

**MISSION**

We build community by connecting people to educational, economic, and recreational opportunities.

**Board of Trustees Regular Meeting**

September 20, 2016 4:00 p.m. North Spokane Library Public Meeting Room

**AGENDA**

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
  - A. Approval of August 23, 2016, Regular Meeting Minutes [4:00-4:03]
  - B. Approval of August 2016 Payment Vouchers [4:03-4:05]
  - C. Unfinished Business [4:05-4:15]
    1. North Spokane Library Renovation
    2. Spokane Valley Library Expansion/Renovation
  - D. New Business [4:15-4:30]
    1. Recommendation to Board of County Commissioners to Reappoint Trustee: Approval Recommendation.
    2. Social Media Policy: Approval Recommendation.
    3. Use of 3D Printers Policy: Approval Recommendation.
- IV. DISCUSSION ITEMS, POSSIBLE ACTION [4:30-4:35]**
  - A. Future Board Meeting Agenda Items
- V. REPORTS**
  - A. Trustees [4:35-4:40]
  - B. Executive Director [4:40-4:45]
    - Administrative
    - Community Activities
  - C. Public Services [4:45-4:50]
  - D. Communication [4:50-4:55]
  - E. Fiscal [4:55-5:00]
  - F. Spotlight – North Spokane Library [5:00-5:10]
  - G. Overview – CEP Service Priority, Business and Career Development [5:10-5:30]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: One and a half hours, 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.***

09/20/16

**SPOKANE COUNTY LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING MINUTES: AUGUST 23, 2016**

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The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Argonne Library, 4322 N. Argonne Rd., Spokane, WA, at 4:00 p.m., Tuesday, August 23, 2016.

**Present:** Mark Johnson - Chair  
 John Craig - Vice Chair  
 Sonja Carlson - Trustee  
 Wes Teterud - Trustee  
 Nancy Ledebor - Executive Director and Secretary

**Excused:** Kristin Thompson - Trustee

**Also Present:** Jane Baker, Communication & Development Officer; Diane Brown, Librarian; Toni Costa, Chief Human Resources Officer; Carlie Hoffman, Library Services Manager; Rick Knorr, Chief Financial Officer; Aileen Luppert, Managing Librarian; Gina Rice, Customer Experience Manager; Patrick Roewe, Deputy Director; Andrea Sharps, Collection Services Director; Doug Stumbough, IT Director; Cindy Ulrey, Librarian; and Patty Franz, Administrative Assistant.

**Guests:** None.

**Call to Order (Item I.)** Chair Mark Johnson called the meeting to order at 4:00 p.m. and welcomed everyone in attendance.

**Agenda (Item II.)** Mr. Teterud moved and Ms. Carlson seconded to approve the agenda. The motion was approved.

**Approval of Regular and Special Meeting Minutes, June 21, 2016 (Item III.A.)** Mr. Johnson called for corrections to the June 21 regular and special meeting minutes. There were no corrections; the minutes stand approved as written.

**Approval of Payment Vouchers, June 2016 (Item III.B.)** Mr. Craig moved and Ms. Carlson seconded approval of the June and July 2016 bill payment vouchers as follows:

Fund	Voucher/Payroll Numbers	Subtotal	Total
June - L01	50290-50465 and W00333-W00340	\$613,692.11	\$616,123.71
	06102016PR and 06242016PR	\$363,825.87	\$363,825.87
		Total	\$977,517.98

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**Approval of  
Payment Vouchers,  
July 2016  
(Item III.B.)**

Fund	Voucher/Payroll Numbers	Subtotal	Total
July - L01	50466-50637 and W00341-W00350	\$589,777.35	\$589,777.35
	07082016PR and 07252016PR	\$357,479.98	\$357,479.98
		Total	\$947,257.33

In response to Trustee Craig's query, Chief Financial Officer Rick Knorr said repairs to the exterior of Argonne Library are completed and were entirely reimbursed by the insurance company. There were no further questions. The motion was unanimously approved.

**Unfinished Business  
(Item III.C.1-2)**

**NORTH SPOKANE LIBRARY RENOVATION.** Mr. Craig moved and Ms. Carlson seconded to authorize the Executive Director to initiate the process toward renovation of North Spokane Library, contingent upon a surplus budget for 2016.

Ms. Ledebouer reported tours of both North Spokane and Spokane Valley libraries were conducted for Trustees. The purpose of the tours was to view libraries in light of two separate projects: a refresh of North Spokane and expansion of Spokane Valley. In response to Mr. Johnson's query, Mr. Knorr said Gary Bernardo estimated the cost of the North Spokane refresh at \$350,000. Ms. Ledebouer said with Board approval, design plans for the project could begin. Tentative logistical plans to help save costs include a month-long closure of North Spokane. However, during that time, the public meeting room could be used to pick up and return materials, and conduct other business. Discussion ensued regarding closure of facilities. Mr. Stumbough noted Spokane Valley was closed for three weeks for re-carpeting in the past, and it worked well. Trustees expressed concern about closing the library and a desire to minimize disruption of services to members. There were no further questions.

The motion was unanimously approved.

**SPOKANE VALLEY LIBRARY RENOVATION.** Ms. Ledebouer indicated that renovation of Spokane Valley Library is contingent upon reacquisition of the Sprague Avenue property by the City of Spokane Valley. She suggested schematic drawings could be undertaken in anticipation of moving ahead with the expansion. Ms. Ledebouer reviewed preparations to meet with the City Council at its Study Session on August 30. Ms. Ledebouer asked Cindy McMullen, legal counsel for the District, to contact City of Spokane Valley legal counsel, Cary Driskell, to discuss the District proposal for reacquisition of the land. Discussion ensued among

Trustees and the Executive Director regarding the upcoming meeting, repurchase of the property, or potential for a new Spokane Valley Library. Ms. Ledebor noted she will meet with Spokane Valley Mayor Rod Higgins on August 29 to ensure the Library District is fully prepared to answer questions at the City Council meeting.

Ms. Ledebor said she anticipates several months of community involvement will be needed before proceeding with Spokane Valley. This would allow an opportunity to engage the public in the planning process.

Mr. Craig commented political certainty would be needed before moving forward on the Spokane Valley project. There was no further discussion.

**New Business**  
**Collection**  
**Development Policy**  
**(Item III.D.1.)**

**COLLECTION DEVELOPMENT POLICY REVIEW.**

Mr. Teterud moved and Mr. Craig seconded that review and reaffirmation of the Collection Development policy be approved as presented.

Collection Development Officer Ms. Sharps highlighted key points of the current policy, last reviewed and substantially revised in October 2014. She pointed out there are no recommended changes to the policy at this time. The Library District acknowledges it serves communities having diverse viewpoints and interests, and attempts to meet member needs by making a diverse collection available. Materials selections in a variety of formats to support all comprehension levels are made to support and reflect the District's strategic Community Impact Plan. Ms. Sharps reviewed factors considered when items are added to or removed from libraries. She also noted guidelines and internal working documents used by staff to help choose materials. Recently, additions of locally-produced and community-relevant books, CDs and DVDs have increased. Materials that represent both sides of an issue are made available, if the opportunity to do so exists. Member requests for materials are responded to regularly. Collection librarians purchase items or use interlibrary loan to meet requests, or decline as a last resort when unable to fulfill a request. Collection Services also has a gift division. Ms. Sharps noted that staff makes a tremendous effort to review all donated items. And when the need arises to discard print and digital materials that have not been checked out for longer than 18 months, staff does so with respect. In further review of the policy, Ms. Sharps pointed out intellectual freedom and members' rights to materials, and noted only parents or guardians can decide about their minors' materials. Should a member consider a collection item inappropriate, they can submit a Request to Review Library Materials form for further staff review. District residents will receive a written response regarding the item. Ms. Sharps said should a member consider the written response unsatisfactory, the matter can be directed to the Executive Director. Should a member appeal a decision, the Board of Trustees would determine whether District policy was followed. In response to a query

from Mr. Craig about collection complaints, Ms. Ledeboer said selections are made in the interest of our community, which would be an appropriate response should Trustees receive complaints about library materials from non-residents. There was no further discussion.

The motion was unanimously approved.

**Discussion Items,  
Possible Action  
Future Board  
Meeting Agenda  
Items (Item IV.A.)**

Chair Johnson reviewed forthcoming agenda items for the next two months. The September meeting will be held at North Spokane. Budget preparation for 2017 begins in October, and meetings will return to Argonne Library through December. Mr. Johnson reminded Trustees of the meeting with City of Spokane Valley on August 30, where resolutions passed by the Board on June 21 regarding the city's reacquisition of the Sprague Avenue property will be presented. Trustees Johnson and Craig plan to attend. Regarding upcoming activities, Ms. Ledeboer pointed out SCLD will sponsor a table at Spokane Bedtime Stories on the evening of October 28. Trustees are invited to attend the Humanities Washington event at The Spokane Club.

**Trustees'  
Reports  
(Item V.A.)**

Mr. Teterud referenced copies of the written report he distributed to Trustees, regarding the Washington Public Library Trustee Training Workshop he attended on August 16 at Ramada Spokane Airport. He considered the day-long workshop to be well worth his time and the resources provided invaluable. Mr. Teterud said he was encouraged by the recommended book, *Expect More*, by R. David Lankes. Among many takeaways, Mr. Teterud noted the importance of strong leadership and recruitment of future trustees. Ms. Ledeboer expressed thanks to all Trustees for their ongoing commitment and performing the necessary work. She also noted that Mr. Johnson recently announced his interest in serving a second five-year term. Ms. Ledeboer said she will follow up with the Board of County Commissioners in support of his re-appointment.

Mr. Craig shared that he recently visited the Czech National Library, where the Clementinum reading room was off limits to visitors. In contrast, he commented, the Library District has a much more welcoming policy.

Mr. Teterud added that he recently visited a city library in Casper, WY, where security was also high.

There were no other reports.

**Executive Director's  
Report, June and  
July 2016  
(Item V.B.)**

The Executive Director's written reports for June and July 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 introduced new Chief Human Resources Officer Toni Costa, who has an extensive library services background with Timberland Regional Library as well as HR accreditation and experience. Ms. Ledeboer expressed how pleased she is to have

Ms. Costa on board.

Ms. Ledebouer commented that follow up activities to the June regular and special meetings made for a busy summer. She said Mr. Knorr conducted the necessary analysis and review to ensure a budget surplus for next year, with intent to complete planned projects or potential library renovations. Having just returned from vacation, Ms. Ledebouer expressed appreciation to staff for coverage of library activities during her absence.

In response to Mr. Craig's query about PAC machines, Ms. Ledebouer said the acronym is for the Public Access Catalog. She noted catalog stations are not used as heavily as Internet stations, and therefore, could last a few more years before replacement.

Also in response to Mr. Craig regarding per-use costs of hoopla, Collection Development Director Andrea Sharps said this year the District added Machine-Readable Cataloging (MARC) records to the catalog and subsequently, members' use of hoopla has increased. Based on the trend of increased use, more funds will be added for hoopla before the end of the year. Current funding was based on 10 checkouts per user per month. However, hoopla has added different formats and its popularity has increased. Ms. Sharps noted the service is a great way to get content out to members, and the District's intent is to meet all members' needs. Mr. Johnson suggested to review this topic again during budget preparation for 2017. In response to a query from Ms. Carlson, Library Services Manager Carlie Hoffman said she will follow up to determine if a report that lists number of checkouts per member is available. There was no further discussion.

**Public Services  
Report, June and  
July 2016 (Item  
V.C.)**

Deputy Director Patrick Roewe and Library Services Manager Kristy Bateman provided written reports prior to the meeting for June and July 2016, with data for customer use measures, programming and library activities. In addition, Mr. Roewe pointed out the June special report on Code of Conduct, which included background and intent of the policy, and a breakdown of security incident reports at each library for the first six months of 2016. The small number of security incidents in comparison to library visitors at each library further emphasizes that District libraries are mostly places of engagement and positive interaction. Mr. Roewe further pointed out the July special report on meeting room use, for which data supports forthcoming changes at North Spokane. In response to queries from Mr. Teterud, Mr. Roewe explained Microsoft Office Specialist (MOS) certification classes are conducted at libraries, and provided a status report on the 3D printer at Spokane Valley. As yet, we do not have a process for accepting printing projects from the public. Ms. Ledebouer added that for safety reasons, projects are not scheduled to print overnight. Regarding exclusion of library members, Mr. Roewe explained the process for informing the member, staff, and law enforcement when necessary. He

added that a full day of Safe Environment Training (SET) for all staff was recently completed and Active Shooter training is scheduled for fall. Mr. Craig inquired about the relatively low door count in relation to the high number of security incidents at Airway Heights. Mr. Roewe said these incidents primarily involved young adults. The situation is no longer an issue. There was no further discussion.

**Communication  
Report, June and  
July 2016  
(Item V.D.)**

Communication & Development Officer Jane Baker provided written reports prior to the meeting for June and July 2016 communication activities. Ms. Ledebouer commented that the Communication Department is busy and actively promoting library programs. Mr. Teterud shared that his grandchildren recently asked him to make a Pokestop at the library because of recent news coverage of Pokemon Go. There was no further discussion.

**Fiscal Report,  
June and July 2016  
(Item V.E.)**

Revenue and Expenditure Statement through June 30, 2016.

<u>Fund 001</u>	
Revenues	\$ 6,559,486
Expenditures	\$ 5,785,984
Ending Fund Balance	\$ 5,319,634
Fund Budget Expended	48.63%

Revenue and Expenditure Statement through July 31, 2016.

<u>Fund 001</u>	
Revenues	\$ 6,629,315
Expenditures	\$ 6,781,863
Ending Fund Balance	\$ 4,444,923
Fund Budget Expended	57.00%

Chief Information Officer Rick Knorr reported the budget is on target and a year-end surplus is looking more solid as months go by. In response to Mr. Teterud's query about a potential levy lid lift in 2019, Ms. Ledebouer responded only 50 percent voter approval is required. Mr. Knorr added figures for new construction are not available until November. Given the trend of increased property values, a lower tax rate is anticipated for next year. There was no further discussion.

**Spotlight  
Fairfield Library  
(Item V.F.)**

Librarian Cindy Ulrey provided recent highlights of Fairfield Library and the community it serves. The small rural library serves the towns of Fairfield, Latah, Waverly, Spangle, Rockford, and the region between. Ms. Ulrey reviewed staffing changes since November 2015. Ms. Ulrey announced the Friends of the Library purchased a new play kitchen as an addition to the early literacy play stations, and the children are having a lot of fun with it. Dishes, pots and pans, and a selection of play food are part of the kitchen, for which the Velcro fruits and vegetables have been popular. The kitchen has been "in business" since the end of July and a food critic is

anticipated to soon visit the restaurant opening. Continuing connections with partnering groups and organizations remains a focus. A brand-new digital reader board lists events happening in the area, which include those at the library. Ms. Ulrey noted she connected the mayor of Fairfield with the Library District's Volunteer Coordinator, to help arrange volunteers for the Fairfield city park clean up. Library neighbor, the Southeast Spokane County Historical Museum, hosted a book-signing with authors Tim and Becky Hattenburg, following a library presentation about their book, Death Ride. Ms. Ulrey noted the library plans to assist the museum in becoming part of the Washington State Library's Washington Rural Heritage digitization program. Additional community connections include the donation of 183 pounds of food to the North Palouse Community Food Bank from the library's Food for Fines program. The donation was particularly helpful this year following a burglary of the organization's food pantry. Also, Thursday Night Thing (TNT) programs are held twice-monthly, outreach Storytimes at Freeman and Liberty school districts are held quarterly, and monthly in-library Storytimes continue. There is the possibility of adding quarterly Storytimes at a new preschool in Spangle. STEAM and STEM programs have the biggest draw at Fairfield. The library is a Pokemon Go gym, which particularly holds the attention of Tweens and their interests are encouraged by staff. Mobius Science Center Superhero Science and Spokane Falls Community College Egg Drop Engineering programs are offered at the library and well attended. Just Play, an indoor direct-learning play date is offered during the winter months, which has been well attended by preschoolers. The library plans to offer STEM Play and Learn as well. Summer Reading participation has increased over last year, with attendance at all sessions. The start time for the program was changed to meet family schedules. As for what lies ahead, the library will work to ensure parents can find resources for their families. Weekly Storytimes will continue and LEGO Club will be offered Tuesday afternoons. And for something new, the library will debut International Game Day in November, where participants will gather for an afternoon of tabletop and card games for all ages. Also, Ms. Ulrey reported that SNAP approached the library to be a place for energy assistance benefits sign up. In response to Mr. Teterud's query, Ms. Ulrey said area retirees attend the library as an informal gathering place. They read the newspaper, drink coffee, share information, and catch up with friends. She noted use of the meeting room has increased as well. Fairfield Library will be an overflow location for crafts and activities this fall for those participating in Christmas on the Palouse. There were no further questions. Trustees expressed appreciation for the informative report.

**Overview**  
**Digital Interaction**  
**and Sharing**  
**(Item V.G.)**

Library Services Manager Carlie Hoffman introduced herself and other members of the Digital Interaction and Sharing team, librarians Cindy Ulrey and Diane Brown. Digital Interaction and Sharing is one of the four service priorities of the strategic Community Engagement Plan. Ms. Hoffman noted



how over the last decade societal and technological changes have shifted how libraries and librarians adapt to members' needs. One of the themes that surfaced through community conversations of the Libraries Transforming Communities initiative was that residents wanted to connect with community. Thus, the library website and social media are used to share neighborhood event and information to help create a sense of community for members. The Around Town feature on the location pages is updated regularly by community librarians to connect members to community organizations and businesses. The Upcoming Events section highlights library events as well as events happening throughout communities. Ms. Hoffman noted she regularly receives submissions for the event calendar from residents and also relies on updates from library supervisors and community librarians about events of interest in their library communities. The District also helps build community and curates resources through [spokanebusiness.org](http://spokanebusiness.org), a partnership between SCLD and Spokane Public Library. This collaborative website offers a thorough one-stop resource for residents to find business information. The Ready for Kindergarten page supports parents and caregivers by providing all the necessary information to prepare children for pre-school. It is the only resource in the community that lists registration information for all school districts in Spokane County. The Early Learning team prepares and updates the content regularly. Another part of the digital platform is to curate local content such as videos of local experts teaching lesson-based formats of various topics. Work by local authors, filmmakers, artists, and musicians will also be a part of this online gallery accessible to all members. The final aspect of the District's local curation efforts involves local history. Through a partnership with Washington State Library's Washington Rural Heritage project, local photographs, artifacts, and other documents of Medical Lake and Rockford have been digitized. The District plans to continue with these projects and reach out to other historical societies and organizations. The District collaborates with WorkSource to reach out and offer the Ready for Work series to rural job seekers. The series teaches job and technology skills. Ultimately, library staff often become the local expert to teach various skills. Therefore, staff participate in ongoing training opportunities made available by webinars for digital resources. Internally, the Digital Interaction and Sharing team also presents in-person training on various aspects of how to conduct library business, proctor exams, and more. They also work on other projects related to enhancing the website, use of digital resources and streamlining internal processes. In response to Mr. Teterud's query about Nextdoor.com, Ms. Hoffman said Nextdoor is a private social network. Thus, the library cannot post about itself, yet others who are part of the network could post about the library. Mr. Teterud also gave a shout-out to Librarian Danielle Milton for the work she recently conducted to fulfill a Book a Librarian appointment. Ms. Ledebauer commented how proud she is of the work being done by staff, to which Trustees expressed agreement. There was no further discussion.

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**Public  
Comment  
(Item VI.)**

There was no public comment.

**Adjournment  
(Item VII.)**

Chair Johnson adjourned the meeting at 5:49 p.m. The next Board Meeting is scheduled for Tuesday, September 20, 2016, at 4:00 p.m., in the public meeting room at North Spokane Library.

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Mark Johnson, Chair

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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 August 31, 2016 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$955,531.32 and that we are authorized to authenticate and certify these claims.

DATE: September 1, 2016  
 SIGNED: *Mark Brown*  
 TITLE: C.F.O.

SIGNED: *Nancy Ledboen*  
 TITLE: Executive Director

VOUCHER NUMBER	DESCRIPTION	VOUCHER AMOUNT
050638	VOID VOUCHER/CHECK	\$ -
050639	CINDY ADAMS	4.00
050640	AVERY ANDERSON	102.49
050641	AVISTA UTILITIES	4,205.79
050642	BAKER AND TAYLOR INC.	19.43
050643	CLASSIC VENTURES LTD	135.83
050644	BRILLIANCE PUBLISHING, INC.	6.51
050645	CENTER POINT LARGE PRINT	487.14
050646	CENTURYLINK	104.11
050647	CITY OF SPOKANE	882.94
050648	CITY OF AIRWAY HEIGHTS	660.63
050649	CITY OF CHENEY	917.70
050650	CITY OF DEER PARK	175.87
050651	DEMCO, INC.	1,176.56
050652	DEVRIES INFORMATION MGMT	4,554.00
050653	DIVCO INCORPORATED	6,982.06
050654	RACHEL DOST	82.73
050655	FRONTIER COMMUNICATION	118.95
050656	GALE/CENAGE LEARNING	763.99
050657	KAYDEE GILKEY	70.00
050658	HORIZON ROOFING & SHEETMETAL, LLC	39,198.14
050659	NM AWLAD HOSSAIN	4.00
050660	INGRAM DISTRIBUTION GROUP, INC	3,569.83
050661	JAN WAY COMPANY USA, INC.	766.38
050662	COREY JENKINS	3,600.00
050663	MIDWEST TAPE	10,059.50
050664	MODERN ELECTRIC WATER COMPANY	1,983.90
050665	OVERDRIVE, INC.	21,410.01
050666	PAPERJACK.com	431.94
050667	ORKIN, LLC	760.90
050668	PROQUEST	4,697.07
050669	RECORDED BOOKS, LLC	48.67
050670	SPOKANE CO. WATER DISTRICT #3	15.30
050671	SPOKANE REGIONAL HEALTH DIST	2,000.00
050672	STAPLES ADVANTAGE	165.49
050673	UNIQUE MANAGEMENT SERVICES	2,496.94
050674	WALTER E. NELSON CO.	741.82
050675	DANIELLE WEEKS	38.23
050676	CHARLES WILLIAMS	3,900.00
050677	ABM JANITORIAL SERVICES - NW	12,089.84

050678	A.M. BEST COMPANY, INC.	LIBRARY MATERIALS	195.94
050679	AVISTA UTILITIES	UTILITIES	701.58
050680	BATTERIES PLUS BULBS	MAINTENANCE SUPPLIES	17.90
050681	BUDGET-RENT-A-CAR	CAR RENTAL	136.99
050682	CAPITAL COMMUNICATIONS, INC	OFFICE/LIBRARY SUPPLIES	474.74
050683	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	52.55
050684	CENTURYLINK	ANALOG TELEPHONE LINES	171.63
050685	CENTURYLINK	ANALOG TELEPHONE LINES	99.39
050686	CRAIG BARNETT	LIBRARY MATERIALS	150.08
050687	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML	322.37
050688	CAPITAL ONE NAT'L ASSOC	OFFICE/LIBRARY SUPPLIES/COSTCO	162.07
050689	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	1,435.82
050690	DIVCO INCORPORATED	BUILDING REPAIR & MAINT - HVAC	456.92
050691	EARTHWORKS RECYCLING,INC	RECYCLING	196.90
050692	EMPIRE DISPOSAL INC.	SOLID WASTE - FAIRFIELD	35.26
050693	GALE/CENAGE LEARNING	LIBRARY MATERIALS	226.27
050694	GREY HOUSE PUBLISHING	LIBRARY MATERIALS	235.54
050695	H&H BUSINESS SYSTEMS, INC.	COPIER MAINTENANCE	887.90
050696	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,228.92
050697	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	16,152.25
050698	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	2,276.05
050699	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	15,630.49
050700	INLAND POWER AND LIGHT	UTILITIES - AH, DP	889.00
050701	JAN WAY COMPANY USA, INC.	PROMOTIONAL ITEMS	1,665.00
050702	MIDWEST TAPE	LIBRARY MATERIALS	20,479.33
050703	OTIS HARDWARE	MAINTENANCE SUPPLIES	14.04
050704	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	8,957.11
050705	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,211.27
050706	SPOKANE COUNTY UTILITIES	SEWER - AR, NS, SV	411.41
050707	COWLES PUBLISHING CO	SUBSCRIPTIONS	1,179.78
050708	ULVERSCROFT LARGE PRINT BOOKS	LIBRARY MATERIALS	61.16
050709	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	317.21
050710	AMERICAN LIBRARY ASSOCIATION	DUES AND MEMBERSHIPS	452.00
050711	AVERY ANDERSON	VISTA VOLUNTEER MILEAGE REIMB	39.53
050712	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	828.30
050713	AVISTA UTILITIES	UTILITIES	43.70
050714	QUINN BASTIAN	LOST/PAID BOOK REFUND	54.60
050715	BIBLIO LABS LLC	ELECTRONIC LIBRARY MATERIALS	2,000.00
050716	BRILLIANCE PUBLISHING, INC.	LIBRARY MATERIALS	28.02
050717	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	487.14
050718	CENTURYLINK	ANALOG TELEPHONE LINES	103.40
050719	CENTURYLINK	ANALOG TELEPHONE LINES	41.91
050720	CENTURYLINK	ANALOG TELEPHONE LINES	59.85
050721	CENTURYLINK	ANALOG TELEPHONE LINES	103.96
050722	CENTURYLINK	ANALOG TELEPHONE LINES	149.15
050723	DELL MARKETING L.P%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	242.32
050724	FINDAWAY WORLD, LLC	LIBRARY MATERIALS	497.19
050725	FREE PRESS PUBLISHING, INC	LIBRARY MATERIALS	72.00
050726	GALE/CENAGE LEARNING	LIBRARY MATERIALS	1,136.81
050727	ALICIA GILREIN	LIBRARY PROGRAMS	135.00
050728	iHEARTMEDIA-SPOKANE	ADVERTISING	599.00
050729	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	6,585.51
050730	KING COUNTY LIBRARY SYSTEM	INTERLIBRARY LOAN FEES	18.00
050731	WICK ENTERPRIZES, LLC	ADVERTISING	297.50
050732	McMULLEN & McMULLEN, P.S.	GENERAL LEGAL SERVICES	144.00
050733	MIDWEST TAPE	LIBRARY MATERIALS	7,466.01
050734	MAKAYLA MIRACLE	LIBRARY PROGRAMS	1,000.00
050735	OCLC, INC.	CATALOGING & ILL SUBSCRIPTION SVCS	3,355.40

050736	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	115.30
050737	OPTUM	H S A ACCOUNT FEES	75.00
050738	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	1,615.21
050739	NORMA PRETZ	LOST/PAID BOOK REFUND	25.00
050740	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	407.63
050741	RECORDED BOOKS, LLC	LIBRARY MATERIALS	1,903.35
050742	SHOWCASES	OFFICE/LIBRARY SUPPLIES	231.21
050743	SPOT ON MEDIA, LLC	ADVERTISING	600.00
050744	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	255.47
050745	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	2,298.30
050746	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	20,970.40
050747	VERIZON WIRELESS	CELL PHONES (6)	221.62
050748	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	881.56
050749	MELANIE WALTERS	LOST/PAID BOOK REFUND	17.40
050750	MELISSA WARD	LOST/PAID BOOK REFUND	23.00
050751	WHITWORTH WATER DISTRICT #2	WATER - NORTH SPOKANE	296.35
050752	ABM JANITORIAL SERVICES - NW	CUSTODIAL SERVICES	192.46
050753	AVISTA UTILITIES	UTILITIES	307.43
050754	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	23.29
050755	CLASSIC VENTURES LTD	LIBRARY MATERIALS	31.51
050756	BLACKSTONE AUDIO BOOKS	LIBRARY MATERIALS	92.51
050757	BRILLIANCE PUBLISHING, INC.	LIBRARY MATERIALS	19.56
050758	BRODART CO.	OFFICE/LIBRARY SUPPLIES	151.32
050759	CAPITAL COMMUNICATIONS, INC	OFFICE/LIBRARY SUPPLIES	145.23
050760	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	109.33
050761	CENTURYLINK	ANALOG TELEPHONE LINES	48.53
050762	PATRICIA CLOUGH	LOST/PAID BOOK REFUND	6.60
050763	DEER PARK CHAMBER OF COMMERCE	MEMBERSHIP DUES	50.00
050764	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	1,398.68
050765	DIVCO INCORPORATED	BUILDING REPAIR & MAINT - HVAC	4,433.19
050766	RACHEL DOST	VISTA VOLUNTEER MILEAGE REIMB	97.74
050767	EXECUTIVE WOMEN INTERNAT'L	ADVERTISING	70.00
050768	GAYLE FOIEN	LOST/PAID BOOK REFUND	13.00
050769	GALE/CENAGE LEARNING	LIBRARY MATERIALS	640.00
050770	GREENLEAF LANDSCAPING, INC.	LANDSCAPE MAINTENANCE	163.05
050771	GARRIN HERTEL	PROGRAMMING	3,600.00
050772	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	4,230.80
050773	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	4,669.60
050774	INLAND POWER AND LIGHT	UTILITIES - AH, DP	398.96
050775	MIDWEST TAPE	LIBRARY MATERIALS	7,609.04
050776	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	360.54
050777	OTIS ELEVATOR COMPANY	ELEVATOR MAINTENANCE	1,211.33
050778	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	16,198.31
050779	REBECCA PARKE	LOST/PAID BOOK REFUND	10.00
050780	PERRINE PROPERTIES, LLC	SV PARKING LOT LEASE	300.00
050781	PRESSWORKS	PRINTING	1,656.97
050782	RECORDED BOOKS, LLC	LIBRARY MATERIALS	443.68
050783	LOIS ROSS	LOST/PAID BOOK REFUND	22.80
050784	RR DONNELLEY	OFFICE/LIBRARY SUPPLIES	371.11
050785	ALLYSON SCHNABEL	LOST/PAID BOOK REFUND	18.80
050786	ROBYN SMITH	LOST/PAID BOOK REFUND	25.00
050787	SOFTWARE ONE, INC	SOFTWARE SUPPORT	123.50
050788	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	689.70
050789	STATISTA INC	ELECTRONIC LIBRARY SERVICES	2,203.75
050790	KENDRA TATE	LOST/PAID BOOK REFUND	6.00
050791	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	127.05
050792	VOID VOUCHER/CHECK	VOID VOUCHER/CHECK	-
050793	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	312.21

050794	VALLEYFEST	LIBRARY PROGRAMS	25.00
050795	VETERANS INFORMATION SERVICE	LIBRARY MATERIALS	75.00
050796	DANIELLE WEEKS	LOST/PAID BOOK REFUND	11.99
050797	HANNAH UNDERWOOD	MILEAGE REIMBURSEMENT	238.63
W00351	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	58,278.91
W00352	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	39,680.67
W00353	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,981.75
W00354	STATE OF WASHINGTON	MONTHLY EXCISE/SALES TAXES	993.60
W00355	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	80,014.35
W00356	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	59,974.01
W00357	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	40,768.18
W00358	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	<u>2,013.00</u>
<b>Total Non-Payroll General Operating Fund</b>			<b>\$ 601,376.33</b>
<b>PAYROLL VOUCHERS</b>			
08102016PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	\$ 175,542.44
08252016PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAY CHECKS	<u>178,612.55</u>
<b>Total Payroll General Operating Fund</b>			<b>\$ 354,154.99</b>
<b>TOTAL GENERAL OPERATING FUND</b>			<b><u>\$ 955,531.32</u></b>

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Spokane County Library District  
July/August Credit Card Activity  
Paid in August, 2016  
Voucher # 050746

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$6,069.92
Maintenance	936.93
Travel	2,792.99
Acquisitions	3,500.12
Information Technology	7,628.52
Outreach	41.92
Total Purchases	<u><u>\$20,970.40</u></u>

## **NORTH SPOKANE LIBRARY RENOVATION**

### **Background:**

Gary Bernardo has been engaged to prepare bid documents for the construction/remodel of North Spokane Library. We are working on a schedule to phase-in various components to minimize closure of the library. We anticipate the only closure will be to accommodate the carpet installation and interior painting. A capital budget to fund this project will be presented in September, along with the draft Operating Budget for 2017.

Given the current timeline, the project will go to bid in November with a goal of awarding the bid in December. This may require a special meeting of the Trustees in December. This will allow the contractor to begin work during the winter with a goal of completing the project by February 1, 2017.

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



**SPOKANE VALLEY LIBRARY EXPANSION/RENOVATION****Background:**

Trustees Johnson and Craig attended the Spokane Valley City Council meeting on Tuesday, August 30. After hearing a presentation on the District's unsuccessful efforts to secure bond funding to build a library on the Sprague Avenue property, council members encouraged the Library Board to reconsider its request to sell the property to the city.

Several members expressed a desire for the District to continue efforts to secure bond funding. Mayor Higgins indicated the city would like to assist the District in planning for a future attempt to secure funding.

**Recommended Action:** This item is for Board discussion and direction to staff on how to proceed with the proposed expansion/renovation of Spokane Valley Library.

## **RECOMMENDATION TO THE SPOKANE BOARD OF COUNTY COMMISSIONERS TO REAPPOINT TRUSTEE**

### **Background**

Trustees are appointed by the Spokane County Board of Commissioners for a term of five years. In accordance with the RCW, Trustees are eligible to serve two consecutive terms. Trustee Mark Johnson will complete his first five-year term in December, and has expressed interest in being reappointed to serve a second term.

Following an inquiry made regarding the process to initiate a potential reappointment, a letter was sent from the Executive Director to the Commissioners in support of Mr. Johnson's interest in a second term.

When trustee positions become open, the Board of Trustees interview interested applicants and submit a candidate recommendation to the County Commissioners for consideration. Rather than request to post the trustee position as open, Trustees may choose to submit a letter in support of Mr. Johnson's reappointment.

Recommended Action: Motion to submit a recommendation to Spokane Board of County Commissioners to reappoint Trustee Johnson for a second five-year term.

## **SOCIAL MEDIA**

### **BACKGROUND**

The Social Media policy has been reviewed and no changes to content are recommended at this time. Language has been edited to clarify statements.

The Social Media policy was last reviewed and updated on September 16, 2014.

Communication and Development Officer Jane Baker will give a brief presentation to highlight the key points in the policy for the Trustees information.

Following are a draft of the suggested revised policy, as well as the current policy with suggested revisions noted by bold type or strikethrough.

Recommended Action: Board motion to approve the language revisions to the Social Media policy.

SPOKANE COUNTY LIBRARY DISTRICT

DRAFT

**POLICY: SOCIAL MEDIA**

APPROVAL DATE: NOVEMBER 20, 2012

REVISION DATE: SEPTEMBER 20, 2016

RELATED POLICY:

Code of Conduct

**Purpose:**

Spokane County Library District endorses the use of carefully chosen social media tools as an important enhancement to communication, collaboration, and information exchange between District staff, library members, and the general public. Social media use by libraries can provide streamlined, cost-effective marketing and outreach, as well as foster a sense of community between the library and its members, and present interesting, relevant content, just as in other library curatorial efforts.

**Definition:**

Social media is defined as any web application, site, or account that facilitates the sharing of ideas, opinions, and information about library-related subjects and issues, including the District website.

**POLICY:**

Social media tools employed by the District are selected to enhance or provide more cost-effective means to deliver such library services and functions as:

- Community outreach, marketing, and publicity
- Education of the community in the use of library resources
- Readers' advisory services
- Information and reference services
- Book discussion groups
- Reading readiness activities for pre-school children
- Reading incentive programs for youth of all ages
- Cultural and educational programming
- Advertisement of volunteer opportunities available at the District
- Additional library-related uses that may be explored or expanded upon as deemed reasonable by library administration
- Create a welcoming and inviting online space where library users will find useful and entertaining information
- Catalog search and library account access
- Support and interact with community partners and events
- Share interesting and relevant content

**Terms of Use:**

Spokane County Library District has no affiliation with any advertisements or other material posted by third-party sites or software. District social media sites are for individuals to discuss things related to libraries, our community, and other topics of relevance to the District's members.

By choosing to comment on District social media sites, including the District website, individuals agree to the following terms:

Comments are moderated by District staff, and the District reserves the right to not post or to remove comments that are unlawful or off-topic as determined in its sole discretion, including, but not limited to:

- Plagiarized material
- Off-topic comments
- Commercial material, spam, and solicitations
- Duplicate posts from the same individual
- Impersonation of another person or posting of someone's private information
- Profanity, hate, and political statements
- Any efforts to intimidate, harass, personally attack, or defraud another
- Any disruptive or overly excessive postings
- Posting meant to further illegal activity
- Sexual content or links to sexual content
- Statements that ridicule, malign, disparage, or otherwise express bias against any race, religion, or any group or individual
- Content that reveals private, personal information without permission
- Posts that violate brand trademarks or copyrights
- Information that may compromise the safety or security of the public or library staff
- Images, executable programs, or any non-textual content
- Information or photos about member interactions without their permission
- Disclosure of District information that is financial, operational, or legal in nature as well as any information that pertains to staff or members
- Any contests or promotions directed toward members or staff that are not approved by the Communication Department

Persons, whether public or staff, who repeatedly violate these terms may be barred from further postings.

All comments are public records, and as such, are subject to public records laws and records retention schedule. Commenters are urged to protect their privacy. Comments should not contain personally identifying information of those posting the comment or others, including but not limited to: school, age, phone number, address, and library card number.

The Executive Director is responsible for establishing administrative procedures necessary to carry out this policy and will respond to appeals of District staff action and/or decision in the application of this policy and any related procedures. Any appeal of Executive Director' action and/or decision may be made in writing to the Board of Trustees.

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

SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy - revisions  
shown by bold type or strikethrough

**POLICY: SOCIAL MEDIA**

APPROVAL DATE: NOVEMBER 20, 2012

REVISION DATE: ~~SEPTEMBER 16, 2016~~ **SEPTEMBER 20, 2016**

RELATED POLICY:

Code of Conduct

**Purpose:**

Spokane County Library District endorses the use of carefully chosen social media tools as an important enhancement to communication, collaboration, and information exchange between District staff, library members, and the general public. Social media use by libraries can provide streamlined, cost-effective marketing and outreach, as well as foster a sense of community between the library and its members, and present interesting, relevant content, just as in other library curatorial efforts.

**Definition:**

Social media is defined as any web application, site, or account that facilitates the sharing of ideas, opinions, and information about ~~library~~ **library**-related subjects and issues, including the District website.

**POLICY:**

Social media tools employed by the District ~~will be~~ **are** selected to enhance or provide more cost-effective means to deliver such library services and functions as:

- Community outreach, marketing, and publicity
- Education of the community in the use of library resources
- Readers' advisory services
- Information and reference services
- Book discussion groups
- Reading readiness activities for pre-school children
- Reading incentive programs for ~~children and youth~~ **of all ages**
- Cultural and educational programming
- Advertisement of volunteer opportunities available at the District
- Additional library-related uses that may be explored or expanded upon as deemed reasonable by library administration
- Create a welcoming and inviting online space where library users will find useful and entertaining information
- Catalog search and library account access
- Support and interact with community partners and events
- Share interesting and relevant content

**Public Terms of Use:**

~~SCLD~~ **Spokane County Library District** has no affiliation with any advertisements or other material posted by ~~third~~ **third-party** sites or software. ~~SCLD~~ **District** social media sites are for individuals to

discuss things related to **SCLD libraries**, our community, and other topics of relevance to **SCLD's the District's** members.

By choosing to comment on **SCLD District** social media sites, including the **SCLD District** website, individuals agree to ~~these~~ **the following** terms:

Comments are moderated by **SCLD District** staff, and **SCLD the District** reserves the right to not post or to remove comments that are unlawful or off-topic as determined in its sole discretion, including, but not limited to:

- Plagiarized material
- Off-topic comments
- Commercial ~~material/spam~~ **material, spam, or** and solicitations
- Duplicate posts from the same individual
- Impersonation of another person or posting of someone's private information
- Profanity, hate, **and** political statements
- Any efforts to intimidate, harass, personally attack, or defraud another
- Any disruptive or overly excessive postings
- Posting meant to further illegal activity
- Sexual content or links to sexual content
- Statements that ridicule, malign, disparage, or otherwise express bias against any race, religion, or any group or individual
- Content that reveals private, personal information without permission
- ~~Copyright violations~~
- **Posts that violate brand trademarks or copyrights**
- Information that may ~~lead to~~ compromise the safety or security of the public **or library staff**
- Images, executable programs, or any non-textual content
- **Information or photos about member interactions without their permission**
- ~~Staff are not to~~ **Disclosure of District information that is financial, operational, or legal in nature as well as any information that pertains to staff or members**
- **Any contests or promotions directed toward members or staff that are not approved by the Communication Department**

Persons, **whether public or staff**, who repeatedly violate these terms may be barred from further postings.

All comments are public records, and as such, are subject to public records laws and records retention schedule. Commenters are urged to protect their privacy. Comments should not ~~post~~ **contain** personally identifying information of ~~their those own~~ **posting the comment or others**, including but not limited to: school, age, phone number, address, **and** library card number.

The Executive Director is responsible for establishing administrative procedures necessary to carry out this policy and will respond to appeals of District staff action and/or decision in the application of this policy and any related procedures. Any appeal of Executive Director' action and/or decision may be made in writing to the Board of Trustees.

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

## USE OF 3D PRINTERS

### BACKGROUND

The District's third-party partner for managing and charging for 3D prints abruptly suspended operations, thus delaying the complete roll-out of the 3D printing service. The printer is currently being utilized for programs, but District staff are actively searching for either a replacement product, or otherwise developing an in-house workflow for managing charging library members for individual print jobs.

Revisions to the policy are intended to provide greater flexibility in how the District would apply and charge for costs associated with 3D printing. An in-house system or a third-party solution could both be accommodated in the revised language. In addition, the inclusion of "may" in regards to charging would reflect the current practice of not charging for prints that are part of a District-hosted library program. Finally, an additional limitation on print jobs was included to deter potential overuse of the system.

Following are a draft of the suggested revised policy, as well as the current policy with suggested revisions noted by bold type or strikethrough.

Recommended Action: Board motion to approve the recommended revisions to the Use of 3D Printers policy.



SPOKANE COUNTY LIBRARY DISTRICT

DRAFT

**POLICY: USE OF 3D PRINTERS**

APPROVAL DATE: SEPTEMBER 15, 2015

REVISION DATE: SEPTEMBER 20, 2016

**RELATED POLICIES:**

Computer, Wireless Network and Internet Use Policy  
Confidentiality of Library Records

**Purpose:** To provide guidelines for the use and administration of the District's 3D printing facilities.

**Background:**

As part of its mission to inspire learning, advance knowledge, and connect communities, Spokane County Library District provides the community with programs and opportunities to explore, learn and create using relevant technology and software tools, including 3D printing capability.

**General Policy:**

The District prohibits the use of its 3D printers to create items that are, as determined by District staff, in violation of local, state or federal law; unsafe, dangerous, or an immediate threat to the well-being of others; obscene or otherwise inappropriate for the library environment; or in violation of another's intellectual property rights. The District will review all print jobs prior to printing, and reserves the right to refuse any 3D print request.

While the District will maintain the confidentiality of users' printing history in accordance with District policy, the prints themselves may occur within public view, and the District makes no guarantee that any particular print will not be seen by members of the public.

Library members may be charged for printed items. The District will determine such charges in order to recover costs. Library members may be limited to a specific number of print jobs based upon demand, as determined by District staff. The District does not guarantee a successful print. Unless the print fails to finish, the cost of the completed print, regardless of quality, will still be charged. If the District declines a 3D-print request, the member will not be charged.

3D printing will occur only during library open hours. Print jobs with estimated completion times that would exceed library open hours will not be started until the next open day. Print jobs with an estimated completion time that would exceed the longest scheduled open hours will be declined and the member will not be charged.

In order to claim their printed items, members will be required to produce photo ID or a receipt of payment. Items that are printed on District 3D printers and not claimed within 14 days will become property of the District. No refund will be provided for unclaimed items.

3D printing services may occasionally be provided at no charge in conjunction with related District programs or events. Priority printing will be given to District programs and events.

Only designated District staff and volunteers will have hands-on access to the 3D printer.

The Executive Director is responsible for establishing administrative procedures necessary to carry out this policy and will respond to appeals of District staff action and/or decision in the application of this policy and any related procedures. Any appeal of Executive Director' action and/or decision may be made in writing to the Board of Trustees.

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

SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy - revisions  
shown by bold type or strikethrough

**POLICY: SOCIAL MEDIA**

APPROVAL DATE: SEPTEMBER 15, 2015

REVISION DATE: **SEPTEMBER 20, 2016**

RELATED POLICIES:

Computer, Wireless Network and Internet Use Policy

Confidentiality of Library Records

**Purpose:** To provide guidelines for the use and administration of the District's 3D printing facilities.

**Background:**

As part of its mission to inspire learning, advance knowledge, and connect communities, Spokane County Library District provides the community with programs and opportunities to explore, learn and create using relevant technology and software tools, including 3D printing capability.

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While the District will maintain the confidentiality of users' printing history in accordance with District policy, the prints themselves may occur within public view, and the District makes no guarantee that any particular print will not be seen by members of the public.

**Library members will pay may be charged for printed items in advance through a third party partner.** The District will determine such charges in order to recover costs ~~at a rate that will be posted on the SCLD website and/or its third party partner site.~~ **Library members may be limited to a specific number of print jobs based upon demand, as determined by District staff.** The District does not guarantee a successful print. Unless the print fails to finish, the cost of the completed print, regardless of quality, will still be charged. If the District declines a 3D-print request, the member will not be charged.

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

**FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: SEPTEMBER/OCTOBER 2016**

***September 20, 2016: North Spokane (4:00 p.m.)***

- Social Media Policy
- Library Spotlight – North Spokane
- Overview – CEP Service Priority, Business and Career Development

Please send requests for agenda additions or changes to the Board Chair or Patty no later than Friday, Sept. 2, for inclusion in the preliminary agenda to be sent Sept. 7. Meeting packets will be mailed Sept. 14.

***October 18, 2016: Argonne (4:00 p.m.)***

- Personnel Policy
- Friends of the Library Policy
- Library Spotlight – Medical Lake
- Overview – CEP Service Priority, Education and Enrichment

**SPECIAL MEETINGS/ACTIVITIES**

- Aug 30** Presentation of Resolution 16-05 at Spokane Valley City Council Meeting (6:00 p.m.)
- Sept 30** Fall Forum – Community Engagement Plan (Argonne Library, 8-10:00 a.m.)
- Oct 4** SCLD Update - Presentation to Spokane Board of County Commissioners (9:00 a.m.)
- Oct 8** Friends of the Library Countywide Book Sale (Saturday, all-day event)
- Oct 21** Staff Training and Development Day (Mirabeau Park Hotel, 8:00 a.m. to 4:00 p.m.)
- Oct 27** Spokane is Reading (Spokane Valley Event Center, 10514 E. Sprague at 1 p.m., and the Bing Crosby Theater, 901 West Sprague, at 7 p.m.)
- Oct 28** Spokane Bedtime Stories (Spokane Club, 6:00 p.m.)

## **EXECUTIVE DIRECTOR'S REPORT AUGUST 2016**

### Administration

Business Office, Finance and Facilities (Rick Knorr)

### **Finance -- Operations through August**

District total expenses through August are 64.9% of the total annual budget, compared with the target of 66.7%. Consistent with previous reports, salaries and benefits are still coming in under budget. We have filled many positions recently, so September should be at or above normal; however, our expectations remain that salaries and benefits will end the year 1.5% to 2% under budget.

Equipment also remains well under budget through August. Looking forward, we have purchased a new computer reservations and print management software system and a new group of servers (all per plan) and will pay for them in September. Even after these expenditures, we expect to end the year well under our equipment budget.

### **2017 Budget**

The first of September brings shorter days, football weather, and yes the start of the budget season. We will use the month of September to formulate nearly all of the individual departmental funds. The tentative timeline for the remainder of the process follows.

Board Meeting on October 18:

- Formal budget hearing
- Preliminary budget presented

Board Meeting on November 15:

- Final or near final budget presented
- Required budget and tax levy resolutions presented for approval

Board Meeting on December 20:

- If necessary, one last final budget presented

I have received one communication from the Assessor's Office about the new round of real property assessed valuations and may learn a bit more prior to the meeting, all of which I will share as part of my report.

Refer to Agenda Item V.E. for the August Financial Report.

Human Resources (Toni Costa)

**Department Activities**

**Recruitment and Selection:**

**a. Recruitment and Selection:**

New hires: Library Page (2@SV)  
Public Services Specialist (2@SV)  
Library Assistant (NS)  
Public Services Associate (MP)

Recruitments:

Library Page – DP (closed 8/31, 10 applications)  
Library Page – AH (closing 9/6)

**b. Terminations:**

Library Page (DP, MP, SV)  
Public Services Specialist (SV)  
Public Services Associate (ML)

**c. Promotions/Demotions:**

**d. Reclassifications:**

**e. Transfers:**

Information Technology (Doug Stumbough)

- Selected staff stations at Airway Heights, Cheney, Moran Prairie and Otis Orchards were converted to self-checkout stations to help make these options more available and convenient to members.
- To further support efforts to make the self-checkout stations more user friendly, two touchscreen monitors have been ordered for testing. Once they arrive, they will be configured and tested at Spokane Valley. Ideally, a larger viewing area and easy to use touch screen will draw more members to the stations and free up staff to resolve higher service needs and tasks (reader's advisory, troubleshooting account issues, outreach visits, checking in materials, reference inquiries, program planning and execution, community engagement, etc.).
- After reviewing several options for reducing network load and increasing flexibility for site specific infrastructure, a server was ordered for each library to be deployed this fall. The onsite server will minimize bandwidth load during routine image and update deployments and provide a platform for future direct and support operations at each location.
- Work on the transition to the new computer reservation and print management system continued. A rep from TBS was on-site for two days to train a team of Public Services staff and assist IT with

configurations. Following the visit, IT staff worked on making some changes requested by the trainers as a result of their experiences with the products.

- Teresa worked with CS on using BlueCloud Analytics to create new inactive and missing reports. BCA provides a richer and more user friendly interface for staff to create reports utilized for tasks such as collection maintenance. She also visited with Toni/HR to review options and features of SharePoint that may be of benefit to HR as they move forward.
- With all of the changes, the PC Layout Maps were updated. These maps provide a visual reference for the location of every computer, monitor, phone and printer in each library.
- Other projects that staff have been working on this month include work on the new 3D Printing Form, a Pinterest Share Error fix, updating the Purchase/InterLibrary Loan request form and creating a tour form for the upcoming Thinking Money series.

### Collection Services (Andrea Sharps)

- We ordered 1,757 titles and 5,980 copies in August. The number of titles ordered is down from last month as is the number of copies ordered.
- With 66.67% of the year done, total library materials expended stands at 72.16%.
- We processed, added to the system, and sent out to the libraries 7,456 items in August. This is up from last month (6,985).
- Downloadable lending through OverDrive was up a little in August from July. A total of 36,995 audiobook and eBook items circulated in August. Members placed a total of 11,045 holds, and there were 5,118 unique users with titles checked out.
- Midwest Tape's *hoopla*, a streaming media service, saw an increase in circulation in August over July—a continuing trend that can be attributed to the inclusion of the *hoopla* MARC records in the catalog. A total of 2,621 titles including audiobooks (904), comics/graphic novels (177), eBooks (354), movies (551), full-length albums (421) and television shows (214) circulated in August for a combined cost of \$5,343.89 and an average cost per circulation of \$2.04. A total of 136 new patrons registered in the month, and there were 639 active users recorded. We put \$15,000 into the *hoopla* fund in August in order to cover projected expenses through the end of the year based on the trend of increased expenditures for the last several months.
- We received a *Request for Review of Library Materials Form* from a District resident on Aug. 3 about an adult print item. I sent the member a written response on Aug. 9.
- We loaned 409 items to other libraries and borrowed 605 items from other libraries for 1,014 total interlibrary loan transactions processed in August.

### Executive Director Report & Community Activities (Nancy Ledeboer)

I spent the first two weeks of August on vacation walking across England. During my absence, Deputy Director Patrick Roewe was in charge, with Andrea Sharps and Doug Stumbough as back up. I am pleased to report that Mr. Roewe, with assistance from the Leadership Team, maintained library operations without incident. It is a pleasure to work with such a strong leadership team, such that I was able to turn off my cell phone and totally enjoy the walk in nature.

Upon my return I met with Spokane County Commissioner Shelly O'Quinn. We discussed the District's participation in the upcoming United Way campaign. We also discussed the District's plans for renovating the existing Spokane Valley Library, as opposed to seeking bond funding for a new library. Ms. O'Quinn felt that voters may be open to funding a new library in the near future. She encouraged me to open a



dialog with the City of Spokane Valley regarding future plans. I indicated that the District was scheduled to present information to the City Council on August 30.

In preparation for the meeting with City of Spokane Valley Council, I met with Mayor Rod Higgins to discuss concerns or issues that needed to be addressed on August 30. Mayor Higgins encouraged us to come to the meeting with an open mind and to look for ways that we can fulfill the vision of a library on Sprague Avenue across from the new City Hall. As a follow up to this meeting, Deputy Director Patrick Roewe and I met with Interim City Manager Mark Calhoun, Economic Development Director John Hohman, Mayor Higgins and council member Pam Haley, to discuss issues in anticipation of the presentation the following evening. I assured Mayor Higgins that Trustees are open minded about the future and they look forward to having an open discussion regarding options for moving ahead.

On Tuesday August 30, Trustees Craig and Johnson joined me in making a presentation to the Spokane Valley City Council. After listening to the efforts the District put forth through two bond measures to secure funds for new libraries, council members suggested that the District try again to gain support from voters. Council members acknowledged the District's request for the city to purchase the land on Sprague. The City has limitations on what it can do to support a bond measure; however, several council members offered to work with the District to plan for another attempt to secure funds that would allow the District to build a library on Sprague and a library on Conklin. Trustees Craig and Johnson offered to bring this request back to Trustees for discussion and consideration.

I attended a board meeting of the Washington Library Association online. The new president and executive director spent the last month reviewing WLA financials as the new management company assumed responsibility. They have plans to help the new divisions for public, special, academic, and school libraries to get up and running. There is much to do regarding building the new structure and communicating with members about the changes. As chair of the Legislative Committee, I have been in contact with Steve Duncan, who advises the public library directors on behalf of WLA. A Legislative Committee meeting has been scheduled for December 9 at Burien Library.

The EWI Annual Business meeting was held on August 16 and members voted on sending delegates to the Annual Conference to vote on behalf of the Spokane Chapter. Since the annual conference will be in Spokane, members will be able to observe the proceedings at the September 24 meeting following the conference. This is a unique opportunity, as this is the first time the annual corporate conference has been held in Spokane. We will showcase the EWI Reading Rally held at Stevens Elementary School with a video that was taken during the author visit in May.

I attended the Spokane Valley Partners Finance Committee meeting and Board meeting. Like many non-profits, SVP continues to recruit new board members who are committed to its mission. Two long-term members have recently resigned and succession planning is becoming even more pressing as the Executive Director has expressed an interest in retiring or reducing hours/position in 2017.

Along with six other staff, I volunteered at the KSPS pledge night featuring the music of the Carpenters on August 24. We were all busy taking calls from supporters of KSPS. I also attended the KSPS Board meeting on August 25.

ITEM AND TITLE MONTHLY REPORT  
**August 2016**

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
<b>Total Materials</b>							
Print	165579	150531	<b>316110</b>		84945	49759	<b>134704</b>
Nonprint	63037	23411	<b>86448</b>		25942	7266	<b>33208</b>
Subtotal	<b>228616</b>	<b>173942</b>	<b>402558</b>		<b>110887</b>	<b>57025</b>	<b>167912</b>
Periodicals	6053	1003	<b>7056</b>		299	32	<b>331</b>
Total	<b>234669</b>	<b>174945</b>	<b>409614</b>		<b>111186</b>	<b>57057</b>	<b>168243</b>

	<u>ITEMS</u>			<u>TITLES</u>		
OverDrive: Audiobooks			<b>20911</b>			<b>18754</b>
eBOOKS			<b>29806</b>			<b>27725</b>
Licensed eBOOKS			<b>8018</b>			<b>5832</b>
OverDrive: Total			<b>58735</b>			<b>52311</b>
<b>GRAND TOTAL</b>			<b>468349</b>			<b>220554</b>

<b>Print &amp; Nonprint</b>	(Totals year-to-date)		
<b>ADDITIONS</b>	ADULT	YOUTH	TOTAL
Print	22362	17405	39767
Nonprint	9953	2330	12283
<b>TOTAL</b>	<b>32315</b>	<b>19735</b>	<b>52050</b>
<b>DELETIONS</b>			
Print	25540	17775	43315
Nonprint	8822	2931	11753
<b>TOTAL</b>	<b>34362</b>	<b>20706</b>	<b>55068</b>

	<u>NET CHANGE</u>		
	<u>YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-3178	-370	<b>-3548</b>
Nonprint	1131	-601	<b>530</b>
Periodicals	-5284	-926	<b>-6210</b>

**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 August 2016

Patrick Roewe and Kristy Bateman

### Overview

The 2016 Summer Reading program, *Ready, Set, Read*, wrapped up this month. As of the end of the August, 6,749 youth in grades K-12 participated. One highlight was the *Touch a Truck Storytime* at several locations, which featured a recycling truck from Waste Management. This collaboration resulted in some of our largest Storytime attendance ever for several libraries. Program attendance continues to be our one consistent area of growth in library member usage.

Noteworthy in this month's report is the Library Operations section on self-service checkout of physical materials. The report provides background information as well as information on the District's goal to reach 90% self-service checkout by Fall 2017.

### Service Priority Teams

#### Business and Career Development (Stacey Goddard)

- The three *Dollars and Sense* financial literacy workshops offered this month, presented by SNAP, had a combined attendance of ten. This is up from two attendees for the two July workshops. It includes additional dates that SNAP added at the Medical Lake Library.
- Our *Drop-In Job and Career Help* service continued through August, with a modified schedule. The volunteer who was staffing this during the school year is taking the summer off. Staff are covering it at Spokane Valley, and we've suspended the service at North Spokane for the summer. Our two sessions had a combined total of three attendees. This is up from two attendees for July's one session.
- The two STCU financial literacy workshops this month, *Organize Your Finances*, and *Budgeting 101*, had a combined attendance of 16.
- This month marked the conclusion of our six-week partnership with Cheney Parks and Recreation's Camp Caslo, where we're bringing Junior Achievement's financial literacy classes to their summer camp kids. Each week we work with two groups of kids (K-2<sup>nd</sup> grade, and 3<sup>rd</sup>-5<sup>th</sup> grade) at the Cheney Community Center to deliver an hour of content that introduces important financial literacy topics to the children.
  - Jamie's volunteers lead the kids through activities and games that illustrated the concepts they're learning each week. Camp Caslo staff are there for classroom management, and either Jamie or I have been present each week as well.
  - We work with one group of kids while the other group walks down to the library to check out books, and then we swap groups.
  - The five sessions held in August (the younger group finished a week early) had a combined attendance of 93.
- We had ten individuals register as new Microsoft Imagine Academy users in August, down from 12 in July. During the month, users enrolled in 17 new classes, down from 28 in July.
- We did 57 Book-a-Librarian (BaL) sessions this month throughout the District, up from July's 54 sessions.
  - In one session, Danielle helped a member with a grant proposal and presentation planning.
  - Later that month, Danielle worked with another member who wanted to use Excel to create an attendee workshop list.
  - In two separate sessions, Ree assisted members who needed job seeker assistance.
  - Tami assisted five members over six appointments. These included:
    - Two separate sessions with a woman who needed help declaring bankruptcy.
    - An appointment with a man who wanted to identify local competitors for the web design business where he works.

- A session with a member who was looking for potential customers for his IT company. He wanted to identify mid-sized businesses to which he could market their services.
- An appointment with a woman who needed mock-interview practice help.
- A session with a person who needed help creating their resume.
- We proctored seven exams this month throughout the District, down markedly from July's 29 proctoring sessions.

#### Community Connections:

- Tami attended both the West Plains Support Network Leadership and General meeting.
- Ree and I met with the principal of North Pines Middle School (NPMS), to finalize details for this fall's Thinking Money activities. We're partnering with NPMS to bring Junior Achievement financial literacy content to its kids via an after-school program.
- Danielle attended the Moran Prairie Grange meeting.
- Tami attended the West Plains Chamber of Commerce monthly membership meeting.
- I met with April Needham at Startup Spokane, who had been the featured speaker at the July SCORE meeting. She talked about the co-working space and services they offer, and I told her about the business services we offer.
- Ree and Tami represented SCLD at the Hiring Heroes Job Fair event. In addition to a resource table where they promoted our services for job seekers, they also provided technical support with District laptops and a printer. Tami and Ree talked with 41 military veterans, helping them connect with employment-related resources. Ten veterans used our equipment to edit and/or print resumes. Most of them spent 30 minutes or more working on the laptops, so this was a needed service.
- I met with Josh King and two other SCORE members. We discussed having SCORE present regular workshops for SCLD.

#### **Early Learning (Mary Ellen Braks)**

- We provided 124 Storytimes to 3,554 children, parents and caregivers. Average attendance per Storytime was 29.
- We provided 31 Storytimes to 379 children at 11 childcare centers.
- The Early Learning team has continued working on the STEM grant. I met with the Spokane Regional Health District to discuss developing surveys for the STEM kits and the STEM Play and Learns.
- I held a Storytime training for three new staff.

#### Community Connections:

- I attended the Inland Northwest Early Learning Alliance (INWELA) action team meeting this month. We have started planning and working on the Community Momentum grant from Thrive Washington for the next year. Thrive came out for a site visit and we had the opportunity to highlight what we have done this year and what we would like to do next year.
- I attended the Excelerate Success Getting Ready for Kindergarten meeting. We talked about next steps on how to use and promote "Love, Talk, Play" throughout the area.
- We had a *Touch a Truck* event for the Storytime crowd. We partnered with Waste Management and they brought out a truck for the kids to explore after Storytime on recycling and trucks.
- We were at Unity in the Community this year with the pop up library (the Uni) and provided STEM activities to families. Spokane Public Library joined us in the booth. We spoke to about 450 people and handed out the Kindergarten Readiness Calendars from United Way.
- We participated in FitKids again this year with INWELA. We talked about the library, handed out "Love, Talk, Play" materials, and had activities for the toddlers and preschoolers. We saw quite a few of our library members plus people from Idaho and Montana.
- Sandra Szambelan from NEWESD101 and I participated in a phone conference with Thrive Washington on Early Math. Thrive was interested to hear what was going on in Eastern Washington about math skills for our early learning community, both with children and teachers/caregivers.

#### **Education and Enrichment (Gwendolyn Haley)**

##### Elementary (K-5) programs:

Our Summer Reading Program, *Ready, Set, Read*, concluded this month. Our primary goal as a library is to prevent summer learning loss by motivating kids to read throughout their vacation and by providing learning opportunities every week. As of the end of the August, 6,749 youth in grades K-12 participated in our featured summer programs (June-August). Here are some highlights of the summer:

- 357 children and families played with LEGOs at the library this month, a total of 832 over the summer. LEGO play encourages lateral thinking, problem solving, organization and planning, as well as communication and social skills.
- We have added 18,161 links to our reading chains throughout the District, which represent the same number of books read by library members. If we lay the chains end to end, they would span three quarters of a mile, or 21 Olympic-size swimming pools set end to end.
- Weekly family programs ended with a bang (and other assorted sounds) with the Noise Guy Charlie Williams; 382 children and families attended.
- 41 kids attended the *Late Night at the Library* program at North Spokane, and five at Moran Prairie.
- 162 people attended the all ages *Star Wars Party* at Spokane Valley and 137 attended the *Superhero Party* at North Spokane.
- We served 1,143 meals to children during 39 lunches at North Spokane.
- We partnered with the Mead Boys and Girls Club this summer to provide a weekly library visit. At each visit, North Spokane Library checked out books, placed holds, and made book recommendations. Each visit averaged around 130 students, grades 1<sup>st</sup>-12<sup>th</sup>, that we would otherwise not see in the library over the summer.
- As part of our collaboration with Excelerate Success and the Grade Level Reading Action Network, we hosted four AmeriCorps Vista Volunteers this summer, at North Spokane, Argonne, and Airway Heights libraries.
  - Vista Volunteers visited seven different free-meal sites (Deer Park Pool, Elk Community Park, Ness Elementary, Centennial Middle School, West Valley High School, and Airway Heights Community Center) each week to provide a free learning and literacy activity. On average, about 10 kids choose to participate at each site. Again, we might not otherwise be seeing these families in the library.
  - *Family Fun Nights* at Shiloh Hills Elementary School and the Airway Heights Library drew a combined 85 children and families. Over the whole summer, there were 256 children and families who participated.

#### Tween/Teen Programs:

46 tweens and teens participated in programs with the District during the month of August, for a total of 626 during the summer. August highlights included:

- *Explore Electricity with Snap Circuits*
- *Solar-Powered S'mores*
- *Sharpie Crafts*
- *Manga Drawing*
- *Minecraft*

#### Adult Programs:

In August, 208 adults chose to participate in one of our featured summer programs.

- 12 members participated in one of two regular book clubs.
- 119 members attended concerts with Hot Club of Spokane.
- 12 attended *Tabletop Games Stop & Shop*.
- 29 attended *Zentangle* programs.
- 23 members attended a *Summer Bounty* program.

#### Community Connections:

- We participated in the *Back to School Bash* at the Spokane Valley Mall for the first time and had the chance to talk with many families as they went about their back to school shopping.
- Staff around the District participated in Back to School events with various schools including Riverside, Deer Park, Cheney, and East Valley.

#### **Digital Interaction and Sharing (Carlie Hoffman)**

- I met with staff from Collection Services to discuss ways we could implement an innovative idea to shelve children's series non-fiction together. I am working on a draft implementation plan for collection services and the innovation team to review.
- We created new event types in SignUp and new XML feeds were created for the location pages based on the new event types.
- Diane created two new help videos that are now uploaded to the website and link on the Get Help and FAQ pages and the catalog front page.

- ProQuest and BiblioBoard subscriptions were renewed.
- The team attended a webinar outlining the updates to the SignUp software.
- I worked with OverDrive to update the error messages that members receive when they have expired library cards so that members now have additional information about what to do to renew their cards.
- I negotiated renewal pricing for Lynda.com.
- Unique visitors to the website:
  - +13% from 33,747 to 37,988 visitors.
- Total views of all pages of the website:
  - +9% from 111,295 to 121,431 views.
- Use of digital resources:
  - +4.8% from 67,294 to 70,556 uses.

Community Connections:

- I met with Mark Pond from Spokane Public Library to discuss business resources and [spokanebusiness.org](http://spokanebusiness.org).
- I updated the INCOL (Inland Northwest Council of Libraries) members list on the INCOL website.

**Volunteer Program (Jamie Van Wormer)**

This month I was able to check in on current volunteer programs, such as summer tutoring, Junior Achievement at Camp Caslo in Cheney, and other scheduled programs. I have developed partnerships with local elementary schools for a reading/tutoring program this summer.

The summer tutoring program ended this month and I created evaluations and asked parents to complete them. The results were very encouraging. Everyone that attended the program wants to move forward and continue with the program this fall. I am continuing to meet with potential volunteers and other members in the community to develop partnerships with SCLD. I have been able to put volunteers to work in our current programs, parades, and future events. I am working with Library Supervisors, Community Librarians and my team to fulfil their needs with the volunteers.

Community Connections:

- I met with many new volunteers to recruit for new programs and current programs.
- Met with the Cheney Free Press to have them write an article regarding the GED classes at the Cheney Library.
- I met with Valley Friends to help coordinate the Book Sale set up.
- I met with a volunteer for a possible school internship that would start in September.
- I worked with an Eagle Scout regarding a plan to assist in moving books for all library locations in October.
- Scheduled a time for a group photo of the volunteers that tutored for SCLD for the website.
- Volunteered at Orchard Crest Community Center. I recruited JC Penney to volunteer for the event. They were able to have ten of their employees assist with the event.
- I attended the West Plains Chamber meeting in Cheney.
- Connected with the Assistant Superintendent for Cheney Schools and United Way.
- There are now over 140 volunteers for the SCLD program.

**Library Operations (Georgina Rice)**

This month's featured statistic highlights use of our self-serve checkout stations. Our self-serve stations provide checkout, material renewals and access to member accounts. Members can also pay fees with a debit or credit card and register for a new library card.

This table shows a breakdown of how members are choosing to checkout their physical materials in the library. August 2016 figures are listed below.

**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	1826	428	3741	40	6035	948	6983
AR	4482	635	6187	40	11344	2796	14140
CH	7260	678	4718	52	12708	2370	15078
DP	8641	738	4012	33	13424	1882	15306
FF	550	134	507	3	1194	257	1451
ML	2486	344	2695	29	5554	936	6490
MP	3043	631	12449	87	16210	3780	19990
NS	7461	2117	33910	457	43945	11170	55115
OT	2137	266	2690	23	5116	1390	6506
SV	13344	2753	31752	285	48134	8818	56952
TOT*	51230	8724	102661	1049	163664	34347	198011

Also included in each month's report is a table that shows the percentage of checkouts done at the self-serve checkout stations compared to the total number of items checked out in each library. Here are the figures for August 2016 compared to the same figures from August 2015. There is a significant increase in self-check station usage this month compared to last August.

	This Year This Month		Last Year This Month		Difference
	Self-Check Circulation	% of total circulation	Self-Check Circulation	% of total circulation	
AH	3781	62.65%	1978	32.24%	30.42%
AR	6227	54.89%	5498	41.32%	13.57%
CH	4770	37.54%	3291	25.60%	11.94%
DP	4045	30.13%	2746	22.41%	7.72%
FF	510	42.71%	538	43.88%	-1.17%
ML	2724	49.05%	2000	45.93%	3.11%
MP	12536	77.33%	7057	43.50%	33.84%
NS	34367	78.20%	28442	57.66%	20.54%
OT	2713	53.03%	1975	39.70%	13.33%
SV	32037	66.56%	34674	69.30%	-2.74%
<b>TOTAL</b>	103710	63.37%	88199	51.67%	11.70%

The District has set an internal goal of a 90% self-checkout rate District-wide by fall 2017. The reason behind this goal is fundamentally about staff working at their highest levels and focusing customer service skills on our library members' highest needs. As the District continues to reach out into the community and increase the number of programs we offer, staff who have traditionally been behind the desk offering basic services such as checking out items are now stepping out from behind the desk to offer service to our members in the library. Checking out materials is one of those universal skills (like placing a hold, reserving a computer, paying fines online, etc.) that the majority of our library members are able to do without staff intervention. We know that the more we empower and encourage our library members to resolve those basic service needs, the more we make our library staff available to resolve their high service needs and those tasks that only we can do

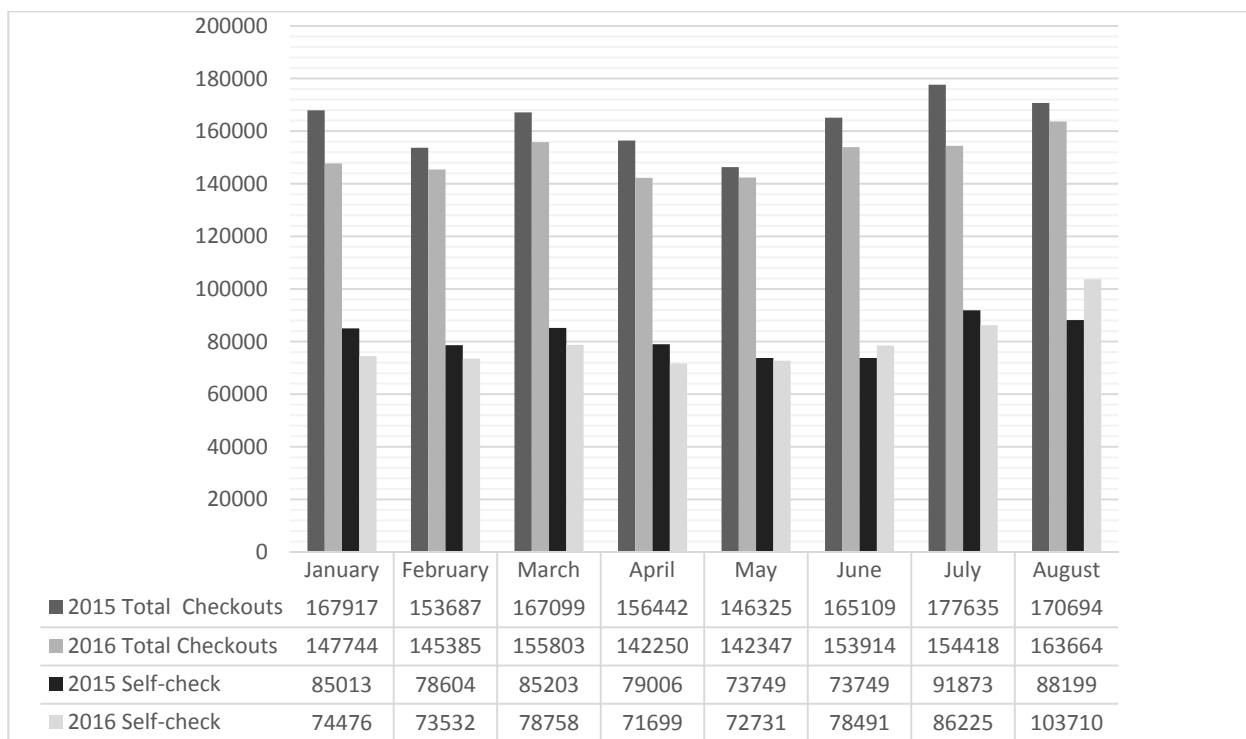


(reader’s advisory, troubleshooting account issues, outreach visits, checking in materials, reference inquiries, program planning and execution, community engagement, etc.) We want to focus our time and talents on serving those high service needs, and increasing our library members’ self-sufficiency in checking out their own materials better provides the time and opportunity to do so.

We are purposefully seeking opportunities to come out from behind the service desk to assist members in libraries. We have established a Self-Check Solutions Team to look at ways to assist more of our members with use of the self-serve checkout stations with a goal of increasing use of the stations to 90% by the fall of 2017.

Community libraries have begun to position checkout stations in new locations that make it easier for members to help themselves with basic services and still interact with the staff for other needed services. We are mindful of our members who prefer to have someone assist them. We are being proactive about making certain that those members understand that we are happy to help them and that customer service is now, and always will be, a District priority.

Following is a graphic display of total checkouts for the first eight months of 2015 and 2016. The chart shows that the number of items checked out using the self-check stations has increased over the summer compared to the total circulation.



## Library Reports

### Airway Heights: Stacy Kvamme

#### Early Learning:

- Airway Heights Library hosted a *Touch a Truck Storytime* in collaboration with Waste Management, which drew 61 people, the largest Storytime attendance at Airway Heights in 2016. Overall, average attendance for *Play & Learn Storytime* during the month of August averaged 40 people, an increase compared to the same month last year (25 in August 2015) as well as the previous month (28 in July 2016).

#### Education and Enrichment:

- An audience of 15 attended *Sound Coach: A Reading Relay Readathon*, our final weekly *School Age & Family Event* as part of *Summer Reading*. Overall, an average of 34 people attended weekly *School*

*Age & Family Events* at the Airway Heights Library this summer. Additionally, an average of eight attended four *Tween Creative Clubs*.

- Weekly *LEGO Club* had a combined audience of 37 for an average program attendance of seven (identical to the previous month).
- Vista volunteers hosted the final two *Family Fun Nights*, for a combined audience of 17 for *Marble Roller Coasters*, and *Elephant and Piggy Party*.
- Airway Heights Library provided the opportunity for tweens to construct and decorate a watermelon racer as part of the Airway Heights Days festival. Five library sponsored watermelon racers were constructed and raced by tweens, as well as one library entry. The Airway Heights Library received the *Best Team Spirit* award, thanks to an enthusiastic group of kids cheering for the library watermelon during our race.
- As part of Adult *Summer Reading* programming, Airway Heights Library hosted two art-related programs: *Zentangle* (11 in attendance), and *Adult Coloring* (5 in attendance).
- As part of our *Summer Reading* programming, in conjunction with the Airway Heights Days festival, SCLD sponsored a *Hot Club of Spokane* concert in the park during the festival. Approximately 75 people attended.

#### Community Connections:

- Corinne Wilson (Airway Heights Community Librarian) and I hosted a library information table with children's activities during the Airway Heights Days festival, connecting with over 100 people.
- Cheney School District hosted Back to School Night events at all of its elementary schools on the same night. At Snowdon Elementary, Corinne connected with 144 people, sharing information about library programming and resources. I was able to connect with over 100 students and families at Sunset Elementary, and several families signed up for library cards.
- Corinne Wilson and Tami Chapman (Cheney Community Librarian) attended the West Plains Support Network leadership meeting, as well as the regular meeting, which focused on how College Bound scholarships are being utilized in Cheney School District.
- Corinne attended an Airway Heights community meeting to discuss ideas for how *Cleone's Closet* might be able to re-open to help serve residents of Airway Heights.
- Corinne attended a *Community Café* meeting, as part of the *Neighborhoods Matter* program.
- I attended one Airway Heights Kiwanis meeting in August, where members finalized plans for the upcoming Airway Heights Days.
- I attended a meeting of the Airway Heights Friends of the Library. Friends continued to finalize plans for the upcoming Fall Book Sale event, and approved funding to purchase Play & Learn supplies.
- The display case spotlighted the Airway Heights Book Club, including photos of their recent visits with local guest authors.
- There were seven meeting room reservations in August 2016, identical to the same month last year.

#### **Argonne: Pat Davis**

##### Early Learning:

- A total of 219 parents, caregivers and children attended *Play and Learn Storytimes* this month, up from 159 last August. We had two more Storytimes this month compared to last August. *Toddler Play and Learn* attendance averaged 23 weekly, down from 25 last August. *Preschool Play and Learn* attendance averaged 20 weekly, up from 15 last August.
- Our three outreach Storytimes at Loving Heart Preschool were presented to 11 toddlers and 14 preschoolers and 17 pre-k participants.

##### Education and Enrichment:

- *LEGO Club* had 38 participants this month, down from 60 in July.
- The final children's Summer Reading Program, *Sound Coach: A Reading Relay Readathon* with Noiseguy Charlie Williams, attracted an audience of 49.
- Tween *Summer Reading Programs*:
  - *Sharpie Crafts* had five participants.
  - *Manga Drawing* attracted four participants.
- The adult *Summer Reading Program - Tabletop Games Stop and Shop* had one person attend.

##### Business and Career Development:

- We proctored two exams this month.

### Community Connections:

- Our meeting and conference rooms were booked by 60 groups or individuals compared to 39 last August.
- Argonne Friends had a booth at Millwood Daze and handed out free books to promote the Friends and the library.
- Kelsey Hudson and I also participated at Millwood Daze and had the space next to the Friends. We provided a craft activity and a stem activity for children and promoted library programs and services. We connected with 116 people at the event compared to 185 last August. Foot traffic seemed lighter and attendance may have been affected by road construction.

### **Cheney: Catherine Nero Lowry**

#### Early Learning:

- *Baby Play and Learn* attendance showed a decrease this month, with an average of 16 in August of 2015 compared to an average of 11 in August of 2016.
- *Toddler Play and Learn* attendance showed a decrease, with an average attendance of 36 in August of 2015 compared to 28 in August of 2016.
- *Preschool Play and Learn* showed an increase, with an average attendance of 20 in August of 2015, compared to 27 in August 2016.
- We provided four outreach Storytimes for EWU Children's Center. There were 39 children in attendance.

#### Education and Enrichment:

- Our July *LEGO Club* had eight in attendance.
- Children's *Summer Reading* programs:
  - *Sound Coach: A Reading Relay Readathon* had 43 attendees.
- Tween *Summer Reading* programs:
  - *Minecraft* had seven attendees.
- Windsor Crossing Community Night event had 67 attendees.
- Adult Summer Reading programs:
  - *Adult Coloring* had seven attendees.
  - *Hot Club of Spokane* had 16 attendees.

#### Business and Career Development:

- Douglas took library outreach services to Cheney Sessions Village, Cheney Assisted and Cheney Care facilities this month providing over 208 new and renewed library items.
- Community Librarian Tami Chapman attended meetings this month with the West Plains Support Network, the West Plains Chamber of Commerce, and connected with Dave from Washington College Action Network and Christina of the Washington Student Achievement Council to discuss homeschool students and their eligibility for the College Bound Scholarship.
- Junior Achievement Partnership: Stacy Goddard and Jamie Van Wormer with Cheney volunteers were able to provide the program for two different groups of Wren Pierson Community Center Camp Caslo kids.
  - 8/2/16 K-2<sup>nd</sup> grades had 21 attendees and 3<sup>rd</sup>-5<sup>th</sup> grade had 16 attendees.
  - 8/9/16 K-2<sup>nd</sup> grade had 27 attendees and 3<sup>rd</sup>-5<sup>th</sup> grade had 15 attendees.
  - 8/16/16 3<sup>rd</sup>-5<sup>th</sup> grade had 14 attendees.

#### Community Connections:

- Cheney staff provided service to 10 Book a Librarian requests.
- Tami Chapman provided a business support and market research BaL for a contact she made at the West Plains Chamber meeting.
- The meeting room was used 10 times in August.
- The Cheney Parks and Rec Camp Caslo utilized the Library every Tuesday and Thursday during the summer, and averaged 45 kids.
- Our art wall featured six pieces of art from the "Recovering the Classics" movement. EWU students from the Visual Communications and Design Program designed the display pieces.

### **Deer Park: Kris Barnes**

#### Early Learning:

- *Play and Learn Storytime* average attendance was 22, compared to last August's average of 21.

- The special Storytime event, *Touch a Truck*, attracted 58 participants.

Education and Enrichment:

- 12 members gathered at the *Adult Book Club* to discuss the book *The Boys in the Boat* by Daniel Brown. Last August's attendance was 16.
- Wweekly *LEGO Club* attendance averaged nine participants.
- 72 seed packets were checked out from our seed library this month.
- *Summer Reading* programs ended this month with an attendance of 12. Last August's attendance was 37.
- Adult Summer Reading, *Zentangle* program, attracted three participants.
- Adult program, *Summer Bounty: Garlic and Herb Infused Oils*, attracted one participant.

Business and Career Development:

- We proctored zero tests this month compared to last August's total of two.
- The Deer Park Friends of the Library held a successful three-day book sale.
- *Dollars and Sense: Navigating Your Credit* program attracted three participants.
- *Dollar and Sense: Give Yourself a Raise* program was cancelled due to no signups.

Community Connections:

- Our display case featured a display of eye-catching handmade stationery and cards.
- We served summer snacks to a total of 194 children this month.
- Our meeting and conference rooms were used by community member groups a total of 20 times, compared to last August's total of 19. The rooms were used for a variety of reasons, such as a Better Breathers group meeting, a computer repair group, a Skype job interview, and a Mindful Life meditation group meeting.
- We attended the Riverside School District's family open house and connected with 123 parents and children.
- We attended We Heart Deer Park School District's family open house event and connected with 127 parents and children.
- I attended the Deer Park Friends of the Library volunteer appreciation picnic at Mix Park. This annual gathering is sponsored and organized by the Friends of the Library to say thank you for all of the volunteers' hard work and enthusiastic commitment to the book sales throughout the year.

**Fairfield: Kristy Bateman**

Early Learning:

- Zero attended the August *Play and Learn Storytime*.

Education and Enrichment:

- *LEGO Club* had seven in attendance for the four August sessions.
- *Thursday Night Thing* was combined for students in K-12 grades for August and had 14 attendees.
- The final children's Summer Reading program, *Sound Coach: A Reading Relay Readathon* had 18 attendees.
- Tween *Summer Reading* programs:
  - *Explore Electricity with Snap Circuits* had five attendees.
  - *Sharpie Crafts* had two attendees.
- The adult *Summer Reading* program *Adult Coloring* had zero attend.

Community Connections:

- One community group used the meeting room in August.

**Medical Lake: Theresa Stephenson**

Early Learning:

- *Play and Learn Storytime* averaged 20 attendees, up three from July.
- Staff presented three outreach Storytimes for 34 children and caregivers.

Education and Enrichment:

- The *LEGO Club* averaged five attendees.
- The *Summer Reading* program, *Sound Coach: A Reading Relay Readathon* had 15 attend.
- Tween *Summer Reading* programs
  - *Explore Electricity with Snap Circuits* had 13 attendees.
  - *Manga Drawing* had 11 attendees.
- Adult programs

- *Dollars and Sense: Navigating Your Credit World* had four attendees.
- *Summer Reading: Adult Coloring* had zero attend.
- *Summer Bounty: Pickling Vegetables* had 11 attend.
- *Summer Bounty: Preserving Food in a Jar* had nine attend.
- *Summer Bounty: Produce Swap* had zero attend.

Community Connections:

- Librarian Christie Onzay attended a promotional event, Feed Medical Lake, and interacted with 26 community members.
- Two community groups used the meeting room in August.

**Moran Prairie: Danielle Marcy**

Early Learning:

- Average attendance for Storytimes this month:
  - *Preschool Play and Learn*: 36
  - *Toddler Play and Learn*: 42
  - *Baby Play and Learn*: 44
  - *Family Play and Learn*: 2
- Toddler, Baby, and Preschool all had an increase from last month. Family did not have a significant increase or decrease.

Education and Enrichment:

- *LEGO Club* had 12 attend, an increase of six from last month.
- The *Moran Prairie Book Club* had six attend. Each attendee picked a classic to read and share.
- We hosted three Summer Reading adult programs:
  - *Zumba*: 6
  - *Hot Club of Spokane*: 18
  - *Tabletop Games Stop & Shop*: 1
- The tween Summer Reading program, *Sharpie Crafts*, had six attend.
- The last K-4 grade Summer Reading program *Sound Coach: A Reading Relay Readathon* had only 36 attend. A significant decrease from the previous month.
- We hosted a second annual *Late Night at the Library*. Five attended, this is a significant decrease from last year's attendance of 22.
- *The Basics: Memory Loss, Dementia, and Alzheimer's Disease* had 13 attend.

Business and Career Development:

- We had 57 community groups and individuals use the meeting room.
- The library partnered with STCU to provide two financial literacy programs:
  - *Organize Your Finances*: 3
  - *Budgeting 101*: 13

Community Connections:

- Danielle Milton attended the Moran Prairie Grange meeting.
- Danielle Marcy attended the Manito Lions meeting.

**North Spokane: (Brian Vander Veen)**

Early Learning:

- 842 children, parents, and caregivers attended early learning programs this month at North Spokane. This is up 8.5% from last month.
  - *Baby Play and Learn Storytime* averaged 23 attendees. This is up one from last month's average and up one from August 2015.
  - *Preschool Play and Learn Storytime* averaged 36 attendees. This is down eight from last month and down 11 from August 2015.
  - *Toddler Play and Learn Storytime* attracted an average attendance of 35. This is up three from last month but down 10 from August 2015.
  - *Family Play and Learn Storytime* averaged 18 attendees, the same as last month.
- Staff provided Storytime for 69 attendees at four outreach facilities.

Education and Enrichment:

- 440 members of all ages attended 12 Explore and Discover events this month.
  - 96 members attended *Sound Coach: A Reading Relay Readathon*.

- 11 members attended the performance by *Hot Club of Spokane*.
- An average of 23 members attended four *Summer LEGO Club* events.
- 41 children attended *Late Night at the Library*.
- 137 members attended *Superhero Party*.
- Six members discussed *The Zookeeper's Wife* at the North Spokane Book Club.
- 49 members attended *Pokémon Tournament*.
- 10 members attended *Tabletop Games Stop & Shop*.

Business and Career Development:

- Staff proctored one exam.

Community Connections:

- An average of 54 children participated each week in educational activities led by library staff at the Fairwood Farmers Market. This month concluded our participation in the summer program, bringing us to a total of 405 children who registered for the program and completed one or more activities.
- An average of 34 community members attended two Family Fun Nights at Shiloh Hills, *Marble Roller Coasters* and *Summer Celebration with Piggy and Elephant!*
- This month we had pottery on display from Whitworth art professor Bradley Oiler and origami art from our Public Services Specialist Kathryn.

**Otis Orchards: Melanie Boerner**

Early Learning:

- *Play and Learn Storytime* attendance for this month averaged 38, up from last August's average of 22. We are looking forward to starting our new evening Storytime in September on the 2<sup>nd</sup> Tuesday of each month.

Education and Enrichment:

- *LEGO Club* had a monthly attendance of 14.
- *Ready, Set, Read! Sound Coach: A Reading Relay Readathon* was attended by 26 children.
- *Summer Bounty! The Science of Freezing Food* had three people attend.
- *Ready, Set, Read! Adult Coloring* saw three people.
- *Summer Bounty! Preserving Food in Jars* was attended by four people.

Community Connections:

- Tammy Henry and Melanie Boerner attended the East Valley School District Back to School Fair and spoke to 346 people about library resources and programs.

**Spokane Valley: Aileen Luppert**

Early Learning:

- 1,145 children and their parents and caregivers attended 43 early learning programs this month. This is up 444 attendees and up 14 programs since last month.
  - *Baby Play and Learn Storytime* averaged 30. This is down five from last month and up eight from August 2015.
  - *Toddler Play and Learn Storytime* averaged 30. This is up five from last month and down 11 from August 2015.
  - *Preschool Play and Learn Storytime* averaged 35 attendees. This is up seven from last month and down 15 from August 2015.
  - *Evening Family Storytime* averaged eight attendees. This is down four from last month and up two from August 2015.
  - Staff provided Storytime for 195 attendees at 15 outreach facilities. Last month staff provided Storytimes to 71 attendees at five outreach facilities.

Education and Enrichment:

- 375 members attended 15 Education and Enrichment events this month.
- Adult Programs:
  - SV Book Club (7)
  - Broadway Court Book Club (6)
  - *Adult Coloring* (13)
  - *Zentangle* (15)
  - *Zumba* (1)
- Tween/Teen Programs:
  - Two programs of *Solar Powered S'Mores* (9)

- Children/Family:
  - Five sessions Summer LEGO Club (91)
  - Summer Reading Program (two sessions):
    - *Sound Coach: A Reading Relay Readathon* (71)
  - *Star Wars Party* (162)

Business and Career Development:

- Business and Career Development: two programs with three attendees
  - Job Seeker Support
    - For the month of August, Librarian Sheree West hosted two sessions of *Drop-In Job Help* for three people.
  - Proctored six tests for five people

Community Connections

- Spokane Valley was lucky enough to be one of the locations for *Touch a Truck Storytime* this month. We expected it would be popular, but not quite 220 people popular. Public Services Specialist Margy, with back-up support from Mary Ellen Braks and Public Services Specialist Abra, demonstrated amazing (and flexible) skills and presented a marvelously fun Storytime for all. Two employees from Waste Management were wonderful with the crowd and let every single child sit behind the wheel of the truck for a picture and pull the cord to honk the horn. Neighbors may have wondered what the honking was coming from our parking lot, but the kids loved it.
- Our *Star Wars Party* was also an extremely fun success. Anticipating it would also be a popular program it was planned for the meeting room and the main library. Young Jedi's and Stormtroopers made their own lightsabers and enjoyed scavenger hunts and other activities throughout the entire library. The feedback was overwhelmingly positive and a huge thanks goes out to staff that planned and hosted such a fun event.
- Librarian Diane Brown celebrated and tabled at National Night Out with the Dishman Commons Homeowner's Association.
- Library Service Managers Mary Ellen Braks and Gwendolyn Haley attended the Back to School Bash at Spokane Valley Mall and met 60 people.
- I attended a "community forum breakfast" at the Community Building. The building's manager, Summer Hess, is gathering information about the Community Building and its evolution.
- Librarian Diane Brown and I met with Jesse Swanson from Hatch. We are planning a program and project that we hope will result in a beautiful art piece to display in our library to be unveiled at a spring Second Saturday.
- Not that it was ever a competition, but Spokane Valley is happy to add that we ended the summer with the longest Reading Chain in the District. It wrapped the entire second floor and nearly made two laps around the first floor. It was a great way to show off the 4,363 books our members read this summer.

**District-wide Information**

August Security Incident Report

For August 2016, there were 19 Security Incident reports filed this month, five fewer than last month (24), and 22 fewer than August 2015 (41). Spokane Valley had the most incidents reported with eight. The most frequently reported incidents related to Potential Problems (8). Four reports of At-Risk Persons resulted in calls placed to 911 or Crime Check: Argonne for a possible mental health crisis, Administration for an individual experiencing memory issues, North Spokane for a disabled individual who was lost, and Deer Park for a minor child left at the library after closing, whose parents could not be reached. To further put all of these numbers in perspective, the total door count District-wide in the month of August was 116,293.

Argonne, with three incidents this month, breaks down as follows:

- One incident of general Code of Conduct violation..
- One At-Risk Person situation in which 911 was called (mentioned above).
- One incident of Facility Misuse in which a fire alarm was pulled. Spokane Valley Fire Department responded.

To further put incidents in perspective, the total door count for Argonne in the month of August was 7,584.

One library member was excluded from all 10 libraries for a period of 24 hours for repeated Internet viewing complaints.

Year-to-Date Public Use Measures at a Glance

- Door count through August (894,585) was down (-4%) compared to the same time period in 2015—the continuation of a modest declining trend from last year.
- Programming attendance through August (62,969) increased 12% when compared to the same time period in 2015, while the number of programs offered has increased by 10% (2463).
- Internet station bookings (154,785) were down (-9%) through August when compared to the same time period in 2015, which is a declining trend continuing from last year.

Public Use Measures

August 2016

Measure	This year	Last year	YTD	Last YTD	Rolling YTD
	This Month	This Month	This year	Comparison	Comparison
Registered borrowers	116,788	115,817	NA	1%	NA
Door count	116,293	124,273	894,585	-4%	-4%
Circulation	232,915	238,383	1,749,017	-3%	-2%
Digital Media Catalog	39,616	35,585	295,943	14%	14%
Programs					
Number	292	215	2,463	10%	6%
Attendance	7,819	6,848	62,969	12%	4%
Software Station bookings	20,299	23,044	154,785	-9%	-8%
Meeting room bookings	240	263	2,481	-8%	-6%
Holds placed					
By customers	29,922	32,305	239,820	-8%	-6%
By staff	7,593	7,484	59,062	1%	1%
Digital Media Catalog	11,045	10,917	81,426	4%	7%
Database use					
Searches	74,712	142,469	740,139	-12%	9%
Website use (Remote)					
User sessions	107,821	131,103	883,541	-12%	0%
Page views	362,414	255,821	2,503,208	31%	32%
Catalog	43,436	46,280	344,537	-5%	-5%
Database Access	5,060	3,201	37,442	4%	-2%
Interlibrary loans					
Loaned	409	273	2,977	12%	12%
Borrowed	605	498	4,239	-2%	-3%

**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.*

**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 August 2016

### Marketing Activities

- Thinking Money Exhibit
  - Brochure, landing page, digital displays, Current ad, Journal of Business listing, press release, Inlander ad, radio, carousel, social media, event calendar
- Words Fall Programming
  - Brochure, carousel, landing page, digital displays, Inlander ad, press release, social media images, calendar listings, social media
- Hawthorne Rd Construction
  - News item, website ribbon
- Medical Lake Food Preservation
  - Flyer, news item, press release, digital displays, calendar listings, social media
- Summer Bounty
  - Flyer, news item, social media, calendar listings
- LEGO Club
  - Flyers, calendar, digital displays, social media
- Play and Learn Storytime
  - Brochure, calendar, digital displays, social media
- Monday Funday
  - Flyers, calendar, social media
- Too Fun Tuesday
  - Flyers, calendar, social media
- STEM Play and Learn
  - News item, flyers, digital displays, social media, calendar
- Random Fandom
  - Flyers, digital displays, social media, calendar
- Deer Park Library Park Cleanup
  - News item, press release, digital display
- Employer Series
  - Flyers, news item, press release, digital display, calendar, social media
- GED classes at Cheney Library
  - Flyers, news item, press release, digital displays, social media, calendar listings
- September Current
  - Wrote article and created ad promoting library card sign-up month, edited Gwendolyn's article on grandparent's day
- September Kids Newspaper
  - Designed advertorial promoting library card sign-up and grandparent's day

### News coverage

- Aug 5 – KXLY-TV – Brace for construction headaches along Argonne
- Aug 8 – KXLY-TV morning show interview – Construction on Argonne starts Monday
- Aug 8 - KHQ
- Aug 8 – Fox 28 – Months-long construction project begins on Argonne Road

- Aug 24 – Deer Park Tribune – Aspiring Sanitation Workers (Touch-a-truck Storytime)
- Aug 30 – Spokesman – The Spokane Valley blog is back from vacation
- Aug 31 – Deer Park Tribune – DP Library offers "Summer Bounty" classes

### **Press Releases**

- Aug 2 – How to preserve a Summer Bounty for home gardeners
- Aug 2 – Toni Costa announced as Chief Human Resources Officer
  - Aug 15 – Journal of Business – NEW HIRE: County library district hires Costa as HR director
- Aug 19 – GED Classes at Cheney Library
- Aug 30 – Free business workshops help local entrepreneurs
- Aug 30 – Basic computer and technology tutoring at Cheney Library

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

#### **Social Media:**

- Facebook: # of fans: 2,991
- Twitter: # of followers: 2,014
- Pinterest: followers: 1,579

#### **Blog posts:**

- Aug 1 – Summer Bounty: Food & Gardening Series
- Aug 2 – A creative booklist from Loretta West
- Aug 3 – LEGO clubs
- Aug 4 – Judging a book by its cover
- Aug 9 – (Un)summer reading: a booklist gone awry
- Aug 11 – Library member wins gold in Washington Science Olympiad
- Aug 16 – Prime Time Family Reading: discovering ideas together
- Aug 17 – The Tooth Fairy Project
- Aug 18 – Researching elections in 2016
- Aug 22 – STEM Play & Learn Storytimes
- Aug 22 – Board of Trustees Meeting location change for Aug 23
- Aug 23 – Ultimate Gilmore Girls fandom
- Aug 24 – GED & high school completion classes at Cheney Library
- Aug 25 – Dynamic audiobook performers
- Aug 26 – Weekend road construction near Argonne Library causes detour
- Aug 29 – Business 101: A Toolkit for Employers
- Aug 30 – Fall hikes: sorting favorites
- Aug 31 – Annual Library Park Cleanup

#### **eNewsletter email:**

- 81,703 sent on August 16, 2016
- Open rate: 15.4% (12,511)
- Clicked: 2,112 (2.6% click rate)
- Unsubscribed: 186

#### **Podcast –**

A new weekly podcast titled, Library Out Loud, began on SpokaneTalksOnline. Podcasts are recorded and aired at a later time and are available online.

Week 1: Overview of the Spokane County Library District

Week 2: Education and Enrichment

Week 3: Spokane Is Reading

Week 4: Collections Rock

<http://www.spokanetalksonline.com/category/podcasts/library-out-loud/>

### **Community Events (Around Town):**

The Communication Department made edits to 15 librarian submitted Community Events, which are posted in the Around Town sections of the Hours and Locations pages.

### **Community Calendars**

Library event information submitted to area community calendar websites, including KREM.com, Inlander.com, Spokane7.com, KPBX.org, KXLY.com, and Fox28.com

Results – Information and descriptions on the following were included in print publications (Spokesman, Cheney Free Press, Spokane Valley News Herald) and on the respective websites:

- Storytime (4)
- SCLD streaming services
- Summer Reading Programming
  - Jamming, Juggling Jenks
  - Adult coloring (2)
  - Summer LEGO Club
- Summer Bounty (2)

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

- Volunteer brochures for North Spokane
- Pens for North Spokane, Argonne, Spokane Valley, and Public Services
- Pencils for Public Services
- Memorial book plates for Collection Services
- “New Books” sign for Moran Prairie
- “Books to Go” sign for Moran Prairie
- “Local” sign for Moran Prairie
- “Self-Checkout” sign for Deer Park
- Summer Reading programming for Public Services
- SCLD branded envelopes for Supply
- “Recovering the Classics” poster for Deer Park
- Bulletin board sign for Fairfield
- Replacement name badge for Trustee
- LEGO Club flyers for Moran Prairie
- STEM Storytime flyers for Moran Prairie
- “Biography” end cap sign for Otis Orchards

### **Communication Display Kits provided for community events**

- National Night Out Event
- Expanded Food and Nutrition Education Program information table
- KSPS FitKids Day
- Feed Medical Lake Resource Fair
- Back to School Bash
- Build a Watermelon Racer

- Watermelon Races
- Windsor Crossing Community Carnival
- Airway Heights Festival
- Unity in the Community
- Fairwood District Farmers Market
- Inland Northwest Hiring Heroes
- East Valley Back to School Fair
- Millwood Daze
- We <3 Deer Park
- Sunset Elementary Back To School Night

### **Current & Upcoming Projects & Event Promotion**

- August
  - Deer Park Friends of the Library book sale
  - Summer Bounty
  - Medical Lake Food Preservation
  - Food Preserving Classes (Otis Orchards)
  - Driver Storytime and Touch a Truck
  - KSPS FitKids Day
  - Millwood Daze
  - Deer Park Library Park Cleanup
  - September Current
  - August eNewsletter
  - Fall Forum
  - Monday Funday
  - Too Fun Tuesday
  - Random Fandom
- September
  - Play and Learn Storytime
  - STEM Play and Learn
  - New standing banners
  - Spokane Valley Random Fandom
  - Spokane Valley Too Fun Tuesday
  - LEGO Club
  - Employer Series
  - GED classes at Cheney Library
  - Jack Nisbet
  - Sunday Drop-In Crafts
  - Save the date - Fall Forum
  - Homeschooling with the library
  - Thinking Money Exhibit
  - Words – Fall Adult Programming
  - Food Bank Food Preparation
  - October Kids Newspaper
  - Inlander Ad for After Hours at the Library (Friends of the Library event)
- October
  - All Friends book sale
  - Friends' reception for Spokane is Reading
  - Fall STEM Series
  - Spokane is Reading
  - Tutoring at SCLD

- After Hours at the Library
- Volunteer Photos

**Friends of the Spokane County Library District**

- Meeting prep:
  - Agenda and meeting reminder sent
  - Created Treasurer's report and minutes

**Spokane County Library District  
Summary of Revenues & Expenses - (Cash Basis)  
For the Eight Months Ended August 31, 2016**

	Y-T-D Actual	Annual Budget	<b>Target 66.7%</b> Percent Used	Balance Remaining
<b>REVENUES</b>				
PROPERTY TAXES	\$ 6,155,577	\$ 11,003,000	55.94%	\$ 4,847,423
CONTRACT CITIES - AIRWAY HEIGHTS	183,332	246,000	74.53%	62,668
CONTRACT CITIES - SPOKANE	51,719	102,000	50.71%	50,281
FINES & FEES	167,451	256,900	65.18%	89,449
GRANTS & DONATIONS	71,547	55,000	130.09%	(16,547)
E-RATE REIMBURSEMENTS	173,408	173,000	100.24%	(408)
OTHER	39,653	34,000	116.63%	(5,653)
INTEREST REVENUES	18,117	28,200	64.24%	10,083
<b>TOTAL REVENUES</b>	<b>\$ 6,860,804</b>	<b>\$ 11,898,100</b>	<b>57.66%</b>	<b>\$ 5,037,296</b>
TRANSFERS IN	-	-	0.00%	-
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 6,860,804</b>	<b>\$ 11,898,100</b>	<b>57.66%</b>	<b>\$ 5,037,296</b>
<b>EXPENSES</b>				
SALARIES	\$ 3,888,960	\$ 5,993,523	64.89%	\$ 2,104,563
FRINGE BENEFITS	1,268,241	1,959,251	64.73%	691,010
SUPPLIES	106,439	179,001	59.46%	72,562
UTILITIES	285,937	424,570	67.35%	138,633
SERVICES	867,477	1,264,355	68.61%	396,878
INSURANCE	64,265	67,100	95.77%	2,835
EQUIPMENT & SOFTWARE	61,159	238,000	25.70%	176,841
LIBRARY MATERIALS	965,370	1,393,900	69.26%	428,530
ELECTRONIC LIBRARY MATERIALS	127,046	200,000	63.52%	72,954
LIBRARY PROGRAMS	87,001	106,700	81.54%	19,700
OPERATIONAL CONTINGENCIES	0	71,700	0.00%	71,700
<b>TOTAL EXPENSES</b>	<b>\$ 7,721,896</b>	<b>\$ 11,898,100</b>	<b>64.90%</b>	<b>\$ 4,176,204</b>
TRANSFERS OUT	-	-	0.00%	-
<b>TOTAL EXPENSES &amp; TRANSFERS OUT</b>	<b>\$ 7,721,896</b>	<b>\$ 11,898,100</b>	<b>64.90%</b>	<b>\$ 4,176,204</b>
<b>Net Excess of Revenues Over/(Under) Expenses</b>	<b>\$ (861,092)</b>	<b>\$ -</b>		
BEGINNING CASH	4,531,416			
NET FROM ABOVE	(861,092)			
ENDING CASH	<b>\$ 3,670,324</b>			
<b>Number of months cash on hand</b>	<b>3.7</b>			
<b>Capital Project Fund Balance</b>	<b>1,301,429</b>			

## **Spotlight North Spokane Library**

Managing Librarian Brian Vander Veen and Librarian Vanessa Strange will share highlights of North Spokane Library and the community it serves.

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



## **OVERVIEW BUSINESS AND CAREER DEVELOPMENT**

Librarians Danielle Milton and Sheree West will provide an overview of Business and Career Development, one of the four service priorities of the Community Engagement Plan.

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