007, attending 92 regular and special meetings during her tenure;

**WHEREAS,** Ms. Lloyd served as board vice chair for two years, 2011-2012, and served five years as trustee;

**WHEREAS,** during her tenure a maintenance and operations levy lid lift passed with 55% voter approval; new online services were introduced; downloadable eBooks, music, and mobile website version and apps were launched; library hours were increased and programming expanded; four land purchases were acquired for Spokane Valley, North Spokane and expansion of Argonne Library; participated instrumentally in the selection of a new executive director; development of Community Impact Plan and planning for new Spokane Valley Library and expanded Balfour Park Project;

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

**WHEREAS,** on December 31, 2013, mandatory retirement from her second term as trustee, the board has determined to formally recognize and thank her for her service, dedication and contributions to Spokane County Library District and its residents.

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

**Section 1:   RECOGNITION AND THANKS**

The Board of Trustees hereby recognizes and sincerely thanks Mary E. Lloyd for seven years of service to Spokane County Library District and its residents as a Board of Trustees member.

**Section 2:   NOTIFICATION OF RESOLUTION**

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

**Section 3:   EFFECTIVE DATE**

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

**ADOPTED** by the Board of Trustees of Spokane County Library District, Spokane County, Washington, at a regular meeting thereof, held this 17th day of December 2013.

SPOKANE COUNTY LIBRARY DISTRICT
Spokane County, Washington

ATTEST

_____
Tim Hattenburg, Chair
Board of Trustees

_____
Nancy Ledeboer, Secretary

## FUTURE BOARD MEETING TENTATIVE AGENDAS: JANUARY-FEBRUARY 2014

### *January 21, 2014: Moran Prairie Library (4:00 p.m.)*

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

- Welcome Incoming Trustee
- Volunteer Program Policy
- Friends of the Library Recognition
- Finalize Sprague Avenue Property Purchase
- Library Spotlight – Moran Prairie Library
- Overview – CommunityConnect

Please send requests for agenda additions or changes to the Board Chair or Patty no later than noon, Monday, January 6, for inclusion in the preliminary agenda sent January 8.  The meeting packet will be mailed January 15.

### *February 18, 2014: Spokane Valley Library (4:00 p.m.)*

- Facility Use for Political Purposes Policy
- WLA Library Legislative Day Report
- Library Spotlight – Spokane Valley Library
- Overview – Community Impact Plan, Year One

### *SPECIAL MEETINGS AND ACTIVITIES*

| | |
|---|---|
| **January 24** | WLA Library Legislative Day (Olympia) |
| **April 26** | Second Annual Friends Helping Friends Day (Moran Prairie/CenterPl, time TBD) |
| **April 30-May 2** | WLA 2014 Conference (Wenatchee Convention Center) |

SPOKANE COUNTY
**LIBRARY
DISTRICT**

## EXECUTIVE DIRECTOR'S REPORT NOVEMBER 2013

Administration

Business Office, Finance and Facilities (Bill Sargent)

The 2014 budget has been finalized. Two Resolutions will be presented to the Board of Trustees at the December meeting. The first is to adopt the final 2014 budget. The second Resolution was prepared at the recommendation of the Spokane Assessor's Office staff. It requests a levy increase of $100,900, a one percent (1%) increase, to the 2014 property tax levy. This minor increase maintains the District's levy rate at $0.50/$1,000 of assessed valuation.

The SAO audit continues. The auditors identified three issues necessitating a revision to the 2011 and 2012 financial statements. None of these issues impacted the District's cash flows or day-to-day operations. All three are associated with the process of converting the District's modified accrual basis to the fully expanded "government-wide" accounting standards. Issues addressed include: (1) Adjusting the capital assets to eliminate furniture, fixtures, & equipment with a value under $5,000, (2) Implementing the required GASB Statement No. 63, in regard to the recording of deferred revenues and expenses, and (3) Recording the Transaction for the 2012 purchase of the Spokane Valley land. Questions regarding these audit recommendations will be addressed as part of the December financial report.

Human Resources (Paul Eichenberg)

Open enrollment is almost complete. Enrollment forms were reviewed for accuracy and completeness and sent to AWC for input into their system. However, the benefit changes cannot be entered into ABRA until after the December 31 payroll is completed. In addition, the Chief Financial Officer cannot set up payroll with the new benefit plan premiums and percentages until the December 31 payroll is complete. In the immortal words of Yogi Berra, "It ain't over 'til it's over."

A question regarding the District's transition from WCIF to AWC health benefits was who would be responsible for notifying former employees; i.e., retirees or individuals who chose COBRA health insurance about the move to a new benefits provider. As it turned out, we received an email from the WCIF Executive Director that BSI would send out cancellation notices to former employees, retirees, and their dependents.

The United Way Campaign ran a month earlier this year and for the second year in a row, employee contributions were higher than the previous year's contributions. For 2014, this will translate into an additional $413.20, for a total annual contribution of $10,901.40.

We currently have 27 staff participating in our annual "Eat Right and Pants Won't Fit Tight" Wellness Program. This year, the program's coordinator included a *Snack Attack Pack* (for those desperate moments when eating right - and to heck with the pants fitting tight - is on the line). The participants were very appreciative.

Information Technology (Priscilla Ice)

▪ Installed new "Checkout" computers at Spokane Valley as part of the rearrangement project.

- Completed setup for the IT Academy so that SCLD was ready on November 13 when it was announced around the state.
- Prepared the RFP and filed the forms for our annual 28-day solicitation of proposals for new telecom contracts, a requirement of the e-rate program. Proposals will cover up to five years of service starting July 1, 2014.
- IT staff received training for the new Mobile Circ product. We are part of the final beta testing for this product that provides a way to checkout materials on an iPad or Android tablet.
- Completed the process of consolidating three file servers into one virtual file server.
- Prepared to install four new blade servers that will allow expansion of our virtual server "cluster." The new equipment will provide more robust hardware to support the 50 or so servers we are now running.
- The Desktop Administrator traveled to Marysville to learn more about the iPad project they've been doing with children. We plan to do a similar thing early next year as a replacement for the Early Literacy Stations.
- Priscilla traveled to Seattle for the Library Council of Washington Meeting at Seattle Public Library. She also attended the announcement of the IT Academy launch at Spokane Public Library on November 13.


Collection Services (Andrea Sharps)

- We ordered 1,615 titles and 5,682 copies in November.  This is down from last month.
- We processed, added to the system, and sent out to the libraries 6,210 items in November.  This is down from last month.
- Downloadable lending in November was up from October.  A total of 21,055 audiobook, eBook and music items circulated in November.  Members placed a total of 7,271 holds.
- We decided to subscribe to Midwest Tape's *Hoopla* product, a streaming media service that will allow District residents to borrow digital music, movies and television shows with a valid library card. *Hoopla* uses a pay-per-circulation model which means we only pay for the content our members borrow.  Content is available via an unlimited simultaneous use model so members will not have to wait or place holds.  We will start with three checkouts per week per member, and checkout periods are as follows:  Music (full-length albums) – 7 days, Video (movies and television shows) – 72 hours. We intend to launch the service in January 2014.
- We received and replied to one *Request for Review of Library Materials Form* in November for an adult fiction title.
- North Spokane staff received a check for $120 from a woman in Iowa requesting that the money be used to buy "pretty and simple" paperbacks for the children's area—specifically mentioning Sleeping Beauty, Snow White and Cinderella.  Youth Collection Development Librarian Sheri Boggs selected titles meeting this donor's request for the NS collection.
- We loaned 226 items to other libraries and borrowed 384 items from other libraries for 610 total Interlibrary Loan transactions processed in November.

Executive Director Report & Community Activities (Nancy Ledeboer)

Deputy Director Doug Stumbough and I met with Mike Stone, Parks and Recreation director for the City of Spokane Valley, to review the final report as presented by Bernardo Wills Associates (BWA).  The

report included cost estimates for landscaping, parking and site features.  We discussed how best to divide costs that we had previously agreed to share as well as how to share costs for park and library elements within the plaza and reading garden.

On November 6 we met with state auditors to conduct an entrance meeting.  Chair Tim Hattenburg attended the meeting.  This is standard practice to outline the purpose of the audit and to set expectations for what will be addressed.  Chief Financial Officer Bill Sargent and his staff have been working with the auditors throughout the month to provide information as requested.

I took a fall on Veterans Day and was on sick leave the remainder of that week.  During my absence, Leadership Team staff filled in for me at several events.  Deputy Director Doug Stumbough attended the council meeting when the City of Spokane Valley adopted a resolution regarding the formation of the Spokane Valley Library Capital Facility Area, (SVLCFA).  Communication Officer Jane Baker attended a similar meeting at the City of Millwood where the council also passed a resolution requesting Board of County Commissioners to put the SV LCFA on the ballot in 2014.

Several staff including Deputy Director Patrick Roewe, Communication Officer Jane Baker, CIO Priscilla Ice and Library Services Manager Stacey Goddard attended an IT Academy media event held at Spokane Public Library's Main Library.  The event was organized by the Secretary of State and the State Librarian to launch the new offering of online instruction from Microsoft as funded by the Legislature during the 2013 session.  Ms. Goddard is the project manager for the IT Academy program at SCLD. She is working with Ms. Baker to invite local legislators to visit Spokane Valley and Cheney libraries to learn more about this important new service.

Spokane Valley Chamber's Annual Meeting was attended by several staff including Jane Baker and Doug Stumbough.  The keynote speaker talked about his experiences as an entrepreneur and the challenges he overcame in building his business.  The District is a member of the Chamber and provides support for its ongoing classes for new entrepreneurs.

Several Trustees and staff attended the Greater Spokane Incorporated (GSI) annual economic forecast. The forecast is cautiously optimistic.  The Spokane region met growth projections that were shared last year.  There has been a slight (1%) population increase, steady increase in home prices and some investments in new construction meeting the 2% economic growth.  The expectation is that this slow and steady growth will continue in the coming year.  SCLD has seen evidence of this growth with a slight increase in overall property tax revenues for 2014.

Patrick, Doug and I had a brief phone conversation with June Garcia regarding the Innovation Initiative. Ms. Garcia shared some ideas for enhancing the coursework through face-to-face follow up conversations.  To date, staff has completed a survey assessing the culture of innovation at SCLD and another for envisioning what SCLD will look like in 2020.  Summaries of these surveys provide an opportunity for staff to discuss the ideas they are sharing through the online forum.

Spokane Valley was closed for the week following Veterans Day.  We used the closure as an opportunity to provide three training sessions instructing staff how to use CommunityConnect software.  Groups of staff worked together to analyze data in light of the population profiles used to describe segments of the population living in each library service area.  Patrick and Doug led conversations with the groups about what steps can be taken by the District and by individuals to create a culture of innovation.

Additional community meetings attended included GSI K-12 Roundtable where teachers from the Riverside School District presented their e-STEM program and the Valley Chamber Government Action Committee where there was a discussion about potential transportation funding that may be discussed during the special session. My participation in outside meetings has been somewhat limited and will continue to be until I am able to drive again. Hopefully, I will be fully ambulatory and able to drive again sometime in January.

SPOKANE COUNTY
**LIBRARY**
**DISTRICT**

## ITEM AND TITLE MONTHLY REPORT
## November 2013

| | ITEMS | | | | TITLES | | |
|---|---|---|---|---|---|---|---|
| | ADULT | YOUTH | TOTAL | | ADULT | YOUTH | TOTAL |
| | | | | | | | |
| **Total Materials** | | | | | | | |
| Print | 188111 | 162377 | **350488** | | 83954 | 49214 | **133168** |
| Nonprint | 56189 | 24864 | **81053** | | 22867 | 6683 | **29550** |
| Subtotal | **244300** | **187241** | **431541** | | **106821** | **55897** | **162718** |
| Periodicals | 14093 | 2476 | **16569** | | 325 | 42 | **367** |
| Total | **258393** | **189717** | **448110** | | **107146** | **55939** | **163085** |

| | | | ITEMS | | | | TITLES |
|---|---|---|---|---|---|---|---|
| **OverDrive:** eBOOKS | | | **18769** | | | | **16193** |
| Licensed eBOOKS | | | **3035** | | | | **3035** |
| Audiobooks | | | **14548** | | | | **12291** |
| Digital music | | | **1704** | | | | **1704** |
| **OverDrive:** Total | | | **38056** | | | | **33223** |
| **GRAND TOTAL** | | | **486166** | | | | **196308** |

| **Print & Nonprint** | (Totals year-to-date) | | |
|---|---|---|---|
| **ADDITIONS** | ADULT | YOUTH | TOTAL |
| Print | 25728 | 15883 | 41611 |
| Nonprint | 7472 | 2888 | 10360 |
| **TOTAL** | 33200 | 18771 | 51971 |
| **DELETIONS** | | | |
| Print | 30986 | 20295 | 51281 |
| Nonprint | 2648 | 1227 | 3875 |
| **TOTAL** | 33634 | 21522 | 55156 |

| | NET CHANGE YTD | | |
|---|---|---|---|
| | ADULT | YOUTH | TOTAL |
| Print | -5258 | -4412 | **-9670** |
| Nonprint | 4824 | 1661 | **6485** |
| Periodicals | -1690 | -136 | **-1826** |

**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

**SPOKANE COUNTY LIBRARY DISTRICT**

## Public Services Report November 2013

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

In-Library Circulation
In-Library circulation activities decreased -3.64% compared to the same month last year, although it should be noted that Spokane Valley was closed for five days during November for recarpeting and service desk reconfiguration. For the first 11 months of 2013, in-library circulation activity is down slightly compared to the same period in 2012 (-0.31% through November), with 2,017,011 items circulated through the libraries versus 2,023,213 in 2012 (-6202). In November, Fairfield (+46%) and Airway Heights (+11%) posted double digit increases, while Spokane Valley (-17%) saw the largest decline, again directly related to the closure.

2013 Measures at a Glance
- Door count through the first eleven months of 2013 (1,289,871) is up +2% compared to the same period in 2012 (1,266,941).
- Programming attendance (66,080) is up (6%) compared to last year (62,631), while the number of programs offered increased 5% as well (2,536 in 2013 vs. 2,406 in 2012).
- Total software station bookings are up year-to-date when compared to 2012 (+6%).

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** | 211,600 | | 2,542,951 | 213,635 | | 2,518,809 | -2,035 | | 24,142 |
| Self-Check | 75,537 | 36% | 907,050 | 77,395 | 36% | 922,666 | -1,858 | -1% | -15,616 |
| Digital Collection | 21,055 | 10% | 223,124 | 15,648 | 7% | 173,322 | 5,407 | 3% | 49,802 |
| | | | | | | | | | |
| **Total Holds** | 46,576 | | 542,942 | 41,099 | | 498,730 | 5,477 | | 44,212 |
| By Customer | 35,388 | 76% | 401,804 | 30,477 | 74% | 365,130 | 4,911 | 2% | 36,674 |
| Digital Collection | 7,271 | 16% | 67,861 | 4,876 | 12% | 59,470 | 2,395 | 4% | 8,391 |
| | | | | | | | | | |
| **Total Payments** | $21,038.05 | | $248,455.54 | $20,966.04 | | $273,530.87 | $72.01 | | -$25,075.33 |
| Online | $7,753.53 | 37% | $86,879.98 | $7,169.21 | 34% | $88,157.83 | $584.32 | 3% | -$1,277.85 |

Security Incident Reports
There were 19 Security Incident reports filed this month, six less than last month (25) and one more than November 2012 (27). North Spokane had the most incidents reported with seven. The most frequently reported incidents related to potential problems (9), and general Code of Conduct violations (8). A situation involving a physical confrontation in the parking lot was reported at North Spokane, the second consecutive month such an incident was reported. Law enforcement was contacted.

Internet Filtering Update
As per the Computer, Wireless Network, and Internet Use policy, two requests to review blocked websites were received by staff, three fewer than October 2013. One site was determined to be correctly categorized and filtered; we requested the other site be reclassified to allow access.

**Support Job Seekers and Local Business (Stacey Goddard)**
- November's big news was the launch of IT Academy.  Prior to its rollout to the public on November 12, IT and Public Services staff worked with me to ensure we had everything set up and ready for both staff and members.  By the end of the month, 150 individuals had registered as IT Academy users.  So far, those users have enrolled in 76 classes.  I estimate that at least half of those who have registered but not enrolled in a class (35-40) are SCLD staffers who wanted to see how the registration process worked so they could better assist members.
- North Spokane hosted the second in a series of informational sessions designed to provide information on Washington Health Plan Finder, for both individuals and small business owners.  42 people attended.  This informational session will be repeated once a month, and will alternate between Spokane Valley and North Spokane.  Sessions will run through March 2014.
- We did 45 Book-a-Librarian (BaL) sessions this month throughout the District, down markedly from October's 68 sessions.
- We proctored 18 exams this month throughout the District, down from 26 in October.

Connect Communities:
- November saw our first full month of providing ACA Navigator assistance to the public.  During the month, four Public Services Specialists (Aaron, Julianne, Kathryn, and Salena) along with librarian Aileen Luppert, completed 53 Navigator appointments.  These interactions ranged from questions/issues that could be handled over the telephone, to walking someone through the site registration process, to more in-depth questions requiring research and follow up.  Response to this service has been consistently positive, and our five Navigators have received many thanks.
- We made it to two of WorkSource's weekly Biz Buzz meetings in November.  Librarians Michael Sierra and Vanessa Strange did the honors.
- Librarian Michelle Booth and I attended the monthly WorkSource system discussion meeting, and also the WorkSource Affiliate meeting.  At the first meeting, Michelle presented a brief overview of IT Academy, and also touched on other job seeker resources we have at SCLD.  At the Affiliate meeting, I let everyone know SCLD has trained ACA Navigators who are able to assist people with the Health Plan Finder site.  The other WorkSource Affiliates represented at the meeting (including Community Colleges of Spokane, the YWCA, and Goodwill Industries) were pleased to hear they can refer ACA questions to us.
- Patrick Roewe, Jane Baker, Priscilla Ice, and I attended the press conference for the IT Academy Launch on November 13th at Spokane Public Library.
- I, along with several other library staff and board members, attended the Greater Spokane Incorporated Annual Economic Forecast breakfast meeting.

**Develop Young Learners (Mary Ellen Braks)**
- We provided 90 storytimes to 2,697 children and families.  Our average attendance per Play and Learn storytime is 30, which is a little lower than last month (34).  We usually see a little drop around the holidays.
- We provided 50 out-of-library storytimes to 662 children and providers at 18 childcare facilities.
- The Develop Young Learners team continued to work on the Early Achiever Outreach Partnership Grants.  This month was spent ordering materials for display units for our Love Talk Play displays.  The displays will contain information on Love Talk Play and Early Achievers as well as some hands on interactive materials for children and their caregivers.  The last part of the grant will be training for Early Achiever Providers on Love Talk Play.  This training is scheduled for mid-December, and will be the last activity for this grant.
- We finished up the Prime Time Family Reading Program at the Spokane Valley Library.  We had a total of 18 families attend this six week program.  We had one family who was not able to attend but wanted to take the books home each week to read them. We also included the discussion questions we used with the group in the bag of books.  The dad came faithfully each week to switch out the books.  At the last session he shared a conversation he had with his daughter's teacher the previous week.  He had gone into school for his daughter's parent teacher conference. The teacher commented that his daughter's reading level had gone up a in a short amount of time and she asked him what they were doing at home.  He replied that they had been reading more at home because of the Prime Time Family Reading program. That comment in itself made the whole program worthwhile.

Connect Communities:
- I attended the Early Learning Public Library Partnership Early Learning Symposium in Pierce County with librarians Rachel Edmondson and Aileen Luppert.  We had the opportunity to connect with children's librarians from across the state.  We gained more information on Common Core and ideas of what we could do in storytime

that would align with it.  There was also a discussion of the role libraries could play as more school districts start WAKids.
- I attended the Cleary Library meeting at the University of Washington.  It was a great opportunity to hear what the other Cleary Libraries were doing.  Jack Gantos was the Shaw Lecturer this year and we had the honor of having lunch with him and then going to his lecture that evening.  He is a very entertaining speaker and I thoroughly enjoyed his talk.
- I attended the Success by Six meeting this month.  After the meeting, Jill Johnson and I had the chance to meet with Paula Salzona again about possible Love Talk Play spots on Q6.
- I met with East Valley principals about Student Cards.  They were all very supportive about the cards and were excited to give them out to the students.
- Gwendolyn and I attended the Mixing for Mobius Fund Raiser.  We got to connect with Karen Hudson from Mobius Kids and talk with Don Riefler about programs for Summer 2014.

## Explore and Discover (Gwendolyn Haley)
Elementary (K-5) programs:
- Kids' Explore and Discover Club featured *Duct Tape* crafts.  142 attended, with an average of 17 per library.  Attendance was slightly lower than October (148).
- We held the final two Mobius Science shows, and 258 attended, with an average of 64 per program for the entire run.  That's more than double the attendance per program compared to October (avg. 28).
- The West Plains library trio of Cheney, Airway Heights, and Medical Lake held special *No School? No problem!* programs to coincide with the pre-Thanksgiving half days.  57 children attended, for an average of 19 per program.
- Otis Orchards hosted a drop-in craft for two days before Thanksgiving, and 30 children made turkeys.

Tween/Teen Programs:
- 46 teens attended Anime clubs at North Spokane and Spokane Valley this month.  North Spokane's group doubled to 12 from last month, reversing a two-month trend of declining numbers.
- 13 Tweens got their hands on science at North Spokane's Tween Club.
- Spokane Valley's TWINE club had 3 in physical attendance, and now has a way for teens to participate virtually through the TWINE blog.  We will be looking at ways to get the word out and encourage teens to participate long-distance.
- Librarian Cindy Ulrey continues to provide a monthly program at Fairfield Community Center, with 16 teens participating this month.
- Attendance at Deer Park's monthly teen gaming program, *It's Your Move,* held steady, with 8.
- The *Catching Fire* program at Spokane Valley drew 11.

Adult Programs:
- Music programs continue to be the biggest draw and best attended programs for our libraries, with the Spokane Symphony drawing audiences of 38 at Deer Park and 37 at Moran Prairie libraries.  *The Big Bing Theory* was a real crowd pleaser at Argonne (39) and North Spokane (57).
- 63 people learned about cake decorating at this month's *Beyond Books* program at 4 libraries.  The presenter has also been filmed for CrowdCourse.  We are exploring more options for this kind of class offering.  Several members at Medical Lake raved about the class, saying that they don't have many opportunities like this in their community.
- STCU offered another financial literacy class, with 21 in attendance to learn about *Fraud Prevention and Identity Theft.*
- 34 members attended our 3 library sponsored book clubs this month.
- Fairfield's drop-in greeting card class drew 10.

Connect Communities:
- Cheney staff attended the Ease the Freeze community event at Cheney High School. They had a booth and a craft.
- I met with Nadean Meyer at EWU Library to discuss working with the MEChA student group to hold a Dia Day celebration at the Cheney Library.
- Student cards  and promotional materials were delivered  to middle schools in Mead, Deer Park, Riverside, Cheney, West Valley, East Valley, Freeman, Liberty, Orchard Prairie and Medical Lake school districts.  Central Valley School District cards will be delivered in December.

- We visited 46 facilities in November, the same as the previous month.  Residents checked out 2078 items—up from last month's circulation of 1967 items.


**Virtual Services (Carlie Hoffman)**
- Work was completed on the new website design for its November 4 launch.
- I worked with Jane and Kim to create a single form for event submissions in order to streamline the process for staff.
- The Biography in Context, Opposing Viewpoints, and Testing and Education Reference Center digital resource subscriptions were renewed.
- Submitted a contract with Brainfuse (HelpNow and JobNow products) to begin service on December 1 as a replacement for Tutor.com. Tutor.com tutors will be available until December 20 and the Tutor.com SkillsCenter will be available until January 15.
- Based on member and staff requests and feedback, Internet station reservations were expanded from 2 to 10 simultaneous reservations.
- I worked with Ven to add additional search functionality to the website to make it easier to find digital resources from the site search.

Connect Communities:
- I met with Mark Pond of Spokane Public Library, Stacey Goddard, and Kandy Brandt about online business resources and forming a partnership with SPL to create an online portal for the business community in the region.


**Library Operations Managers (Judy Luck/Gina Rice)**
Explore and Discover:
- This month, the main floor at Spokane Valley was reconfigured  to a single service desk model.  The library was closed from November 11-16, while our large service desks were removed and carpet in the main entry area was removed.
   - The new desks are modular with a smaller footprint, allowing our members more space in the entry area. The height at the service desk can be adjusted as needed for members.
   - Also featured are six checkout stations, including one in the children's area, with new service features where members can check out their materials, review their accounts, register for a new card, and pay fees with a debit or credit card.
   - The new checkout station layout has been very successful.  During the first ten days of November when we had the old floor plan, 52.73% of the items checked out at Spokane Valley were done at self-service stations.  After the reconfiguration, 67.68% of the items checked out at Spokane Valley occurred at our new checkout stations. Checkout statistics for Spokane Valley during the month of November are down due to the one week closure; however circulation since closure averaged 1,977 items per open day.
   - The new layout reduces the need for members to travel between multiple desks for services. It also allows better access to new materials which have been relocated to mobile shelving units that can be moved out of the way for special events.  The first of these events is a 3D printer demonstration on December 7th.
   - The changes have provided new opportunities for Public Services staff to spend time with members throughout the library in place of working from a stationary service point. Overall, members have been very positive about the new look and service model.

| IN-LIBRARY CIRC | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | This Month | | This month compared to same month | | | Year – to – Date | | |
| | 2013 | 2012 | 1-yr ago | 3-yrs ago | 5-yrs ago | 2013 | 2012 | Diff |
| AH | 6944 | 6212 | 11.78% | 75.53% | 75.09% | 71233 | 65937 | 8.03% |
| AR | 14710 | 13987 | 5.17% | 6.97% | 26.81% | 165346 | 162491 | 1.76% |
| CH | 12531 | 12975 | -3.42% | -7.51% | 6.23% | 150259 | 165440 | -9.18% |
| DP | 12868 | 12761 | 0.84% | -3.58% | 8.72% | 150266 | 148294 | 1.33% |
| FF | 1666 | 1137 | 46.53% | 49.95% | -6.88% | 15841 | 13911 | 13.87% |
| ML | 4454 | 4800 | -7.21% | -3.95% | -8.45% | 52833 | 55644 | -5.05% |
| MP | 15082 | 15844 | -4.81% | 2.89% | 7.19% | 185886 | 183506 | 1.30% |
| NS | 49277 | 47200 | 4.40% | 8.84% | 20.06% | 578331 | 572379 | 1.04% |
| OT | 5993 | 6466 | -7.32% | 8.77% | -8.69% | 74930 | 77459 | -3.26% |
| SV | 40611 | 48952 | -17.04% | -16.80% | -5.15% | 571712 | 578152 | -1.11% |
| TOT | 164136 | 170334 | -3.64% | 3.48% | 9.17% | 2017011 | 2023213 | -0.31% |

| 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 | 3894 | 453 | 2582 | 15 | 6944 | 710 | 7654 |
| AR | 8857 | 769 | 5054 | 30 | 14710 | 1811 | 16521 |
| CH | 8821 | 687 | 3015 | 8 | 12531 | 2026 | 14557 |
| DP | 9013 | 642 | 3198 | 15 | 12868 | 1582 | 14450 |
| FF | 907 | 86 | 667 | 6 | 1666 | 79 | 1745 |
| ML | 2108 | 258 | 2068 | 20 | 4454 | 523 | 4977 |
| MP | 8499 | 656 | 5898 | 29 | 15082 | 2927 | 18009 |
| NS | 21335 | 2379 | 25236 | 327 | 49277 | 7952 | 57229 |
| OT | 3494 | 180 | 2283 | 36 | 5993 | 1258 | 7251 |
| SV | 13997 | 1564 | 24819 | 231 | 40611 | 7274 | 47885 |
| TOT | 80925 | 7674 | 74820 | 717 | 164136 | 26142 | 190278 |

| | This Year This Month | | Last Year This Month | | |
|---|---|---|---|---|---|
| | Self-Check Circulation | % of total circulation | Self-Check Circulation | % of total circulation | Difference |
| AH | 2597 | 37.40% | 2657 | 42.77% | -5.37% |
| AR | 5084 | 34.56% | 4600 | 32.89% | 1.67% |
| CH | 3023 | 24.12% | 3182 | 24.52% | -0.40% |
| DP | 3213 | 24.97% | 3160 | 24.76% | 0.21% |
| FF | 673 | 40.40% | 328 | 28.85% | 11.55% |
| ML | 2088 | 46.88% | 2601 | 54.19% | -7.31% |
| MP | 5927 | 39.30% | 6036 | 38.10% | 1.20% |
| NS | 25563 | 51.88% | 26672 | 56.51% | -4.63% |
| OT | 2319 | 38.70% | 2675 | 41.37% | -2.68% |
| SV | 25050 | 61.68% | 25484 | 52.06% | 9.62% |
| TOTAL | 75537 | 46.02% | 77395 | 45.44% | 0.58% |

| | Books to Go | % of circulation | DVD | % of circulation | New Books | % of circulation |
|---|---|---|---|---|---|---|
| AH | 119 | 1.71% | 2818 | 40.58% | 332 | 4.78% |
| AR | 370 | 2.52% | 4128 | 28.06% | 1254 | 8.52% |
| CH | 277 | 2.21% | 4042 | 32.26% | 765 | 6.10% |
| DP | 255 | 1.98% | 4726 | 36.73% | 602 | 4.68% |
| FF | 59 | 3.54% | 542 | 32.53% | 81 | 4.86% |
| ML | 73 | 1.64% | 1659 | 37.25% | 255 | 5.73% |
| MP | 286 | 1.90% | 4434 | 29.40% | 1048 | 6.95% |
| NS | 868 | 1.76% | 14093 | 28.60% | 2931 | 5.95% |
| OT | 183 | 3.05% | 1785 | 29.78% | 493 | 8.23% |
| SV | 766 | 1.89% | 11374 | 28.01% | 3138 | 7.73% |
| TOTAL | 3256 | 1.98% | 49601 | 30.22% | 10899 | 6.64% |

| Holds | Holds filled NOV -12 | % of circulation | Holds filled NOV -13 | % of circulation | % Difference 2012 to 2013 | Note: Zsupport holds added in 2013. No data is available for 2012. This impacts the percentage increase on the total only. |
|---|---|---|---|---|---|---|
| AH | 1229 | 19.78% | 1658 | 23.88% | 4.09% | |
| AR | 2450 | 17.52% | 2528 | 17.19% | -0.33% | |
| CH | 2554 | 19.68% | 2667 | 21.28% | 1.60% | |
| DP | 2276 | 17.84% | 2406 | 18.70% | 0.86% | |
| FF | 231 | 20.32% | 508 | 30.49% | 10.18% | |
| ML | 885 | 18.44% | 1150 | 25.82% | 7.38% | |
| MP | 3146 | 19.86% | 3403 | 22.56% | 2.71% | |
| NS | 7867 | 16.67% | 9359 | 18.99% | 2.33% | |
| OT | 1478 | 22.86% | 1594 | 26.60% | 3.74% | |
| SV | 8272 | 16.90% | 8011 | 19.73% | 2.83% | |
| Zsupport | | | 1197 | | | |
| Total | 30388 | 17.84% | 34481 | 21.01% | 3.17% | |

| New customer registrations | | | |
|---|---|---|---|
| | Nov 2012 | Nov 2013 | % Difference |
| AH | 56 | 58 | 3.57% |
| AR | 130 | 100 | -23.08% |
| CH | 75 | 109 | 45.33% |
| DP | 53 | 67 | 26.42% |
| FF | 4 | 2 | -50.00% |
| ML | 23 | 30 | 30.43% |
| MP | 108 | 87 | -19.44% |
| NS | 279 | 285 | 2.15% |
| OT | 50 | 30 | -40.00% |
| SV | 412 | 305 | -25.97% |
| TOTAL | 1190 | 1073 | -9.83% |

| November Cash Collection | | | | |
|---|---|---|---|---|
| Payments received | 2012 | 2013 | 2012 to 2013 | % Difference |
| | | | | |
| CASH | 9413.04 | 9274.77 | -$138.27 | -1.47% |
| CHECK | 4383.79 | 4009.75 | -$374.04 | -8.53% |
| CREDIT | 7169.21 | 7753.53 | $584.32 | 8.15% |
| TOTAL | 20966.04 | 21038.05 | $72.01 | 0.34% |

**Library Reports**

**Airway Heights:  Stacy Hartkorn**

Develop Young Learners:

- A total of 129 people attended Storytime Play and Learn programming in November. This month's average attendance of approximately 32 per storytime continues the trend of higher attendance compared to 2012 (18.75 in November 2012).
- Two West Plains ECEAP classes each attended a Storytime for a combined attendance of 28.

Explore and Discover:

- November's Kids Explore & Discover Club program *Duct Tape* attracted a total attendance of 15 people, which is slightly lower than the previous month (17 in October), but an increase compared to the 2012 average attendance of 13.
- During their monthly field trip to the Airway Heights Library, Great Northern School District's 5th / 6th grade students chose a biography to checkout after their classroom teacher and library staff facilitated a group discussion about this genre.
- The *No School? No Problem!* drop-in children's program attracted a total of 17 participants, which is comparable to the attendance of 18 at the *Game On* program offered in April during Spring Break.

Connect Communities:

- We hosted an open house event for students and families from Sunset and Snowdon Elementary. The Airway Heights Friends sponsored snacks and Yokes donated cookies and balloons. Sunset Elementary School librarian Beth Toulou created a scavenger hunt for students and their families to complete during their visit, and after completing this activity, students could select one book to keep from the Page Ahead Grant (also coordinated by Ms. Toulou). We were quite pleased with a turnout of approximately 85 students and family members, and suspect our attendance was boosted by a Second Grade concert later in the evening at Sunset Elementary.
- I attended an Airway Heights Senior Lunch where I spoke to a group of 20 people about library services, including Book a Librarian and Health Plan Navigators.  Following my presentation, several people called or stopped by to find out more about our Health Plan Navigator services.
- I attended two Airway Heights Kiwanis meetings where plans were made to help facilitate the 7th annual Airway Heights Winter Festival. The Airway Heights Library will host 2 storytime events during the Festival in December, and children in attendance will receive a free book from the Kiwanis Book Bank.
- I attended an Airway Heights Friends of the Library meeting where tentative plans were made to host a Booksale event at the Airway Heights Library in March 2014.
- I attended the INCOL (Inland Northwest Council of Libraries) Fall Workshop *Treasures of Inland History at the Washington State Archives – Digital Archives.*  Debbie Bahn, an Electronic Records Archivist for Washington State Archives led the workshop, providing a history behind the development of the Digital Archives in Cheney and a "behind the scenes" tour of the facilities.
- I was invited to be a guest reader at the West Plains ECEAP *Give Thanks* family event, where I read to a group of 39 students and their families and shared information about library programing.
- Our display case featured a display about the history of Fairchild Air Force Base which was created by Jim O'Connell, Historian for the  92nd Air Refueling Wing.
- Alison Hilton, a 1st grade teacher at Sunset Elementary provided student art for the fall display on the Sunset Elementary Art Wall in the library. She will provide quarterly art installments for the remainder of the school year.
- The meeting room was reserved a total of 6 times during the month of November, which is identical to November 2012 and an increase compared to 4 bookings in October 2013.

**Argonne:  Pat Davis**

Develop Young Learners:

- Play and Learn Storytime attendance nearly tripled from 53 last year to 145 this year with a weekly average of 36 compared to 13 last year.
- Storytimes for Loving Hearts Preschool, PreK and Toddlers totaled 28.

Explore and Discover:

- Our Mobius Science Saturday attracted 47.
- Kids Explore and Discover Club drew 11 compared to 5 at last year's After School Special.
- The *Big Bing Theory* had an audience of 39 which included seniors, teens and families with children.
- *Let's Decorate Cakes* had 18 participants.

Support Job Seekers and Local Businesses:
- We proctored 2 exams, helped a young person get started on a resume and another attach a resume to her first online job application.

Connect Communities:
- I received a call requesting brochures for a Title 1 night at Seth Woodard School. I asked when the program would be and if they would like the library to participate. The event was in two days. Kelsey was able to attend the event and present information about our online services. She also passed out student cards and flyers. The Title 1 coordinator was impressed by our quick response.
- Our new boat-shaped shelves were installed in the children's area the day before Thanksgiving and have been filled with Love, Talk, Play activities.
- 64 groups used our meeting or conference rooms this year compared to 49 last year.
- We displayed art work from Ness Elementary students that included turkeys, leaves and wreaths.
- During Spokane Valley's remodeling closure, many people found their way to Argonne. Our Internet stations were in almost constant use, which required some adjusting of expectations for our regular Argonne members. We often had people waiting for an opportunity to log on.

**Cheney:  Catherine Nero Lowry**
Develop Young Learners:
- Baby Play and Learn attendance increased from an average of 10.75 in November 2012 to an average of 17.25.
- Toddler Play and Learn was up, with an average attendance of 41.25 compared to 27 in November 2012.
- Preschool Play and Learn attendance increased slightly from November of 2012, with an average attendance of 35.67 compared to 32.25.
- We gave an interactive library tour to 16 children and parents as part of their Homework's program.

Explore and Discover:
- We had 37 people in attendance for the Kids Explore and Discover Club.
- The *No School? No Problem!* was attended by 26.
- The Adult Book Discussion Group discussed the book "Hedy's Folly:  the Life and Breakthrough inventions of Hedy Lamarr, the most beautiful woman in the world."

Support Job Seekers and Local Businesses:
- I Participated in the West Plains Chamber of Commerce Ca$h mob supporting local business in Airway Heights.

Connect Communities:
- A local artist and library member had a unique display of sculpted art pieces in our display case.
- We rearranged the front reading area adding two tables and 7 additional seats to this area and use of this space has soared. Though it is still a comfortable reading area, it is now also a collaborative study and Wi-Fi computer area. Our members including our FOL have mentioned how much they like this change.
- Christie Onzay, Vanessa Strange, and I participated in the Ease the Freeze Family Winter Festival put on by the EWU Students at Cheney Middle School, and there were 66 people in attendance.
- I participated in a Community Connect training session working with tools that allow us to study and understand the varying demographics in Cheney and ways to address our services and programs to best meet their needs.
- Vanessa Strange and I attended an INCOL workshop, Treasures of Inland History at the Washington State Archives, held at the EWU Digital Archives, and lead by Debbie Bahn, lead archivist of the Digital Archives. We received a brief history and overview of the development of the Digital Archives and access to the records available through its website. The overview and information shared will allow us to better serve our members regarding the digital archives.
- We celebrated Cheney Library's 25th Anniversary with on open house accompanied by a brother sister duet form the West Plains Community Orchestra. This was a commemorative event providing opportunities to view historic documents and share memories of the Cheney Library's history.

**Deer Park: Kris Barnes**
Develop Young Learners:
- The average storytime attendance was 18 compared to last year's average attendance of 14.
- Our *It's Your Move* program attracted 8 tweens.

- We were visited by 8 Arcadia Elementary teachers who each brought in their classes to browse the children's area.
- I conducted a science fiction book talking session with three 5th grade classes. The classes were assigned a science fiction novel to read.
- Our Kids Explore and Discover *Duct Tape* program attracted 29 attendees compared to last year's After School Special attendance of 14.

Support Job Seekers and Local Businesses:
- We proctored 2 exams this month compared to last November's total of 4.
- I attended the Deer Park Chamber of Commerce meeting. We heard a presentation from an insurance broker who discussed the Washington Health Plan Finder website challenges from the business owners prospective.
- I met with the Deer Park Tourism Committee this month. I continue to verify upcoming local events for the community calendar as well as continue to be a notetaker and act as communication liaison for the group.

Explore and Discover:
- 9 members attended the adult book discussion on the book "Bucking the Sun" by Ivan Doig. The attendance from 2012 was 5 so we did see an increase in attendance from last year.
- 38 members attended our Spokane Symphony program. The evaluations that were returned as well as the verbal comments I received were very positive. Many of the members commented how much they enjoyed the musical presentation and requested more of the same.
- Our Mobius Science program attracted 63 participants.

Connect Communities:
- 24 groups used our meeting room this month compared to last year's total of 20, including an autism support group, the local pony club, as well a family baby shower for a community member.
- Hospice of Spokane is using our meeting room weekly to provide grief counseling for area residents.

**Fairfield: Bev Bergstrom**
Develop Young Learners:
- We dropped from an average of 13 members at last November's storytimes to an average of nine people this November.

Support Job Seekers and Local Businesses:
- Cindy Ulrey and I attended the Hangman Creek Chamber meeting in Spangle. Due to the low attendance at the meeting, we did not have a formal meeting but discussed the upcoming Christmas on the Palouse event on Dec 7.

Explore and Discover:
- Because our teen magazine collection shrank to half the titles we used to carry, we decided to try portable maker-space kits especially tailored for teens. Brenda and I set up two kits, one a knitting kit and one a baking kit. These were not to be officially added to the collection, but checked out on the honor system. The first day we set them on the shelf, they were checked out within hours. They were returned within a week, so we're pretty sure the knitting did not happen according to the pattern. A cake was made with the kit but we don't know how it actually turned out.
- A community member taught a card-making workshop which brought in 10 members. We had young and old at the class with various skill levels but all the cards were unique.

Connect Communities:
- Cindy Ulrey participated in one of the Thursday Night Things in the community center. She continues to reach the teen/tween group by offering programming/crafts. 16 teens attended.

**Medical Lake: Laura Baird**
Develop Young Learners:
- Storytime attendance averaged 22, up from 19 in November 2012.
- I presented Storytime to 38 children at two outreach child care centers, the same number as last November.

Support Job Seekers and Local Businesses:
- Catherine Nero Lowry, Christie Onzay, and I attended the West Plains Chamber of Commerce breakfast.  The guest speakers, superintendents of Medical Lake and Cheney school districts, gave an overview of the state of the schools. Christie, Catherine, and I met with the STEM coordinator after the meeting to talk about how to best make connections with the schools.

Explore and Discover:
- 19 people attended our Explore and Discover program, compared to nine attendees last November.
- 14 children attended our *No School? No Problem!* program.

- Nine children attended our *Games at the Library* program in November 2012.
- 12 people attended the *Let's Decorate Cakes* program compared to six who attended our World War II music program in November 2012. Due to popular demand for the cake decorating program, the presenter, Connie Kinghorn, is going to present three more classes in December in our meeting room.

Connect Communities:
- A local farmer donated several pumpkins to be shared with members and staff.
- A member displayed his production on audio cd of works of Edgar Allan Poe. He also reserved the meeting room at the end of the month to present his audio cd production.
- 13 groups used the meeting room this month compared to seven last November.

**Moran Prairie: Danielle Marcy**

Develop Young Learners:
- Toddler Play and Learn storytime averaged 41 attendees this month. This is a sharp decrease from last month and last year's average of 70.
- Preschool Play and Learn storytime had an average attendance of 24, down from 29 last month, yet up from last year's 18.
- Baby Play and Learn storytime averaged 19, down from 24 last month and 27 in November 2012.

Explore and Discover:
- Spokane Symphony Woodwind Quintet attracted 37 attendees. A library member later complimented the library for offering quality of programming such as the Spokane Symphony and the Gonzaga acapella group the *Big Bing Theory*.
- Kids Explore and Discover *Duct Tape* had 9 attendees.

Support Job Seekers and Local Businesses:
- We proctored 1 exam this month.

Connect Communities:
- 48 groups utilized out meeting rooms this month, down from 76 last month.

**North Spokane: Jason Johnson**

Develop Young Learners:
- 919 children and their parents and caregivers attended early learning programs this month, exactly the same number as November 2012.
- Baby Play and Learn Storytime averaged 38 attendees. This is up 2 from last month's average, and up 7 from November 2012.
- Family Play and Learn Storytime had an average attendance of 19 this month. This is up 1 from last month's average and down 23 from November 2012's average of 42.
- Preschool Play and Learn Storytime averaged 50 attendees. This is up 2 from last month and up 3 from November 2012.
- Toddler Play and Learn Storytime attracted an average attendance of 39. This is down from 43 last month, but up from 32 in November 2012.
- Staff performed outreach storytimes for 18 children this month.
- 73 people attended the Mobius Science program

Explore and Discover:
- 149 members attended 5 adult programs: 57 for *Big Bing Theory*, 42 for *Washington Health Benefit Exchange Workshop,* 21 for *STCU: Prevent Fraud & Identity Theft,* 15 for the *North Spokane Book Club*, and 14 for *Let's Decorate Cakes!*
- 25 tween/teen members attended 2 programs this month: 13 for *Tween Club: Hands on Science* and 12 for *Anime Club*.

Support Job Seekers and Local Businesses:
- 6 exams were proctored in the library this month.

Connect Communities:
- 68 groups used the meeting rooms this month, down 15% from November 2012 (80).
- We received a generous donation of $120 from a donor in Iowa to purchase children's materials.
- We served as a Voter Service Center again. The meeting room was very busy on Election Day.
- We have helped dozens of people get signed up for insurance with the new Washington Health Plan Finder. Kathryn and Julianne are the trained staff here at North Spokane and have both had overwhelmingly positive feedback from members.

**Otis Orchards: Bev Bergstrom**

Develop Young Learners:

- The Friends purchased a new storytime rug that is so colorful and interesting, the kids are taking a while to re-focus their attention on the storyteller. Kathy reports that they spend a bit of time rubbing the animals and letters on the rug.
- Our storytime attendance decreased by 27% from last November, to an average of 16 members. Our Explore and Discover attendance was nearly the same at 11.

Explore and Discover:

- We set up a turkey craft table for the two open days before Thanksgiving. One young man's mother commented that the school hadn't done any crafts for her to hang on her refrigerator and she could always count on the library to supply her needs. 30 children participated in this craft.

Connect Communities:

- The Friends rated their booksale as successful for the three hours it occurred.
- 19 members attended the *Let's Decorate Cakes* program, the highest number to attend this program.


**Spokane Valley: Sonia Gustafson**

Develop Young Learners:

- We visited 15 ECEAPs and daycares this month, and reached 463 children.
- Our baby lapsit was the most well attended of our storytimes this month with an average of 53—quite a jump from last year's November average of 15.
- Our toddler Play and Learn storytimes averaged 51, up from last year's November average of 41.
- Preschool Play and Learn storytimes averaged 30, which was just about the same as last year's average of 27.
- Family storytime had an average of 15 (still down from last year's average of 26).

Explore and Discover:

- 75 people attended the Mobius presentation.
- The Prime Time Reading series came to a close—the feedback we received from participants indicated it was a very successful endeavor. Many of the families have been seen in the library, and gave glowing feedback. The programs "scholar", a professor at Gonzaga brought t-shirts for all the children who participated.
- The book club had an attendance of 10, for "Mrs. Lincoln's Dressmaker" by Jennifer Chiaverini.
- 34 attended the Anime Club- always a popular monthly activity for local teens.
- 11 attended the *Hunger Games: Catching Fire* party.

Support Job Seekers and Local Businesses:

- 8 exams were proctored in the library.

Connect Communities:

- Kandy, Michelle, Doug, Jane, and I attended the Spokane Valley Chamber's Annual Meeting luncheon.
- Our certified ACA navigators (Aileen, Aaron, and Salena) are very busy with appointments.
- I attended a Community Connects event at Summit School.

**Public Use Measures**

## November 2013

| Measure | This year<br>This Month | Last year<br>This Month | YTD<br>This year | Last YTD<br>Comparison | Rolling YTD<br>Comparison |
|---|---|---|---|---|---|
| Registered borrowers | 118,673 | 118,961 | | 0% | |
| Door count | 104,129 | 105,887 | 1,289,871 | 2% | 1% |
| Circulation | 211,600 | 213,635 | 2,542,951 | 1% | 1% |
| Digital Media Catalog | 21,055 | 15,648 | 223,124 | 29% | 30% |
| Programs | | | | | |
| Number | 205 | 214 | 2,536 | 5% | 6% |
| Attendance | 4,630 | 4,252 | 66,080 | 6% | 5% |
| Group Visits | | | | | |
| Number | 3 | 2 | 43 | 153% | 171% |
| Attendance | 185 | 18 | 1,218 | 421% | 438% |
| Software Station bookings | 17,869 | 17,187 | 214,067 | 6% | 5% |
| Meeting room bookings | 322 | 323 | 3,392 | 6% | 5% |
| Holds placed | | | | | |
| By customers | 35,388 | 30,477 | 401,804 | 10% | 9% |
| By staff | 3,917 | 5,746 | 73,277 | -1% | -1% |
| Digital Media Catalog | 7,271 | 4,876 | 67,861 | 14% | 14% |
| Database use | | | | | |
| Searches | 103,702 | 17,938 | 1,022,576 | 389% | 366% |
| Retrievals | 30,427 | 36,446 | 402,137 | 51% | 49% |
| Website use (Remote) | | | | | |
| User sessions | 91,661 | 84,321 | 908,953 | -4% | -3% |
| Page views | 199,294 | 268,996 | 2,303,875 | -23% | -20% |
| Catalog | 51,593 | 57,340 | 620,818 | -13% | -12% |
| Database Access | 5,571 | 4,462 | 55,132 | 2% | 0% |
| Interlibrary loans | | | | | |
| Loaned | 226 | 201 | 3,076 | 23% | 22% |
| Borrowed | 384 | 342 | 4,523 | 11% | 11% |

## 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 November 2013

## Traditional Media
SCLD in the news:

- Nov 1 – The Current: Library closure Nov. 11-16
- Nov 1 – The Current: Gustafson promoted at library
- Nov 1 – Spokesman.com: Spokane Valley, library district OK plan to develop land
- Nov 3 – Spokane Valley News Herald: Spokane Valley Library to temporarily close
- Nov 3 – KXLY.com: County libraries answer your healthcare questions
- Nov 3 – Spokesman-Review: Literary Calendar: Poetry Scribes of Spokane at NS
- Nov 4 – Spokanevalleyonline: Spokane Valley Library to temporarily close
- Nov 4 – 11 – Clear Channel Radio Nov. run: eBooks. WAHealthPlanFinder & Book a Librarian service*
- Nov 6 – Deer Park Tribune: Storytimes
- Nov 6 – Deer Park Tribune: DP Library to host Science Saturday
- Nov 7 – Cheney Free Press: Cheney Library turns 25
- Nov 7 – Cheney Free Press: Closures for Veterans Day
- Nov 7 – Cheney Free Press: What's Happening on the West Plains
- Nov 7 – Spokesman-Review blog: Spokane Valley Library closure
- Nov 7 – Spokesman-Review: Spokane Valley Library to close for a week for minor remodeling
- Nov 7 – Spokesman-Review: Family calendar: Kids Explore & Discover Club MP
- Nov 8 – Spokesman-Review: Kids and family: Science Saturday NS & DP
- Nov 9 – HispanicBusiness.com: Family Calendar: Kids Explore & Discover Club MP
- Nov 10 – Spokesman-Review: Literary calendar: Otis Orchards Library book sale
- Nov 13 – Deer Park Tribune: Storytimes
- Nov 14 – Spokesman-Review: Family calendar: Kids Explore & Discover Club AR and Otis Orchards Library book sale
- Nov 15 – Spokesman-Review: Kids and family: Otis Orchards Library book sale
- Nov 15 – Spokesman-Review: Kids and family: Tween Club Scratch Lap
- Nov 16 – Spokesman-Review: Broadway Court Estates residents collect books for African Library (SV mention)
- Nov 16 – Spokanevalleyonline: Council's anti-exposure law gets thumbs up (capital facilities area mention of the District)
- Nov 19 – Spokesman-Review: Health Insurance information at SV and NS Libraries
- Nov 20 – Deer Park Tribune: Storytimes
- Nov 21 – Cheney Free Press: Book club talks 'Hedy's'
- Nov 21 – Spokesman-Review: Family calendar:
- Nov 21 – Spokane Journal of Business: Big Library projects are on the books
- Nov 21 – Spokesman-Review: Council gets head start on its funding request
- Nov 21 – Spokesman-Review: No School? No Problem! CH Library

- Nov 22 – Spokesman-Review: Kids and Family: Catching Fire! SV Library
- Nov 22 – Spokesman-Review: No School? No Problem! ML and AH Libraries
- Nov 26 – Spokesman-Review: Health Bulletin Board: WA Health Plan Finder sessions
- Nov 27 – Deer Park Tribune: Storytimes
- Nov 28 – Cheney Free Press: Holiday Closure
- Nov 29 – Spokesman-Review: Catching Fire!, Kids Explore & Discover Club

**Estimated media value: $2200**

Approximate media value for SCLD in the news

*Not included in estimate

## Press Releases
No press releases sent in November

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

- Social Media:
  - Facebook: # of fans:  1843
  - Twitter: # followers: 663
  - Pinterest: followers:  660

- Email: 55,725 sent on Nov 14
  - Open rate 34.6% (our highest yet- nearly double industry average) 18,994 opened
  - Clicked 3,593
  - Unsubscribed 510

## Marketing Activities (website entries, posters/flyers, digital signage)
- Nov 1 – AH Book Club
- Nov 3 – WA Health Plan Finder
- Nov 4 – CH Book sale signs
- Nov 6 – Beyond Books Series
- Nov 7 – STCU workshops
- Nov 9 – Mobius Science Saturdays
- Nov 11 – Check-out home page screen
- Nov 11 – AH Friends of the Library meeting
- Nov 16 – Fall Music flyers
- Nov 15 – Video version of logo created
- Nov 16 – SV closure signage
- Nov 21 – Enjoying Nature by Horseback
- Nov 21 – Greeting Card class
- Nov 25 – No School! No Problem!

**Reprints of previously created work & order fulfillment**

- Nov 1 – Tutor.com bookmarks for AH
- Nov 1 – Comment Box sign AH
- Nov 7 – Flash drives FF
- Nov 10 – Flash drives AR
- Nov 14 – Storytime flyers
- Nov 15 – Health Plan Finder
- Nov 20 – Hours and locations bookmarks
- Nov 20 – Flash drives SV

**Community Involvement**

- Nov 1 – MarCom Breakfast – Crisis Communication
- Nov 12 – Engaging with your community: Beyond the ask
- Nov 13 – IT Academy kick-off
- Nov 15 – Spokane Valley Chamber Annual Meeting
- Nov 18 – Spokane Is Reading wrap-up meeting
- Nov 20 – Greater Spokane Incorporated Annual Meeting

**Current & Upcoming Projects**

Dec 16 – IT Academy demonstration for Representatives at Cheney Library 2pm

Dec 18 – IT Academy demonstration for Representatives at Spokane Valley Library, 2pm

| REVENUES: | ACTUAL | BUDGET | PERCENT | ASSETS: | |
|---|---|---|---|---|---|
| PROPERTY TAX | $ 10,097,444 | $ 10,058,400 | 100.39% | CASH | $ 4,749,873 |
| CONTRACTED CITIES, SERVICES & FEES | 667,288 | 690,000 | 96.71% | ACCOUNTS RECEIVABLE | 503 |
| MISCELLANEOUS REVENUES | 160,906 | 217,527 | 73.97% | TAXES RECEIVABLE | 298,371 |
| FEDERAL GRANTS - INDIRECT | 852 | - | #DIV/0! | DUE FROM OTHER GOVERNMENTS | - |
| INTEREST EARNINGS | 21,755 | 36,000 | 60.43% | INVENTORY | 51,544 |
| TRANSFERS IN | 164,100 | 164,100 | 0.00% | PREPAID EXPENSES | 213,876 |
| TOTAL REVENUES | $ 11,112,345 | $ 11,166,027 | 99.52% | | |
| EXPENSES: | | | | TOTAL ASSETS | $ 5,314,167 |
| | | | | | |
| SALARIES | $ 5,224,208 | $ 5,742,800 | 90.97% | LIABILITIES: | |
| FRINGE BENEFITS | 1,511,535 | 1,683,400 | 89.79% | ACCOUNTS PAYABLE | $ 282,535 |
| SUPPLIES | 402,007 | 550,125 | 73.08% | INTEREST PAYABLE | - |
| SERVICES | 1,352,917 | 1,712,000 | 79.03% | TAX ANTICIPATION NOTES | - |
| CAPITAL EXPENDITURES | 55,689 | 70,000 | 79.56% | DEFERRED REVENUE | 184,744 |
| LIBRARY MATERIALS | 1,382,663 | 1,621,300 | 85.28% | TOTAL LIABILITIES | $ 467,279 |
| INTEREST EXPENSE | 6 | 500 | 1.20% | | |
| OPERATIONAL CONTINGENCIES | - | 271,375 | 0.00% | GENERAL FUND BALANCE: | |
| TRANSFER OUT TO CAPITAL PROJECT FUND | - | - | 0.00% | NONSPENDABLE FUNDS -- PREPAID ITEMS | $ 321,106 |
| TOTAL EXPENSES | $ 9,929,025 | $ 11,651,500 | 85.22% | NONSPENDABLE FUNDS -- INVENTORY | 51,535 |
| TOTAL REVENUES OVER (UNDER) EXPENDITURES | $ 1,183,320 | $ (485,473) | | ASSIGNED FOR DISTRICT WELLNESS PROGRAM | 1,262 |
| CHANGES TO GENERAL FUND BALANCE: | | | | ASSIGNED FOR DEER PARK LIBRARY PROGRAM | 6,093 |
| | ACTUAL | BUDGET | | ASSIGNED FOR DIANE ZAHAND MEMORIAL FUND | 6,059 |
| EXCESS OF REVENUES OVER (UNDER) EXPENDITURES | $ 1,183,320 | $ (485,473) | | UNASSIGNED FUND | 4,460,833 |
| ACTUAL BEGINNING FUND BALANCE - 1/1/13 | 3,663,568 | 3,663,568 | | ENDING FUND BALANCE 11/30/13 | $ 4,846,888 |
| ENDING FUND BALANCE - 11/30/13 & ESTIMATED BALANCE 11/30/13 | $ 4,846,888 | $ 3,178,095 | | | |
| | | | | TOTAL LIABILITIES AND GENERAL FUND BALANCE: | $ 5,314,167 |
| | | | | FUND BALANCE CAPITAL PROJECTS FUND - 11/30/13 | $ 1,136,686 |

## Spotlight Virtual Library Services

Library Services Manager Carlie Hoffman will share highlights of District Virtual Library Services.

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

## OVERVIEW COMMUNICATION

Communication & Deverlopment Officer Jane Baker will provide an overview of District Communication.

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