

**MISSION**

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

**Board of Trustees Regular Meeting**

December 19, 2017 4:00 p.m. Argonne Library Public Meeting Room

**AGENDA**

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
  - A. Approval of November 21, 2017, Regular Meeting Minutes [4:00-4:03]
  - B. Approval of November 2017 Payment Vouchers [4:03-4:05]
  - C. Unfinished Business [4:05-4:20]
    1. 2018 Budget
      - a. Adopting a 2018 Final Budget (Resolution No. 17-08): Approval recommendation.
    2. 2017 Work Plan—Year in Review
  - D. New Business [4:20-4:45]
    1. 24-Hour Deposit Rule Waiver Request
    2. 2018 Work Plan
    3. Member Privileges and Responsibilities Policy: Approval recommendation.
    4. 2018 Meeting Schedule/Locations and Policies Review: Approval recommendation.
    5. 2018 Board of Trustees' Officers Election: Approval recommendation.
- IV. DISCUSSION ITEMS, POSSIBLE ACTION [4:45-4:50]**
  - A. Future Board Meeting Agenda Items
- V. REPORTS**
  - A. Trustees [4:50-4:55]
  - B. Executive Director [4:55-5:00]
    - Administrative
    - Community Activities
  - C. Public Services [5:00-5:05]
  - D. Communication [5:05-5:10]
  - E. Fiscal [5:10-5:15]
- VI. Holiday Refreshments Break [5:15-5:35]**
- VII. OVERVIEW [5:35-5:45]**
  - A. CEP Service Priority – Early Learning
- VIII. PUBLIC COMMENT**
- IX. ADJOURNMENT**

[Estimated meeting length: One hour and 45 minutes, plus public comment.]

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

**SPOKANE COUNTY LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING MINUTES: NOVEMBER 21, 2017**

---

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., on Tuesday, November 21, 2017.

**Present:** John Craig - Chair  
 Mark Johnson - Vice Chair  
 Sonja Carlson - Trustee  
 Wes Teterud - Trustee  
 Kristin Thompson - Trustee  
 Patrick Roewe - Executive Director and Secretary

**Excused:** None.

**Also Present:** Kristy Bateman, Library Services Manager; Mary Ellen Braks, Library Services Manager; Toni Costa, Chief Human Resources Officer; Stacey Goddard, Library Services Manager; Gwendolyn Haley, Library Services Manager; Carlie Hoffman, Library Services Manager; Rick Knorr, Chief Financial Officer; Andrea Sharps, Collection Services Director; Cindy Ulrey, Librarian; Amber Williams, Strategic Initiative Librarian; and Patty Franz, Administrative Assistant.

**Guests:** None.

**Call to Order (Item I.)** Chair John Craig 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 Meeting Minutes, Oct. 21, 2017 (Item III.A.)** Mr. Craig called for corrections to the October 21 regular meeting minutes. The minutes stand approved as corrected.

**Approval of Payment Vouchers, Oct. 2017 (Item III.B.)** Mr. Johnson moved and Ms. Thompson seconded approval of the October 2017 bill payment vouchers as follows:

| Fund       | Voucher/Payroll Numbers       | Subtotal     | Total        |
|------------|-------------------------------|--------------|--------------|
| Oct. - L01 | 52935-53081 and W00492-W00500 | \$573,570.06 | \$573,570.06 |
|            | 10102017PR and 10252017PR     | \$354,546.14 | \$354,546.14 |
|            |                               | Total        | \$928,116.20 |

In response to Mr. Teterud's query about the higher than usual credit card

**Minutes - Board of Trustees' Meeting**

**November 21, 2017**

**Page 2**

**Approval of  
Payment Vouchers,  
Oct. 2017  
(Item III.B.)**

balance, Mr. Knorr said he would review the transactions and report back. In response to Mr. Craig about two payments to ABM Janitorial Services, Mr. Knorr reported the first invoice was for carpet cleaning of high-traffic areas at North Spokane, Spokane Valley, and Argonne, and the second was for routine monthly cleaning services. Mr. Roewe pointed out the payment voucher written to Integra was for an assessment of network security conducted in January and paid last month. He further explained Integra was purchased by another organization, Zayo, during the first quarter and the bill was delayed as a result. Also in response to Mr. Craig, Mr. Knorr explained the payment voucher written to Hammond Facility Consulting was for an assessment of all District facilities as related to the Library Facilities Master Plan and potential future upgrades.

There were no further questions.

The motion was unanimously approved.

**Unfinished Business  
2018 Preliminary  
Budget Update  
(Item III.C.1)**

2018 PRELIMINARY BUDGET UPDATE. Via PowerPoint, CFO Rick Knorr summarized development of the 2018 budget since the last meeting. For the expense side, Mr. Knorr explained the budget update shows lower total salaries because of a more accurate forecast of staff needs based on recent turnover. A COLA increase of 2 percent was factored in, as well as the cost of the recently passed minimum wage of \$11.50 per hour. The change in minimum wage will affect approximately 15 FTE. Tax revenue was projected higher due to new construction valuation reported by the Assessor's Office. Mr. Knorr also pointed out the medical insurance rate for 2018 decreased, as the published rate was 7.6 percent, less than the 10 percent used for the preliminary budget. He also noted the contingency budget was increased to \$86,000.

Mr. Knorr reviewed previous and projected levy and levy rates to show how the District's annual revenue amount was calculated, and pointed out the estimated impact of the state assessed values increase. In response to Mr. Teterud's query, Mr. Roewe said retirement of a long-time employee does not significantly impact the budget. Mr. Roewe said he will provide more detail about the District's reorganization at the December meeting.

Both Mr. Johnson and Ms. Thompson asked about the reduction in cost of library materials since the last meeting. Mr. Knorr said he would review the amount and will finalize the number in the final budget.

In response to Mr. Teterud's query, Mr. Knorr explained funds authorized by the Board of Trustees were transferred from the General Fund to create the Capital Projects Fund. Mr. Craig noted some of the funds were from the sale of the property on Upriver Drive. Mr. Roewe commented that the fund is otherwise a static layer of reserve.

Mr. Knorr noted a full year of BookEnd operations were fully absorbed, and Mr. Roewe further said a budget surplus is likely for this year.

**Unfinished Business  
2018 Preliminary  
Budget (Items  
III.D.1.a-d)**

Having recently attended the annual GSI Economic Forecast, Mr. Knorr reviewed how perspectives on regional, national, and global economies could affect the District. The District is currently at full employment, and with a tight labor market, it has become difficult for various industries to hire. Mr. Knorr noted entry-level positions remain attractive to applicants, which can be viewed positively for what the District has to offer.

Mr. Knorr stated that based on the forecast, anticipated population growth reaffirms the need for libraries in Spokane Valley, and that continued property tax increases will impact the future levy rate.

Mr. Knorr said he doesn't anticipate additional changes to final budget, with the exception of the library materials budget. He also stated that the District likely will not have received the state assessed values figure in time for the final budget.

There was no further discussion.

**Unfinished Business  
2018 Preliminary  
Budget (Items  
III.D.1.a-d)**

COST OF LIVING ADJUSTMENT (COLA) FOR 2018. Ms. Thompson moved and Mr. Johnson seconded to approve a Cost of Living Adjustment of two percent for all District staff in 2018.

There was no discussion.

The motion was unanimously approved.

ADOPTING A 2018 PRELIMINARY BUDGET AND CERTIFYING IT TO THE BOARD OF COUNTY COMMISSIONERS (RESOLUTION NO. 17-05).

Mr. Teterud moved and Ms. Thompson seconded that Resolution No. 17-05, Adopting a 2018 Preliminary Budget and Certifying it to the Board of County Commissioners, be adopted.

RESOLUTION NO. 17-05

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, ADOPTING A 2018 PRELIMINARY BUDGET; CERTIFYING TO THE BOARD OF COUNTY COMMISSIONERS OF SPOKANE COUNTY THE DISTRICT'S 2018 PRELIMINARY BUDGET; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

There was no discussion.

The motion was unanimously approved.

AUTHORIZING 2017 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2018 (RESOLUTION NO. 17-06). Ms. Carlson moved and Mr. Johnson seconded that Resolution No. 17-06, Authorizing a 2017 Property Tax Levy Increase for Collection in 2018, be adopted.

**Unfinished Business**  
**2018 Preliminary**  
**Budget (Items**  
**III.D.1.a-d)**

RESOLUTION No. 17-06

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, AUTHORIZING A 2017 PROPERTY TAX LEVY INCREASE FOR COLLECTION IN 2018; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATED THERETO.

The resolution authorizes an increase in the regular property tax levy to be collected in 2018 in the amount of \$117,400, which is a percentage increase of 1.036% from the previous year.

There was no discussion.

The motion was unanimously approved.

LEVYING THE REGULAR PROPERTY TAXES FOR SCLD FOR COLLECTION IN 2018 (RESOLUTION No. 17-07). Mr. Johnson moved and Ms. Thompson seconded that Resolution No. 17-07, Levying the Regular Property Taxes for SCLD for Collection in 2018, be adopted.

RESOLUTION No. 17-07

A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, LEVYING THE REGULAR PROPERTY TAXES FOR SPOKANE COUNTY LIBRARY DISTRICT FOR COLLECTION IN 2017 TO DISCHARGE ANTICIPATED DISTRICT EXPENSES AND OBLIGATIONS FOR THE 2018 CALENDAR YEAR; CERTIFYING SAID AMOUNT TO THE BOARD OF COUNTY COMMISSIONERS OF SPOKANE COUNTY; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATING THERETO.

There was no discussion.

The motion was unanimously approved.

BOARD DIRECTION TO STAFF. Regarding the library materials budget, Ms. Thompson requested that staff ensure percentages are correct to policy for the final budget. Trustees indicated they were satisfied with the balanced budget for 2018. There was no further discussion.

**New Business**  
**The BookEnd**  
**Update**  
**(Items III.D.1.)**

THE BOOKEND UPDATE. Mr. Roewe pointed out the report created by Customer Experience Manager Gina Rice and Library Services Manager Kristy Bateman. In operation now for six months, the District's newest library at Spokane Valley Mall has shown to be a convenient resource for those who are using it. Mr. Roewe further said a full year of operations is needed to fully assess its overall impact. He noted Spokane Valley Mall management has expressed appreciation for having the library as a tenant.

**New Business**  
**The BookEnd**  
**Update**  
**(Items III.D.1.)**

To test the potential for future programming, Ms. Bateman noted a well-attended Storytime was held with those waiting to visit with Santa, and a second similar Storytime will be held next month. Following a recent visit to the library, Mr. Teterud asked if the library could be staffed sufficiently with fewer employees. Mr. Craig commented that he had experienced what appeared to be over-staffing on a recent visit as well. Mr. Roewe explained that Public Services continues to review and evaluate staffing based upon statistical usage, and has already reduced staffing levels as a result. Mr. Roewe also stated that a variety of customer services tasks such as responding to customer material requests have been diverted to the BookEnd staff to maximize their time. Mr. Craig noted BookEnd checkouts in October exceeded Fairfield and nearly reached those of Medical Lake and Otis Orchards. Mr. Teterud further said he does not question the validity of the library, as he considers the mall an excellent location and the library a great service. There was no further discussion.

**New Business**  
**Personnel Policy**  
**(Items III.D.2.)**

PERSONNEL POLICY. Mr. Johnson moved and Ms. Thompson seconded to approve the suggested Personnel Policy revisions, including a modification to Section 2.15, as discussed and agreed by Trustees. Via PowerPoint, Chief Human Resources Officer Toni Costa reviewed suggested Personnel Policy and title changes to HR2 (from Chapter 2), Hiring and Employment, HR3 (from Chapter 3), Compensation-Wages, and HR5 (from Chapter 5), Leave. For the most part, all recommended changes were intended to document, clarify or expand on current practice, and remove repetitive language. Ms. Costa further explained changes to all policies presented included the addition of standardized language to create consistency among other District policies, and to clearly separate District policies from procedures. She also suggested use of Personnel Policy numbers over chapters. In regard to content discussion of HR2-Hiring and Employment, in response to Mr. Teterud's query, Ms. Costa said digital personnel files are anticipated in the future, yet are now in printed format and stored securely. In response to Mr. Craig regarding Trial Service Period, Ms. Costa said optimally an employee would move back to their original or similar position, with termination as a last approach if the trial service was not successful. Regarding flextime and alternate work schedules, Ms. Costa suggested these two sections be separated for clarification, and explained flextime is entirely flexible; an employee can choose their work hours. An alternate work schedule, however, is set, though the work hours may be atypical. Regarding Section 2.15, Employment of Immediate Family Members, and the enumeration of an immediate household, Mr. Craig asked if the list of relationships count only if they are members of an immediate household. In response, Mr. Roewe said the use of the list was intended to be expansive. In response to Mr. Craig's suggestion, Trustees agreed by consensus to authorize staff to omit the word, "other," in the last bullet point of Section 2.15. In regard to content discussion of

**New Business  
Personnel Policy  
(Items III.D.2.)**

HR5-Leave, Ms. Costa pointed out with the passage of Initiative 1433 in 2016, starting January 1, 2018, all District employees will receive two hours of paid sick leave for every 40 hours worked. She noted accrual has already begun. In response to Mr. Craig's query about the use of leave and distinction regarding adult children, Ms. Costa explained the District follows federal guidelines, which specify a higher standard for when caring for an adult child qualifies for sick leave.

In response to Mr. Teterud's query regarding Ms. Costa's title change from CHRO to Human Resources Director in the suggested revisions to the Personnel Policy, Mr. Roewe explained title changes are planned for Leadership Team members at the start of the New Year. He will report further details at the December meeting.

There was no further discussion.

The motion was unanimously approved.

Mr. Craig called for a five-minute recess at 5:10 p.m.

**Overview Education  
and Enrichment  
(Item III.E.)**

OVERVIEW EDUCATION AND ENRICHMENT. Library Services Manager Gwendolyn Haley provided an overview of the Education and Enrichment service priority and its goals. In response to the goal to offer engaging in-library programs for school-aged children and teens that emphasize 21st century STEM and literacy skills, quarterly STEM activities are offered in all 10 libraries for students in Grades K-5 and up, and learning opportunities for tween and teens are offered as well. School and summer programs, including Minecraft, SNAP Circuits, Rube Goldberg Machines, Studio Boot Camp, Stop Motion Animation, Finch Robotics, and Hour of Code, were offered throughout the year. Drop-in workshops, such as Take It Apart, where kids could explore electronics and the inner workings of small devices, were added at the North Spokane Lab. And multiple STEM travel kits were developed by District librarians to use at Family Literacy and STEM nights, and community events throughout the year. With funding support from Humanities WA, literacy and reading at grade level is promoted through the Prime Time Family Reading program. Families gather weekly at the library to read and discuss books and have dinner. Each week families also take home three new picture books to read and discuss. To date, 12 Prime Time programs have been offered at elementary schools in West Valley, East Valley, Cheney, Central Valley, Mead and Riverside. Ms. Haley noted 21 families recently participated at Trent Elementary, and the school was delighted to have the extra support for its students. Additional enrichment programs included three traveling exhibits from the National Library of Medicine, opportunities to view and discuss sometimes controversial films and documentaries and attend lectures by authors and scholars, as well as experience histories of communities through local historical society offerings. Ms. Haley noted participants

## Minutes - Board of Trustees' Meeting

November 21, 2017

Page 7

### **Overview Education and Enrichment (Item III.E.)**

noticeably engaged and delved into these topics. She further reported staff has been collaborating with the Northwest Museum of Arts and Culture and Mobius Science Center with the intent to offer family passes, and was excited to announce these passes sponsored by the Friends of the Library will be available for library checkout starting in January 2018. Another goal of this priority is in progress, and once The Lab at North Spokane Library and The Studio at Spokane Valley Library are fully up and running, more will be shared about how these operations will enable community members to have spaces and opportunities to make and create. Ms. Haley also provided a quick rundown on Education and Enrichment program attendance, which is on track to exceed last year's numbers. Finally, Ms. Haley reported on the success of National Novel Writing Month, NaNoWriMo, held at North Spokane Library this year. The sessions were well-attended, and Spokane Writes: A Poetry and Prose Anthology, was published as a result of local writers' interest and funding support from the Friends of the Spokane County Library District. Ms. Haley passed around a copy of the book for Trustees to view, and noted 150 people attended the District's 75<sup>th</sup> Anniversary and Anthology Release Celebration held Saturday, Nov. 4, from which the author readings will soon be posted on YouTube. Trustees expressed thanks for the informative report. There was no further discussion.

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

Chair Craig reviewed forthcoming agenda items for the next two months, noting the December meeting will be held at Argonne Library. Among other agenda items, the December meeting will include approval of the final 2018 budget, next year's meeting schedule, and the Board of Trustees' officers election. There was no further discussion.

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

There were no reports.

### **Executive Director's Report, Oct. 2017 (Item V.B.)**

The Executive Director's written report provided prior to the meeting for October 2017 included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Regarding the annual holiday gathering scheduled as part of the meeting agenda for next month, Mr. Roewe explained that with Trustees' approval, the gathering will be moved from post- to mid-meeting for refreshments and fellowship among all meeting participants. Trustees approved the change; thus, staff will plan accordingly. Mr. Roewe also noted that overview topics are needed for next year, for which both Trustees and staff are welcome to submit topics of interest. Mr. Roewe reported the SAO Exit Conference was held Thursday, November 2, at District Administrative Offices. The purpose of the meeting was to share audit results and draft reporting for the Accountability Audit for 2016 and 2015, and the Financial Statement Audit for 2016, for which Trustees also received printed materials.



**Executive Director's  
Report, Oct. 2017  
(Item V.B.)**

Mr. Roewe said overall the audit was clean, and auditors were complimentary about the work of District staff. Mr. Knorr noted future audits will move to a two-year cycle, with the next audit scheduled for 2019. In brief, results showed District operations complied with applicable requirements and provided adequate safeguarding of public resources. The District also complied with state laws and regulations and its own policies and procedures in the areas examined by auditors. Mr. Knorr reviewed the three most notable exit comments, which included use of open accounting periods at the end of the calendar, monthly instead of daily cash deposits, and the current lack of a food and beverages policy for District events. Mr. Knorr indicated that the District is already working on making the necessary changes to address the three comments.

There was no further discussion.

**Public Services  
Report, Oct. 2017  
(Item V.C.)**

Library Services Manager Kristy Bateman provided a written report prior to the meeting for October 2017, with data for customer use measures, programming and library activities. Ms. Bateman had nothing further to add, and there was no discussion.

**Communication  
Report, Oct. 2017  
(Item V.D.)**

Communication & Development Officer Jane Baker provided a written report prior to the meeting for October 2017 communication activities. Mr. Roewe indicated he would answer any questions in Ms. Baker's stead. There was no further discussion.

**Fiscal Report,  
Oct. 2017  
(Item V.E.)**

Revenue and Expenditure Statement through October 31, 2017.

|                      |               |
|----------------------|---------------|
| <u>Fund 001</u>      |               |
| Revenues             | \$ 11,350,006 |
| Expenditures         | \$ 9,702,932  |
| Ending Fund Balance  | \$ 6,222,910  |
| Fund Budget Expended | 79.72%        |

Chief Financial Officer Rick Knorr reported we are on pace for a 2017 budget surplus. There was no further discussion.

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

Librarian Cindy Ulrey provided highlights of Fairfield Library over the past year. Via PowerPoint, Ms. Ulrey illustrated Fairfield Library by the numbers. She noted the library is open only three days a week; thus, its numbers are not comparable to other District libraries with more open hours. Statistics demonstrate Fairfield is active and well, with increases in many areas, including cardholders. Customer use of the library is up, even though circulation is down, as Ms. Ulrey noted Fairfield customers use significant audio and digital materials during the harvest season. Overdrive use is up 10 percent and hoopla, a streaming service, is up 32 percent. The Seed Library has 57 unique borrowers, with 320 seed packets borrowed.

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

Ms. Ulrey noted the seed catalog has prompted a lot of intergenerational discussion among library users about what to plant and how, with gardening tips shared. Tuesday Storytimes are back on track, with 19 in attendance and new families joining in. The Tween Cooking Challenge was highly successful; kids 4<sup>th</sup> grade and up worked together to produce fabulous dishes. Staff plans to build on this program's popularity by offering microwaveable mug meals in the spring. Family programs that encourage kids and adults to work together seem particularly popular at Fairfield. Staff plans to build on programs related to natural resources, gardening, and hunting. She noted Flag Day Pumpkin Planting brought in families from Rosalia and Tekoa. Ms. Ulrey reported Thursday Night Thing (TNT) held at Fairfield Community Center once a month was on hiatus for several months because of a lack of adult volunteers, yet it is back on track with a new crew and attendance is booming. Ms. Ulrey leads a STEM or art-related activity at TNT, and said participants are always excited to take their projects home or to show their teachers at school. Library staff connects with community through participation in the SE Spokane County Parade held in Rockford, the North Palouse Chamber of Commerce Business Expo, and by providing outreach Storytimes at Liberty's preschool and Freeman's Early Learning Center. Staff also conducts annual booktalking at Freeman's Lit Circle. Student card distribution also provides opportunities to reach prospective customers in the library service area. Ms. Ulrey noted digital resources really help Fairfield students who attend school 19 miles away in Spangle. Plans for the future include more family programming to encourage adult and child interactions, additional gardening and rural-interests programming, such as mushroom identification and medicinal plants usage, and more cooking programs for tweens and teens. In response to Mr. Craig's query about library hours, Ms. Ulrey said she couldn't say for certain if extended library hours would be helpful to students coming into town after a long commute from school. She further said more promotion of TNT, where kids can enjoy a hot meal and adult-led activity may be the best opportunity to reach kids and distribute student cards to a younger base. In response to Mr. Teterud, Mr. Roewe said the Town of Fairfield owns the Fairfield Library building and that the town is annexed to the District. Trustees expressed thanks for the informative report. There was no further discussion.

**Public  
Comment  
(Item VI.)**

There was no public comment.

**Adjournment**  
**(Item VII.)**

Chair Craig adjourned the meeting at 6:02 p.m. The next Board Meeting is scheduled for Tuesday, December 19, 2017, at 4:00 p.m., in the public meeting room at Argonne Library.

---

John Craig, Chair


---

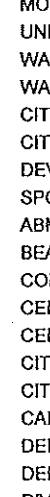
Patrick Roewe, Secretary to the Board of Trustees

PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of November 30, 2017 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$937,363.26 for the general fund and \$0.00 for the capital projects fund and are authorized to authenticate and certify these claims.

DATE: December 1, 2017

SIGNED: 

SIGNED: 

TITLE: Chief Financial Officer

TITLE: Executive Director

| VOUCHER NUMBER | DESCRIPTION  | VOUCHER AMOUNT |
|----------------|--|----------------|
| 053082         | BLACKSTONE AUDIO BOOKS LIBRARY MATERIALS                             | \$ 42.62       |
| 053083         | BRAINFUSE, INC. ONLINE TUTORING/CAREER SOFTWARE RENEWAL              | 22,500.00      |
| 053084         | LYNN BURKS-HERRES LOST/PAID REFUND                                   | 9.00           |
| 053085         | CONSOLIDATED IRRIGATION DIST19 WATER - OTIS ORCHARDS                 | 62.83          |
| 053086         | CITY OF SPOKANE WATER & SEWER - MORAN PRAIRIE                        | 584.40         |
| 053087         | DIVCO INCORPORATED QTRLY BUILDING REPAIR & MAINT - HVAC              | 850.54         |
| 053088         | EMPLOYMENT SECURITY DEPARTMENT UNEMPLOYMENT INSURANCE                | 1,415.39       |
| 053089         | GALE/CENAGE LEARNING LIBRARY MATERIALS                               | 666.94         |
| 053090         | JENNIFER CAROLYN GOODWIN LIBRARY PROGRAM                             | 150.00         |
| 053091         | H&H BUSINESS SYSTEMS, INC. QTRLY COPIER MAINTENANCE & TONER          | 6,910.93       |
| 053092         | INGRAM DISTRIBUTION GROUP, INC LIBRARY MATERIALS                     | 10,769.83      |
| 053093         | MIDWEST TAPE LIBRARY MATERIALS                                       | 3,681.23       |
| 053094         | OFFICE DEPOT OFFICE/LIBRARY SUPPLIES                                 | 59.77          |
| 053095         | PASADENA PARK IRR. DIST. 17 WATER - ARGONNE LIBRARY                  | 1,000.71       |
| 053096         | QUILL CORPORATION OFFICE/LIBRARY SUPPLIES                            | 576.42         |
| 053097         | RECORDED BOOKS, LLC LIBRARY MATERIALS                                | 828.62         |
| 053098         | SAGE SOFTWARE, INC PURCHASE OF EMPLOYEE SELF SERVICE MODULE          | 4,324.85       |
| 053099         | COWLES PUBLISHING CO SUBSCRIPTIONS                                   | 104.00         |
| 053100         | STAPLES ADVANTAGE OFFICE/LIBRARY SUPPLIES                            | 806.60         |
| 053101         | MONICA TEED LOST/PAID REFUND   | 8.00           |
| 053102         | UNIQUE MANAGEMENT SERVICES COLLECTION AGENCY & NOTICE FEES           | 2,433.08       |
| 053103         | WALTER E. NELSON CO. CLEANING & SANITATION SUPPLIES                  | 741.80         |
| 053104         | WASTE MANAGEMENT OF SPOKANE MONTHLY REFUSE                           | 1,190.86       |
| 053105         | CITY OF CHENEY WATER, SEWER, ELEC. - CHENEY                          | 754.54         |
| 053106         | CITY OF DEER PARK WATER & SEWER - DEER PARK                          | 115.35         |
| 053107         | DEVRIES INFORMATION MGMT MONTHLY COURIER SERVICE                     | 5,238.00       |
| 053108         | SPOKANE CO. WATER DISTRICT #3 MONTHLY UTILITY FEE-HASTINGS PROPERTY  | 16.30          |
| 053109         | ABM JANITORIAL SERVICES - NW MONTHLY CUSTODIAL SERVICES              | 12,905.08      |
| 053110         | BEACON HILL CATERING FOR DECEMBER BOARD MEETING                      | 140.35         |
| 053111         | CONSOLIDATED ELECTRICAL DIST. BUILDING REPAIR & MAINTENANCE          | 199.04         |
| 053112         | CENTURYLINK ANALOG TELEPHONE LINES                                   | 21.55          |
| 053113         | CENTURYLINK ANALOG TELEPHONE LINES                                   | 76.46          |
| 053114         | CITY OF AIRWAY HEIGHTS WATER & SEWER - AIRWAY HEIGHTS                | 257.35         |
| 053115         | CITY OF MEDICAL LAKE WATER, SEWER, REFUSE - ML                       | 160.88         |
| 053116         | CAPITAL ONE NAT'L ASSOC OFFICE/LIBRARY SUPPLIES/COSTCO               | 137.67         |
| 053117         | DELL MARKETING L.P.%DELL USA LP PRINTER SUPPLIES/IT EQUIPMENT        | 1,828.08       |
| 053118         | DEMCO, INC. OFFICE/LIBRARY SUPPLIES                                  | 905.85         |
| 053119         | DIVCO INCORPORATED QTRLY BUILDING REPAIR & MAINT - HVAC              | 5,048.75       |
| 053120         | EARTHWORKS RECYCLING,INC RECYCLING                                   | 337.60         |
| 053121         | EMPIRE DISPOSAL INC. SOLID WASTE - FAIRFIELD                         | 37.50          |
| 053122         | FINDAWAY WORLD, LLC LIBRARY MATERIALS                                | 81.58          |
| 053123         | H&H BUSINESS SYSTEMS, INC. QTRLY COPIER MAINTENANCE & TONER          | 484.66         |
| 053124         | VANTAGEPOINT TRNSFR %M&T BANK-302112 ICMA EMPLOYEE 457 CONTRIBUTIONS | 3,205.18       |
| 053125         | iHEARTMEDIA-SPOKANE ADVERTISING                                      | 599.00         |
| 053126         | INGRAM DISTRIBUTION GROUP, INC LIBRARY MATERIALS                     | 7,903.77       |
| 053127         | INLAND PUBLICATIONS LIBRARY PROGRAMS                                 | 424.00         |
| 053128         | INLAND NW BUSINESS ALLIANCE LUNCH MEETING                            | 350.00         |
| 053129         | MIDWEST TAPE LIBRARY MATERIALS                                       | 4,491.89       |

|        |                                       |                                       |          |
|--------|---------------------------------------|---------------------------------------|----------|
| 053130 | MODERN ELECTRIC WATER COMPANY         | WATER, ELEC. - SV                     | 1,920.82 |
| 053131 | DVM INSURANCE AGENCY dba NATIONWIDE   | EMPLOYEE DEDUCTIONS FOR PET INSURANCE | 253.87   |
| 053132 | OFFICE DEPOT                          | OFFICE/LIBRARY SUPPLIES               | 174.04   |
| 053133 | TIMOTHY J OLSEN                       | LIBRARY PROGRAM                       | 100.00   |
| 053134 | OTIS HARDWARE                         | MAINTENANCE SUPPLIES                  | 16.20    |
| 053135 | OVERDRIVE, INC.                       | LIBRARY MATERIALS e-Books             | 7,584.49 |
| 053136 | QUILL CORPORATION                     | OFFICE/LIBRARY SUPPLIES               | 658.53   |
| 053137 | RECORDED BOOKS, LLC                   | LIBRARY MATERIALS                     | 983.38   |
| 053138 | JOHN PAUL SHIELDS III                 | LIBRARY PROGRAM                       | 150.00   |
| 053139 | SPO. NEIGHBORHOOD ACTION PLAN         | LIBRARY PROGRAMS                      | 450.00   |
| 053140 | SPOKANE COUNTY ENVIRONMENTAL SERVICES | SEWER - AR, NS, SV                    | 464.73   |
| 053141 | STAPLES ADVANTAGE                     | OFFICE/LIBRARY SUPPLIES               | 210.84   |
| 053142 | COSUGI                                | ANNUAL MEMBERSHIP DUES                | 100.00   |
| 053143 | UPS                                   | SHIPPING                              | 14.94    |
| 053144 | SPOKANE COUNTY UNITED WAY             | EMPLOYEE CONTRIBUTIONS                | 151.87   |
| 053145 | VERIZON WIRELESS                      | CELL PHONES (6)                       | 320.69   |
| 053146 | WHITWORTH WATER DISTRICT #2           | WATER - NORTH SPOKANE                 | 113.60   |
| 053147 | ASSOC OF WASHINGTON CITIES            | MEDICAL, DENTAL, VISION & LIFE INS.   | 710.60   |
| 053148 | CENTURYLINK                           | ANALOG TELEPHONE LINES                | 39.80    |
| 053149 | CENTURYLINK                           | ANALOG TELEPHONE LINES                | 59.91    |
| 053150 | CENTURYLINK                           | ANALOG TELEPHONE LINES                | 79.61    |
| 053151 | CULLIGAN SPOKANE WA                   | BOTTLED WATER SERVICE - CHENEY        | 42.32    |
| 053152 | DEMCO, INC.                           | OFFICE/LIBRARY SUPPLIES               | 475.69   |
| 053153 | DIVCO INCORPORATED                    | QTRLY BUILDING REPAIR & MAINT - HVAC  | 4,307.39 |
| 053154 | JEFFREY GLENN DODD                    | LIBRARY PROGRAMS                      | 875.00   |
| 053155 | DYMAXION RESEARCH LTD.                | SOFTWARE SUPPORT - SCHEDULE 3W        | 1,123.20 |
| 053156 | LAURA K. FOSTER                       | LIBRARY PROGRAM                       | 250.00   |
| 053157 | GALE/CENAGE LEARNING                  | LIBRARY MATERIALS                     | 23.49    |
| 053158 | GARY L. GODDARD                       | LOCK AND KEY REPAIR                   | 2.44     |
| 053159 | HAMMOND FACILITY CONSULTING           | FACILITY MAINTENANCE PLAN CONSULTING  | 1,288.29 |
| 053160 | INGRAM DISTRIBUTION GROUP, INC        | LIBRARY MATERIALS                     | 5,437.83 |
| 053161 | INLAND PUBLICATIONS                   | LIBRARY PROGRAMS                      | 424.00   |
| 053162 | INSTANT SIGN FACTORY                  | TABLE RUNNERS FOR LIBRARY PROGRAMMING | 1,305.60 |
| 053163 | INTEGRA TELECOM HOLDINGS, INC         | BROADBAND AND INTERNET                | 2,310.92 |
| 053164 | PAMELA JO JAMISON                     | LIBRARY PROGRAM                       | 250.00   |
| 053165 | GROUP W MARKETING                     | ADVERTISING - KIDS NEWSPAPER          | 800.00   |
| 053166 | WICK ENTERPRIZES, LLC                 | ADVERTISING                           | 312.37   |
| 053167 | MICRO AGE                             | IT HARDWARE & SOFTWARE                | 86.45    |
| 053168 | MIDWEST TAPE                          | LIBRARY MATERIALS                     | 6,665.51 |
| 053169 | OVERDRIVE, INC.                       | LIBRARY MATERIALS e-Books             | 2,839.94 |
| 053170 | PERRINE PROPERTIES, LLC               | MONTHLY PARKING LOT LEASE, SV         | 300.00   |
| 053171 | PHASE 3 DIGITAL AGENCY                | ONLINE ADVERTISING, KXLY SITES        | 900.00   |
| 053172 | ORKIN, LLC                            | BUILDING REPAIR & MAINTENANCE         | 761.60   |
| 053173 | RAMAX PRINTING & AWARDS               | SIGNS FOR BOOK CARTS                  | 299.21   |
| 053174 | RECORDED BOOKS, LLC                   | LIBRARY MATERIALS                     | 838.42   |
| 053175 | SPOKANE MALL LLC                      | MONTHLY LEASE PAYMENT, BOOKEND        | 3,000.00 |
| 053176 | STAPLES ADVANTAGE                     | OFFICE/LIBRARY SUPPLIES               | 383.28   |
| 053177 | CAROL ST. CLAIR                       | VOLUNTEER RECOGNITION DINNER          | 116.77   |
| 053178 | ST. MARY'S CATHOLIC SCHOOL            | VOLUNTEER RECOGNITION DINNER          | 450.00   |
| 053179 | TOWN OF FAIRFIELD                     | WATER, SEWER - FAIRFIELD              | 184.45   |
| 053180 | ULINE SHIPPING SPECIALISTS            | OFFICE/LIBRARY SUPPLIES               | 554.98   |
| 053181 | VANTAGEPOINT TRNSFR %M&T BANK-302112  | ICMA EMPLOYEE 457 CONTRIBUTIONS       | 3,211.55 |
| 053182 | VOID CHECK                            | ***VOID CHECK***                      | -        |
| 053183 | SPOKANE COUNTY UNITED WAY             | EMPLOYEE CONTRIBUTIONS                | 151.87   |
| 053184 | ALLIED SAFE & VAULT CO, INC.          | MONTHLY ALARM MONITORING & REPAIR     | 497.18   |
| 053185 | AT&T MOBILITY                         | TELEPHONE & BROADBAND - BOOKEND       | 105.28   |
| 053186 | AVISTA UTILITIES                      | MONTHLY UTILITIES                     | 8,051.30 |
| 053187 | A+ PRINTING, INC                      | PRINTING                              | 635.39   |
| 053188 | CLASSIC VENTURES LTD                  | LIBRARY MATERIALS                     | 34.81    |
| 053189 | CHARLES BROWER                        | LOST/PAID REFUND                      | 9.60     |
| 053190 | CENTER POINT LARGE PRINT              | LIBRARY MATERIALS                     | 499.14   |
| 053191 | CENTURYLINK                           | ANALOG TELEPHONE LINES                | 104.37   |
| 053192 | CENTURYLINK                           | ANALOG TELEPHONE LINES                | 78.46    |
| 053193 | CENTURYLINK                           | ANALOG TELEPHONE LINES                | 38.24    |
| 053194 | CENTURYLINK                           | ANALOG TELEPHONE LINES                | 38.00    |
| 053195 | CENTURYLINK                           | ANALOG TELEPHONE LINES                | 39.86    |

|   |   |   |                      |
|---|---|---|----------------------|
| 053196  | CONSOLIDATED IRRIGATION DIST19          | WATER - OTIS ORCHARDS                     | 21.00                |
| 053197  | COUNCIL FOR COMMUNITY AND ECON RESEARCH | LIBRARY MATERIALS                         | 175.00               |
| 053198  | DEARREADER.com LLC                      | ELECTRONIC LIBRARY SERVICES               | 4,855.00             |
| 053199  | JEANNA L DEFORD                         | LOST/PAID REFUND                          | 9.20                 |
| 053200  | DEMCO, INC.                             | OFFICE/LIBRARY SUPPLIES                   | 475.96               |
| 053201  | DEMCO SOFTWARE                          | ANNUAL SOFTWARE SUPPORT - EVENT SCHEDULER | 833.00               |
| 053202  | DIVCO INCORPORATED                      | QTRLY BUILDING REPAIR & MAINT - HVAC      | 2,422.04             |
| 053203  | FAUCETS 'N STUFF PLUMBING               | PLUMBING REPAIRS                          | 362.84               |
| 053204  | FINDAWAY WORLD, LLC                     | LIBRARY MATERIALS                         | 3,276.99             |
| 053205  | FRONTIER COMMUNICATION                  | TELEPHONE & BROADBAND - FF                | 119.90               |
| 053206  | GALE/CENAGE LEARNING                    | LIBRARY MATERIALS                         | 2,138.61             |
| 053207  | GARY L. GODDARD                         | LOCK AND KEY REPAIR                       | 503.74               |
| 053208  | GARRIN HERTEL                           | PROGRAMMING                               | 800.00               |
| 053209  | INGRAM DISTRIBUTION GROUP, INC          | LIBRARY MATERIALS                         | 14,439.83            |
| 053210  | INTEGRA TELECOM HOLDINGS, INC           | BROADBAND AND INTERNET                    | 16,434.96            |
| 053211  | INLAND POWER AND LIGHT                  | ELECTRIC UTILITIES - AH, DP               | 1,024.66             |
| 053212  | LEANA KNIGHT                            | LOST/PAID REFUND                          | 13.00                |
| 053213  | VIKTORIYA KUKHARSKAYA                   | LIBRARY PROGRAM                           | 200.00               |
| 053214  | MIDWEST TAPE                            | LIBRARY MATERIALS                         | 6,262.69             |
| 053215  | NORLIFT                                 | MAINTENANCE SUPPLIES                      | 14.99                |
| 053216  | OFFICE DEPOT                            | OFFICE/LIBRARY SUPPLIES                   | 165.66               |
| 053217  | OPTUM                                   | MONTHLY HSA ACCOUNT FEES                  | 78.00                |
| 053218  | OVERDRIVE, INC.                         | LIBRARY MATERIALS e-Books                 | 9,025.04             |
| 053219  | MELISSA PITZ                            | LOST/PAID REFUND                          | 9.40                 |
| 053220  | CITY DIRECTORIES                        | LIBRARY MATERIALS                         | 1,995.00             |
| 053221  | PRESSWORKS                              | PRINTING                                  | 675.00               |
| 053222  | ORKIN, LLC                              | BUILDING REPAIR & MAINTENANCE             | 3,427.20             |
| 053223  | QUILL CORPORATION                       | OFFICE/LIBRARY SUPPLIES                   | 781.82               |
| 053224  | RECORDED BOOKS, LLC                     | LIBRARY MATERIALS                         | 2,448.97             |
| 053225  | RUTH SEMENCHA                           | LOST/PAID REFUND                          | 1.40                 |
| 053226  | SPOKANE REGIONAL LAW ENFORCEMENT MUSEUM | LIBRARY MATERIALS                         | 105.00               |
| 053227  | STAPLES ADVANTAGE                       | OFFICE/LIBRARY SUPPLIES                   | 685.07               |
| 053228  | STATE AUDITOR'S OFFICE                  | ANNUAL AUDIT                              | 1,536.15             |
| 053229  | UNIQUE MANAGEMENT SERVICES              | COLLECTION AGENCY & NOTICE FEES           | 2,885.37             |
| 053230  | U.S. BANK CORP. PAYMENT SYSTEM          | CREDIT CARD PAYMENT                       | 17,083.45            |
| 053231  | WALTER E. NELSON CO.                    | CLEANING & SANITATION SUPPLIES            | 1,341.55             |
| 053232  | WEST PLAINS CHAM. OF COMMERCE           | DUES AND MEMBERSHIPS                      | 340.00               |
| 053233  | MYE CHILD INC                           | CUSTOM TABLES FOR CHILDREN'S AREAS        | 2,486.08             |
| W00501  | ELEC FEDERAL TAX PAYMENT SYS            | NET PAYROLL TAXES                         | 63,106.45            |
| W00502  | DEPT OF RETIREMENT SYSTEMS              | RETIREMENT CONTRIBUTIONS                  | 48,721.60            |
| W00503  | US BANK - HEALTH - OPTUM                | H S A CONTRIBUTIONS                       | 1,573.00             |
| W00504  | STATE OF WASHINGTON                     | MONTHLY EXCISE/SALES TAXES                | 1,205.48             |
| W00505  | ASSOC OF WASHINGTON CITIES              | MEDICAL, DENTAL, VISION & LIFE INS.       | 78,333.28            |
| W00506  | ELEC FEDERAL TAX PAYMENT SYS            | NET PAYROLL TAXES                         | 58,800.75            |
| W00507  | US BANK - HEALTH - OPTUM                | H S A CONTRIBUTIONS                       | 1,573.00             |
| W00508  | DEPT OF RETIREMENT SYSTEMS              | RETIREMENT CONTRIBUTIONS                  | 46,144.96            |
| <b>Total Non-Payroll General Operating Fund</b> |   |   | <b>\$ 569,010.96</b> |
| <b>PAYROLL VOUCHERS</b>                         |   |   |                      |
| 11092017PR                                      | SPOKANE COUNTY LIBRARY DISTRICT         | NET PAY CHECKS                            | \$ 187,105.73        |
| 11222017PR                                      | SPOKANE COUNTY LIBRARY DISTRICT         | NET PAY CHECKS                            | 181,246.57           |
| <b>Total Payroll General Operating Fund</b>     |   |   | <b>\$ 368,352.30</b> |
| <b>TOTAL GENERAL OPERATING FUND</b>             |   |   | <b>\$ 937,363.26</b> |

Spokane County Library District  
October/November, 2017 Credit Card Activity  
Paid in November, 2017  
Voucher # 053230

| <u>Card Category</u>   | <u>Amount</u>             |
|------------------------|---------------------------|
| General Purchases      | \$10,091.87               |
| Maintenance            | 1,703.77                  |
| Travel                 | 1,455.26                  |
| Acquisitions           | 3,017.05                  |
| Information Technology | 761.17                    |
| Outreach               | 54.33                     |
| General Fund Purchases | <u><u>\$17,083.45</u></u> |

## 2018 Budget

### a. Adopting a 2018 Final Budget (Resolution No. 17-08)

**Background:**

On this month's agenda, we present a resolution to adopt the final annual operating budgets for the two District funds for calendar year 2018.

- For the General Fund, there are two changes to the Preliminary Budget presented last month. In accordance with policy, total library materials including electronic materials will be no less than 14% of tax revenue, including revenue from contract cities and net of adjustments. Thus, the library materials budget increased by \$8,700. The change is illustrated below.

|                                     | 2018 Final<br>Budget Amount | Preliminary Budget<br>Amount |
|-------------------------------------|-----------------------------|------------------------------|
| Property tax revenue net of TIF     | 11,576,000                  |                              |
| Contract cities revenue             | 344,800                     |                              |
|                                     | <u>11,920,800</u>           |                              |
| Library materials percentage        | 14%                         |                              |
| 2018 Budget for materials (rounded) | <u>1,665,000</u>            |                              |
| Library Materials                   | 1,460,000                   | 1,451,300                    |
| Electronic Library Materials        | 205,000                     | 205,000                      |

Consequently, total operating contingency has been reduced by an equivalent amount of \$8,700 (from \$86,000 to \$77,300) in order for the District to maintain a balanced budget.

- The District has not received final state assessed property valuations as anticipated, so there is no final adjustment to total property tax revenue.
- For the Capital Projects Fund, the retainage payments for the North Spokane remodel project are included in the final budget. The District submitted formal Notice of Completion documents to all applicable state agencies as required for public works projects and have not received any authorizations for release of retainage as yet. The District did, however, receive a statement from the Employment Security Department that submissions received in Nov. and Dec. will not be processed until January 2018. As a result, it now appears the final retainage payment cannot be made until early 2018. Thus, it is prudent to include the appropriate amount in the 2018 Capital Projects Fund budget.

**Recommended Action:** Board motion to approve Resolution No. 17-08, adopting a 2018 Final Budget.



**RESOLUTION NO. 17-08**

**A RESOLUTION OF THE BOARD OF TRUSTEES OF SPOKANE COUNTY LIBRARY DISTRICT, SPOKANE COUNTY, WASHINGTON, ADOPTING A 2018 FINAL BUDGET; AND PROVIDING FOR OTHER MATTERS PROPERLY RELATED THERETO.**

**SPOKANE COUNTY LIBRARY DISTRICT  
Spokane, Washington**

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

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

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

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

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

WHEREAS, the Board adopted a 2018 Preliminary Budget with Resolution No. 17-05 on November 21, 2017, and certified same to the Board of County Commissioners of Spokane County;

WHEREAS, there have been two line item changes, yet no changes to the total budget for the General Operating Fund, and one change to the Capital Projects Fund total budget subsequent to the adoption of the 2018 Preliminary Budget;

WHEREAS, the Board has determined it necessary to adopt a 2018 Final Budget.

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

**Section 1:      ADOPTION OF 2018 FINAL BUDGET**

The Board hereby adopts a 2018 Final Budget (attached hereto as Exhibit A and Exhibit B and incorporated herein by reference), in the amount of:

|                                   |              |
|-----------------------------------|--------------|
| General Operating Fund (001-661): | \$12,431,300 |
| Capital Projects Fund (008-661):  | \$    19,000 |

**Section 2:                      EFFECTIVE DATE**

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

ADOPTED by the Board of Trustees of Spokane County Library District, Spokane County, Washington, at a regular meeting thereof, held this 19<sup>th</sup> day of December 2017.

SPOKANE COUNTY LIBRARY DISTRICT  
Spokane County, Washington

---

John Craig, Chair  
Board of Trustees

ATTEST

---

Patrick Roewe  
Secretary to the Board of Trustees

Exhibit A

Spokane County Library District  
2018 General Operating Fund Budget  
Final

**REVENUES**

|   |                   |
|---|-------------------|
| PROPERTY TAXES                                      | \$ 11,675,000     |
| LESS: TAX INCREMENT FINANCING AREAS (TIFs)          | (99,000)          |
| CONTRACT CITIES - AIRWAY HEIGHTS                    | 264,000           |
| CONTRACT CITIES - SPOKANE                           | 80,800            |
| FINES & FEES  | 209,000           |
| E-RATE REIMBURSEMENTS                               | 167,000           |
| INTEREST REVENUES AND OTHER                         | 81,500            |
| <b>TOTAL REVENUES BEFORE GRANTS &amp; DONATIONS</b> | <u>12,378,300</u> |

GRANTS & DONATIONS 53,000

TRANSFERS IN -

**TOTAL REVENUES & TRANSFERS IN** \$ 12,431,300

**EXPENSES**

|   |                   |
|---|-------------------|
| SALARIES  | 6,137,000         |
| FRINGE BENEFITS   | 2,202,950         |
| SUPPLIES  | 192,600           |
| SERVICES  | 1,816,650         |
| LIBRARY MATERIALS   | 1,460,000         |
| ELECTRONIC LIBRARY MATERIALS  | 205,000           |
| LIBRARY PROGRAMS  | 59,300            |
| OPERATIONAL CONTINGENCIES   | 77,300            |
| <b>TOTAL EXPENSES BEFORE CAPITAL &amp; GRANT SUPPORTED PROGRAMS</b> | <u>12,150,800</u> |

CAPITAL EXPENDITURES 230,000

GRANT SUPPORTED PROGRAM EXPENSES 50,500

TRANSFERS OUT -

**TOTAL EXPENSES & TRANSFERS OUT** \$ 12,431,300

**NET EXCESS OF REVENUES OVER (UNDER) EXPENSES** -

Estimated Beginning Fund Balance: January 1, 2018 \$ 4,882,000

Net Excess of Revenues over Expenses -

Estimated Ending Fund Balance: December 31, 2018 \$ 4,882,000

**EXHIBIT B**

**Spokane County Library District  
2018 Capital Projects Fund Budget  
Final**

**REVENUES**

|                       |                  |
|-----------------------|------------------|
| Interest Earnings     | \$ 14,000        |
| <b>TOTAL REVENUES</b> | <b>\$ 14,000</b> |

**EXPENSES**

|   |                  |
|---|------------------|
| Final Retainage for North Spokane Remodel Project | \$ 19,000        |
| <b>TOTAL EXPENSES</b>                             | <b>\$ 19,000</b> |

|   |                   |
|---|-------------------|
| <b>NET EXCESS OF REVENUES OVER (UNDER) EXPENSES</b> | <b>\$ (5,000)</b> |
|---|-------------------|

|   |                     |
|---|---------------------|
| Estimated Beginning Fund Balance: January 1, 2018 | \$ 1,204,000        |
| Net Excess of Revenues over (under) Expenses      | (5,000)             |
| Estimated Ending Fund Balance: December 31, 2018  | <b>\$ 1,199,000</b> |

## 2017 WORK PLAN – YEAR IN REVIEW

### Background:

Over the last four years, the Library District turned outward to focus on community aspirations; an effort that ultimately resulted in the Community Engagement Plan (CEP). We aligned library services with the goals and aspirations of the communities we serve. In doing this work, we stretched some resources to capacity as older workflows and service models no longer aligned with contemporary needs. In order to better sustain the changes necessitated by the CEP, District leadership undertook a variety of efforts to free up internal capacity in order to better pursue external opportunities.

The Leadership Team identified the following “Outcomes and Shared Vision” for 2017:

- Interactive learning experiences will be available to people of all ages.
- The Library District will be viewed as a valued community partner working toward shared community goals.
- Vibrant, vital collections support the desire of individuals to learn, grow and fulfill their potential.
- Library facilities will foster a sense of community pride serving as places where people gather, connect, and share.

With these outcomes in mind, the Leadership Team focused resources on the following efforts in 2017:

To **increase current staff capacity**, the District reviewed all vacancies and made adjustments to positions so that they are versatile, flexible, and aligned with new initiatives. Schedules were reviewed to provide appropriate coverage while challenging all staff to work consistently at their highest level. The volunteer program was expanded to leverage staff time and allowed for growth of programs and services that fulfill the CEP.

**Training** was a goal for all staff in 2017 in order to support professional development and the ability to meet customer expectations. A new performance management system that focuses on goals and provides ongoing support and coaching replaced the old evaluation system that stressed past performance.

A proposed **Hospitality training** that would focus on making “values-based” decisions and be able to offer choices and find positive alternatives was not implemented in 2017. The idea was tabled due to other emergent opportunities, but will be evaluated for implementation in a future year.

The District implemented a **customer service initiative** to empower customers to check out their own materials, reducing staff time spent on “transactional” interactions and allowing staff to spend more time offering one-to-one assistance using electronic resources, locating appropriate reading materials, or resolving account issues. A staff task force identified and put into place technological and staff-centered solutions that raised the self-checkout rate from 50% to 78%.

An emphasis on **smart scheduling** providing safe, welcoming libraries that offer positive customer experiences, while continuing to take library resources out into the community where

people gather. Schedules were evaluated, and changes were made, in order to provide as consistent and equitable work schedules as possible while giving primary consideration to providing adequate coverage at all locations to best serve library customers.

**Media/Technology spaces**—The Lab at North Spokane and The Studio at Spokane Valley libraries provide new opportunities for interactive learning. Equipment for both spaces was purchased and installed, and programmatic learning opportunities offered in partnership with local organizations and experts to teach new skills and provide new experiences. Emphasis was placed on providing learning opportunities focused on STEM and the arts.

The **North Spokane Library renovation** was completed. The end result maximized public space and repurposed staff space to support essential functions. Staff were consolidated into one work area, which provides an additional study room, quiet reading areas, an enlarged children's space, and an information commons with adequate number of public computers. The space remains flexible in order to allow traveling exhibits and programs.

The **Spokane Valley Library** renovation was tabled indefinitely when the focus shifted to extend the agreement between the District and the city of Spokane Valley for the Balfour Park property. That minimum five-year extended agreement was finalized in October 2017.

**The BookEnd**, the District's boutique library space, opened in May at the Spokane Valley Mall. This new outlet provides the opportunity to expand services in Spokane Valley while exploring new modes of library services. The project was a District-wide effort with staff from all departments contributing. While not initially planned for 2017, start-up and ongoing operational costs were fully absorbed into the budget.

We've seen a modest increase in **active card holders**, which may be the result of several factors, including the opening The BookEnd and promotional efforts of our digital resources. In the fall of 2017, we partnered with Spokane Transit Authority (STA) with the Read and Ride campaign. This campaign focused on the convenience of digital resources, and included a library card sign-up event at the STA Plaza. Also beginning in September, all new cardholders were welcomed with a series of emails introducing various library products and services delivered to their inboxes during the time when studies show people are most excited about their new library card. This year, we've seen an average increase of 3% in cardholders when compared to the previous year.

The District conducted a **compensation study**. The study took into account our compensation philosophy, which is designed to fit our culture, address internal and external realities, and attract, retain, and motivate staff. In order to minimize any fiscal impact to the District, Leadership Team ranges and salaries were not adjusted. The compensation plan recommendations resulted in a balanced internal hierarchy of work, competitiveness in the relevant labor market, and a sustainable design that has the ability to be maintained and updated as necessary.

**Security** remains a priority both in providing a safe and welcoming environment for the public and for staff, and in securing computer systems that protect privacy and confidential information. The plan for an initiative to replace current locks with a key system that tracks access to facilities and allows staff access to the libraries where they work was moved to 2018 in lieu of

other projects. The District commissioned, and successfully passed, a security audit of its computer network and information systems.

In the second year of the **Community Engagement Plan**, we launched a new publication entitled **Engage**, which was issued three times this year to promote District programs and services. This required planning and coordination to ensure that activities were included in the publication. This new publication format now allows us to feature community-responsive programming in a contemporary and engaging format.

Based upon feedback from staff and the public we continued to focus on improving both internal and external **communication**. Internally, we are posting updates from Leadership Team and Board of Trustees meetings so that staff are kept informed of actions and decisions that impact the work they do. Externally, **Engage** magazine is again the primary example of the new way we are telling the District's story.

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

## 24-HOUR DEPOSIT RULE WAIVER REQUEST

### **Background:**

As presented at the November Board of Trustees' meeting, the State Auditor's Office (SAO) conducted an exit conference on Thursday, Nov. 2, the last step in its 2015 and 2016 annual audit, and then followed with the formal posting of audit reports on the SAO website Nov. 9. The District received "clean" opinions on both its accountability (or compliance) audit and financial audit. To quote the exit document: "This is the 10th consecutive audit the District has received unmodified opinions on our financial statements and 7th consecutive accountability audit with no reportable issues."

Also as presented, the SAO provided three exit recommendations (exit recommendations are the lowest level of comments issued), one of which is that the District should deposit cash receipts within 24 hours or approve a policy for less frequent deposits. The District currently requires weekly deposits for most libraries, and monthly for its three libraries with the least amount of cash collections.

In consultation with the Spokane County Treasurer's Office, it was recommended that a written request for exception to the 24-hour deposit requirement be submitted by the District to the Spokane County Treasurer's Office (in its function as the District's Treasurer). CFO Rick Knorr drafted and submitted the request, which is granted pending signing of the following agreement. The safeguards outlined in the agreement are already in place, with the exception being #3, the weekly frequency of deposits, which will commence subsequent to the agreement going into effect.

**Recommended Action:** This item is informational and no formal action is required at this time. However, Trustees may wish to discuss the item and provide direction to staff to proceed with the agreement.





November 28, 2017

Spokane County Library District  
4322 N. Argonne Road  
Spokane, WA 99212

Re: Request for Exception to the 24-Hour Deposit Rule

Dear Mr. Rick Knorr:

By your letter dated November 27, 2017, you requested an exception to the 24-hour deposit requirement per RCW 43.09.240. In order to grant this exception, the district must acknowledge its responsibility by having in place certain safeguards (both physical and procedural) over the funds until they are deposited. The minimum safeguards are listed below. If you agree to comply with these minimum controls, both you and the Chair of the District's Board of Trustees should sign and date a copy of this document and return it to my office. At that time, the exception will be considered to be granted in accordance with the terms of this letter and RCW 43.09.240.

MINIMUM SAFEGAURDS:

1. From the time received until the funds are deposited, the monies will be kept in a safe or locked/fire resistant cabinet. Access to the safe or cabinet will be restricted. (An individual's locked desk or a locked supply cabinet are not considered to be appropriate restricted access facilities for funds to be deposited.)
2. A deposit will be made any time the total amount of money (cash, check, etc.) exceeds \$800.00, even if this requires more than one deposit to be made during the week. Deposits will be made at least once a week.
3. A receipt or electronic equivalent will be prepared for every deposit in a receipts ledger/log/spreadsheet.
4. Proper segregation of duties will be maintained. Management will determine sufficient internal controls over cash and implement those controls. Such

PO Box 2165 • SPOKANE, WA 99210-2165  
PHONE: (509) 477-4786 • FAX: (509) 477-3674 • RCHASE@SPOKANECOUNTY.ORG

controls will be determined with consideration to both the risks of loss as well as costs in implementing such controls.

Your district may choose to pass a resolution agreeing to these safeguards. If so, please attach a copy of the resolution when you return the signed copy of this letter to my office.

Please feel free to call me, Mike Volz, Deputy Treasurer, or J. J. Hernandez, Sr. Finance Manager, if you have any questions.

Sincerely,



Rob Chase  
Spokane County Treasurer

Spokane County Library District acknowledges its responsibility for funds to be deposited and agrees to maintain appropriate safeguards, including those listed in this letter:

|                                      |       |
|--------------------------------------|-------|
| _____                                | _____ |
| John Craig, Chair, Board of Trustees | Date  |
| _____                                | _____ |
| Rick Knorr, CFO                      | Date  |

## 2018 WORK PLAN

### **Background:**

While the Community Engagement Plan guides the external focus of the District, the annual work plan guides the internal focus and functions that support the work of the District in serving our communities. Though both are intended to be mutually supportive, the 2018 work plan places greater emphasis on internal functions in order to better bring internal and external functions into alignment. The work plan is divided into four areas:

- **Strategic Initiatives:** Key organizational priorities focused on the future stability and success of the District in executing its mission.
- **Operational Safety and Continuity:** Ensuring that the library environment is safe and welcoming for staff and customers and that the impact of unforeseen emergencies causes as minimal disruption to library functions as possible.
- **Process Evaluation and Improvement:** Exploring and implementing changes to long-held processes in an effort to ultimately improve the customer experience by improving internal workflows.
- **Updates and Upgrades:** A general categories of projects that will benefit the customer experience and/or make internal functions more efficient by updating tools and resources.

### **Strategic Initiatives**

**Levy lid lift and bond plans:** The development of a levy lid lift plan and a bond plan to determine timeline and communication of these separate, yet interrelated ballot issues is the key priority for 2018. The timing and order of the issues will be of critical importance.

**District messaging:** Another critical element to the plans above revolve around District messaging. District staff will develop messaging that tells the District's story and impact in a way that resonates with the aspirations and values of the community. This will include:

- Conducting focus groups on a local level and engaging a professional polling service to better determine community priorities and how the District's service plan aligns with those priorities.
- Once those priorities are determined, staff will develop a communication plan to share that message with the public via modes such as a District-wide mailer and a new community presentation template.

**Facility assessment:** The completion and analysis of a District-wide facility assessment will determine which facility needs are of the highest priority, and which ones may be incorporated into levy lid lift plans or other budgetary priorities.

**Development and fundraising position:** Another priority is the creation of a development and fundraising position. This role will focus on liaising with and growing the Friends of the Spokane County Library District, and would be charged with developing a capital campaign for potential new Spokane Valley libraries as their first project.

**Interlocal agreement review and analysis:** The District has several long-standing interlocal agreements that govern issues surrounding reciprocal borrowing with other libraries, the use of city-owned facilities, land and building usage, and annexation mitigation. Staff will conduct a

comprehensive interlocal agreement review and analysis in order to establish an up-to-date understanding of the District's obligations therein.

**Community Engagement Plan for 2019-2021:** Last but not least, staff will plan, develop and finalize the Community Engagement Plan for 2019-2021. This plan will again involve direct community engagement efforts to determine community needs and aspirations to which the District can respond in its role and function as a public library system.

**Operational Safety and Continuity**

**Safety and security audit:** Staff will conduct a safety and security audit of all District facilities, evaluating both physical plant issues and staff procedures to ensure that staff work in as safe an environment as possible.

**Keyless entry system:** A keyless entry system will be installed at staff doors at all District facilities in order to more efficiently administer staff access and move away from a key-dependent system.

**Crisis communication plan:** Staff will develop and implement a crisis communication plan that will provide effective guidelines for communicating to the public, media, and staff in the event of an emergency situation that significantly disrupts library operations.

**Disaster Recovery Plan:** Related to the crisis communication plan above, a disaster recovery plan will provide guidelines for resuming library functions as quickly and effectively as possible in the unlikely event of an emergency situation that significantly disrupts library operations.

**Process Evaluation and Improvement**

**Library card renewal process:** The renewal process for library accounts will be evaluated with an emphasis on eliminating barriers and maximizing convenience for customers.

**Library materials turn-over rate:** The current structure that governs loan periods, holds pickup times, and material transit times will be evaluated to see where possible efficiencies can be gained, with the intent of reducing wait times and getting materials into the hands of customers as quickly as possible.

**Library materials processing turnaround time:** Related to the turn-over rate, the current workflow for receiving and preparing library materials for distribution will be analyzed to see where possible efficiencies can be gained, again with the intent of reducing processing times and getting materials into the hands of customers as quickly as possible.

**Staff Intranet:** The staff intranet is an essential tool for sharing information and conducting internal business. Options will be evaluated to determine the best product for the District and its internal communication needs.

**Space Planning:** Staff will conduct an evaluation of spaces throughout the District to ensure that those spaces are providing their highest, best use in light of shifting District needs and priorities.

**Updates and Upgrades**

**Website and catalog refresh:** Staff will be rolling out a refresh of the website and catalog interface. The intent is to have a clean, contemporary design that is intuitive to navigate and encourages self-service.

**Paperless human resources forms:** Staff are expected to access, print, and submit a variety of paper forms related to HR functions. That process will be upgraded to online reporting forms and databases that can better track without collecting, sorting, and filing paper forms.

**Phone system replacement:** The current IP telephone system—hardware and software—has become outmoded and is in need of an upgrade. Staff will evaluate and select a new system that will meet contemporary and future needs.

**Job descriptions updates:** All District position descriptions will be reviewed and updated to ensure consistency and accuracy.

**Training plan:** A training plan for District staff at all levels will be developed in order to ensure that all staff are completing the trainings required to successfully perform their jobs in the District's work environment.

**Employee Recognition:** Staff will develop and implement a new employee recognition program that will acknowledge and celebrate work contributions in order to further engage and retain our talented District staff.

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

## **CUSTOMER PRIVILEGES AND RESPONSIBILITIES**

### **BACKGROUND:**

The focus of this policy is to define the parameters for eligibility and use of District resources, including residency requirements, fines and fees, and other key elements.

Many of the revisions made to the policy are for clarification, consistency and updating purposes.

There are two substantial revisions:

- First, what is ultimately driving the change in policy is the intent to increase the threshold amounts on several items regarding fines and fees:
  - Increase the collection agency referral amount from \$25 to \$50.
  - Increase the collection agency referral time period from 45 days to 75 days past notice.
  - Increase the blocked account amount from \$15 to \$25.
  - Increase the unpaid balance maximum at the time of library card renewal from \$1 to \$5.

These changes are best categorized as an initial step to present a more customer-focused approach to account management that benefits the customer and further distances the District from what can be sometimes regarded as an overly swift and punitive approach. We feel these changes will result in a more positive customer experience while having a relatively small impact on revenue. As discussed in previous budget updates, these changes have been incorporated into the 2018 budget without significant impact.

- Second, the preferred nomenclature for library users will revert back to “customer” once again. The shift to “member” several years ago was an innovative approach that sought to engender a greater sense of ownership for library users. However, further evaluation determined that it never sufficiently caught on internally or externally to make the shift wholly effective. While “customer” is more transactional in nature, it aligns with our ongoing discussions on customer service as a concept and goal. And ultimately, it is the resources and experiences we offer that encourages ownership and support of the District, not what we call our users.

Please note that we are asking for an approved effective date of January 1, 2018, in order to give sufficient time to make adjustments to the library management software, and to close out 2017 under consistent fines and fees parameters.

Following are an edited copy of the current policy with the suggested revisions indicated by strikethrough or underline, as well as a clean copy of the revised/draft policy.

**Recommended Action:** Motion to approve the revised Customer Privileges and Responsibilities Policy, effective January 1, 2018.



SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy with Edits

**POLICY: ~~MEMBER~~ CUSTOMER PRIVILEGES AND RESPONSIBILITIES**

APPROVAL DATE: JUNE 19, 1986

REVISION DATE: ~~MAY 17, 2016~~ JANUARY 1, 2018

PREVIOUS POLICY TITLE: Member Privileges and Responsibilities ~~Eligibility for Library Use~~

RELATED POLICIES:

Code of Conduct

Computer, Wireless Network and Internet Use

Fixed Assets

Library Meeting Room Use

STATUTORY REFERENCES:

RCW 27.12.180

27.12.210(1)

27.12.270

27.12.280

**Purpose:** To establish criteria for becoming a ~~member~~ customer and to describe the privileges and responsibilities associated with being a ~~member~~ customer.

**General Policy:** The Spokane County Library District (~~the~~ District) is a public library system serving the diverse needs of area residents of all ages. All libraries are open to the public. Anyone may browse materials, attend library programs, access electronic resources, and otherwise use services while in the library facilities. The level of available library resources and services is generally determined by customer residency, as defined below.

I. Library Card Eligibility for Membership

Spokane County Library District is a special-purpose district funded primarily through a property tax authorized by state law and collected only in the unincorporated county and annexed cities and towns. Eligibility to borrow materials and access electronic resources remotely is based on this geographic area and inter-local service agreements with other cities and towns, libraries, and library districts. ~~Member Customers~~ 17 years of age or younger require parental permission to obtain a library card with full privileges. The following categories of individuals are eligible to register for library cards with provision of current address and proof of identity:

A. District ~~Membership~~ Customer: Persons who reside in the District's service area: unincorporated Spokane County or an annexed or contracting city or town. In addition to those residing in its service area, the following shall be considered, as residents are eligible for use of all District services without payment of a non-resident ~~member~~ customer fee:

a. Persons residing outside the service area, yet owning property within it.

b. Active duty military personnel and their dependents that live on a military installation within Spokane County.

B. Reciprocal ~~Membership~~ Customer: Residents of areas covered by inter-local agreements with other libraries, library districts, cities, and/or towns. Such agreements may exclude specific services such as inter-library loan or other services provided through a vendor license agreement that limits use.

C. ~~Non-Resident Membership~~ Customer: Persons residing outside the District's service area that are not covered by an inter-local service agreement. An eligible non-resident may use services for which a library card is required through payment of an annual fee entitling everyone residing at the same street address (i.e., house, apartment, or other type of living unit) to District ~~Member~~ Customer library privileges. The annual fee is governed by Spokane County Library District Board of Trustees Resolution No. 99-12.

In addition, District staff may develop and issue special-use library cards that provide a defined set of privileges to specific customer groups in response to service needs and/or strategic priorities.

## II. ~~Member~~ Customer Privileges

~~Member~~ Customer Privileges includes, but is are not limited to, borrowing books, ~~DVDS~~ DVDs, and other materials from the District's physical collection, downloading eBooks, audiobooks, and music from the District's digital collection, and remotely accessing electronic resources and online learning tools from outside of the library. Some restrictions apply to Reciprocal ~~Membership~~ Customer as stated above.

## III. ~~Member~~ Customer Responsibilities

Spokane County Library District has the authority to assess certain fines and fees to ~~member~~ customer accounts. Accounts owing ~~\$15.00~~ \$25.00 or more will have borrowing privileges suspended until payment is made.

### Categories of Fines and Fees

#### 1. Overdue Fines

Overdue fines are charged to encourage the return of materials in a timely manner in order to ensure those materials are available for use by other ~~members~~ customers. Overdue fines are charged at a rate of \$.20 per item per day and have a maximum accrual amount of \$7.00 per item.

#### 2. Lost or Damaged Material Fees

Lost or damaged material fees are assessed so that the District can recoup the cost of an item. Accounts with long overdue materials declared lost, or materials determined by District employees to be damaged to the extent that they can no longer be borrowed, will be assessed a replacement fee equal to the retail price of the item.

#### 3. Miscellaneous Charges

- a.) Photocopying & Printing: Public photocopying and printing is available in each library; ~~members~~ customers may print up to 80 pages and copy up to 80 pages per week (Sunday through Saturday) free of charge.
- b.) NSF Check Fee: If a personal check is rejected due to Non-Sufficient Funds (NSF), an additional service fee of \$25.00 will be assessed to the account.
- c.) Interlibrary Loan Fee: Lending libraries outside of the District may require a fee for loaning some library materials. ~~Members~~ Customers requesting interlibrary loan materials will be contacted to determine if they are willing to pay the fee in order to borrow the item.

#### 4. Collection Agency Referral Fee

Accounts owing ~~\$25.00~~ \$50.00 or more will be referred to a collection agency after ~~45~~ 75 days. At the point of referral, a \$15.00 fee will be assessed.

## IV. ~~Membership~~ Library Card Renewal



Annually, ~~members~~ customers must pay all outstanding fines or fees over ~~\$1.00~~ \$5.00 to renew a library card.

#### V. Administrative Reduction or Discharge of Assessed Fines & Fees

The District may reduce assessed fines and fees, dependent upon certain criteria. Examples of these reductions include, but are not limited to:

##### A. Fines and Fees Waiver or Cancellation

District employees are tasked with determining under what circumstances a fine or fee may be waived or canceled. Circumstances include, but are not limited to, hardship, library error, and special amnesty programs designed to promote literacy, encourage the use of library resources and services, and support the District's mission. Guidelines for making such determinations are listed in associated procedures.

##### B. Purge of Uncollectible Amounts

The District may purge or write-off those fines and fees at the point at which all reasonable collection efforts have been exhausted. Such efforts may be based on the date or dollar value of the assessed fines or fees, or a combination therein.

#### VI. Service Fees

Credit or debit cards may be used to pay assessed fines and fees, limited to online payments only. Service charges pertaining to these online transactions will be accepted as a cost of doing business. No commensurate discounts or payment reductions will be extended to those fines and fees paid by cash or check.

#### VII. Limitations to Use

The use of District facilities and/or services may be limited when excessive demands of groups or individuals may curtail services to the general public.

#### VIII. Denial of Service

Use of District facilities and/or services may be denied for due cause. Due cause includes, but is not limited to, failure to return library materials, failure to pay assessed fines or fees, or violation of the District's Code of Conduct or any other policy.

#### IX. Procedures

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

DRAFT

**POLICY: CUSTOMER PRIVILEGES AND RESPONSIBILITIES**

APPROVAL DATE: JUNE 19, 1986

REVISION DATE: JANUARY 1, 2018

PREVIOUS POLICY TITLE: Member Privileges and Responsibilities

RELATED POLICIES:

Code of Conduct

Computer, Wireless Network and Internet Use

Fixed Assets

Library Meeting Room Use

STATUTORY REFERENCES:

RCW 27.12.180

27.12.210(1)

27.12.270

27.12.280

**Purpose:** To establish criteria for becoming a customer and to describe the privileges and responsibilities associated with being a customer.

**General Policy:** The Spokane County Library District (District) is a public library system serving the diverse needs of area residents of all ages. All libraries are open to the public. Anyone may browse materials, attend library programs, access electronic resources, and otherwise use services while in the library facilities. The level of available library resources and services is generally determined by customer residency, as defined below.

I. Library Card Eligibility

Spokane County Library District is a special-purpose district funded primarily through a property tax authorized by state law and collected only in the unincorporated county and annexed cities and towns. Eligibility to borrow materials and access electronic resources remotely is based on this geographic area and inter-local service agreements with other cities and towns, libraries, and library districts. Customers 17 years of age or younger require parental permission to obtain a library card with full privileges. The following categories of individuals are eligible to register for library cards with provision of current address and proof of identity:

A. District Customer: Persons who reside in the District's service area: Unincorporated Spokane County or an annexed or contracting city or town. In addition to those residing in its service area, the following shall be considered, as residents are eligible for use of all District services without payment of a non-resident customer fee:

a. Persons residing outside the service area, yet owning property within it.

b. Active duty military personnel and their dependents that live on a military installation within Spokane County.

B. Reciprocal Customer: Residents of areas covered by inter-local agreements with other libraries, library districts, cities, and/or towns. Such agreements may exclude specific services such as inter-library loan or other services provided through a vendor license agreement that limits use.

C. Non-Resident Customer: Persons residing outside the District's service area that are not covered by an inter-local service agreement. An eligible non-resident may use services for which a library card is required through payment of an annual fee entitling everyone residing at the same street address (i.e., house, apartment, or other type of living unit) to District Customer library privileges. The annual fee is governed by Spokane County Library District Board of Trustees Resolution No. 99-12.

In addition, District staff may develop and issue special-use library cards that provide a defined set of privileges to specific customer groups in response to service needs and/or strategic priorities.

## II. Customer Privileges

Privileges include, but are not limited to, borrowing books, DVDs, and other materials from the District's physical collection, downloading eBooks, audiobooks, and music from the District's digital collection, and remotely accessing electronic resources and online learning tools from outside of the library. Some restrictions apply to Reciprocal Customers as stated above.

## III. Customer Responsibilities

Spokane County Library District has the authority to assess certain fines and fees to customer accounts. Accounts owing \$25.00 or more will have borrowing privileges suspended until payment is made.

### Categories of Fines and Fees

#### 1. Overdue Fines

Overdue fines are charged to encourage the return of materials in a timely manner in order to ensure those materials are available for use by other customers. Overdue fines are charged at a rate of \$.20 per item per day and have a maximum accrual amount of \$7.00 per item.

#### 2. Lost or Damaged Material Fees

Lost or damaged material fees are assessed so that the District can recoup the cost of an item. Accounts with long overdue materials declared lost, or materials determined by District employees to be damaged to the extent that they can no longer be borrowed, will be assessed a replacement fee equal to the retail price of the item.

#### 3. Miscellaneous Charges

- a.) Photocopying & Printing: Public photocopying and printing is available in each library; customers may print up to 80 pages and copy up to 80 pages per week (Sunday through Saturday) free of charge.
- b.) NSF Check Fee: If a personal check is rejected due to Non-Sufficient Funds (NSF), an additional service fee of \$25.00 will be assessed to the account.
- c.) Interlibrary Loan Fee: Lending libraries outside of the District may require a fee for loaning some library materials. Customers requesting interlibrary loan materials will be contacted to determine if they are willing to pay the fee in order to borrow the item.

#### 4. Collection Agency Referral Fee

Accounts owing \$50.00 or more will be referred to a collection agency after 75 days. At the point of referral, a \$15.00 fee will be assessed.

## IV. Library Card Renewal

Annually, customers must pay all outstanding fines or fees over \$5.00 to renew a library card.

## V. Administrative Reduction or Discharge of Assessed Fines & Fees

The District may reduce assessed fines and fees, dependent upon certain criteria. Examples of these reductions include, but are not limited to:

**A. Fines and Fees Waiver or Cancellation**

District employees are tasked with determining under what circumstances a fine or fee may be waived or canceled. Circumstances include, but are not limited to, hardship, library error, and special amnesty programs designed to promote literacy, encourage the use of library resources and services, and support the District's mission. Guidelines for making such determinations are listed in associated procedures.

**B. Purge of Uncollectible Amounts**

The District may purge or write-off those fines and fees at the point at which all reasonable collection efforts have been exhausted. Such efforts may be based on the date or dollar value of the assessed fines or fees, or a combination therein.

**VI. Service Fees**

Credit or debit cards may be used to pay assessed fines and fees, limited to online payments only. Service charges pertaining to these online transactions will be accepted as a cost of doing business. No commensurate discounts or payment reductions will be extended to those fines and fees paid by cash or check.

**VII. Limitations to Use**

The use of District facilities and/or services may be limited when excessive demands of groups or individuals may curtail services to the general public.

**VIII. Denial of Service**

Use of District facilities and/or services may be denied for due cause. Due cause includes, but is not limited to, failure to return library materials, failure to pay assessed fines or fees, or violation of the District's Code of Conduct or any other policy.

**IX. Procedures**

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.

## **2018 BOARD OF TRUSTEES' MEETINGS SCHEDULE AND POLICIES REVIEW**

### **Background:**

The following chart provides the regular monthly meeting schedule and locations for 2018. Also included are the monthly policy reviews. Overview topics are yet to be fully determined for next year.

**Recommended Action:** Board motion to adopt the suggested meeting and policy review schedule for 2018. The Board of Trustees is encouraged to provide direction for meeting content or future topics of interest at any time.

## 2018 Board of Trustees' Meeting Schedule

| Month                                   | Library Location | Policy Review   | Overview                                      |
|---|------------------|---|---|
| January 16                              | Moran Prairie    | Volunteer Program<br>Public Records   | PERS - Public Employees'<br>Retirement System |
| February 20                             | Airway Heights   | Facility Use for<br>Political Purposes<br>Public Art in District Facilities | <b>TBD</b>                                    |
| March 20                                | Otis Orchards    | Partnership and Sponsorship   | <b>TBD</b>                                    |
| April 17                                | Argonne          | Code of Conduct<br>Memberships in Organizations                             | <b>TBD</b>                                    |
| May 15                                  | Argonne          | Personnel Policy  | <b>TBD</b>                                    |
| June 19                                 | Deer Park        | Annexation of Cities & Towns<br>to Library District                         | <b>TBD</b>                                    |
| July 17                                 | Argonne          | Fixed Assets  | <b>TBD</b>                                    |
| August 21                               | Spokane Valley   | Collection Development  | <b>TBD</b>                                    |
| September 18                            | Cheney           | Social Media<br>Use of 3D Printing Services                                 | <b>TBD</b>                                    |
| October 16                              | North Spokane    | Personnel Policy<br>Friends of the Library                                  | <b>TBD</b>                                    |
| November 20                             | Argonne          | Computer, Wireless Network<br>and Computer Use                              | <b>TBD</b>                                    |
| December 18<br>(Holiday break included) | Argonne          | Bulletin Boards and<br>Community-Interest<br>Publications                   | <b>TBD</b>                                    |

### Important Dates for 2018:

March 1 – Tentative WLA Library Legislative Day, Olympia  
 April 28 Annual Friends Helping Friends Event, location TBD

## **2018 BOARD OF TRUSTEES' OFFICERS ELECTION**

### **Background:**

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

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

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

**Recommended Action:** A nomination, motion, second and vote for Chair and Vice Chair officers to serve January 1 through December 31, 2018.

**FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: JANUARY- FEBRUARY 2018*****January 16, 2018: Moran Prairie - Tentative (4:00 p.m.)***

- Public Records Policy
- Volunteer Program Policy
- Overview – Public Employees Retirement System (PERS)
- 2018 Spotlight and Overview Schedule
- Spotlight TBD

Please send requests for agenda additions or changes to the Board Chair or Administrative Assistant no later than Tuesday, Jan. 2, for inclusion in the preliminary agenda to be sent Jan. 3. Meeting packets will be mailed Jan. 10.

***February 20, 2018: Airway Heights - Tentative (4:00 p.m.)***

- Facility Use for Political Purposes Policy
- Public Art in District Facilities Policy
- Reciprocal Use of Libraries Report 2017
- Overview – TBD
- Spotlight TBD

**SPECIAL MEETINGS/ACTIVITIES**

2018

**Mar 1 (tentative)** WLA Library Legislative Day, Olympia, WA

**Apr 28 (Sat)** Friends Helping Friends Annual Meeting, 9-Noon, location TBD



## **EXECUTIVE DIRECTOR'S REPORT NOVEMBER 2017**

### **Business Office, Finance and Facilities – Rick Knorr**

#### 2018 Budget

The final 2018 budget and accompanying resolution will be presented at the December meeting.

#### Capital Projects Fund

As previously reported, we received closing documents from the general contractor of the North Spokane remodel project, and subsequently submitted formal Notices of Completion to appropriate state agencies. Retainage cannot be released until all agencies sign off on these notices. Since we have not received any such approvals to date, we now expect that final payment will not occur until early 2018. Additional details will be provided at the meeting.

#### General Fund

A few highlights of the November Financial Report include:

##### Revenues:

- The last large tax revenue payment was received this month and the District is at 99.7% of the total levy collected. Payments from the cities of Airway Heights and Spokane have now been received in full. Fines and Fees fall a little below budget, yet grants, donations and interest income are sufficiently over budget to compensate. We expect total revenues to be at or over 100% of budget for the full year.

##### Expenses

- Salaries and benefits continue to be close to budget and are anticipated to be the same at year-end.
- Library materials expenses will also end the year close to budget. Vigilant monitoring of these expenses as year-end nears is routine.
- The only budget line now expected to end the year over budget is utilities due to The BookEnd. This is noteworthy not so much because of the variance, but because none of the BookEnd costs were included in the 2017 budget. All other BookEnd costs have been successfully absorbed within the budget.

#### Facilities

A recent window of dry weather allowed the roof to be replaced over the IT Department portion of Spokane Valley Library.

### **Human Resources – Toni Costa**

#### Department Activities

##### Recruitment and Selection:

- a. New Hires
  - Public Services Specialist
  - Public Services Associate

- b. Terminations
  - Library Page
- c. Promotions/Demotions
  - N/A
- d. Reclassifications
  - N/A
- e. Transfers
  - N/A

#### **Information Technology – Doug Stumbough**

- Testing continued on new phone and related network equipment, with an emphasis on creating inter-platform compatibility between the old and new systems.
- Researched and recommended a new layout and upgraded audio and video equipment for the North Spokane meeting room to provide enhanced options for presenters and meeting room users.
- Trained Facilities and Administration staff on the software used to control and monitor the keyless entry equipment currently being tested at some locations.
- Extracted District quarterly analytical data as well as six-month data on The BookEnd usage.
- Reviewed and sought a pricing quote for BC Mobile, the new customer use app offered by SirsiDynix to replace the current BookMyne products.
- Responded to the Payment Quality Assurance (PQA) assessment by the Universal Services Administrative Company (USAC), the corporation designated by the Federal Communications Commission to administer the E-rate program. Any applicant, with paid invoices of any size, may be subject to a PQA to review the competitive bidding process, service(s) received, and payment(s) made on an individual funding request. PQAs are random and there were roughly 500 conducted in a “statistically valid” manner in 2016. We expect the results of the assessment early next year.
- Reviewed applications for the IT Manager position and selected candidates for interviews, which are scheduled for early December.

#### **Collection Services – Andrea Sharps**

- We ordered 968 titles and 2,982 copies in November. The number of titles ordered is down from last month as is the number of copies ordered.
- With 91.67% of the year done, total library materials expended stands at 92.14%.
- We processed, added to the system, and sent out to the libraries 4,896 items in November. This is down from last month.
- Downloadable lending through OverDrive was down slightly in November from October. A total of 37,061 items circulated in November including audiobooks (15,437) and eBooks (21,624). Customers placed a total of 11,861 holds; and, there were 5,432 unique users with titles checked out.
- Midwest Tape’s hoopla, a streaming media service, saw a slight increase in circulation in November over October. A total of 2,901 titles including audiobooks (1,325), comics/graphic novels (160), eBooks (505), movies (442), full-length albums (319) and television shows (150) circulated in November for a combined cost of \$6,081.84 and an average cost per circulation of \$2.10. A total of 125 new users registered in the month, and there were 906 active users and 6,160 total users recorded.
- Youth Collection Development Librarian Sheri Boggs attended the WLA Conference in Tacoma 11/1 – 11/4. Sheri was a co-presenter on two panels: “WA Do I Read Next?” and “Talking up the Towner

Award.” Sheri also met with the Alki Editorial Committee as she is the current Alki editor with the November 2017 conference preview issue being the first Alki volume she edited. This online-only publication can be accessed through WLA’s website ([www.wla.org](http://www.wla.org)) under the “Publications” tab.

- Spokane Is Reading hosted bestselling author Wiley Cash for two free events on November 9. Mr. Cash discussed his featured title—*A Land More Kind than Home*—with a receptive audience of 131 at the 1:00 p.m. presentation at the Spokane Valley Event Center, while 132 attendees participated in the 7:00 p.m. presentation at Spokane Public Library’s Downtown Library.
- We loaned 349 items to other libraries and borrowed 626 items from other libraries for 975 total Interlibrary Loan transactions processed in November.

## **Executive Director Report & Community Activities – Patrick Roewe**

### District Activities

#### **Annual Audit**

With CFO Rick Knorr, I attended the exit conference with the State Auditor’s Office (SAO) on Thursday, Nov. 2. The District received “clean” opinions on both its accountability (or compliance) audit and financial audit. As Rick reported at the November meeting, the SAO issued three exit recommendations that we are in the process of addressing. Overall, I found the process very informative.

#### **Limited-scope restructuring**

Effective January 1, 2018, the Public Services Department is being reorganized into three divisions: Library Operations, Library Services, and Information Technology. The Deputy Director position is being reclassified into the new Operations Director position that has oversight of the Public Services Department and its three divisions. Current Information Technology Director/former Deputy Director for Library Operations Doug Stumbough will be moving into this new role.

The Information Technology (IT) Director position will be eliminated. A new position of Information Technology (IT) Manager has been created to manage the IT division of Public Services, and will report to the Operations Director.

These changes are being made to free up salary dollars and build organizational capacity to create a new position for the District that will be charged with pursuing initiatives such as a capital campaign for future Spokane Valley libraries and growing the Friends foundation and its endowment, which provides valuable support to library programs. In addition to the strategic value of this new position, the changes have a secondary benefit of building organizational capacity with no net gain in personnel costs.

#### **Leadership Team Updates**

The following are actions taken by the Leadership Team in the November that aren’t otherwise covered in other items in the agenda:

- The District will be issuing a “limited access card” in the near future. This card is meant for individuals of all ages who face housing uncertainty and thus aren’t able to provide a fixed address. We don’t want address verification to be a barrier to access, so this card allows a limited number of physical checkouts, full access to digital services, and will roll out with the Spokane Homeless Connect event in January.
- We’ve drafted a procedure for soliciting Friends of the Spokane County Library District funding requests from staff. A consistent approach ensures that potential funding opportunities aren’t missed.

- The District has transitioned to a new web filter product that is more efficient and cost effective. As per the Computer, Wireless Network and Internet Use Policy, the “Basic” filter categories are maintained, though we’ve reduced the “Enhanced” categories, both due to a lack of comparable categories in the new filter product and also to better align with the intent of the filter and with the Collection Development policy. The adjustments are relatively small in scope, and customers and staff will likely not notice any difference, but the filter request form remains available for any sites that might merit evaluation.
- Staff are now able to access payroll and benefits info through a convenient online portal. We will also be phasing out paper earning statements as of January 1, 2018, to give everyone time to transition to accessing them online.

### **North Spokane Theft Incident**

On Nov. 8, there was an incident of theft where an unknown male accessed the staff-only basement area and stole a projector. The individual had no interaction with staff, and left through an emergency exit. A police report was filed. While the loss of equipment is unfortunate, the primary concern is focused on the safety of our staff and volunteers. In response to the incident, we conducted a review of both staff actions and physical plant security. The review found that staff responded quickly and appropriately to a highly unusual situation. The physical plant review identified some vulnerabilities that have consequently been rectified. Additionally, we will be implementing a new visitor badge procedure District-wide to better ensure control over authorized visitors (such as service technicians) accessing and working in staff-only areas.

### **Overview Topics and Library Spotlights**

As mentioned at the November meeting, the Leadership Team has drafted a list of overview topics for the Board of Trustees meetings in 2018. Overviews provide an opportunity for Trustees to learn information pertinent to how the District functions. However, in the course of the Leadership Team’s discussion, we also began exploring the idea of changing the spotlight format to be focused on specific service offerings rather than location reports. Staff would still have the opportunity to share information with the Trustees, but with different content in a different context. To that end, there are a few questions on which I’d like Trustee feedback:

- Are there overview topics that you would like to potentially learn more about?
- Would you like the spotlights to continue to be location focused?
- Or would you like the spotlights to be focused on service offerings that occur District-wide?

Based upon any Trustee feedback, we’ll present a finalized spotlight and overview schedule for approval at the January meeting.

### Community Engagement

- With Rick, I attended the Spokane County Board of County Commissioners meeting on November 7th in which they adopted the 2018 budget, fixed the amount of the excess levy, and levied the annual taxes as the governing body of the Moran Prairie Library Capital Facilities Area (MPLCFA).
- Along with several other staff, I attended the Greater Spokane Incorporated annual economic forecast on November 8th, which anticipated ongoing modest economic growth for the county and region.
- I attended both the afternoon and evening presentations of Spokane is Reading on Nov. 9, featuring author Wiley Cash and his novel *A Land More Kind than Home*. I also had the pleasure of introducing Mr. Cash at the afternoon event. Feedback from attendees was overall very positive.

- I had the opportunity to briefly stop by the Volunteer Appreciation Dinner, also held Nov 9. It was great to see a room full of community members helping to further our mission and make a positive impact on our shared communities.
- Last but not least, I had the opportunity to meet with Andrew Chanse, Executive Director of Spokane Public Library. We shared updates on major initiatives at our respective libraries and discussed potential future collaborations. I am optimistic that such partnerships could benefit community members throughout Spokane County.

ITEM AND TITLE MONTHLY REPORT  
**November 2017**

|                        | <u>ITEMS</u>  |               |               | <u>TITLES</u> |              |               |
|------------------------|---------------|---------------|---------------|---------------|--------------|---------------|
|                        | ADULT         | YOUTH         | TOTAL         | ADULT         | YOUTH        | TOTAL         |
| <b>Total Materials</b> |               |               |               |               |              |               |
| Print                  | 162906        | 150996        | <b>313902</b> | 85255         | 50132        | <b>135387</b> |
| Nonprint               | 64391         | 23471         | <b>87862</b>  | 26908         | 7540         | <b>34448</b>  |
| Subtotal               | <b>227297</b> | <b>174467</b> | <b>401764</b> | <b>112163</b> | <b>57672</b> | <b>169835</b> |
| Periodicals            | 5822          | 852           | <b>6674</b>   | 286           | 30           | <b>316</b>    |
| Total                  | <b>233119</b> | <b>175319</b> | <b>408438</b> | <b>112449</b> | <b>57702</b> | <b>170151</b> |

|                              | <u>ITEMS</u> |  |               | <u>TITLES</u> |  |               |
|------------------------------|--------------|--|---------------|---------------|--|---------------|
| <b>OverDrive: Audiobooks</b> |              |  | <b>25338</b>  |               |  | <b>21103</b>  |
| eBOOKS                       |              |  | <b>36954</b>  |               |  | <b>31827</b>  |
| Licensed eBOOKS              |              |  | <b>10968</b>  |               |  | <b>6907</b>   |
| <b>OverDrive: Total</b>      |              |  | <b>73260</b>  |               |  | <b>59837</b>  |
| <b>GRAND TOTAL</b>           |              |  | <b>481698</b> |               |  | <b>229988</b> |

| <b>Print &amp; Nonprint</b> | (Totals year-to-date) |              |              |
|-----------------------------|-----------------------|--------------|--------------|
| <b>ADDITIONS</b>            | ADULT                 | YOUTH        | TOTAL        |
| Print                       | 27829                 | 20040        | 47869        |
| Nonprint                    | 11775                 | 3477         | 15252        |
| <b>TOTAL</b>                | <b>39604</b>          | <b>23517</b> | <b>63121</b> |
| <b>DELETIONS</b>            |                       |              |              |
| Print                       | 31272                 | 19602        | 50874        |
| Nonprint                    | 12301                 | 3878         | 16179        |
| <b>TOTAL</b>                | <b>43573</b>          | <b>23480</b> | <b>67053</b> |

|             | <u>NET CHANGE YTD</u> |       |              |
|-------------|-----------------------|-------|--------------|
|             | ADULT                 | YOUTH | TOTAL        |
| Print       | -3443                 | 438   | <b>-3005</b> |
| Nonprint    | -526                  | -401  | <b>-927</b>  |
| Periodicals | -392                  | -169  | <b>-561</b>  |

PERIODICALS = Magazine, 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 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 November 2017

Kristy Bateman

### Service Priority Teams

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

- We presented five programs in support of business development this month, including the monthly SCORE workshop and Small Business Saturday events in four locations (AH, CH, ML, MP). Combined attendance for these programs was 219.
- GED classes continued at Cheney and Deer Park, as well as ESL classes at Deer Park. The ESL instructor reports that, after a slow start, she now has six students regularly attending classes.
- We presented 13 programs in support of financial literacy education in November, including offerings from STCU, SNAP, and the Spokane Elder Resource Team. Combined attendance for these programs was 182.
- We did 56 Book-a-Librarian sessions this month.
  - In one session, Ree worked with a business owner interested in generating sales lead lists.
  - In another, Public Services Associate Jeremy helped a woman set up a LinkedIn account to help with her job applications.
- Danielle presented an overview of our business resources for a local tax preparation business.
- I also presented an overview of business resources to the Eastern Washington Childcare Association.
- Danielle, Ree, and I, along with other SCLD staff, attended the Greater Spokane Valley Chamber of Commerce annual membership meeting.

#### Early Learning (Mary Ellen Braks)

- We provided 112 Storytimes to 2,923 children, parents, and caregivers. Our average attendance per Storytime was 26.
- We provided 58 Storytimes to 1,039 children at 23 child care centers.
- We had one STARS training this month called *Art and Early Literacy* and had 36 people.
- Math for early learning continued to be a focus this month as we had a week of math Storytimes. Librarian Tammy Henry and I attended an Early Learning Math Fellows meeting.

#### Education and Enrichment (Gwendolyn Haley)

1,315 community members participated in library programs in November.

Youth (K-12) programs:

- 938 youth participated in library programs this month. Highlights included STEM programs where tweens learned about basic electric circuits and built simple projects using the Snap Circuit kits. Families from Trent Elementary finished the Prime Time Reading program at Spokane Valley Library. State Representative Robert McCaslin attended one session.

Adult Programs:

The celebration of The District's 75<sup>th</sup> Anniversary culminated this month with two events. Highlights included:

- 167 people attended the launch for *Spokane Writes*, an anthology of stories and poems from local authors, published to celebrate our 75<sup>th</sup> Anniversary as a Library District. Librarian Corinne Wilson led the team, which included Sheri Boggs (Youth Collection Development Librarian), Erin Dodge (Communication Specialist), Sharma Shields (Public Services Specialist), and Carlie Hoffman (Digital Sharing and Interaction LSM). The cover was designed by Amanda Flanery (Graphic Designer). Over 200 people submitted work to the project, and 90 were selected. The authors included some well-known local authors, as well as submissions from children as young as 6 and adults in their 90s. We have sold approximately 96 copies of the print run, and will be holding additional readings and signing events in the future.
- Spokane Valley celebrated the 75<sup>th</sup> Anniversary at the end of the month with a concert featuring Hot Club of Spokane and Big Band hits of the 1940s. A party atmosphere pervaded the library as members enjoyed cake and swing dancing.



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

- I uploaded presentations to the Writers Conference web page.
- I presented training to librarians on how to access and understand demographics data for their libraries using Analytics on Demand reports.
- I received training on a Creator product that will allow the library to create modules that can include eBooks, videos, and photos.
- I worked with Communication and IT to update and post the 3D Printer FAQ pdf.
- Book a Librarian Highlights
  - Assisted a library customer with disability-use functions on their phone
  - Worked with a customer to find sales leads using ReferenceUSA and DemographicsNow
  - Helped a customer with the basics of iPods and Apple IDs.
  - Successfully transferred data from a library customer’s SIM card to their Google Drive.

**Volunteer Program (Jamie Van Wormer)**

In November we had our annual Volunteer Appreciation Banquet. We had an Ukestra group perform and Wyatt Beaulieu sang during dinner. Ben Small, superintendent of Central Valley School District, and Katie Scofield, financial education coordinator from Numerica Credit Union were guest speakers. The Reading Buddy book carts sponsored by Numerica Credit Union were delivered to each site. I purchased and delivered books sponsored by the Larry H. Miller Charities grant. I was able to develop a partnership with Food Services of America and it will supply healthy snacks for the Reading Buddy program. Walmart also contributed \$100 towards snacks. I continue to recruit, schedule, and train new volunteers. The Volunteer Program has 285 active volunteers and 8,173 volunteer service hours.

**Library Operations: (Georgina Rice)**

|                     | Staff assisted checkouts and renewals November 2017 | Self-service checkout and renewals November 2017 | In-library checkout total November 2017 | Percent of checkout at the self-service kiosks November 2017 | Online renewals November 2017 | Total Circulation per Library November 2017 | Total Circulation per Library November 2016 | Total Circulation November 2017 compared to November 2016 |
|---------------------|---|--|---|--|-------------------------------|---|---|---|
| Airway Heights      | 898   | 4031   | 4929                                    | 81.78%   | 839                           | 5768  | 6748  | -14.5%  |
| Argonne             | 1547  | 8980   | 10527                                   | 85.30%   | 2281                          | 12808                                       | 12916                                       | -0.8%   |
| Cheney              | 2786  | 8077   | 10863                                   | 74.35%   | 2506                          | 13369                                       | 13228                                       | 1.1%  |
| Deer Park           | 2379  | 8590   | 10969                                   | 78.31%   | 2509                          | 13478                                       | 13797                                       | -2.3%   |
| Fairfield           | 269   | 649  | 918                                     | 70.70%   | 203                           | 1121  | 1319  | -15.0%  |
| Medical Lake        | 524   | 3904   | 4428                                    | 88.17%   | 699                           | 5127  | 5287  | -3.0%   |
| Moran Prairie       | 1838  | 11505  | 13343                                   | 86.22%   | 3657                          | 17000                                       | 17084                                       | -0.5%   |
| North Spokane       | 9019  | 26260  | 35279                                   | 74.44%   | 10333                         | 45612                                       | 47229                                       | -3.4%   |
| Otis Orchards       | 551   | 4066   | 4617                                    | 88.07%   | 551                           | 5168  | 5723  | -9.7%   |
| Spokane Valley      | 12305   | 26438  | 38743                                   | 68.24%   | 9505                          | 48248                                       | 47911                                       | 0.7%  |
| The BookEnd         | 521   | 2250   | 2771                                    | 81.20%   | 191                           | 2962  |   | N/A   |
| <b>Totals</b>       | <b>32637</b>  | <b>104750</b>                                    | <b>137387</b>                           | <b>76.24%</b>  | <b>33274</b>                  | <b>170661</b>                               | <b>171242</b>                               | <b>-0.3%</b>  |
| Support/ILL         | 428   |  | 428                                     |  |                               | 428   | 459   | -6.75%  |
| <b>Grand Totals</b> | <b>33065</b>  | <b>104750</b>                                    | <b>137815</b>                           |  | <b>33274</b>                  | <b>171089</b>                               | <b>171701</b>                               | <b>-0.36%</b>   |

## Library Reports

### Airway Heights: Stacy Kvamme

- Librarian Corinne Wilson and I presented an overview of the Airway Heights Library for the Airway Heights City Council.
- Corinne attended a West Plains ECEAP family event to promote Storytime and library programming.
- Our first Westwood Middle School art display of the 2017-2018 school year was installed in the children's area, and will be updated quarterly.

### Argonne: Pat Davis

- Our West Valley Family Library Night had 151 parents and children from Pasadena Park and Seth Woodard Elementary. The schools provided a pizza dinner. Families enjoyed a number of activities including OSMOS, Snap Circuits, and Pokémon scavenger hunt and craft. After activities were completed, participants picked a book courtesy of the Argonne Friends of the Library and Kiwanis Book Bank.
- Twenty students from Faith Baptist Academy fifth grade toured the library to select biographies and historical books for upcoming reports. It provided an opportunity to demonstrate our digital resources.

### BookEnd: David Wyatt

- Our November artist on display was Danielle Dubrowski.
- PSA Nathaniel and David Wyatt presented the first Storytime to families visiting Santa in the Spokane Valley Mall. 33 attended and another is planned for early December.

### Cheney: Catherine Nero Lowry

- Librarian Tami Chapman and I presented to the local Kiwanis. We highlighted Engage, District digital resources, and our partnerships within the community.
- The Cheney Friends of the Library held another successful sale.
- Tami brought *Small Business Saturday* to the Cheney community. It was a successful second year.

### Deer Park: Kris Barnes

- Library Supervisor Kris Barnes presented a genre overview and historical fiction book talks to two 5th grade classes.
- We served snacks and enjoyed International *Ninja Day* with 52 enthusiastic children. The children especially enjoyed hunting for shadow ninjas hidden throughout the library. Other activities included making bookmarks and deciphering your "ninja name" (mine happens to be Kicking Gold Baboon).
- The Deer Park Friends of the Library sponsored an anniversary celebration to mark 19 years of excellent service in our current location. We offered cookies, juice, and signage thanking the community for their continued support.

### Fairfield: Kristy Bateman

- Librarian Cindy Ulrey attended the first North Palouse Chamber of Commerce Business Fair and talked to 36 community members about how the District can support their businesses.
- Cindy also had a successful evening connecting with 19 students at Thursday Night Thing.

### Medical Lake: Cecelia McMullen

- *Small Business Saturday* combined with hosting the *Slightly West of Spokane Art Tour* in our meeting room doubled our gate count (from 2016) on the Saturday after Thanksgiving. New members who discovered the library on Saturday continued to come the following week to get library cards, sign up as volunteers, and attend programs.
- The lights were flashing as kids solved problems and created an arcade during the *Explore Electricity with Snap Circuits* program.
- Parents and children actively played with dinosaurs when Librarian Christie Onzay introduced STEM bags to the Medical Lake ECAP.

### Moran Prairie: Danielle Marcy

- 30 people participated in *Small Business Saturday*.

- Librarian Vanessa Strange commented that there were meaningful discussions amongst the attendees of the *13th: Documentary Viewing & Discussion*.
- Inland Northwest Chapter of the American Needlework Guild displayed its art in the display case. Several library members commented on the amount of detail in the designs.

#### **North Spokane: Brian Vander Veen**

- North Spokane hosted the 75<sup>th</sup> Anniversary & Anthology Release Party to celebrate *Spokane Writes*, an anthology of local writing in celebration of the District's 75<sup>th</sup> year.
- This month's resident artist was MiLinda Smith, who had her paintings on display in the library and taught three workshops, *Creating Cells in Fluid Painting*, *Painting with Found Objects*, and *Painting Winter in Acrylic*.
- In the foyer, we hosted an art exhibit by local dumpster artist Jim Battell, who creates unique paintings with recycled cardboard.

#### **Otis Orchards: David Wyatt**

- PSS Morgan visited East Valley Trent ECAP for several outreach Storytimes for 78 students.
- Our newly expanded *Play and Learn Storytime* continues to bring in an average of 40 children and parents per week. It is spreading out attendance between two timeslots instead of one, making the individual *Play and Learn* more manageable for families and staff.

#### **Spokane Valley: Aileen Luppert**

- The HUB Sports Center in Liberty Lake collaborates with the three Valley school districts for a "HUB 360" after school program for 6-8<sup>th</sup> graders. This month we brought STEM activities to four of their sites. The students enjoyed "newspaper engineering" to see how strong of a building they could build with newspapers and tape.
- The Spokane Greater Valley Chamber of Commerce held its Annual Meeting. Librarians Diane Brown, Danielle Milton, and I joined several Leadership Team members. As the Senior Manager in Network Planning for Southwest Airlines, Ms. Cirrarello shared some of the unique and fun ways Southwest Airlines strives to become the "world's most loved, most flown, and most profitable airline."
- We ended the month with celebrations. Diane and I attended the Spokane Valley Christmas Tree Lighting before returning to the library for our 75<sup>th</sup> Anniversary Party. The Hot Club of Spokane delighted and entertained 75 attendees, including Deputy Mayor Woodard and Council Member Linda Thompson, with their jazz and Christmas carols. I never expected to see dancing around the Service Desk, but couples couldn't contain themselves and it was wonderful to see so many smiles.

#### **District-wide Information**

##### November Security Incident Report

For November, there were 26 Security Incident reports filed, three more than last month (23) and one less than November 2016 (27). Spokane Valley had the most incidents reported with 13. The most frequently reported incidents related to Disruptive Behavior (8). To further put all of these numbers in perspective, the total door count District-wide in the month of November was 108,095.

##### WLA Conference Report

Six District staff members had the opportunity to attend the 2017 Washington Library Association Conference, November 1-4 in Tacoma, WA. A summary of highlights and select key takeaways for each attendee are below.

##### **David Wyatt**

The two most applicable sessions were *Current Library Legislation: An Overview* and *Making Employee Training Stick: A Hands-On Program for Supervisors*. The legislation session was presented by our WLA Lobbyist, Carolyn Logue. It was interesting to hear the current state of her efforts with topics like school library budgets, digital citizenship concerns, and service animal laws in public places. She talked the power of grassroots support for your organization, and the importance of making contact with local representatives to demonstrate what you do for the community. It has inspired me to rethink and to strengthen connections with our Friends group. The employee training session gave me ideas on how to supplement monthly meetings with analysis, follow-up conversations, and practice to increase the effectiveness of training sessions.

**Jamie Van Wormer**

I attended numerous workshops at WLA that will help me connect with our community and benefit the District. I went to two different grant writing workshops, and was provided various websites for grant opportunities and informed of specific companies that could be potential sponsors. Both groups reiterated how important evaluations/surveys were in writing grants. I was able to attend *The Challenge of Literacy and Practical Ways Libraries Can Make a Difference*. We discussed ways that libraries can partner with community colleges to improve adult literacy and English language learners. Another workshop I attended was *The Role of Library Engagement*. Eastern Washington University shared their learning experiences and I connected with the EWU Dean of Libraries.

**Stacy Kvamme**

I truly appreciated the opportunity to attend WLA, and found the experience both refreshing and inspiring. As a regular Storytime provider, I found a plethora of a new ideas for how to incorporate creative movement during *Yoga Storytime: Bend & Stretch Your Body & Mind*. The session *Introduction to Reimagining Transgender 'Inclusion' for Libraries* provided valuable insight and practical ideas for how library staff can ensure every member of our community feels welcomed and included in libraries. Finally, *Partnering with Your Park* inspired some new ideas for how libraries and parks can combine resources to develop joint programing ventures.

**Aileen Luppert**

The caliber of sessions at WLA this year was fantastic. I learned valuable lessons from sessions including ways to help formerly incarcerated people reenter successfully, transgender issues in libraries, and changes in trends the Washington Law Library has seen since last November's Inauguration Day. I took the most away from a pre-conference on strategic planning. The session was presented by Pierce County Library District and the firm they hired to help with its last round of planning. Their process had some similarities to our last one and built on several concepts we adopted through our work with the Harwood Institute. The differences, however, were interesting and worth taking a look at during our next plan. They also shared a lot of their resources and encouraged us to use them, which I hope to do.

**Vanessa Strange**

I was honored to present at WLA on behalf of SCLD. I presented a session along with two staff members from SPL, and our session was endorsed by SAIL (Serving Adults in Libraries). Our presentation was designed to help other librarians find, write, and manage grants and grant-based projects. We packed the room and our session received positive feedback from the attendees.

**Amber Williams**

A highlight of this year's WLA conference was the session *There Is More Than One State Library...Meet ALL the Olympia Libraries!* I was unaware of the services provided by the different Washington State Libraries. They have great information, resources and expertise available to all of us. Already SCLD is looking to host the State Law Library librarian Rob Mead for will writing classes. So yes, I found this to be a great program and am already incorporating it into SCLD's offerings. I was the 2017 recipient of the WLA Merit Award for Advances in Library Services. It was wonderful to be recognized but I especially appreciate having been nominated by my colleague Aileen Luppert. Her words were very kind.

Public Use Measures

**November 2017**

| Measure        | This year  | Last year  | YTD       | Last YTD   |
|----------------|------------|------------|-----------|------------|
|                | This Month | This Month | This year | Comparison |
| Cardholders    | 117,821    | 117,648    |           | 0%         |
| Door count     | 108,095    | 98,765     | 1,221,391 | 2%         |
| Items Borrowed | 211,592    | 208,464    | 2,414,679 | 1%         |
| • Digital      | 39,962     | 36,765     | 451,336   | 11%        |
| Programs       |            |            |           |            |
| • Number       | 283        | 341        | 3,245     | -6%        |
| • Attendance   | 5,836      | 5,553      | 79,806    | -2%        |

|                          |        |        |         |     |
|--------------------------|--------|--------|---------|-----|
| Internet Station Use (%) | 51.0%  | 58.7%  | 52.6%   |     |
| Meeting room bookings    | 534    | 381    | 4,422   | 26% |
| Holds placed             |        |        |         |     |
| • By customers           | 28,830 | 27,303 | 327,014 | 1%  |
| • By staff               | 7,044  | 6,186  | 78,643  | 0%  |
| • Digital                | 11,861 | 9,280  | 135,147 | 22% |
| Digital Resource Use     | 74,100 | 75,776 | 950,802 | -3% |
| Interlibrary loans       |        |        |         |     |
| • Loaned                 | 349    | 337    | 3,883   | -3% |
| • Borrowed               | 626    | 436    | 6,141   | 6%  |

### Public Use Measure Definitions

**Cardholders:** 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.*

**Items Borrowed:** Number of items checked out and renewed. *Data collection method: Actual computer system count. Digital: Number of downloads from OverDrive and Hoopla. Included in circulation total.*

**Programs:** Experiential learning programs presented by the District. *Data collection method: Hand tally and database entry.*

**Internet Station Use (%):** Percentage of available time utilized. *Data collection method: Actual reservation management system count.*

**Meeting room bookings:** Number of times meeting rooms used by outside groups. *Data collection method: Actual reservation management system count.*

**Holds placed:** Requests for specific titles in any format. *Data collection method: Actual computer system count.*

**By customers:** Placed online by customer.

**By staff:** Placed for customers.

**Digital:** Placed in *OverDrive*.

**Digital Resource Use:** Use of online learning resources licensed by the District. *Data collection method: reports from resource vendors.*

**Interlibrary loans:** Items borrowed from or loaned to another library system. *Data collection method: Computer system count.*

## Communication Report November 2017

### Marketing Activities

- KXLY Facebook Ads
  - Wrote and designed ads promoting the 75th Anniversary Celebration featuring Hot Club of Spokane and Small Business Saturday
- Holiday Family Guide page
  - Wrote and designed ad promoting various winter activities and programs for kids
- Spokane Is Reading
  - News item, social media, display kit
- Studio Reserved Sign
  - Designed, printed, laminated sign
- December Current
  - Edited article talking about reading with kids, wrote article promoting eReading and digital resources, designed ad promoting *Spokane Writes*
- December Kids Newspaper
  - Wrote article promoting eReading and digital resources, designed ad promoting *Spokane Writes*
- Small Business Saturday Puzzle instructions
  - Wrote and designed game board/map, ordered stamps
- Engage (Sep-Dec issue)
  - Digital displays, news items, calendar listings, and social media for upcoming events/programs
- Engage (Jan-May 2018 issue)
  - Writing and editing copy, designing
- Medical Lake Friends of the Library Meeting and Christmas Party
  - Listing on Friends website
- Medical Lake Winter Festival
  - Calendar, fresh sheet, social media
- Holiday PJ Night Storytime (at The BookEnd)
  - Designed and printed signs, social media
- *Spokane Writes* Anthology
  - Editing and designing of the Anthology, facilitating printing, setting up sales on the Friends website, news item, digital displays, carousel on scld.org, social media

### News coverage

- Nov 3 – Spokesman-review – Anthology of local writers commemorates library district's 75th anniversary
- Nov 5 – Spokesman-review – Spokane is Reading: Wiley Cash's 'A Land More Kind Than Home' is steeped in Southern flavor
- Nov 9 – Cheney Free Press – Small Business Saturday expands
- Nov 16 – Cheney Free Press – Library's 'Reading Buddy Program' receives donation
- Nov 23 – Cheney Free Press – Airway Heights Winter Festival is quickly approaching
- Nov 23 – Cheney Free Press – Airway Heights council hears library presentation

## Press Releases

- Nov 2 – Watch and discuss documentary about history of race and the U.S. prison boom
  - Nov 9 – Cheney Free Press – County library presents documentary about race and United States prison boom
- Nov 9 – Shop local on Small Business Saturday and collect a prize at the library
- Nov 14 – Numerica Credit Union donates to Library District's Reading Buddy Program
- Nov 16 – Hot Club of Spokane plays swing and hot jazz for library anniversary celebration
  - Nov 16 – KXLY.com – Swing into library for some hot jazz

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

- Facebook: # of fans: 3,554
- Twitter: # of followers: 2,341
- Pinterest: # of followers: 1,682
- Instagram: # of followers: 1,236

## November Digital Ads

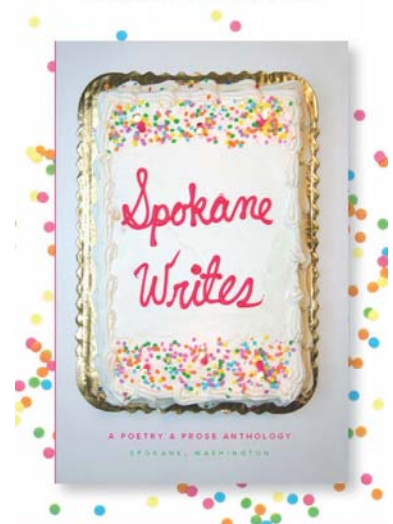
- Overall a total of 298,219 impressions were delivered
- and 636 clicks on ads
- KXLY.com – 28,577 impressions
- In-browser display – 72,192 impressions
- In app display – 29,382 impressions
- Targeted Facebook ads – 196,645 impressions

## Library District News:

- Nov 2 – Dealing with Addiction: An OverDrive collection of eBooks & Audiobooks
- Nov 9 – Shop local on Small Business Saturday and collect a prize
- Nov 14 – Tom Quinn: December artist in residence at The Lab at North Spokane Library
- Nov 15 – Hot Club of Spokane entertains at 75th Anniversary Celebration
- Nov 15 – Winter celebrations and activities for kids, one and all!
- Nov 16 – Director's Update: Libraries in Spokane Valley

*Right: The Library District's ad in the December edition of The Current*

**A great gift  
idea celebrating  
local writers**



**ORDER YOURS  
TODAY!**

This community anthology commemorates the 75th anniversary of the Spokane County Library District and features the theme of "celebration" from writers of all ages from the region.

Order your copy today—  
only \$15, online at  
[www.scldfriends.org](http://www.scldfriends.org).

*Published by and  
benefiting the  
Friends of the Spokane  
County Library District*



**Blog posts:**

- Nov 7 – November is National American Indian Heritage Month: Books that celebrate the diverse and distinct cultures, traditions, and histories
- Nov 8 – Dr. Seuss controversy and contemporary children's literature
- Nov 21 – Non-comic movies from superhero directors
- Nov 22 – Audiobooks: Are they reading or cheating?
- Nov 28 – Job seekers: Get an advantage with WorkSource Spokane
- Nov 30 – Big animals, big news: Connect with Washington wildlife at your local library

**eNewsletter email:**

- 92,068 sent on November 16, 2017
- Open rate: 11% (10,094)
- Clicked: 1,445 (1.6% click rate)
- Unsubscribed: 95

**Podcast:**

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

Library Out Loud: November Artist in Residence

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

**Community Calendars**

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

- SCLD 75th Anniversary & Anthology Release Party (1)
- Hot Club of Spokane (1)
- SCLD Streaming Services (1)
- Small Business Saturday (3)
- Cheney Library book club (1)
- International Ninja Day (1)
- Tree Lighting Ceremony (1)

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

- Pencils for Spokane Valley
- Consumer Reports flyers for Public Services
- SCLD branded letter head for Supply
- Larry H. Miller Charities Book Plates for Public Services
- Book plates for Friends of the Otis Orchards Library



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

- 75th Anniversary Celebration Featuring Hot Club of Spokane
- Spokane is Reading
- Volunteer Appreciation Banquet
- North Palouse Chamber of Commerce Business Expo

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

- December
  - Medical Lake Winter Festival
  - Engage Jan-May 2018 (designing and promoting)
  - Update to Adult Program Evaluation
  - Vinyl Lettering for Admin reception
  - Request Kits checkout/in forms
  - 2018 Holidays and closures
  - Scanned signatures for Patrick Roewe
  - Spokesman-Review Christmas Bureau display kit
  - December eNewsletter
  - January Current
  - January Kids Newspaper
  - Starbucks Storytime
- January
  - Spokane Writes ebook and promotion
  - Additions to the Digital Library
  - Friends Quarterly newsletter
  - Museum Pass Program
  - Washington State Youth Book Awards
  - Hours and locations bookmarks update
  - Engage Jan-May 2018 (promoting – news items, press releases, digital displays, etc.)
  - Bookplates for Friends of the Otis Orchards Library
  - Spokane Valley Friends Book Sale - January 2018
  - Deer Park Friends Winterfest Book Sale
  - Homeless Connect
  - Volunteer page update on website
  - Medical Lake Friends of the Library Meeting

### **Meetings Attended**

- Nov 8 – GSI Economic Forecast
- Nov 17 – Spokane Valley Chamber Annual Meeting

### **Communication Support for the Friends of the Spokane County Library District**

- *Spokane Writes* Anthology
  - Editing and designing of the Anthology, facilitating printing, setting up sales on the Friends website, news item, digital displays, carousel on sclid.org; ads in The Current, Kids Newspaper, and the Inlander
  - Staffing Anthology sale tables at 75<sup>th</sup> Anniversary release party and 75<sup>th</sup> Hot Club of Spokane party

**Spokane County Library District  
Summary of Revenues & Expenses - (Cash Basis)  
For the Eleven Months Ended November 30, 2017**

|   | Y-T-D<br>Actual      | Annual<br>Budget     | Target<br>91.7%<br>Percent<br>Used | Balance<br>Remaining |
|---|----------------------|----------------------|------------------------------------|----------------------|
| <b>REVENUES</b>                                     |                      |                      |                                    |                      |
| PROPERTY TAXES                                      | \$ 11,277,324        | \$ 11,308,000        | 99.73%                             | \$ 30,676            |
| CONTRACT CITIES - AIRWAY HEIGHTS                    | 244,585              | 247,143              | 98.96%                             | 2,558                |
| CONTRACT CITIES - SPOKANE                           | 77,322               | 72,996               | 105.93%                            | (4,326)              |
| FINES & FEES  | 197,955              | 240,500              | 82.31%                             | 42,545               |
| GRANTS & DONATIONS                                  | 94,198               | 68,000               | 138.53%                            | (26,198)             |
| E-RATE REIMBURSEMENTS                               | 154,594              | 169,000              | 91.48%                             | 14,406               |
| OTHER   | 28,068               | 31,000               | 90.54%                             | 2,932                |
| INTEREST REVENUES                                   | 32,508               | 34,000               | 95.61%                             | 1,492                |
| <b>TOTAL REVENUES</b>                               | <b>\$ 12,106,554</b> | <b>\$ 12,170,639</b> | <b>99.47%</b>                      | <b>\$ 64,085</b>     |
| TRANSFERS IN  | -                    | -                    | 0.00%                              | -                    |
| <b>TOTAL REVENUES &amp; TRANSFERS IN</b>            | <b>\$ 12,106,554</b> | <b>\$ 12,170,639</b> | <b>99.47%</b>                      | <b>\$ 64,085</b>     |
| <b>EXPENSES</b>                                     |                      |                      |                                    |                      |
| SALARIES  | \$ 5,532,270         | \$ 6,082,000         | 90.96%                             | \$ 549,730           |
| FRINGE BENEFITS                                     | 1,824,768            | 2,061,300            | 88.53%                             | 236,532              |
| SUPPLIES  | 151,222              | 189,459              | 79.82%                             | 38,237               |
| UTILITIES   | 397,609              | 429,700              | 92.53%                             | 32,091               |
| SERVICES  | 928,234              | 1,233,780            | 75.23%                             | 305,546              |
| INSURANCE   | 67,315               | 69,000               | 97.56%                             | 1,685                |
| EQUIPMENT & SOFTWARE                                | 101,049              | 270,000              | 37.43%                             | 168,951              |
| LIBRARY MATERIALS                                   | 1,307,540            | 1,433,500            | 91.21%                             | 125,960              |
| ELECTRONIC LIBRARY MATERIALS                        | 185,284              | 200,000              | 92.64%                             | 14,716               |
| LIBRARY PROGRAMS                                    | 90,461               | 121,200              | 74.64%                             | 30,739               |
| OPERATIONAL CONTINGENCIES                           | 0                    | 80,700               | 0.00%                              | 80,700               |
| <b>TOTAL EXPENSES</b>                               | <b>\$ 10,585,752</b> | <b>\$ 12,170,639</b> | <b>86.98%</b>                      | <b>\$ 1,584,887</b>  |
| TRANSFERS OUT                                       | -                    | -                    | 0.00%                              | -                    |
| <b>TOTAL EXPENSES &amp; TRANSFERS OUT</b>           | <b>\$ 10,585,752</b> | <b>\$ 12,170,639</b> | <b>86.98%</b>                      | <b>\$ 1,584,887</b>  |
| <b>Net Excess of Revenues Over/(Under) Expenses</b> | <b>\$ 1,520,802</b>  | <b>\$ -</b>          |                                    |                      |
| BEGINNING CASH                                      | 4,575,836            |                      |                                    |                      |
| NET FROM ABOVE                                      | 1,520,802            |                      |                                    |                      |
| <b>ENDING CASH</b>                                  | <b>\$ 6,096,638</b>  |                      |                                    |                      |

**Number of months cash on hand 6.0**

|                              |           |
|------------------------------|-----------|
| Capital Project Fund Balance | 1,203,900 |
|------------------------------|-----------|

## **OVERVIEW EARLY LEARNING**

Librarians and members of the Early Learning Team, Rachel Edmondson, Tammy Henry, Christie Onzay, and Cindy Ulrey, will provide an overview of Early Learning, one of the four service priorities of the Community Engagement Plan.

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