

MISSION

We inspire learning, advance knowledge, and connect communities.

Board of Trustees Regular Meeting

May 27, 2014 4:00 p.m. Airway Heights Library Public Meeting Room

AGENDA

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
 - A. Approval of April 15, 2014, Regular Meeting Minutes [4:00-4:03]
 - B. Approval of April 2014 Payment Vouchers [4:03-4:05]
 - C. Unfinished Business [4:05-4:10]
 1. 2014 Bond Election Recap
 - D. New Business [4:10-4:25]
 1. Welcome Incoming Trustee
 2. Personnel Policy: Approval recommendation.
 3. Friends Helping Friends Report
 4. WLA Annual Conference Report
- IV. DISCUSSION ITEMS, POSSIBLE ACTION [4:25-4:30]**
 - A. Future Board Meeting Agenda Items
 - B. Summer 2014 Meeting and Retreat Schedule
- V. REPORTS**
 - A. Trustees [4:30-4:35]
 - B. Executive Director [4:35-4:40]
 - Administrative
 - Community Activities
 - C. Public Services [4:40-4:45]
 - D. Communication [4:45-4:50]
 - E. Fiscal [4:50-4:55]
 - F. Spotlight – Airway Heights Library [4:55-5:05]
 - G. Overview – Single Service Desk [5:05-5:25]

Break [5:25-5:35]
- VI. EXECUTIVE SESSION**
 - A. REVIEW THE PERFORMANCE OF A PUBLIC EMPLOYEE (RCW 42.30.110(1)(G)) [5:35-6:15]
- VII. PUBLIC COMMENT**
- VIII. ADJOURNMENT**

[Estimated meeting length: Two hours and 15 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. 05/27/14

SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: APRIL 15, 2014

CALL TO ORDER

The regular monthly meeting of the Spokane County Library District Board of Trustees was held Tuesday, April 15, 2014, in the public meeting room at Argonne Library, 4322 N. Argonne Rd., Spokane, WA. Chair Tim Hattenburg called the meeting to order at 4:00 p.m. and welcomed those in attendance.

PRESENT:

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

EXCUSED:

Mark Johnson - Trustee

GUEST: Autism Society of Washington Spokane Chapter representatives, Sharissa Cardwell and Kirsten Witham

Also Present: Jane Baker, Communication & Development Officer; Kristy Bateman, Managing Librarian; Mary Ellen Braks, Library Services Manager; Paul Eichenberg, Chief Human Resources Officer; Stacey Goddard, Library Services Manager; Sonia Gustafson, Managing Librarian; Jason Johnson, Managing Librarian; Aileen Luppert, Librarian; Priscilla Ice, Chief Information Officer; Debra Park, Adult Collection Development Librarian; 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. Morrow moved and Mr. Hattenburg seconded to approve the agenda.

The motion carried unanimously.

ACTION ITEMS

APPROVAL OF MARCH 18, 2014, REGULAR MEETING MINUTES

Mr. Hattenburg called for corrections to the March 18 regular meeting minutes. There were no corrections; the minutes stand approved as written.

APPROVAL OF MARCH 2014 BILL PAYMENT VOUCHERS

Mr. Davis moved and Mr. Hattenburg seconded approval of bill payment vouchers for March 2014.

Fund

L01	Voucher numbers: 45779 through 45933 and W00169-W00173 totaling		\$ 482,853.17
	Payroll numbers: 03102014PR and 03252014PR totaling		\$ 334,356.24
		Total	\$ 817,209.41
L08	Capital Projects Fund: Walt's Mailing Service	SVLCFA \$	10,953.24
	City of Spokane Valley	Survey Services \$	
	4,675.00		
	Spokane County Treasurer	GIS Info \$	93.00
	Walt's Mailing Service	SVLCFA \$	1,604.68
	Standard Digital Print Co.Inc.	SVLCFA \$	128.54
		Total	\$ 17,454.46

There were no questions.

The motion was unanimously approved.

UNFINISHED BUSINESS

2014 BOND ELECTION UPDATE. In addition to the detailed report provided in advance of the meeting, Ms. Ledebor noted Media coverage has been helpful toward education for the bond issue. Citizens for Valley Libraries paid for advertising to help get the word out as well. Letters to the editor and editorials in favor of the bond have been published in The Spokesman-Review and Valley News Herald. An oppositional letter to the editor was published in the Herald, likely in response to the latter editorial. We anticipate the Herald to publish a letter this Friday, April 18, that Mr. Hattenburg wrote in response to inaccurate statements in the letter. Communication & Development Officer Jane Baker continues to attend various group meetings as presenter on the bond issue.

NEW BUSINESS

AUTISM SOCIETY OF WASHINGTON SPOKANE CHAPTER PRESENTATION. Mr. Hattenburg moved and Mr. Morrow seconded approval to accept the \$250 financial donation from the Autism Society of Washington Spokane Chapter, for the acquisition of autism spectrum library materials. Spokane Chapter Autism Society representatives Sharissa Cardwell and Kirsten Witham presented the check to Ms. Ledebor, and expressed thanks for placing these books in libraries, as they are often requested by families in need of resources. In response to Trustee Morrow's question, Adult Collection Development Librarian for SCLD Debra Park pointed out a sample of offerings on tables in the back of the meeting room. Each will contain an acknowledgement bookplate.

There were no further questions.

The motion was unanimously approved.

SAO AUDIT RECOMMENDATION. Mr. Hattenburg moved and Mr. Davis seconded approval to authorize the Chief Financial Officer to submit 2013 financial statements using cash-basis accounting, and the Executive Director to enter into agreement for professional services with an accounting firm to assist in the transition to cash-basis accounting and additional services if

needed at year's end. To illustrate cash-basis accounting compared to modified accrual basis, Mr. Sargent distributed copies of 2012 financial statements prepared in both forms to trustees. He explained the difference, noting the budget process will not change. Regarding the hiring of a consulting firm to bridge the gap from now through Mr. Sargent's departure, Ms. Ledeboer reported two firms were interviewed. In response to Trustee Craig's question, Ms. Ledeboer said funds are budgeted annually for legal counsel, yet rarely spent in the full amount. These funds will cover the cost of professional services for accounting services.

There were no further questions.

The motion was unanimously approved.

DISCUSSION ITEMS, POSSIBLE ACTION

FUTURE BOARD MEETING AGENDA ITEMS

Mr. Hattenburg reviewed the list of tentative agenda items for the next two months. The agenda for May will include among other items an overview of service from a single service desk model and an executive session to review the performance of a public employee.

MAY 2014 MEETING DATE/LOCATION. Mr. Hattenburg moved and Mr. Craig seconded approval to revise the previously approved Board of Trustees' 2014 meeting schedule for May. To accommodate staff travel to Denver, CO, to attend Libraries Transforming Communities training, the next regular meeting will move from May 20 at Cheney Library to May 27 at Airway Heights.

There were no questions.

The motion was unanimously approved.

REPORTS

TRUSTEES

After the March 18 meeting where online learning was presented as an overview topic, Mr. Davis attended a meeting of Moran Prairie Library Friends, where he was able to talk about District online learning had a lot of fun. He said Moran Prairie Friends are a dedicated group planning its first book sale in a couple of years to be held May 2.

Mr. Hattenburg and Ms. Ledeboer also attended a Friends meeting in Deer Park, March 27. Deer Park Friends' book sales are ongoing throughout the year and led by an energetic and dedicated group. Mr. Hattenburg commented their meetings are always fun too.

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 elaborated on the extended water contamination alert of the Pasadena Park Water District 17, which affected Argonne Library and ultimately required a team effort to keep the library open during that

time. She expressed appreciation in particular to HR Analyst Debbie Rhodes, who after library hours notified personnel of the situation, and prior to the library opening on Saturday, purchased bottled water for drinking and hand-washing. Ms. Ledeboer and Mr. Roewe each stopped by to check on staff working over the weekend.

PUBLIC SERVICES

Deputy Directors Patrick Roewe and Doug Stumbough provided a written report prior to the meeting for March 2014, with data for customer use measures, programming and library activities. In response to Trustee Craig's question, Deputy Director for Collection Services Andrea Sharps explained the difference between licensed and regular eBooks: we pay for the right to check out licensed eBooks for a certain time period or number of times, whereas we own a copy of regular eBooks. Licenses are renewable, yet we no longer have access after limitations set by the publisher. Ms. Ledeboer noted this subtle distinction is an important one regarding the future of libraries. Conversation ensued regarding pricing litigation and Authors Guild "orphan works." On another topic, Ms. Ledeboer pointed out the various inspiring random acts of kindness throughout libraries, resulting in random connections as well. There was no further discussion.

COMMUNICATION

Communication & Development Officer Jane Baker provided a written report prior to the meeting for March 2014 communication activities. Mr. Hattenburg pointed out how the list of Communication Department activities continues to grow. Ms. Baker acknowledged March had been a busy month in preparation for the April 22 bond election.

FISCAL

Revenue and Expenditure Statement through March 31, 2014.

<u>Fund 001</u>	
Revenues	\$ 10,517,088
Expenditures	\$ 2,618,540
Ending Fund Balance	\$ 12,162,202
Fund Budget Expended	23.26%

There was no further discussion.

SPOTLIGHT NORTH SPOKANE LIBRARY

Managing Librarian Jason Johnson and Managing and Community Librarian Kristy Bateman reported on North Spokane Library (NS), its history and the community it serves. In his current position for seven months tomorrow, Mr. Johnson provided background of the library built in 1972, remodeled in 1989 and on February 17 was changed to a single desk to provide service to members. Mr. Johnson said this recent change seems to be working well, as it allows one-stop shopping instead of referring members among various desks for service. Members are served by staff at this busy library where meeting rooms were reserved by 700 groups in 2013. Mr. Johnson reported the District recently partnered with Next Generation Zone, which provides federal assistance to youth in transition to the adult workforce. Two youths from this program are working as interns at NS; each is scheduled to complete 150 work hours. Mr. Johnson said they've held a variety of jobs and have performed very well. Ms. Bateman

followed to report how Community Impact Plan service goals are being met at NS. To develop young learners, Storytimes are presented each week, for which there were 10,948 participants in 2013. A special Chin Storytime made possible by a Target grant was provided for the Burmese community at NS. This program included an interpreter, book, and Love Talk Play materials provided to all participants. A puppet theater, block table and other interactive spaces are popular with young learners. NS will hold a Child Care Fair in May, where families can come to visit with childcare providers to learn about their educational programs. Explore and Discover program highlights include PrimeTime Family Reading. NS partnered with Shiloh Hills elementary to provide a catered dinner for all family participants to gather together throughout winter to read and discuss books. Spokesman-Review outdoors editor Rich Landers captured the highest attendance when 110 participants gathered to hear him talk about hiking in the region. Mt. Spokane high school graduate and muralist Mario DeLeon visited Kids Explore and Discover Club. He created a mural on the whiteboard with dry-erase markers while the kids were creating their own works and talked about art and work as an artist. In support of job seekers and local businesses, NS provides exam proctoring, technology classes, and offers free meeting rooms to business groups. To connect communities, there has been significant collaboration to achieve excellence. NS Friends have bi-annual book sales and donated \$4,500 to library programming. Hope in Hard Times traveling exhibit will be available at NS from April through June made possible by a Humanities Washington grant, generosity of local groups (Whitworth University, Spokane Valley Heritage Museum, local schools, musicians, storytellers and business owners), members, along with staff collaboration to prepare for the exhibit. A promotional video for the exhibit was shared with Trustees; it was created locally by Mr. Johnson. Regarding CommunityConnect data, Mr. Johnson shared a profile of NS membership with trustees. This data is used to plan programs and to better serve members. NS staff anticipates new program and web features in the future to spotlight local musicians, added local CD collections and a November concert. In response to Trustees' questions, Mr. Johnson said approximately 100 attended the Hope in Hard Times reception and soup dinner at NS, and over 267 attended author Tim Egan's presentation at Whitworth. NS also plans to partner with Whitworth University's radio station in the future. Mr. Roewe pointed out the District now has its own video production equipment made possible by a state digital technology grant received in March.

OVERVIEW SCLD ACA NAVIGATORS

Library Services Manager Stacey Goddard and Librarian Aileen Luppert presented an overview on Affordable Care Act (ACA) Navigators. Ms. Goddard introduced herself and then she and Ms. Luppert provided the backstory for how they brought the ACA Navigator program to the District. Ms. Luppert had personal interest having been unemployed without health insurance in the past, and with the foresight library staff would need to be up to speed to assist members to enroll for health care before deadline, pursued navigator training. Washington is one of 17 states that chose to develop its own health insurance exchange. With interest in efficiency, the District partnered with Community-Minded Enterprises, which ultimately was a natural fit to bring this program to libraries. Eight staff were trained to serve as Navigators. All staff stepped up to cover for others immersed in Navigator appointments; thus, it was a group effort from the beginning. Inspirational program details were shared with trustees for how staff assisted 518 individuals enrolling for health insurance. In response to Trustee Morrow's question, all Navigators were required to sign confidentiality agreements;

background checks were completed as well. Opportunities for new partnerships surfaced through this program with Community-Minded Enterprises, Washington State DSHS, and the Mobile Community Services Office. Ms. Luppert partnered with the latter for a Veterans Fair, with four visits planned this summer at host libraries. Other partner events that grew from this partnership include Inland Imaging free mammogram screenings, phone bank staffing at KHQ6, a presentation to other libraries about navigators at the WLA Annual Conference held May 1 in Wenatchee, WA. The District has been recognized by Susan Johnson, U.S. Department of Health & Human Services Region 10 director, who visited with staff to discuss their program and process, as well as various Media. Ms. Luppert will head to Seattle next week for a press conference with Governor Inslee and Better Health Together. Ms. Goddard and Ms. Luppert wrapped up their overview with powerful stories of gratitude expressed by those who now have health care, some for the first time. The District has committed to training Navigators in the future, and recertification is on the horizon for the next open enrollment. Trustees expressed appreciation for the information presented on another great community service provided by libraries.

PUBLIC COMMENT

There were no public comments.

ADJOURNMENT

The meeting adjourned at 5:20 p.m.

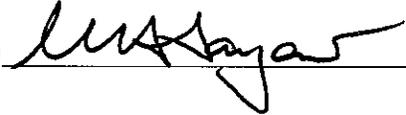
Tim Hattenburg, Chair

Nancy Ledeboer, Secretary of the Board of Trustees

PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of April 30, 2014 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$912,666.08 and that we are authorized to authenticate and certify these claims.

DATE: May 1, 2014

SIGNED 

SIGNED 

TITLE: CHIEF FINANCIAL OFFICER

TITLE: Executive Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
045934	AUDIO EDITIONS LIBRARY MATERIALS	\$ 31.94
045935	AVISTA UTILITIES UTILITIES	4,215.96
045936	CORNERSTONE ASSOCIATES BOOK BINDING	31.00
045937	BAKER AND TAYLOR INC. LIBRARY MATERIALS	252.05
045938	CLASSIC VENTURES LTD LIBRARY MATERIALS	35.01
045939	CENTURYLINK TELEPHONE	82.04
045940	CENTURYLINK DATA COMMUNICATIONS	144.89
045941	CENTURYLINK TELEPHONE	91.01
045942	CITY OF SPOKANE UTILITIES	260.76
045943	COSTCO -CAPITAL ONE COMMERCIAL OFFICE/LIBRARY SUPPLIES	219.13
045944	DELL MARKETING L.P. OFFICE/LIBRARY SUPPLIES	254.02
045945	DEMCO, INC. OFFICE/LIBRARY SUPPLIES	797.53
045946	EBSCO INDUSTRIES, INC. LIBRARY MATERIALS	20,064.17
045947	EMPIRE DISPOSAL INC. UTILITIES	18.81
045948	FINDAWAY WORLD, LLC LIBRARY MATERIALS	464.61
045949	ANDREA A. FITZSIMMONS CUSTODIAL SERVICES	170.00
045950	GALE/CENAGE LEARNING LIBRARY MATERIALS	751.94
045951	GREENLEAF LANDSCAPING, INC. GROUNDS MAINTENANCE	3,314.62
045952	GUITAR PLAYER LIBRARY MATERIALS	23.98
045953	H&H BUSINESS SYSTEMS, INC. EQUIPMENT REPAIR & MAINTENANCE	1,143.42
045954	INGRAM DISTRIBUTION GROUP, INC LIBRARY MATERIALS	17,068.47
045955	JAN WAY COMPANY USA, INC. OFFICE/LIBRARY SUPPLIES	966.00
045956	BRAD KEELER LIBRARY PROGRAMS	200.00
045957	LERNER PUBLISHING GROUP LIBRARY MATERIALS	40.48
045958	PERIDOT PUBLISHING LLC LIBRARY MATERIALS	297.50
045959	MIDWEST TAPE LIBRARY MATERIALS	5,191.58
045960	MODERN ELECTRIC WATER COMPANY UTILITIES	1,916.34
045961	STEVE NOKES LIBRARY PROGRAMS	98.57
045962	OFFICE DEPOT OFFICE/LIBRARY SUPPLIES	209.31
045963	OVERDRIVE, INC. LIBRARY MATERIALS	7,076.44
045964	LINDA PARMAN LIBRARY PROGRAMS	200.00
045965	PERRINE PROPERTIES, LLC PARKING LOT LEASE	200.00

045966	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	231.38
045967	SAGE PUBLICATIONS, INC.	LIBRARY MATERIALS	418.83
045968	SOFTWARE.HARDWARE.INTEGRATION	D.P. HARDWARE & SOFTWARE	172.84
045969	SPOKANE CO. WATER DISTRICT #3	UTILITIES	12.25
045970	TANTOR MEDIA	LIBRARY MATERIALS	11.99
045971	DEER PARK TRIBUNE	LIBRARY MATERIALS	63.00
045972	U.S. BANK	H S A ACCOUNT EXPENSES	81.00
045973	WASTE MANAGEMENT OF SPOKANE	UTILITIES	1,191.48
045974	SPOKANE COUNTY	LIBRARY PROGRAMS	200.00
045975	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	7,097.88
045976	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	33,416.09
045977	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	432.35
045978	ALLIED SAFE & VAULT CO, INC.	SECURITY & SAFETY SERVICES	1,284.60
045979	AVISTA UTILITIES	UTILITIES	3,266.57
045980	B&H PHOTO-VIDEO	LIBRARY PROGRAMS	5,966.40
045981	A+ PRINTING, INC	PRINTING	557.39
045982	BLACK BOX NETWORK SERVICES	EQUIPMENT REPAIR & MAINTENANCE	4,291.46
045983	BOOKLIST	LIBRARY MATERIALS	147.50
045984	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	90.81
045985	CENTURYLINK	DATA COMMUNICATIONS	1,999.20
045986	CHEVRON U.S.A. INC.	VEHICLE FUEL	84.99
045987	CITY OF AIRWAY HEIGHTS	UTILITIES	130.49
045988	CITY OF CHENEY	UTILITIES	618.33
045989	CITY OF DEER PARK	UTILITIES	67.37
045990	CITY OF MEDICAL LAKE	UTILITIES	156.82
045991	DEVRIES INFORMATION MGMT	COURIER SERVICES	4,734.00
045992	DOWN TO EARTH SPRINKLER SERV	GROUNDS MAINTENANCE	1,298.07
045993	E-LEARN LIBRARIES	TRAINING & TRAVEL	8,000.00
045994	FRONTIER COMMUNICATION	DATA COMMUNICATIONS	405.00
045995	GALE/CENAGE LEARNING	LIBRARY MATERIALS	8,090.80
045996	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	952.55
045997	GREY HOUSE PUBLISHING	LIBRARY MATERIALS	233.05
045998	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	8,948.31
045999	IT1 SOURCE	D.P. HARDWARE & SOFTWARE & SUPPORT	5,119.45
046000	GROUP W MARKETING	OFFICE/LIBRARY SUPPLIES	1,265.00
046001	MicroBiz LLC	SOFTWARE SUPPORT & MAINTENANCE	847.86
046002	MIDWEST TAPE	LIBRARY MATERIALS	4,680.49
046003	INLAND NW HEALTH SERVICES	TRAINING & TRAVEL	1,650.00
046004	OVERDRIVE, INC.	LIBRARY MATERIALS	10,391.33
046005	PAINE, HAMBLIN, LLP	LEGAL SERVICES	450.00
046006	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	1,216.99
046007	QWEST CORPORATION	DATA COMMUNICATIONS	2,071.38
046008	RECORDED BOOKS, LLC	LIBRARY MATERIALS	300.84
046009	JANELLE KRUM, CUSTODIAN	REIMBURSE PETTY CASH FUND	2.99
046010	SPOKANE COUNTY LIBRARY DIST	REIMBURSE REVOLVING FUND	198.69
046011	SPOKANE COUNTY UTILITIES	UTILITIES	443.41
046012	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	107.65
046013	UPS	FREIGHT	16.37
046014	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	750.83
046015	WHITWORTH WATER DISTRICT #2	UTILITIES	27.73

046016	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	11,806.38
046017	AVISTA UTILITIES	UTILITIES	1,000.74
046018	BACKSTAGE LIBRARY WORKS	CATALOGING & AUTHORITY SERVICES	854.50
046019	CCI SOLUTIONS	OFFICE/LIBRARY SUPPLIES	375.17
046020	CONSOLIDATED ELECTRICAL DIST.	MAINTENANCE SUPPLIES	42.91
046021	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	475.74
046022	CENTURYLINK	TELEPHONE	90.54
046023	CENTURYLINK	TELEPHONE	87.10
046024	CENTURYLINK	TELEPHONE	34.75
046025	US POSTAL SERVICE	PREPAID POSTAGE	10,000.00
046026	COUNCIL OF STATE GOVERNMENTS	LIBRARY MATERIALS	124.61
046027	DELL MARKETING L.P.	OFFICE/LIBRARY SUPPLIES	391.35
046028	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	696.46
046029	DEPT. OF LABOR & INDUSTRIES	QUARTERLY WORKMAN'S COMP.	14,218.27
046030	DEPARTMENT OF LABOR & IND.	BUILDING REPAIR & MAINTENANCE	210.70
046031	DOWN TO EARTH SPRINKLER SERV	GROUNDS MAINTENANCE	139.57
046032	FAUCETS 'N STUFF PLUMBING	BUILDING REPAIR & MAINTENANCE	1,347.88
046033	GREATAMERICA FINANCIAL SVCS.	POSTAGE METER LEASE	159.95
046034	GALE/CENAGE LEARNING	LIBRARY MATERIALS	806.02
046035	GAYLORD BROTHERS INC.	OFFICE/LIBRARY SUPPLIES	839.16
046036	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	1,055.81
046037	H&H BUSINESS SYSTEMS, INC.	EQUIPMENT REPAIR & MAINTENANCE	51.84
046038	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	7,043.24
046039	INLAND PUBLICATIONS	ADVERTISING	618.00
046040	INLAND POWER AND LIGHT	UTILITIES	849.89
046041	OCLC, INC.	CATALOGING & AUTHORITY SERVICES	3,583.76
046042	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	124.57
046043	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	315.20
046044	PERRINE PROPERTIES, LLC	PARKING LOT LEASE	200.00
046045	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	190.44
046046	RECORDED BOOKS, LLC	LIBRARY MATERIALS	2,293.08
046047	TANTOR MEDIA	LIBRARY MATERIALS	76.77
046048	TEACHING COMPANY	LIBRARY MATERIALS	449.55
046049	UPS	FREIGHT	24.37
046050	VERIZON WIRELESS	TELEPHONE	276.08
046051	VANTAGEPOINT TRNSFR AGENTS-457	EMPLOYEE CONTRIBUTIONS	7,125.69
046052	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	33,003.11
046053	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	432.35
046054	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	65,008.60
046055	AVISTA UTILITIES	UTILITIES	514.19
046056	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	182.90
046057	CLASSIC VENTURES LTD	LIBRARY MATERIALS	69.54
046058	CALL REALTY, INC.	BUILDING REPAIR & MAINTENANCE	219.81
046059	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	26.20
046060	CENTURYLINK	TELEPHONE	59.85
046061	CENTURYLINK	TELEPHONE	91.04
046062	CENTURYLINK	TELEPHONE	130.69
046063	CENTURYLINK	DATA COMMUNICATIONS	9,219.04
046064	ROBERT BEECHER	ELECTRONIC LIBRARY SERVICES	655.00
046065	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	532.55

046066	EBSCO INDUSTRIES, INC.	LIBRARY MATERIALS	5.95
046067	CHARITY DOYL	ADVERTISING	100.00
046068	FED EX OFFICE	PRINTING	163.02
046069	GALE/CENAGE LEARNING	LIBRARY MATERIALS	581.48
046070	GARY L. GODDARD	BUILDING REPAIR & MAINTENANCE	115.22
046071	GREATER SPOKANE VALLEY CHAMBER	TRAINING & TRAVEL	75.00
046072	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	1,501.17
046073	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	3,111.98
046074	INTEGRA	DATA COMMUNICATIONS	2,275.28
046075	MIDWEST TAPE	LIBRARY MATERIALS	8,002.69
046076	NEW YORK TIMES	LIBRARY MATERIALS	68.80
046077	OVERDRIVE, INC.	LIBRARY MATERIALS	12,139.12
046078	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	3,817.59
046079	RAPID LEARNING INSTITUTE	TRAINING & TRAVEL	8,699.25
046080	RECORDED BOOKS, LLC	LIBRARY MATERIALS	90.44
046081	SOFTWARE.HARDWARE.INTEGRATION	D.P. HARDWARE & SOFTWARE	2,786.12
046082	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	143.34
046083	STATE AUDITOR'S OFFICE	ANNUAL AUDIT FEES	1,915.72
046084	TARGET SYSTEM TECHNOLOGY, INC	SOFTWARE SUPPORT & MAINTENANCE	28.75
046085	U.S. BANK CORP. PAYMENT SYSTEM	CHARGE CARD PAYMENT	13,601.22
046086	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	477.24
W00174	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	61,748.62
W00175	US BANK	H S A CONTRIBUTIONS	1,666.22
W00176	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	1,213.39
W00177	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	60,450.27
W00178	US BANK	H S A CONTRIBUTIONS	1,666.22

Total Non-Payroll General Operating Fund **\$ 554,594.45**

PAYROLL VOUCHERS

04102014PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 180,393.09
04252014PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	175,561.99

Total Payroll General Operating Fund **\$ 355,955.08**

TOTAL GENERAL OPERATING FUND **\$ 910,549.53**

CAPITAL PROJECTS FUND

009527	VIC B. LINDEN AND SONS	CONKLIN SIGNAGE	\$ 1,041.35
009528	CLEAR CHANNEL BROADCASTING INC	INFORMATION SPOTS	1,059.20
009529	CENTRAL VALLEY SCHOOL DISTRICT	ROOM RENTAL	16.00

TOTAL CAPITAL PROJECTS FUND **\$ 2,116.55**

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

	<u>Card Category</u>	<u>Amount</u>
General Purchases		\$6,323.78
Maintenance		988.58
Travel		3,648.00
Acquisitions		1,985.70
Information Technology		655.16
Total Purchases		<u><u>\$13,601.22</u></u>

PERSONNEL POLICY REVISIONS

BACKGROUND:

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

Chief Human Resources Manager Paul Eichenberg recommends revisions to section 2.14 (Acting Appointment **Clarification**); 4.9 (Post Termination **ACA**); 5.1 (Holidays **State Mandate**); 5.3 (Sick Leave **Maximum Accrual// May not be used for injury/illness resulting from outside employment**); 5.9 (Court-Related Leave **Fees and Allowances may be retained by employee**); 5.18 (Use of Accrued Leave to Care for Ill Family Members **Clarification**); and section 11.5 (Smoking Policy **E-Cigarettes**) For the most part, these recommended changes are intended to document, clarify or expand on current practice. Sections 4.9 and 5.1 are reflections of changes in state or federal law.

Please note:

Content listed in bold and/or underlined = clarification or changed.
Strikeout = removed.

2.14 Acting Appointment

An acting appointment is the short-term assignment of a current employee to an open position, who is assigned to "act" in the place of a regular appointment. An acting appointment must be authorized by the Executive Director.

An employee accepting an acting appointment to a position within their same classification will not receive an increase in salary or benefits. An employee temporarily assigned to a position with a higher classification shall be placed at the step of the corresponding salary grade which represents at least a five (5) percent increase, **or Step F, whichever applies**. Benefits will be adjusted as appropriate.

Normal District hiring procedures need not be followed in temporarily assigning an employee to an "acting" position.

An employee temporarily assigned to a position with a higher classification, or different job title, shall have performance reviews at 2 and 6 months.

An acting assignment does not affect the employee's anniversary date or ability to use accrued leave.

At the end of the acting appointment, the employee will resume his/her previous position at its current salary and benefit level.

4.9 Post-Termination

Under provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1986, employees and/or spouses and dependents of employees may continue to purchase medical, dental, vision insurance, and EAP coverage on a self-pay basis for a limited period of time after experiencing a loss in coverage from a divorce or separation from the employed spouse, reduction in hours, termination of employment, or any other COBRA-qualifying event. **In addition to COBRA, employees experiencing a qualifying event may explore other health care alternatives available through the Washington Health Benefits Exchange.**

5.1 Holidays

Designation of Holidays

Holidays designated by the Board of Trustees are:

NEW YEAR'S DAY	January	01
MARTIN LUTHER KING JR DAY	January	Third Monday
PRESIDENTS' DAY	February	Third Monday
MEMORIAL DAY	May	Last Monday
INDEPENDENCE DAY	July	04
LABOR DAY	September	First Monday
VETERANS DAY	November	11
THANKSGIVING DAY	November	Fourth Thursday
DAY AFTER THANKSGIVING	November	Friday after Fourth Thursday
CHRISTMAS EVE DAY	December	24
CHRISTMAS DAY	December	25
PERSONAL HOLIDAY (1)*	Added to vacation accrual effective 04/01/05	

***One personal holiday, eight (8) hours for full-time employees, prorated for part-time employees, is included in the vacation accrual for all eligible employees and may be used in the same manner as vacation leave.**

5.3 Sick Leave

~~**Accrual – Full Time:** Benefit eligible full time employees who are in pay status for the complete payroll period shall accrue 96 hours of sick leave per year, prorated over all payroll periods.~~

~~**Accrual – Part Time:** Sick leave for part-time employees working at least twenty (20) hours per week is prorated based on the actual number of hours in a pay status in the pay period.~~

~~**Nonaccrual:** Employees who work less than 20 hours per week, employees with temporary appointments of three (3) months or less, and employees on terminal leave are not eligible for sick leave accrual.~~

~~Temporary employees appointed for a period greater than three (3) months and working twenty (20) or more hours per week are eligible to accrue sick leave.~~

~~**Posting:** Earned sick leave will be posted to an employee's account at the end of each payroll period.~~

~~Employees are responsible for monitoring their leave accruals and ensuring they have the necessary leave accrual before using it.~~

~~**Maximum Accrual:** Earned but not used sick leave hours are carried forward from year to year without a maximum accrual~~

~~Sick leave hours will continue to accrue while an employee is absent or on other paid leave, but will not accrue on leave of absence without pay.~~

5.3 Sick Leave

Accrual - Benefit eligible employees are eligible to accrue and maintain up to 960 hours of sick leave.

Full-time employees who are in pay status for the complete payroll period shall accrue 96 hours of sick leave per year, prorated over all payroll periods.

Part-time employees working at least twenty (20) hours per week will have their sick leave prorated based on the actual number of hours in a pay status in the pay period.

Temporary employees appointed for a period greater than three (3) months and working twenty

(20) or more hours per week are eligible to accrue sick leave.

Sick leave hours will continue to accrue when an employee is absent while on other paid leave.

Nonaccrual: Employees who work less than 20 hours per week, temporary employees appointed for less than three (3) months, and/or employees on leave without pay (LWOP) are not eligible for sick leave accrual.

Posting: Earned sick leave will be posted to an employee's account at the end of each payroll period. Employees are responsible for monitoring their leave accruals and ensuring they have the necessary leave accrual before using it.

Maximum Accrual: Earned but not used sick leave hours are carried forward from year to year until the maximum accrual of 960 hours is reached. Effective June 1, 2014, employees with accrued sick leave in excess of 960 hours will have their sick leave hours frozen to time posted at the end of the May 31, 2014 pay period.

Once an employee accrues 960 hours of sick leave, accruals will cease until such time as the employee falls below 960 hours. When sick leave accrual falls below 960 hours, employees will be eligible to accrue sick leave until they accumulate 960 hours. The rate of sick leave accrual will be based on the employee's current employment status.

General Sick Leave Rules

Sick leave may be used after completion of the first payroll period when the accrued leave has been posted.

Sick leave with pay may be taken for the following reasons:

- Injury, illness, or medical care of the employee.
- Injury, illness, or medical care of the employee's immediate family members. For purpose of this policy, immediate family members are: spouses; state-registered domestic partners; parents; step-parents; grandparents; in-laws; siblings; step-siblings; children; step-children; or other members of an employee's immediate household related by blood, marriage, or adoption.
- Disability of the employee, including disability due to pregnancy or childbirth, or for a spouse or state registered domestic partner to attend to his or her spouse or domestic partner, and/or children while the employee's spouse or domestic partner is disabled due to pregnancy or childbirth.

Sick leave may not be used for an illness, injury, or disability incurred as a result of outside employment, and/or where another employer or agency provides coverage for a job related illness, injury, or disability. Employees may use vacation, and once exhausted, leave without pay.

If an employee on approved sick leave exhausts his or her accrued sick leave, the excess leave will be charged to the following:

- Any accrued vacation leave.
- Leave without pay.

The supervisor or manager may require verification of illness whenever:

*The employee has missed three or more consecutive work days due to illness or injury;

*The employee has missed three or more work days in a calendar month due to illness or injury;

*The employee requests sick leave to care for an immediate family member;

*There is a pattern of sick leave usage in terms of the time and frequency of use, or the employee is using sick leave at or near its accrual rate.

The District may terminate an employee who is habitually absent due to illness if the employee's condition cannot be reasonably accommodated in light of job duties and operational considerations. Reasonable accommodation may include a leave of absence and/or consideration of whether the employee can be reassigned.

Notification. It is the employee's responsibility to inform the District of the need to use sick leave

no later than thirty (30) minutes prior to the employee's scheduled start time. An employee may be denied the use of sick leave by failing to contact either the employee sick line (as designated), or notifying their immediate supervisor or manager at least thirty (30) minutes in advance of their shift. Employees are required to provide at least thirty (30) minutes advance notice of the need for sick leave every day sick leave is taken, unless the employee's supervisor or manager has agreed to waive this requirement.

Sick leave may be used in minimum units of one-quarter hour.

Should an employee become ill while on vacation, he/she may substitute sick leave for vacation upon presentation of a health care provider's written verification of illness.

Misrepresentation of any material fact in connection with paid sick leave by any employee may result in disciplinary action up to and including termination.

Fitness for Duty Evaluations. The District may require an employee to submit to a fitness for duty evaluation when job-related and consistent with business necessity. This can occur if the District has a reasonable belief that the employee's ability to perform essential job functions is impaired by a medical condition or the employee poses a direct threat to him or herself or others due to a medical condition.

Sick Leave Rate of Pay. Employees using sick leave will be paid their normal rate of pay until their accrued sick leave has been exhausted.

5.9 Court-Related Leave

Regular full-time and regular part-time employees are eligible to be absent from duty without loss of usual pay when called upon to serve as a juror or as a witness for the District in their official capacity in any federal, state, or local court of law. Court-related leave is not allowed in matters in which the employee is a litigant such as a petitioner, respondent, plaintiff, or defendant.

Court-related Leave with regular pay is allowed only when:

The employee is required to serve as a juror or appear as a witness in a matter other than one personal to the employee; or

The employee serves on a day which would have been a regularly scheduled work day.

~~Any fees or allowances paid to an employee by the court may be retained by the employee, only if the employee was serving while on vacation leave, leave without pay, or on a day when the employee was not scheduled to work. Otherwise all fees paid by the court, except reimbursement for travel and actual out of pocket expenses, must be remitted to the Business Office within 3 business days of receipt of such fees or allowances.~~

Employees will receive their regular rate of pay for their scheduled work hours while serving on jury duty. Employees must submit proof of days and hours of service whenever court-related leave is claimed. Any fees or allowances paid to an employee by the court may be retained by the employee.

Employees released from jury duty on a scheduled work day are required to immediately report to work. Failure to do so may result in disciplinary action up to and including termination.

5.18 Use of Accrued Leave to Care for Ill Family Member

Consistent with the Washington Family Care Act, employees may use their choice of any accrued paid leave (vacation or sick leave), ~~personal holiday or other accrued paid leave~~ that they have available for their own use in order to care for their child, spouse, parent, parent-in-law, **state registered** domestic partner, or grandparent.

An employee may use available paid time off to care for his/her **adult** child where the child has a health condition requiring treatment or supervision, or where the child needs preventive care (such as medical, dental, optical or immunization services).

An employee may use available paid time off when a **child**, spouse, **registered** domestic partner, parent, parent-in-law, or grandparent has a "serious or emergency health condition," which are conditions:

- Requiring an overnight stay in a hospital or other medical-care facility;
- Resulting in a period of incapacity or treatment or recovery following inpatient care;
- Involving continuing treatment under the care of a health care services provider that includes any period of incapacity to work or attend to regular daily activities; or
- Involving an emergency (i.e., demanding immediate action).

Where the need for family care leave is unexpected, the District understands that advance approval of the use of leave (as is required for certain kinds of leave) may not be possible. Employees are required, however, to notify their supervisor of the need to take time off to care for a family member as soon as the need for leave becomes known. The District reserves the right to require verification or documentation confirming that a family member has or has had a "serious or emergency" health condition when available leave is used to care for that family member.

11.5 Smoking Policy

To promote the health and well-being of our employees, SCLD is committed to maintaining a smoke and tobacco-free environment. Smoking, and the use of all tobacco products, including smokeless tobacco products and unregulated nicotine products (e.g., "e-cigarettes" or similar devices) is prohibited in all District buildings and vehicles. Employees may smoke only in outside areas complying with the Smoking in Public Places Act, RCW 70.160, which requires smoking no closer than 25 feet from doors, windows, air ducts, etc.

Recommended Action: Board motion to approve Personnel Policy revisions to sections 2.14; 4.9; 5.1; 5.3; 5.9; 5.18; and 11.5.

FRIENDS HELPING FRIENDS REPORT AND COALITION PROPOSAL

BACKGROUND:

In conjunction of National Volunteer Week, Spokane County Library District hosted the second annual Friends Helping Friends meeting on Saturday, April 26. The Spokane Valley Library meeting room welcomed 29 attendees with coffee and breakfast items donated by Starbucks. Libraries represented at the meeting were Airway Heights, Argonne, Cheney, Deer Park, Medical Lake, Moran Prairie, and Otis Orchards.

Director Nancy Ledebouer led the groups through an agenda that began with each group sharing its highlights and accomplishments during the past year. The conversation quickly moved to book sales, with each group sharing new tips and ideas they incorporated from last year's meeting, along with the total amount each group raised from their sales. Communication & Development Officer Jane Baker informed the group on options for email notices for book sales, and other channels used by the Library District in promoting book sales.

Director Ledebouer introduced the concept of the individual Friends groups joining together to form a 'coalition' of Friends. Advantages of forming such a group were discussed, including stronger identity and promotion of the group through membership drives, the ability to accept larger donations, and the possibility of grant writing. Details recapping the discussion were promised to the attendees, with the request of taking the information to each group for further discussion. A master contact list including the names and email addresses of each group's officers was also promised.

The information and master contact list were emailed from the Communication & Development office the following week.

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

Thank you for helping us make the second annual Friends Helping Friends event a success. We hope you enjoyed meeting with members of Friends groups around the District to share ideas and support one another.

One of the ideas we discussed is to form a “coalition of Friends for SCLD.” We hope you will share this information with your members. If you have questions or suggestions about the purpose of the coalition, or how it will interact with your Friends group, please let us know. We are happy to meet with your groups to answer questions that may arise as we work through the process of creating the coalition.

Why form a coalition?

The purpose of the coalition of Friends will be to increase awareness and support for all SCLD libraries through fund raising and advocacy efforts. To do this, the coalition needs to have a Federal IRS 501(c) (3) non-profit status. This status allows donors to deduct contributions from their taxes and is often a criterion for applying for grants.

- Option one: A coalition to apply for its own 501(c)(3) status.
- Option two: One of the Friends groups with a valid and current 501(c)(3) amends their bylaws to state that they support the Spokane County Library District, rather than just one library. For example, Friends of the Moran Prairie Library could amend their bylaws to state that their mission is to provide support for all Spokane County Library District libraries, or something similar.

How would this work?

Each Friends group will continue to operate just as they do now.

Some of our Friends groups have large boards to share the work of maintaining records, managing a budget and planning book sales.

For those that do not have large boards, the coalition could provide support. If a Friends group wanted to be a “chapter” of the coalition, it would no longer need to file for non-profit status with the State. The coalition will be able to maintain separate funds if a Friends group wants to deposit their funds. The Friends continue to make decisions about how these funds are spent. The biggest difference is they would no longer need to worry about the paperwork to maintain the nonprofit status. Their funds would remain separate and they would still have ability to fund requests to their specific library, as well as contribute to District-wide programming.

The ten Friends groups would continue to raise funds for their libraries. Funds raised at book sales locally will continue to be managed by each Friends group. The funds provided by the Friends for summer reading programs, furniture, story time activities, and programs such as, Spokane is Reading, are an important part of each library’s programming efforts.



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Fairfield Library
509.893.8320

Moran Prairie Library
509.893.8340

Otis Orchards Library
509.893.8390

Argonne Library
509.893.8260

Deer Park Library
509.893.8300

Medical Lake Library
509.893.8330

North Spokane Library
509.893.8350

Spokane Valley Library
509.893.8400

A memorandum of understanding would be created so that library staff dedicates a percentage of their time and resources to supporting the coalition. In return the coalition dedicates all funds raised to support library programming and public awareness.

The coalition will support the activities of individual Friends groups by helping to raise awareness about the work being done in each community. They will promote book sales and include stories about the volunteers who work at book sales. Funds raised support programming at all libraries.

A coalition of Friends would also focus on other fund raising activities. This coalition would initiate a membership campaign inviting people to become a "Friend." Benefits of membership would include receiving an eNewsletter featuring stories about the programs and activities happening around the District. Members will receive information about book sales and author programs. The coalition of Friends may apply for grants to support programs like Prime Time Reading. As a 501(c)(3) the coalition will be eligible for grants that may not be available to the library. The coalition will approach major sponsors to support specialized programs and activities that benefit library members across the District.

We hope to hear from each Friends group so that we can take your thoughts and concerns into account as we move forward to form this coalition. Once the IRS has approved the non-profit status, we will be forming a governing board. We hope to have representatives from all regions of the county to serve on this board.

If you have questions please feel free to call us. We welcome the opportunity to talk with you more about forming the coalition. As we discussed at the meeting, there is strength in numbers and together we can form strong a coalition of Friends.



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Moran Prairie Library
509.893.8340

North Spokane Library
509.893.8350

Otis Orchards Library
509.893.8390

Spokane Valley Library
509.893.8400

2014 Bond Election Recap

Ballots were mailed to voters the first week of April, with initial results announced shortly after 8 p.m. on Tuesday, April 22.

Proposition 1, establishing the Spokane Valley Library Capital Facility Area, passed with 59.22% approval. Unfortunately, Proposition 2, which proposed funding for the three library projects, received just 54.81% approval, failing to meet the required supermajority of 60% to pass.

A closer examination of the results indicates that support was strongest in the precincts surrounding the library sites and neighborhoods in the southern portion of Spokane Valley. Support was also solid in most other areas of Spokane Valley and Millwood, although not quite reaching the necessary 60% threshold for Proposition 2. Of the 90 precincts reporting, 24 supported Proposition 2 by 60% or more, and it was favored by the majority of an additional 41.

While the result was disappointing, both measures reflect that a majority of people support and value the services we provide.

Future Election Related Dates:

- May 6, 2014 – Certification of April 22, 2014, Special Election results
- May 9, 2014 – Last day to file resolutions for August 2014 Primary
- August 5, 2014 – Primary Election & last day to file resolutions for November 2014 General Election
- November 4, 2014 – General Election
- December 26, 2014 - Last day to file resolutions for February 2015 Special Election
- February 10, 2015 – Special Election
- March 13, 2015 - Last day to file resolutions for April 2015 Special Election
- April 28, 2015 – Special Election
- May 8, 2015 - Last day to file resolutions for August 2015 Primary
- August 4, 2015 – Primary Election & last day to file resolutions for November 2015 General Election
- November 3, 2015 – General Election

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

WLA ANNUAL CONFERENCE REPORT

BACKGROUND:

Washington Library Association held its annual conference in Wenatchee, WA, April 29-May 2. Seven staff members attended along with Trustees Hattenburg and Craig. Conference attendance provides an opportunity to learn from other libraries and bring back ideas to explore at SCLD. Staff who attended summarized highlights to share with Trustees and staff below.

Aileen Luppert

This was my first WLA conference and first time presenting at any conference. I had fun and learned a lot at both. Stacey Goddard and I were chosen to share SCLD's successes and lessons learned from having certified Navigators on staff to enroll the public in health insurance. It seemed well received. We co-presented with the Public Health Outreach Coordinator from National Network of Libraries of Medicine and look forward to finding more opportunities to work with NNLM.

What I took away from the WLA sessions I attended were some great ideas—several of which I hope to explore for better service at SCLD. I learned about the Yacolt Library Express, which is essentially an unstaffed library in Fort Vancouver Regional Library District. While staff visits weekly to refresh the collection and fill holds, for the most part the library is left to its patrons to use the computers and check out materials. A library card is needed to enter the building and cameras help staff from other locations troubleshoot when needed. It is an interesting idea for rural areas whose population wants full library access with minimal funds.

Also in this session, I learned about Seattle Public Library's Books on Bikes program. While I'm not sure Spokane has a similar biking culture, I was struck by a broader theme of outreach. The speaker talked about ways of branding and promoting a program to generate buzz and interest. He also gave compelling reasons for attending festivals and events with hotspot Internet access. This allows people to sign up for cards, possibly check out materials immediately, place holds, and download digital materials. By having more complete service at these events, he suggested it is more likely to reach new library users and give them an instant reason to use the library again. A hotspot could also offer Wi-Fi for which people could ask for a password to use it in the vicinity—giving us another opportunity to promote the library.

Another session I attended described a new program that King County Library System developed after forging a successful partnership with a YMCA summer camp. They were able to bring mobile library services to a day camp for reading onsite and checking materials out for a week. The program was so successful they are expanding it to all of their region's YMCA camps this summer. Initially, when the program was proposed, it was rejected. The speakers explained their tenacity, and how they researched and demonstrated the potential of the program.

One thing that struck me as a theme in each of these programs had to do with books and how they were used. Each of these speakers mentioned collections of paperbacks that were easily transported, relatively inexpensive, and a decision being made to not worry much about losing them. The collections were used as promotional or marketing devices as much as there were library materials. One speaker even called losing books "a cost of doing business." One of the reasons I chose public librarianship is a belief that a librarian's job is not to guard books. Their job should be to get materials in the hands of people who need it. A battered collection is a sign of success. It is funny to me to think that another success could be risking a piece of a collection

completely. However, the same speakers noted that while it had been a concern and calculated risk, they were surprised by how few books never made their way home. Again, I enjoyed my time at WLA, and am grateful I was able to attend. Thank you!

Carlie Hoffman

For the past year, I served as an elected member of Technology Resources for Information Professionals (TRIP) Interest Group. As I got to know my fellow interest group officers online through email and virtual meetings, it was gratifying to meet everyone in person. I was able to put faces to names and get to know people more personally. Next year, I will be serving as the TRIP Resources Coordinator. I now feel more confident in my role after meeting other officers and members, and I am looking forward to the direction that TRIP might take in the future.

Diane Brown

I attended three sessions at WLA: *Looking at the Book Publishing Landscape*; *Improved Service through Innovation: The Strange, New Worlds of Library Service*; and *Adults Just Wanna Have Fun*.

For *Looking at the Book Publishing Landscape*, the main takeaway was to encourage patrons who want to publish traditionally to look at Writer's Market and similar publications and to follow the instructions. Agents and publishers won't even look at submissions that don't follow the guidelines they set.

Improved Service through Innovation: The Strange, New Worlds of Library Service focused on an unstaffed, rural library and Seattle's Books on Bikes program. I found the Books on Bikes program particularly interesting. The goal is to go where the non-users are. They aren't coming to the library, so take the library to them. The bikes have gone to several events, with varying success. It's important to keep in mind the purpose of the event – are people there to do something that might include checking out books? Think about places where people are forced to gather and wait.

Adults Just Wanna Have Fun looked at adult programming beyond lectures. For craft programs, adults like to take home something they have made, instead of just instructions. (In fact, just having instructions might make them *less* likely to come in if they haven't completed the project.) Filch ideas from the children's programmers since many things can be aged-up for adults. Having a program in a bar (literary trivia, for example) clearly indicates that it is for adults only.

JULIANNE TURNER

At this year's WLA conference, I attended excellent sessions over a wide variety of topics. From programs for Adults, Teens, and Children, it was a great experience to hear how other libraries approach programming.

In *Adults Just Wanna Have Fun*, the Bainbridge Island adult librarian shared some very creative ideas she has had success with by going out into the community and reaching adult readers who wouldn't normally walk into a library. Her program, *Books on Tap*, meets at the local brew pub once a month to play a trivia game on a list of books she posts at the pub as well as at the library. The program has garnered up to 40 members at times, and has received rave reviews from the participants. Another program, *Ferry Tales*, is a book club that meets on the ferry boat ride to and from Bainbridge Island for members who commute to Seattle for work. She came up

with the idea while riding the ferry and seeing so many people reading books and realized she could tap into a whole group of adults who love to read but don't have time to attend a book club at the library. Her presentation encouraged us to brainstorm what we could do within our own communities to reach adults who have limited time to come into the library.

Another session I attended, *Teen Brains, Behavior, and Beyond*, was very informative about what is going on inside the teenage brain as it develops. Using a very creative slide presentation, the librarians visually demonstrated how the development of the adolescent brain explains why teenagers can be so unpredictable. Because I haven't had the opportunity to work with teens yet at the library, I was very appreciative to understand that age group in hopes that I can be of greater assistance with any teen programming I might be assigned to in the future.

Overall, I found benefits from all of the sessions I attended. I have been able to share some very creative ideas and information with my fellow staff members that can be used in the future to support our members within our community.

Sheri Boggs

I attended WLA this year primarily as part of two new WLA commitments: working on the Conference Committee as Volunteer Coordinator, and serving a two-year term on the editorial board for *Alki*, the journal of the Washington Library Association. I met the Conference Committee face-to-face after months of online meetings and did a few volunteer shifts at registration, where it was fun to welcome librarians from all over the state to the conference. I also volunteered for a few room monitor shifts, including the Pre-Conference session "Insight through Improv," led by Andrew McMaster of Jet City Improv in Seattle. There was a lot of useful material here about thinking on one's feet, active listening, turning opposition into a conversation, storytelling structure, and how we convey and perceive status. I left with some great ideas for activities to use in TWINE, as well as an idea for an article in the July conference wrap-up issue of *Alki*.

At the *Alki* editorial board meeting we discussed conference coverage and possible themes for upcoming issues. The new editor, Joyce Hansen, envisions a livelier, more relevant direction for *Alki*, with a more conversational, less academic style than it has previously had.

Probably the most interesting session I attended was "Outsourcing? An Evaluation of Vendor Assistance in Tech Services." This is a topic that sometimes comes up in relation to the tech side of Collection Services and I was curious what the presenters (representing Port Townsend Public Library, Jefferson County Library District and Sno-Isle) would have to say. In the case of Port Townsend and Jefferson County, their tech services staffs often have additional public services duties. So they were looking to cut both processing costs AND staff time to focus on more patron-oriented duties. I was especially interested in Jefferson County and Sno-Isle's experiences outsourcing their AV materials processing to Midwest Tape. They reported that while there is a degree of customization, and that you can send some of your own labels to Midwest Tape, *almost half of the materials came back processed incorrectly* and had to be returned to Midwest Tape for re-processing. Additionally, the examples Jefferson County shared looked cluttered, with the DVD cover art minimized to make room for bar codes, address labels, etc. I left the session feeling proud of SCLD's existing practices, which ensure fast, efficient processing and attractively repackaged and labeled materials.

Stacey Goddard

While I always look forward to attending WLA, this year was especially exciting as it was the first year I was co-presenting one of the sessions. Aileen Luppert and I were pleased to share SCLD's experiences with having certified ACA Navigators on staff. We expanded on the overview we did for the SCLD board, giving more background about the training staff went through, how we handled the appointments, and the appointments themselves. Eight people attended our session, and we answered several thoughtful questions and gave out our business cards to two attendees who were planning to share information with their respective library systems.

Another great thing about our session presentation was getting to know and work with our third co-presenter, Gail Kouame from the National Network of Libraries of Medicine (NNLM). Gail provided "big picture" information about the Affordable Care Act, and graciously gave us the lion's share of the session time. She mentioned the possibility of Aileen and I presenting for the NNLM national conference next year, so we'll follow up on that.

One of the other sessions I attended was **Be an Exhibitionist**, presented by staff from Asotin County and Humanities Washington. Asotin County Library was the first agency to host the Hope in Hard Times traveling exhibit, and it was fascinating to hear about their planning process given the short window of time they had (less than three months). They shared great examples of community partnerships forged with the local museum and newspaper, which have remained strong connections for the library over a year after the exhibit.

I also volunteered as the room monitor for the **MS IT Academy: Innovations and Updates** session. It was interesting to hear what others in the state have been doing to promote use of Microsoft IT Academy in their communities—and to be reminded of the resources for staff that are included in the staff side of IT Academy. I came away from the session wanting to remind our staff of these features, and plan to do some IT Academy posts for SharePoint in the coming weeks.

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

FUTURE BOARD MEETING TENTATIVE AGENDAS: JUNE-JULY/AUGUST 2014

June 17, 2014: Fairfield 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 June regular Board of Trustees' meeting.

- Welcome Incoming Trustee (tentative)
- Computer Software Control, Membership Privileges and Responsibilities Policies
- Financial Forecast
- Library Spotlight – Fairfield Library
- Overview – Washington State Retirement System

Please send requests for agenda additions or changes to the Board Chair or Patty no later than noon, Tuesday, June 3, for inclusion in the preliminary agenda to be sent June 4. Meeting packets will be mailed June 11.

July 15 or August 19, 2014: Cheney Library (4:00 p.m.)

- Annexation of Cities and Towns to the District Policy
- Mid-Year Review #1
- Library Spotlight – Cheney Library
- Overview – Technology/STEM/Summer Reading

SPECIAL MEETINGS AND ACTIVITIES

September 26 Staff Training & Development Day (CenterPlace, Spokane Valley)

SUMMER MEETING SCHEDULE AND RETREAT DATE: JUNE-SEPTEMBER 2014**Background:**

Traditionally in May Board of Trustees' schedules are checked to ensure a quorum is available for the summer regular meetings ahead. Should trustees decide to cancel one of their three summer meetings, agendas will be adjusted accordingly. Schedules will also be reviewed with consideration of a late summer or early fall Board Retreat.

Recommended Action: Determine any changes to the June through August regular meeting schedule and select a date for a Board of Trustees' Retreat.

EXECUTIVE DIRECTOR'S REPORT APRIL 2014

Administration

Business Office, Finance and Facilities (Bill Sargent)

Local public accounting firms were contacted to determine their interest in accepting an accounting engagement with Spokane County Library District. The scope of the engagement includes:

1. The firm will validate the methodology used for converting the District's 2013 financial statements from modified accrual basis of accounting to cash basis.
2. The District's 2013 financial statements will be reviewed prior to the statements being submitted to the State Auditor's Office.
3. Review of the District's current system of internal controls and provide recommendations for improvements.
4. To act as a source of continuity and provide advice to the Executive Director during the transition period between the retirement of the current Chief Financial Officer and the arrival of his replacement.

Two firms were asked to submit formal proposals, and the Executive Director and Chief Financial Officer met with their senior partners. After further consultation, Dingus, Zarecor & Associates PLLC was selected. The estimated 2013 cost for this engagement is under \$10,000.

Work was completed in converting the District's 2013 financial statements from modified-accrual to cash basis accounting. The working files were turned over to Joe Lodge, CPA, from Dingus-Zarecor, who will be verifying the methodology and assumptions used in making the conversion. His work will then be vetted by Tom Dingus, CPA, for thoroughness and accuracy.

When comparing the "excess of revenues over expenses" between the two accounting methods, there is an increase of \$269,424, due to the conversion to the cash basis of accounting.

Human Resources (Paul Eichenberg)

Volunteer Appreciation Week was April 6-12, 2014. This year's recognition activities included the following appreciation gifts.

- a. Six volunteers who worked 100 (+) hours in 2013 received personalized gift jars and popcorn: 1 volunteer at Airway Heights; 1 volunteer at North Spokane; 3 volunteers at Spokane Valley, and 1 SCLD Board of Trustees volunteer
- b. 11 Volunteers who worked 50-99 hours in 2013 received a \$15 Hastings gift card and popcorn: 1 volunteer in Collection Services; 1 volunteer at Medical Lake; 3 volunteers at Moran Prairie; 2 volunteers at Spokane Valley; 4 SCLD Board of Trustees volunteers
- c. Popcorn baskets with bookmarks and pens were given out at each library to current volunteers.
- d. Total of 45 volunteers for 2013; Total hours 1963.25 at 2013 minimum wage \$9.19 = \$18,042.27.

Information Technology (Priscilla Ice)

- We removed the last payphone in the District. It was located at North Spokane. End of an era.
- Security issues were a big topic in April. Serious security vulnerabilities were widely reported in the press. SCLD public websites were never vulnerable to Heartbleed.

- Other problems with Internet Explorer and Flash were fixed as soon as patches were available. A widely reported problem with WordPress (the basis of our public website) never affected our installation.
- The spokanebusiness.org site was launched at the end of the month. This is a joint project with Spokane Public Library. We host the website which was designed by an SPL staff member. More information on this project will come from Carlie Hoffman who initiated the project with Mark Pond of Spokane Public Library.
- We upgraded to the latest version of Exchange (our e-mail platform) on new servers. Work was done at night to minimize disruption, but we still experienced some. This was a complex project. Work on resolving a few issues continued into May.
- Mobile equipment and software developments continue. We purchased Microsoft Surface Pro 2 devices as laptop and desktop replacements for five staff. In addition, we purchased 10 licenses to experiment with using Office on iPads.
- We worked with Collection Services to assist with a procedure change. New items won't be assigned to a library until they arrive at a library and are checked in after all holds have been filled. This means that members have begun to see items in the catalog labeled NEW ARRIVAL.

Collection Services (Andrea Sharps)

- We ordered 1,600 titles and 5,286 copies in April. This is down from last month.
- We processed, added to the system, and sent out to the libraries 6,010 items in April. This is up a little from last month.
- Downloadable lending through OverDrive was down in April from March. A total of 24,691 audiobook, eBook and music items circulated in April. Members placed a total of 8,327 holds, and there were 3,729 unique users with titles checked out.
- Midwest Tape's hoopla, a streaming media service, had its third full month of service in April. A total of 940 titles including movies (488), full-length albums (285) and television shows (167) circulated in that period for a combined cost of \$1,789 and an average cost per circulation of \$1.90. A total of 128 new patrons registered in April.
- In April, one of Youth Collection Development Librarian Sheri Boggs's short stories titled 'Skylight' was published in *Spokane Shorties*, a collection of short stories, poems and essays sold as a 2014 Get Lit! fundraiser. The District purchased ten copies—one for each library—and did the original cataloging on OCLC. On 4/8, Sheri and I attended the reception for the release of the short story collection at the Saranac Public House.
- We loaned 287 items to other libraries and borrowed 545 items from other libraries for 832 total Interlibrary Loan transactions processed in April.
- Youth Collection Development Librarian Sheri Boggs attended the WLA Conference in Wenatchee from 4/29 – 5/2, serving in her capacity as the volunteer sign-up coordinator, participating in her first *Alki* Editorial Committee meeting where the group brainstormed and received writing assignments, and attending conference sessions and workshops.

Executive Director Report & Community Activities (Nancy Ledeboer)

The Spokesman-Review summarized the election results nicely by saying that voters sent a mixed message. We had more than enough (50%) to form the Spokane Valley Capital Facilities Area; however, not enough (55%) to approve the funding. We spent much of the month answering questions from constituents who phoned the library after receiving their ballots. The fact that there were two questions

caused some confusion. Voters were not always clear about what the actual tax impact would be and we provided information. We had one last community information presentation with the Soroptomists. While the final election results were disappointing, it was reassuring to know the majority of voters appreciate libraries and support the idea of investing in libraries for the future.

The Cheney Friends met to plan for upcoming book sales. They approved several requests for funding by Library Supervisor Catherine Lowry. The Friends have been awarded a grant from their local Safeway store. Funds will be used to enhance STEM programs at the library. The second annual Friends Helping Friends Day was held Saturday, April 26. Each group shared highlights from the past year and gave ideas on how they organize book sales. The topic of a "league" or "coalition" of Friends groups was discussed. Representatives were asked to talk with their members about the notion of a 501(c)(3) that would help raise additional funds to support the library. The new organization could either be formed independent of the Friends or by amending the bylaws of one of the existing 501(c)(3) Friends groups to expand the focus to include support for all SCLD libraries. This would be the first step in forming a foundation that would be able to apply for grants, seek area-wide sponsorships and develop a membership campaign.

I joined several library directors in Seattle to meet the new director of Thrive by Five, Sam Whiting. Mr. Whiting is familiar with early literacy and understands the important role libraries play in working with the "friends, family and neighbors" who influence young children. He realizes libraries serve many of the families whose children are not in formal care during these formative years. He gave some suggestions for how libraries can continue to increase visibility of libraries in the early learning arena. The Early Learning Public Library Partnership will continue to work with THRIVE to make a difference in the lives of young children and help prepare young children to enter school ready to learn.

I attended the Our Kids: Our Business luncheon. The guest speaker talked about the emotional and mental impact of dealing with trauma on an ongoing basis. Her talk was especially relevant for social workers, health care providers and justice workers who work with families in trauma on a daily basis. In libraries, we are fortunate that most of the families we work with are not in a state of trauma. I also attended the Girl Scout Community Leadership Luncheon. The National CEO of Girl Scouts talked about the need to support girls in leadership roles and to encourage them to excel in STEM fields.

Executive Women's International held its Spring Leadership Symposium in Spokane. This provided an opportunity for Jane Baker, Mary Ellen Braks, Stacey Goddard, Gwendolyn Haley, Carlie Hoffman and me to attend an excellent one-day seminar. The keynote speaker was Marty Dickinson from Umpqua Bank, who spoke about her experience navigating change when Sterling Bank merged with Umpqua.

Her talk was followed by a session on leadership led by Lori Giovannoni. She covered a diverse range of topics related to branding, leadership styles and the art of possibility.

Patrick Roewe, Amber Williams and I participated in a phone meeting with CrowdCourse founders. This was a pilot project designed to engage the community in creating learning content. Staff has developed several online learning courses through this pilot program. We learned that people are interested in sharing what they know and using this content. However, the actual software produced by CrowdCourse was not intuitive and did not fully support the development of community-created content. We will be converting the courses developed to open source software and will continue to develop new content. This is an example of taking a risk and learning from the process. While it was not as successful as

hoped, we have the foundation to continue to create local content and share information with the community.

I attended the STEM Network and Spokane Valley Partners board meetings.

I continued my monthly library visits and in April met with Aileen Luppert and Danielle Marcy from Moran Prairie. They are working on cultural programming that will feature travel, food and music as part of their Innovation Initiative. Working with local businesses can be a challenge and they are learning to be flexible and adapt the original idea for the program. They will continue to identify potential partners to bring this idea to fruition.

I have been working with a Washington Library Association (WLA) Fund Raising Task Force to develop a Foundation for WLA. We had been planning to work with an attorney who teaches a class for non-profits at Seattle University. However, when the spring class was cancelled the attorney offered to work with WLA on a pro-bono basis to help us apply for the 501(c)(3) status. I reported on progress at the WLA Board Meeting that was held in conjunction with the Annual Conference in Wenatchee. I attended the program on the Health Exchange and was very proud of the information shared by Aileen Luppert and Stacey Goddard on how SCLD assisted people through the Navigator program. I also attended a program on privacy and security issues that left me confused. The presenter identified all the problems associated with online records and information but had little to offer in the way of solutions. A panel presented information on digitizing collections and offered a variety of options that included local scanning or outsourcing the process. The program on 21st Century Journalism demonstrated that libraries are not the only profession undergoing significant changes in the Information Age. The program showcasing library school students assured me that the future of our profession is in good hands and I hope that all these enthusiastic students are able to find jobs when they graduate. I attended the breakfast and enjoyed hearing Cisco Morris' entertaining talk on green gardening. The awards luncheon was inspiring, as success stories were shared from libraries across the state.

On behalf of WLA, I attended the American Library Association's Annual Legislative Day in Washington, DC. ALA provides a day-long briefing on issues impacting libraries and then we are sent out to visit with our state legislators. I was able to meet with Congresswoman McMorris Rodgers and shared information about our early learning programs, workforce development partnerships and STEM programs. I thanked her for supporting the Institute for Museums and Library Services and E-Rate. Along with John Sheller and Lisa Lechuga, we visited with aides for senators Murray and Cantwell. We provided information to as many Washington legislators as we could within the time allowed. It is always an honor to participate in this legislative activity and to thank our legislators for their support. One of the most rewarding parts of this visit was to talk with the legislative aides and see how libraries have influenced their lives and their career choices. Several of them shared personal stories about their participation in library activities growing up.

Staff reviewed the Public Art in District Facilities Policy and no changes were recommended at this time.

ITEM AND TITLE MONTHLY REPORT
April 2014

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
Total Materials							
Print	188015	162325	350340		85501	49910	135411
Nonprint	58496	25166	83662		23920	6930	30850
Subtotal	246511	187491	434002		109421	56840	166261
Periodicals	11470	2151	13621		314	41	355
Total	257981	189642	447623		109735	56881	166616

	<u>ITEMS</u>			<u>TITLES</u>		
OverDrive: eBOOKS			20861			17913
Licensed eBOOKS			3650			3650
Audiobooks			15478			13018
Digital music			1707			1707
OverDrive: Total			41696			36288
GRAND TOTAL			489319			202904

Print & Nonprint	(Totals year-to-date)		
ADDITIONS	ADULT	YOUTH	TOTAL
Print	11319	7663	18982
Nonprint	3794	1413	5207
TOTAL	15113	9076	24189
DELETIONS			
Print	11246	6593	17839
Nonprint	1955	1108	3063
TOTAL	13201	7701	20902

	<u>NET CHANGE</u>		
	<u>YTD</u>		
	ADULT	YOUTH	TOTAL
Print	73	1070	1143
Nonprint	1839	305	2144
Periodicals	-1295	-66	-1361

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 April 2014

In-Library Circulation

In-Library circulation activities decreased -7.13% compared to the same month last year. So far this year, circulation activity remains down compared to last (-4.16% through April), with 690,856 items circulated through the libraries versus 720,844 in 2013 (-29,988). Only Fairfield (+1.4%) and Deer Park (+0.4%) experienced an increase over April 2013, while Moran Prairie (-15%), North Spokane (-12%) and Otis Orchards (-12%) usages were down significantly.

Self-checkout accounted for 53% of in-library circulation, up from last April (46%). North Spokane (59%), Medical Lake (62%) and Spokane Valley (72%) members preferred the self-service option, while only 26% of Cheney and 25% of Deer Park members made use of the stations.

2014 Measures at a Glance

- Door count through the first four months of the year (460,539) is up from the same period in 2013 (454,661; +1%).
- Programming attendance (22,217) is relatively unchanged compared to last year (22,205), as is the number of programs offered (910 in 2014 vs. 914 in 2013).
- Software station bookings are up significantly when compared to 2013, (+11%).

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	225,194		910,700	230,988		911,644	-5,794		-944
Self-Check	90,440	45%	359,406	83,733	39%	327,659	6,707	6%	31,747
Digital Collection	25,631	11%	107,082	18,858	8%	77,052	6,773	3%	30,030
Total Holds	50,394		212,965	49,287		193,795	1,107		19,170
By Customer	34,182	68%	146,829	36,725	75%	142,603	-2,543	-7%	4,226
Digital Collection	8,327	17%	35,065	5,442	11%	23,505	2,885	5%	11,560
Total Payments	\$21,919.21		\$94,903.28	\$23,625.99		\$93,476.61	-\$1,706.78		\$1,426.67
Online	\$8,302.09	38%	\$36,188.01	\$7,225.50	31%	\$31,771.09	\$1,076.59	7%	\$4,416.92

Security Incident Reports

There were 26 Security Incident reports filed this month, four more than last month (22) and 14 more than April 2013 (12). Deer Park had the most incidents reported with eight. The most frequently reported incidents related to potential problems (11) and general Code of Conduct violations (10).

Internet Filtering Update

As per the Computer, Wireless Network, and Internet Use policy, five requests to review websites being blocked were received by staff, three more than March 2014. Three sites were determined to be correctly categorized and filtered—two at the enhanced level, one at all levels. Requests to have the remaining two sites reclassified were sent to the filter vendor.

Support Job Seekers and Local Business (Stacey Goddard)

- We had 24 individuals register as new IT Academy users in April, up from March's 21. During the month, users enrolled in 25 new classes, down from March's enrollment in 31 classes.
- We did 70 Book-a-Librarian (BaL) sessions this month throughout the District, down from March's 83 sessions.

- We proctored 31 exams this month throughout the District, down one from March's 32 proctoring sessions.
- I presented an overview of SCLD and SPL business resources to an entrepreneurial class at Fairchild Air Force Base. 11 individuals were in attendance.

Connect Communities:

- With open enrollment ending March 31, requests for ACA Navigator assistance dropped dramatically (as we expected). However, individuals are able to enroll in Apple Health (Medicaid) year round, and other events such as marriage or the birth/adoption of a child allow people to enroll outside of the open enrollment period. In April, navigator staff completed 18 individual appointments (compared to 119 appointments in March).
- Librarian Aileen Luppert represented SCLD during a DSHS Mobile Community Services Office visit to Airway Heights on April 29. In addition to talking with individuals about library services, Aileen also wore her Navigator hat and enrolled 4 people in Apple Health.
- Librarians Kandy Brant, Michael Sierra, Michelle Booth, and I each attended one of the weekly WorkSource weekly Biz Buzz meetings in April.
- I attended the monthly SCORE Chapter meeting. While I was there, Mark Pond from Spokane Public Library (who was also attending) asked if I could help him by presenting the above-mentioned business resources overview to the entrepreneurial class at Fairchild Air Force Base. I told him I'd be happy to fill in for him.
- Librarian Aileen Luppert and I presented an overview of ACA Navigator services to our Board of Trustees at the April meeting. This presentation was an abbreviated version of the session presentation we'll be doing at the WLA Conference on May 1.

Develop Young Learners (Mary Ellen Braks)

- We provide 114 Play and Learn storytimes to 3,334 children and families. Our average attendance per Play and Learn storytime was 30—up slightly from last year.
- We provided 28 out-of-library storytimes to 461 children and providers at 16 child care facilities.
- Gwendolyn and I provided one STARS training this month at the Spokane Valley Library called Music and Early Literacy. We had 35 child care providers attend.
- I provided a workshop for teen parents at the East Valley School District. We had 4 teen parents and 3 children attend the workshop.
- Rachel Edmondson provided a storytime for the Burmese community at the North Spokane Library. This program was made possible with a Target grant. In addition to having an interpreter at the event, the families also got a book and a Love Talk Play bag filled with information and activities. One of the parents was very appreciative for the information, as her daughter will start kindergarten in the fall. Six families attended the program for a total of 15.
- The Develop Young Learners team has been working on STEM handouts for the parents who attend storytime on science activities they can do with their children. We will be creating seven handouts, one for each week of summer reading, to go with our Fizz, Boom, Read theme.
- Gwendolyn, Paul and I did phone interviews for the Develop Young Learners librarian position. We brought forward three candidates to interview in person next month.

Connect Communities:

- I attended the Success by Six Meeting at KHQ. It was a very short meeting this month. We just did updates on what each organization was working on.
- I attended the State Wide Early Learning Coalition hosted by Thrive by Five in Yakima. This was a chance to see what other coalitions are working on and to give feedback to Thrive by Five on what would be helpful for the coalitions.
- I am continuing to meet with a work group from Cradle to Career and the Inland Northwest Early Learning Alliance (INWELA). A charter has been created to focus our work on Kindergarten Readiness.
- The INWELA action team met at the end of the month to give an update to members who did not attend the state wide early coalition meeting. We also started work on a policy on that covers consideration for Leadership and Action team membership.
- I attended the annual monitoring meeting at Child Care Aware. JoMarie Francis, the director of the Child Care Aware Eastern Office, invited community members to attend to talk about the work they do to enhance the Early Achiever program. I had the opportunity to talk about the STARS classes we offer and to brag about our

Play and Learn storytimes. They were very impressed with our Play and Learn storytimes numbers and our emphasis on providing parents, family, friends, and neighbors information and activities that support early learning and getting children ready to start school.

- We had a resource table at the Our Kids: Our Business luncheon this year, in addition to attending the luncheon.

Explore and Discover (Gwendolyn Haley)

Elementary (K-5) programs:

- The first part of April was completely consumed with final preparations for the Hope In Hard Times Exhibit at North Spokane. 46 children participated in “Build While You Break” and helped create the Hooverville part of the exhibit, hunted for hobo signs, and played Depression era games and crafts.
- Kids’ Explore and Discover Club: This month 136 students participated in our *Art Like the Masters* program. That’s a decrease from March’s attendance of 244. As the weather improves and after school soccer and other sports begin, we usually see lower attendance in the later spring months.
- Lego Build Day—163 kids and their families participated in the Otis Orchards Lego Build Day.
- School Visits/Programs—27 students from Calvary Christian Schools participated in a library tour.

Tween/Teen Programs:

- During the month of April, 79 teens and tweens participated in one of the following programs in the library:
 - Anime—27 teens attended Anime club at Spokane Valley and North Spokane, a slight decrease over last month’s attendance of 39.
 - Tween Clubs—Spokane Valley and North Spokane had three and 23 respectively at their clubs this month. We partnered with Mukogawa Institute for the North Spokane program as part of Spokane’s Japan week celebration. We’d like to expand our participation next year.
 - Three teens attended the live TWINE program at Spokane Valley, a decrease from March’s attendance of four.
 - Four teens participated in Deer Park’s monthly *Game On* program.
- Cindy Ulrey interacted with six tweens and teens at the Fairfield Community Center.
- STCU offered a Money Camp for tweens during Spring Break at North Spokane, with 13 in attendance. This was the first time we partnered with STCU to provide this program.

Adult Programs:

- The Hope in Hard Times Exhibit opened on April 12. We have had a tremendous amount of interest in the exhibit, and the programs have been well attended. Here are some highlights:
 - 100 people attended the sneak preview reception on Friday, April 11.
 - Tim Egan’s lecture on his book *The Worst Hard Times* kicked off the exhibit and drew 267 people to Whitworth University’s Robinson Teaching Theatre.
 - 67 people attended the screening of the PBS *Dust Bowl* documentary at Spokane Valley and North Spokane Library.
 - Overall, 514 people have attended Hope in Hard Times related programming.
 - We have two volunteer docents to help provide guided tours to groups of seniors, students, or other interested groups.
- Book Clubs—91 people attended one of the nine book club programs this month in our libraries.
- We offered five financial literacy programs this month, in partnership with STCU, Thrivent Financial, and Certified Financial Planner Brent Sears. 27 members attended the sessions, which covered Budgeting (STCU), and Planning for Long Term Care (Thrivent), and Social Security Planning.
- We repeated *Selling Your Stuff Online* because the class filled up so quickly last month. 22 attended sessions this month.
- 28 people attended a Backyard Bounty program at Spokane Valley to learn about *Vegetable Gardening 101*.

Connect Communities:

- I set up a volunteer page for SCLD on the Volunteer Spokane page, <http://www.volunteerspokane.org/>, with a request for volunteer docents at North Spokane for the Hope in Hard Times project, and also a request for Teen volunteers.
- I coordinated the Digital Bookmobile visit with the Overdrive coordinator. It will visit both CenterPlace in Spokane Valley and North Spokane Library in May.
- I met with a group that included librarians, Auntie’s Bookstore staff, EWU’s Get Lit! director, and author Kenn Nesbit to discuss planning a potential Kid Lit. Festival in Spokane, possibly in the fall of 2015.

Virtual Services (Carlie Hoffman)

- I added two new member how-to videos to the website: "Paying Fines and Fees Online" and "Renewing Items Online."
- Several new digital resources were made available to the public: Small Engine Repair Reference Center, Home Improvement Reference Center, Hobbies and Crafts Reference Center, NoveList K-8 Plus, DemographicsNow, and Business Source Complete.
- Usage of digital resources was down 11% in April from 37,971 to 33,793 uses.
 - GrantStation increased by 900%, Tumblebookcloud Jr. increased by 80%, Testing and Education Reference Center increased by 47%, and Washington State Legal Forms increased by 33%.
 - Culture Grams and Pronunciator decreased by 68%, Opposing Viewpoints in Context decreased by 75%, Biography in Context decreased by 79%, and Science in Context decreased by 87%.

Connect Communities:

- In discussion and collaboration with Communication, Public Services, and Spokane Public Library, additional revisions were made to the joint business resources web page in preparation for its May launch: www.spokanebusiness.org.

Library Operations Managers (Judy Luck/Gina Rice)

Develop Young Learners:

- A mother shared her library philosophy with The Spokesman-Review when she contacted them after paying her 'tween daughter's substantial overdue fees at one of our libraries." In the "Slice" column, she said she understood that other parents might not agree with her, but that she thought it was important for her daughter to learn to be responsible with her own library account. The mother indicated that despite the payment she just made, she was happy that her children love books and reading. Staff took this opportunity to share with her daughter details of the Read Away Fines program.

Explore and Discover:

- Through a grant from Target, District staff arranged for a few local Burmese families to come to NS for a Storytime and to get library cards with the assistance of an interpreter. Six mothers got cards for their families, and the new members seemed really pleased to be able to check out materials. The process went smoothly with the translator helping out with the applications as well as with communication between the library staff and the families.

Connect Communities:

- We worked with Pines Manor Apartments in Spokane Valley this month to arrange a monthly outreach visit to their facility. Pines Manor has 102 aging and disabled low-income residents. Staff will bring a selection of materials to the facility on the fourth Friday of each month.
- This month's Food for Fines amnesty program brought in less than our first endeavor last year, but members donated over 3,000 lbs. of food in exchange for cancelling more than \$2,500 in library fines. Representatives of Second Harvest and other local food banks took away several barrels full of non-perishable food items brought in by members paying and by others as well who just wanted to donate food items to help others in their communities.

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	6165	6384	-3.43%	29.19%	37.03%	24365	24334	0.13%
AR	14126	15558	-9.20%	-5.47%	6.70%	55682	59524	-6.45%
CH	12991	13321	-2.48%	-6.17%	-0.67%	52979	53500	-0.97%
DP	13097	13048	0.38%	-11.39%	4.94%	52290	54674	-4.36%
FF	1337	1319	1.36%	10.68%	-18.23%	6178	5157	19.80%
ML	4616	5119	-9.83%	-5.91%	-0.22%	18505	19787	-6.48%
MP	14981	17612	-14.94%	-7.12%	-3.55%	62118	67606	-8.12%
NS	45605	51902	-12.13%	-7.71%	5.68%	191974	205764	-6.70%
OT	5763	6559	-12.14%	-18.66%	-23.01%	23390	27081	-13.63%
SV	51385	52307	-1.76%	-1.79%	12.63%	202972	203043	-0.03%
TOT	170066	183129	-7.13%	-5.21%	5.40%	690856	720844	-4.16%

BREAKOUT BY CHECKOUT METHOD							
This table highlights how members are choosing to checkout and/or renew items at each library							
	Staff assisted stations		Self-Check stations		Total in-library circulation	Renewals online	Total in-library + online renewals
	Checkouts	Renewals	Checkouts	Renewals			
AH	3108	390	2662	5	6178	906	7084
AR	8480	555	5037	54	14091	2113	16204
CH	8991	669	3323	8	14139	2107	16246
DP	9171	660	3234	32	13642	2014	15656
FF	783	93	460	1	1749	187	1936
ML	1547	189	2855	25	4919	672	5591
MP	8173	547	6224	37	16563	3066	19629
NS	16431	2201	26542	431	51089	9117	60206
OT	2991	223	2521	28	6102	1408	7510
SV	12440	1984	36630	331	53161	8092	61253
TOT*	72115	7511	89488	952	181633	29682	211315

New customer registrations			
	April 2014	April 2013	% Difference
AH	49	43	13.95%
AR	137	120	14.17%
CH	98	90	8.89%
DP	65	70	-7.14%
FF	7	11	-36.36%
ML	37	44	-15.91%
MP	115	126	-8.73%
NS	311	360	-13.61%
OT	51	37	37.84%
SV	440	408	7.84%
TOTAL	1310	1309	0.08%

	This Year This Month		Last Year This Month		
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	Difference
AH	2667	43.26%	2428	38.03%	5.23%
AR	5091	36.04%	5193	33.38%	2.66%
CH	3331	25.64%	3302	24.79%	0.85%
DP	3266	24.94%	3226	24.72%	0.21%
FF	461	34.48%	450	34.12%	0.36%
ML	2880	62.39%	2498	48.80%	13.59%
MP	6261	41.79%	6779	38.49%	3.30%
NS	26973	59.14%	29128	56.12%	3.02%
OT	2549	44.23%	2649	40.39%	3.84%
SV	36961	71.93%	28080	53.68%	18.25%
TOTAL	90440	53.18%	83733	45.72%	7.46%

Holds	Holds filled APR -14	% of circulation	Holds filled APR -13	% of circulation	% change 2013 to 2014
AH	1592	25.82%	1410	22.09%	3.74%
AR	3044	21.55%	3192	20.52%	1.03%
CH	3076	23.68%	2883	21.64%	2.04%
DP	2973	22.70%	2580	19.77%	2.93%
FF	378	28.27%	373	28.28%	-0.01%
ML	1135	24.59%	1174	22.93%	1.65%
MP	3519	23.49%	3644	20.69%	2.80%
NS	8714	19.11%	10070	19.40%	-0.29%
OT	1738	30.16%	1778	27.11%	3.05%
SV	9984	19.43%	9726	18.59%	0.84%
Zsupport	252	0.15%	248	0.14%	0.01%
Total	36405	21.41%	37078	20.25%	1.16%

	Books to Go	% of circulation	DVD	% of circulation	New Books	% of circulation
AH	100	1.62%	2570	41.69%	340	5.52%
AR	363	2.57%	4486	31.76%	1137	8.05%
CH	278	2.14%	4387	33.77%	795	6.12%
DP	221	1.69%	4930	37.64%	644	4.92%
FF	59	4.41%	512	38.29%	86	6.43%
ML	44	0.95%	1905	41.27%	225	4.87%
MP	261	1.74%	3936	26.27%	1133	7.56%
NS	833	1.83%	13713	30.07%	2666	5.85%
OT	131	2.27%	1758	30.50%	401	6.96%
SV	751	1.46%	15441	30.05%	3953	7.69%
TOTAL	3041	1.79%	53638	31.54%	11380	6.69%

April Cash Collection				
Payments received	2013	2014	Difference 2013 to 2014	%change 2013 to 2014
CASH	\$9,064.87	\$8,002.88	-\$1,061.99	-11.72%
CHECK	\$3,278.50	\$3,046.60	-231.9	-7.07%
CREDIT	\$7,225.50	\$8,302.09	1076.59	14.90%
PROMOTION	\$4,057.12	\$2,567.64	-1489.48	-36.71%
	\$23,625.99	\$21,919.21	-1706.78	-7.22%

Library Reports

Airway Heights: Stacy Hartkorn

Develop Young Learners:

- With an average attendance of 37.75 people per Play & Learn Storytime, April 2014 proved to be a record breaking month for Airway Heights. This is the highest monthly average attendance I have recorded since I started keeping stats in August of 2011. Compared to the previous month (March 2014: average 26.25), attendance increased by over 11 people per storytime in April.

Explore and Discover:

- Kids Explore and Discover Club attracted 12 people, which is the highest attendance for 2014, but similar to 2013's average attendance of 11 people.
- The Airway Heights Book Club, facilitated by Airway Heights community members, attracted a total of 7 participants for their selection *War Brides* by Lois Battle.
- The Hope in Hard Times program, *Preserve Your Produce*, attracted 2 participants.

Support Job Seekers and Local Businesses:

- I attended the April West Plains Chamber Breakfast where Jaclyn Woodson and Jeanie Ashe from the Washington State Department of Commerce spoke about Innovation Partnership Zones, which were described as "an economic development strategy to encourage regional collaboration to advance innovation."

Connect Communities:

- I attended two Airway Heights Kiwanis meetings, each of which featured two guest speakers. Col. Brian Newberry from Fairchild Air Force Base provided an overview of the base (including the upcoming Skyfest event scheduled for Friday, May 31, and Saturday, June 1) and a special guest Dairy Ambassador spoke about the Washington State Dairy Industry, including the role it plays in Washington State's economy.
- As a Kiwanis member, I volunteered at the Airway Heights community Easter Egg Hunt at Sunset Park where Airway Heights Parks and Recreation hid 8,000 Easter eggs and Kiwanis members helped to distribute approximately 100 baskets to children who found prize-winning eggs.
- The meeting room was utilized a total of 6 times this month compared to 5 times in April 2013.
- The Snowdon Art Wall featured watercolor art created by Ms. Lin Frederick's 2/3 combo class.
- The display case featured memorabilia from the 1930s provided by the Spokane Valley Heritage Museum, in connection with SCLD's Hope in Hard Times program.
- Airway Heights community members filled 2 boxes during our Food for Fines week.

Argonne: Pat Davis

Develop Young Learners:

- Play and Learn Storytime attendance averaged 32.5 per week this month, compared to 27 last April.
- An Outreach Storytime for West Valley Co-Op PreSchool had an attendance of 18.

Explore and Discover:

- Our Kids Explore and Discover program, *Art Like it Matters*, attracted three participants.
- Cub Scout Pack 430 toured the library and learned about available services.
- Our Hope in Hard Times program, *Preserve Your Produce* had an attendance of 13.
- Thrivent Financial's Long-term care program had an attendance of one.

Support Job Seekers and Local Businesses:

- Three exams were proctored.

Connect Communities:

- Kelsey Hudson presented a program for the Millwood Presbyterian Navigators group on library services and databases at the church; 29 attended.
- Art work from West Valley High School was on display this month.
- Argonne members filled three boxes during our Food for Fines week.
- Sixty two groups or individuals booked the meeting and conference rooms this month.

Cheney: Catherine Nero Lowry

Develop Young Learners:

- Baby Play and Learn attendance increased with an average of 12.5 April 2013, to an average of 19.5 in April this year.
- Toddler Play and Learn attendance increased with an average attendance of 37 in April 2013, to 42.6 in April of 2014.

- Preschool Play and Learn attendance decreased significantly, with an average attendance of 27.75 in March 2014, compared to 43.25 in March 2014.

Explore and Discover:

- We had seven people in attendance for Kids Explore and Discover Club, *Art like the Masters*. Local artist Viza Arlington came in and shared her art and knowledge during the program.
- Cheney Library Book Club Book featured *The Newlyweds* by Nell Freudenberger, with 12 in attendance.

Support Job Seekers and Local Businesses:

- We proctored two exams this month.
- We had three Book a Librarian sessions this month.

Connect Communities:

- Seize the Dia - El dia de los niño's/ El dis de los libros (Children's Day / Book Day) occurred on April 30. We partnered with students from EWU's MEChA (Movimiento Estudiantil Chicano de Aztlan) group to provide a multi-cultural program that offered music, stories, the art of making piñatas and puppets to the children of our community. We had 22 in attendance.
- 29 groups used our meeting room this month, compared to last April's total of 21.
- Featured on our art wall was a collection of vibrant paintings created by Stephen Sattler, who hails from Hillyard and currently residing near the Chapman Lake area. He has shown his work extensively in LA and New York. These pieces are created with acrylic paint and air brushing. They are bright impassioned pieces with a graffiti abstract vibe.
- AARP volunteers wrapped up another season of providing Tax-Aide in our meeting room.
- Jeri Morgan, one of Cheney FOL, and I, attended the Friends Helping Friends event. This was a great day and provided so many opportunities for our FOL groups to learn and share.
- The Cheney FOL semi-annual meeting was held this month. They are generously supporting our library programs—increasing their Summer Reading donation and have chosen to try out the email eBlast service our Communication Department has made available. There is a scheduled book sale Saturday, May 17, and our friends are excited to see how it goes. They also created and gave a flyer to the folks attending the April Feed Cheney Dinner offering each person one free item from the upcoming May book sale.
- We took in 270 lbs. of food during the Food for Fines week.
- Laura Baird and I participated in the West Plains Chamber of Commerce Ca\$hMob in Medical Lake. The businesses represented were the West Plains Bee Keepers and the Pizza Factory. The Ca\$hMobs are great community connection opportunities.

Deer Park: Kris Barnes

Develop Young Learners:

- Our average storytime attendance was 22 compared to last year's average of 20.

Support Job Seekers and Local Businesses:

- I attended the Deer Park Chamber of Commerce meeting this month and heard a presentation from personal security expert Terry Canfield, owner of Diversified Advanced Training Company, regarding identity theft and the steps you can take to protect yourself and your business.
- We proctored four exams for students this month compared to last April's total of three.

Explore and Discover:

- Our *Kids Explore and Discover Club* attendance totaled 26, compared to last April's *After School Special* program attendance of 15.
- Nine members gathered at the Adult Book Club to discuss the book *The Storyteller* by Jodi Picoult, compared to last April's total of 12.
- Our tween program "*It's Your Move*" attracted four participants, compared to last April's total of 13.

Connect Communities:

- Three fifth grade classes visited us for a book talking presentation regarding poetry books. I read poems to them, discussed rhythm and meter and assisted them to browse and choose a book to check out for their assignment. Thanks to the floating efforts of the other libraries, we had plenty to choose from.
- Four Arcadia Elementary classes visited this month to browse our collection.
- AARP's Tax-Aide concluded on April 11. The Tax-Aide Volunteer Coordinator for Deer Park will be getting the totals to me as soon as possible.
- Our meeting room was used by 31 groups this April compared to last April's total of 22. Our room was used by a variety of groups such as the AARP Tax-Aide volunteers, a local attorney, a poultry club, a miniature society, and the local democratic group.

- I visited the new Dollar Tree store here in Deer Park and dropped off some of our recycled newspapers for them to use to wrap dishes and glassware purchases.
- The Deer Park Friends of the Library met this month to discuss plans to commission stained glass art as a memorial for longtime friend of the library member Ron Aubrey. They also elected new officers at this meeting. Bill Moore was once again elected President of the Friends, with Roxanne Camp as Vice President.
- The officers of our Friends group attended the *Friends Helping Friends* event at Spokane Valley Library with Nancy Ledebauer and Jane Baker leading the group in coordinating and sharing their volunteer expertise.
- We are currently featuring an art display by library member Stephan Moss.
- The Deer Park Family Care Clinic chose the Deer Park Library to be the recipient of the proceeds that they gathered from their recent 5K Family Fun Run. They also invited me to be one of the participants on the run. I served as a mile marker during the race and made sure that the runners kept on track on the last leg of the run. The donation totaled \$700.00, which we are hoping we can add to the revitalization project of the wooded area behind the library. Librarian Amber Williams and I plan to meet with them to discuss our plans and make sure to include the clinic and perhaps ask for its input on this project as well.
- Amber and I met with local stained glass artist Monte Moore regarding a project proposal that he envisions for the Deer Park Library.
- Amber also met with science teachers from Deer Park middle school to gather information and support for an upcoming STEM program that we hope to offer in the future.
- A little boy approached me at the front desk and asked for a “super library card” which he heard gave him special status. He said that he heard he would be placed first in line on waiting lists for books; he could get first dibs for computers, etc. He told me that he was willing to pay the extra \$5.00 for this special card. I had to break the news to him that someone gave him false information. All library cards gave everyone equal access. He was really disappointed to hear that. He really wanted that “super library card” despite my efforts to convince him all library cards are super.

Fairfield: Bev Bergstrom

Develop Young Learners:

- Attendance at storytime averaged eight this month. Last month’s average was 10.

Support Job Seekers and Local Businesses:

- Bev proctored one student exam.

Explore and Discover:

- Five members attended *the Folk, Jazz, and Blues: Songs that Helped Americans through the Hard Times* program.

Connect Communities:

- Last year’s *Food for Fines* program brought in two cans. This year the number of cans was 43. The food bank was very appreciative.
- The Hangman Creek Chamber discussed opportunities for promoting our communities and raising awareness of our organization. We currently have 31 members.

Medical Lake: Laura Baird

Develop Young Learners:

- Storytime attendance averaged 22, up from 21 in April 2013.
- A three-year-old boy told his grandma at Storytime that his two favorite places in the whole world are Storytime and Walmart. All the grownups in the room had a good chuckle.

Support Job Seekers and Local Businesses:

- Staff proctored one exam and one Book a Librarian session.

Explore and Discover:

- Five people participated in the *Art like the Masters* program. Local artist, Stephen Stattler, was scheduled to demonstrate the use of acrylics to the group. However, at the last minute he had to cancel due to an unanticipated trip to New York City.
- Six people attended the *Hope in Hard Times-Tell Me a Story* program.
- Seventeen people attended the book discussion group led by the local author, T.G. Boyden. Her book, Warrior of the Mist: a title suggested by Lucullus Virgil McWhorter: a biography of Qualchan, chief of Owhi’s son, was enjoyed by all.

Connect Communities:

- This month's display case featured *Hope in Hard Times* memorabilia on loan by the Spokane Valley Historical Society.
- 60 pounds of food was collected for the Medical Lake food bank during the *Food for Fines* program.
- Artwork from Cheney Winterfest participants is on display in the Teen area.
- Medical Lake Friends President Mary Seagrave and I attended the *Friends Helping Friends* event at Spokane Valley Library and found it to be very useful as a venue for sharing ideas with each group.
- Catherine Lowry and I attended the West Plains Chamber of Commerce Ca\$hMob at the Pizza Factory in Medical Lake. The West Plains Beekeepers were the featured business for the month of April.
- A recreational therapist from the Eastern State Hospital contacted me on behalf of a patient who would like to borrow DVDs from the Medical Lake library. Since we now allow AV materials to be interlibrary loaned, the gentleman will have access through the hospital's library.
- Patrick and I viewed artifacts and articles from the Historical Society in readiness for applying for a grant to digitize the collection. We have enough original documents to move forward on this project.
- Seven groups used the meeting room this month, down from 9 last April.
- The member who has been donating hand-carved wooden vases to library members has agreed to repair another member's broken wood cane.

Moran Prairie: Danielle Marcy

Develop Young Learners:

- Toddler Play and Learn storytime averaged 43 attendees this month. This is a decrease from last month's average of 47 and last April's 75.
- Preschool Play and Learn storytime had an average attendance of 25, a decrease from 31 last month and 30 in April 2013.
- Baby Play and Learn storytime averaged 26, a slight decrease last month's 27 but an increase over last year's 19 in April 2013.

Support Job Seekers and Local Businesses:

- We proctored 4 exams.

Explore and Discover:

- The Moran Prairie Book Club had 11 people on hand this month. We discussed Lowland by author Jhumpa Lahiri.
- The *Kids Explore and Discover Club* had 21 participants for *Art Like the Masters*. This is a decrease over last month's 47, but an increase over last year's 2.
- *Thrivent's Preparing for Long-Term Care: A Gift Your Family Deserves* had three attendees.
- *The Hope in Hard Times: Basic Food Preservation* attracted 6 attendees.

Connect Communities:

- Two of the Friends of the Moran Prairie Library attended the *Friends Helping Friends* meeting sponsored by the library district.
- The Friends contributed to this year's Summer Reading and decided to utilize the email blast option to advertise their upcoming book sale.
- We had 45 meeting room bookings, a decrease from last month's 53.

North Spokane: Jason Johnson

Develop Young Learners:

- 939 children and their parents and caregivers attended early learning programs this month. This is a 5% decrease from April 2013.
- Baby Play and Learn Storytime averaged 21 attendees. This is down nine from last month's average and down 15 from April 2013.
- Family Play and Learn Storytime had an average attendance of 11 this month. This is down 6 from last month's average and down 17 from April 2013's average.
- Preschool Play and Learn Storytime averaged 54 attendees. This is up five from last month and up seven from April 2013.
- Toddler Play and Learn Storytime attracted an average attendance of 37. This is up four from last month and the same as April, 2013.
- 15 children and their parents attended a special storytime and library tour for the Burmese Chin Church.

Explore and Discover:

- 188 members attended seven adult programs: six for *Savvy Social Security Planning*, 11 for *Selling Your Stuff Online*, 11 for the *North Spokane Book Club*, 100 for *Hope in Hard Times Reception*, 32 for *PBS Dust Bowl Documentary*, 19 for *Part II Dust Bowl Documentary*, and nine for *Tell Me a Story*.
- 43 tween/teen members attended three programs: seven for *Anime Club*, 23 for *Tween Club-Japan Week*, and 13 for *STCU Money Camp*.
- 83 children and their parents attended programs: 37 for *Kids Club: Art like the Masters* and 46 for *Build while you Break*.
- A homeschool family of five toured the *Hope in Hard Times Exhibit*.
- 28 members attended the all ages program: *Folk and Jazz Blues*.

Support Job Seekers and Local Businesses:

- Three exams were proctored at the library this month.

Connect Communities:

- 58 groups used the meeting rooms this month, a 7% increase from April 2013's total of 54.
- 27 students and parents from North Wall School toured the library.
- Local artists, students from Mead and Mount Spokane High School, are displaying art as part of the Hope in Hard Times exhibit.

Otis Orchards: Bev Bergstrom

Develop Young Learners:

- Attendance at storytime averaged 19 members, one less than last month's average.

Explore and Discover:

- Bev handled one BaL session.
- Our *Let There Be Legos* program attracted 163 adults and children.
- The librarian in the Otis Elementary school brought in three students for a tour. A Boy Scout group (five members) also received a tour.
- Three members attended our Kids Explore and Discover program.
- North Spokane sent us hobo signs which were a lot of fun for our members.

Connect Communities:

- All three of the Friends attended the *Friends Helping Friends* program. They were extremely impressed with the information they gathered from other Friends groups and the idea of forming a coalition in order to be more effective.

Spokane Valley: Sonia Gustafson

Develop Young Learners:

- Baby Play and Learn had an average of 27, higher than last April's average of 22.
- Toddler Play and Learn averaged 31 per storytime, lower than last year's average of 39.
- Preschool Play and Learn averaged 32, while last April had an average of 41.
- Family storytime attendance is slowly growing, up to an average of 16 per session, while last April had an average of 15.
- We read to 182 children on various outreach storytime visits.

Explore and Discover:

- We had tons of explore and discover programs this month- all fairly well attended:
 - Backyard Bounty always gets a good group- 28 attended the *Vegetable Gardening 101* program.
 - Kids Explore and Discover club attracted 22.
 - The book club continues to stay strong, with 12 meeting to discuss *Orphan Train*.
 - We had three programs for Hope in Hard Times- the Dust Bowl movie had 11 on the first night, and five on the second. Treasure Hunting pulled in 11.
 - 11 people came to learn about how to sell stuff online. There's been a strong interest in this topic, and many advanced classes have already been scheduled.
 - Tween club and TWINE each only had three people attend.

Support Job Seekers and Local Businesses:

- I attended the Chamber Breakfast, along with Kandy (a Chamber Ambassador) and Michelle.
- We proctored 14 exams for 11 students.

Connect Communities:

- We had a visit from the K-3rd and 4th-8th graders from Calvary Christian School.

Public Use Measures

April 2014

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	118,160	119,266		-1%	
Door count	119,024	118,094	460,539	1%	3%
Circulation	225,194	230,988	910,700	0%	1%
Digital Media Catalog	25,631	18,858	107,082	39%	34%
Programs					
Number	224	241	910	0%	2%
Attendance	5,046	5,721	22,217	0%	4%
Group Visits					
Number	6	2	19	46%	100%
Attendance	133	46	491	121%	275%
Software Station bookings	21,851	19,525	83,406	11%	8%
Meeting room bookings	271	337	1,194	-7%	7%
Holds placed					
By customers	34,182	36,725	146,829	3%	11%
By staff	7,885	7,120	31,071	12%	1%
Digital Media Catalog	8,327	5,442	35,065	49%	33%
Database use					
Searches	110,602	113,229	475,955	72%	207%
Retrievals	21,652	40,355	177,132	1%	25%
Website use (Remote)					
User sessions	94,394	87,374	388,594	12%	1%
Page views	185,278	224,618	865,796	-12%	-24%
Catalog	48,692	60,165	210,423	-11%	-15%
Database Access	4,750	4,525	22,902	-9%	3%
Interlibrary loans					
Loaned	287	272	1,195	-3%	11%
Borrowed	545	395	1,853	9%	7%

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 April 2014

Traditional Media

SCLD in the news:

- Apr 2 – Deer Park Tribune: Storytimes
- Apr 3 – Spokesman: Family calendar: T.W.I.N.E., Kids Explore & Discover Club
- Apr 3 – Cheney Free Press: What’s Happening on the West Plains
- Apr 3 – Wa.gov – WA State Auditor’s Office Report on SCLD
- Apr 3 – overdrive.com: Spokane County Library District-Opening Moves, The Magician’s Assistant
- Apr 4 – Spokesman: Editorial: Library ballot measure in Spokane Valley deserves approval
- Apr 4 – Spokane Valley News Herald: Library ballots arriving in mail
- Apr 4 – Spokane Valley News Herald: SCLD streaming services
- Apr 6 - Spokesman: Home Calendar: Preserve Your Produce
- Apr 6 – Spokesman: Literary Calendar: North Spokane Library Book Club, Spokane Novelists Group (meeting at Otis Orchards Library)
- Apr 7 – overdrive.com: SCLD – More Tales of the City
- Apr 7 – 18 – Clear Channel Radio: Hope in Hard Times*
- Apr 9 – overdrive.com: SCLD - Niacin
- Apr 9 – Deer Park Tribune: Storytimes
- Apr 9 – Spokesman: Support Valley Library bond (letter to editor)
- Apr 10 – Librables.com SCLD Board of Trustees Meeting Minutes
- Apr 10 – Spokesman: Family Calendar: Kids Explore & Discover Club
- Apr 10 – Cheney Free Press: ML library book sale
- Apr 10 – Cheney Free Press: ML Welcomes Knudsen
- Apr 10 – Cheney Free Press: What’s Happening on the West Plains
- Apr 10 – Inlander: The Most Desolate Decade
- Apr 11 – Spokesman: Film Events: The Dust Bowl: A Documentary
- Apr 11 – Spokesman: Kids and family: Friends of the Medical Lake Library Book Sale; Kids Explore & Discover Club; Northside Tween Club; Folk, Jazz and Blues: Songs that Help Americans through the Hard Times
- Apr 11 – Spokane Valley News Herald: SCLD streaming services
- Apr 11 – Spokane Valley News Herald: Libraries still matter in digital age
- Apr 11 – Spokane Valley News Herald: Correction on Bond issue simple majority
- Apr 11 – overdrive.com – Noah
- Apr 12 – overdrive.com: SCLD – Hidden Fire
- Apr 12 – Spokesman: Calendar: Kids Explore & Discover Club, Spokane Valley Library Book Club, The Dust Bowl: A Documentary

- Apr 16 – KREM.com: \$2,000 grant for Spokane Co. Library to help refugees
- Apr 16 – Deer Park Tribune: Storytimes
- Apr 16 – Spokesman: Culinary calendar: Preserve Your Produce
- Apr 16 – KXLY.com: Libraries will trade food for your fine
- Apr 17 – Cheney Free Press: What's Happening on the West Plains
- Apr 17 – Cheney Free Press: Still time to reduce those library fines with food
- Apr 17 – topix.com: \$2,000 grant for Spokane Co. Library to help refugees
- Apr 18 – Spokesman: Kids and family: Spokane Valley Tween Club
- Apr 19 – Spokesman: Vote Yes, Yes for Capital Facilities Area (letter to editor)
- Apr 19 – Spokesman: Library ties DIY events to exhibit on Great Depression
- Apr 19 – Spokesman: Libraries have evolved (letter to editor)
- Apr 19 – Spokesman: Special election ballots must be turned in by Tuesday
- Apr 20 – Spokesman: Home calendar: Preserve Your Produce
- Apr 21 – Chron.com: Ballots due Tuesday in Washington elections
- Apr 22 – Spokesman: Spokane Valley voters say no to library funding
- Apr 23 – Deer Park Tribune: Storytimes
- Apr 23 – Spokesman: Spokane County voters pass one library measure, not another
- Apr 24 – Cheney Free Press: What's Happening on the West Plains
- Apr 24 – Spokesman: Family calendar: Spokane Valley Tween Club
- Apr 25 – Spokane Valley News Herald: Library bond vote fails to pass
- Apr 25 – Spokesman: Selling Stuff Online
- Apr 26 – overdrive.com: SCLD: Counterattack
- Apr 27 – Spokesman: Home calendar: Preserve Your Produce
- Apr 27 – Spokesman: Literary calendar: Deer Park Library Book Club; Hope in Hard Times: Tell Me a Story
- Apr 27 – Spokesman: Home Calendar: Preserve Your Produce; Is That New? Make Cheap Stuff Good
- Apr 28 – overdrive.com: SCLD: Babycakes
- Apr 29 – overdrive.com: SCLD: Best Kept Secret
- Apr 30 – Deer Park Tribune: Storytimes

Estimated media value:

Approximate media value for SCLD in the news: \$3225

*Not included in estimate

Press Releases

Apr 16 – Spokane County Library District was awarded a Target Early Childhood Reading Grant
 Apr 29 – Medical Lake Library invites residents to Love Your Lake

E-Marketing (Website, Social Media, Email)

- Social Media:
 - Facebook: # of fans: 2041
 - Twitter: # followers: 814
 - Pinterest: followers: 837
- Email: 64,862 sent on April 15, 2014
 - Open rate 16,570 (25.7%)
 - Clicked 2,367
 - Unsubscribed 198
 - Top links clicked: Teen volunteers, Hope in Hard Times, Love Your Lake

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

- Apr 1 – Cheney self-checkout signs
- Apr 1 – Autism Society Bookplates
- Apr 1 – Deer Park Book Club
- Apr 1 – Friends Helping Friends invite/agenda
- Apr 1 – Moran Prairie Book Club – Spring 2014
- Apr 1 – North Spokane Book Club – Spring 2014
- Apr 1 – Spokane Valley Book Club – Spring 2014
- Apr 2 – Backyard Bounty Gardening
- Apr 4 – Early Leaning iPad Wall paper
- Apr 4 – Fairfield Invitation letter
- Apr 7 – Spokane County Library District Introduces New DIY Digital Resources
- Apr 7 – Build While You Break
- Apr 7 – Deer Park Book Club – May-Aug
- Apr 7 – Large Print Newsletter – Spring 2014
- Apr 7 – Moran Prairie Book Club – May-Aug 2014
- Apr 7 – North Spokane Book Club – May-Aug 2014
- Apr 7 – Spokane Valley Book Club – May-Aug 2014
- Apr 8 – Airway Heights Book Club – April
- Apr 8 – Airway Heights Friends of the Library meeting - April
- Apr 8 – Seize the Dia
- Apr 9 – Social Security Planning
- Apr 9 – STCU Workshops: Money Camp
- Apr 11 – Cheney Friends of the Library meeting – April
- Apr 12 – Medical Lake Friends of the Library book sale
- Apr 14 – Medical Lake book club author talk
- Apr 15 – Airway Heights Book Club – June
- Apr 15 – SCLD tax-aide locations
- Apr 15 – Kids Club
- Apr 16 – Spokane Valley bond presentation
- Apr 18 – Call to Artists to display works in libraries

- Apr 18 – Meeting room signs
- Apr 19 – Food for Fines 2014
- Apr 22 – Bond election materials
- Apr 24 – Hey, What’s hoopla?
- Apr 26 – Target Grant
- Apr 27 – Selling Stuff Online
- Apr 30 – Dia Day Celebration

Reprints of previously created work & order fulfillment

- Apr 5 – Flash Drives for Argonne
- Apr 5 – Flash Drives for Moran Prairie
- Apr 8 – Food for Fines flyers – MP
- Apr 9 – Food for Fines flyers – NS
- Apr 16 – Flash Drives – DP
- Apr 18 – Flash Drives – AH
- Apr 19 – SCLD pencils to OO

Community Involvement

- Apr 9 – Our Kids Our Business Luncheon
- Apr 14 – Bond presentation to McDonald Elementary Parent-Teacher Organization
- Apr 16 - Bond presentation to Soroptimists Clubs
- Apr 25 – EWI Leadership Seminar

Current & Upcoming Projects

May 21– Digital Bookmobile at CenterPlace Regional Event Center

May 22 – Digital Bookmobile at North Spokane Library

In progress – Summer Reading materials

Spokane County Library District		5/15/2014 11:24
Balance Sheet - (Cash Basis)		
April 30, 2014		
ASSETS		
CASH		\$ 5,448,756
TOTAL ASSETS		\$ 5,448,756
CURRENT LIABILITIES		\$ 2,369
TOTAL LIABILITIES		\$ 2,369
FUND BALANCES		
ASSIGNED FOR DEER PARK LIBRARY PROGRAM		\$ 6,144
ASSIGNED FOR DIANE ZAHAND MEMORIAL FUND		8,126
RETAINED EARNINGS - CURRENT YEAR		1,325,814
UNASSIGNED FUND BALANCES		4,106,302
TOTAL FUND BALANCES		\$ 5,446,387
TOTAL LIABILITIES & FUND BALANCES		\$ 5,448,756

**Spokane County Library District
Summary of Revenues & Expenses - (Cash Basis)
For the Four Months Ended April 30, 2014**

5/15/2014 11:25

	Y-T-D Actual	Annual Budget	Percent Used	Balance Remaining
REVENUES				
PROPERTY TAXES	\$ 4,992,004	\$ 10,359,702	48.19%	\$ 5,367,698
CITIES, SERVICES & FEES	151,651	661,465	22.93%	509,814
MISCELLANEOUS	51,518	207,527	24.82%	156,009
OTHER RECEIPTS	1,363	-	0.00%	(1,363)
INTEREST REVENUES	5,658	24,000	23.58%	18,342
TOTAL REVENUES	\$ 5,202,195	\$ 11,252,694	46.23%	\$ 6,050,499
TRANSFERS IN	\$ -	\$ -	0.00%	\$ -
TOTAL REVENUES & TRANSFERS IN	\$ 5,202,194.86	\$ 11,252,694	46.23%	\$ 6,050,499
EXPENSES				
SALARIES	\$ 1,953,016	\$ 5,918,610	33.00%	\$ 3,965,594
FRINGE BENEFITS	578,237	1,667,103	34.69%	1,088,866
SUPPLIES	118,432	494,965	23.93%	376,533
SERVICES	727,997	1,677,388	43.40%	949,391
CAPITAL EXPENDITURES	-	40,000	0.00%	40,000
LIBRARY MATERIALS	493,466	1,421,046	34.73%	927,580
OTHER EXPENDITURES	7,435	-	0.00%	(7,435)
INTEREST EXPENSE	-	500	0.00%	500
OPERATIONAL CONTINGENCIES	-	40,000	0.00%	40,000
TOTAL EXPENSES	\$ 3,878,582.07	\$ 11,259,612	34.45%	\$ 7,381,030
TRANSFERS OUT	\$ -	\$ -	0.00%	\$ -
TOTAL EXPENSES & TRANSFERS OUT	\$ 3,878,582	\$ 11,259,612	34.45%	\$ 7,381,030
Net Excess of Revenues Over/(Under) Expenses	\$ 1,323,613	\$ (6,918)		\$ (1,330,531)

Spokane County Library District		5/15/2014 11:26
Balance Sheet - (Cash Basis)		
December 31, 2013		
ASSETS		
CASH		\$ 4,125,143
TOTAL ASSETS		\$ 4,125,143
CURRENT LIABILITIES		\$ 0
TOTAL LIABILITIES		\$ 0
FUND BALANCES		
ASSIGNED FOR DEER PARK LIBRARY PROGRAM		\$ 6,144
ASSIGNED FOR DIANE ZAHAND MEMORIAL FUND		8,126
RETAINED EARNINGS - CURRENT YEAR		412,185
UNASSIGNED FUND BALANCES		3,698,688
TOTAL FUND BALANCES		\$ 4,125,143
TOTAL LIABILITIES & FUND BALANCES		\$ 4,125,143

Spokane County Library District
Summary of Revenues & Expenses - (Cash Basis)
For the Twelve Months Ended December 31, 2013

5/15/2014 11:27

	Y-T-D Actual	Annual Budget	Percent Used	Balance Remaining
REVENUES				
PROPERTY TAXES	\$ 10,032,612	\$ 10,058,400	99.74%	\$ 25,788
CITIES, SERVICES & FEES	682,508	690,000	98.91%	7,492
MISCELLANEOUS	229,092	213,527	107.29%	(15,565)
OTHER RECEIPTS	3,834	-	0.00%	(3,834)
INTEREST REVENUES	24,354	36,000	67.65%	11,646
TOTAL REVENUES	\$ 10,972,401	\$ 10,997,927	99.77%	\$ 25,526
TRANSFERS IN	\$ 164,100.00	\$ 164,100	100.00%	\$ -
TOTAL REVENUES & TRANSFERS IN	\$ 11,136,500.97	\$ 11,162,027	99.77%	\$ 25,526
EXPENSES				
SALARIES	\$ 5,692,053	\$ 5,742,800	99.12%	\$ 50,747
FRINGE BENEFITS	1,648,685	1,683,400	97.94%	34,715
SUPPLIES	475,660	550,125	86.46%	74,465
SERVICES	1,382,016	1,719,500	80.37%	337,484
CAPITAL EXPENDITURES	55,689	62,500	89.10%	6,811
LIBRARY MATERIALS	1,474,757	1,625,300	90.74%	150,543
OTHER EXPENDITURES	3,672	-	0.00%	(3,672)
INTEREST EXPENSE	10	500	1.95%	490
OPERATIONAL CONTINGENCIES	-	271,375	0.00%	271,375
TOTAL EXPENSES	\$ 10,732,541.35	\$ 11,655,500	92.08%	\$ 922,959
TRANSFERS OUT	\$ -	\$ -	0.00%	\$ -
TOTAL EXPENSES & TRANSFERS OUT	\$ 10,732,541	\$ 11,655,500	92.08%	\$ 922,959
Net Excess of Revenues Over/(Under) Expenses	\$ 403,960	\$ (493,473)		\$ (897,433)

Spotlight Airway Heights Library

Library Supervisor Stacy Hartkorn and Community Librarian Ellen Peters will share highlights of Airway Heights Library and the community it serves.

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

OVERVIEW SINGLE SERVICE DESK

Library Operations Manager Gina Rice and Managing Librarian Sonia Gustafson will provide an overview of how District staff serves members from a single service desk model.

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