

MISSION

We inspire learning, advance knowledge, and connect communities.

Board of Trustees Regular Meeting

February 18, 2014 4:00 p.m. Spokane Valley Library Public Meeting Room

AGENDA

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
 - A. Approval of January 21, 2014, Regular Meeting Minutes [4:00-4:03]
 - B. Approval of January 2014 Payment Vouchers [4:03-4:05]
 - C. Unfinished Business [4:05-4:10]
 1. Sprague Avenue Library and Park Project Update
 - D. New Business [4:10-4:45]
 1. Welcome Incoming Trustee
 2. 2014 Bond Election Communication
 3. Facility Use for Political Purposes Policy: Approval recommendation.
 4. Partnership and Sponsorship Policy: Approval recommendation.
 5. Wide Area Network Telecommunication Services Contract: Approval recommendation.
 6. Annual Review of Reciprocal Use with Liberty Lake and Spokane Public Library
- IV. DISCUSSION ITEMS, POSSIBLE ACTION**
 - A. Future Board Meeting Agenda Items [4:45-4:50]
- V. REPORTS**
 - A. Trustees [4:50-4:55]
 - B. Executive Director [4:55-5:00]
 - Administrative
 - Community Activities
 - C. Public Services [5:00-5:05]
 - D. Communication [5:05-5:10]
 - E. Fiscal [5:10-5:15]
 - F. Spotlight – Spokane Valley Library [5:15-5:25]
 - G. Overview – Community Impact Plan, Year One: Approval recommendation. [5:25-5:45]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: One hour and 45 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. 02/18/14

SPOKANE COUNTY LIBRARY DISTRICT

BOARD OF TRUSTEES MEETING MINUTES: JANUARY 21, 2014

CALL TO ORDER

The regular monthly meeting of the Spokane County Library District Board of Trustees was held Tuesday, January 21, 2014, in the public meeting room at Moran Prairie Library, 6004 S. Regal St., Spokane, WA. Chair Tim Hattenburg called the meeting to order at 3:56 p.m. and welcomed those in attendance.

PRESENT:

Tim Hattenburg - Chair
Daniel Davis - Vice Chair
Mark Johnson - Trustee
Sean Morrow - Trustee
Nancy Ledeboer - Executive Director and Secretary

EXCUSED:

None.

Also Present: Jane Baker, Communication & Development Officer; Paul Eichenberg, Chief Human Resources Officer; Priscilla Ice, Chief Information Officer; Aileen Luppert, Librarian; Danielle Marcy, 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. Johnson seconded to amend the agenda by removing New Business Action Item D.1., Welcome Incoming Trustee.

The motion carried unanimously.

ACTION ITEMS

APPROVAL OF DECEMBER 17, 2013, REGULAR MEETING MINUTES

Mr. Hattenburg called for corrections to the December 17 regular meeting minutes. There were no corrections; the minutes stand approved as written.

APPROVAL OF DECEMBER 2013 BILL PAYMENT VOUCHERS

Mr. Davis moved and Mr. Hattenburg seconded approval of the December 2013 bill payment vouchers as follows:

Fund

L01	Voucher numbers: 45302 through 45424 and W00153-W00157 totaling	\$ 424,091.22
	Payroll numbers: 12102013PR and 12232013PR totaling	\$ 339,104.75
	Total	\$ 763,195.97

There were no questions.

The motion was unanimously approved.

UNFINISHED BUSINESS

SPRAGUE AVENUE LIBRARY AND PARK PROJECT UPDATE- FINALIZE SPRAGUE AVENUE PROPERTY PURCHASE (RESOLUTION 14-01). Mr. Hattenburg moved and Mr. Morrow seconded approval of Resolution No. 14-01, approving a purchase agreement and authorizing the Executive Director to execute the agreement.

RESOLUTION No. 14-01

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, APPROVING A PURCHASE AGREEMENT AND AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE AGREEMENT; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATED THERETO.

Ms. Ledeboer reported the City of Spokane Valley has begun its process to sell the surplus 2.82 acres of the Sprague Avenue property to the District; a public hearing on the land sale is set for 6 p.m. this evening. First American Title Insurance Company will handle documentation of the transaction, anticipated by January 31. There was no further discussion.

The motion was unanimously approved.

NEW BUSINESS

FRIENDS OF THE LIBRARY RECOGNITION (RESOLUTION 14-02). Mr. Davis moved and Mr. Johnson seconded approval of Resolution No. 14-02, recognizing District Friends of the Library Support.

RESOLUTION No. 14-02

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

A list of upcoming Friends of the Library meetings was made available for which Trustees will visit voluntarily. Ms. Ledeboer noted the second annual Friends Helping Friends event scheduled for Saturday, April 26, will be another opportunity to celebrate the work of Friends and plan for the future. Trustees were invited to attend. There was no further discussion.

The motion was unanimously approved.

WLA LIBRARY LEGISLATIVE DAY. Ms. Ledeboer provided an overview of the itinerary for WLA Library Legislative Day, scheduled for Friday, January 24, in Olympia. She will attend along with Library Services Manager Stacey Goddard, Librarian Aileen Luppert and Trustees Mark Johnson and Sean Morrow. The purpose of the event is to gather people from across the state to visit with members of the House and Senate, to apprise them of how important libraries are to residents in all types of communities. Lobbyist Steve Duncan recently provided an update on the session and HB6105, concerning the role of school librarians. The main message to legislators from regional libraries, however, will be one of thanks for their support of Microsoft IT Academy. There was no further discussion.

DISCUSSION ITEMS, POSSIBLE ACTION

FUTURE BOARD MEETING AGENDA ITEMS

Mr. Hattenburg reviewed the list of tentative agenda items for the next two months, noting February's meeting will be held at Spokane Valley where the agenda will include bond election preparation. Ms. Ledeboer pointed out it is necessary for the District to use communication channels already in place—new communication tools cannot be developed to help inform residents about the April 2014 bond election. In response to Mr. Morrow, Mr. Hattenburg said confusion between Spokane Public Library, a general fund department of the City of Spokane, and the District, a junior taxing district legally established as an independent political subdivision of the state, will likely continue to exist. However, we can help dispel confusion of the two by providing information to residents.

REPORTS

TRUSTEES

Mr. Morrow and Mr. Johnson provided advance notice of their respective absences from the March and April board meetings. Additionally, Mr. Johnson said he is eager to attend and help with WLA Library Legislative Day visits with legislators this Friday, January 24, in Olympia. There were no other reports.

EXECUTIVE DIRECTOR

The Executive Director's written report provided prior to the meeting included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Ms. Ledeboer noted highlights of last month included invitations to the region's elected officials to attend demonstrations of the IT Academy at Cheney and Spokane Valley libraries. Representative Jeff Holy, also a library user, attended and suggested we find a way to announce all library offerings. Mike McCliment, legislative assistant to Senator Padden, also attended and was particularly impressed with Learn4Life and other services for job seekers. Councilmember Arne Woodard was also in attendance and highly supportive. Regarding the upcoming bond election, Ms. Ledeboer said Roy Koegen, financial legal counsel for the District, provided substantive feedback on our bond election materials, with added emphasis that the District's position must remain neutral, supported only by facts and figures.

PUBLIC SERVICES

Deputy Directors Patrick Roewe and Doug Stumbough provided a written report prior to the meeting for December 2013, with data for customer use measures, programming and library activities. Mr. Roewe also reported SCLD has been awarded a 2013 Digital Literacy grant award from Washington State Library. These Library Services and Technology Act funds will be used to purchase audio-visual equipment for community-created online learning content through the forthcoming CrowdCourse digital resource.

COMMUNICATION

Communication & Development Officer Jane Baker provided a written report prior to the meeting for December 2013 communication activities. Ms. Baker routed a copy of Kids Newspaper among Trustees, pointing out the ad for Lego Build Day, a traveling event

scheduled at all District libraries throughout the year . The first visit at Cheney had an attendance of 150, which was unprecedented for a non-summer reading program.

FISCAL

Revenue and Expenditure Statement through December 31, 2013.

Fund 001

Revenues	\$	11,112,345
Expenditures	\$	9,929,025
Ending Fund Balance	\$	4,846,888
Fund Budget Expended		85.22%

Mr. Sargent noted the changed format of his monthly report and a fourth column added to the income statement, which included remaining balances. He pointed out the positive balance for December, for which a deficit was anticipated. Invoices for 2013 will continue to be processed to allow actual figures for 2013 to be available for Mid-Year Review #1. Mr. Sargent said legal and snow removal services were lighter than expected last year and there were no unanticipated facilities projects. Ms. Ledebor said as a District we were intentionally conservative to end the year in the black. With staff as our largest expense, careful analysis was provided by Deputy Directors before filling vacant positions. In response to Mr. Hattenburg's question about deferred revenues, Mr. Sargent explained the figures represent property taxes from prior years that were not received.

SPOTLIGHT MORAN PRAIRIE LIBRARY

Library Supervisor Danielle Marcy and Librarian Aileen Luppert reported on Moran Prairie Library and the community it serves. Ms. Marcy has been in her new role as library supervisor for less than six months. She noted the motto for Moran Prairie is Invest in Yourself and Your Community.

Ms. Marcy provided some history on the library, noting the building ranks as the newest of the 10 libraries and third busiest. Collection maintenance is necessary, as more items are returned to this location than are borrowed. The facility has a large meeting room, small conference room, two study rooms and an outdoor patio. In support of Community Impact Plan goals and early learning, Moran Prairie provides three storytimes, baby, toddler and preschool, for which toddler has the highest attendance. There are five stations for the Born Learning Trail which promote fun, physical learning activities that parents and caregivers can play with young children in any setting. There is also a treehouse and puppet theater in the children's area; inexpensive ways to play with kids, with additional resources for parents. For explore and discover, there is a book club currently reading Persepolis, financial planning programming, beginning beekeeping and the forthcoming Hope in Hard Times exhibit. Participation continues to increase for explore and discover club for kids; Lego Build Day will be held in June. Overall, music programs have high attendance at Moran Prairie. In support of business and job seekers, in addition to digital resources, meeting rooms are available free of charge to support business and the self-employed. To connect communities, IRS Tax-aide will be offered through April 15. There has been a resurgence of the Friends of MP. Friends are planning a book sale for May and have indicated their interest in supporting future projects. MP Elementary School's book club meets at the library. Local preschools attend annual tours and regularly scheduled storytimes. As Community Librarian for Moran Prairie, Ms. Luppert reported she has held

ACA meetings to assist members with navigating the health care website. Programming has been based on CommunityConnect results—34% of MP residents are active library card users. She explained the CommunityConnect data and how it is being used to plan for future programs and services. Ideas for the future include more in-depth cultural/educational programs, financial programming, support of small businesses, and developing the patio as luxurious space to relax, read or hang out. Building relationships and collaboration with local schools is also a goal. Trustees expressed appreciation for this interesting and enjoyable presentation.

OVERVIEW COMMUNITYCONNECT

Deputy Directors Patrick Roewe and Doug Stumbough provided an overview of the strategic planning tool, CommunityConnect, a product that incorporates market segmentation, demographics and library usage data to help drive library programming choices for the 10 District libraries and their communities. Mr. Stumbough explained data is combined from several sources to produce an aggregate view of different communities, which he demonstrated visually with the use of maps. He said the District works with Spokane County GIS and the CommunityConnect vendor to match neighborhood groups and library usage data. Data is updated monthly and can be viewed at the census block level; it is not personalized. Mr. Roewe reviewed what the community segments represent, noting how the data is synthesized with the Community Impact Plan to help the District tailor library programming, collections, promotion and outreach. Ms. Ledeboer said we will see more trends as time moves forward to develop collections and displays at libraries. In response to Mr. Morrow's question about collection purchases and how items are assigned to individual libraries, Deputy Director for Collection Services Andrea Sharps said items may be assigned to a library. However, as items travel to fill member holds, the collection will change to reflect community interests.

PUBLIC COMMENT

There were no public comments.

ADJOURNMENT

The meeting adjourned at 5:18 p.m.

Tim Hattenburg, Chair

Nancy Ledeboer, Secretary of the Board of Trustees

PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of January 31, 2014 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$1,362,504.62 and that we are authorized to authenticate and certify these claims.

DATE: February 1, 2014

SIGNED *M. A. Hayer*

SIGNED *Nancy Ledlow*

TITLE: *Chief Financial Officer*

TITLE: *Executive Director*

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
045425	AMERICAN LIBRARY ASSOCIATION LIBRARY MATERIALS	\$ 57.80
045426	ARC ELECTRIC BUILDING REPAIR & MAINTENANCE	222.84
045427	AVISTA UTILITIES UTILITIES	5,852.19
045428	BAKER AND TAYLOR INC. LIBRARY MATERIALS	23.40
045429	JAMIESON ENTERPRISES, LLC VEHICLE STORAGE SPACE	300.00
045430	BRAINFUSE, INC. LIBRARY MATERIALS	23,000.00
045431	BRILLIANCE PUBLISHING, INC. LIBRARY MATERIALS	26.07
045432	WASHINGTON COUNTIES INS FUND MEDICAL, DENTAL, VISION & LIFE	78,170.23
045433	CONSOLIDATED ELECTRICAL DIST. MAINTENANCE SUPPLIES	17.31
045434	CENTER POINT LARGE PRINT LIBRARY MATERIALS	153.84
045435	CENTURYLINK TELEPHONE	81.84
045436	CENTURYLINK TELEPHONE	42.23
045437	CENTURYLINK TELEPHONE	42.01
045438	CENTURYLINK TELEPHONE	144.89
045439	CENTURYLINK TELEPHONE	90.85
045440	CITY OF SPOKANE UTILITIES	246.89
045441	DELL MARKETING L.P. D.P. HARDWARE & SOFTWARE	2,021.44
045442	DEMCO, INC. OFFICE/LIBRARY SUPPLIES	817.47
045443	FAUCETS 'N STUFF PLUMBING BUILDING REPAIR & MAINTENANCE	338.05
045444	ANDREA A. FITZSIMMONS JANITORIAL SERVICES	170.00
045445	FRONTIER COMMUNICATION TELEPHONE	107.40
045446	GALE/CENAGE LEARNING LIBRARY MATERIALS	995.15
045447	GARY L. GODDARD BUILDING REPAIR & MAINTENANCE	97.83
045448	GAYLORD BROTHERS INC. OFFICE/LIBRARY SUPPLIES	104.48
045449	GREATER SPOKANE VALLEY CHAMBER TRAVEL AND TRAINING	50.00
045450	GREENLEAF LANDSCAPING, INC. SNOW REMOVAL	1,272.95
045451	INLAND EMPIRE UTILITY COUNCIL LOCATOR SERVICE	15.00
045452	INGRAM DISTRIBUTION GROUP, INC LIBRARY MATERIALS	8,568.45
045453	KENT ADHESIVE PRODUCTS CO. OFFICE/LIBRARY SUPPLIES	461.90
045454	MIDWEST TAPE LIBRARY MATERIALS	9,717.91
045455	NEW YORK TIMES LIBRARY MATERIALS	65.60
045456	OVERDRIVE, INC. LIBRARY MATERIALS	20,878.21
045457	THOMAS S SMITH PARKING LOT LEASE	200.00

045458	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	1,942.99
045459	PENGUIN RANDOM HOUSE LLC	LIBRARY MATERIALS	84.24
045460	RECORDED BOOKS, LLC	LIBRARY MATERIALS	867.19
045461	RELIANCE LABEL SOLUTIONS, INC.	OFFICE/LIBRARY SUPPLIES	1,130.16
045462	JANELLE KRUM, CUSTODIAN	REIMBURSE PETTY CASH FUND	23.07
045463	SIRSIDYNIX	SOFTWARE SUPPORT	120,893.37
045464	SNO ISLE LIBRARIES	TRAVEL AND TRAINING	174.00
045465	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
045466	TARGET SYSTEM TECHNOLOGY, INC	SOFTWARE SUPPORT	28.75
045467	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	11,664.80
045468	U.S. BANK	H S A ACCOUNT EXPENSES	54.00
045469	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,103.06
045470	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,691.33
045471	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	34,627.20
045472	ALLIED SAFE & VAULT CO, INC.	SAFETY AND SECURITY SERVICES	1,284.60
045473	AMPLIFY INC.	LIBRARY PROGRAMS	4,000.00
045474	AVISTA UTILITIES	UTILITIES	4,410.88
045475	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	150.88
045476	CLEAR CHANNEL BROADCASTING INC	ADVERTISING	1,376.00
045477	CENTURYLINK	TELEPHONE	1,999.20
045478	CITY OF AIRWAY HEIGHTS	UTILITIES	130.49
045479	CITY OF CHENEY	UTILITIES	644.99
045480	CITY OF DEER PARK	UTILITIES	66.05
045481	CRAIG BARNETT	LIBRARY PROGRAMS	47.38
045482	CITY OF MEDICAL LAKE	UTILITIES	156.82
045483	COSTCO -CAPITAL ONE COMMERCIAL	OFFICE/LIBRARY SUPPLIES	27.44
045484	DEVRIES INFORMATION MGMT	BUILDING REPAIR & MAINTENANCE	4,356.00
045485	EBSCO INDUSTRIES, INC.	LIBRARY MATERIALS	15,299.00
045486	EMPIRE DISPOSAL INC.	UTILITIES	17.98
045487	EVANCED SOLUTIONS, LLC	SOFTWARE SUPPORT	4,410.00
045488	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	569.88
045489	FRONTIER COMMUNICATION	TELEPHONE	405.00
045490	GREATAMERICA FINANCIAL SVCS.	POSTAGE METER LEASE	159.95
045491	GALE/CENAGE LEARNING	LIBRARY MATERIALS	537.26
045492	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	1,280.18
045493	INTERPERSONAL FREQUENCY	SOFTWARE SUPPORT	5,000.00
045494	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	258.28
045495	MODERN ELECTRIC WATER COMPANY	UTILITIES	2,202.11
045496	MONTGOMERY HARDWARE	OFFICE/LIBRARY SUPPLIES	17.37
045497	OVERDRIVE, INC.	LIBRARY MATERIALS	7,051.41
045498	PAINE, HAMBLIN, LLP	LEGAL SERVICES	162.25
045499	PAYNE WEST INSURANCE	INSURANCE	16,064.00
045500	PENGUIN RANDOM HOUSE LLC	LIBRARY MATERIALS	10.87
045501	RECORDED BOOKS, LLC	LIBRARY MATERIALS	438.01
045502	R.R. BOWKER LLC	LIBRARY MATERIALS	6,570.00
045503	RUBENSTEIN'S CONTRACT CARPET	BUILDING REPAIR & MAINTENANCE	818.73
045504	UPS	FREIGHT	12.61
045505	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	547.52
045506	WEST COAST CASH REGISTER, INC.	EQUIPMENT REPAIR & MAINTENANCE	2,038.13
045507	AVISTA UTILITIES	UTILITIES	620.92
045508	BANK OF NEW YORK MELLON	ADMINISTRATIVE FEES	603.50

045509	CAVENDISH SQUARE	LIBRARY MATERIALS	711.72
045510	CCI SOLUTIONS	OFFICE/LIBRARY SUPPLIES	1,096.67
045511	CDW GOVERNMENT, INC.	D.P. HARDWARE & SOFTWARE	820.69
045512	CENTURYLINK	TELEPHONE	86.94
045513	CHEVRON U.S.A. INC.	VEHICLE FUEL	56.63
045514	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	1,492.39
045515	VOID VOUCHER	VOID VOUCHER	-
045516	EARTHWORKS RECYCLING,INC	UTILITIES	135.00
045517	ELECTRONIC HANDBOOK PUB.	LIBRARY MATERIALS	360.89
045518	GALE/CENAGE LEARNING	LIBRARY MATERIALS	31.29
045519	GFI SOFTWARE, INC.	SOFTWARE SUPPORT	2,394.00
045520	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	869.27
045521	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	284.88
045522	HANGMAN CREEK CHAMBER OF COMM.	MEMBERSHIP DUES	30.00
045523	INLAND POWER AND LIGHT	UTILITIES	464.55
045524	GROUP W MARKETING	ADVERTISING	800.00
045525	LEARNER PUBLISHING GROUP	LIBRARY MATERIALS	60.72
045526	MIDWEST TAPE	LIBRARY MATERIALS	4,814.84
045527	OVERDRIVE, INC.	LIBRARY MATERIALS	1,914.57
045528	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	315.20
045529	PHILADELPHIA INSURANCE CO	INSURANCE	4,755.00
045530	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	165.44
045531	QWEST CORPORATION	TELEPHONE	2,071.38
045532	RECORDED BOOKS, LLC	LIBRARY MATERIALS	326.47
045533	SOFTWARE.HARDWARE.INTEGRATION	D.P. HARDWARE & SOFTWARE	2,858.42
045534	SIRSIDYNIX	SOFTWARE SUPPORT	4,217.56
045535	SPOKANE COUNTY UTILITIES	UTILITIES	443.41
045536	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	328.47
045537	TOWN OF FAIRFIELD	UTILITIES	149.78
045538	UPS	FREIGHT	10.14
045539	VERIZON WIRELESS	TELEPHONE	275.91
045540	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	943.64
045541	WHITWORTH WATER DISTRICT #2	UTILITIES	27.73
045542	ABM JANITORIAL SERVICES - NW	JANITORIAL SERVICES	546.47
045543	APS, INC.	OFFICE/LIBRARY SUPPLIES	217.40
045544	AVISTA UTILITIES	UTILITIES	1,270.10
045545	CORNERSTONE ASSOCIATES	LIBRARY MATERIALS	70.00
045546	BACKSTAGE LIBRARY WORKS	CATALOGING & AUTHORITY SERVICES	881.46
045547	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	58.38
045548	BERKLEY NORTH PACIFIC	INSURANCE	42,444.00
045549	CLASSIC VENTURES LTD	LIBRARY MATERIALS	38.32
045550	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	8.00
045551	BOOKLIST	LIBRARY MATERIALS	147.50
045552	BRILLIANCE PUBLISHING, INC.	LIBRARY MATERIALS	52.14
045553	BUDGET-RENT-A-CAR	CAR RENTAL	76.61
045554	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	475.74
045555	CENTURYLINK	TELEPHONE	90.51
045556	CENTURYLINK	TELEPHONE	34.73
045557	CENTURYLINK	TELEPHONE	59.85
045558	CENTURYLINK	TELEPHONE	91.01
045559	CENTURYLINK	TELEPHONE	130.63

045560	CENTURYLINK	TELEPHONE	9,219.04
045561	JOURNAL NEWS PUB., INC. D.B.A.	LIBRARY MATERIALS	24.00
045562	DEER PARK GAZETTE	LIBRARY MATERIALS	70.00
045563	DELL MARKETING L.P.	OFFICE/LIBRARY SUPPLIES	508.04
045564	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	689.97
045565	STATE OF WASHINGTON	LEASEHOLD EXCISE TAXES	290.16
045566	EBSCO INDUSTRIES, INC.	LIBRARY MATERIALS	2.98
045567	FAUCETS 'N STUFF PLUMBING	BUILDING REPAIR & MAINTENANCE	152.18
045568	GALE/CENAGE LEARNING	LIBRARY MATERIALS	891.80
045569	GARY L. GODDARD	BUILDING REPAIR & MAINTENANCE	11.41
045570	GREATER SPOKANE VALLEY CHAMBER	MEMBERSHIP DUES	395.00
045571	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	1,300.70
045572	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	1,178.10
045573	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	6,674.84
045574	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	21,542.01
045575	INLAND POWER AND LIGHT	UTILITIES	311.97
045576	VOID VOUCHER	VOID VOUCHER	-
045577	MIDWEST TAPE	LIBRARY MATERIALS	4,936.73
045578	NEW YORK TIMES	LIBRARY MATERIALS	60.60
045579	OCLC, INC.	CATALOGING & AUTHORITY SERVICES	3,177.69
045580	OPTO INTERNATIONAL, INC	FURNITURE, FIXTURES & EQUIPMENT	336.00
045581	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	33,177.45
045582	PLEASANT SOLUTIONS	D.P. HARDWARE & SOFTWARE	742.50
045583	POS WORLD	OFFICE/LIBRARY SUPPLIES	710.00
045584	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	782.22
045585	SOCCER TOTS SPOKANE	LIBRARY PROGRAMS	160.00
045586	SPOKANE HARDWARE SUPPLY	MAINTENANCE SUPPLIES	9.87
045587	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	604.07
045588	STATE AUDITOR'S OFFICE	AUDIT FEES	1,337.60
045589	USB TREASURY MANAGEMENT SVCS	BANK FEES	5,674.17
045590	RACHEL TUPPER	LIBRARY PROGRAMS	1,500.00
045591	TUTOR.COM	LIBRARY MATERIALS	3,900.00
045592	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	4,348.63
045593	UPS	FREIGHT	139.00
045594	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	954.70
045595	DEPT. OF LABOR & INDUSTRIES	QUARTERLY WORKMAN'S COMP.	13,381.70
045596	ACCU CUT	OFFICE/LIBRARY SUPPLIES	48.00
045597	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE	66,471.66
045598	AVISTA UTILITIES	UTILITIES	939.98
045599	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	115.90
045600	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	26.20
045601	CENTURYLINK	TELEPHONE	42.06
045602	DELL MARKETING L.P.	D.P. HARDWARE & SOFTWARE	216.18
045603	DIVCO INCORPORATED	BUILDING REPAIR & MAINTENANCE	3,455.03
045604	DEPARTMENT OF LABOR & IND.	BOILER PERMIT FEES	64.50
045605	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	307.44
045606	FRONTIER COMMUNICATION	TELEPHONE	107.60
045607	GALE/CENAGE LEARNING	LIBRARY MATERIALS	281.81
045608	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL	219.82
045609	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	12,984.67
045610	INTEGRA	TELEPHONE	2,272.15

045611	JAN WAY COMPANY USA, INC.	OFFICE/LIBRARY SUPPLIES	1,396.00
045612	ANDREW JORGENSEN	LIBRARY PROGRAMS	50.00
045613	MIDWEST TAPE	LIBRARY MATERIALS	6,372.97
045614	OFFICE OF THE CODE REVISER	LIBRARY MATERIALS	1,228.31
045615	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	77.05
045616	OVERDRIVE, INC.	LIBRARY MATERIALS	28,475.58
045617	THOMAS S SMITH	PARKING LOT LEASE	200.00
045618	RECORDED BOOKS, LLC	LIBRARY MATERIALS	412.54
045619	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
045620	TANTOR MEDIA	LIBRARY MATERIALS	57.97
045621	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	16,470.83
045622	CRJW ENTERPRISES INC.	BUILDING REPAIR & MAINTENANCE	298.93
045623	VIC B. LINDEN & SONS	FURNITURE, FIXTURES & EQUIPMENT	309.80
045624	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	415.42
045625	WEST PLAINS CHAM. OF COMMERCE	MEMBERSHIP DUES	285.00
W00158	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	62,430.71
W00159	US BANK	H S A CONTRIBUTIONS	1,365.83
W00160	US BANK	H S A CONTRIBUTIONS	1,697.47
W00161	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	60,659.04
W00162	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	<u>1,205.16</u>

Total Non-Payroll General Operating Fund **\$ 887,571.77**

PAYROLL VOUCHERS

01102014PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 185,544.22
01242014PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>180,250.60</u>

Total Payroll General Operating Fund **\$ 365,794.82**

TOTAL GENERAL OPERATING FUND **\$ 1,253,366.59**

CAPITAL PROJECTS FUND

009517	BERNARDO WILLS ARCHITECTS, PC	SV SITE DEVELOPMENT FEES	\$ 4,944.60
009518	BERNARDO WILLS ARCHITECTS, PC	SV SITE DEVELOPMENT FEES	6,826.74
01292014CIP	FIRST AMERICAN TITLE INS COMPANY	LAND PURCHASE	<u>97,366.69</u>

TOTAL CAPITAL PROJECTS FUND **\$ 109,138.03**

Spokane County Library District
Monthly Credit Card Activity
For the Month of January 2014

<u>Card Category</u>		<u>Amount</u>
General Purchases	\$	16,569.31
Maintenance		1,936.42
Travel		2,216.90
Acquisitions		2,492.49
Information Technology		4,920.51
Total Purchases	\$	<u>28,135.63</u>

SPRAGUE AVENUE LIBRARY AND PARK PROJECT UPDATE

Background:

In 2012, the Board of Trustees entered into an interlocal agreement with the City of Spokane Valley that outlined conditions for purchasing 2.5 acres, a portion of 8.4 acres of property on Sprague Avenue. The purchase of the property closed on October 31, 2012. The agreement stipulated that the City of Spokane Valley and SCLD would conduct a site planning process within one year of the purchase to determine which portion of the property would become District property. In addition, the agreement allowed the District to purchase up to one additional acre.

In November 2013, the Board approved the Final Site Plan and authorized the Executive Director to negotiate the purchase of an additional .32 acres as recommended in the Site Plan. Funds were budgeted in the 2014 Capital Budget for the purchase of the .32 acre. In January, Trustees passed Resolution No. 14-01, which authorized the purchase of the additional land as outlined in the interlocal agreement with the City of Spokane Valley.

First American Title completed documentation of the property purchase transaction on Friday, January 31.

Recommended Action: No action is recommended at this time.

WELCOME INCOMING TRUSTEE

Background:

The Board of County Commissioners by press release invited interested persons to submit their applications for consideration of appointment to the SCLD Board of Trustees, to replace retiring Trustee Mary E. Lloyd. Interviews of six candidates were conducted Tuesday, November 26, 2013, by SCLD Board of Trustees. Following review of applications, the Board of County Commissioners selected John Craig to fill the vacancy, effective Tuesday, February 11.

Mr. Craig's first term is from Feb. 11, 2014, to Dec. 31, 2018.

Recommended Action: No further action is necessary at this time.

2014 Bond Election Communication

Background:

Communication & Development Officer Jane Baker will provide the District communication plan developed to inform and educate the Board of Trustees and District staff about how and what information may be presented to the public regarding the upcoming bond election.

Recommended Action: This information is for your review and discussion. There is no recommended action at this time.

SPOKANE COUNTY LIBRARY DISTRICT COMMUNICATION

Basic Principles

1. Preparation and distribution of information is **not for the purpose of influencing** the outcome of an election.
2. Public officials and employees should make it clear that any **participation is personal** rather than officially sponsored.
3. Managers/supervisors have a duty to **know, apply, and communicate to their staffs** the difference between acceptable information activities and inappropriate promotional activities.
4. Activities **must not use** District facilities, time or resources to support ballot issues.
5. Factors considered by the PDC when analyzing activities engaged in by public offices include normal and regular conduct and the **timing, tone, and tenor** of activities in relation to ballot measure elections.

Public Disclosure Commission Guidelines

Executive Director

- **Communicate to staff** the difference between acceptable and unacceptable activities related to a ballot measure.
- In the course of a normal publication, may **distribute one objective and fair presentation** of the facts.
- May speak at community forums and clubs to **present factual and objective information on a ballot measure during regular work hours.**

Board of Trustees (Appointed Officials)

- May engage in political activities on his or her **own time**, if no public equipment, vehicle or facility is used. Board members may use his or her title, but should **clarify that he/she is speaking on his/her own behalf**, and not on behalf of the agency.
- May attend any function or event at any time during the day and voice his or her opinion about a candidate or ballot proposition as long as they are **not being compensated and are not using any public equipment, vehicle or other facility.**

Management Staff

- May speak at community forums and clubs to present an **objective and fair presentation of the facts** on a ballot measure during regular work hours.
- May participate in campaign activities, including meeting with citizens' campaign committees to plan strategies, during **non-work hours** and without the use of public resources.
- Inform staff during **non-work hours** of opportunities to participate in campaign activities.
- Respond to questions regarding a ballot measure if such activity is consistent with his or her **normal and regular duties.**
- May place **window signs or bumper stickers** on privately-owned cars, even if those cars are parked on District property during working hours.
- Encouraged to **communicate to staff** the difference between acceptable and unacceptable activities related to a ballot measure.
- May encourage staff and members of the public **to vote**, as long as such encouragement routinely occurs for other elections.
- No political buttons

Employees

- May **speak** at community forums and clubs to present an objective and fair presentation of the facts on a ballot measure **during regular work hours**.
- Inform staff during **non-work hours** of opportunities to participate in campaign activities.
- Respond to questions regarding a ballot measure if such activity is consistent with his or her **normal and regular duties**.
- Engage in campaign activities on their own time, during **non-work hours** and without using public resources.
- May **respond to questions** regarding a ballot measure if such activity is consistent with his or her **normal and regular duties**.
- During **non-work hours**, make available campaign materials to employees in lunchrooms and break rooms that are used only by staff or other authorized individuals.
- May place **window signs or bumper stickers** on privately-owned cars, even if those cars are parked on government property during working hours.
- May encourage staff and members of the public to **vote**, as long as such encouragement routinely occurs for other elections.
- No political buttons

Regular communication channels to be used for bond election information

1. *Speaking* engagements with community service groups/clubs informing them of the bond issue.
 - a. Rotary groups
 - b. Associated General Contractors Association
 - c. Friends of the Library groups
 - d. Spokane Valley Chamber of Commerce
 - e. Soroptimists Club
 - f. Spokane Valley Business Association
 - g. Religious Groups
2. Communicate information on the bond issue with card holders through *eNewsletters* in January, February, and March.
3. Produce an *informational brochure* about library facts and the bond issue.
4. Hold *public open houses* to demonstrate library services and resources, as well as answer bond election questions specific to each library. Dates and times of open houses promoted on *digital signage, web page, social media*.
5. Create an *informational web page* on the library's website regarding the bond projects with identical factual information presented in the publication.
6. Provide factual information to members of the *media*.
7. Feature a series of "Did you know" facts about the library on *social media*. As during previous elections, a reminder to vote will also post on social media, but separately from posts about library facts.

FACILITY USE FOR POLITICAL PURPOSES

BACKGROUND:

The primary policy revision was to add a purpose statement and correct the RCW number that had been changed, effective January 2012. The new policy format was also applied. Otherwise, there were no other recommended changes to policy content.

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

Recommended Action: Motion to approve Facility Use for Political Purposes Policy as revised.

SPOKANE COUNTY LIBRARY DISTRICT

DRAFT

POLICY: FACILITY USE FOR POLITICAL PURPOSES

Approval Date: April 15, 2003

Revision Date: February 18, 2014

Statutory Reference: RCW 42.17A.555

Purpose

To define how Spokane County Library District facilities can be used for political purposes.

General Policy

RCW 42.17A.555 states that public facilities may not be used directly or indirectly for the purpose of assisting a campaign for election of any person to any office or for the promotion of or opposition to any ballot proposition, except for activities which are part of the normal and regular conduct of the office or agency. Federal courts have consistently recognized designated public library spaces as limited public forums. WAC 390-05-271 clarifies that RCW 42.17A.555 does not prevent a public agency from making facilities such as meeting rooms available on a nondiscriminatory, equal access basis for political uses.

Consistent with this legal framework, it is Spokane County Library District (District) policy to allow use of its facilities for political uses on a nondiscriminatory, equal access basis, making such time and place restrictions as are necessary for the orderly conduct of normal public library operations.

District meeting and conference rooms are open to any individual or group on an equal basis and as such may be used for political or partisan purposes.

Materials in support of or opposition to a ballot proposition will not be accepted for distribution or posting in District facilities; such materials left in District facilities will be discarded.

Petitions may not be placed on bulletin boards or literature distribution racks, or otherwise left in District facilities. Petition signatures may be solicited only within meeting rooms scheduled for that purpose; they may not be solicited elsewhere inside or outside District buildings.

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

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

SPOKANE COUNTY LIBRARY DISTRICT

POLICY: FACILITY USE FOR POLITICAL PURPOSES

RCW 42.17.130 states that public facilities may not be used directly or indirectly for the purpose of assisting a campaign for election of any person to any office or for the promotion of or opposition to any ballot proposition, except for activities which are part of the normal and regular conduct of the office or agency. Federal courts have consistently recognized designated public library spaces as limited public forums. WAC 390-05-271 clarifies that RCW 42.17.130 does not prevent a public agency from making facilities such as meeting rooms available on a nondiscriminatory, equal access basis for political uses.

Consistent with this legal framework, it is Spokane County Library District policy to allow use of its facilities for political uses on a nondiscriminatory, equal access basis, making such time and place restrictions as are necessary for the orderly conduct of normal public library operations.

District meeting and conference rooms are open to any individual or group on an equal basis and as such may be used for political or partisan purposes.

Materials in support of or opposition to a ballot proposition will not be accepted for distribution or posting in District facilities; such materials left in District facilities will be discarded.

Petitions may not be placed on bulletin boards or literature distribution racks, or otherwise left in District facilities. Petition signatures may be solicited only within meeting rooms scheduled for that purpose; they may not be solicited elsewhere inside or outside District buildings.

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

ADOPTED BY THE SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES: APRIL 15, 2003
REVISED: FEBRUARY 21, 2012

Partnership and Sponsorship

Background

In recognition of the emphasis placed on community engagement as part of the Community Impact Plan, and in anticipation of pursuing partnership and sponsorship opportunities in the near future, this policy draft seeks to establish general guidelines for future partnerships and sponsorships.

The policy is intended to be broad enough to provide appropriate flexibility to respond to emergent partnership/sponsorship opportunities while affirming

- a.) District primacy in making determinations on the who and what of those opportunities, and
- b.) that those opportunities must align with District strategic priorities, policies, mission, vision, and values.

Recommended Action: Motion to review and approve the Partnership and Sponsorship Policy as written.

POLICY: Partnership and Sponsorship

APPROVAL DATE: February 18, 2014

RELATED POLICIES:

Library Meeting Room Use

Purpose:

To define the conditions and responsibilities associated with partnerships and sponsorships between Spokane County Library District (the District) and community entities.

Definitions:

Community Partnership: a relationship between the District and an institution, business, nonprofit organization or community group that involves an exchange of services, use of facilities, a newly-created service or event, or other transaction that is mutually beneficial to both partners and is of benefit to the community. While the District and the partner may not have identical goals, their goals should be complementary and mutually beneficial. Each partner contributes to the enterprise.

Sponsorship: a mutually beneficial exchange between the District and an institution, business, nonprofit organization, community group or individual (the sponsor), whereby the sponsor contributes funds, products or services of a defined value and in turn, receives recognition, acknowledgement or other promotional considerations.

General Policy:

The District seeks and encourages the support of institutions, businesses, nonprofit organizations and community groups to enhance or improve library activities, facilities, services, events and/or programs through the establishment of sponsorships and community partnerships. These relationships create new opportunities to improve the quality of life in the communities the District serves in a manner that furthers the mission, vision and values of the District and its partner(s) or sponsor(s).

Guidelines:

Certain guidelines apply in deciding the specific nature and conditions of acceptable partnerships and sponsorships. As determined by District staff, all community partnerships and sponsorships:

- Must align with the District's strategic priorities and be in the best interest of the District and its library members.
- Must be consistent with the District's mission, vision, and values.
- Must be consistent with all Spokane County Library District policies.
- Must be approved by the Executive Director or designee, and approved by the Spokane County Library District Board of Trustees as required.
- May require a memorandum of understanding or formal agreement between the District and community partner or sponsor outlining each party's responsibilities or activities.

Community partners and sponsors will be provided recognition commensurate with the level of their contribution as determined by the District.

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

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

Wide Area Network Contract Approval

Background:

We are seeking new contract(s) for the District's Wide Area Network. An RFP was issued last fall to solicit proposals from telecommunication vendors to provide up to 100mbps connections to all 10 SCLD buildings. We received four proposals.

Selection criteria included cost, comprehensiveness and responsiveness to our minimum and long-term requirements. One of the vendors addressed only six of our buildings and was therefore eliminated from consideration.

Integra emerged as the most responsive vendor, offering services to all 10 buildings, which will bring us closer to our long-term goal at a competitive price per megabit and an affordable price.

Integra is currently our Internet Service Provider, so we have nearly a year of experience with the company.

This upgrade will go a long way toward equalizing service quality throughout the District, as Fairfield and Deer Park libraries will finally be able to provide high speed network access the other eight buildings have enjoyed for the past five years.

Recommended Action: Motion to approve authorization of Chief Information Officer Priscilla Ice, to sign the contract with Integra on behalf of the District.

Service Agreement

Integra*
 10433 W. Emerald Ave
 Boise, ID 83704
 (P) 208-947
 (F)

Carlos Simmonds
carlos.simmonds@integratelecom.com
www.integratelecom.com

Customer Name Spokane County Library District
Street Address/Suite 4322 N. Argonne Rd
City/State/Zip Spokane, WA 99212

Customer Name Library head end
Street Address/Suite 12004 E Main Ave
City/State/Zip Spokane, WA 99206

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Host Site							
EoF Switched Access - 500 Mbps	1	\$ 1,105.00	\$ 210.00	\$ 895.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed 1 Gbps	1	\$ 325.00	\$ 325.00	\$ 0.00	\$ 750.00	\$ 750.00	\$ 0.00
Total				\$ 895.00			\$ 0.00

Customer Name Remote
Street Address/Suite 1213 S Lundstrom St
City/State/Zip AIRWAY HEIGHTS, WA 99001

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
Ethernet Extended Access - 30 Mbps	1	\$ 1,395.00		\$ 1,395.00	\$ 0.00		\$ 0.00
EVC - 30 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 1,395.00			\$ 0.00

Customer Name Remote
Street Address/Suite 4322 N Argonne Rd
City/State/Zip Spokane, WA 99212

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
Ethernet Extended Access - 100 Mbps	1	\$ 1,805.00	\$ 310.00	\$ 1,495.00	\$ 750.00	\$ 750.00	\$ 0.00
EVC - 100 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 1,495.00			\$ 0.00

Customer Name Remote
Street Address/Suite 610 1st St
City/State/Zip Cheney, WA 99004

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
Ethernet Extended Access - 45 Mbps	1	\$ 1,395.00		\$ 1,395.00	\$ 0.00		\$ 0.00
EVC - 45 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 1,395.00			\$ 0.00

Customer Name Remote
Street Address/Suite 208 S Forest Ave
City/State/Zip DEER PARK, WA 99006

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
Ethernet Extended Access - 45 Mbps	1	\$ 2,295.00		\$ 2,295.00	\$ 0.00		\$ 0.00
EVC - 45 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 2,295.00			\$ 0.00

Customer Name Remote
Street Address/Suite 305 E Main St
City/State/Zip Fairfield, WA 99012

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
Ethernet Extended Access - 10 Mbps	1	\$ 1,195.00		\$ 1,195.00	\$ 0.00		\$ 0.00
EVC - 10 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 1,195.00			\$ 0.00

Customer Name Remote
Street Address/Suite 321 E Herb St
City/State/Zip Medical Lake, WA 99022

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
Ethernet Extended Access - 45 Mbps	1	\$ 1,195.00		\$ 1,195.00	\$ 0.00		\$ 0.00
EVC - 45 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 1,195.00			\$ 0.00

Customer Name Remote
Street Address/Suite 6004 S Regal St
City/State/Zip Spokane, WA 99223

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
Ethernet Extended Access - 45 Mbps	1	\$ 2,395.00		\$ 2,395.00	\$ 0.00		\$ 0.00
EVC - 45 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 2,395.00			\$ 0.00

Customer Name Remote
Street Address/Suite 44 E Hawthorne Rd
City/State/Zip Spokane, WA 99218

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
EoF Switched Access - 100 Mbps	1	\$ 821.00	\$ 126.00	\$ 695.00	\$ 0.00		\$ 0.00
EVC - 100 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 695.00			\$ 0.00

Customer Name Remote
Street Address/Suite 22324 E Wellesley Ave
City/State/Zip Otis Orchards-East Farms, WA 99027

Product Description	QTY	Monthly Charge	Monthly Charge Discount	Estimated Monthly Charges ¹	Activation Charge	Activation Charge Discount	Total Activation Charges
Service Term - 60 months							
Ethernet Services - EPL Remote Site							
EoF Switched Access - 100 Mbps	1	\$ 821.00	\$ 126.00	\$ 695.00	\$ 0.00		\$ 0.00
EVC - 100 Mbps Best Effort	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
Electrical	1	\$ 0.00		\$ 0.00	\$ 0.00		\$ 0.00
UNI Port Speed - 10/100 Mbps	1	\$ 190.00	\$ 190.00	\$ 0.00	\$ 250.00	\$ 250.00	\$ 0.00
Total				\$ 695.00			\$ 0.00

Summary of Charges

Location	Estimated Monthly Charges ¹	Total Activation Charges
Library head end 12004 E Main Ave Spokane, WA 99206	\$ 895.00	\$ 0.00
Remote 1213 S Lundstrom St AIRWAY HEIGHTS, WA 99001	\$ 1,395.00	\$ 0.00
Remote 4322 N Argonne Rd Spokane, WA 99212	\$ 1,495.00	\$ 0.00
Remote 610 1st St Cheney, WA 99004	\$ 1,395.00	\$ 0.00
Remote 208 S Forest Ave DEER PARK, WA 99006	\$ 2,295.00	\$ 0.00
Remote 305 E Main St Fairfield, WA 99012	\$ 1,195.00	\$ 0.00
Remote 321 E Herb St Medical Lake, WA 99022	\$ 1,195.00	\$ 0.00
Remote 6004 S Regal St Spokane, WA 99223	\$ 2,395.00	\$ 0.00
Remote 44 E Hawthorne Rd Spokane, WA 99218	\$ 695.00	\$ 0.00
Remote 22324 E Wellesley Ave Otis Orchards-East Farms, WA 99027	\$ 695.00	\$ 0.00
Grand Total:	\$ 13,650.00	\$ 0.00

Customer represents and warrants the above information is true and correct and grants Integra the right to deliver customer's name, address, and phone number as set forth above to the appropriate directory publishers and directory assistance data bases. Customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold Integra free and harmless of and from any claims, loss, damage, or liability that may result from the use of such listing. Integra will take reasonable steps to ensure that the above information appears in the next directory to be published, however, Integra does not warrant that the listing will be error-free. Integra's liability for errors or omissions, including failure to publish, in Customer directory listings shall be limited to the charge for that listing during the effective life of the directory containing the error or omission. Integra will provide a summary bill format unless contacted by the Customer to revert to a detailed invoice option.

This Agreement including the most recent Master Service Agreement executed by Customer and Integra, together with any schedules or attachments hereto, and Integra's policies and procedures located at www.integratelecom.com, incorporated by reference herein, constitute a binding commitment between Integra and Customer, effective upon execution of this Agreement, and supersede all prior written or verbal agreements or understandings. Customer acknowledges that Customer has received, read, and understands this Agreement and the Master Service Agreement, and agrees to all of the terms and conditions of the foregoing documents and policies. **Early Termination fees may apply as set forth in Section 15 of the Integra Master Service Agreement.**

¹ Estimated Monthly Charges do not include: federal, state, and local taxes and fees, federal USF, or the Integra-imposed Network Access Assessment (NAA) applied dependent on service type—the current rate is 10.95% (10.99% in Colorado) and may be subject to change with 30 days prior written notice. Monthly long distance charges are estimated based on customer's estimated use. Actual total charges are subject to acceptance of Services. For more information about taxes, surcharges, and fees please visit: www.integratelecom.com.

* As Identified in the Master Service Agreement

Customer Acceptance

Priscilla Ice

Print Name

Authorized Signature

Date

Responsible Party email:

pice@sclld.org

This email contact will be the primary recipient of future secure information

Integra Acceptance

Print Name

Signature

Date

MASTER SERVICE AGREEMENT

Integra*

10433 W. Emerald Ave
Boise, ID 83704
(P) 208-947
(F)

carlos.simmonds@integratelecom.com
www.integratelecom.com

INTEGRA MASTER SERVICE AGREEMENT

Integra Telecom Holdings, Inc., by and through its subsidiaries (hereinafter “Integra”), and customer, as named on the Service Agreement and the signature page hereto (“Customer”), hereby agree to the following terms and conditions contained in this Master Service Agreement (this “Agreement”) for the provision of the service(s) ordered by Customer (the “Service(s)”) to Customer by Integra, as of the date of the Service Agreement (as defined below). For the purposes of this Agreement, Integra or Customer may be individually referred to as a “Party” and collectively as “Parties.”

1. **SERVICES AND SERVICES TERM.** This Agreement incorporates any accepted orders for Services (“Service Agreement(s)”), any attachments, policies and procedures found on Integra’s website: www.integratelecom.com under Public Info and Policies (“Policies and Procedures”), and any filed tariffs, price lists or schedules, and comprises the entire agreement between the Parties. Details pertaining to the Services are set forth in the Service Agreement entered into in connection with this Agreement.

This Agreement supersedes any and all prior discussions, representations, memoranda, or agreements – oral or written – between the Parties hereto. Integra reserves the right, in its sole reasonable discretion, to reject any Service Agreement prior to Integra’s signature. Integra agrees to provide to Customer (subject to availability and adequacy of underlying Service), and Customer agrees to procure from Integra, the Services at the locations set forth for the number of months set forth (“Services Term”) as detailed on the Service Agreement(s). Installation of Services occurs at the delivery of operating circuits to the demarcation terminal (the “Installation of Service(s)”), which demarcation terminal shall be at the location where Integra’s facilities interconnect with Customer’s or any third party’s facilities (the “Demarcation Point”). Integra will use reasonable efforts to install Services on the date agreed upon by the Parties; however, Integra does not guarantee that Services will be installed and provisioned on Customer’s desired due date. If Customer delays the Installation of Services, certain fees and facility reservation charges may be charged to Customer as described in Integra’s Policies and Procedures. Upon the expiration of the Services Term, a Service Agreement will automatically renew for successive one (1) year terms, each a “Renewal Services Term,” unless terminated by Customer or Integra with thirty (30) days written notice prior to the completion of the Services Term or the then-current Renewal Services Term.

2. **RATES, CHARGES, BILLING AND PAYMENT.** Rates and charges, service levels and credits are described in the Service Agreement. Integra will notify Customer when Customer’s circuit has been delivered and Installation of Services has occurred. Upon notification of Installation of Service, Customer agrees to convert its services from its present provider, if any. Customer agrees that the Services Term will commence upon the Installation of Service, and billing for the Services will commence with Integra’s first regular billing cycle after notification of the Installation of Service, regardless of Customer’s actual conversion date, unless Customer tests the Services and notifies Integra that the Services are not functioning properly within three (3) days after Integra notifies Customer of the Installation of Services. If Customer timely notifies Integra of the non-functioning nature of the Services, Integra will investigate the problem, and if it is due to Integra equipment, correct the issue and notify Customer of such correction. Upon such notification, Customer again will have three (3) days to test the Services, and if Customer does not notify Integra that the Services are not functioning properly within such period, the Services Term and billing for the Services will begin for the date Integra notified Customer that the Services were corrected. If the problem was due to Customer equipment, Integra will notify Customer, and billing will begin when Customer was notified of Installation of Service.

Monthly recurring charges (“MRC”) will be billed in advance each month. Non-recurring charges (“NRC”) will be billed on the first invoice after the date of Installation of Service, or if the NRC are incurred after the date of Installation of Service, or are usage based, such charges will be billed on the next invoice thereafter. Integra may bill Customer for billing corrections or adjustments for Services rendered not later than one hundred eighty (180) days after the last day of the billing cycle during which Integra provided the Service(s) to the Customer, unless a different period is required by federal, state, or local laws, regulations, rulings, orders or other actions of governmental agencies (“Applicable Law”). Customer is responsible for payment of all charges associated with the Services, including without limitation, charges for originating and terminating calls to Customer’s telephone number(s). Payments are due on the Payment Due By date set forth on the Integra invoice, provided, however, that no Payment Due By date shall be less than net thirty (30) days. Customer must provide payment of all undisputed charges in full on Payment Due By date. If Customer believes it has been billed in error or otherwise disputes a charge, Customer must notify Integra not later than ninety (90) days after the date of the invoice containing the disputed charge unless a different period is required by Applicable Law. Customer’s notice must specifically detail the dispute and provide supporting documentation for the amount in dispute. Integra will investigate all disputes and notify Customer of the results of its investigation and, if appropriate, credit Customer’s account or notify Customer of denial of the dispute. **Acceptance of payments of less than the full amount due, including an instrument tendered as full satisfaction of a debt, shall not be deemed, in the absence of a written agreement executed by both Parties, an agreement on the part of Integra to accept less than the full amount due. Any tender of an instrument as full satisfaction of a debt must be sent to the Law & Policy Department of Integra.** Integra may assess a late fee of 1.5% per month (not to exceed the maximum rate allowed under state law) on any undisputed balances not paid when due. Late fees may be assessed, as of the original Payment Due By Date, against any disputed amount denied by Integra. Integra has the option to suspend the Services and/or to pursue any and all other legal remedies until payment is made. Termination of Services after written notice may follow. Customer will pay any and all costs incurred in collection of rates and charges due and payable, including reasonable attorneys’ fees and all collection agency costs, whether or not a suit is instituted. All payments hereunder will be in U.S. currency.

Each Service Agreement is subject to credit approval. Customer hereby authorizes Integra to conduct a credit search and agrees to provide Integra with information regarding payment history for communications services, number of years in business, financial statement analysis and commercial credit bureau rating. If a credit check is unsatisfactory at any time, or if Customer fails to make timely payment two (2) or more times during any twelve (12) consecutive month period, Integra may require Customer to tender a deposit up to the maximum permitted by law to guarantee payment hereunder. Such deposit may have, as an additional component, deposit for any Integra-provided equipment in Customer’s premises (“Customer Premises Equipment”). When Customer establishes acceptable credit history or upon termination of the applicable Service Agreement, Integra will return the balance of the deposit, if any, to Customer along with interest as required by law.

Integra shall not be liable for any charges arising from or related to the termination of any previous agreement for services or the failure of Customer to terminate any previous agreement for services.

If any property owner, under which Customer is a tenant, assesses a fee against Integra in order to, or as a result of, the provisioning of any Services to Customer, Integra may pass through such charges to Customer.

3. POLICIES, PROCEDURES AND RATES. Integra may change its Policies and Procedures upon thirty (30) days’ written notice to Customer. Use of Integra Services after the thirty (30) day notice period shall be deemed consent to the changed Policies and Procedures. In addition, Integra may change its rates for various Services upon thirty (30) days’ notice to Customer. In the event an increase in rates for Services occurs, Customer shall have thirty (30) days to terminate the affected Services by written notice to Integra, without further obligation or early termination charges, other than payment for the Services used until the date of termination. Such termination shall be effective thirty (30) days after Integra’s receipt of the termination notice. Failure to timely give written notice of termination shall be deemed consent to the changed rates and charges.

4. FRAUD, TELEPHONE NUMBERS AND DIRECTORY LISTINGS. Customer is responsible for payment of any charges incurred due to fraud, abuse, or misuse of the Services, whether known or unknown, to Customer. It is the Customer’s obligation to take all measures to ensure against such occurrences.

Telephone numbers are assigned to the business entity (Customer) named on the Service Agreement and not to any individual owner or operator of the business. Customer shall designate those individuals authorized to make changes to the Customer’s account with Integra, including changes to the Services or to the telephone numbers in conformity with Applicable Law. The Customer shall hold Integra harmless for any changes authorized by the individuals designated by Customer.

Integra shall take reasonable measures to provide Customer with continuation of existing telephone numbers. However, if Customer is changing location at the time of conversion or taking Service(s) for the first time at a location, Integra makes no warranties regarding assignment of particular telephone numbers to Customer. Integra shall not be liable to Customer for any change in, including loss of, telephone numbers if such telephone numbers are lost after termination of this Agreement or the Services due to default by Customer under this Agreement, or if such change or loss is due to actions of any vendor or supplier of services to Integra. Customer’s reliance upon and/or use of any telephone numbering information prior to Installation of Service and Customer’s conversion to the Services is at the Customer’s sole risk.

Integra shall not be liable for any inaccurate or dropped listings of any publisher/directory database. Integra shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished to a publisher or to a directory database(s). Additional costs may be assessed for publisher/directory database listing charges.

5. TAXES, SURCHARGES, FEES AND ASSESSMENTS. Customer is responsible for payment of any and all federal, state and local taxes, surcharges, or fees related to the Services, as may be imposed from time to time (excluding Integra income taxes) ("Taxes") to the extent that Customer is not exempt from such Taxes. Integra will collect all such Taxes unless Customer provides Integra with proof of exemption. Surcharges and assessments, which are not required by regulatory agencies, but which Integra is permitted to charge to recover expenses, may be applied and adjusted from time to time. All such charges will be set forth on a detailed invoice.

6. TARIFF APPLICATION. In the event of any conflict between any provision of this Agreement and any provision of an applicable filed tariff or price list, the provision of such filed tariff or price list will control.

7. COMPLIANCE WITH LAW. This Agreement is subject to all Applicable Law, and the obtaining and continuance of any required approvals, authorizations, or tariffs or price lists filed with the FCC or any other governmental agency. Integra will use commercially reasonable efforts to obtain, retain, and maintain such approvals and authorizations. If any action pursuant to Applicable Law adversely affects the Services or requires Integra to provide Services other than in accordance with the terms of this Agreement, either Party may, without liability to the other Party, terminate the affected Services upon thirty (30) days prior written notice to the other Party. In performing their obligations under this Agreement, the Parties will comply with all Applicable Law, specifically including, but not limited to, Applicable Laws governing 911/E-911 and any other emergency services.

Subject to Integra's 911/E-911 policy (found in Integra's Policies and Procedures), and unless otherwise specifically agreed, (a) Integra will provide Customer with the network connection for each circuit, billing telephone number (BTN) or trunk group that comprise the Services, and (b) Integra will provide the appropriate Public Safety Answering Point (PSAP) with the automatic location identification (ALI), including the same emergency response location, for all BTNs of the circuit or trunk group regardless of the number of lines, trunks, or unique telephone numbers on that circuit or trunk group. Customer will be responsible for providing all other 911/E-911 functionality as required by Applicable Law, including but not limited to, agreements with, and network or other connection to, the local PSAPs. Customer will maintain the necessary databases and update and transfer the ALI to the appropriate PSAPs. Integra is not responsible for and will not make any changes or submit updates to 911/E-911 databases for any Services other than the one emergency response location as set forth above.

8. SERVICES, MAINTENANCE AND UPGRADE OF FACILITIES. Services will meet industry standards. Integra will maintain its facilities and equipment used to provide the Services as set forth in its Policies and Procedures, at no additional charge to Customer, except where work or service calls result from failure or malfunction in, or improper operation of, any third party's facilities and/or equipment after the Demarcation Point or Customer's facilities and/or equipment. In such event, Customer will reimburse Integra for the cost of the required maintenance at Integra's standard time and material rate plus any taxes imposed upon Integra related to such maintenance, and Customer shall be responsible for the cost of repair or replacement of Integra equipment that is damaged by Customer's actions or equipment.

Integra reserves the right to suspend Service for scheduled maintenance or planned enhancements or upgrades upon twenty-four (24) hours' notice to Customer or to suspend Service for emergency repairs to Integra's network without notice to Customer. Integra equipment will remain the sole and exclusive property of Integra or Integra's assignee. Customer will not tamper with, remove or conceal any Integra identifying plates, tags or labels. Customer shall not permit any liens on Integra equipment, and any such lien will be discharged by Customer within ten (10) days of notice of filing. Failure to discharge any such lien is a material breach of this Agreement, and may result in immediate termination.

Customer will provide equipment compatible with the Services and Integra's network and facilities. Customer will bear the costs of any additional apparatus reasonably required to be installed because of the use of Integra's network or facilities.

Upon termination of the Service(s), Customer, upon notice from Integra, shall provide reasonable access to Integra to recover the Integra provided Customer Premises Equipment, in accordance with the instructions in the notice. Customer's damage to the Integra provided Customer Premises Equipment (reasonable wear and tear excepted) or failure to return the equipment, including but not limited to the battery pack, as directed, shall constitute Customer acceptance of ownership of and responsibility for the equipment, and Integra may invoice Customer for the then fair market value of such equipment.

Integra reserves the right to substitute, change or rearrange any equipment or facilities used in delivering Services that does not affect the quality, cost or type of Services. Integra will manage its network in Integra's sole discretion. Customer will provide all reasonable information, authorizations, and access required by Integra for the purpose of installing Services, performing routine network grooming, maintenance, and upgrades, and addressing emergencies.

9. SERVICE INTERRUPTION CREDITS. Credits are subject to the limitations of liability set forth in Section 11 and shall only be given for a Service Outage (as defined below) and claimed in accordance with this Section or any other applicable service level agreement that applies to the Service. A "Service Outage" is defined as any Service disruption for which Integra is the sole cause of such disruption and such disruption is not the result of (a) scheduled maintenance that occurs between the hours of eleven p.m. and six a.m. local time, (b) planned enhancements, (c) upgrades, (d) failure or malfunction in, or improper operation of, any third party's facilities and/or equipment after the Demarcation Point or Customer's facilities and/or equipment, or (e) a Force Majeure event (as defined below). Upon request, but not later than thirty (30) days after the Service Outage, and after a determination by Integra that such Service Outage is eligible for credits, Customer shall be entitled to a credit for a Service Outage that exceeds twenty-four (24) hours, unless otherwise defined in a service level agreement or tariff applicable to the specific Service. Such credit shall be based upon the ratio of the duration of the Service Outage (measured from the time the interruption is reported to or detected by Integra, whichever occurs first) to the total time in a thirty (30) day month. That ratio, multiplied by the monthly rate for the Service(s) affected shall determine the amount of the credit allowance.

If a Customer fails to notify Integra in the manner set forth herein with respect to the applicable service credits within thirty (30) days of a Service Outage, Customer will have waived its right to such service credits for that month. Customer's total service credit(s) in any one month will not exceed one (1) month's MRC for the affected Service for that month, and do not apply to the MRCs of any other Services. The credits outlined above shall not be compounding, but to the extent multiple service standards apply to a Service Outage, the credits that apply shall be distinguished by the degree of impairment based on a degradation or a complete disruption of Service for that particular Service Outage. Customer may be eligible for credits for a Service Outage under multiple provisions of this Agreement or any Service Order or Addendum; but Customer shall not be entitled to claim more than one credit for any Service Outage. To be eligible for service credits, Customer must be current in all of its obligations.

10. **DISCLAIMER/LIMITED WARRANTY.** EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT, INTEGRA MAKES NO WARRANTIES, EXPRESS OR IMPLIED, UNDER THIS AGREEMENT AND SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. INTEGRA DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE.

11. **LIMITED LIABILITY.** CUSTOMER'S RIGHT TO CREDITS AS PROVIDED IN THIS AGREEMENT SHALL BE CUSTOMER'S SOLE REMEDY FOR DAMAGES WITH REGARD TO SERVICE OUTAGES. INTEGRA'S LIABILITY AND THE EXCLUSIVE REMEDY OF CUSTOMER FOR DAMAGES ARISING OUT OF OR RELATED TO THE SERVICES AND/OR THIS AGREEMENT, WILL BE SOLELY LIMITED TO AN AMOUNT NO GREATER THAN THE AMOUNTS INVOICED TO CUSTOMER BY INTEGRA DURING THE MONTH PRIOR TO THE OCCURRENCE OF ANY CLAIM. IN NO EVENT WILL INTEGRA BE LIABLE TO THE CUSTOMER FOR LOSS OF USE, INCOME OR PROFITS, LOSS OF REVENUES, LOSS OF SAVINGS OR HARM TO BUSINESS OR ANY OTHER SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL LOSSES OR DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), WARRANTY OR ANY OTHER LEGAL THEORY, REGARDLESS OF THE FORESEEABILITY THEREOF EVEN IF THE PARTY HAS BEEN ADVISED OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.

12. **CUSTOMER WARRANTIES.** (a) The Customer represents and warrants that it is an entity, duly organized, validly existing and in good standing under the laws of its origin, with all requisite power to enter into and perform its obligations under this Agreement in accordance with its terms; (b) Customer represents and warrants that neither its equipment nor facilities will pose a hazard to Integra's equipment or facilities or create a hazard to Integra's personnel or customers or the public in general; (c) Customer represents and warrants that its use of the Services will comply and conform with all Applicable Law and any other authorities having jurisdiction over the subject matter of this Agreement and it will be responsible for applying for, obtaining and maintaining all registrations and certifications which may be required by such authorities; (d) Customer represents and warrants that it will not resell all or a portion of the Service(s) provided by Integra under this Agreement. Customer will indemnify and hold Integra harmless from any and all loss, liability, claim, demand, and expense (including reasonable attorneys' fees) related to Customer's violation of this Section.

13. **CONFIDENTIAL INFORMATION.** Customer Proprietary Network Information ("CPNI") shall only be disclosed in accordance with the Applicable Law and Integra's Policies and Procedures.

In addition to the foregoing, the Parties may have access to certain information, the ownership and confidential status of which is highly important to the other Party and is reasonably designated by one of the Parties as confidential (herein referred to as "Confidential Information"). Neither Party will disclose the other Party's Confidential Information, directly or indirectly under any circumstances, to any third person without the express written consent of the other Party, and neither Party will copy, transmit, reproduce, summarize, quote, or make commercial or other use whatsoever of the other Party's Confidential Information, except as may be necessary to perform its duties hereunder or as required by Applicable Law. Each Party will exercise a reasonable degree of care, but not less than the degree of care that it applies with respect to its own Confidential Information, in safeguarding the other Party's Confidential Information against loss, theft, or other inadvertent disclosure and take all steps necessary to maintain such confidentiality.

14. **INDEMNIFICATION.** Customer will indemnify, hold harmless, and defend Integra and its affiliates, and their respective officers, directors, employees, agents and subcontractors from liabilities, claims or damages and expenses whatsoever (including reasonable attorneys' fees) arising out of or in connection with (a) any and all costs, claims, taxes, charges, and surcharges levied against Integra relative to Customer's claim for tax exempt status with respect to Taxes to the extent that such exempt status is not found to be valid, (b) any liens placed on Integra provided Customer Premises Equipment due to Customer's action or inaction, (c) personal injury or death or damage to property related to Customer's failure to meet any 911/E911 requirements or agreements or the failure to give end users appropriate warnings if VoIP services are provided by Integra, or the failure to maintain the necessary databases and update the ALI being transmitted to the PSAP, (d) claims by Integra or third parties for damage to real or tangible personal property or for bodily injury or death which is caused by Customer and is directly due to Customer's negligence or willful misconduct or which is caused by hazards created by Customer's equipment or facilities, and (e) Customer's improper use of the Services and/or Customer's end-users or third parties improper use of the Services, resale, or sharing of the Services in violation of any Applicable Law or in violation of any provision of this Agreement. Customer's indemnification obligations do not apply to claims for damages to real or tangible personal property or for bodily injury or death if solely caused by Integra's gross negligence or willful misconduct.

15. **DEFAULT/TERMINATION.** Customer's use of the Services provided under this Agreement and any equipment associated therewith will not: (a) interfere with or impair service over Integra's network; (b) impair privacy of any communications over such network; (c) cause damage of any nature to Integra's assets or customers; (d) be used to frighten, abuse, torment or harass, or create hazards to Integra or its network; (e) be used for a high volume of short duration calls, regardless of nature (high volume short duration calls are defined as 10% of total outbound calls that are six seconds or less in duration) or (f) violate the provisions of any of Integra's Policies and Procedures, including Integra's 911/E-911 policy. Integra may immediately suspend or terminate the Services without liability for any violation of these provisions, and in the case of a violation of (e) above, Integra may, in its sole discretion, assess a higher rate for a high volume of short duration calls to reflect Integra's increased costs. If Services are suspended pursuant to this Section 15, reconnection charges may apply.

If either Party violates any provision of this Agreement, the non-defaulting Party shall send the defaulting Party written notice detailing the default. The defaulting Party will have: (a) ten (10) days from the date of the written notice to cure a payment default, or (b) thirty (30) days from the date of the written notice to cure a non-payment default. If the defaulting Party fails to cure, the non-defaulting Party may terminate the affected Services and pursue any and all other legal remedies permitted by this Agreement. Any Service Agreement and the related Services also may be terminated by either Party in accordance with the provisions of the then current tariff or price list that applies to such Service Agreement and the related Services.

Except as provided in the paragraph below, if Customer cancels all or a part of the Services prior to Installation of Service, Integra will charge Customer a cancellation fee equal to one (1) month's MRC for the cancelled Services, plus any installation costs, special construction costs and any other costs incurred by Integra, whether previously waived or not, and any third party charges incurred by Integra with respect to such cancelled Services. Except as provided in the paragraph below, if Customer terminates all or any part of the Services at a location at any time during the Services Term or a Renewal Services Term that is in effect, or if Integra terminates all or any part of the Services as a result of Customer's breach before the end of the Services Term or a Renewal Services Term that is in effect, Integra may charge Customer an early termination fee equal to and including any or all of the following: 100% of the total MRC, surcharges and taxes for the Services Term or the Renewal Services Term then remaining for the terminated Services, plus any activation, installation costs, special construction costs, and all other fees or costs incurred by Integra that under the terms of the applicable Service Agreement are chargeable to Customer in addition to MRC, less amounts already paid by Customer with respect to such charges for the terminated Services. Customer acknowledges that Integra's damages for a cancellation or early termination would be difficult to determine and the cancellation and termination charge(s) constitute liquidated damages and are not intended as a penalty, but are intended as a mutually-agreed upon amount representing, but not limited to, lost revenue, proportionate or actual third party costs and capital expenditures, and internal costs. All such amounts will become due and payable by Customer to Integra when invoiced.

Customer will not be liable for the cancellation or early termination fees set forth above if (a) cancellation or termination is due to a material breach of this Agreement by Integra or (b) if (i) Customer orders from Integra, at the time of Service cancellation or termination, retail services of equal or greater aggregate MRC than the Services cancelled or terminated, and (ii) the new services are approved by Integra, and (iii) Customer compensates Integra for any unrecovered installation and capital costs and any costs charged by third parties with respect to the cancelled or terminated Services.

16. **FORCE MAJEURE.** In the event that either Party's performance is delayed, prevented, or inhibited because of any Act of God, fire, casualty, delay or disruption in transportation, flood, war, strike, lockout, epidemic, destruction or shut-down of facilities, shortage or curtailment, riot, insurrection, governmental acts or directives, any full or partial failure of any third party communications or computer network or any other cause beyond such Party's reasonable control ("Force Majeure"), the Party's performance will be excused and the time for the performance will be extended for the period of delay or inability to perform resulting from such occurrence. The occurrence of such an event will not constitute grounds for a declaration of default by either Party hereunder; however in the event that such Force Majeure event continues for in excess of thirty (30) days, the Party that is not the subject of the Force Majeure event may terminate the Services that are the subject of the Force Majeure event without liability for termination.

17. GENERAL. Except as otherwise permitted herein, any amendment must be in writing and signed by the Parties hereto. Electronic or Facsimile copies of this Agreement and any amendments or modification hereto, including electronic or facsimile signatures, will be accepted by the Parties as originals. The failure of either Party to insist upon the performance of any provision or to exercise any right granted hereunder, will not be construed as a waiver of such provision(s), and the same will continue in full force. If any provision hereof is held to be invalid, void, or unenforceable, the remainder of the provisions will nevertheless remain unimpaired and in effect. All notices to Customer under this Agreement will be in writing and will be made by one or more of the following methods: bill message or insert incorporated in or with the Customer's invoice by its normal means of transmission, first class mail, certified mail, or overnight delivery. Notices will be sent to the address of record, and in the event of multiple addresses, to the address of the parent account. In the case of a notice to Integra, all notices under this Agreement will be in writing and will be made by personal delivery, overnight delivery, or certified mail with a copy to the Law & Policy Department, 1201 NE Lloyd Blvd., Suite 500, Portland, Oregon 97232. Integra shall notify Customer of any change in this contact address for purpose of notices under this Agreement using the method of notice called for in this Section 17. Delivery will be deemed to occur upon receipt. The various rights and remedies given to or reserved by either Party herein or allowed by Applicable Law, are cumulative, and no delay or omission to exercise any of its rights will be construed as a waiver of any default or acquiescence, nor will any waiver of any breach or any provision be considered to condone any continuing or subsequent breach of the same provision. Customer has been provided with the opportunity to review and negotiate this Agreement and consult counsel; therefore, in the event of any ambiguities, no inferences shall be drawn against Integra. Customer may not assign this Agreement without the prior written consent of Integra, which will not be unreasonably withheld. This Agreement will be governed by and interpreted in accordance with the laws for the state where the Services are to be provided. Nothing in this Agreement is intended to, or shall be construed, as creating a partnership or any third-party beneficiaries. The provisions of Sections 2, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16 and 17 shall survive termination.

Accepted and Agreed as of the 3rd day of February, 2014.

CUSTOMER:

Spokane County Library District

By: _____

Name: _____

Title: _____

INTEGRA:

INTEGRA TELECOM HOLDINGS, INC.

By: _____

Name: _____

Title: _____



ADDENDUM to the Master Service Agreement

This Addendum to the Master Service Agreement is executed by and between Integra Telecom Holdings, Inc., an Oregon company with headquarters at 1201 NE Lloyd Blvd., Ste. 500, Portland, Oregon 97232, by and through one of its wholly-owned subsidiaries as may be certificated in the applicable state to provide services (“Integra”) and Spokane County Library District (“Customer”).

WHEREAS, the Parties have entered into a Services Agreement for the provision of services as described in the Services Agreement, and;

WHEREAS, the Master Service Agreement (“MSA”) sets out the terms and conditions for the delivery of service described in the Services Agreement and is incorporated therewith (together, “Agreement”), and;

WHEREAS, the Parties seek to amend the terms of the MSA to address the unique needs of Customer and the unique circumstances of service as more specifically set forth below.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained in the Agreement, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby mutually agree as follows:

1. The contract shall become effective July 1, 2014 and shall continue for a period of twelve (12) months thereafter. The District may offer up to four one-year extensions with the maximum life of the contract being a total of five years (original contract plus four extensions).
2. Except as specifically set forth herein, the terms and conditions of the Master Service Agreement and any Services Agreement remain unmodified and in full force and effect.

Spokane County Library District

Integra

By: _____

By: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



**ADDENDUM
to
Service Agreement
and
Master Service Agreement**

This Addendum to Service Agreement and the Master Service Agreement is executed as of the ___ day of February, 2014 (the "Effective Date"), by and between **Integra Telecom Holdings, Inc.**, an Oregon company with headquarters at 1201 NE Lloyd Blvd., Ste. 500, Portland, Oregon 97232, by and through one of its wholly-owned subsidiaries as may be certificated in the applicable state to provide services ("Integra"), and the **Spokane County Library District** ("Customer"), to supplement the Service Agreement dated February __, 2014 (the "Service Agreement"), and the Master Service Agreement incorporated therein and made a part thereof (the "MSA"). Capitalized terms not defined herein shall have the meaning as defined in the Service Agreement and the MSA.

WHEREAS, the Parties have entered into the Service Agreement for the provision of services as described in the Service Agreement (the "Services"), together with the MSA that sets out the terms and conditions for the delivery of the Services and is incorporated therein, and;

WHEREAS, the Parties seek written confirmation that Network Access Assessment surcharges will not be applied to the Services during the Services Term.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained in the Service Agreement and the MSA, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby mutually agree as follows:

1. Notwithstanding anything contained in the Service Agreement or Sections 3 and Section 5 of the MSA to the contrary, the Network Access Assessment surcharge (the "NAA Surcharge") will not be applied to the customer's Dedicated Internet Access or Ethernet Transport (ELINE) Services.
2. Except as specifically set forth in this Addendum, the terms and conditions of Service Agreement and the MSA shall remain unmodified and in full force and effect.

IN WITNESS WHEREOF, the Parties have executed this Addendum as of the Effective Date.

CUSTOMER:

Spokane County Library District

By: _____
Name: _____
Title: _____

INTEGRA:

Integra Telecom Holdings, Inc.

By: _____
Name: _____
Title: _____

Reciprocal Use Review of Liberty Lake and Spokane Public Libraries

Background:

The following statistics detail reciprocal use between a.) Spokane County Library District and Spokane Public Library, and b.) Spokane County Library District and Liberty Lake Municipal Library. As per a requirement in the interlocal agreements with both libraries, reciprocal use statistics are to be reported on an annual basis to each respective partner.

Recommended Action: No action is recommended at this time.

1.) Spokane County Library District: Reciprocal use with Spokane Public Library

a. Cardholders

	2012 Total SCLD members	2013 Total SCLD members	change %	2012 Total SPL Reciprocal Cards	2013 Total SPL Reciprocal Cards	change %	2012 Percentage SPL Reciprocal Members	2013 Percentage SPL Reciprocal Members
All Library Total	119,224	118,537	-0.58%	16,505	17,686	7.16%	13.8%	14.9%
Airway Heights	3,899	4,029	3.33%	193	290	50.26%	4.9%	7.2%
Argonne	11,053	10,639	-3.75%	1,170	1,327	13.42%	10.6%	12.5%
Cheney	8,786	8,804	0.20%	211	259	22.75%	2.4%	2.9%
Deer Park	6,531	6,545	0.21%	162	170	4.94%	2.5%	2.6%
Fairfield	698	670	-4.01%	6	7	16.67%	0.9%	1.0%
Medical Lake	2,691	2,790	3.68%	53	59	11.32%	2.0%	2.1%
Moran Prairie	11,207	11,164	-0.38%	4,469	4,616	3.29%	39.9%	41.3%
North Spokane	31,445	31,262	-0.58%	8,326	8,809	5.80%	26.5%	28.2%
Otis Orchards	4,538	4,447	-2.01%	48	60	25.00%	1.1%	1.3%
Spokane Valley	36,835	36,591	-0.66%	1,866	2,088	11.90%	5.1%	5.7%

b. Circulation*

	2012 SCLD Total Circulation	2013 SCLD Total Circulation	change %	2012 Total circulation to SPL Residents	2013 Total circulation to SPL Residents	change %	2012 Percentage SPL Resident Checkout	2013 Percentage SPL Resident Checkout
All Library Total	2,529,201	2,475,755	-2.11%	307,849	341,808	11.03%	12.2%	13.8%
Airway Heights	80,039	86,441	8.00%	2,656	4,825	81.66%	3.3%	5.6%
Argonne	200,332	200,606	0.14%	16,269	19,399	19.24%	8.1%	9.7%
Cheney	204,100	185,717	-9.01%	4,672	3,560	-23.80%	2.3%	1.9%
Deer Park	180,768	181,392	0.35%	2,442	1,912	-21.70%	1.4%	1.1%
Fairfield	16,676	18,196	9.11%	11	57	418.18%	0.1%	0.3%
Medical Lake	67,680	63,526	-6.14%	912	788	-13.60%	1.3%	1.2%
Moran Prairie	233,631	233,810	0.08%	87,973	96,830	10.07%	37.7%	41.4%
North Spokane	726,057	719,227	-0.94%	169,370	189,499	11.88%	23.33%	26.35%
Otis Orchards	99,308	95,167	-4.17%	917	1,097	19.63%	0.92%	1.15%
Spokane Valley	717,103	687,853	-4.08%	22,624	23,840	5.37%	3.15%	3.47%

*excludes digital circulation

2.) **Spokane Public Library:** Reciprocal use with Spokane County Library District

a. Cardholders

	2012 Total SPL Members	2013 Total SPL Members	change %	2012 Total SCLD Reciprocal Cards	2013 Total SCLD Reciprocal Cards	change %	2012 Percentage SCLD Reciprocal Members	2013 Percentage SCLD Reciprocal Members
All Library Total	114,536	120,318	5.05%	18,950	20,464	7.99%	16.5%	17.0%
Downtown	40,879	42,088	2.96%	8,688	9,419	8.41%	21.3%	22.4%
East Side	4,314	4,514	4.64%	721	799	10.82%	16.7%	17.7%
Hillyard	9,819	10,501	6.95%	947	1,021	7.81%	9.6%	9.7%
Indian Trail	5,642	5,783	2.50%	794	838	5.54%	14.1%	14.5%
Outreach	789	871	10.39%	7	7	0.00%	0.9%	0.8%
Shadle	29,907	31,883	6.61%	4,210	4,539	7.81%	14.1%	14.2%
South Hill	23,239	24,735	6.44%	3,570	3,856	8.01%	15.4%	15.6%

b. Circulation*

	2012 SPL Total Circulation	2013 SPL Total Circulation	change %	2012 Total circulation to SCLD Residents	2013 Total circulation to SCLD Residents	change %	2012 Percentage SCLD Resident Checkout	2013 Percentage SCLD Resident Checkout
All Library Total	1,944,780	1,973,609	1.48%	190,298	188,893	-0.74%	9.8%	9.6%
Downtown	594,865	425,398	-28.49%	67,216	47,037	-30.02%	11.3%	11.1%
East Side	75,055	90,653	20.78%	8,384	11,247	34.15%	11.2%	12.4%
Hillyard	133,589	151,118	13.12%	5,737	7,364	28.36%	4.3%	4.9%
Indian Trail	108,147	120,598	11.51%	12,974	13,975	7.72%	12.0%	11.6%
Outreach	42,880	49,398	15.20%	19	31	63.16%	0.0%	0.1%
Shadle	496,991	554,128	11.50%	42,296	46,787	10.62%	8.5%	8.4%
South Hill	493,253	582,316	18.06%	53,672	62,452	16.36%	10.9%	10.7%

*excludes digital circulation

Comparison and analysis:

It is noteworthy that while the total of SCLD residents holding an SPL library card has increased 7.99% from 2012 to 2013 (a total of 1514 cards), overall circulation by SCLD residents of SPL materials has declined -.74% (-1405 items). The total SPL residents holding an SCLD library card has increased a comparable 7.16% from 2012 to 2013 (a total of 1181 cards), but overall circulation by SPL residents of SCLD materials has increased by a marked 11.03% (33,959 items)—a substantial difference.

Also of note is the fact that SCLD checked out 341,808 total items to SPL cardholders, while SPL checked out 188,893 total items to SCLD cardholders—a difference of 152,915 items, or a ratio of 1.81 to 1. On average, each SPL resident cardholder checked out 19 items at SCLD libraries in 2013. To compare, each SCLD resident cardholder checked out an average of 9 items at SPL libraries in 2013.

It is not surprising that in 2013, Moran Prairie (41.4%) and North Spokane (26.35%) are carrying the largest percentage of reciprocal check-outs, given the geographic proximity of those libraries to City of Spokane boundaries. Of the 33,959 total additional items checked out by SPL cardholders in 2013, 28,986 (85.4%) of those items checked out at Moran Prairie and North Spokane, which saw percentage increases of SPL cardholders' check-outs increase by 3.7% and 3%

respectively when comparing 2012 and 2013. For clarification, it should be noted that members residing in the portion of the Moran Prairie LCFA that was subsequently annexed by the City of Spokane are counted as in-District SCLD members.

The increase in SPL cardholders (50.26%) and in SPL circulation (81.66%) at Airway Heights also merits review. While the increase in hours in late 2012 might be partially responsible for this increase, so might the 2012 expansion of City of Spokane municipal boundaries to the west (now adjacent to the City of Airway Heights), as affected cardholders that were SCLD residents in 2012 would be renewed as SPL residents in 2013.

3.) Spokane County Library District: Reciprocal use with Liberty Lake Municipal Library

a. Cardholders

	2013 Total SCLD members	2013 Total LLML Reciprocal Cards	2013 Percentage LLML Reciprocal Members
All Library Total	118537	249	0.21%
Airway Heights	4029	0	0.15%
Argonne	10639	6	0.00%
Cheney	8804	1	0.01%
Deer Park	6545	0	0.00%
Fairfield	670	0	0.00%
Medical Lake	2790	0	0.00%
Moran Prairie	11164	5	0.04%
North Spokane	31262	6	0.02%
Otis Orchards	4447	74	1.66%
Spokane Valley	36591	157	0.43%

a. Circulation*

	2013 SCLD Total Circulation	2013 Total circulation to LLML Residents	2013 Percentage LLML Resident Checkout
All Library Total	2475755	6773	0.27%
Airway Heights	86441	0	0.00%
Argonne	200606	73	0.04%
Cheney	185717	13	0.01%
Deer Park	181392	0	0.00%
Fairfield	18196	0	0.00%
Medical Lake	63526	0	0.00%
Moran Prairie	233810	19	0.01%
North Spokane	719227	123	0.02%
Otis Orchards	95167	2724	2.86%
Spokane Valley	687853	3821	0.56%

*excludes digital circulation

Comparison and analysis:

2013 was the first full calendar year in which the reciprocal agreement with Liberty Lake Municipal Library went into effect, so there is not a complete year of previous data to which we can compare.

As anticipated, Otis Orchards (29.7%) and Spokane Valley (63%) have the largest percentages of LLML card holders (a combined total of 92.7% of all LLML residents with SCLD cards). Otis Orchards (40.2%) and Spokane Valley (56.4%) also have the largest percentages of check-outs by LLML residents (a combined total of 96.6% of all LLML resident checkouts at SCLD libraries). On average, each LLML resident cardholder checked out 27 items in 2013.

With only .21% of total SCLD cardholders and a comparable .27% of all SCLD check-outs, the overall impact of the reciprocal use agreement with LLML on SCLD usage is very minor.

As of the writing of this report, Liberty Lake Municipal Library has not been able to provide reciprocal use statistics. As we understand it, they have not coded SCLD residents separately in their ILS (Integrated Library System), so they are not able to provide the actual number of their cardholders who reside in SCLD's service area and/or the number of items those SCLD residents have checked out. They have a general sense that 30% of their users are non-residents, but that also includes residents of SCLD's service area, the City of Spokane, and members of the Cooperative Information Network (CIN), which includes 27 libraries in Northeast Washington State and the Idaho Panhandle.

FUTURE BOARD MEETING TENTATIVE AGENDAS: MARCH-APRIL 2014

March 18, 2014: Argonne Library (4:00 p.m.)

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

- Bond Election Preparation
- Code of Conduct Policy
- Library Spotlight – Argonne Library
- Overview – Online Learning

Please send requests for agenda additions or changes to the Board Chair or Patty no later than noon, Monday, March 3, for inclusion in the preliminary agenda sent March 5. Meeting packets will be mailed March 12.

April 15, 2014: Argonne Library (4:00 p.m.)

- Bond Election Preparation/Update
- Memberships in Organizations Policy
- Library Spotlight – North Spokane Library
- Overview – Affordable Care Act

SPECIAL MEETINGS AND ACTIVITIES

- April 26** Second Annual Friends Helping Friends Day (SV Library, 9:00 a.m.-noon)
April 30-May 2 WLA 2014 Conference (Wenatchee Convention Center)

EXECUTIVE DIRECTOR'S REPORT JANUARY 2014

Administration

Business Office, Finance and Facilities (Bill Sargent)

- Chief Financial Officer Bill Sargent will present a report for January at the board meeting.

Human Resources (Paul Eichenberg)

- The transition to AWC for District health and welfare benefits continues. Most employees have received their new cards and the billing issue appears to be resolved for now. Rather than using snail mail, or a third party, we are now able to make changes/corrections online.
- Don Read, formerly with the Office of Professional Advancement at EWU, has provided a number of training sessions for staff including Essential Skills for Supervisors, Remote Supervision, and Connected Leadership. We have arranged for him to develop a refresher class for us highlighting key concepts from each of the previous sessions. The class has been scheduled for May 16.

Information Technology (Priscilla Ice)

- Enterprise and eResource Central was updated to allow one-click checkout and download of Overdrive ebooks and audiobooks inside the catalog.
- The Mobile Circ beta project went to production with an updated application for mobile devices such as iPads and Android tablets. We began testing with Public Services staff at the end of the month.
- The computer update schedule was revamped to include regular Sunday morning updates. The Desktop Administrator is now working Sunday through Thursday.
- Plans were completed to change how Public Services staff members log into shared computers at service desks. They now use a login that reflects the new staffing patterns in Public Services.
- The IT Technician and IT Assistant visited most of the buildings to clean dusty computer equipment and verify inventory records. We do this every year or two.
- Cabling was installed at North Spokane on Martin Luther King, Jr. Day, in preparation for the service desk rearrangement scheduled for Presidents' Day.
- The timesheet entry program (Empowertime) was updated. This has been a buggy program. The update is supposed to be a complete rewrite. It's too soon to say whether or not the update will improve the situation.
- IT assisted with the launch of streaming media service, hoopla.

Collection Services (Andrea Sharps)

- We ordered 2,049 titles and 7,018 copies in January. This is up from last month.
- We processed, added to the system, and sent out to the libraries 6,289 items in January. This is up from last month.
- Downloadable lending through OverDrive was up in January from December. A total of 26,810 audiobook, eBook and music items circulated in January. Members placed a total of 9,593 holds, and there were 3,960 unique users with titles checked out.

- Midwest Tape's hoopla, a streaming media service, came live to the District's members on 1/13/14. A total of 1,756 titles including movies (802), full-length albums (591) and television shows (363) circulated in that period for a combined cost of \$3,309 and an average cost per circulation of \$1.87. A total of 990 patrons registered in that period with 439 registrations occurring on 1/17 following the distribution of the January 2014 SCLD eNewsletter on 1/16.
- The District will be participating in the third *Big Library Read* program from 2/17 – 3/5, featuring “Keys to the Kitchen: The Essential Reference for Becoming a More Accomplished, Adventurous Cook” by former Food Network star Aida Mollenkamp. For the duration of the program, the eBook title will be simultaneously available for all members with an active library card with no holds and no waiting lists. After the program, the title reverts to the normal one copy/one user model. The District owns a copy of this eBook which is available in the OverDrive Read, Kindle, EPUB and PDF formats. The *Big Library Read* program is designed to demonstrate the valuable role libraries play in connecting readers with books and authors.
- We loaned 294 items to other libraries and borrowed 376 items from other libraries for 670 total Interlibrary Loan transactions processed in January.

Executive Director Report & Community Activities (Nancy Ledeboer)

In January we attended the morning meeting of the Spokane Valley Business Association. Jane Baker and I provided information about the upcoming bond election and answered questions concerning the proposed projects and the financial impact of the bond issue. We received suggestions from the attendees on how to inform the community about this upcoming election.

I worked with Jane to review the website information and brochure that will present information on the bond issue. We asked bond counsel to provide additional input and now have a page on our website and a printed brochure that explains the facts of the proposed bond issue. We were invited to present information to the Society of General Contractors, where Jane Baker and Doug Stumbough attended and provided information.

Jane and I attended GSI's monthly breakfast. The theme for January was Education and the presentation included a panel of young people who shared their experiences in STEM programs at various school districts. Most of the students were pursuing STEM-related programs and when asked what the business community can do to support their goals, they unanimously replied provide mentors and internships. They want to know more about how what they learn in school relates to actual careers. They want more opportunities to work at internships and interact with people in science-related professions.

Jane and I met with members of the Argonne and Spokane Valley Friends. We provided information on the bond proposals and explained that the library is limited to providing information only. The Friends have more freedom to share information on why the bond issue is important. We also discussed the Friends Helping Friends Day and got ideas for the agenda. The gathering is planned for Saturday, April 26, and the agenda will include time to share highlights from each group for the past year, discuss book sales and other fund raising activities, and a system-wide membership program to grow support for the Friends.

Jane and I attended a meeting of Library supervisors to talk about support for the Friends. Each group is different and the role of the Library Supervisor varies depending on the group. We talked about possible topics for the Friends Helping Friends Day and encouraged all Library Supervisors to attend along with

Friends board members. We hope that this will be a way to strengthen the support we give to the Friends as they support the library.

I attended the Executive Women's International dinner meeting at the Boys and Girls Club. The speaker was the CEO of Boys and Girls Club and he shared their philosophy of providing a safe place where children connect with caring adults. This is a national program that has been in Spokane for almost 20 years working to help children succeed in life. I also met with Pam Lund, CEO for Girls Scouts, and toured the Girl Scout headquarters. Ms. Lund is on the STEM Network Advisory Board representing community-based organizations. She was very interested in learning more about what the library does to support STEM and in sharing the goals of the Network to create opportunities for young people to explore STEM careers.

I attended WLA Legislative Day along with Trustees Johnson and Morrow and Stacey Goddard and Aileen Luppert. We thanked our Legislators for supporting IT Academy and invited them to visit the library when they are home from the session. I also participated in several phone calls with the WLA Legislative Committee to hear updates on bills that may have a potential impact on libraries. The WLA membership task force convened on a phone meeting to discuss benefits of organizational membership. WLA President Jennifer Wiseman presented an update to the Library Directors in response to concerns expressed by some of the larger libraries.

The Public Library Directors' Winter Meeting was held the last weekend of January. Topics included the Washington STEM Network, creating a college culture, and results of the VIEWS study on story time and early readers. The Early Learning Public Library Partnership also met and we heard an update on progress from the THRIVE interim director. Libraries across the state are reaching out to engage with STEM networks as they form and with early learning coalitions. There was also a presentation demonstrating two approaches to using consumer data to develop library services and marketing campaigns. We said goodbye to Bill Pateck who is moving to Calgary, where he will lead a dynamic library in Canada. Bill has made an enormous contribution to libraries in Washington during his 25 years as the Director of KCLS.

ITEM AND TITLE MONTHLY REPORT
January 2014

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	188439	161418	349857		84654	49252	133906
Nonprint	57153	24879	82032		23285	6748	30033
Subtotal	245592	186297	431889		107939	56000	163939
Periodicals	11085	2011	13096		320	42	362
Total	256677	188308	444985		108259	56042	164301

	<u>ITEMS</u>			<u>TITLES</u>		
OverDrive: eBOOKS			19715			16955
Licensed eBOOKS			3242			3242
Audiobooks			14951			12610
Digital music			1707			1707
OverDrive: Total			39615			34514
GRAND TOTAL			484600			198815

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	3373	2144	5517
Nonprint	921	391	1312
TOTAL	4294	2535	6829
DELETIONS			
Print	2876	1981	4857
Nonprint	425	373	798
TOTAL	3301	2354	5655

	<u>NET CHANGE</u>		
	<u>YTD</u>		
	ADULT	YOUTH	TOTAL
Print	497	163	660
Nonprint	496	18	514
Periodicals	-1680	-206	-1886

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

TITLE = Each distinct bibliographic record in the database; there can be several records for one actual title (e.g. regular print, large type, various formats of audiobooks, videorecordings)

ITEM = Individual copies of a title or volumes of a set that are barcoded separately.

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

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

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

Public Services Report January 2014

In-Library Circulation

Circulation at the libraries in January is down compared to the same month in 2013 (-2.91%), with 178,010 items checked out of the libraries, 5,330 fewer than the same month last year (183,340). Fairfield (+26.7%) experienced the most significant increase, while Otis Orchards was down -14%.

Use of the checkout stations accounted for 51% of all circulation in the libraries, up from 45% last January. Almost ¾ of in-library circulation at Spokane Valley (72%) came through the checkout stations, while most members at Cheney (26%) and Deer Park (25%) show a preference for staff-assisted checkout.

2014 Measures at a Glance

- Door count through the first month of the year (113,188) is up 3% from the same period in 2013 (113,188 vs 109,970).
- Programming attendance is up from last January (+9%), as is the number of programs offered (+3%).
- Total software station bookings are compared to 2013, (+9%).

Selected Self-Service Activity

	2014			2013			1-year change		
	Month	% of total	Y-T-D	Month	% of total	Y-T-D	Month	% of total	Y-T-D
Total Circulation	232,224		232,224	231,689		231,689	535		535
Self-Check	90405	39%	90,405	82,922	36%	82,922	7,483	3%	7,483
Digital Collection	28,586	12%	28,586	21,387	9%	21,387	7,199	3%	7,199
Total Holds	57,665		57,665	48,535		48,535	9,130		9,130
By Customer	39,935	69%	39,935	34,616	71%	34,616	5,319	-2%	5,319
Digital Collection	9,593	17%	9,593	6,823	14%	6,823	2,770	3%	2,770
Total Payments	\$26,400.32		\$26,400.32	\$23,685.42		\$23,685.42	\$2,714.90		\$2,714.90
Online	\$10,438.39	40%	\$10,438.39	\$8,290.37	35%	\$8,290.38	\$2,148.02	5%	\$2,148.01

Security Incident Reports

- There were 19 Security Incident reports filed this month, three more than last month (16) and three more than January 2013 (16). Deer Park and Moran Prairie had the most incidents reported with four each. The most frequently reported incidents related to potential problems (7) and general Code of Conduct violations (8).

Internet Filtering Update

- As per the Computer, Wireless Network, and Internet Use policy, one request to review a blocked website was received by staff, one less than December 2013. The site was determined to be incorrectly categorized and filtered. We requested that the site be reclassified to allow access at all levels.

Support Job Seekers and Local Business (Stacey Goddard)

- We had 61 individuals register as new IT Academy users in January, up from December's 58. During the month, users enrolled in 54 new classes, also up from December's enrollment in 50 classes.
- North Spokane hosted the fourth in a series of sessions designed to provide information on Washington Health Plan Finder, for both individuals and small business owners; 16 people attended. This informational session will be repeated once a month through March 2014, and will alternate between Spokane Valley and North Spokane.
- We did 112 Book-a-Librarian (BaL) sessions this month throughout the District, up substantially from December's 65 sessions. Unlike last month, where over one-third of the requests took place after Christmas, these came in steadily (25-30 a week) throughout the month.
- We proctored 8 exams this month throughout the District, down markedly from December's 40. This isn't unusual for January—we proctored the same number (8) in January 2013.

Connect Communities:

- Requests for ACA Navigator assistance were steady in January, albeit not at the level of December's requests. During the month, staff navigators Aaron Miller, Julianne Turner, Kathryn Illback, Salena Wold, Pat Davis, Vanessa Strange and Aileen Luppert, completed 74 individual appointments, down by nearly half of the 145 appointments last month. 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.
- In other ACA Navigator news, I received a call from Community Minded Enterprises (the agency that provided our navigator training), asking if we would be willing to help with a Navigator outreach event. Inland Imaging conducted free mammogram screenings to uninsured women over 40 at two of its locations on January 31, and they wanted Navigators on hand to provide information about the exchange and hopefully register people. Julianne, Vanessa, Kathryn, Salena, Aileen and Pat each worked a three-hour shift alongside a representative from CME, to sign up individuals and talk about services.
- Librarians Michael Sierra, Kandy Brandt, Michelle Booth, and Vanessa Strange each attended one of the four WorkSource weekly Biz Buzz meetings in January.
- I attended the monthly SCORE Chapter meeting, and followed up with the vice president after the meeting, reminding him of our interest in bringing their workshops in to our library. I'll be meeting with the chair of SCORE workshops after Feb. 18 to see what we can work out for summer or fall.
- On January 24, along with Librarian Aileen Luppert, Trustees Sean Morrow and Mark Johnson, and Executive Director Nancy Ledebor, I attended Library Legislative Day. This was my first time participating, and it was a great experience. Aileen, Mark and I had appointments with six different senators and representatives, while Nancy and Sean had appointments with six additional legislators. Appointments were brief, yet it was nice to meet and thank them for their support of IT Academy funding.

Develop Young Learners (Mary Ellen Braks)

- We provided 110 storytimes to 3,362 children and families. Our average attendance at Play and Learn storytime was 30.
- We provided 34 out-of-library storytimes to 679 children and providers at 20 child-care facilities.
- We provided STARS training to school age providers from Spokane Public Schools and had an attendance of 32. They were so pleased with the workshop we will be doing a workshop for a conference for after-school providers in the Spokane area on June 7, 2014.
- I have been working on additional interactive discovery stations at Spokane Valley. An alcove formerly used for office space is now a magnetic wall. Child-friendly paint colors were selected to cover the magnetic paint. We have ordered the child-safe magnets for the kids to use on the wall. We have also ordered a puppet theater castle for the Children's Area at Spokane Valley.

Connect Communities:

- I attended the Success by Six meeting at KHQ, where attending organizations provided an update on upcoming programs.
- I also attended the Inland Northwest Early Learning Alliance Action Team meetings this month. Our focus for the month was to develop criteria on adding members to the Early Learning Coalition.
- Jill Johnson (from Community Minded Enterprises) and I met with Paula Salzano from KHQ to discuss Love, Talk, Play commercial spots. We discussed possible families and scripts for the spots.

Explore and Discover (Gwendolyn Haley)

Elementary (K-5) programs:

- *Kids' Explore and Discover Club: Let's Get Moving*—In January, we helped area kids to get moving with an hour of games and activities. Local business SoccerTots helped plan the fun at 4 libraries.
- *Lego Build Day*—we kicked off our year of Legos with the first build day event in Cheney. 152 kids of all ages participated, and most families spent a couple of hours building together. This program has generated a lot of interest in the communities, with many questions about what the program entails and offers of donations.
- *School Visits*—Both Spokane Valley and Argonne libraries worked with West Valley City School to demonstrate databases and instruct students in effectively using the library. 8 groups came through, for a total of 202 students.
- *Primetime—Prime Time Family Reading* program started at North Spokane, with 15 families from Shiloh Hills registered. This Humanities Washington sponsored program will continue for 6 weeks.

Tween/Teen Programs:

- *Anime*—26 teens attended Anime club at Spokane Valley and North Spokane.
- *Tween Clubs*—Spokane Valley's Tween club was off to a good start with 10 in attendance, and 7 at North Spokane. North Spokane's attendance was a little down from the previous month.
- 3 teens attended the live TWINE program at Spokane Valley.
- Cindy Ulrey interacted with 26 tweens and teens at the Fairfield Community Center.

Adult Programs:

- Local author Michael Koep held four readings in January at various libraries. Unfortunately, no one attended. This may be due to the fact that he had already held readings at multiple bookstores in the area.
- *Book Clubs*—53 people attended one of the 6 book club programs this month in our libraries.
- *Digital Downloads without the Drama*—82 people attended a digital download program last month. Kindle users made up the bulk, with 40 people attending Kindle sessions. The next most popular sessions were for iOS users. It will be interesting to compare with the attendance at the Gadget Menagerie programs in February.
- STCU held a *Budgeting 101* program that 7 members attended.
- Andrew Jorgenson taught a 3D Printing Workshop at Spokane Valley Library. Of the 10 members who signed up, 5 attended (weather may have been a factor). There seems to be enough interest to make this a more regular program.

Connect Communities:

- We visited 46 facilities in January, the same as the previous month. Residents checked out 1,973 items. December's circulation was a little lower, with 1935 items.
- I gave a guest lecture at Whitworth University in the Children's Literature Class.

Virtual Services (Carlie Hoffman)

- Livemocha, our online language instruction tool, was discontinued due to the product being purchased by another company, and the link was removed from the website.
- The Virtual Services team reviewed language learning digital resources to replace Livemocha. The new language tool—Pronunciator—was evaluated and selected, and will go live the first week of March.
- I added class materials for technology classes to the website. Ten technology classes were provided as part of the series *Digital Downloads without the Drama* to instruct members in using and downloading items from OverDrive.

Library Operations Managers (Judy Luck/Gina Rice)

IN-LIBRARY CIRC								
	This Month		This month compared to same month			Year – to – Date		
	2014	2013	1-yr ago	3-yrs ago	5-yrs ago	2014	2013	Diff
AH	6338	6364	-0.41%	30.06%	43.82%	6338	6364	-0.41%
AR	14665	15464	-5.17%	0.18%	15.37%	14665	15464	-5.17%
CH	13616	13844	-1.65%	-10.67%	2.52%	13616	13844	-1.65%
DP	13623	14385	-5.30%	-5.15%	10.35%	13623	14385	-5.30%
FF	1598	1261	26.72%	27.23%	-20.10%	1598	1261	26.72%
ML	4575	4923	-7.07%	-14.84%	5.37%	4575	4923	-7.07%
MP	16343	16860	-3.07%	-5.14%	2.99%	16343	16860	-3.07%
NS	50121	51928	-3.48%	-4.73%	18.22%	50121	51928	-3.48%
OT	5978	6955	-14.05%	-16.07%	-21.63%	5978	6955	-14.05%
SV	51153	51356	-0.40%	-4.78%	7.00%	51153	51356	-0.40%
TOT	178010	183340	-2.91%	-4.52%	9.35%	178010	183340	-2.91%

BREAKOUT BY CHECKOUT METHOD							
This table highlights how members are choosing to checkout and/or renew items at each library							
	Staff assisted stations		Checkout stations		Total in-library circulation	Renewals online	Total in-library + online renewals
	Checkouts	Renewals	Checkouts	Renewals			
AH	2967	351	3009	11	6338	648	6986
AR	8710	601	5324	30	14665	2155	16820
CH	9593	502	3494	27	13616	1894	15510
DP	9610	578	3417	18	13623	1400	15023
FF	835	80	678	5	1598	106	1704
ML	2056	192	2318	9	4575	525	5100
MP	9070	722	6530	21	16343	2869	19212
NS	21820	2174	25803	324	50121	7854	57975
OT	3465	201	2292	20	5978	863	6841
SV	12124	1954	36810	265	51153	6968	58121
TOT*	80250	7355	89675	730	178010	25282	203292

	This Year This Month		Last Year This Month		Difference
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	
AH	3020	47.65%	2370	37.24%	10.41%
AR	5354	36.51%	4974	32.17%	4.34%
CH	3521	25.86%	3275	23.66%	2.20%
DP	3435	25.21%	3753	26.09%	-0.87%
FF	683	42.74%	441	34.97%	7.77%
ML	2327	50.86%	2333	47.39%	3.47%
MP	6551	40.08%	6412	38.03%	2.05%
NS	26127	52.13%	28154	54.22%	-2.09%
OT	2312	38.68%	3018	43.39%	-4.72%
SV	37075	72.48%	28192	54.90%	17.58%
TOTAL	90405	50.79%	82922	45.23%	5.56%

	Books to Go	% of circulation	DVD	% of circulation	New Books	% of circulation
AH	115	1.81%	2752	43.42%	357	5.63%
AR	405	2.76%	4163	28.39%	1376	9.38%
CH	281	2.06%	4554	33.45%	876	6.43%
DP	245	1.80%	4751	34.87%	652	4.79%
FF	71	4.44%	559	34.98%	49	3.07%
ML	88	1.92%	1788	39.08%	279	6.10%
MP	290	1.77%	4448	27.22%	1420	8.69%
NS	820	1.64%	14839	29.61%	3327	6.64%
OT	139	2.33%	1867	31.23%	453	7.58%
SV	882	1.72%	15634	30.56%	4158	8.13%
TOTAL	3336	1.87%	55355	31.10%	12947	7.27%

Holds	Holds filled January 2013	% of circulation	% Difference 2013 to 2014	Holds filled January 2014	% of circulation	Zsupport holds figures not available for January 2013
AH	1401	22.01%	3.37%	1609	25.39%	This impacts percentage in Totals column only
AR	2926	18.92%	0.61%	2865	19.54%	
CH	2888	20.86%	3.98%	3382	24.84%	
DP	2562	17.81%	2.82%	2810	20.63%	
FF	268	21.25%	5.03%	420	26.28%	
ML	982	19.95%	6.79%	1223	26.73%	
MP	3671	21.77%	0.94%	3712	22.71%	
NS	9077	17.48%	3.39%	10461	20.87%	
OT	1950	28.04%	2.46%	1823	30.50%	
SV	9309	18.13%	0.20%	9376	18.33%	
Zsupport				1306		
Total	35034			38987	2.79%	

New customer registrations			
	January 2013	January 2014	% Difference
AH	80	66	-17.50%
AR	123	155	26.02%
CH	73	131	79.45%
DP	81	101	24.69%
FF	8	8	0.00%
ML	34	27	-20.59%
MP	137	157	14.60%
NS	331	379	14.50%
OT	50	44	-12.00%
SV	476	523	9.87%
TOTAL	1393	1591	14.21%

January Cash Collection				
Payments received	2013	2014	Difference 2013 to 2014	%change 2013 to 2014
CASH	\$11,289.64	\$11,282.13	-\$7.51	-0.07%
CHECK	\$4,105.40	\$4,679.80	\$574.40	13.99%
CREDIT	\$8,290.38	\$10,438.39	\$2,148.01	25.91%
TOTAL	\$23,685.42	\$26,400.32	\$2,714.90	11.46%

Library Reports

Airway Heights: Stacy Hartkorn

Develop Young Learners:

- Play and Learn Storytime averaged an attendance of 18 people per storytime, which is a 23% decrease compared to the same month last year.
- An in-library Storytime was provided to two West Plains ECEAP classes, with a combined total attendance of 25.

Explore and Discover:

- Kids Explore & Discover Club program *Let's Get Moving* attracted only 3 participants, which is the lowest recorded attendance since December of 2011. In comparison, the same program theme attracted a total of 8 in January 2013.
- During their monthly field trip to the Airway Heights Library, Great Northern School District's 5th/6th grade students chose a fiction book to checkout after their classroom teacher and library staff facilitated conversations about memorable characters from fiction books.
- The Airway Heights Book Club, facilitated by Airway Heights' community members, attracted a total of 6 participants.
- Michael Koep, a local author, came to present a book talk on his new novel, **Invasion of Heaven**. Regrettably, no one attended but the author recognized the short lead time and suggested another attempt when he returns from his national promotion tour.

Connect Communities:

- I attended one Airway Heights Kiwanis meeting where members worked together to create a calendar of the Club's 2014 volunteer and fund raiser activities. I also requested volunteers on behalf of the Airway Heights Friends group for a book sale in March. Several members offered to assist with transporting books.
- Sunset Elementary's 1st grade teacher, Alison Hilton, provided watercolor tree artwork for the Sunset Elementary Art Wall.
- A library member shared with staff member, Regina that it was a nice surprise to come in and see her daughter's artwork on display on the Snowdon Art Wall in the library, and she planned to make a return trip to the library with her daughter to show her the display.
- The meeting room was utilized a total of 4 times for non-library related activities this month compared to 5 reservations in January 2013.

Argonne: Pat Davis

Develop Young Learners:

- Play and Learn Storytime weekly attendance averaged 39 this year, compared to 20 last January.

Explore and Discover:

- Four class groups of 5th through 8th graders from West Valley City School toured the library. Kelsey Hudson, our community librarian, did presentations to demonstrate our digital resources and how to use the catalog.
- Orchard Prairie School brought two groups to the library this month. Third and fourth graders toured and received help locating books on states and countries. Fifth through seventh graders came for assistance with history projects. Both groups also received a brief overview of the digital resources available to assist them.
- The Kids Explore and Discover Club program – *Let's Get Moving* – attracted 15 participants.
- We had two Book-a-Librarian appointments for help with Kindles, and several members stopped in with questions about their new ebook readers. Most were just looking for direction in how to get started and were happy they could do it from home.

Support Job Seekers and Local Businesses:

- Sam Wollenhaupt of Sam Percussion Studio, a new business in Millwood, did a presentation for the play portion of our Storytime. She demonstrated musical activities for parents to do with their children that are taught in weekly classes at her studio.
- We proctored one exam.

Connect Communities:

- I was one of several ACA navigators who went to Inland Imaging to provide information to uninsured women during their free mammogram clinic.
- We received eight bins of new Legos as a donation from a member who had heard about our upcoming *Lego Build Day* event.
- Meeting and conference room bookings totaled 59, the same as last January.

Cheney: Catherine Nero LowryDevelop Young Learners:

- Baby Play and Learn attendance increased significantly from an average of 14.25 in January 2013 to an average of 26 this month.
- Toddler Play and Learn attendance increased with an average attendance of 32.25 compared to 28.6 in January 2013.
- Preschool Play and Learn attendance increased considerably from January of 2013, with an average attendance of 38 compared to 30.2.
- We participated in the Ready for Kindergarten Program held at Snowdon Elementary where there were 44 parents in attendance.

Explore and Discover:

- We had 8 people in attendance for The Kids Explore and Discover Club *Let's Get Moving*. You could hear the fun coming from the room.
- We had 152 in attendance during *Lego Build Day* and displayed the product of the program throughout the library to continue to promote this ongoing program to our members.
- Scott and Lori assisted a member looking for "To night" by J.B. White. She wanted the poem and the correct formatting so she and her sister can record it for public domain. Her father had put music to it when she was a young girl (she is in her 70s). Scott did much of the foot work with the one lyric she was able to give him and Lori was able to find the title and author's name.
- Ten (10) attended our FOL book club featuring "The Awakening," by Kate Chopin.

Support Job Seekers and Local Businesses:

- Lori helped a member attach his resume to a job offer on Craigslist. After he submitted his resume and finished what he was doing, he came up and thanked her again for the help.

Connect Communities:

- 39 groups used our meeting room this month compared last January's total of 18.
- We had a month-long display of the Lego creations from *Lego Build Day*. This continued to promote this ongoing program to our members.
- A member came up to the front desk to report he had lost a book. Another member noticed he was wearing a Korean Veteran hat and said he wanted to pay for the lost book as appreciation of his service to our country.
- The AARP tax-aide volunteers used our meeting room this month for training in anticipation of the upcoming tax-aide services starting in February.

Deer Park: Kris BarnesDevelop Young Learners:

- The average storytime attendance was 26 compared to last January's average of 17.
- I visited the Deer Park Elementary School ECEAP class and presented two storytimes to a total of 77 children and teachers.

Support Job Seekers and Local Businesses:

- I attended the Deer Park Chamber of Commerce meeting this month and heard a presentation from Spokane County Sherriff's Deputy Dan Dutton regarding crime in the Deer Park and North Spokane County area.
- I attended a meeting of the Deer Park Tourism Committee. I took notes, emailed participants, and sat in on a discussion regarding the steps needed for a beautification project of the City of Deer Park.

Explore and Discover:

- Our drop-in family *Wii program* attracted a total of 17 participants.
- Our *Kids Explore and Discover Club* attracted a total of 12 participants compared to last January's *After School Special* attendance of 14.
- 12 members joined our adult book club group to discuss the book "Flight Behavior" by Barbara Kingsolver compared to last year's attendance total of 7.

Connect Communities:

- Three fifth grade classes and two fourth grade classes visited for some book talking regarding non-fiction books and to browse our non-fiction children's collection.
- The Friends of the Deer Park Library sponsored a book sale at the library during the Winterfest activities here in Deer Park.
- We experienced a significant decrease in our meeting room use this month from 12 groups using our meeting room compared to last January's total of 41.

- The AARP tax-aid volunteers used our meeting room this month for training in anticipation of the upcoming tax-aid services starting in February. They also tested their very own Wi-Fi hotspot that Verizon donated to the group so that they are now able to file taxes here at the library.
- The Deer Park Veterinary Clinic no longer has a need for our discarded newspapers. However, the manager of the new Dollar Tree store in Deer Park said they would be happy to take all the newspapers we can provide.

Fairfield: Bev Bergstrom

Develop Young Learners:

- attended storytime.

Support Job Seekers and Local Businesses:

- A member who uses the library computer regularly has mentioned she likes to learn. After Kathy showed her around the Digital Library, they took a closer look at the Learn4Life resource. She is interested in animals, so they looked at the Health Care and Medical courses which offer classes in the veterinary field. She was very excited and signed up for a class.

Explore and Discover:

- Cindy helped 26 tweens/teens make Origami frogs and play games at the Community Center.

Connect Communities:

- The Chamber of Commerce met in Rockford with the president of the Spokane Valley Chamber of Commerce giving a talk and advice on growing our chamber. She was an excellent speaker with sound advice.

Medical Lake: Laura Baird

Develop Young Learners:

- Storytime attendance averaged 22, down from 24 in January 2013.
- Young people appear to be enjoying our new Farmer's Market set that the Friends purchased.

Support Job Seekers and Local Businesses:

- Staff assisted a member who needed to write a resume using the WinWay program.

Explore and Discover:

- Nine people attended our *Explore and Discover* program compared to seven attendees last January.
- Staff helped a member download books to her Kindle in a Book-a-Librarian session.
- Staff demonstrated how to use Book Psychic to two members.

Connect Communities:

- This month's display case highlighted a member's dramatization of varied Edgar Allen Poe works.
- 23 people attended the book discussion group. The group chose to read *The Great Gatsby*.
- Local first-time author, Jim Roloff, contacted me to discuss his idea of doing a book talk and signing of his book, *Mending God's Creatures* at the library. He is scheduled to do a book talk next month at the Medical Lake book discussion group.
- Eight groups used the meeting room this month, the same number as last January. One of the groups was a Lego club.
- A local gardener donated a large sack of dried onions to share with staff and other library members.
- Four donated magazines have been added to the collection thanks to two members: *The Sun*, *Cook's Illustrated*, *Cook's Country*, *Familyfun*, and *Dig*.

Moran Prairie: Danielle Marcy

Develop Young Learners:

- Toddler Play and Learn storytime averaged 54 attendees this month. This is an increase from last month's average of 34 but still a decrease from last January's average of 69.
- Preschool Play and Learn storytime had an average attendance of 24, a slight decrease from 25 last month, and 27 in January 2013.
- Baby Play and Learn storytime averaged 16, down from last month's 19 and last year's 29 in January 2013.
- Miss Bridget's Preschool visited the library for its annual Dinosaur themed storytime. This time they also had a tour. We received a thank-you letter later that day dictated by the preschoolers to Miss Bridget. We have posted the letter on a display board for library members to view.

Explore and Discover:

- The Moran Prairie Book Club had 10 people on hand this month. We discussed *Persepolis*.
- The Kids Explore and Discover Club had 19 participants for *Let's Get Moving*.
- STCU's *Budgeting 101* program had 7 attendees.

Connect Communities:

- 49 groups utilized out meeting rooms this month, down from last month's 60.
- Soccer Tots participated as a local expert for the Kids Explore and Discover Club.

North Spokane: Jason Johnson

Develop Young Learners:

- 1103 children and their parents and caregivers attended early learning programs this month. This is a 10% increase from January 2013.
 - Baby Play and Learn Storytime averaged 37 attendees. This is up 9 from last month's average, and up 15 from January 2013.
 - Family Play and Learn Storytime had an average attendance of 20 this month. This is up 1 from last month's average and down 17 from January 2013's average.
 - Preschool Play and Learn Storytime averaged 44 attendees. This is up 5 from last month, but down 4 from January 2013.
 - Toddler Play and Learn Storytime attracted an average attendance of 39. This is up from 30 last month and 32 in January 2013.
- Staff performed outreach storytimes for 136 children this month.
- 29 people attended the Prime Time Family Reading program this month.

Explore and Discover:

- 98 members attended 8 adult programs: 71 total for the *Digital Downloads Without The Drama* series, 16 for *Washington Health Benefit Exchange Workshop*, 11 for the *North Spokane Book Club*, and 0 for Michael Koep book reading and signing.
- 7 members attended the *Tween Club* and 5 at the *Anime Club*.
- 17 children and their parents attended *Kids Explore and Discover Club*.

Support Job Seekers and Local Businesses:

- Gwendolyn Haley provided a guest lecture to 30 students at a Whitworth University children's literature class.

Connect Communities:

- 11 Cub Scouts came in for a library tour this month.
- 54 groups used the meeting rooms this month, a slight decrease from January 2013's total of 56.
- Colbert Chapel Preschool brought in winter art to display in the children's area.

Otis Orchards: Bev Bergstrom

Develop Young Learners:

Average attendance at Storytime was 12.

Explore and Discover:

- Nine members attended our Explore and Discover program.
- A teacher from Pioneer School wanted books on Russia and the Olympics. There was a limited supply at this library. Kathy asked her if she was aware of the digital resources that were available and showed her how to access CultureGrams, World Book and Novelist. She commented that she would definitely have to play around with them and it was worthwhile stopping at the library.
- While Kathy was volunteering at Opportunity Elementary School, she introduced several of the teachers to the resources available to them from our Digital Library. They looked at NoveList, World Book, Science in Context,

CultureGrams and Biography in Context. They were excited to be able to use these tools in preparation for the units they are teaching and commented how they are a less overwhelming source for the children to do their research.

Connect Communities:

- Fifteen members/groups used our meeting room.

Spokane Valley: Sonia Gustafson

Develop Young Learners:

- Baby Lapsit attendance was high again this month, averaging 35 every week. This is up from last year's January average of 21.
- Toddler storytime averaged 49, up from last year's January average of 39.
- Preschool storytime averaged 36, up from last year's 33.
- Family storytime is slowly increasing every month, and in January averaged 17—down slightly from last January's average of 21.

Explore and Discover:

- We had 10 attendees at our first tween club.
- We had 21 at Anime Club (exactly the same attendance at last January's club).
- We had 3 attend this month's T.W.I.N.E. meeting.
- 8 attended this month's discussion of Bill O'Reilly's *Killing Lincoln*.
- 5 attended the *Introduction to Sketch-Up for 3D Printing*. It was a snowy night, which may have affected the attendance number.
- We had 21 people attend different sessions on help for digital downloads.
- We gave database and website navigation help to 4 separate groups of 5th-8th graders from the West Valley City School. There were 109 students total.

Support Job Seekers and Local Businesses:

- We proctored 7 exams.
- Kandy attended the Greater Spokane Valley Chamber of Commerce meeting.

Connect Communities:

- We had a visit from 20 Campfire Girls.
- We displayed art from various artists from the Spokane Valley Arts Council.
- We had a visit from 23 second graders from St. John Vianney. We gave them a tour and they seemed to have fun doing a scavenger hunt.

Public Use Measures

January 2014

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	118,740	119,271		0%	
Door count	113,188	109,970	113,188	3%	2%
Circulation	232,224	231,689	232,224	0%	1%
Digital Media Catalog	28,586	21,387	28,586	34%	29%
Programs					
Number	208	201	208	3%	5%
Attendance	4,984	4,559	4,984	9%	7%
Group Visits					
Number	6	7	6	-14%	67%
Attendance	208	116	208	79%	268%
Software Station bookings	20,299	18,546	20,299	9%	6%
Meeting room bookings	303	302	303	0%	7%
Holds placed					
By customers	39,935	34,616	39,935	15%	12%
By staff	8,137	7,096	8,137	15%	-2%
Digital Media Catalog	9,593	6,823	9,593	41%	21%
Database use					
Searches	122,205	27,690	122,205	341%	410%
Retrievals	84,700	66,779	84,700	27%	41%
Website use (Remote)					
User sessions	105,236	91,914	105,236	14%	-2%
Page views	285,103	297,710	285,103	-4%	-24%
Catalog	59,833	49,039	59,833	22%	-9%
Database Access	7,090	5,007	7,090	42%	13%
Interlibrary loans					
Loaned	294	335	294	-12%	13%
Borrowed	376	385	376	-2%	6%

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 January 2014

Traditional Media

SCLD in the news:

- Jan 1 – Deer Park Tribune: Storytimes
- Jan 2 – Spokesman-Review: Family calendar: T.W.I.N.E., Kids Explore & Discover Club, Lego Build Days
- Jan 2 – Spokesman-Review: Storytimes
- **Jan 3 – Spokesman-Review: Lego days build on creativity (weekly pick for local families)**
- Jan 4 – Spokanevalleyonline: 2013 re-cap: Spokane Valley Library closed for remodeling and reconfiguration
- Jan 5 – Spokesman-Review: Literary calendar: North Spokane Library book club
- Jan 8 – Deer Park Tribune: Storytimes
- **Jan 9 – Cheney Free Press: ML book club reviews ‘Gatsby’**
- Jan 9 – Spokesman-Review: Family calendar: Digital Downloads Without the Drama, Kids Explore & Discover Club
- Jan 10 – Spokesman-Review: Kids and Family: Kids Explore & Discover Club
- Jan 11 – Spokesman-Review: Family Calendar: Digital Downloads Without the Drama, Spokane Novelists Group, Kids Explore & Discover Club
- Jan 12 – Spokesman-Review: Literary Calendar: Spokane Valley Library Book Club
- Jan 13 – Spokesman-Review Blog: Workshop in Bitcoin at Spokane Valley Library
- Jan 14 – 24 – Clear Channel Radio: What’s all the Hoopla*
- Jan 14 – Spokesman-Review: Health bulletin board: Health insurance information program
- Jan 15 – Deer Park Tribune: Storytimes
- **Jan 16 – Spokesman-Review: Spokane Valley holding hearing on sale of land for new library**
- Jan 17 – Spokesman-Review: Kids and Family: Kids Explore & Discover Club, Northside Tween Club, Spokane Valley Tween Club
- Jan 18 – Spokesman-Review: Valley Library plans book sale
- Jan 19 – Spokesman-Review: Literary Calendar: Friends of the Spokane Valley Library Book Sale
- **Jan 21 – spokesman.com/livewell: Health insurance information sessions**
- Jan 22 – Deer Park Tribune: Storytimes
- Jan 22 – Deer Park Tribune: Book sale by Friends of the Deer Park Library
- Jan 23 – Spokesman-Review: Family calendar: Spokane Valley Tween Club,
- Jan 23 – Cheney Free Press: Book club reviews ‘Awakening’
- Jan 23 – Cheney Free Press: What’s Happening on the West Plains
- **Jan 23 – Inlander: Quarter-page ad: Hoopla***
- Jan 24 – Spokesman-Review: Kids and Family: Friends of the Spokane Valley Library Bok Sale
- **Jan 24 – Spokane Valley News Herald: Balfour Park property transfer OK’d**

- Jan 24 – Spokane Valley News Herald: SCLD streaming services
- Jan 29 – Deer Park Tribune: Storytimes
- Jan 30 – Spokesman-Review: Family calendar: Lego Build Day at the Library, Kids Explore & Discover Club
- Jan 30 – Cheney Free Press: What’s Happening on the West Plains
- Jan 31 – Spokane Valley News Herald: SCLD streaming services
- Jan 31 – Spokesman Review: Kids and Family: Lego Build Day, Kids Explore & Discover Club, T.W.I.N.E.

Estimated media value:

Earned media value for SCLD in the news: \$1,000

*Paid media buy: \$1,600

Press Releases

Jan 14 - Hoopla

E-Marketing (Website, Social Media, Email)

- Social Media:
 - Facebook: # of fans: 1,940
 - Twitter: # followers: 715
 - Pinterest: followers: 740
- eNewsletter: 63,123 sent on Jan 16
 - Open rate: 29.1% (18,264)
 - Clicked: 6.4% (4,014)
 - Unsubscribed: 242
 - Top 5 click-thrus
 - Hoopla: 2,914
 - Calendar event Digital Downloads (Kindle): 471
 - From the Director: 359
 - Don’t sweat your taxes: 290
 - Calendar event Digital Downloads (mp3): 264

Marketing Activities (website entries, posters/flyers, digital signage)

- Jan 5 – Promotion of World Book Night
- Jan 10 – Large Printer Book List, Winter 2014
- Jan 15 – January eNewsletter
- Jan 15 – Bond election information web pages
- Jan 17 – 3D Printing Workshop
- Jan 19 – Overdrive drive
- Jan 20 – Spokane Valley Book Sale eBlast

- Jan 22 – Legislative Day folders
- Jan 23 – Michael Koep
- Jan 25 – Deer Park Friends of the Library Book Sale
- Jan 25 – Spokane Valley Friends of the Library Book Sale

Reprints of previously created work & order fulfillment

- Jan 2 – ABC & Dewey tabs for DVDs
- Jan 2 – New checkout station screensaver
- Jan 2 – Formatted new CIP surveys
- Jan 2 – 25 Flash drives to Spokane Valley
- Jan 3 – Books to go sign for AH
- Jan 3 – 20 Flash drives to MP
- Jan 7 – Holiday closure signs for 2014
- Jan 15 – Donated book bag for DP 4H Group
- Jan 21 – Reorder Lego flyers for AH
- Jan 22 – Reorder Lego flyers for AR
- Jan 25 – 20 Flash Drives to Spokane Valley
- Jan 30 – Reorder ACA flyers for mammogram screening event
- Jan 31 – New signage for Spokane Valley Library

Community Involvement

- Jan 9 – GSI Good Morning Greater Spokane: Educational Attainment program
- Jan 22 – Meeting with representatives of Friends of Spokane Valley and Argonne Libraries regarding combined book sale
- Jan 30 – Bond Election presentation to Associated General Contractors Association

Current & Upcoming Projects

Mar 20 – Open House/Informational Meeting on Bond at Argonne 4pm-7pm

Mar 25 – Open House/Informational Meeting on Bond at Greenacres Middle School 4pm-7pm

Mar 26 – Open House/Informational Meeting on Bond at Spokane Valley 4pm-7pm

Spokane County Library District
Balance Sheet
January 31, 2014

2/12/2014 12:35

ASSETS

CASH	\$ 2,959,053
ACCOUNTS RECEIVABLE -- NET OF ALLOWANCE FOR DOUBTFUL ACCOUNTS	314
TAXES RECEIVABLE	10,696,314
INVENTORY	53,964
PREPAID EXPENSES	54,054
TOTAL ASSETS	\$ 13,763,699

LIABILITIES

CURRENT LIABILITIES	\$ 290,173
DEFERRED REVENUES	380,966
TOTAL LIABILITIES	\$ 671,138

FUND BALANCES

NONSPENDABLE FUNDS -- PREPAID ITEMS	\$ 321,106
NONSPENDABLE FUNDS -- INVENTORY	46,322
NONSPENDABLE -- RETAIL MERCHANDISE INVENTORY	5,214
ASSIGNED FOR DEER PARK LIBRARY PROGRAM	6,093
ASSIGNED FOR DIANE ZAHAND MEMORIAL FUND	6,059
ASSIGNED FOR DISTRICT WELLNESS PLAN	1,262
RETAINED EARNINGS - CURRENT YEAR	9,173,078
UNASSIGNED FUND BALANCES	3,533,429
TOTAL FUND BALANCES	\$ 13,092,560

TOTAL LIABILITIES & FUND BALANCES

\$ 13,763,699

CAPITAL PROJECT FUND BALANCE 1/31/14

\$ 1,136,179

Spokane County Library District
Summary of Revenues & Expenses
For the One Months Ended January 31, 2014

2/12/2014 12:35

	Y-T-D Actual	Annual Budget	Percent Used	Balance Remaining
REVENUES				
PROPERTY TAXES	\$ 10,355,614	\$ 10,359,702	99.96%	\$4,088
CITIES, SERVICES & FEES	27,714	661,465	4.19%	633,751
MISCELLANEOUS	11,975	211,527	5.66%	199,552
INTEREST REVENUES	2,031	24,000	8.46%	21,969
TOTAL REVENUES	\$ 10,397,334	\$ 11,256,694	92.37%	\$ 859,360
TRANSFERS IN	\$ -	\$ -	0.00%	\$ -
TOTAL REVENUES & TRANSFERS IN	\$ 10,397,334	\$ 11,256,694	92.37%	\$ 859,360
EXPENSES				
SALARIES	\$ 497,788	\$ 5,918,610	8.41%	\$ 5,420,822
FRINGE BENEFITS	138,631	1,667,103	8.32%	1,528,472
SUPPLIES	12,043	494,965	2.43%	482,922
SERVICES	323,190	1,677,388	19.27%	1,354,198
CAPITAL EXPENDITURES	-	40,000	0.00%	40,000
LIBRARY MATERIALS	252,604	1,417,046	17.83%	1,164,442
INTEREST EXPENSE	-	500	0.00%	500
OPERATIONAL CONTINGENCIES	-	40,000	0.00%	40,000
TOTAL EXPENSES	\$ 1,224,257	\$ 11,255,612	10.88%	\$ 10,031,355
TRANSFERS OUT	\$ -	\$ -	0.00%	\$ -
TOTAL EXPENSES & TRANSFERS OUT	\$ 1,224,257	\$ 11,255,612	10.88%	\$ 10,031,355
Net Excess of Revenues Over/(Under) Expenses	\$ 9,173,078	\$ 1,082	847,789.05%	\$ (9,171,996)

Spotlight Spokane Valley Library

Managing Librarian Sonia Gustafson and Community Librarian Michelle Booth will share highlights of Spokane Valley Library and the community it serves.

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

OVERVIEW COMMUNITY IMPACT PLAN (CIP) - YEAR ONE

Deputy Director Patrick Roewe will provide an overview of the Community Impact Plan, to mark its first year of implementation.

Recommended Action: This information is provided for your review and discussion.

Community Impact Plan (CIP) Annual Report: 2014

Background

With a year of the Community Impact Plan (CIP) now complete, we are able to assess the progress we have made in pursuing the individual objectives and their overarching goals.

As demonstrated by the report, the District exceeded the anticipated numbers for some objectives, while coming close but not quite reaching others, and yet still having to build capacity in order to reach the rest. To a certain extent, such variations are to be anticipated, considering that the metrics were established prior to the start of many of the initiatives. Once the initiatives got underway, we were able to learn how well the objectives meshed with practical reality.

The objectives were written with a certain degree of ambition and a willingness to take risks. Those that we have yet to meet provide additional impetus to pursue them with greater focus. Those that we've met—and in some cases eclipsed—demonstrate that we were perhaps further along in our efforts than initially thought.

To that end, we're recommending revisions to several objectives to better align them with the resources and opportunities we have available. Revisions are detailed below.

The following report is broken down by service priority, goal, and objective, and where applicable, includes definitions for how that objective was measured. Note that the objectives in this report have been numbered for ease of reference, though no such numbering exists in the official plan. An appendix in the back of the report provides more detailed information for each corresponding objective as applicable, using the numbering system.

Develop Young Learners

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

Objectives:

1.) Each year, parents, teachers, and caregivers will have an opportunity to participate in at least 50 programs or resource-sharing activities.

(Early learning programs are defined as programs for children birth to five years old in the CIP. Resource-sharing activities are programs or events that involve giving out materials or sharing ideas about early learning. There is some crossover into K-3 for early learning and some family oriented programs, so there may be some crossover into another category.)

- *This objective has been met for 2013. 55 programs were offered in 2013.*

2.) Each year, at least 90% of parents, teachers, and caregivers surveyed will indicate that they're more aware of the importance of reading, talking, playing, singing, and writing with their children.

- *In process. The survey was designed in December 2013 and will be distributed in 2014.*

3.) By 2015, collaborative efforts with early learning agencies will be increased by 50%.

(Defined as SCLD working with early learning community partners on projects, grants, programming or committees.)

- *Collaborative efforts have increased by 46% in 2013.*

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

Objectives:

4.) Each year, 70,000 young children and their parents and caregivers will attend an early learning program presented by the library.

(Early learning programs are defined as programs for children birth to five years old in the CIP. There is some crossover into K-3 for early learning and some family oriented programs, so there may be some crossover into another category.)

- *60,066 young children and their parents and caregivers attended an early learning program presented in 2013—85% of the goal.*

~~5.) By the end of 2015, community libraries will have at least 3, and resource libraries will have at least 6, interactive discovery stations.~~

Recommended Revised Objective: By the end of 2015, community libraries will have at least 5, and resource libraries will have at least 8, interactive discovery stations.

- Rationale: We'll be adding early learning tablets (that can be checked out for in-library use) at each library, and are recommending those be included specifically in the objective.

(Defined as technology resources, displays, and activity stations that encourage interactive play that promotes early learning goals.)

- *In process. All community libraries now have at least 3 interactive discovery stations. For the resource libraries, Spokane Valley has 4 interactive discovery stations and North Spokane has 9 interactive discovery stations.*

Support Job Seekers and Local Businesses

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

Objectives:

By the end of 2014 -

6.) Teen and adult use and awareness of career, test preparation, and higher education resources will increase by 20%.

(Defined as circulation statistics of items in the CAREER and TESTBOOK locations, and also click-through numbers for Learn4Life, Tutor.com, Brainfuse's JobNow, Microsoft IT Academy, and the Testing & Education Reference Center.)

- *In process: By the end of 2013, the different resources tracked for this objective increased from 1% to 57%. Since several of these resources debuted in 2013, it's difficult to provide a direct cumulative comparison between years. If we counted each use of service or item as a discrete iteration, we've seen a 36% increase in 2013.*

7.) Teens and adults will have the opportunity to attend at least 100 career-related programs. (Defined as those programs in which a person presently engaged in the profession is presenting program content that includes information related to their career. We count each iteration of a program as an "opportunity to attend.")

- *In process: In 2013, 39 career-related programs were offered—39% of the objective.*

8.) At least 90% of people surveyed will indicate the library provided the resources and opportunity they were looking for in regard to higher education, job skills, and career preparedness.

- *In process. The survey was designed in December 2013 and will be distributed in 2014.*

9.) At least 1,000 people will participate in job skill and career-development activities.

(Defined as those activities in which members can increase their job/career skill sets. In addition to specific programming, we're also counting use of IT Academy e-learning, and internships with the Next Generation Zone. We are counting each iteration of an activity as an "opportunity to participate.")

In process:

- *In 2013, 475 people attended job skill and career-development activities—48% of the objective.*

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

Objectives:

10.) Each year, local businesses and non-profits will have the opportunity to participate in at least 25 local business support programs.

(Defined as those programs where local employers can increase work-related skill sets. We are counting each iteration of a program as an "opportunity to participate.")

- *In process: In 2013, we provided 13 business support opportunity programs—52% of the objective.*

~~11.) Each year, local businesses and non-profits will have at least 50 opportunities to participate in collaborative programming with the library.~~

Recommended Revised Objective: Each year, we will partner with 50 local businesses or non-profits to provide collaborative programming with the library.

- Rationale: Rather than focusing on the number of opportunities, we feel a better focus would be on the number of partnerships, considering that one partnership could yield many opportunities.

(Defined as those programs where a local business/non-profit or other regional employer presents content of interest to our members.)

- *In 2013, we've offered 171 collaborative programs with 26 different local businesses and non-profits.*

12.) By the end of 2015, at least 50 local businesses and non-profits will have used library resources to advance their business goals.

- *Forthcoming. We are investigating ways of providing services to local businesses and non-profits, as well as how best to measure usage of such services.*

Explore and Discover

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

Objectives:

Each year:

~~13.) At least 50 community experts will share their knowledge in a library program.~~

Recommended Revised Objective: At least 75 community experts will share their knowledge in a library program.

- Rationale: Based on how far we've exceeded the goal, we're recommending increasing the total number, while keeping overall capacity in mind.

(Defined as someone from the greater Spokane County/Kootenai County area with expertise in a given field. We are counting each individual expert once, regardless of how many programs they present.)

- *In 2013, 72 community experts share their knowledge—144% of the current objective.*

~~14.) People will have at least 72 opportunities to attend community interest-driven programs.~~

Recommended Revised Objective: People will have at least 100 opportunities to attend community interest-driven programs.

- At Airway Heights, Fairfield, Otis Orchards, and Medical Lake, people will each have 5 opportunities to attend community interest-driven programs. (20 total)
- At Cheney, Argonne, and Deer Park, people will each have 10 opportunities to attend community interest-driven programs. (30 total)
- At North Spokane, Spokane Valley, and Moran Prairie, people will each have 16-17 opportunities to attend community interest-driven programs. (50)
 - Rationale: Based on how far we've exceeded the objective, we're recommending increasing the total number and having specific targets for each library.
 - In addition, we also recommend that we not count any programs toward the goal that have an attendance of less than 10 (Fairfield a potential exception because of low population in that service area). While offering a program is part of the plan, we also want to track that we are offering the right programs. In 2013, we offered 143 community interest-driven programs—198% of the objective. However, if we applied this rule to the past year's offerings, we would have only 85 qualifying program offerings.

(Defined as programs that our communities have demonstrated interest in through attendance at similar programs, requests from community groups, Friends' group sponsorships, or comments and suggestions from program evaluations. We are not including Technology classes, book clubs, WorkSource programs and STARS classes, for example. We are also counting each iteration of a program as an "opportunity to attend.")

- *In 2013, we offered 85 community interest-driven programs—118% of the current objective.*

15.) Items in the library will check out an average of 6 times.

(For the purposes of the CIP, we are counting Annual Cumulative Circulation Totals, divided by the total number of physical items in the collection as of December 31.)

- *In process: items check out an average of 5.6 times—93% of the goal.*

16.) Use of digital resources will increase by 30%.

(Digital resources include items in the Digital Library portion of the website [e.g., OverDrive, Zinio, hoopla, ProQuest, HelpNow, Learn4Life, Consumer Reports, Microsoft IT Academy], and the LibraryThing for Libraries portion the catalog. Usage is: Enrollments for Learn4Life and Microsoft IT Academy; checkouts for Hoopla, OverDrive, and Zinio; tutoring sessions for HelpNow and JobNow [and Tutor.com, our previous tutoring service]; emails sent for Online book clubs; click-throughs and reviews submitted for LibraryThing for Libraries; and click-throughs for all other digital resources.)

- *In process: Instances of use of digital resources increased from 309,324 in 2012 to 379,424 in 2013—a 23% increase.*

17.) At least 15,000 school-age children will attend a library program.

(School-age is defined as the range between K-12th grade, which includes Children's, Tween, and Teen programs. Some Early Learning, or family-oriented all ages programs [such as the Jim Gill Concert, and the Jenks Family concerts in the summer] crossover in the K-3 and so may count in more than one category. Summer Reading programs are included.)

- *In process: 11,393 school-aged children attended library programs, both in and outside the library—76% of the objective.*

Connect Communities

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

Objectives:

Each year:

Recommended Revised timeframe: By the end of 2015:

- Rationale: Since many of these objectives were based on projects or initiatives still in pre-planning or an early planning stage, anticipated launch dates were delayed. An extended timeline will allow for 2014 to serve as a baseline year and 2015 as the comparison year to determine increases.

18.) The number of visits to the community-specific sections of the SCLD website will increase by 20%.

- *Forthcoming. These sections of the website were developed in late 2013. The baseline will be established in 2014.*

~~**19.)** The number of community-generated posts on an online bulletin board hosted by SCLD will increase by 20%.~~

Recommended Revised Objective: The number of community-generated blog posts and responses on SCLD.org will increase by 20%.

- Rationale: This objective was written prior to the completion of the new website design, and the new site's focus on blogs and the potential for community generated contributions therein is a better fit with the new site's overall design and intent than a bulletin board feature.
- *Forthcoming. These sections of the website were developed in late 2013. The baseline will be established in 2014.*

20.) At least 90% of people surveyed will indicate the library helped them know what is happening in their community.

- *Forthcoming. The survey will be designed and distributed starting in January 2015.*

21.) Community use of library meeting spaces will increase by 10%.

- *In process. Community group and individual use of meeting rooms increased 7% in 2013.*

22.) Every library will showcase local authors and/or artists at least 5 times.

(“Local” is defined as coming from the greater Spokane County/Kootenai County area. “Author” is defined as a writer of original published work(s). “Artist” is defined as a person or group of persons creating original works of art in a visual medium. Student artwork presentations displayed in partnership with area schools are not included.)

- *In process. On average, each library has provided 7 showcases. Individual library tallies for 2013:*

Library	Visual art displays	Author presentations	Total
Airway Heights	6	2	8
Argonne	4	5	9
Cheney	5	3	8
Deer Park	3	2	5
Fairfield	2	0	2
Medical Lake	2	1	3
Moran Prairie	1	3	4
North Spokane	7	6	13
Otis Orchards	4	1	5
Spokane Valley	8	5	13

Appendix

This appendix provides more detailed information for each objective above, using the corresponding numbering system.

1.)

- Uni at Unity in the Community event which included STEM activities for children, parents, and caregivers – 1
- STARS (State Training and Registry System) classes for childcare providers and parents – 4 were offered in 2013
- Baby Fair geared for expectant or new parents – Love Talk Play program – 1
- Love Talk Play for Teen Parents – 10
- Ready for Kindergarten aimed at parents for children birth-5 at local schools – 6
- Engaging Fatherhood Conference Block Party – 1
- Early Achiever Outreach Partnership Grant – Love Talk Play Soup includes resource sharing for parents – 10
- EWAEYC (Eastern Washington Association for the Education of Young Children) Gift of Childhood Conference – STARS Class – 1
- Jim Gill – 2 Workshops for caregivers
- Jim Gill – 1 concert for children and their parents/caregivers
- Nancy Stewart – 3 concerts later this fall for children and their parents/caregivers
- Elephant and Piggie Party programs – showing parents of pre-readers/beginning readers how to use our reader collections – 8
- Prime Time Family Reading Program which has a preschool element and shows families how to discuss books – 6 sessions Oct.–Nov. 2013
- Whitworth's Children's Lit class – 1

3.)

Early Learning Agencies we collaborated with prior to the CIP:

- Inland Northwest Early Learning Alliance (INWELA) – Mary Ellen has served on the Action Team and the Executive Director has served on the Leadership Team for 5 years.
- United Way of Spokane – We work together on the INWELA Action Team.
- NEWESD (NorthEast Washington's Educational Service District) 101 – We have worked together on grants such as the Culture of Literacy Grant, as well as worked together on the INWELA Action Team.
- Early Childhood Educational Assistance Program (ECEAP) – We provide storytimes to the ECEAPS in Spokane County and have worked with teachers with STARS trainings and family nights.
- Eastern Washington Association for the Education of Young Children (EWAEYC).
- Spokane Regional Health District – We collaborated on Community Cafes and forming Play and Learn groups. We also worked together on the INWELA Action Team.

- Children's Home Society – We collaborated on grants, done programming for, and worked together on the INWELA Action Team.
- Community Minded Enterprises – We have collaborated on a number of projects such as Play and Learn Storytimes and worked together on the INWELA Action Team.
- Child Care Aware – We have served on the Seeds to Success/Early Achiever community engagement committee and are working together to provide Love Talk Play training for Early Achiever coaches and child care providers.
- Reach Out and Read – We work with the CHAS (Community Health Association of Spokane) clinics here in Spokane providing resources (storytime flyers, book recommendations) for the physicians participating in the program.
- Early Achievers - We have served together on the Seeds to Success/Early Achieve committee and are working together to provide Love Talk Play training for Early Achiever coaches and child care providers.
- Early Learning Public Library Partnership (ELPLP) – We were one of the early joiners to the ELPLP. We have worked on the committee for its annual symposium and have been awarded several grants.
- Foundation of Early Learning – (FEL) FEL is the supporting agency for the ELPLP. We have been awarded several grants and have worked together at events such as fundraising events in Spokane and Unity in the Community with the Uni (STEM activity center for children 0-5 and their caregivers).
- Spokane Public Schools – We work together on the INWELA action team.
- West Valley School District – We have worked with the Early Learning Center providing storytimes and doing programs at their family programs.
- West Valley School District – We have been on the Community Engagement Committee for their Strategic Planning Process.
- East Valley School District – We have helped with the Ready for Kindergarten program and provide storytimes for its ECEAP programs.
- Cheney School District - We have helped with the Ready for Kindergarten program and provide storytimes for its ECEAP programs.
- Central Valley School District - We have helped with the Ready for Kindergarten program and provide storytimes for its ECEAP programs and Early Learning Center.
- Freeman School District – We have worked with their Early Learning Center on storytimes and family programs.
- Mead School District - We have helped with the Ready for Kindergarten program and provide storytimes for its ECEAP programs.
- Riverside School District - We have helped with the Ready for Kindergarten program and provide storytimes for its ECEAP programs.
- Success by Six – We serve on the Success by Six board and have done TV spots on reading and storytimes and have created booklists for the website.
- Strengthening Families – We have worked on Community Cafes for families in the Spokane area.

New Collaborations 2013:

- Department of Early Learning (DEL) – We were awarded 10 Early Achiever Outreach Partnership grants by DEL and the Washington State Library. In addition to reporting in regard to grants, we have been working with DEL on making resources available to parents. The grants were awarded to each of our libraries; Airway Heights, Argonne, Cheney, Deer Park, Fairfield, Medical Lake, Moran Prairie, North Spokane, Otis Orchards, and Spokane Valley.
- Head Start – Community Colleges of Spokane – We work together on the INWELA Action Team. This has been a great opportunity to share information and offer STARS trainings to their teachers. They were a big help in getting out information to teachers and families about the Jim Gill concert we provided in Spring 2013.
- Thrive by Five – Love Talk Play – This year we have worked closely with Thrive on a Teen parent engagement grant promoting Love Talk Play. We brought teen parents together to have a conversation about how the Love Talk Play program can support them as Teen Parents.
- Teen Parent Engagement Meeting in Seattle.
- Teen Parent Engagement Meeting in Spokane.
- Catholic Charities (St. Anne’s Child Care) – We have served on the INWELA Action Team together. This year is the first time we have collaborated on a grant from FEL, “Discoveries From the Field.” This grant focused on establishing a positive STEM (Science, Technology, Engineering and Math) experience for parents and children. The grant was submitted in August 2013. Unfortunately, our grant was not selected to be funded.
- Humanities Washington– Prime Time Family Reading – We were approached by Humanities Washington to provide a family reading program for families that are non-library users. We worked through Opportunity Elementary School in the Central Valley School District to identify families that would benefit from the program. We have a total of 6 programs from October 14, 2013 – November 25, 2015. This program also gave us the opportunity to collaborate with Gonzaga University with one of their English professors joining the program as the scholar leading the families in the discussions of books.
- Inland Northwest Early Learning Alliance (INWELA) Action Team – We worked on a grant from Thrive by Five to present Love Talk Play to teen parents. We worked with three organizations over the year (Young Lives Medical Lake, Young Lives Spokane and Volunteer of America) providing a total of 9 programs.
- Start Healthy Start Now Community Momentum Grant. This grant was awarded to the Spokane Regional Health District to improve the health of families in Spokane County. We attended two trainings to learn about incorporating movement into our storytimes: “I am Moving, I am Learning” and “Let’s Move.”

- NEWESD 101 – We collaborated on developing a block program for the County. Two sets of blocks were put together for our organizations to use in presenting block programs to children and their families.
- Child Care Aware – We provided training for childcare providers in the Early Achiever Program on Love Talk Play.

New collaborations (11) / Existing collaborations (24) = 46% increase

4.)

- Storytime – 58,330 (in library + outreach)
- Jim Gill Concert – 780
- Love Talk Play Soup – 262
- Elephant and Piggie Party – 275
- Nancy Stewart Mother Goose on the Loose - 119
- Prime Time Family Reading program; total attendance for 6 programs - 300
- Total = 60,066 – 85% of goal reached

5.)

Community Libraries:

- OT – Early Learning Stations (ELS), puppets car, and Love Talk Play display (3)
- AR – ELS, block table, and Love Talk Play display (3)
- FF – ELS, flannel board, puzzles, and Love Talk Play display (4)
- MP – ELS, puppets/puppet theater and Love Talk Play display (3)
- AH – ELS, block table, puzzle table and Love Talk Play display (4)
- ML – Block table, puzzle table, puppets, and Love Talk Play display (4)
- CH – ELS, train table, puzzle table and Love Talk Play display (4)
- DP – ELS, block table, puzzle table and Love Talk Play display (4)

Resource Libraries:

- SV – 2 ELS, block table and Love Talk Play display (4)
- NS – 2 ELS, castle, block table, 2 end-panel activities, book drop, puzzle table and Love Talk Play display (9)

6.)

In 2013:

- 2934 items in the CAREER and TESTBOOK locations were checked out by members. This is up 1% from 2012's circulation of 2913 for these locations.
- Members enrolled in 782 Learn4Life classes, which went live to members in May 2013. Of those enrollments, 628 classes were completed, an 80% completion rate. On average, 81% of enrollments are job skill related, putting the estimated total of completed job skill related classes at 509.

- A total of 113 members used the SkillsCenter module (which includes Study Resources, Test Prep Resources, and Career Resources) in Tutor.com. This is up 57% from the 72 members who used the SkillsCenter module in 2012.
- Members accessed JobNow 505 times, including one tutoring session. This resource went live to members in December 2013.
- 1362 members accessed the Testing & Education Reference Center. This is up 28% from the 1062 members that had accessed this resource in 2012.
- 208 members created individual IT Academy accounts, and enrolled in 129 classes. This resource went live to members in November 2013.

2012 iterations of use: 4068; 2013 iterations of use: 5552; an increase of 36%.

7.)

In 2013 we had 39 career-related programs in 2013:

- Backyard Bounty – Beekeeping (5)
- Backyard Bounty – Gardening/Landscaping (18)
- WorkSource Spokane – Job Seekers/Interviewing (7)
- Cake Decorating Drop-in Program (5)

9.)

In 2013 we had 475 attend the following activities:

- STARS trainings—190 attend the 6 sessions.
- Whitworth Children’s Lit Class Lecture—18 attended the 1 session.
- WorkSource Job Seeker Series—57 attended the 6 sessions.
- WorkSource Behavioral Interviewing—5 attended the 1 session.
- Next Generation Zone interns—1 successful intern experience.
- 208 members created individual IT Academy accounts, and enrolled in 129 classes (enrollments are counted for this objective). This resource went live to members in November 2013.
- 75 members accessed JobNow 505 times, including one tutoring session (individual members are counted for this objective). This resource went live to members in December 2013.

10.)

In 2013, we had 20 business support program opportunities:

- STARS training (6)
- WorkSource Behavioral Interviewing (1)
- Greater Spokane Valley Chamber of Commerce NxLevel Business Resources Class (3)
- Washington Health Benefit Exchange information meeting (3)

11.) In 2013, we’ve offered 171 collaborative programs:

- West Plains Beekeeper’s Association (5)
- WSU Extension/Master Gardener’s (18)

- WorkSource Spokane – Job Seekers/Interviewing (7)
- STCU – Various financial topics (19)
- Brent Sears, CFP. Savvy Social Security Planning (4)
- Sayre and Sayre – Estate Planning (2)
- Connie Kinghorn –Cake decorating (4)
- WAHealthPlanFinder – Washington Benefits Exchange’s Small Business Health Options Program (3)
- Emergency Preparedness – Spokane Emergency Management (6)
- Fly Fishing – Castaway Fly Fishing (2)
- PastPrimitive – 3D Printing (1)
- Mead High School—Holiday Harmony Concert (1)
- Deer Park Middle School—Holiday Harmony Concert (1)
- Liberty High School—Holiday Harmony Concert (1)
- East Valley High School—Holiday Harmony (1)
- Yokes—Cupcake decorating for teens (3)
- Spokane Symphony (5)
- Gonzaga University, Big Bing Theory (5)
- Fairchild Air Force Base (3)
- Mobius Science Center (32)
- West Valley Outdoor Learning Center (12)
- Celtic Nots (10)
- Jenks Family Music (14)
- Spokane Valley Heritage Museum (4)
- AIA Spokane (8)

13.)

We have had 72 community experts share their knowledge:

- Jack Miller (West Plains Beekeepers)
- Ellen Miller (West Plains Beekeepers)
- Steve Nokes (Master Gardener)
- Lt. Col. James O’Connell (Fairchild AFB)
- Rob Felton (Castaway Fly Fishing)
- Bonnie Gilbert (Local author)
- Dani McGowan (Genealogy)
- Jeff McMurtry (Celtic Nots)
- Christopher Barnes (Emergency Preparedness)
- SV Heritage (4 different speakers)
- Eva Lusk (Master Gardener)
- Norma Howell (Coupon Expert)
- Dick Sayre (Sayre and Sayre PS)

- Ed Lester (Master Gardener)
- Sam Le (Local author)
- Brent Sears CFP
- Janet Napoles (Spokane Symphony)
- Kurt Madison (Master Gardener)
- Anne Hagman (STCU)
- Lance Kissler (STCU)
- Keith Appleton (STCU)
- Sandy Harris (Master Gardener)
- Aaron Behrenbach (MOBIUS Science Center)
- Kelsey (West Valley Outdoor Learning)
- Gabe (West Valley Outdoor Learning)
- Bart Smith (Jiu-jitsu)
- Cory Jenks (Jenks Family Music)
- Chris Crutcher (Local author)
- Brad Lane (Spokane Paranormal Team)
- Gary Cutler (Backcountry Horsemen)
- Connie Kinghorn (Cake decorator)
- Jim Hunt (Local author)
- Linda Lawrence Hunt (Local author)
- Kelly Milner Halls (Local author)
- Jason Lakis (Big Bing Theory)
- Bonnie Gilbert (Local author)
- Architects from AIA Spokane(10 different volunteers)
- Tod Marshall (Primetime Scholar from Gonzaga University)
- Choir directors from Liberty, Freeman, Deer Park, and Mead school districts
- Andrew Jorgenson (PastPrimitive)

15.)

- 2013 total physical item checkouts 2,503,012 / 445,697 total physical items in the collection = 5.6x average checkouts per item

16.)

- Considering the number of resources included in this count, the data is too lengthy to be presented here. Specific data broken down by resource can be provided upon request.

21.)

- 3,411 community groups and individuals used our meeting rooms in 2012. In 2013, 3,653 community groups and individuals used our meeting rooms. 242 additional uses / 3,411 = 7% increase.