

**MISSION**

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

**Board of Trustees Regular Meeting**

February 20, 2018 4:00 p.m. Airway Heights Library Public Meeting Room

**AGENDA**

- I. CALL TO ORDER**
- II. AGENDA APPROVAL [4:00]**
- III. ACTION ITEMS**
  - A. Approval of January 16, 2018, Regular Meeting Minutes [4:00-4:03]
  - B. Approval of January 2018 Payment Vouchers [4:03-4:05]
  - C. Unfinished Business  
None.
  - D. New Business [4:05-4:25]
    - 1. Facility Use for Political Purposes Policy: Approval recommendation.
    - 2. Public Art in District Facilities Policy: Approval recommendation.
    - 3. Access to Library Services Policy: Approval recommendation.
    - 4. Reciprocal Use of Libraries Report 2017
  - E. Overview – Fines, Fees and Use of Collection Agency [4:25-4:40]
- IV. DISCUSSION ITEMS, POSSIBLE ACTION [4:40-4:45]**
  - A. Future Board Meeting Agenda Items
- V. REPORTS**
  - A. Trustees [4:45-4:50]
  - B. Executive Director [4:50-4:55]
    - Administrative
    - Community Activities
  - C. Public Services [4:55-5:00]
  - D. Communication [5:00-5:05]
  - E. Fiscal [5:05-5:10]
  - F. Spotlight – Airway Heights Library [5:10-5:20]
- VI. PUBLIC COMMENT**
- VII. ADJOURNMENT**

[Estimated meeting length: One hour and 20 minutes, plus public comment.]

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

02/20/18

**SPOKANE COUNTY LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING MINUTES: JANUARY 16, 2018**

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The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Moran Prairie Library, 6004 S. Regal St., Spokane, WA, at 4:00 p.m., Tuesday, January 16, 2018.

**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:** Jane Baker, Communication & Development Director; Kristy Bateman, Library Operations Manager; Toni Costa, Human Resources Director; Carlie Hoffman, Library Services Manager; Rick Knorr, Finance Director; Aileen Luppert, Managing Librarian; Danielle Marcy, Library Supervisor; Andrea Sharps, Collection Services Director; Doug Stumbough, Operations Director; Sheree West, Librarian; and Patty Franz, Executive 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.)**                         Ms. Thompson moved and Mr. Johnson seconded approval of the agenda. The motion was approved.

**Approval of Dec. 19, 2017, Regular Meeting Minutes, (Item III.A.)**      Mr. Craig called for corrections to the December 19, 2017, regular meeting minutes. There were no corrections; the minutes stand approved as written.

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

Fund	Voucher/Payroll Numbers	Subtotal	Total
Dec - L01	53234-53385 and W00509-W00517	\$613,475.76	\$613,475.76
	12082017PR and 12222017PR	\$360,542.66	\$360,542.66
L01		Total	\$974,018.42

There were no questions. The motion was approved.

**Unfinished Business**  
**2018 Meeting**  
**Spotlights and**  
**Overviews Schedule**  
**(Item III.C.1.)**

2018 MEETING SPOTLIGHTS AND OVERVIEWS SCHEDULE. Mr. Johnson moved and Ms. Thompson seconded approval of the 2018 Board of Trustees' Meetings Spotlight and Overview Schedule. As directed by the Board, Mr. Roewe pointed out spotlights per library will transition to a biennial schedule. The remaining annual spotlight topics will focus on library services or initiatives that haven't otherwise been recently covered in depth. In addition to overview topics suggested by Trustees, other training topics pertinent to a governing body have been added for awareness purposes. Mr. Roewe also noted he would like to add a retreat to follow the March regular meeting to provide information on bonds and levies. Trustees indicated they were available to attend.

There was no further discussion.

The motion was approved.

**New Business**  
**Public Records**  
**Policy**  
**(Item III.D.1.)**

PUBLIC RECORDS POLICY. Mr. Teterud moved and Mr. Johnson seconded approval of the Public Records policy revisions. Mr. Roewe said the most significant revision was deletion of the public record definition, as the primary purpose of this policy is to affirm the District's commitment and obligation to follow state law. The other minor revisions were to provide clarification and preferred terminology updates.

There was no further discussion.

The motion was approved.

**New Business**  
**Volunteer Program**  
**Policy**  
**(Item III.D.2.)**

VOLUNTEER PROGRAM POLICY. Ms. Thompson moved and Mr. Teterud seconded approval of the Volunteer Program policy revisions. Human Resources Director Toni Costa said the recommended changes expand the policy language to include definitions and general guidelines for volunteers, and adds language regarding background checks, per the RCW. In response to Mr. Johnson's query, Ms. Costa said the Washington Access to Criminal History (WATCH) system is used to conduct background checks on all District staff and volunteers.

There was no further discussion.

The motion was approved.

**Overview - PERS**  
**(Item III.E.)**

PUBLIC EMPLOYEES' RETIREMENT SYSTEM. Human Resources Director Toni Costa and Finance Director Rick Knorr provided an overview on the benefits and financial components of the Public Employees' Retirement System and the District's participation therein. Via PowerPoint, statistics were presented for membership, financial, and public pension funding. Mr. Knorr also reviewed the contribution rate history over 20 years and noted contributions from both public employers and their employees are higher now than over a 20-year period. He further reported the Department of Retirement Systems' website for Washington state shows public pensions are 87% funded as of 2016. Ms. Costa compared structures of the different plans and how monthly

**Overview - PERS  
(Item III.E.)**

benefits are determined, as well as how employees become vested. In response to Mr. Teterud's query regarding survivor benefits, Ms. Costa said employees can choose their preferences at retirement. Also, in response to Mr. Teterud, Mr. Knorr said he will find out if the PERS plans are federally guaranteed and respond next month. 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 February meeting will be held at Airway Heights Library. Among other items, the agenda will include the review of two policies, Facility Use for Political Purposes and Public Art in District Facilities. Also included will be a report on reciprocal use of libraries for 2017. The March meeting will be held at North Spokane, where a retreat will follow the regular meeting at the same location. There was no further discussion.

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

There were no reports.

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

The Executive Director's written report for December 2017 provided prior to the meeting included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Mr. Roewe further reported on the recently incorporated group, Public Libraries of Washington (PLW), and noted the Early Learning Public Library Partnership (ELPLP) is in the process of dissolution. The first membership meeting of PLW will be held at the Public Library Directors' meeting on January 25. Mr. Roewe also noted that he has agreed to chair the PLW Legislative Committee, pending election at the meeting. In response to Mr. Teterud's query, Mr. Roewe confirmed Steve Duncan and Abby Moore have been contracted to serve as legislative consultants for PLW, to focus on issues specific to public libraries and taxing districts. He further said although it is early in the legislative session, only two pre-filed bills on net neutrality and broadband are being followed at this time. Mr. Roewe also stated that Washington State Library Association organizational dues have decreased by 25%, with the consultants' contract transition to PLW. Regarding the Shrine Circus scheduled for April, Mr. Roewe reported the library property (at Balfour Park) is slated to be used for parking. However, insurance documents are yet to be received from the Shriners. In consultation with Spokane Valley Parks & Recreation Director Mike Stone, Mr. Roewe confirmed that receipt of documentation would be necessary to move forward. In response to Mr. Teterud's query, Mr. Roewe said although a policy is currently not in place for paid use of District facilities, he would actively discourage implementation of such a policy because of expected lack of return. Mr. Roewe also noted the District reserves the right of refusal. Regarding signage for the vacant property, Mr. Roewe said he will review potential use of language for a future sign. There was no further discussion.

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

Library Operations Manager Kristy Bateman provided a written report prior to the meeting for December 2017, with data for customer use measures, programming and library activities. There was no further discussion.

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

Communication & Development Director Jane Baker provided a written report prior to the meeting for December 2017 communication activities. In response to Ms. Baker's query, Trustees expressed appreciation for keeping them apprised of District events via press releases shared by email. Mr. Craig said he likes to see the press releases and is content to wait for the monthly Communication Report for additional information. There was no further discussion.

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

Revenue and Expenditure Statement through December 31, 2017.

<u>Fund 001</u>	
Revenues	\$ 12,170,675
Expenditures	\$ 11,566,888
Ending Fund Balance	\$ 5,179,623
Fund Budget Expended	95.04%

Mr. Knorr reported the budget surplus for 2017 was considerably higher than anticipated, as legal fees, the cost of the compensation study, and equipment expenses came in under budget. Messrs. Chair and Teterud commended staff for keeping costs down. A brief discussion ensued among Trustees regarding designation of the surplus funds, with further discussion tabled until a future meeting. Final 2017 budget figures will be presented in February. There was no further discussion.

Chair Craig called for a five-minute recess at 4:37 p.m.

**Spotlight  
Moran Prairie  
Library  
(Item V.F.)**

Library Supervisor Danielle Marcy and Librarian Sheree West presented highlights of Moran Prairie Library (MP) over the past year. Via PowerPoint, Ms. Marcy featured complimentary remarks from library staff at MP, and expressed pride for how staff works together to provide quality customer service based on high standards, good communication, and training. Ms. West highlighted two new programs held at MP, National Night Out and the Washington Rural Heritage Grant. On August 1, through a partnership among SCOPE South, Target, and MP, National Night Out was held for the first time on the South Hill and at the library. SCOPE enthusiastically coordinated a block-party format that included police, fire, emergency vehicles, and McGruff the Crime Dog at the scene. Twenty-two local businesses participated and brought activities for families to enjoy. Door prizes and other giveaways were donated, and the band, Ragtag Romantics, played at the event. Target donated bicycles and helmets for kids, as well as food and picnic-ware. It also generously donated the time of 20 of its employees to support the event. Target will become the host venue next year to accommodate such large attendance, and the library will move

**Spotlight**  
**Moran Prairie**  
**Library**  
**(Item V.F.)**

to a support role. Regarding the Washington Rural Heritage Grant, Ms. West said to preserve the history of the Moran Prairie Grange and make its history accessible to everyone, the District partnered with the grange on this grant project to digitize artifacts, documents, and photos. Library staff and grange members have worked together to preserve oral histories as well. The digital collection is anticipated to be available on the Washington Rural Heritage website by May of this year. The library will also host an exhibit in May and a traditional contra dance in June. Ms. West noted the grant funded two 160-hour paid internships this year, which aligns with the District's mission to connect people to economic opportunities. Trustees expressed appreciation 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 4:57 p.m. The next Board Meeting is scheduled for Tuesday, February 20, 2018, at 4:00 p.m., in the public meeting room at Airway Heights Library.

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John Craig, Chair

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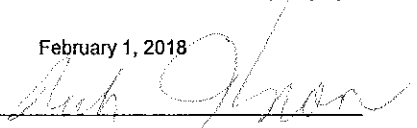
Patrick Roewe, Secretary to the Board of Trustees

# 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 January 31, 2018 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$1,244,275.40 for the general fund and \$0.00 for the capital projects fund and are authorized to authenticate and certify these claims.

DATE: February 1, 2018

SIGNED



TITLE: Finance Director

SIGNED



TITLE: Executive Director

VOUCHER NUMBER		DESCRIPTION	VOUCHER AMOUNT
053386	ABM JANITORIAL SERVICES - NW	MONTHLY CUSTODIAL SERVICES	\$ 2,829.71
053387	ASSOC. OF WASHINGTON CITIES	ANNUAL ASSESSMENT FEE	6,928.25
053388	SANDY R AVERY	LOST/PAID BOOK REFUND	8.00
053389	BLACKSTONE PUBLISHING	LIBRARY MATERIALS	14.98
053390	CAPITAL COMMUNICATIONS, INC	CS OFFICE SUPPLIES	586.65
053391	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	6.46
053392	CENTURYLINK	ANALOG TELEPHONE LINES	39.62
053393	CENTURYLINK	ANALOG TELEPHONE LINES	76.46
053394	CITY OF DEER PARK	WATER & SEWER - DEER PARK	72.78
053395	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML	160.68
053396	CULLIGAN SPOKANE WA	BOTTLED WATER SERVICE - CHENEY	30.54
053397	DEER PARK CHAMBER OF COMMERCE	MEMBERSHIP DUES	50.00
053398	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	912.41
053399	DEVRIES INFORMATION MGMT	MONTHLY COURIER SERVICE	5,004.00
053400	EARTHWORKS RECYCLING, INC	RECYCLING	180.00
053401	EMPIRE DISPOSAL INC.	SOLID WASTE - FAIRFIELD	37.50
053402	EXECUTIVE WOMEN INTERNAT'L	ADVERTISING	15.00
053403	GALE/CENAGE LEARNING	LIBRARY MATERIALS	9,429.18
053404	GARY L. GODDARD	LOCK AND KEY REPAIR	16.32
053405	GREATER SPOKANE VALLEY CHAMBER	DUES AND MEMBERSHIPS	470.00
053406	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	3,107.38
053407	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	2,302.74
053408	INLAND POWER AND LIGHT	ELECTRIC UTILITIES - AH, DP	652.03
053409	KANTOLA PRODUCTIONS, LP	VIDEO TRAINING LIBRARY	4,980.15
053410	GROUP W MARKETING	ADVERTISING - KIDS NEWSPAPER	800.00
053411	WICK ENTERPRIZES, LLC	ADVERTISING	312.37
053412	MIDWEST TAPE	LIBRARY MATERIALS	74,829.51
053413	NEW YORK TIMES	LIBRARY MATERIALS	514.80
053414	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	70.15
053415	OTIS ELEVATOR COMPANY	QTRLY ELEVATOR MAINTENANCE	471.58
053416	OTIS HARDWARE	MAINTENANCE SUPPLIES	9.73
053417	PHASE 3 DIGITAL AGENCY	ONLINE ADVERTISING, KXLY SITES	900.00
053418	ROBERT J SAVAGE - PRONUNCIATOR LLC	ELECTRONIC LIBRARY SERVICES	3,995.00
053419	PROQUEST LLC	ELECTRONIC LIBRARY SERVICES	10,037.00
053420	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	1,057.71
053421	RECORDED BOOKS, LLC	LIBRARY MATERIALS	956.17
053422	SNO ISLE LIBRARIES FOUNDATION	PUBLIC LIBRARY DIRECTOR'S MEETING	145.00
053423	SPOKANE COUNTY ENVIRONMENTAL SERVICES	SEWER - AR, NS, SV	464.73
053424	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	323.27
053425	TARGET SYSTEM TECHNOLOGY, INC	SOFTWARE SUPPORT	30.00
053426	MARGARET THOMPSON-JOHNSON	MILEAGE REIMBURSEMENT	7.49
053427	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	204.50
053428	VERIZON WIRELESS	CELL PHONES (6)	340.42
053429	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	1,202.49
053430	WHITWORTH WATER DISTRICT #2	WATER - NORTH SPOKANE	28.57

053431	ZOOBEAN, INC.	ANNUAL SOFTWARE SUPPORT	4,495.00
053432	ABM JANITORIAL SERVICES - NW	MONTHLY CUSTODIAL SERVICES	9,248.79
053433	ALLIED SAFE & VAULT CO, INC.	MONTHLY ALARM MONITORING & REPAIR	1,451.70
053434	AT&T MOBILITY	TELEPHONE & BROADBAND - BOOKEND	105.28
053435	BERKLEY NORTH PACIFIC	ANNUAL LIABILITY & PROPERTY INSURANCE	48,194.00
053436	BOOKLIST	LIBRARY MATERIALS	559.00
053437	CAPITAL COMMUNICATIONS, INC	CS OFFICE SUPPLIES	1,005.39
053438	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	28.20
053439	CENTURYLINK	ANALOG TELEPHONE LINES	39.87
053440	CENTURYLINK	ANALOG TELEPHONE LINES	59.91
053441	CENTURYLINK	ANALOG TELEPHONE LINES	79.75
053442	CENTURYLINK	ANALOG TELEPHONE LINES	76.60
053443	CENTURYLINK	ANALOG TELEPHONE LINES	38.31
053444	AUDRA R CHRISTIANSON	LOST/PAID BOOK REFUND	8.00
053445	DELL MARKETING L.P%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	566.38
053446	DIVCO INCORPORATED	QTRLY BUILDING REPAIR & MAINT - HVAC	1,332.17
053447	EAST BONNER COUNTY LIBRARY	INTERLIBRARY LOAN FEES	54.79
053448	GALE/CENAGE LEARNING	LIBRARY MATERIALS	551.37
053449	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	5,353.23
053450	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	18,365.93
053451	INLAND POWER AND LIGHT	ELECTRIC UTILITIES - AH, DP	369.71
053452	INTEGRA TELECOM HOLDINGS, INC	BROADBAND AND INTERNET	16,441.49
053453	TARA MCCOLLUM	LOST/PAID BOOK REFUND	67.00
053454	MIDWEST TAPE	LIBRARY MATERIALS	1,720.26
053455	OC PUBLIC LIBRARIES	INTERLIBRARY LOAN FEES	7.99
053456	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	24,994.29
053457	PAPERJACK.com	OFFICE/LIBRARY SUPPLIES	575.92
053458	ROY C PASLAY	LOST/PAID BOOK REFUND	30.00
053459	PHILADELPHIA INSURANCE CO	ANNUAL CYBER INSURANCE PREMIUM	5,344.00
053460	HALYNA PIANKOVSKA	LOST/PAID BOOK REFUND	10.40
053461	RECORDED BOOKS, LLC	LIBRARY MATERIALS	8,500.00
053462	SCORE	PROGRAMMING FEES	675.00
053463	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	192.84
053464	TOWN OF FAIRFIELD	WATER, SEWER - FAIRFIELD	177.80
053465	UNIQUE MANAGEMENT SERVICES	COLLECTION AGENCY & NOTICE FEES	2,791.27
053466	THE WEEK	LIBRARY MATERIALS	46.00
053467	CATHERINE WISENOR	LOST/PAID BOOK REFUND	10.00
053468	ABM JANITORIAL SERVICES - NW	MONTHLY CUSTODIAL SERVICES	4,688.63
053469	AMERICAN LIBRARY ASSOCIATION	DUES AND MEMBERSHIPS	680.00
053470	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	721.61
053471	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	700.54
053472	BRENDA BEAULIEU	PROGRAMMING FEES	100.00
053473	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	68.87
053474	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	499.14
053475	CENTURYLINK	ANALOG TELEPHONE LINES	38.07
053476	THE CHILD'S WORLD, INC.	LIBRARY MATERIALS	215.40
053477	CONSOLIDATED IRRIGATION DIST19	WATER - OTIS ORCHARDS	21.00
053478	DELL MARKETING L.P%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	1,964.82
053479	DIVCO INCORPORATED	QTRLY BUILDING REPAIR & MAINT - HVAC	5,801.49
053480	FAUCETS 'N STUFF PLUMBING	PLUMBING REPAIRS	201.28
053481	FRONTIER COMMUNICATION	TELEPHONE & BROADBAND - FF	120.10
053482	GALE/CENAGE LEARNING	LIBRARY MATERIALS	1,003.96
053483	H&H BUSINESS SYSTEMS, INC.	QTRLY COPIER MAINTENANCE & TONER	2,728.24
053484	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	3,111.90
053485	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	10,942.03
053486	CRYSTAL MEEKS	LOST/PAID BOOK REFUND	18.20
053487	MIDWEST TAPE	LIBRARY MATERIALS	4,433.40
053488	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	93.76
053489	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	9,835.50
053490	BETHANN PALMER	LOST/PAID BOOK REFUND	4.20
053491	PERRINE PROPERTIES, LLC	MONTHLY PARKING LOT LEASE, SV	300.00
053492	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	1,318.89
053493	RECORDED BOOKS, LLC	LIBRARY MATERIALS	9,754.64

053494	STEVEN REYNOLDS	LOST/PAID BOOK REFUND	2.00
053495	SPOKANE MALL LLC	MONTHLY LEASE PAYMENT, BOOKEND	3,000.00
053496	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	528.07
053497	USB TREASURY MANAGEMENT SVCS	ANNUAL BANK ACCOUNT ANALYSIS FEES	3,432.87
053498	UPS	SHIPPING	12.35
053499	SPOKANE COUNTY UNITED WAY	EMPLOYEE CONTRIBUTIONS	124.50
053500	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	683.93
053501	ABM JANITORIAL SERVICES - NW	MONTHLY CUSTODIAL SERVICES	1,370.58
053502	AVISTA UTILITIES	MONTHLY UTILITIES	10,364.37
053503	BAKER AND TAYLOR INC.	LIBRARY MATERIALS	442.37
053504	CAVENDISH SQUARE	LIBRARY MATERIALS	711.72
053505	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	27.16
053506	CENTURYLINK	ANALOG TELEPHONE LINES	104.55
053507	CENTURYLINK	ANALOG TELEPHONE LINES	39.93
053508	CITY OF SPOKANE	WATER & SEWER - MORAN PRAIRIE	286.06
053509	COEUR D'ALENE PRESS	LIBRARY MATERIALS	312.00
053510	DEER PARK GAZETTE	LIBRARY MATERIALS	350.00
053511	GALE/CENAGE LEARNING	LIBRARY MATERIALS	505.87
053512	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	1,854.18
053513	INGRAM DISTRIBUTION GROUP, INC	LIBRARY MATERIALS	9,897.00
053514	POUKONG MANIKOTH	PROGRAMMING FEES	1,124.00
053515	MIDWEST TAPE	LIBRARY MATERIALS	3,574.07
053516	NATIONAL COLOR GRAPHICS	PRINTING - ENGAGE MAGAZINE	16,207.94
053517	OFFICE DEPOT	OFFICE/LIBRARY SUPPLIES	169.08
053518	OPTUM	MONTHLY HSA ACCOUNT FEES	75.00
053519	OVERDRIVE, INC.	LIBRARY MATERIALS e-Books	6,834.55
053520	RECORDED BOOKS, LLC	LIBRARY MATERIALS	430.84
053521	SIRSIDYNIX	ANNUAL SOFTWARE MAINT & SUPPORT	148,696.33
053522	SOFTWARE ONE, INC	SOFTWARE SUPPORT	3,284.62
053523	SPICEWORKS, INC	SOFTWARE SUPPORT	495.00
053524	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	246.17
053525	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	18,980.40
053526	WASTE MANAGEMENT OF SPOKANE	MONTHLY REFUSE	1,202.66
W00518	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	59,704.12
W00519	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	44,927.31
W00520	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,723.00
W00521	ASSOC OF WASHINGTON CITIES	MEDICAL, DENTAL, VISION & LIFE INS.	83,026.86
W00522	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,744.25
W00523	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	46,145.98
W00524	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	57,992.93
W00525-W00527	VOID	VOID	-
W00528	DEPT. OF LABOR & INDUSTRIES	QUARTERLY WORKMAN'S COMP.	15,551.34

**Total Non-Payroll General Operating Fund**

**\$ 893,730.60**

**PAYROLL VOUCHERS**

01102018PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYROLL	\$ 176,795.95
01252018PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYROLL	173,748.85

**Total Payroll General Operating Fund**

**\$ 350,544.80**

**TOTAL GENERAL OPERATING FUND**

**\$ 1,244,275.40**

Spokane County Library District  
December, 2017/January, 2018 Credit Card Activity  
Paid in January, 2018  
Voucher # 053525

<u>Card Category</u>	<u>Amount</u>
General Purchases	\$9,462.10
Maintenance	1,804.19
Travel	645.00
Acquisitions	1,718.80
Information Technology	5,293.54
Outreach	56.77
General Fund Purchases	<u>\$18,980.40</u>

**FACILITY USE FOR POLITICAL PURPOSES****BACKGROUND:**

The majority of policy revisions are for updating preferred nomenclature and clarification purposes. Two revisions of note:

1.) Language was included to acknowledge that District libraries located in privately-owned facilities may be subject to additional rules regarding political activities as established by the facility owners. The BookEnd is the District's one facility located on private property, The Spokane Valley Mall.

2.) The paragraph regarding the District providing "information on issues of public concern" was removed in order to better maintain the intended scope of the policy. While the District has historically and will continue to offer information and resources in as fair and balanced manner as possible, this policy is focused on external use of District facilities rather than internal operations.

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 Facility Use for Political Purposes policy.

## SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy with Edits**POLICY: FACILITY USE FOR POLITICAL PURPOSES**

Approval Date: April 15, 2003

Revision Date: ~~March 15, 2016~~ February 20, 2018**RELATED POLICIES:**

Code of Conduct

Library Meeting Room Use

Bulletin Boards and Community Interest Publications

**STATUTORY REFERENCES:**

RCW 29A.84.510

RCW 42.17A.555

WAC 390-05-271

WAC 434-250-100

WAC 434-250-105

**Purpose:**

To define the extent to which Spokane County Library District (District) facilities may be used for political purposes. ~~The District SCLD~~ provides a welcoming environment that encourages all members of the public to use its facilities, services and resources in a safe and respectful manner. As part of its normal and regular conduct of its mission, The District SCLD provides free access to and communication of ideas and information that reflects the broad range of interests of the communities we serve. This policy recognizes that some portions of library grounds may be considered public forums. The District SCLD imposes reasonable time, place and manner restrictions on signature gathering, political activities and election materials and other activities or expressions of free speech in accordance with state law and to the extent necessary to prevent unreasonable interference with the public's ~~community members'~~ use of the library.

**Background:**

The First Amendment guarantees the right of free speech and to petition government. Federal Courts have interpreted the First Amendment to allow for the peaceful exercise of the rights set forth in the Constitution.

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

~~All SCLD~~ District libraries may serve as ballot deposit sites for elections, subject to WAC 434-250-100. In addition, District SCLD libraries may serve as voter service centers on election days, subject to RCW 29A.84.510 and WAC 434-250-105.

In keeping with the fundamental principles provided by the First Amendment, and in accordance with state law, ~~the Library District~~ may designate and make available areas on District ~~Library~~ premises for the purpose of public expression of opinions and ideas.

**General Policy:**

It is Spokane County Library District (District) policy to allow use of designated parts of its facilities and premises for political uses on a nondiscriminatory, equal access basis, making such time, place, and manner restrictions as are necessary for the orderly conduct of normal public library operations.

District meeting and conference rooms are open to any individual or group on an equal basis and as such may be used for political or partisan purposes, subject to the District's Library Meeting Room Use Policy.

The District shall allow petition signature gatherers and electioneers outside on library premises as long as they do not interfere with the public's access to, entry into, or exit from the building. In addition, petition signature gathering and electioneering activities:

- May be outside the library building only, and may not be in the foyer, lobby or interior of the facility, except as allowed by the District's Library Meeting Room Use policy.
- May utilize outdoor walkways, plaza areas, and adjacent sidewalks as long as they do not interfere with traffic or public access to the library building.
- Are not permitted within twenty-five feet of a ballot deposit box on library premises during an election voting period.
- Are not permitted anywhere on election days at libraries designated as voter service centers.

The District's Code of Conduct policy applies to any and all activities occurring anywhere on District grounds.

The provision of District premises for the public expression of opinion does not constitute District endorsement of the opinions or ideas of those individuals and organizations using the space.

~~The District encourages members of the public to engage in civic matters and civil discourse. As part of its mission to support a community that learns, works, creates and thrives together, the District may provide information on issues of public concern, in a manner that is objective and fair.~~

District libraries located in privately-owned facilities (e.g., shopping malls) may be subject to additional rules established by the facility owner(s). These rules are posted at the entrances to the facility or otherwise available from the facility owner(s).

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: FACILITY USE FOR POLITICAL PURPOSES**DRAFT

Approval Date: April 15, 2003

Revision Date: February 20, 2018

**RELATED POLICIES:**

Code of Conduct

Library Meeting Room Use

Bulletin Boards and Community Interest Publications

**STATUTORY REFERENCES:**

RCW 29A.84.510

RCW 42.17A.555

WAC 390-05-271

WAC 434-250-100

WAC 434-250-105

**Purpose:**

To define the extent to which Spokane County Library District (District) facilities may be used for political purposes. The District provides a welcoming environment that encourages all members of the public to use its facilities, services and resources in a safe and respectful manner. As part of its normal and regular conduct of its mission, The District provides free access to and communication of ideas and information that reflects the broad range of interests of the communities we serve. This policy recognizes that some portions of library grounds may be considered public forums. The District imposes reasonable time, place and manner restrictions on signature gathering, political activities and election materials and other activities or expressions of free speech in accordance with state law and to the extent necessary to prevent unreasonable interference with the public's use of the library.

**Background:**

The First Amendment guarantees the right of free speech and to petition government. Federal Courts have interpreted the First Amendment to allow for the peaceful exercise of the rights set forth in the Constitution.

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

District libraries may serve as ballot deposit sites for elections, subject to WAC 434-250-100. In addition, District libraries may serve as voter service centers on election days, subject to RCW 29A.84.510 and WAC 434-250-105.

In keeping with the fundamental principles provided by the First Amendment, and in accordance with state law, the District may designate and make available areas on District premises for the purpose of public expression of opinions and ideas.

**General Policy:**

It is District policy to allow use of designated parts of its facilities and premises for political uses on a nondiscriminatory, equal access basis, making such time, place, and manner restrictions as are necessary for the orderly conduct of normal public library operations.

District meeting and conference rooms are open to any individual or group on an equal basis and as such may be used for political or partisan purposes, subject to the District's Library Meeting Room Use Policy.

The District ~~shall~~ allows petition signature gatherers and electioneers outside on library premises as long as they do not interfere with the public's access to, entry into, or exit from the building. In addition, petition signature gathering and electioneering activities:

- May be outside the library building only, and may not be in the foyer, lobby or interior of the facility, except as allowed by the District's Library Meeting Room Use policy.
- May utilize outdoor walkways, plaza areas, and adjacent sidewalks as long as they do not interfere with traffic or public access to the library building.
- Are not permitted within twenty-five feet of a ballot deposit box on library premises during an election voting period.
- Are not permitted anywhere on election days at libraries designated as voter service centers.

The District's Code of Conduct policy applies to any and all activities occurring anywhere on District grounds.

The provision of District premises for the public expression of opinion does not constitute District endorsement of the opinions or ideas of those individuals and organizations using the space.

District libraries located in privately-owned facilities (e.g., shopping malls) may be subject to additional rules established by the facility owner(s). These rules are posted at the entrances to the facility or otherwise available from the facility owner(s).

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.

**PUBLIC ART IN DISTRICT FACILITIES****BACKGROUND:**

No revisions are recommended to the Public Art in District Facilities policy at this time. It is brought forward for review by the Board of Trustees in light of current discussions regarding the potential construction of future libraries.

Following is the policy as currently written.

**Recommended Action:** For review only, no action is recommended. However, the Board of Trustees may direct staff to make revisions or to gather additional information as needed.

## SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy**POLICY: PUBLIC ART IN DISTRICT FACILITIES**

APPROVAL DATE: FEBRUARY 19, 1998

LATEST REVIEW AND REAFFIRMATION DATE: DECEMBER 15, 2015

**RELATED POLICIES:**

None

**General Policy:**

It is the policy of Spokane County Library District to actively support the inclusion of public art in library facilities for esthetic enhancement of its public areas and to increase accessibility of art to District residents. To that end, the Board of Trustees shall designate between one-half of one percent (0.5%) and one percent (1%) of the initial Maximum Allowable Construction Cost for each building construction and major renovation project for procurement of public art. This designation shall be made concurrently with the adoption of each construction project budget. The board shall also encourage donation of private funds to be used for this purpose.

An Art Selection Committee shall be formed for each construction project to provide recommendations to the Board of Trustees for all aspects of arts project planning and selection of arts projects.

Methods available to the committee for solicitation of proposals for projects include competition open to any qualified artist, limited competition open to a list of artists invited to submit proposals, or direct selection of a specific artist, all based upon criteria established by the committee for the project.

Final selection of public art, whether from public or private funds, shall be subject to approval by the board.

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.

**ACCESS TO LIBRARY SERVICES****BACKGROUND:**

The majority of the following policy revisions are for updating preferred nomenclature and clarification purposes.

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 Access to Library Services policy.

## SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy with Edits**POLICY: ACCESS TO LIBRARY SERVICES**

APPROVAL DATE: February 18, 1993

REVISION DATE: ~~October 20, 2015~~ February 20, 2018**Related Policies**

Code of Conduct Policy

~~Member~~ Customer Privileges and Responsibilities Policy**Replaces Previous Title**

Valuing and Managing Diversity

**Purpose**

To affirm Spokane County Library District's commitment to serving a diverse community and providing facilities, programs, and services that are accessible to all.

**Policy**

The District is committed to providing equal and open access to library ~~buildings~~ facilities, services, materials and programs regardless of race, gender, ethnicity, age, religion, national origin, sexual orientation, or physical, mental or sensory disability. In support of that commitment:

- Access to library services shall not be denied or abridged to any individual eligible for library services as defined in the District's ~~Member~~ Customer Privileges and Responsibilities Policy other than due to a violation of the Code of Conduct.
- In compliance with federal and state law and Title II of the Americans with Disabilities Act of 1990, the District does not discriminate on the basis of disability in admission, access, and/or operation of its programs, services, or activities. The District monitors its compliance with Title II of the Americans with Disabilities Act of 1990 to ensure its libraries and programs are accessible to and usable by individuals with disabilities.
- The District offers reasonable accommodations to persons with disabilities.
- The District provides a grievance procedure to ensure that if an individual believes he or she has been denied access to ~~L~~ library services or has been otherwise discriminated against, the issue can be resolved as promptly and harmoniously as possible.
  - The District encourages customers ~~community residents~~ to informally engage their community library supervisor or manager in resolving access or usability issues before the program, service, or activity takes place.
  - Any unresolved ADA issue should be submitted to the Human Resources Director to coordinate efforts to comply with and carry out ADA responsibilities as the District's ADA Coordinator.

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: ACCESS TO LIBRARY SERVICES**

APPROVAL DATE: February 18, 1993

REVISION DATE: February 20, 2018

**Related Policies**

Code of Conduct Policy

Customer Privileges and Responsibilities Policy

**Previous Title**

Valuing and Managing Diversity

**Purpose**

To affirm Spokane County Library District's commitment to serving a diverse community and providing facilities, programs, and services that are accessible to all.

**Policy**

The District is committed to providing equal and open access to library facilities, services, materials and programs regardless of race, gender, ethnicity, age, religion, national origin, sexual orientation, or physical, mental or sensory disability. In support of that commitment:

- Access to library services shall not be denied or abridged to any individual eligible for library services as defined in the District's Customer Privileges and Responsibilities Policy other than due to a violation of the Code of Conduct.
- In compliance with federal and state law and Title II of the Americans with Disabilities Act of 1990, the District does not discriminate on the basis of disability in admission, access, and/or operation of its programs, services, or activities. The District monitors its compliance with Title II of the Americans with Disabilities Act of 1990 to ensure its libraries and programs are accessible to and usable by individuals with disabilities.
- The District offers reasonable accommodations to persons with disabilities.
- The District provides a grievance procedure to ensure that if an individual believes he or she has been denied access to library services or has been otherwise discriminated against, the issue can be resolved as promptly and harmoniously as possible.
  - The District encourages customers to informally engage their community library supervisor or manager in resolving access or usability issues before the program, service, or activity takes place.
  - Any unresolved ADA issue should be submitted to the Human Resources Director to coordinate efforts to comply with and carry out ADA responsibilities as the District's ADA Coordinator.

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.

## **2017 Reciprocal Use Report**

### **Background:**


The following statistics detail reciprocal use between 1.) Spokane County Library District and Spokane Public Library, and 2.) Spokane County Library District and Liberty Lake Municipal Library for 2017. As per a requirement in the interlocal agreements with both libraries, reciprocal use statistics are to be reported on an annual basis to each respective partner.

Please note the reciprocal agreements do not include digital circulation, as the contracts with our various digital content providers generally do not permit shared use. Thus, the circulation numbers in this report are for the checkout of physical items only.

Operations Director Doug Stumbough will provide a brief overview of the report.

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

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




SPOKANE COUNTY LIBRARY DISTRICT								
CARDHOLDERS								
	TOTAL			SPOKANE CITY RESIDENTS			% SPOKANE RES	
	2016	2017	change %	2016	2017	change %	2016	2017
<b>SCLD Total</b>	<b>113,099</b>	<b>113,496</b>	<b>0.35%</b>	<b>17,241</b>	<b>17,100</b>	<b>-0.82%</b>	<b>15.2%</b>	<b>15.1%</b>
Airway Heights	4,511	4,517	0.13%	317	308	-2.84%	7.0%	6.8%
Argonne	10,016	10,065	0.49%	1,219	1,239	1.64%	12.2%	12.3%
Cheney	8,694	8,420	-3.15%	247	245	-0.81%	2.8%	2.9%
Deer Park	6,548	6,442	-1.62%	147	143	-2.72%	2.2%	2.2%
Fairfield	629	638	1.43%	8	12	50.00%	1.3%	1.9%
Medical Lake	2,794	2,789	-0.18%	57	60	5.26%	2.0%	2.2%
Moran Prairie	11,245	11,374	1.15%	4,749	4,779	0.63%	42.2%	42.0%
North Spokane	29,597	28,910	-2.32%	8,534	8,354	-2.11%	28.8%	28.9%
Otis Orchards	4,143	4,081	-1.50%	57	56	-1.75%	1.4%	1.4%
Spokane Valley	34,922	34,363	-1.60%	1,905	1,856	-2.57%	5.5%	5.4%
The BookEnd	N/A	431	N/A	N/A	48	N/A	N/A	11.1%

CIRCULATION*								
	TOTAL			SPOKANE CITY RESIDENTS			% SPOKANE RES	
	2016	2017	change %	2016	2017	change %	2016	2017
<b>SCLD Total</b>	<b>2,139,534</b>	<b>2,120,536</b>	<b>-0.89%</b>	<b>276,955</b>	<b>261,813</b>	<b>-5.47%</b>	<b>12.9%</b>	<b>12.3%</b>
Airway Heights	76,453	76,910	0.60%	4,978	5,285	6.17%	6.5%	6.9%
Argonne	160,148	158,285	-1.16%	12,711	11,445	-9.96%	7.9%	7.2%
Cheney	167,267	160,181	-4.24%	2,860	2,203	-22.97%	1.7%	1.4%
Deer Park	161,336	172,717	7.05%	2,505	1,897	-24.27%	1.6%	1.1%
Fairfield	16,738	14,780	-11.70%	25	6	-76.00%	0.1%	0.0%
Medical Lake	59,327	60,798	2.48%	828	727	-12.20%	1.4%	1.2%
Moran Prairie	211,901	215,840	1.86%	81,262	80,082	-1.45%	38.3%	37.1%
North Spokane	595,048	560,847	-5.75%	150,244	138,715	-7.67%	25.25%	24.73%
Otis Orchards	70,219	70,383	0.23%	740	886	19.73%	1.05%	1.26%
Spokane Valley	615,964	602,632	-2.16%	20,802	19,005	-8.64%	3.38%	3.15%
The Book End	N/A	22,211	N/A	N/A	1,561	N/A	N/A	7.03%

\*Excludes digital circulation

## 2) Spokane Public Library: Reciprocal use with Spokane County Library District



SPOKANE PUBLIC LIBRARY								
CARDHOLDERS								
	TOTAL			DISTRICT RESIDENTS			RESIDENTS	
	2016	2017	change %	2016	2017	change %	2016	2017
<b>SPL Total</b>	<b>161,725</b>	<b>164,614</b>	<b>1.79%</b>	<b>28,327</b>	<b>27,671</b>	<b>-2.32%</b>	<b>17.5%</b>	<b>16.8%</b>
Downtown	55,323	58,114	5.04%	12,721	11,959	-5.99%	23.0%	20.6%
East Side	6,609	6,489	-1.82%	1,290	1,336	3.57%	19.5%	20.6%
Hillyard	15,061	15,087	0.17%	1,584	1,668	5.30%	10.5%	11.1%
Indian Trail	7,723	7,936	2.76%	1,155	1,193	3.29%	15.0%	15.0%
Outreach	625	936	49.76%	10	6	-40.00%	1.6%	0.6%
Shadle	43,878	43,178	-1.60%	6,437	6,323	-1.77%	14.7%	14.6%
South Hill	32,508	32,960	1.39%	5,130	5,187	1.11%	15.8%	15.7%

CIRCULATION*								
	TOTAL			DISTRICT RESIDENTS			% DISTRICT	
	2016	2017	change %	2016	2017	change %	2016	2017
<b>SPL Total</b>	<b>1,838,764</b>	<b>1,659,973</b>	<b>-9.72%</b>	<b>182,930</b>	<b>159,301</b>	<b>-12.92%</b>	<b>9.9%</b>	<b>9.6%</b>
Downtown	347,372	288,083	-17.07%	40,144	31,059	-22.63%	11.6%	10.8%
East Side	102,539	82,937	-19.12%	13,631	11,043	-18.99%	13.3%	13.3%
Hillyard	158,971	139,544	-12.22%	11,543	9,324	-19.22%	7.3%	6.7%
Indian Trail	126,252	121,334	-3.90%	13,921	14,657	5.29%	11.0%	12.1%
Outreach	81,068	64,094	-20.94%	69	173	150.72%	0.1%	0.3%
Shadle	485,567	458,002	-5.68%	48,062	42,942	-10.65%	9.9%	9.4%
South Hill	536,796	505,643	-5.80%	55,502	50,068	-9.79%	10.3%	9.9%

\*Excludes digital circulation

### Comparison and analysis:

Overall, The District's total percentage of SPL resident cardholders (15.1%) and SPL resident checkouts (12.3%) for 2017 are fairly balanced when compared to each other, and are fairly stable when compared to 2016 (15.2% and 12.9%, respectively). SPL's total percentage of District resident cardholders (16.8%) and District resident checkouts (9.6%) for 2017 are fairly stable as well when compared to 2016 (17.5% and 9.6%, respectively).

It is noteworthy that while the total of District residents holding an SPL library card has decreased 2.32% from 2016 to 2017 (a total of 656 cards), overall circulation by District residents of SPL materials decreased by 12.92% (23,629 items). On the other side, the total SPL residents holding a District library card decreased 0.82% from 2016 to 2017 (a total of 141 cards), and overall circulation by SPL residents of District materials decreased by 5.47% (15,142 items).

Also of note is the fact that the District checked out 261,813 total items to SPL cardholders, while SPL checked out 159,301 total items to District cardholders—a difference of 102,512 items, or a ratio of 1.6 to 1 (2016 ratio: 1.5 to 1). On average, each SPL resident cardholder checked out 15 items at District libraries in 2017 (16 items in 2016). To compare, each District resident cardholder checked out an average of 6 items at SPL libraries in 2017 (6 items in 2016).


It is not surprising that, similar to years past, Moran Prairie (37.1%) and North Spokane (24.7%) are carrying the largest percentage of reciprocal checkouts in 2017, given the geographic proximity of those libraries to city of Spokane boundaries. For clarification, it should be noted that members residing in the

portion of the Moran Prairie LCFA that was subsequently annexed by the city of Spokane are counted as District cardholders.

The initial seven months of service at The BookEnd saw SPL residents account for 11% of the cardholders and 7% of the circulation, third largest with respect to percentage of reciprocal checkouts. It remains to be seen what a full year will bring, but early numbers seem to reflect the regional popularity of the mall with its visitors.

The fluctuation of changes in 2017 circulation to SPL Residents in outlying District locations—from +19.73% at Otis Orchards (+146 items) to -76.0% at Fairfield (-19 items)—is of interest, as those locations don't border City of Spokane boundaries and seem to underscore the transitory nature of where residents in greater Spokane County live, work, and travel.

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

	SPOKANE COUNTY LIBRARY DISTRICT							
	CARDHOLDERS							
	TOTAL			LIBERTY LAKE RESIDENTS			% LL RES	
	2016	2017	change %	2016	2017	change %	2016	2017
<b>SCLD Total</b>	<b>113,099</b>	<b>113,496</b>	<b>0.35%</b>	<b>528</b>	<b>573</b>	<b>8.52%</b>	<b>0.47%</b>	<b>0.50%</b>
Airway Heights	4,511	4,517	0.13%	3	3	0.00%	0.07%	0.07%
Argonne	10,016	10,065	0.49%	17	22	29.41%	0.17%	0.22%
Cheney	8,694	8,420	-3.15%	0	0	N/A	0.00%	0.00%
Deer Park	6,548	6,442	-1.62%	1	1	0.00%	0.02%	0.02%
Fairfield	629	638	1.43%	0	0	N/A	0.00%	0.00%
Medical Lake	2,794	2,789	-0.18%	1	1	0.00%	0.04%	0.04%
Moran Prairie	11,245	11,374	1.15%	12	13	8.33%	0.11%	0.11%
North Spokane	29,597	28,901	-2.35%	15	14	-6.67%	0.05%	0.05%
Otis Orchards	4,143	4,081	-1.50%	150	169	12.67%	3.62%	4.14%
Spokane Valley	34,922	34,363	-1.60%	332	307	-7.53%	0.95%	0.89%
The BookEnd	0	431	N/A	0	44	N/A	N/A	10.21%

	CIRCULATION*							
	TOTAL			LIBERTY LAKE RESIDENTS			% LL RES	
	2016	2017	change %	2016	2017	change %	2016	2017
	2016	2017	change %	2016	2017	change %	2016	2017
<b>SCLD Total</b>	<b>2,139,534</b>	<b>2,120,536</b>	<b>-0.89%</b>	<b>8,887</b>	<b>12,513</b>	<b>40.80%</b>	<b>0.4%</b>	<b>0.6%</b>
Airway Heights	76,453	76,910	0.60%	33	0	-100.00%	0.0%	0.0%
Argonne	160,148	158,285	-1.16%	103	51	-50.49%	0.1%	0.0%
Cheney	167,267	160,181	-4.24%	47	0	-100.00%	0.0%	0.0%
Deer Park	161,336	172,717	7.05%	0	0	N/A	0.0%	0.0%
Fairfield	16,738	14,780	-11.70%	3	0	-100.00%	0.0%	0.0%
Medical Lake	59,327	60,798	2.48%	5	10	100.00%	0.0%	0.0%
Moran Prairie	211,901	215,840	1.86%	23	45	95.65%	0.0%	0.0%
North Spokane	595,048	560,847	-5.75%	113	28	-75.22%	0.02%	0.00%
Otis Orchards	70,219	70,383	0.23%	4,064	4,888	20.28%	5.79%	6.94%
Spokane Valley	615,964	602,632	-2.16%	4,496	6,842	52.18%	0.73%	1.14%
The Book End	N/A	19,646	N/A	0	649	N/A	N/A	3.30%

\*Excludes digital circulation

#### Comparison and analysis:

As anticipated, 90% of Liberty Lake city residents holding District cards were concentrated between Otis Orchards (29%), Spokane Valley (54%), and The BookEnd (7%). It is also no surprise that Otis Orchards (39%), Spokane Valley (55%), and The BookEnd (5%) accounted for 99% of the total

checkouts by Liberty Lake residents. On average, each Liberty Lake resident cardholder checked out 22 items in 2017, a 30% increase from 17 items in 2016.

The fluctuation in changes of cardholders and circulation to Liberty Lake residents at the remaining eight libraries seems to underscore the transitory nature of where residents in greater Spokane County live, work, and travel, similar to SPL above.

With only .5% of total District cardholders and a comparable .6% of all District checkouts, the overall impact of the reciprocal use agreement with Liberty Lake Municipal Library (LLML) on District usage continues to be very minor, though there was modest growth in both categories from 2017 (.47% and .4% in 2016, respectively).

As of the writing of this report, LLML is not able to provide complete reciprocal-use statistics (they have not been able to provide complete statistics for the duration of the agreement). However, they did report that 2,363 of their 6,354 registered card holders live outside of Liberty Lake. As we understand it, their ILS (Integrated Library System) is not set up to provide how many of those cardholders specifically reside in the District's service area or the actual number of items District residents have checked out.

**OVERVIEW FINES, FEES, AND USE OF COLLECTION AGENCY**

Customer Experience Manager Gina Rice will provide an overview of library fines and fees and the District's use of a collection agency.

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

**FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: MARCH - APRIL 2018*****March 20, 2018: North Spokane - (4:00 p.m.)***

- Partnership and Sponsorship Policy
- Overview – None
- Spotlight North Spokane
- Special Meeting/Retreat at same location to follow regular meeting

Please send requests for agenda additions or changes to the Board Chair or Administrative Assistant no later than Tuesday, Mar. 6, for inclusion in the preliminary agenda to be sent Mar. 7. Meeting packets will be mailed Mar. 14.

***April 17, 2018: Medical Lake - (4:00 p.m.)***

- Memberships in Organizations Policy
- Financial Management Policy
- Resolution for Recognition of Friends of the Library
- Summer 2018 Meeting Schedule
- Overview – Friends of the Spokane County Library District
- Spotlight Book a Librarian

**SPECIAL MEETINGS/ACTIVITIES**2018**Mar 1**

WLA Library Legislative Day, Olympia, WA

**Apr 28 (Sat)**

Friends Helping Friends Annual Meeting, 9-Noon, North Spokane Library

## EXECUTIVE DIRECTOR'S REPORT JANUARY 2018

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

#### 2017 Final Results of Operations

##### Revenues:

Total revenues for 2017 ended the year at \$12,170,675, a mere \$36 variance from budget. Individually, property tax revenues were within a tenth of a percent, as they generally should be since the levy amount is calculated in advance. The District reported a decline in fines and fees revenue, which was offset by grant and donation receipts. Donations are generally modestly budgeted.

##### Expenses:

The following table summarizes total expenses for the year and respective variances from the 2017 budget. Further explanation details follow below.

	Actual Expenses	Budget	Amounts under (over) budget
<b>Contingency</b>	0	80,700	80,700
<b>Equipment</b>	152,169	270,000	117,831
<b>Major Maintenance</b>	61,320	125,000	63,680
<b>Other Services</b>	940,388	1,108,780	168,392
<b>Salaries</b>	6,028,236	6,082,000	53,764
<b>Benefits</b>	1,998,220	2,061,300	63,080
<b>All Other Expenses</b>			56,339
			603,787

- **Contingency:** The operating contingency was not needed in 2017.
- **Equipment:** As planned, the District upgraded to Microsoft Windows 10 licensing, acquired new Surface Pro workstations, new monitors, and new phone system components, along with the initial technology complement for The Studio and The Lab. The remainder of the budget was for the unforeseen and was not needed.
- **Major Maintenance:** Similar to the equipment budget, major maintenance included planned amounts for routine repairs and maintenance, along with \$75,000 for the unforeseen. We spent \$15,000 to reroof the IT annex area and resealed the skylight at the Spokane Valley Library, but other needs did not arise.
- **Other Services:** The following chart lists key services expense components.

<b><u>Services: Detail</u></b>	Actual Expenses	Budget	Under (Over)
Legal Fees	1,116	15,000	13,884
Professional Fees	29,679	46,850	17,171
IT Software Support	174,350	214,000	39,650
Public Service Software Support	11,914	20,350	8,436
District-Wide Training & Travel	8,900	30,300	21,400
Department & Other Training & Travel	33,641	64,900	31,259
Collection Agency & Notice Fees	31,631	40,000	8,369
BookEnd Rent	30,000	0	(30,000)
Advertising	86,251	118,500	32,249
Snow Removal	15,716	24,000	8,284
other			17,690
			168,392

- Salaries: Although \$53,764 under budget, this amount represents less than 1%, which indicates the District stayed on budget, and was able to also successfully absorb The BookEnd staff through the end of the year.
- Benefits: Total benefits were three percent under budget, somewhat more than salaries due mostly to medical insurance premiums under budget by four percent. 2017 included several retirements of staff members with large accrued leave balances. Per practice, those vacancies are not replaced until leave payouts are complete, potentially up to three or four months. This practice allows salaries to stay on budget, and the comprehensive medical, dental, and vision insurance costs to come in somewhat under budget for those gap months.

### 2018 Operations

With only one month of 2018 complete, a 2018 financial report is not included. Typical of January for most years, the District paid many annual premiums, fees and software support items in January, which make for an unrepresentative statement after just one month.

### 2018 Property Tax Levy

Final assessed values and levy amounts were transferred from the Spokane County Assessor's Office to the Treasurer's Office in late January and the District received the following report summarizing its levy for 2018 collection.

## Library

1) 101% Highest Lawful limit (Page 1, Line G)	\$	11,650,381.55
2) Statutory Levy Limit (Page 1, Line H)	\$	12,833,163.30
3) Levy Limit as controlled by Resolution (Page 2, Line G)	\$	11,694,953.23
4) Levy Certification (Page 2, Line I)	\$	11,675,000.00

Lesser of Lines 1-4 above \$ 11,650,381.55

Plus Refund \$ 4,421.00

**2018 REGULAR LEVY** \$ 11,654,802.55  
(not to exceed line #2)

Assessed Value \$ 25,666,326,609

Levy Rate 0.4541

### Human Resources – Toni Costa

#### Department Activities

- Introduced Kantola online training for staff. This training includes a wide variety of subjects including Harassment Free Workplace, Bullying in the Workplace, Customer Service and several supervisor topics.
- Posted training plan for all positions, showing all required trainings.
- Training held:
  - New Employee Orientation (11 attendees)
  - Supervisor Academy – Session 1 (27 attendees)
  - Verbal De-escalation – Spokane County Sheriff's Office Deputy Johnston (4 sessions)

#### Recruitment and Selection:

- a. New Hires
  - IT Manager
  - MP/AH Library Page
  - DP/NS Library Page
  - AR Library Page
  - AR/AH Public Services Associate
- b. Terminations
  - MP Public Services Associate
  - AR Library Page

- c. Promotions/Demotions
  - MP Library Assistant to Public Services Associate
- d. Reclassifications
  - n/a
- e. Transfers
  - Collection Services Page to Materials Processing Assistant

**Information Technology – Patrick Hakes**

- We went over the Internet RFP proposals we received by the closing date of January 26. Three vendors submitted completed proposals and out of those three we were able to select one vendor and are now moving forward to obtain a contract for review. We are on track to have the contract signed and submitted to the E-rate program by the March 22 deadline.
- Drew Leiser and Aaron Miller completed the installation of a professional looking podium and large display screen for North Spokane Library that allows members to display presentations from various sources. Our members should be able to enjoy the quality work they did and the labeling of the various input ports for easy identification.
- Survey requests were sent to a number of District staff in order to gather information regarding our Intranet SharePoint system. The survey is to assist in determining the various aspects of the current system that could use improvement as well as what features the District staff find useful. As part of this survey, I will be visiting each of the libraries to introduce myself and discuss concerns and ideas staff have on the SharePoint environment. We are also looking into using a vendor to design, configure, and migrate our current environment to the new one.
- Aaron Grider installed our new web filter appliance and made the cutover to it during the MLK, Jr. holiday.
- The process has begun to review the District's IT disaster recovery plan to complement the District-wide recovery plan. We will be evaluating what hardware and software are considered critical to have up at the earliest possible time. The disaster recovery review will also identify backup procedures that need to be updated and identify any weak areas we may have as well as what the District will need to do in order to mitigate those areas.

**Collection Services – Andrea Sharps**

- We ordered 2,188 titles and 7,899 copies in January. The number of titles ordered is up from last month as is the number of copies ordered.
- With 8.33% of the year done, total library materials expended stands at 12.52%.
- We processed, added to the system, and sent out to the libraries 6,231 items in January. This is up quite a bit from last month.
- Downloadable lending through OverDrive was also up quite a bit in January from December. A total of 42,804 items circulated in January including audiobooks (17,103) and eBooks (25,701). Customers placed a total of 15,389 holds, and there were 5,859 unique users with titles checked out.
- Midwest Tape's hoopla, a streaming media service, saw an increase in circulation in January over December. A total of 3,179 titles including audiobooks (1,477), comics/graphic novels (189), eBooks (589), movies (470), full-length albums (282) and television shows (172) circulated in January for a combined cost of \$6,669.16, and an average cost per circulation of \$2.10. A total of 167 new users registered in the month, and there were 971 active users and 6,452 total users recorded.
- The District was featured in a 1/18/18 Spokesman-Review article called "Checking out area libraries' 2017 top titles." We supplied circulation data for the three top-circulating items in the physical and

digital collections for children, young adults, and adults. I spoke with the reporter and talked about the reasons for some of the numbers, including author appearances and addressing different learning styles.

- We loaned 448 items to other libraries and borrowed 617 items from other libraries for 1,065 total Interlibrary Loan transactions processed in January. This total number of ILL requests is a new record number with the last record being 1,061 in August 2017.

## **Executive Director Report & Community Engagement Activities**

### District Activities

#### **Leadership Team Updates**

The following are actions taken by the Leadership Team in January that aren't otherwise covered in other items in the agenda.

**Required Training:** The Leadership Team finalized a required training document applicable to all staff to help both staff and supervisors better understand and track District required training. In addition to job-specific training and new employee orientation, training topics required for all staff include harassment-free workplace, active shooter response, and bloodborne pathogens.

**Standards of Conduct:** The Leadership Team also finalized an employee standards of conduct document that is intended to reflect our existing culture of professional behavior so that our staff and customers can enjoy the same level of respect. It covers topics such as customer service expectations, working on a team, and accepting and giving feedback.

**Retreat:** The Leadership Team participated in a retreat 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. Communication & Development Director Jane Baker facilitated an exercise that distilled the key motivations that inform our purpose as a public library system, which will be the starting point for messaging. We also had an initial discussion on timeline options for a future levy lid lift and a future bond issue.

#### **Limited Scope Restructuring**

January 1, 2018, was the official start of the new organizational structure for the Public Services Department, with Doug Stumbough at the helm as the Operations Director and Information Technology integrated as a division in the department now under new IT Manager Patrick Hakes. As discussed, the restructure ultimately adds the capacity to bring on a new staff member in a development role without additional salary costs.

#### **Washington State Public Library Directors Meeting**

I attended the Washington State Public Library Directors winter meeting in Federal Way. It was a great opportunity to network and share best practices with library directors across the state. Discussion topics included net neutrality, customer privacy and third-party vendors, diversity in hiring, and more. One discussion of particular note was from Kitsap Regional Library and its recently successful levy lid lift campaign.

**Public Libraries of Washington**

As discussed at the January 2018 Board of Trustees meeting, the Early Learning Public Library Partnership (ELPLP) is in the process of dissolution and the new organization, Public Libraries of Washington (PLW), has taken over as the entity advancing public library interests in Washington state. At the January PLW meeting, I was elected as the Legislative Committee Chair and will oversee the legislative monitoring activities for the organization.

**Shrine Circus**

As discussed at the January 2018 Board of Trustees meeting, I was contacted by the local El Katif Shrine Center about using the District's property on Sprague Avenue and Herald Road (and the adjacent city-owned parcels) for a presentation of the Shrine Circus in April of this year. I've been in contact with Mike Stone, Director of Parks and Recreation for the City of Spokane Valley, regarding use of the properties, and a certificate of liability insurance naming Spokane County Library District as an additional insured party (along with the City) has been submitted, but will need to be reissued for the actual dates of the event, once the Shriner's insurance policy is renewed (the policy expires in March).

**Board of Trustees Retreat**

In preparation for the Board of Trustees Retreat following the March 20, 2018, meeting, the Leadership Team is exploring options for future bond and levy lid lift elections, including timeline and order of elections. Another element we are focusing on is anticipating and managing the outcomes from whatever decisions are made regarding which order for the elections and when they occur. As the main discussion topic at the retreat, we will present an overview of the options available, as well as an initial recommendation for how to proceed.

**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.

I attended the Marketing and Communication meeting for Spokane Rotary Club 21.

I also attended the Spokane is Reading (SIR) meeting where we developed a short list of potential authors for the fall 2018 presentation. Also in that meeting, I stepped down as president of SIR, but will continue to participate on the committee.

ITEM AND TITLE MONTHLY REPORT  
January 2018

	<u>ITEMS</u>				<u>TITLES</u>		
	ADULT	YOUTH	TOTAL		ADULT	YOUTH	TOTAL
<b>Total Materials</b>							
Print	161841	150523	<b>312364</b>		85043	50030	<b>135073</b>
Nonprint	64596	23401	<b>87997</b>		27002	7550	<b>34552</b>
Subtotal	<b>226437</b>	<b>173924</b>	<b>400361</b>		<b>112045</b>	<b>57580</b>	<b>169625</b>
Periodicals	5713	828	<b>6541</b>		282	31	<b>313</b>
Total	<b>232150</b>	<b>174752</b>	<b>406902</b>		<b>112327</b>	<b>57611</b>	<b>169938</b>

<u>ITEMS</u>				<u>TITLES</u>			
<b>OverDrive:</b> Audiobooks			<b>26025</b>				<b>21663</b>
eBOOKS			<b>37885</b>				<b>32643</b>
Licensed eBOOKS			<b>11481</b>				<b>7175</b>
<b>OverDrive: Total</b>			<b>75391</b>				<b>61481</b>
<b>GRAND TOTAL</b>			<b>482293</b>				<b>231419</b>

<b>Print &amp; Nonprint</b>	(Totals year-to-date)		
<b>ADDITIONS</b>	ADULT	YOUTH	TOTAL
Print	2578	2423	5001
Nonprint	950	280	1230
<b>TOTAL</b>	<b>3528</b>	<b>2703</b>	<b>6231</b>
<b>DELETIONS</b>			
Print	2902	2157	5059
Nonprint	927	325	1252
<b>TOTAL</b>	<b>3829</b>	<b>2482</b>	<b>6311</b>

	<u>NET CHANGE YTD</u>		
	ADULT	YOUTH	TOTAL
Print	-324	266	<b>-58</b>
Nonprint	23	-45	<b>-22</b>
Periodicals	-62	-24	<b>-86</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 January 2018

Doug Stumbough and Kristy Bateman

### Service Priority Teams

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

- We presented three programs in support of business development this month, including a SCORE workshop, a Foundation Directory Online class, and the first of four *Build Your Brand on Facebook*.
- GED classes at Cheney and Deer Park, as well as ESL classes at Deer Park, commenced with the start of winter quarter. Students were enrolled, and the instructors reported steady attendance.
- We presented eight programs in support of financial literacy education in January, including various offerings from SNAP and STCU. Combined attendance for these programs was 125. Of particular note was the *Writing a Simple Will and Testament* workshop, presented by Rob Mead (the state law librarian). This program came out of a connection Amber Williams made at the WLA conference.
- Danielle attended a two-day train-the-trainer session on Data Equity. The training covered what Open Data is, and how to share this information/knowledge with our community. Danielle will be working with SNAP to do some targeted classes with them on Open Data as it relates to business research.
- Danielle and I represented SCLD at Spokane Community College's winter job fair. We talked to 105 attendees about career and volunteer opportunities with the District.
- Ree, Tami, and I conducted interviews to hire two interns who will work with Ree on the Washington Rural Heritage (WRH) project. Ree also connected with the Spokane Folklore Society and started planning this summer's WRH Grange Hall Dance event, a program piece of the grant project.

#### Early Learning (Mary Ellen Braks)

- We provided 122 Storytimes to 3,386 children, parents, and caregivers. Our average attendance per Storytime was 28. Last year at this time the average attendance was 22.
- We provided 52 Storytimes to 3,386 children at 31 child care centers.
- We had one STARS training this month called *Math More Than Counting* and had 39 people attend.

#### Education and Enrichment (Gwendolyn Haley)

1,499 community members participated in library programs in January.

- 1,313 youth participated in library programs this month. Highlights included hands-on physics workshops with Radical Rick where 105 Tweens (4<sup>th</sup> grade and up) learned about force and motion. SCLD provided programs, library materials and STEM learning opportunities in Cheney, West Valley, Central Valley, Medical Lake, Orchard Prairie, Riverside and Great Northern School Districts.
- Spokane Valley began *Drop-in 3D* printing hours this month, and 50 members took advantage of the opportunity to learn more about using the 3D Printer. 53 people participated in cupcake decorating and freezer meal prep classes this month.
- We launched the Museum Pass program with Mobius and the Northwest Museum of Arts and Culture. All 11 library locations received one pass for each museum. They have been extremely popular, with passes checking out as soon as they are returned. In the first six weeks of circulating the passes, they have checked out 62 (Mobius) and 67 (MAC) times. On average, each museum pass checks out more than once a week. Within the first 2 weeks, the Mobius passes had been used at the museum 11 times. Needless to say, both partners are very pleased.

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

- Staff testing began for using the PrinterOn software to print documents to a District printer from mobile devices. I worked with IT to determine which portions of the software can be adjusted and to find the pain points in the process.
- I spoke with hoopla regarding their new API that would allow searching their titles from within our website.

- I set up an alternative version of the volunteer applications that include the background questions. The website has been updated with these new links.
- The team tested and provided feedback on a product trial for World Trade Press, a digital resource that gathers data on countries and US states.
- Library Services Managers met twice to discuss how the library's services should be presented on the website.
- I posted the 2018 INCOL Spring Workshop information to the INCOL website.
- We did 95 Book-a-Librarian appointments, up substantially from December's 49 appointments.
  - In one session, Tami helped a woman complete her Indeed profile.
  - Tami also worked with a man to help identify potential competitors for his business.
  - We had a few Studio appointments with customers learning to edit videos and going through orientation.
  - We received more appointments than typical with customers trying to download eBooks and audiobooks to their mobile devices. Post-holiday gifts may be the cause of the uptick.
  - A local business owner learned to use Microsoft Excel to track business transactions and to create an invoice.
  - Assisted a non-profit organization owner in using social media tools, such as Facebook, GroupSpaces.com, and Meetup.com, to connect with the community.
  - Taught a customer how to use Cura to create 3D printer files and showed them how to submit files to print at the District.

#### **Volunteer Program (Jamie Van Wormer)**

- Started a new Reading Buddy program at Freeman Elementary School.
- Developed a partnership with WSU Speech and Hearing Sciences and recruited seven of their students for the Reading Buddy Program.
- Initiated a meeting among Stacey, the State Board of Community and Technical Colleges (SBCTC), Washington State Library, and Community Colleges of Spokane (CCS), to pursue a grant from the Gates Foundation for the purpose of expanding college educational programs. The educational focus will be to support the following:
  - The High School 21-Plus high school diploma program for adult learners 21 and older who do not have a high school diploma or equivalency.
  - The Integrated Digital English Acceleration (I-DEA) program teaches English language skills in the context of college and careers for ESL students.
- Attended the Gonzaga Service Fair and recruited six volunteers.

**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:

	<b>In-library checkout total January 2018</b>	<b>Online renewals January 2018</b>	<b>Total Circulation per Library January 2018</b>	<b>Total Circulation per Library January 2017</b>	<b>Total Circulation January 2018 compared to January 2017</b>
<b>Airway Heights</b>	4815	826	5641	7077	-20.29%
<b>Argonne</b>	11274	2422	13696	13315	2.86%
<b>Cheney</b>	11395	2374	13769	13172	4.53%
<b>Deer Park</b>	12429	2146	14575	14201	2.63%
<b>Fairfield</b>	1032	186	1218	1315	-7.38%
<b>Medical Lake</b>	4744	879	5623	5261	6.88%
<b>Moran Prairie</b>	15142	3477	18619	17341	7.37%
<b>North Spokane</b>	39422	10555	49977	47141	6.02%
<b>Otis Orchards</b>	4992	1232	6235	5775	7.77%
<b>Spokane Valley</b>	41833	9184	51017	48633	4.90%
<b>The BookEnd</b>	3183	256	3439	N/A	N/A

<b>Totals</b>	150261	33537	183809	173231	6.11%
<b>Support/ILL</b>	535	0	535	345	55.07%
<b>Grand Totals</b>	150796	33537	184344	173576	6.20%

## Library Reports

### Airway Heights: Stacy Kvamme

- January's *Kaleidoscope Storytime* (hosted by Spokane Regional Health District) had the largest attendance to date with 23.
- Westwood Middle School art teacher brought in a new display for the children's area, including some vibrant pieces inspired by Chihuly, and 3D wire sculptures representing human bodies in motion.
- Librarian Corinne Wilson shared STEM activities at Sunset and Great Northern elementary schools.

### Argonne: Pat Davis

- Students from Orchard Prairie School District visited the library. Third and fourth graders researched countries and states for reports. Fifth through seventh graders visited to research history topics. Both groups also learned more about our digital resources for homework help.
- The program, *Extreme Science with Radical Rick: Forces*, was popular with 30 in attendance. Several stayed and joined *LEGO Club* after the program.

### BookEnd: David Wyatt

- Our January artist on display was Cameo Townsend.
- Foot traffic was about average, but circulation was higher than ever before. Reflected in total checkouts for the month (3,100+) and adjusting for holiday closures (average 110 items per open day).

### Cheney: Catherine Nero Lowry

- The EWU Forensic Club presented a program that had kids put on their detective hats and engage in hands-on forensics experiments to solve a mystery. Community members young and old enjoyed the opportunity to put their forensic skills to the test and use a little liquid nitrogen to make ice cream after successfully identifying the culprit.
- In response to a request, the Cheney Library provided a workshop introducing Foundation Directory Online to EWU students enrolled in a grant-writing class. We were pleased to partner with Dr. Carnegie to help her students access the District's electronic resources.
- January ended on a sweet note with seven community members learning to decorate cupcakes.

### Deer Park: Kris Barnes

- I presented a realistic fiction genre overview and book talking presentation to two fifth grade classes from Deer Park Arcadia Elementary School.
- Our community partnership with the Kiwanis group and the Winterfest committee culminated in our overseeing the LEGO competition that occurred at Deer Park High School. This year, 129 participants built 72 structures to be judged.
- Librarian Amber Williams and I were invited to speak at Riverside School District's Homeschool group meeting. Amber spoke to the group about SCLD digital resources and I did a short presentation on homeschool library cards. Both Amber and I fielded questions from the group about District resources.

### Fairfield: Kristy Bateman

- Children are enjoying the new activity table and are spending time playing with the new toys and activities.
- Staff visited three classrooms to provide outreach Storytimes to 41 children and teachers.

### Medical Lake: Cecelia McMullen

- Our first *Medical Lake Monday* included breathtaking "snow-flying" explosions demonstrated by EWU geology professor Chad Pritchard. Included were hands-on exhibits of rocks and minerals from

Medical Lake, including medicinal salts for which the lake is named. Activities for the 45 attendees also included crafts and a roomful of giant foam blocks.

- “It totally makes it possible” said a young mother when describing how the location of the early learning activity table allowed her to work on college assignments while her toddler was 100% engaged in active play. Parents and children alike have spent hours with the wooden train set and look forward to new building and sensory activities throughout the year. Computer access in a child-friendly environment is critical for many young parents completing their education.
- Attendance at *Family Storytime* has more than doubled since January 2017. One Storytime had 40 participants ranging from age one to five. Adding music and art to STEM activities has been especially appreciated by the parents and grandparents.

**Moran Prairie: Danielle Marcy**

- Attendees at the *Extreme Science with Radical Rick: Forces* were fully engaged during his interactive presentation and when he challenged them to replicate his science demonstrations.
- We had a full class for the *Cupcake Decorating*. I heard from the presenter that when attendees realized they could eat the creations, the word spread and other sessions quickly filled up.

**North Spokane: Brian Vander Veen**

- The Lab’s monthly *Take It Apart* program was featured in a Spokesman-Review article on January 6. 31 members enjoyed taking apart gadgets and small appliances to discover what makes them work.
- Gwendolyn Haley and Corinne Wilson brought the Snap Circuit kits to some 300 attendees at Mead School District’s STEM night.
- Two of our adult financial literacy programs *Writing a Simple Will and Testament* and *Homebuyer Education Seminar* were well attended with 33 and 36 attendees respectively.

**Otis Orchards: David Wyatt**

- The expanded *Play and Learn Storytime* offerings 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. The added flexibility of more Storytimes is appreciated by parents.
- Our best attended program other than Storytimes was *Extreme Science with Radical Rick*.

**Spokane Valley: Aileen Luppert**

- We found success with two new programs this month. The Saturday morning *Family Storytime* has seen a steady increase of regular attendees, and currently averaging 20 people. We also began regular drop-in hours for 3D printing. The sessions are held on the first floor on Wednesday afternoons. The increase of visibility seems to make a difference.
- Capitalizing on the popularity of the stop-motion LEGO movies filmed on iPads last summer, Stefani is working with 25 kids at Broadway Elementary School. The students are having tons of fun designing and shooting their own movies.
- 42 kindergartners from South Pines Elementary joined us early one morning to learn about the library and enjoy a story from Ms. Cindy. The students had so much fun that another group will join us again in February.

January Security Incident Report

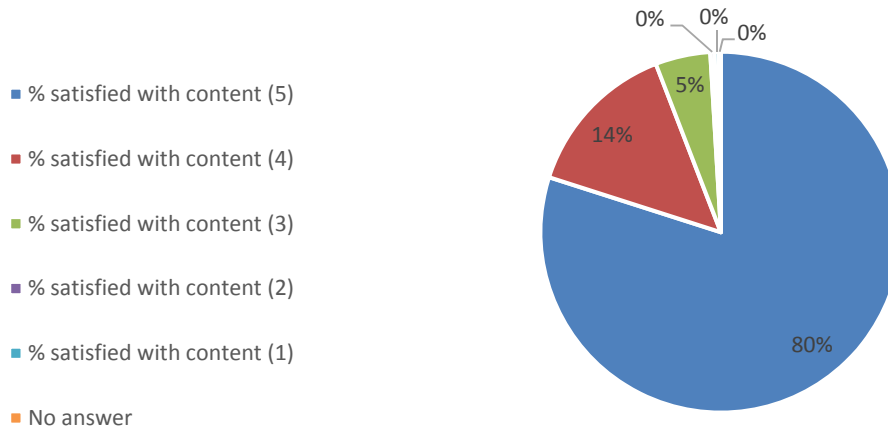
For January, there were 44 Security Incident reports filed, 18 more than last month (26) and 28 more than January 2017(16). Spokane Valley had the most incidents reported with 22. The most frequently reported incidents related to General Code of Conduct Violations (19). To further put all of these numbers in perspective, the total door count District-wide in the month of January was 116,401.

Public Use Measures

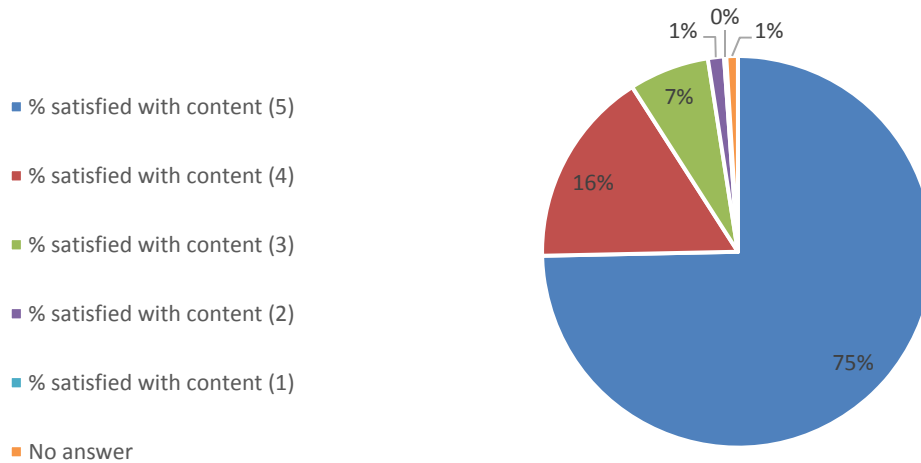
Program Survey Results

After each adult program, customers are asked to complete a short survey. Customers are asked to rank their responses on a scale of 1 to 5 with 5 being the highest level of satisfaction. Below are two graphs showing the combined responses of September through December 2017. Members are overwhelmingly satisfied with the programs they attend and the programs are meeting expectations.

Were you satisfied with this program or training? - Sep-Dec 2017



Did you get what you expected out of this program or training? Sep-Dec 2017



January 2018

Measure	This year	Last year	YTD	Last YTD
	This Month	This Month	This year	Comparison
Cardholders	118,608	118,116		0%
Door count	116,401	96,894	116,401	20%
Items Borrowed	230,327	214,571	230,327	7%
• Digital	45,983	40,895	45,983	12%
Programs				
• Number	282	258	282	9%
• Attendance	6,688	4,718	6,688	42%
Internet Station Use (%)	49.0%	52.6%	49.0%	
Meeting room bookings	550	382	550	44%
Holds placed				
• By customers	35,566	32,537	35,566	9%
• By staff	8,320	7,083	8,320	17%

• Digital	15,389	12,579	15,389	22%
Digital Resource Use	105,474	97,518	105,474	8%
Interlibrary loans				
• Loaned	448	377	448	19%
• Borrowed	617	422	617	46%

### 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 January 2018

The following report is a summary of the Communication Department activities for the month of January 2018.

### **News coverage**

- Jan 1 – *The Current* – City, SCLD team up to gauge interest in new library
- Jan 4 – *Cheney Free Press* – Radical Rick science programs bring hands-on experiments
- Jan 5 – *Spokane Valley News Herald* – SCLD streaming services
- Jan 7 – *Spokesman-Review* – Nancy Pearl joins the Northwest Passages Book Club
- Jan 8 – *Spokesman-Review* – Hyped book flied off local shelves
- Jan 8 – *Spokesman-Review* – Take it apart
- Jan 11 – *Cheney Free Press* – Libraries closed for Martin Luther King Day
- Jan 11 – *Inlander* – Rule them all: Random Fandom Trivia Nights
- Jan 12 – *Spokane Valley News Herald* – Valley library events
- Jan 17 – *Deer Park Tribune* – SCLD offering museum passes
- Jan 18 – *Cheney Free Press* – County library has family passes to Mobius, Northwest MAC
- Jan 24 – *Deer Park Tribune* – Tax help no longer available at Deer Park Library
- Jan 25 – *Cheney Free Press* – Library workshops show seniors how to navigate tricky financial terrain
- Jan 25 – *Spokesman-Review* – Checking out area libraries' 2017 top titles
- Jan 28 – *Spokesman-Review* – Local libraries looking beyond bookmobiles and finding new paths to patrons

### **Press Releases**

- Jan 4 – Local businesses gain indispensable skills at library workshops
- Jan 11 – Library customers check out family passes to Northwest Museum of Arts and Culture and Mobius Children's Museum and Science Center
- Jan 18 – Photography and video workshops share skills to amplify your creativity
- Jan 23 – *Legal Voices* workshops show seniors how to navigate tricky financial terrain
- Jan 25 – Get the dirt on gardening from Master Gardeners

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

- Facebook: # of fans: 3,447
- Twitter: # of followers: 2,396
- Pinterest: # of followers: 1,681
- Instagram: # of followers: 1,297

### **Library District News:**

- Jan 3 – Local businesses and employees gain indispensable skills at the library
- Jan 4 – Engaging programs at the library even better with friends
- Jan 9 – Check out a family museum pass at the library
- Jan 11 – Library of things: Check out more than books at the library!
- Jan 12 – Don't tax your sanity: Free tax aide at the library in 2018
- Jan 16 – Express your creativity: Photography and video workshops at The Lab & The Studio
- Jan 18 – Kids at the Lab: Exploring technology, science, movie making, and art

- Jan 19 – Create a freezer meal plan: Save money & indulge in flavor
- Jan 22 – Legal Voices workshops help seniors & their families navigate financial terrain
- Jan 24 – Master Gardeners share the dirt: From butterflies to herb gardens

#### **Blog posts:**

- Jan 2 – Picture books for frosty days
- Jan 10 – In anticipation: Romances to read in 2018
- Jan 17 – Staff picks: An eclectic booklist from The BookEnd
- Jan 23 – Destination Nashville: Unexpected discoveries and musical adventures
- Jan 30 – Billie Holiday and the books to read for awareness and insight

#### **eNewsletter email:**

- 93,137 sent on Tuesday, Jan 16, 2018
- Open rate: 14% (21,423)
- Clicked: 2.9% (2,621)
- Unsubscribed: 280

#### **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: Mobius Science Center and Children's Museum with Kevin Benson

Library Out Loud: Northwest Museum of Arts and Culture with Wes Jessup

Library Out Loud: Radical Rick

<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:

- Jan 4 – North Spokane Book Club
- Jan 9 – Friends of the Spokane Valley Library Book Sale
- Jan 9 – North Spokane Book Club
- Jan 16 – Legal Voices for Seniors
- Jan 29 – The Studio drop-in hours
- Jan 30 – The Lab drop-in hours
- Jan 31 – Free AARP Tax-Aide
- Jan 31 – Hairstyle Basics at Moran Prairie Library

#### **Communication Support for the Friends of the Library**


##### **Friends of the Spokane County Library District**

- Jan 30 – Quarterly eNewsletter Volume 9 sent to 576 email addresses
  - 32.1% open rate & 3.9% click through
- DP Book Sale – sent Jan 15 for Jan 20 book sale to 3,000 emails
  - 17% open / .4% click through
- SV Book Sale - sent Jan 15 for Jan 19 & 20 book sale to 21,000 emails
  - 17.5% open / .2% click through

Below: Recently updated Hours and Locations bookmark

## LIBRARY HOURS AND LOCATIONS

<b>AIRWAY HEIGHTS</b> 1213 S Lundstrom St 509.893.8250	Tue & Thu Wed & Sat Sun	10-8 10-6 1-5
<b>ARGONNE</b> 4322 N Argonne Rd 509.893.8260	Mon-Wed Thu-Sat	10-8 10-6
<b>CHENEY</b> 610 First St 509.893.8280	Mon-Wed Thu-Sat Sun	10-8 10-6 1-5
<b>DEER PARK</b> 208 S Forest Ave 509.893.8300	Mon-Wed Thu-Sat Sun	10-8 10-6 1-5
<b>FAIRFIELD</b> 305 E Main St 509.893.8320	Tue Thu & Sat	10-8 10-6
<b>MEDICAL LAKE</b> 321 E Herb St 509.893.8330	Mon-Wed Sat	10-8 10-6
<b>MORAN PRAIRIE</b> 6004 S Regal St 509.893.8340	Mon-Wed Thu-Sat Sun	10-8 10-6 1-5
<b>NORTH SPOKANE</b> 44 E Hawthorne Rd 509.893.8350	Mon-Thu Fri-Sat Sun	10-9 10-6 1-5
<b>OTIS ORCHARDS</b> 22324 E Wellesley Ave 509.893.8390	Tue-Wed Thu & Sat	10-8 10-6
<b>SPOKANE VALLEY</b> 12004 E Main Ave 509.893.8400	Mon-Thu Fri-Sat Sun	10-9 10-6 1-5
<b>THE BOOKEND</b> Spokane Valley Mall 509.893.8275	Mon-Sat Sun	10-9 11-6



**SPOKANE COUNTY  
LIBRARY  
DISTRICT**

www.sclcd.org

01.18

## LEARN WORK CREATE THRIVE TOGETHER


**DUE DATES**  
Please return your borrowed items on or before the date due to avoid charges.

**RENEWALS**  
Most items may be renewed five times, if not on hold by another customer.

**REMINDERS**  
If you choose to receive library notices via email, notices will be emailed to you when on-hold items are available and three days before checked-out items are due. If you forget to return an item by the due date, then an email notice will be sent with information about the overdue item and/or charges.


Manage your account at [www.sclcd.org](http://www.sclcd.org).

Download these free apps:



**BOOKMYNE**  
for Android & iOS

Locate items, renew materials, place holds, create book lists, and view your account.



**LIBBY**  
for Android, Windows & iOS

Download eBooks and audiobooks from your library directly to your device.

For a full list of our apps visit [www.sclcd.org/apps](http://www.sclcd.org/apps).

www.sclcd.org

**Spokane County Library District  
Summary of Revenues & Expenses - General Fund  
For the Year Ended December 31, 2017**

	Y-T-D Actual	Annual Budget	Target 100.0% Percent Used	Balance Remaining
<b>REVENUES</b>				
PROPERTY TAXES	\$ 11,313,839	\$ 11,308,000	100.05%	\$ (5,839)
CONTRACT CITIES - AIRWAY HEIGHTS	244,585	247,143	98.97%	2,558
CONTRACT CITIES - SPOKANE	77,322	72,996	105.93%	(4,326)
FINES & FEES	213,146	240,500	88.63%	27,354
GRANTS & DONATIONS	99,225	68,000	145.92%	(31,225)
E-RATE REIMBURSEMENTS	154,594	169,000	91.48%	14,406
OTHER	30,434	31,000	98.17%	566
INTEREST REVENUES	37,529	34,000	110.38%	(3,529)
<b>TOTAL REVENUES</b>	<b>\$ 12,170,675</b>	<b>\$ 12,170,639</b>	<b>100.00%</b>	<b>\$ (36)</b>
TRANSFERS IN	-	-	0.00%	-
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 12,170,675</b>	<b>\$ 12,170,639</b>	<b>100.00%</b>	<b>\$ (36)</b>
<b>EXPENSES</b>				
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
<b>TOTAL EXPENSES</b>	<b>\$ 11,566,888</b>	<b>\$ 12,170,639</b>	<b>95.04%</b>	<b>\$ 603,751</b>
TRANSFERS OUT	-	-	0.00%	-
<b>TOTAL EXPENSES &amp; TRANSFERS OUT</b>	<b>\$ 11,566,888</b>	<b>\$ 12,170,639</b>	<b>95.04%</b>	<b>\$ 603,751</b>
<b>Net Excess of Revenues Over/(Under) Expenses</b>	<b>\$ 603,787</b>	<b>\$ -</b>		
BEGINNING CASH	4,575,836			
NET FROM ABOVE	603,787			
<b>ENDING CASH</b>	<b>\$ 5,179,623</b>			

**Number of months cash on hand                      5.1**

**Spokane County Library District  
Capital Projects Fund  
Statement of Revenues and Expenses  
For the Year Ended December 31, 2017**

	<b>Y-T-D Actual</b>	<b>Annual Budget</b>	<b>Balance Remaining</b>
<b>REVENUES</b>			
Proceeds of Sale of Land	\$ -	\$ 839,000	(839,000)
Interest Earnings	11,736	7,000	4,736
<b>TOTAL REVENUES</b>	<u>11,736</u>	<u>846,000</u>	
<b>EXPENSES</b>			
Capital Improvements: North Spokane	427,905		
Tenant Improvements and Equipment: BookEnd	49,920		
<b>TOTAL EXPENSES</b>	<u>477,825</u>	<u>500,000</u>	(22,175)
<b>NET EXCESS OF REVENUES OVER (UNDER) EXPENSES</b>	<b>(466,089)</b>		
 Beginning Fund Balance: January 1, 2017	 1,667,107		
Net From Above	<u>(466,089)</u>		
Ending Fund Balance	<u>1,201,018</u>		

**Spokane County Library District**  
**Quarterly Trend Report of Revenues & Expenses**  
**Rolling 5 Quarters**

	12/31/2016	3/31/2017	6/30/2017	9/30/2017	12/31/2017
<b>REVENUES</b>					
PROPERTY TAXES	4,565,379	875,555	5,398,299	362,957	4,677,029
CONTRACT CITIES - AIRWAY HEIGHTS	61,111	61,146	61,146	61,146	61,147
CONTRACT CITIES - SPOKANE	51,719	-	38,661	-	38,661
				-	-
FINES & FEES	54,453	57,950	50,696	56,003	48,497
GRANTS & DONATIONS	7,343	31,155	25,961	15,163	26,946
E-RATE REIMBURSEMENTS	-	-	77,744	289	76,561
OTHER	11,800	15,987	1,377	10,639	2,431
INTEREST REVENUES	8,399	5,685	10,329	9,437	12,078
<b>TOTAL REVENUES</b>	<b>4,760,205</b>	<b>1,047,477</b>	<b>5,664,214</b>	<b>515,634</b>	<b>4,943,350</b>
<b>EXPENSES</b>					
SALARIES	1,471,224	1,454,923	1,541,105	1,545,057	1,487,150
FRINGE BENEFITS	473,227	479,081	494,389	513,420	511,330
SUPPLIES	34,489	40,246	47,235	39,302	30,448
UTILITIES	104,797	113,669	104,425	113,742	106,750
SERVICES	225,377	326,349	247,076	232,221	196,061
INSURANCE	-	67,105	175	35	-
EQUIPMENT & SOFTWARE	37,188	17,973	21,891	29,273	83,032
LIBRARY MATERIALS	302,431	404,129	396,834	348,513	269,672
ELECTRONIC LIBRARY MATERIALS	46,591	61,892	32,461	52,611	47,237
LIBRARY PROGRAMS	16,897	10,856	25,410	35,810	37,998
OPERATIONAL CONTINGENCIES	-	-	-	-	-
<b>TOTAL EXPENSES</b>	<b>2,712,220</b>	<b>2,976,224</b>	<b>2,911,001</b>	<b>2,909,984</b>	<b>2,769,679</b>
Fringe Benefits as % of Salaries	32.2%	32.9%	32.1%	33.2%	34.4%

## **Spotlight Airway Heights Library**

Library Supervisor Stacy Ann Kvamme and Librarian Corinne Wilson will share highlights of Airway Heights Library and the community it serves.

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