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

Board of Trustees Regular Meeting
January 16, 2018     4:00 p.m.    Moran Prairie Library Public Meeting Room

AGENDA

I. CALL TO ORDER

II. AGENDA APPROVAL [4:00]

III. ACTION ITEMS
A. Approval of December 19, 2017, Regular Meeting Minutes [4:00-4:03]
B. Approval of December 2017 Payment Vouchers  [4:03-4:05]
C. Unfinished Business  [4:05-4:15]
   1. 2018 Meeting Spotlights and Overviews Schedule: Approval recommendation.
D. New Business [4:15-4:30]
E. Overview – Public Employees’ Retirement System (PERS) [4:30-4:45]

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. PUBLIC COMMENT

VII. ADJOURNMENT

[Estimated meeting length: One hour and 25 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.
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, December 19, 2017.

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

Excused: Sonja Carlson - Trustee

Also Present: Jane Baker, Communication & Development Officer; Kristy Bateman, Library Services Manager; Mary Ellen Braks, Library Services Manager; Toni Costa, Chief Human Resources Officer; Rachel Edmondson, Librarian; Tammy Henry, Librarian; Carlie Hoffman, Library Services Manager; Rick Knorr, Chief Financial Officer; Aileen Luppert, Managing Librarian; Christie Onzay, Librarian; Andrea Sharps, Collection Services Director; Doug Stumbough, IT Director; 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 Mr. Johnson seconded to approve the agenda. The motion was approved.

Approval of Regular Meeting Minutes, Nov. 21, 2017 (Item III.A.)
Mr. Craig called for corrections to the November 21 regular meeting minutes. There were no corrections; the minutes stand approved as written.

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

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In response to Mr. Teterud’s query last month about the higher than usual
credit card balance, following review, Mr. Knorr reported there were several non-routine purchases last month. These purchases included costs associated with the author event, An Evening with J. A. Jance, at Mirabeau Park Hotel in September, the purchase of VoIP phone accessories, and video and audio equipment for The Lab and The Studio. Mr. Roewe noted that use of the credit card made these purchases more expedient. Mr. Knorr further commented that use of the card is anticipated to increase, as more vendors prefer online payments.

There were no further questions.

The motion was approved.

2018 FINAL BUDGET. CFO Rick Knorr reviewed updates to the final budget for next year, noting the library materials budget increased by $8,700, based on 14% of tax revenue per policy. Consequently, to maintain a balanced budget, the total operating contingency was reduced by the same amount, from $86,000 to $77,300. In response to a request from Mr. Craig, Mr. Knorr explained that $19,000 remains in the 2018 Capital Projects Fund for retainage payments for renovation of the North Spokane Library completed earlier this year. Mr. Knorr noted the District submitted formal Notice of Completion documents to all applicable state agencies as required, yet to date, has not received any authorizations for release of retainage. It now appears the final payment will not be made until early next year. Thus, the anticipated payment amounts were appropriately included in next year’s budget. Mr. Johnson commented that this is not unusual and can take six months or longer. Mr. Knorr additionally reported that he recently received an email from the Spokane County Treasurer’s Office informing the District that a $4,421 property tax refund was calculated for 2017. As is common practice, Mr. Knorr requested that the refund amount be added to the District’s 2018 levy.

ADOPTING A 2018 PRELIMINARY BUDGET AND CERTIFYING IT TO THE BOARD OF COUNTY COMMISSIONERS (RESOLUTION NO. 17-08).
Mr. Teterud moved and Ms. Thompson seconded that Resolution No. 17-08, Adopting a 2018 Final Budget, be adopted.

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 RELATING THERETO.

There was no further discussion.

The motion was approved.
2017 WORK PLAN—YEAR IN REVIEW. Mr. Roewe briefly reviewed the District work plan and accomplishments of 2017. Trustees expressed commendation to staff for a job well done. There was no further discussion.

24-HOUR DEPOSIT RULE WAIVER REQUEST. As follow-up to the Board of Trustees’ discussion last month regarding the SAO exit conference held November 2, Mr. Craig briefly reviewed exit comments as related to the 24-Hour Deposit Rule per RCW 43.09.240. Mr. Knorr reported that in response to a recommendation from the Spokane County Treasurer’s Office, he submitted a request for an exception to the 24-Hour Deposit Rule, in pursuit of more preferable weekly cash deposits. A waiver letter was subsequently received and will be granted pending District compliance with physical and procedural safeguards, and by providing authorized signatures. Mr. Knorr noted that other than frequency of deposits, safeguards outlined in the agreement are already in place. To that end, weekly cash deposits will commence subsequent to the signed and returned agreement to the Treasurer’s Office. In response to Ms. Thompson’s query, Mr. Knorr said to his knowledge there had been no history of cash theft at the District. In response to Mr. Teterud’s query, Mr. Knorr reviewed how cash received at District libraries is handled, overseen and managed. Mr. Roewe stated that he and Mr. Knorr were comfortable with current cash management procedures. Mr. Knorr added that accuracy has been high and in his opinion the procedures in place are sufficient. Trustees agreed by consensus to authorize Chair Craig to sign the Request for Exception to the 24-Hour Deposit Rule waiver on behalf of the Board of Trustees. CFO Knorr will sign on behalf of the District. The signed document will be returned to Spokane County Treasurer Rob Chase. There was no further discussion.

2018 WORK PLAN. Mr. Roewe reviewed the four areas of focus that will guide the internal functions that support the work of the District in serving communities throughout the year. They are: Strategic Initiatives, Operational Safety and Continuity, Process Evaluation and Improvement, and Updates and Upgrades. Mr. Craig said he was pleased to see the plan for next year included levy lid lift and bond planning, as he would like to see development begin soon. Mr. Roewe also noted a facility naming policy will be coming to the board in the future as part of the bond planning process. Mr. Roewe reviewed small scale internal restructuring, and noted the addition of a development and fundraising position is planned for early next year. In response to Mr. Teterud’s query, Mr. Roewe explained the IT Department will become a division of Public Services, and a new IT Manager has been hired and will begin January 2. Effective January 1, former IT Director Doug Stumbough will be promoted to Operations Director, and will oversee IT as part of his new responsibilities. The restructure added capacity to bring on a new staff member for a new initiative without additional salary costs. Trustees expressed congratulatory remarks to Mr. Stumbough, adding that they considered him an excellent
choice as the new Operations Director. There was no further discussion.

CUSTOMER PRIVILEGES AND RESPONSIBILITIES POLICY. Mr. Johnson moved and Ms. Thompson seconded approval of the Customer Privileges and Responsibilities policy, effective January 1, 2018. Mr. Roewe reviewed two substantial suggested revisions. First, threshold amounts on several aspects of fines and fees will be increased, and fewer accounts will be referred to a collection agency. He noted both of the suggested changes are with intent to become more customer-friendly and accommodating. Second, the policy name will revert from member back to customer, as the preferred nomenclature for library users. Mr. Craig suggested adding an overview of the library fines structure and use of the collection agency to the meeting schedule for next year.

There was no further discussion.

The motion was approved.

2018 MEETING SCHEDULE AND POLICIES REVIEW. Mr. Teterud moved and Mr. Johnson seconded approval of the 2018 meeting and policies review schedule, with an amendment to include all District libraries except The BookEnd as meeting venues. Mr. Roewe pointed out meeting overviews for next year are yet to be finalized to allow additional time for Trustees to submit suggestions. He further reported that staff proposed to change the content of meeting spotlights from highlights of library activities to service-based presentations. In response, Trustees said they enjoy learning about the libraries and hearing from staff, and requested that library highlights continue on an alternate schedule with new topics suggested for next year. Ms. Thompson commented that stepping back to review what the libraries or any business has accomplished over the past year is a good exercise. Regarding the suggested meeting locations, Mr. Teterud requested that meetings be held at all District libraries, with the exception of The Bookend because of inadequate space. There was no further discussion.

The motion was approved.

2018 BOARD OF TRUSTEES’ OFFICERS ELECTION. Mr. Johnson motioned to nominate Mr. Craig to serve as chair for the 2018 calendar year, and Mr. Teterud seconded the motion. Mr. Craig motioned to nominate Mr. Johnson to serve as vice chair, and Mr. Teterud seconded the motion. Both Messrs. Craig and Johnson expressed their willingness to serve as officers of the Board of Trustees from January 1 through December 31, 2018. There were no questions or comments.

The motion was approved.
Chair Craig reviewed forthcoming agenda items for the next two months, noting the January meeting will be held at Moran Prairie Library. Among other agenda items, the January meeting will include review of two policies and an overview of the Public Employees’ Retirement System. The completed spotlight and overview schedule for next year will also be presented to the Board for its approval. There was no further discussion.

Ms. Thompson wished everyone a happy holiday season, and noted it has been a great year. Mr. Johnson said he looks forward to working with the city of Spokane Valley as well as fundraising for new libraries. Mr. Craig said with recognition of the work ahead, he looks forward to getting started. Mr. Craig also reported about a recent visit to The Lab at North Spokane Library to use one of its new MacBook Pro laptops. By doing so, he found a newer computer made for better performance of Adobe Lightroom software. Additionally, Ms. Thompson reported she visited The BookEnd for the first time and found it a welcoming environment with nicely arranged displays. Mr. Roewe commented that he found The BookEnd busier than he had ever experienced during a visit earlier today. There was no further discussion.

The Executive Director’s written report provided prior to the meeting for November 2017 included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Mr. Roewe reported further information regarding the incident of theft at North Spokane Library. His key message was that District staff reviewed the report and several notable changes have been implemented. The outcome of the incident was unfortunate, yet it was fortunate that no one was harmed, which was the primary concern. In response to Mr. Teterud’s query, IT Director Doug Stumbough said the value of the stolen item was approximately $600. There was no further discussion.

Library Services Manager Kristy Bateman provided a written report prior to the meeting for November 2017 public services, with data for customer use measures, programming and library activities. Ms. Bateman had nothing further to add. Mr. Roewe pointed out the report size was significantly reduced to six pages, for which Mr. Craig congratulated staff, noting their efforts made the report more manageable to read. There was no further discussion.

Communication & Development Officer Jane Baker provided a written report prior to the meeting for November 2017 communication activities. In response to Mr. Teterud’s query, Ms. Baker said the next edition of Engage magazine will announce programming events for January through May, and will be available Jan. 8. There was no further discussion.
Fiscal Report, Nov. 2017
(Item V.E.)

Revenue and Expenditure Statement through November 30, 2017.

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<td>$10,585,752</td>
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Chief Financial Officer Rick Knorr pointed out that nearly 100% of the revenue for the year has been collected, and with one month remaining, a year-end surplus is anticipated. Mr. Roewe noted staff takes pride that startup and ongoing operational costs of The BookEnd were fully absorbed by the budget since it opened in May. There was no further discussion.

Mr. Johnson was excused from the meeting for a prior commitment at 4:45 p.m.

Holiday Refreshments Break
(Item VI.)

Mr. Craig called for a recess at 4:45 p.m. Trustees, members of the District Leadership Team, and a number of staff gathered for fellowship and light refreshments in celebration of the holiday season. The meeting resumed at 5:20 p.m.

Overview Early Learning
(Item VII.)

OVERVIEW EARLY LEARNING. Librarians Rachel Edmondson, Tammy Henry and Christie Onzay provided an overview of the Early Learning service priority and its goals. All team members, including Librarian Cindy Ulrey, who wasn’t able to attend the meeting, are under the direction of Library Services Manager Mary Ellen Braks. Ms. Henry reported the goals of early learning focus on children, birth through third grade, as well as their parents and caregivers. Storytimes serve approximately 35,000 children per year, as there are 27 Storytimes per week, 1,300 per year, each with an average attendance of 25. The 53 staff trained to lead Storytimes focus on developmental skills to prepare children for kindergarten. Reading, singing, talking, writing, and playing are all encouraged. Over the past year, staff coordinated nine specific Storytimes, called mashups, that include an additional topic or activity related to art, STEM, building, or sensory play. Ms. Henry reported the early learning librarians also serve as mentors to train new staff to conduct Storytimes as well. Ms. Onzay reported that the early learning stations available inside each library will be updated in 2018. Staff conducted research to find durable, age-appropriate educational toys, such as blocks, that can be used simultaneously by multiple children throughout the week. Toys will be moved monthly on a rotation basis to maintain interest level and keep the stations refreshed. Ms. Onzay further reported that each early learning librarian created an additional STEM Bag for checkout in 2018, for a total of 16 bags complete with theme, books, and lesson plans. Ms. Onzay noted this is the third and final year of the Getting Ready for School with STEM
grant. Preschool and toddler book bags are also available and are continually refreshed and updated to keep up with demand. Ms. Edmondson reported on State Training and Registry System (STARS) training offered for free by District staff. Classes are held on Saturdays for those who work in daycares and preschools and are required to have 10 credits of training per year. Mary Ellen Braks and Gwendolyn Haley are certified to conduct this training, with other team members planning to become certified in the near future. Ms. Edmondson further reported on training for District staff, all conducted with the intent to support parents, caregivers, and teachers to prepare children for success in school and life. In response to Mr. Teterud’s query, Ms. Edmondson said only certified District staff can provide STARS training. Classes limited to 50 participants are open only to those who are caregivers of children, and are usually filled. Also in response to Mr. Teterud, Ms. Henry explained how librarians are taught to read to children. She added that parents can use the same instructional tips involving use of books at home. Regarding Storytimes, Ms. Braks added that only trained staff can lead Storytimes. Trustees expressed appreciation for the interesting report. There was no further discussion.

There was no public comment.

Chair Craig adjourned the meeting at 5:35 p.m. The next Board Meeting is scheduled for Tuesday, January 16, 2018, at 4:00 p.m., in the public meeting room at Moran Prairie 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 December 31, 2017 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of $974,018.42 for the general fund and $0.00 for the capital projects fund and are authorized to authenticate and certify these claims.

DATE: January 1, 2018

SIGNED: Finance Director

SIGNED: Executive Director

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**Total Non-Payroll General Operating Fund** $613,475.76

**PAYROLL VOUCHERS**

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**Total Payroll General Operating Fund** $360,542.66

**TOTAL GENERAL OPERATING FUND** $974,018.42
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<td><strong>General Fund Purchases</strong></td>
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2018 BOARD OF TRUSTEES’ MEETINGS—SPOTLIGHT AND OVERVIEW SCHEDULE

Background:
The following schedule approved by the Board of Trustees in December provides the regular monthly meeting dates, locations, and policy reviews for 2018. Pending and added for Board review and approval are the suggested spotlights and overviews planned for this year.

As directed, the library spotlights will transition to a biennial schedule, details below. The remaining spotlights will focus on library services or initiatives that haven’t otherwise been covered in detail in recent history.

In addition to the overview topics requested by Trustees, we’ve included training topics—for which we will engage staff—that are important for Trustees to be aware of as our governing body.

Recommended Action: Board motion to adopt the suggested spotlight and overview schedule for 2018. Trustees are encouraged to provide direction for meeting content or future topics of interest at any time.
### 2018 Board of Trustees’ Meeting Schedule
*(includes Location, Spotlight, Policy, and Overview for each meeting)*

<table>
<thead>
<tr>
<th>Month</th>
<th>Location</th>
<th>Spotlight</th>
<th>Policy Review</th>
<th>Overview</th>
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<td>January 16</td>
<td>Moran Prairie</td>
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<td>Volunteer Program</td>
<td>PERS - Public Employees’ Retirement System</td>
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<td>February 20</td>
<td>Airway Heights</td>
<td>Airway Heights</td>
<td>Facility Use for</td>
<td>Fines, Fees, and Use of</td>
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<td>Political Purposes</td>
<td>Collection Agency</td>
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<td>Public Art in District</td>
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<td>Facilities</td>
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<tr>
<td>March 20</td>
<td>North Spokane</td>
<td>North Spokane</td>
<td>Partnership and</td>
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<td>(+Retreat/Tentative)</td>
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<td>Sponsorship</td>
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<td>April 17</td>
<td>Medical Lake</td>
<td>Book a Librarian</td>
<td>Memberships in Organizations</td>
<td>Friends of the Spokane County Library</td>
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<td>May 15</td>
<td>Fairfield</td>
<td>Homebound &amp; Outreach</td>
<td>Personnel Policy</td>
<td>Pop-Up Libraries</td>
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<td>June 19</td>
<td>Deer Park</td>
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<td>Annexation of Cities</td>
<td>Media Training</td>
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<td>&amp; Towns to Library District</td>
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<tr>
<td>July 17</td>
<td>Argonne</td>
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<td>August 21</td>
<td>Otis Orchards</td>
<td>Community</td>
<td>Collection</td>
<td>Intellectual Freedom</td>
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<td>Engagement</td>
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<td>September 18</td>
<td>Cheney</td>
<td>Stories Off the</td>
<td>Social Media Use of 3D Printing</td>
<td>Harassment-Free Workplace</td>
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<td>October 16</td>
<td>Spokane Valley</td>
<td>Otis Orchards</td>
<td>Personnel Policy</td>
<td>Guidelines for Local Government</td>
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<td>November 20</td>
<td>Argonne</td>
<td>The BookEnd</td>
<td>Computer, Wireless Network and</td>
<td>Staff training</td>
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<td>Computer Use</td>
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<td>December 18</td>
<td>Argonne</td>
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<td>Bulletin Boards and</td>
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<tr>
<td>(Holiday break</td>
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<td>Community-Interest Publications</td>
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### 2018 Library Spotlights

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<tr>
<td>Airway Heights</td>
<td>Argonne</td>
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<tr>
<td>Deer Park</td>
<td>Cheney</td>
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<td>Moran Prairie</td>
<td>Fairfield</td>
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<tr>
<td>North Spokane</td>
<td>Medical Lake</td>
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<tr>
<td>Otis Orchards</td>
<td>Spokane Valley</td>
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<tr>
<td>The BookEnd</td>
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**Important Dates for 2018:**

- **March 1**: WLA Library Legislative Day, Olympia
- **April 28**: Annual Friends Helping Friends Event, location TBD
PUBLIC RECORDS

BACKGROUND:
The majority of the following policy revisions are for updating and clarification purposes. The most significant revision is the deletion of the definition of a public record. It was removed because the primary purpose of the policy is to affirm the District’s commitment and obligation to follow state law, not to quote the referenced state law. Second, the language in the definitions has changed since the policy was last reaffirmed, rendering the language out of date. From a practical standpoint, removing a definition that is subject to change with greater frequency than the policy, these changes help ensure that the policy does not convey incorrect information.

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 Public Records policy as revised.
POLICY: PUBLIC RECORDS
APPROVAL DATE: July 15, 2008
REVISION DATE: January 16, 2018
Latest Review and Reaffirmation Date: November 24, 2015

RELATED POLICIES:
Confidentiality of Library Records

STATUTORY REFERENCES: RCW 42.56; WAC 44-14

Purpose
To affirm Spokane County Library District’s commitment to making public information available upon request as determined by law while maintaining confidentiality of member customer records.

Background
Spokane County Library District (SCLD) follows the requirements of the Washington State Public Records Act. A public record, as defined in state law, includes any writing containing information relating to the conduct of government or the performance of any governmental or proprietary function prepared, owned, used, or retained by any state or local agency regardless of form or characteristics, except as exempted in statute. A writing is further defined as every means of recording any form of communication or representation.

General Policy
The public may request access to District records in accordance with state law. Records pertaining to confidential member customer records are exempt by law and shall not be made available (RCW 42.56.310). The Public Records Act Model Rules shall serve as the basis for how the District responds to public records requests. The Executive Director shall designate a Public Records Officer to review requests.

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.
POLICY: PUBLIC RECORDS

APPROVAL DATE: July 15, 2008
REVISION DATE: January 16, 2018

RELATED POLICIES:
Confidentiality of Library Records

STATUTORY REFERENCES: RCW 42.56; WAC 44-14

Purpose
To affirm Spokane County Library District’s commitment to making public information available upon request as determined by law while maintaining confidentiality of customer records.

Background
Spokane County Library District (District) follows the requirements of the Washington State Public Records Act.

General Policy
The public may request access to District records in accordance with state law. Records pertaining to confidential customer records are exempt by law and shall not be made available (RCW 42.56.310). The Public Records Act Model Rules shall serve as the basis for how the District responds to public records requests. The Executive Director shall designate a Public Records Officer to review requests.

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’s 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.
Volunteer Program

Background:
The recommended updates to the Volunteer Program policy, last updated in 2014, expands the policy language to include definitions and general guidelines for volunteers. The changes to the structure and language were significant enough to warrant not providing a markup copy. Instead, a current version and proposed version are provided. A summary of changes to sections of note follow.

- Purpose
  - Adds language regarding the purpose of having a volunteer program.
- Scope
  - New section
- Definition of a volunteer
  - New section
- General Policy
  - Adds language regarding background checks (as per RCW) and general guidelines for staff and volunteers.

Following are a copy of the current policy, as well as a copy of the revised/draft policy.

Human Resources Director Toni Costa will provide a brief overview of suggested changes and be available to answer questions at the meeting.

Recommended Action: Board motion to approve the Volunteer Program policy as revised.
SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy

POLICY: Volunteer Program
Approval Date: November 16, 1999
Latest Review and Reaffirmation Date: January 21, 2014

RELATED POLICIES:
None

STATUTORY REFERENCES:
None

General Policy
It is the policy of Spokane County Library District to encourage the use of volunteers to augment the work of paid staff, assisting the District in carrying out its mission, and provide an enriching community service opportunity.

Qualified volunteers will be recruited, trained and retained in a manner that provides an overall benefit to the District and makes effective use of District resources.

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.
POLICY: Volunteer Program

APPROVAL DATE: November 16, 1999
REVISION DATE: JANUARY 16, 2018

RELATED POLICIES:
Human Resources Policy 2.04

STATUTORY REFERENCES:
RCW 43.43.830

Purpose
To set forth a volunteer program that assists the Spokane County Library District (District) in carrying out its mission.

Scope
This policy applies to District staff and volunteers.

Definition of Volunteer
A volunteer is a person who performs a service for the District willingly and without pay, and who works under the direction and with the support of a staff member.

General Policy
Spokane County Library District engages the talents and energies of community members in order to enhance library services. Volunteers provide support for library events, projects, and activities. They complement rather than replace staff. Volunteers support the staff and mission of the library, strengthening the relationship between the community and the library.

District volunteers shall undergo background checks before being allowed to volunteer, as per Washington State law (RCW 43.43.830).

General guidelines include, but are not limited to:
- Paid staff may not work as volunteers for the District.
- The Volunteer Coordinator is responsible for recruiting and training volunteers.
- Assigned library staff are responsible for supervising volunteers at their location.

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.
OVERVIEW PUBLIC EMPLOYEES’ RETIREMENT SYSTEM (PERS)

Human Resources Director Toni Costa and Finance Director Rick Knorr will provide an overview of the Washington State Public Employees’ Retirement System.

Recommended Action: This item is for your information, with no formal action required.
FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: FEBRUARY - MARCH 2018

February 20, 2018: Airway Heights - (4:00 p.m.)
- Facility Use for Political Purposes Policy
- Public Art in District Facilities Policy
- Reciprocal Use of Libraries Report 2017
- Overview – Fines, Fees and Use of Collection Agency
- Spotlight Airway Heights Library

March 20, 2018: North Spokane - (4:00 p.m.)
- Partnership and Sponsorship Policy
- Overview – None
- Spotlight North Spokane
- (Tentative) Retreat session to follow

SPECIAL MEETINGS/ACTIVITIES

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>WLA Library Legislative Day, Olympia, WA</td>
</tr>
<tr>
<td>Mar 1</td>
<td>Friends Helping Friends Annual Meeting, 9-Noon, location TBD</td>
</tr>
</tbody>
</table>
EXECUTIVE DIRECTOR’S REPORT DECEMBER 2017

Business Office, Finance and Facilities – Rick Knorr

2017 Financial Report

Capital Projects Fund
The final architect payment was made in December 2017 and the year ended with $427,900 spent toward the North Spokane remodel in 2017. The cumulative amount paid, including initial project costs expended in 2016, is $454,400. As discussed at last month’s meeting, the District is still holding the general contractor’s final retainage of $14,063, pending final approval and release authorization by all appropriate state agencies.

General Fund
Operations for the 2017 year are complete and the report as of December 31, 2017, is included in the packet. The District is not using an open period, as discussed at the December meeting. However, due to the compressed timeframe between the end of the year and the distribution of the board packet, the financial report is not quite final for 2017. A further discussion of year-end results will be presented at the meeting.

2018 Budget

Property Tax Levy
Final certified amounts for state assessed property values and available refunds we can levy for in 2018 were distributed to the District in December. The only remaining component of net tax revenue for 2018 is the amount of the TIF (tax increment financing) reduction. This reduction is calculated and communicated near the first of February. The net amount of $11,576,000, approved in the final 2018 budget, remains close to what is ultimately expected.

District Property and Liability Insurance
Pricing for the 2018 insurance package was received with a net overall decrease of about 5%. All coverage amounts were unchanged. Below is a comparison of 2018 versus 2017.

<table>
<thead>
<tr>
<th>Insurance Premium Summary</th>
</tr>
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<tbody>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Type</strong></td>
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<tr>
<td>----------------</td>
</tr>
<tr>
<td>Property</td>
</tr>
<tr>
<td>General Liability</td>
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<tr>
<td>Business Auto</td>
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<td>Directors &amp; Officers</td>
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<td>Cyber Liability</td>
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<tr>
<td>Umbrella</td>
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<tr>
<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>
Human Resources – Toni Costa

Department Activities

Recruitment and Selection:
a. New Hires
   • N/A
b. Terminations
   • NS – Library Services Assistant & Librarian
   • Public Services – Public Services Associate (Float)
   • Communication – Communication Assistant
   • HR – Human Resources Generalist
c. Promotions/Demotions
   • N/A
d. Reclassifications
   • N/A
e. Transfers
   • N/A

Information Technology – Doug Stumbough

- Via the E-rate program portal, we released a Request for Proposals for the provision of internet service. Our current contract runs through June 2018, so any vendor responding to the request must guarantee service will start July 1. Proposals will be accepted through January 26, with vendor selection coming after a review of all proposals. Once the selection is complete and a contract signed, the next step will be to apply for reimbursement, which must be done before March 22.
- Interviews for the IT Manager position were conducted at the beginning of the month. We had the opportunity to talk to several qualified candidates and from that group ultimately selected Patrick Hakes for the position. Patrick comes to us after several years with the technology department at Spokane Transit Authority and will begin his new duties on January 2.
- Two high school student interns from Spokane Valley Tech spent some time with us over their winter break. They were able to help us test and configure some new phone hardware as well as ask many questions of the IT staff about the tasks associated with working in a library technology department.
- Several pieces of presentation-related equipment were purchased, tested and configured as part of the upgrade to the North Spokane meeting room. The new setup will include a 75” wall-mounted display, speakers, Blu-Ray DVD player, lectern, and several easy-to-use connectivity options for a wide variety of audio and video needs.
- In addition to the North Spokane related items, we made several other year-end purchases to finish out 2017, including a new CCTV system for the delivery area at Administration, three refurbished PCs and miscellaneous motherboards for repair needs, extended hardware support contract for some network gear, a new label printer for the HR department, additional switches for the new phone system, 50 new phones, 165 Windows 10 Pro licenses, and 14 Surface Pro tablets.

Collection Services – Andrea Sharps

- We ordered 1,102 titles and 4,250 copies in December. The number of titles ordered is up from last month as is the number of copies ordered.
• With 100% of the year done, total library materials expended stands at 98.98%.
• We processed, added to the system, and sent out to the libraries 4,260 items in December. This is down from last month.
• Downloadable lending through OverDrive was up slightly in December from November. A total of 37,769 items circulated in December including audiobooks (15,180) and eBooks (22,589). Customers placed a total of 12,428 holds, and there were 5,529 unique users with titles checked out.
• Midwest Tape’s hoopla, a streaming media service, saw a slight increase in circulation in December over November. A total of 3,001 titles including audiobooks (1,293), comics/graphic novels (169), eBooks (577), movies (501), full-length albums (289) and television shows (172) circulated in December for a combined cost of $6,295.39 and an average cost per circulation of $2.10. A total of 134 new users registered in the month, and there were 933 active users and 6,290 total users recorded.
• Youth Collection Development Librarian Sheri Boggs worked with Library Services Manager Mary Ellen Braks and her early learning team on a project for KSPS. Team members selected picture books to show in between episodes of KSPS’s seventeen children’s programs. Additionally, Sheri found and resized 340 high resolution images of the picture book covers which she saved to a thumb drive for Mary Ellen to deliver to KSPS. Mary Ellen reported that KSPS staff were “thrilled” with the submitted content.
• Technical Services Manager Sandy Orr and ILS Administrator Teresa Nelson will be presenting at the 2018 COSUGI Conference in Atlanta in April. They will be discussing the District’s “Library of Things” collection and will each receive a $50 registration discount for presenting.
• We loaned 253 items to other libraries and borrowed 635 items from other libraries for 888 total Interlibrary Loan transactions processed in December.

Executive Director Report & Community Engagement Activities

District Activities

Leadership Team Updates
The following are actions taken by the Leadership Team in December that weren’t otherwise covered in other agenda items.

The Leadership Team will use the opportunity of a retreat in January to draft election timeline options for a future levy lid lift and bond issue, and to identify a limited number of key message ideas that can be further developed into a foundation for future cross-platform external communications. The goal is to identify those ideas that speak to our purpose and community impact in a way that resonates with the communities we serve. The timeline options will form the foundation for discussions at the proposed March 2018 Board of Trustees retreat.

As discussed at the December Board of Trustees meeting, effective 1/1/2018, Leadership Team level position titles will be standardized in a "director" format: Collection Services Director (Andrea Sharps), Communication & Development Director (Jane Baker), Finance Director (Rick Knorr), Human Resources Director (Toni Costa), Operations Director (Doug Stumbough), and Executive Director (Patrick Roewe). Previously there was a mix of "director" and "officer" job titles for these positions, and standardization will provide greater consistency. No other changes were made beyond the job titles.
The District will phase out the current reusable bags we sell in the libraries. Sales of the bags continue to be modest Districtwide, and the branding on the bag is a prior version. The majority of the stock was distributed at the Christmas Bureau so attendees could more easily carry their items. We will continue to sell them at the libraries until the remaining stock is depleted, and then evaluate any next steps.

**Public Libraries of Washington**
As discussed at the October 2017 Board of Trustees meeting, the Early Learning Public Library Partnership (ELPLP) will be dissolved and the new organization, Public Libraries of Washington (PLW), will take over as the entity advancing public library interests in Washington State. With several library directors from across the state, I worked to draft and finalize articles of incorporation and bylaws for the PLW organization, with the organization officially incorporating at the end of December. The next steps will be to officially dissolve ELPLP in January and to transfer any remaining assets to PLW, actions that I will approve on behalf of the District. PLW will hold its first official meeting at the January meeting of the Washington State public library directors.

**Shrine Circus**
I was contacted by the local El Katif Shrine Center about using the District’s property on Sprague Ave. and Herald Rd. (and the adjacent city-owned parcels) for a presentation of the Shrine Circus in April 2018. They had received initial approval from my predecessor, Nancy Ledeboer, prior to her retirement. I’ve been in contact with Mike Stone, Director of Parks and Recreation for the City of Spokane Valley, regarding the use of the properties. Permission to use the District’s property is contingent on two conditions: 1.) The District receive a certificate of liability insurance naming Spokane County Library District as an additional insured party (the City would be named as well), and 2.) The District’s property be returned to its original condition at the end of the event. As of the writing of this report, a response to our request is yet to be received.

**Community Engagement**
I attended the Partners Advancing Character Education board meeting, which promotes the importance of good character through partnerships with schools, businesses, public agencies and community groups.
ITEM AND TITLE MONTHLY REPORT
December 2017

<table>
<thead>
<tr>
<th>ITEMS</th>
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<th>YOUTH</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>Print</td>
<td>162165</td>
<td>150257</td>
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<tr>
<td>Nonprint</td>
<td>64573</td>
<td>23446</td>
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<td>Periodicals</td>
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<td>Print</td>
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<td>49987</td>
<td>134961</td>
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<tr>
<td>Nonprint</td>
<td>27015</td>
<td>7566</td>
<td>34581</td>
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<td>31</td>
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<td><strong>174555</strong></td>
<td><strong>407068</strong></td>
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<table>
<thead>
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<th>TITLES</th>
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<th>TOTAL</th>
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<td>Audiobooks</td>
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<td>21434</td>
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<tr>
<td>eBOOKS</td>
<td>37491</td>
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<td>32285</td>
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<td>Licensed eBOOKS</td>
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<td>7067</td>
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<tr>
<td><strong>OverDrive: Total</strong></td>
<td><strong>74486</strong></td>
<td></td>
<td><strong>60786</strong></td>
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</table>

**GRAND TOTAL**

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<th>ITEMS</th>
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<th>YOUTH</th>
<th>TOTAL</th>
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</thead>
<tbody>
<tr>
<td>Print</td>
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<td>21410</td>
<td>50943</td>
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<tr>
<td>Nonprint</td>
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<td>3801</td>
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<td><strong>Total</strong></td>
<td><strong>42175</strong></td>
<td><strong>25211</strong></td>
<td><strong>67386</strong></td>
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<table>
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<th>TITLES</th>
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<th>TOTAL</th>
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<tbody>
<tr>
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<td>21711</td>
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</tr>
<tr>
<td>Nonprint</td>
<td>12986</td>
<td>4227</td>
<td>17213</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>46703</strong></td>
<td><strong>25938</strong></td>
<td><strong>72641</strong></td>
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</table>

Print & Nonprint (Totals year-to-date)

<table>
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<tr>
<th>NET CHANGE YTD</th>
<th>ADULT</th>
<th>YOUTH</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>-4184</td>
<td>-301</td>
<td>-4485</td>
</tr>
<tr>
<td>Nonprint</td>
<td>-344</td>
<td>-426</td>
<td>-770</td>
</tr>
<tr>
<td>Periodicals</td>
<td>-439</td>
<td>-169</td>
<td>-608</td>
</tr>
</tbody>
</table>
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.

Further statistical changes and adjustments in 9 and 10/11
Public Services Report December 2017
Kristy Bateman

Service Priority Teams

Business and Career Development (Stacey Goddard)
- We presented one program in support of business development this month, the SCORE workshop.
- GED classes at Cheney and Deer Park, as well as ESL classes at Deer Park, concluded mid-month as fall quarter wrapped up.
- We presented seven programs in support of financial literacy education in December, including various offerings from SNAP. Combined attendance for these programs was 75.
- We did 49 Book-a-Librarian sessions this month throughout the District, down from November’s 56 appointments.
- I presented an overview of our business resources for SNAP’s Dreambuilder class, at its Business Center.
- Ree met with Evan Robb of the Washington State Library to receive training on scanning images for the Washington Rural Heritage project. We will do this project in early 2018 in partnership with the Moran Prairie Grange.

Early Learning (Mary Ellen Braks)
- We provided 111 Storytimes to 2,244 children, parents, and caregivers. Our average attendance per Storytime was 20.
- We provided 39 Storytimes to 714 children at 23 child care centers.
- We had one STARS training this month called Best Picture Books of 2018 and 35 people attended.
- Math for early learning continued to be a focus. We had the final week of math activities for the STEM grant. We had 27 math-focused Storytimes with an attendance of 549.

Education and Enrichment (Gwendolyn Haley)
1,437 community members participated in library programs in December.
Youth (K-12) programs:
- 1,369 youth participated in library programs this month. Highlights included Hour of Code programs at several libraries, where kids of all ages learned some basic coding using resources from CODE.org and the iPad labs. Families turned out in large numbers to decorate cookies with us at various locations and to sing along with Beauty and the Beast.
Adult Programs:
- December is a quiet month for adult programs, as the holiday season keeps people busy. The Lab at North Spokane continued the very popular Artist in Residence with the final artist, Tom Quinn. Members have raved about the classes offered each month.
Community Connections:
- We finalized the Museum Pass program with Mobius and the Northwest Museum of Arts and Culture. The passes will be available to SCLD cardholders at all 11 locations beginning in January.

Digital Interaction and Sharing (Carlie Hoffman)
- I met with Amber to discuss the videos we have recorded and how some of these may fit in with the local creators’ website.
- Testing the mobile printing software began. Staff feedback was requested and compiled.
- I worked with Collection Services to catalog our rural history projects for Medical Lake and Rockford. These collection may now be found by searching the library catalog.
- Book a Librarian highlights
  - A local business owner learned to use DemographicsNow and ReferenceUSA to discover more about local product demand and business expenditures.
• Assisted a customer in finding death/birth/marriage/legal notices, obituaries, and other local contacts regarding her step-mother’s death.
• Helped a customer log into a computer station to view medical images on a CD.
• Assisted a customer in formatting a letter in order to remain in an assistance program.
• Helped a woman who runs a child care facility with our online business resources. The woman was looking for ways to change her business model, or possibly branch out into something new.
• Worked with a woman who was interested in starting a Facebook page for her small business.

Volunteer Program (Jamie Van Wormer)
I recruited volunteers for the Christmas Bureau and other assignments. Staff participated in a new Storytime at the Hawthorne & Nevada Starbucks. Horizon Credit Union donated $1,000 toward books for the Reading Buddy program. I attended a Development and Strategies meeting sponsored by Providence Healthcare to plan for future fundraising. In 2017, the volunteer program had 290 active volunteers with 8,775 service hours.

Library Operations: (Georgina Rice) This table provides a snapshot of in-library checkout use for the current month compared to the same month last year:

<table>
<thead>
<tr>
<th></th>
<th>Staff assisted checkouts and renewals December 2017</th>
<th>Self-service checkouts and renewals December 2017</th>
<th>In-library checkouts total December 2017</th>
<th>Percent of checkouts at the self-service kiosks December 2017</th>
<th>Online renewals December 2017</th>
<th>Total Circulation per Library December 2017</th>
<th>Total Circulation per Library December 2016</th>
<th>Total Circulation December 2017 compared to December 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airway Heights</td>
<td>808</td>
<td>3268</td>
<td>4076</td>
<td>80.18%</td>
<td>839</td>
<td>4902</td>
<td>6314</td>
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<tr>
<td>Argonne</td>
<td>1514</td>
<td>7732</td>
<td>9246</td>
<td>83.63%</td>
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<td>11985</td>
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<tr>
<td>Cheney</td>
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<td>9771</td>
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<tr>
<td>Deer Park</td>
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<td>10297</td>
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<td>12367</td>
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<tr>
<td>Fairfield</td>
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<td>1038</td>
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<td>Medical Lake</td>
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<td>Moran Prairie</td>
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<td>The BookEnd</td>
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<td>2704</td>
<td>77.70%</td>
<td>191</td>
<td>2975</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td>31121</td>
<td>90752</td>
<td>121873</td>
<td>74.46%</td>
<td>33274</td>
<td>156810</td>
<td>158950</td>
<td>-1.35%</td>
</tr>
<tr>
<td>Support/ILL</td>
<td>317</td>
<td>0</td>
<td>317</td>
<td>317</td>
<td>341</td>
<td>N/A</td>
<td>N/A</td>
<td>-7.04%</td>
</tr>
<tr>
<td>Grand Totals</td>
<td>31438</td>
<td>90752</td>
<td>122190</td>
<td>34937</td>
<td>157127</td>
<td>159291</td>
<td>N/A</td>
<td>-1.36%</td>
</tr>
</tbody>
</table>

Library staff and volunteers had the opportunity to serve at the Christmas Bureau. The nine-day event sponsored by Catholic Charities, Volunteers of America and The Spokesman-Review served 26,103 individuals. This year we waived fees for customers who had a balance of $50 or less. Others were referred to the Customer Experience Manager to help them get their library access restored. The customers were very appreciative and excited that their library access had been restored.
• 3,100 customers interacted with library staff and volunteers
• 143 new library cards, in addition to updating many expired cards
• $5,201.47 in fees waived
• 1,160 book bags distributed
• Thousands of children’s bookmarks were shared, generously purchased by the Friends of the Spokane County Library District, as well as thousands of SCLD color-changing pencils.
• Engage magazines and other promotional materials were distributed.

Library Reports

Airway Heights:  Stacy Kvamme
• As part of the annual Airway Heights Winter Festival the library hosted a Storytime followed by arts and crafts. The Airway Heights Friends of the Library sponsored a face painter, who was especially popular with the more than 70 people in attendance. As part of the Festival, books from the Kiwanis Book Bank were distributed to children who attended the pancake breakfast at the community center.
• Librarian Corinne Wilson and I attended the December Community Café meeting, which included a summary of projects completed in 2017 and a list of potential projects for 2018.
• Corinne attended the West Plains Support Network, which featured a guest presentation about ACEs (Adverse Childhood Experiences).

Argonne:  Pat Davis
• We partnered with the Millwood Masonic Center for our Cookie Decorating program. The program was held after the Millwood Christmas Tree Lighting. We had 200 customers participate this year.
• Our weekly LEGO Club continues to be popular with 97 participants this month. We see a range of creations from space ships to pirate ships and castles to houses.

BookEnd: David Wyatt
• Our December artist on display was Holly D. Hyndman.
• PSA Nathaniel and David Wyatt presented a Storytime to families visiting Santa in the Spokane Valley Mall; 18 attended.
• Foot traffic has increased significantly during the holiday shopping season. It peaked the week of the Dec 17 with nearly 1,800 visitors, which is more than twice the average.

Cheney:  Catherine Nero Lowry
• As a result of EWU charging students to proctor tests, the library has seen a significant increase in use of this service. In December 2016, we proctored one test; in December 2017 we proctored 12 tests.
• We continue to take programs out in the community. Librarian Tami Chapman took STEM activities to the Betz Elementary Trailblazers and worked with 36 students during the December program.
• We celebrated with the Cheney community and the City of Cheney by hosting the Cheney Christmas Tree Lighting. We had the local fire engine decorated with holiday lights, music, cocoa, cookies and storytelling. This year over 90 people were here to celebrate.

Deer Park: Kris Barnes
• We had 50 enthusiastic participants in the Cookie Decorating program. Our local reporter arrived and took photos of the event. One of the photos graced the front page of the Deer Park Tribune.
• Our Hand-painted Duffels for Darlings program was well attended with 14 customers decorating duffel bags for use by foster children. This program was a result of a partnership with Embrace Washington and sponsored by the Friends of the Deer Park Library.

Fairfield: Kristy Bateman
• Cookie Decorating was a success at Fairfield as 13 community members joined in the fun.
• The local preschool joined PSA Charlie for a Family Play and Learn, which resulted in the second highest attendance for the year.

Medical Lake: Cecelia McMullen
• Medical Lake Library actively participated in community events, which included being a stop for a “great race” birthday party and participants of all ages making headpieces for the City’s winter celebration.
• LEGO Club celebrated winter by creating LEGO block snowflakes.
• Cookie decorating was a delicious holiday event. It was a delightful combination of frosting, candy, and finger-licking sticky fingers for 44 members.

Moran Prairie: Danielle Marcy
• A customer was happy about the resources provided at a Book a Librarian on reading recommendations for children who have recently immigrated. The customer also expressed interest in joining the Reading Buddies program and delighted in the variety of resources the library has to offer.
• 27 attended the International Ninja Day. Adults and kids participated in making candy sushi, creating ninja names for the headbands, and finding hidden ninjas around the library.

North Spokane: Brian Vander Veen
• Painter and muralist Tom Quinn was our artist in residence for the month of December. During his month, Tom taught well-attended workshops on basic color theory and the art of the Renaissance.
• Sixty adults and children turned out to decorate cookies at our Cooking Decorating program.
• At our local Starbucks, twenty-four parents and children enjoyed free hot chocolate and a Storytime provided by Librarian Corinne Wilson through a partnership arranged by Volunteer Coordinator Jamie Van Wormer.

Otis Orchards: David Wyatt
• Our recently expanded Play and Learn Storytime brought in an average of 37 children and parents per week. This is consistent with the modest increase we’ve seen as compared to last year.
• Librarian Tammy Henry and a volunteer hosted the most popular program of the month, Cookie Decorating, with 38 people of all ages attending.

Spokane Valley: Aileen Luppert
• We hosted two library tours this month. One for an energetic troop of Tiger Scouts, and the other for enthusiastic Girl Scout Troup 5120.
• Cookie decorating was our most popular (and delicious) program in December with 56 attendees.
• Over the holiday break, we helped Mica Peak High School throw a Harry Potter themed program. The Liberty Lake Kiwanis sponsored the program with pizza and photos.
• Spokane Valley staff couldn’t help but get into the holiday spirit this year. Staff took turns hiding a ceramic statue of a Santa gnome around the library each day. When a child told us they spotted him, they received a pencil or sticker. We held an informal contest for kids to name the gnome, and are happy to welcome Gilbert to the team.

December Security Incident Report
For December, there were 26 Security Incident reports filed, the same as last month (26) and five more than December 2016 (21). Spokane Valley had the most incidents reported with 15. The most frequently reported incidents related to Potential Problem (8). To further put all of these numbers in perspective, the total door count District-wide in the month of December was 98,021.

December 2017 Public Use Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>This year</th>
<th>Last year</th>
<th>YTD</th>
<th>Last YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This Month</td>
<td>This Month</td>
<td>This year</td>
<td>Comparison</td>
</tr>
<tr>
<td>Cardholders</td>
<td>117,880</td>
<td>117,530</td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Door count</td>
<td>98,021</td>
<td>85,433</td>
<td>1,319,412</td>
<td>3%</td>
</tr>
<tr>
<td>Items Borrowed</td>
<td>197,897</td>
<td>195,484</td>
<td>2,612,576</td>
<td>1%</td>
</tr>
<tr>
<td>- Digital</td>
<td>40,770</td>
<td>36,193</td>
<td>492,106</td>
<td>11%</td>
</tr>
<tr>
<td>Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Number</td>
<td>274</td>
<td>275</td>
<td>3,519</td>
<td>-5%</td>
</tr>
<tr>
<td>- Attendance</td>
<td>7,680</td>
<td>6,540</td>
<td>87,486</td>
<td>0%</td>
</tr>
<tr>
<td>Internet Station Use (%)</td>
<td>45.4%</td>
<td>46.6%</td>
<td>52.0%</td>
<td></td>
</tr>
<tr>
<td>Meeting room bookings</td>
<td>448</td>
<td>307</td>
<td>4,870</td>
<td>27%</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----</td>
<td>-----</td>
<td>-------</td>
<td>-----</td>
</tr>
<tr>
<td>Holds placed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• By customers</td>
<td>24,851</td>
<td>25,290</td>
<td>351,865</td>
<td>1%</td>
</tr>
<tr>
<td>• By staff</td>
<td>5,645</td>
<td>5,833</td>
<td>84,288</td>
<td>0%</td>
</tr>
<tr>
<td>• Digital</td>
<td>12,428</td>
<td>10,047</td>
<td>147,575</td>
<td>22%</td>
</tr>
<tr>
<td>Digital Resource Use</td>
<td>72,935</td>
<td>69,890</td>
<td>1,023,828</td>
<td>-2%</td>
</tr>
<tr>
<td>Interlibrary loans</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Loaned</td>
<td>253</td>
<td>267</td>
<td>4,136</td>
<td>-3%</td>
</tr>
<tr>
<td>• Borrowed</td>
<td>635</td>
<td>456</td>
<td>6,776</td>
<td>9%</td>
</tr>
</tbody>
</table>

**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 December 2017

Marketing Activities – Promotion
- Point in time count “Everybody Counts”
- Medical Lake Winter Festival
- Spokesman-Review Christmas Bureau
- Public Services Associate opening
- Librarian opening
- Library Page opening
- Valley Current – January page: Museum passes & Radical Rick article; Radical Rick ad
- Kids Newspaper – January page: Museum passes; Radical Rick ad
- Flyers for Starbucks Storytime
- In-library signage for 2018 holidays & closures

News coverage
- Dec 13 – Spokesman-Review calendar – Stem Play and Learn Storytime
- Dec 15 – Spokesman-Review – Video Making 2-day workshop
- Dec 27 – The Independent – Upcoming events at the Deer Park Library
- Dec 28 – The Inlander – Drop in and Code for Kids
- Dec 29 – Spokane Valley News Herald – SCLD streaming services
- Dec 29 – Spokesman-Review – Augmented reality class at North Spokane Library
- Dec 29 – Spokesman-Review – Forensics Club

Press Releases
- Dec 21 – Trivia nights take on the biggest realms of fandom at Spokane Valley Library
- Dec 28 – Radical Rick science programs bring hands-on experiments to tweens

E-Marketing (Website, Social Media, Email)
- Facebook: # of fans: 3,375
- Twitter: # of followers: 2,364
- Pinterest: # of followers: 1,685
- Instagram: # of followers: 1,260

Library District News:
- Dec 19 – Everybody Counts: Donations help our most vulnerable population
- Dec 21 – Trivia buffs take on the biggest realms of fandom at Spokane Valley Library
- Dec 27 – Tweens explore extreme science with Radical Rick: Tornadoes, vortexes, and gyroscopes
- Dec 28 – At the library: GED & ESL classes taught by Spokane Community College Faculty

Blog posts:
- Dec 5 – Holiday gifts for expectant mothers
- Dec 7 – ‘Tis the season for mobile devices
- Dec 12 – Social-emotional picture books to help your kids get through the holidays
- Dec 26 – Do you Hygge? What it is and how to do it this winter
eNewsletter email:
- 92,671 sent on December 14, 2017
- Open rate: 12.2% (11,223)
- Clicked: 1,072 (1.2% click rate)
- Unsubscribed: 157

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

Library Out Loud: Spokesman’s Northwest Passages w/guest Rob Curley
Library Out Loud: Facebook Marketing Library Program w/guest Mo Regalado
Library Out Loud: Commemorating 75th County Library District with Spokane Writes authors


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:
- Dec 2 – Basic Color Theory class
- Dec 2 – Storytime Math Mash-up
- Dec 6 – Fun at the Library (ML)
- Dec 10 – Augmented Reality in Spokane
- Dec 13 – STEM Play & Learn Storytime
- Dec 14 – Storytime at Starbucks
- Dec 15 – Video making 2-day workshop
- Dec 24 – Homebuyer Education Seminar
- Dec 24 – LEGO Club
- Dec 24 – Six Marketing Must-haves for Small Business in Spokane
- Dec 24 – Math: More than counting
- Dec 24 – Kaleidoscope Play & Learn
- Dec 24 – Family Monday Evenings
- Dec 26 – Dollars & Sense
- Dec 26 – Upcoming Events for Dec 27 – Jan 12
- Dec 28 – Drop in and Code for Kids, plus cooking and homebuyer classes
- Dec 29 – Moran Prairie Book Club
- Dec 29 – Drop in forensics

Meetings Attended
- Dec 5 – Spokane Transit Authority partnership
- Dec 5 – Spokesman Review – Northwest Passages
- Dec 8 – Web Team
- Dec 27 – Social media team
Communication Support for the Friends

**Friends of the Spokane County Library District**

- Dec 14 – Year-end emailing to Friends
  - Donations tax deductible reminder
  - Anthology sales link

*Right: Library District ad in January Kids Newspaper*
Spokane County Library District
Summary of Revenues & Expenses - (Cash Basis)
For the Twelve Months Ended December 31, 2017

<table>
<thead>
<tr>
<th></th>
<th>Y.T.D Actual</th>
<th>Annual Budget</th>
<th>Percent Used</th>
<th>Balance Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property Taxes</td>
<td>$11,313,839</td>
<td>$11,308,000</td>
<td>100.05%</td>
<td>$(5,839)</td>
</tr>
<tr>
<td>Contract Cities - Airway Heights</td>
<td>244,585</td>
<td>247,143</td>
<td>98.97%</td>
<td>2,558</td>
</tr>
<tr>
<td>Contract Cities - Spokane</td>
<td>77,322</td>
<td>72,996</td>
<td>105.93%</td>
<td>(4,326)</td>
</tr>
<tr>
<td>Fines &amp; Fees</td>
<td>213,146</td>
<td>240,500</td>
<td>88.63%</td>
<td>27,354</td>
</tr>
<tr>
<td>Grants &amp; Donations</td>
<td>99,225</td>
<td>68,000</td>
<td>145.92%</td>
<td>(31,225)</td>
</tr>
<tr>
<td>E-Rate Reimbursements</td>
<td>154,594</td>
<td>169,000</td>
<td>91.48%</td>
<td>14,406</td>
</tr>
<tr>
<td>Other</td>
<td>30,434</td>
<td>31,000</td>
<td>98.17%</td>
<td>566</td>
</tr>
<tr>
<td>Interest Revenues</td>
<td>37,529</td>
<td>34,000</td>
<td>110.38%</td>
<td>(3,529)</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>$12,170,675</td>
<td>$12,170,639</td>
<td>100.00%</td>
<td>$(36)</td>
</tr>
<tr>
<td>Transfers In</td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES &amp; TRANSFERS IN</strong></td>
<td>$12,170,675</td>
<td>$12,170,639</td>
<td>100.00%</td>
<td>$(36)</td>
</tr>
</tbody>
</table>

| **EXPENSES**         |              |               |              |                   |
| Salaries             | $6,028,236   | $6,082,000    | 99.12%       | $53,764           |
| Fringe Benefits      | 1,998,220    | 2,061,300     | 96.94%       | 63,080            |
| Supplies             | 157,231      | 189,459       | 82.99%       | 32,228            |
| Utilities            | 438,586      | 429,700       | 102.07%      | (8,886)           |
| Services             | 1,001,708    | 1,233,780     | 81.19%       | 232,072           |
| Insurance            | 67,315       | 69,000        | 97.56%       | 1,685             |
| Equipment & Software | 152,169      | 270,000       | 56.36%       | 117,831           |
| Library Materials    | 1,419,148    | 1,433,500     | 99.00%       | 14,352            |
| Electronic Library Materials | 194,202 | 200,000 | 97.10% | 5,798 |
| Library Programs     | 110,074      | 121,200       | 90.82%       | 11,126            |
| Operational Contingencies | 0          | 80,700        | 0.00%        | 80,700            |
| **TOTAL EXPENSES**   | $11,566,888  | $12,170,639   | 95.04%       | $603,751          |
| Transfers Out        | -            | -             | 0.00%        | -                 |
| **TOTAL EXPENSES & TRANSFERS OUT** | $11,566,888 | $12,170,639 | 95.04% | $603,751 |

Net Excess of Revenues Over/(Under) Expenses $603,787 $ -

Beginning Cash 4,575,836
Net from Above 603,787
Ending Cash $5,179,623

Number of months cash on hand 5.1

Capital Project Fund Balance 1,201,018
Spokane County Library District
Capital Projects Fund  Budget and Actual
For the Year Ended December 31, 2017

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>Y-T-D Actual</th>
<th>Annual Budget</th>
<th>Balance Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proceeds of Sale of Land</td>
<td></td>
<td>$839,000</td>
<td>(839,000)</td>
</tr>
<tr>
<td>Interest Earnings</td>
<td>11,736</td>
<td>7,000</td>
<td>4,736</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>11,736</td>
<td>846,000</td>
<td></td>
</tr>
</tbody>
</table>

| EXPENSES                                       |              |               |                   |
| Capital Improvements: North Spokane           | 427,905      |               |                   |
| Tenant Improvements and Equipment: BookEnd    | 49,920       |               |                   |
| **TOTAL EXPENSES**                            | 477,825      | 500,000       | (22,175)          |

**NET EXCESS OF REVENUES OVER (UNDER) EXPENSES** (466,089)

Beginning Fund Balance: January 1, 2017 1,667,107
Net From Above (466,089)
Ending Fund Balance 1,201,018
Spotlight Moran Prairie Library

Library Supervisor Danielle Marcy and Librarian Sheree West will share highlights of Moran Prairie Library and the community it serves.

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