Board of Trustees Regular Meeting  
June 18, 2019  4:00 p.m.  Otis Orchards Library Public Meeting Room  
AGENDA  
I. CALL TO ORDER  
II. AGENDA APPROVAL [4:00]  
III. ACTION ITEMS  
A. Approval of May 21, 2019, Regular Meeting Minutes [4:00-4:02]  
B. Approval of May 2019 Payment Vouchers [4:02-4:05]  
C. Unfinished Business [4:05-4:10]  
   1. Levy Election Update  
D. New Business [4:10-4:30]  
E. Overview Literacy Outreach Programs [4:30-4:50]  
IV. DISCUSSION ITEMS, POSSIBLE ACTION [4:50-4:55]  
A. Future Board Meeting Agenda Items  
V. REPORTS  
A. Trustees [4:55-5:00]  
B. Executive Director [5:00-5:05]  
   • Administrative  
   • Community Activities  
C. Operations [5:05-5:10]  
D. Communication & Development [5:10-5:15]  
E. Fiscal [5:15-5:20]  
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.  
06/18/19
The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Argonne Library, 4322 N. Argonne Rd., Spokane, WA, at 4:00 p.m., Tuesday, May 21, 2019.

Present: John Craig  - Chair  
        Sonja Carlson  - Trustee  
        Kristin Thompson - Trustee  
        Patrick Roewe   - Executive Director and Secretary  

Excused: Vice Chair Mark Johnson and Trustee Wes Teterud. 

Also Present: Jane Baker, Communication & Development Director; Toni Costa, Human Resources Director; Amy Fair, Public Services Associate; Stacey Goddard, Public Services Manager; Carlie Hoffman, Public Services Manager; Rick Knorr, Finance Director; Aileen Luppert, Managing Librarian; Gina Rice, Customer Services Manager; Andrea Sharps; Collection Development Director; Doug Stumbough, Operations Director; Amber Williams, Managing Librarian-Strategic Initiatives; and Patty Franz, Executive Assistant.

Guests: None.

Call to Order (Item I.) 
Chair John Craig called the meeting to order at 4:15 p.m., and welcomed everyone in attendance.

Agenda (Item II.) 
Ms. Thompson moved and Ms. Carlson seconded approval of the agenda. The motion was approved.

Approval of April 16, 2019, Regular Meeting Minutes (Item III.A.) 
Mr. Craig called for corrections to the April 16, 2019, regular meeting minutes. The minutes stand approved as written.

Approval of April 2019, Payment Vouchers (Item III.B.) 
Ms. Carlson moved and Ms. Thompson seconded approval of the April 2019 bill payment vouchers as follows:

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<td></td>
<td>04102019PR and 04252019PR</td>
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<td>L01</td>
<td></td>
<td>Total</td>
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Operations Director Doug Stumbough responded to a query about payment to Faronics for Deep Freeze. Deep Freeze is software used on District internet stations that stores a protected, clean image of desired configuration and settings so that any added programs or changes made
Approval of April 2019, Payment Vouchers (Item III.B.)

during a user session are removed from the system after each use and subsequent users start with the clean image.

There was no further discussion.

The motion was approved.

Unfinished Business
Levy Election Update (Item III.C.1)

LEVY ELECTION UPDATE. Mr. Roewe confirmed Resolution 19-04 was filed and posted at the Spokane County Elections Office on April 26. With the filing date for ballot resolutions now past, Mr. Roewe apprised Trustees of other questions on the August 6 ballot, excluding candidates for local government positions. Communication & Development Director Jane Baker distributed in-depth guidelines and talking points about the levy for staff, as well as an informational sheet that will be made available for distribution to customers in libraries. The latter can also be found in Engage magazine on page 38. Public open houses have been scheduled and are listed on the District website. Mr. Roewe encouraged Trustees to RSVP for those they plan to attend, should a special meeting announcement become necessary.

There was no further discussion.

New Business
Personnel Policy (Item III.D.1.)

PERSONNEL POLICY. Ms. Thompson moved and Ms. Carlson seconded approval of Personnel Policy section changes, as revised. Suggested changes were made to HR02-Hiring and Employment, HR03-Compensation, HR04-Benefits, HR06-Employee Conduct, HR07-Grievance, HR09–Employee Whistleblower Protection, and HR13–Discipline, a new policy. All policies presented were also reviewed by legal counsel. Most recommended changes were intended to document, clarify or expand on current practice, and to further separate District policies from procedures. Human Resources Director Toni Costa further pointed out recommended changes from the District’s insurer and/or legal counsel. For HR02, language was added to conduct motor vehicle record (MVR) searches for employees who drive District vehicles. Language was also added to clarify background-check offenses that would disqualify an individual from employment, per Chapter 43.43. Implementation of ongoing background checks was added as a matter of course, and will be conducted every three years from the date of an employee’s initial background check. The content for HR13–Discipline was separated from HR06-Employee Conduct to become a new standalone policy. Level 1-verbal and Level 2-written disciplinary notices were distinguished for clarity. In response to a query about MVR searches from Ms. Carlson, Ms. Costa said the District currently uses a free service, yet anticipates costs to increase with implementation of the new schedule for background checks.

There was no further discussion.

The motion was approved.
TRAVEL POLICY. Ms. Thompson moved and Ms. Carlson seconded approval of the Travel policy, as revised. Ms. Costa said the recommended policy revisions update language to reflect items previously contained in travel-related procedures or forms. Changes of note included clarification about receipt requirements as related to reimbursement, and the addition of language about coordination of Board of Trustees’ travel. Mr. Roewe thanked Ms. Costa for her diligent work on both the Personnel and Travel policies.

There was no further discussion.

The motion was approved.

OVERVIEW DISTRICT CUSTOMER PROFILE- RESOURCE USE ANALYSIS. Operations Director Doug Stumbough and Customer Services Manager Gina Rice provided a snapshot of how customers use the library based on recently captured data over one month. Via PowerPoint, Mr. Stumbough presented statistics for data analyzed from six platforms: WorkFlows, Overdrive, hoopla, RBDigital, MyPC, and EZProxy. He noted that although customers use the library in different ways, most cardholders use only one platform and there is limited crossover usage among platforms. The results of this study will help inform future decisions about collection purchases and promotion. As for library trends and tidbits, Tuesday is the busiest day, and Monday, Tuesday, and Sunday have the highest transactions. Most transactions by a single user was 296 for the month, and Overdrive and hoopla were most active platforms. Mr. Stumbough noted the District may never have a complete picture, as libraries have been reluctant to track data beyond the means of doing business in an effort to maintain customer privacy. Ms. Rice commented that each platform has a door count, yet does not track details of what has been checked out or requested for holds.

There was no further discussion.

Chair Craig reviewed forthcoming agenda items for the next two months. Among other items, the agenda for June will include a levy election update, review of the Code of Conduct and Procurement policies, and an overview of literacy outreach programs. There was no further discussion.

There were no trustee reports.

The Executive Director’s written report for April 2019 provided prior to the meeting included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. In response to Mr. Roewe’s request, Mr. Knorr provided a brief update on the status of the District’s 2017-2018 biennial
Executive Director’s Report, April 2019 (Item VI.B.)

Audit conducted by the State Auditor’s Office. An Exit Conference is scheduled for June 18 at 3 p.m., prior to the Board Meeting. Trustees are invited to attend. Mr. Roewe further said the bottom line was that District finances were found to be in good order and there were no auditor concerns.

There was no further discussion.

Operations Report, April 2019 (Item VI.C.)

Operations Director Doug Stumbough and Library Operations Manager Kristy Bateman provided a written report prior to the meeting for April 2019, with data for customer use measures, programming, and library activities. Mr. Stumbough had nothing further to report. There was no further discussion.

Communication & Development Report, April 2019 (Item VI.D.)

Communication & Development Director Jane Baker provided a written report prior to the meeting for April 2019 communication and development activities. Ms. Baker had nothing further to report. There was no further discussion.

Fiscal Report, April 2019 (Item V.E.)

Revenue and Expenditure Statement through April 30, 2019.

| Fund 001 | Revenues       | $6,024,026 |
|          | Expenditures   | $4,327,344 |
|          | Ending Fund Balance | $6,730,160 |
|          | Fund Budget Expended | 33.37% |

Mr. Knorr said the budget is on schedule for the year. He further reported that going forward, U.S. Bank has reduced annual account fees paid by the District by sixty percent. Mr. Roewe expressed kudos to Mr. Knorr for his follow up and pursuit of this cost reduction. There was no further discussion.

Public Comment (Item VI.)

There was no public comment.

Adjournment (Item VII.)

Chair Craig adjourned the meeting at 5:05 p.m. The next Board Meeting is scheduled for Tuesday, June 18, 2019, at 4:00 p.m., in the public meeting room at Otis Orchards Library.

John Craig, Chair

________________________________________
John Craig, Chair

________________________________________
Patrick Roewe, Secretary to the Board of Trustees
PAYMENT VOUCHER APPROVAL

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of May 31, 2019 and that payment vouchers listed on this and the following pages are approved for payment in the total amount of $1,233,588.67 for the general fund and $0.00 for the capital projects fund and are authorized to authenticate and certify these claims.

DATE: June 1, 2019
SIGNED Executive Director

TITLE: Finance Director

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055707 CHELSEA MARTIN  
055708 MIDWEST TAPE  
055709 MODERN ELECTRIC WATER COMPANY  
055710 MONTGOMERY HARDWARE  
055711 MOVIO MEDIA MARKETING  
055712 OVERDRIVE, INC.  
055713 RECORDED BOOKS, LLC  
055714 THE SPOKESMAN- REVIEW  
055715 SPOKANE CO. WATER DISTRICT #3  
055716 SPOKANE COUNTY ENVIRONMENTAL SERVICES  
055717 STANDARD DIGITAL PRINT  
055718 TOWN OF FAIRFIELD  
055719 U.S. DEPT. OF EDUCATION  
055720 VERIZON WIRELESS  
055721 WASTE MANAGEMENT OF SPOKANE  
055722 WHITWORTH WATER DISTRICT  
055723 WICK ENTERPRISES, LLC  
055724 AGER CONSULTING, LLC  
055725 ALLSTREAM  
055726 MAYA BEST  
055727 BLACKSTONE PUBLISHING  
055728 CAVENDISH SQUARE  
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055733 CENTURYLINK  
055734 CENTURYLINK  
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055739 INGRAM DISTRIBUTION GROUP, INC  
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055741 MIDWEST TAPE  
055742 MR. B'S CLEAN SWEEP, INC.  
055743 OFFICE DEPOT  
055744 OPTUM  
055745 OVERDRIVE, INC.  
055746 PayneWest INSURANCE  
055747 PERRENE PROPERTIES, LLC  
055748 RR DONNELLEY  
055749 SPOKANE MALL LLC  
055750 STAPLES ADVANTAGE  
055751 STATE AUDITOR'S OFFICE  
055752 TARGET SYSTEM TECHNOLOGY, INC  
055753 WITHERSPOON BRACIOCH MCPHEE, PLLC  
055754 ZAYO GROUP, LLC  
055755 ARGUS JANITORIAL  
055756 AT&T MOBILITY  
055757 BLACKSTONE PUBLISHING  
055758 BUDGET-RENT-A-CAR  
055759 CCI SOLUTIONS  
055760 CENTER POINT LARGE PRINT  
055761 FRONTIER COMMUNICATION  
055762 GALE/CENGAGE LEARNING  
055763 GREENLEAF LANDSCAPING, INC.  
055764 VANTAGEPOINT TRANSFER  
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055766 INLAND POWER AND LIGHT  
055767 BRAD KEELER  
055768 KUTAK ROCK LLP

LIBRARY MATERIALS  
LIBRARY MATERIALS  
ADVERTISING  
LOST/PAID REFUND  
LIBRARY PROGRAMS  
LIBRARY MATERIALS  
WATER, ELEG. - SV  
MAINTENANCE SUPPLIES  
SEM-MONTHLY SOCIAL MEDIA PLATFORM MGMT  
LIBRARY MATERIALS e-Books  
LIBRARY MATERIALS  
ADVERTISING  
MONTHLY UTILITY FEE-HASTINGS PROPERTY  
MONTHLY SEWER - AR, NS, SV  
ADVERTISING  
WATER, SEWER - FAIRFIELD  
PAYROLL GARNISHMENT  
MONTHLY CELL PHONES (20)  
MONTHLY REFUSE  
WATER - NORTH SPOKANE  
ADVERTISING  
FEASIBILITY STUDY CONSULTANT  
MONTHLY DDD, PRI AND LONG DISTANCE PHONE SVC  
LOST/PAID REFUND  
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LEGAL SERVICES, GENERAL COUNSEL  
MONTHLY BROADBAND SERVICE  
MONTHLY CUSTODIAL SERVICES  
TELEPHONE & BROADBAND - BOOKEND  
CAR RENTAL  
OFFICE/LIBRARY SUPPLIES  
LIBRARY MATERIALS  
LIBRARY MATERIALS  
LIBRARY MATERIALS  
GROUNDS MAINTENANCE  
ICMA EMPLOYEE 407 CONTRIBUTIONS  
LIBRARY MATERIALS  
ELECTRIC UTILITIES - AH, DP  
LIBRARY PROGRAMS  
LEGAL SERVICES, BALLOT LANGUAGE

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<td>NET PAYROLL TAXES</td>
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<td>W00666</td>
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<td>H R A CONTRIBUTIONS</td>
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Total Non-Payroll General Operating Fund $830,383.93

PAYROLL VOUCHERS

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<th>Description</th>
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<td>05242019PR</td>
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Total Payroll General Operating Fund $403,204.94

TOTAL GENERAL OPERATING FUND $1,233,588.87
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LEVY ELECTION UPDATE

Ballot Title

Spokane County Elections provided a draft of the ballot title for review and we confirmed the language matched that of Resolution 19-04. The ballots went to print the first week of June in preparation for the August 6 election.

Staff Follow-up Training

The Leadership Team finalized training resources for staff in order to increase awareness of the facts surrounding the levy lid lift and the guidelines for sharing factual information with the public in their capacities as District employees during work time. The trainings started the first week of June.

Public Information Open Houses

The public will have the opportunity to learn the facts regarding the levy election at open houses scheduled at every library. Trustees are encouraged to attend if possible and should let staff know which open houses they plan to attend. The schedule of remaining open houses follow:

<table>
<thead>
<tr>
<th>OTIS ORCHARDS LIBRARY (following Board of Trustees meeting)</th>
<th>NORTH SPOKANE LIBRARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, June 18, 4–6pm</td>
<td>Thursday, July 11, 4–6pm</td>
</tr>
<tr>
<td>SPOKANE VALLEY LIBRARY</td>
<td>CHENEY LIBRARY (following Board of Trustees meeting)</td>
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<td>Thursday, June 20, 4–6pm</td>
<td>Tuesday, July 16, 4–6pm</td>
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<tr>
<td>ARGONNE LIBRARY</td>
<td>MEDICAL LAKE LIBRARY</td>
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<td>Monday, June 24, 4–6pm</td>
<td>Tuesday, July 23, 4–6pm</td>
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<tr>
<td>THE BOOKEND</td>
<td>AIRWAY HEIGHTS LIBRARY</td>
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<tr>
<td>At Spokane Valley Mall</td>
<td>Thursday, July 25, 4–6pm</td>
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<tr>
<td>Thursday, June 27, 4–6pm</td>
<td>DEER PARK LIBRARY</td>
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<tr>
<td>Monday, July 8, 4–6pm</td>
<td>Monday, July 8, 4–6pm</td>
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</table>

Executive Director Patrick Roewe will be available for questions.

Recommended Action: This item is for your information, with no formal action required other than informing staff of open houses you plan to attend (to fulfill Open Public Meetings Act requirements).
CODE OF CONDUCT

BACKGROUND:
Spokane County Library District (District) is supported by tax paid by District property owners who expect our facilities to be clean, comfortable, and safe places for selecting materials, reading, researching, studying, writing and attending programs and meetings. The Code of Conduct policy was established to protect the rights and safety of library customers, volunteers, and staff, and to preserve and protect the District’s materials, equipment, facilities and grounds by defining what actions and behaviors are unacceptable and the related consequences.

The biannual review of this policy has been undertaken by staff and the recommended revisions were reviewed by legal counsel.

Operations Director Doug Stumbough will provide a brief overview of the recommended changes and be available for questions.

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 proposed draft policy.

Recommended Action: Board motion to approve the recommended revisions to the Code of Conduct policy.
POLICY: Code of Conduct
APPROVAL DATE: 5/18/1995
REVISION DATE: 4/18/2017 6/18/2019

RELATED POLICIES:
Children’s Safety in Libraries
Computer, Wireless Network and Internet Use
Facility Use for Political Purposes
Library Meeting Room Use

STATUTORY REFERENCE:
RCW 27.12.270
RCW 27.12.290
RCW 69.50
RCW 70.160.075

OTHER REFERENCES:
Spokane Regional Health District Board of Health Resolution #16-01

Purpose:
Defines conduct expectations for community members customers when using Spokane County Library District facilities.

Background:
Spokane County Library District (District) is supported by tax paid by District property owners, who expect our facilities to be clean, comfortable, and safe places for selecting materials, reading, researching, studying, writing and attending programs and meetings. As part of its normal and regular conduct of its mission, the District is responsible for establishing a code of conduct to protect the rights and safety of library members, volunteers, and staff, and for preserving and protecting the District’s materials, equipment, facilities and grounds.

POLICY:
The following observable behaviors and activities are not allowed:

- Any activity that unreasonably interferes with others’ use and enjoyment of the library or with the functions of library staff, including but not limited to:
  - Use of hostile, aggressive, or vulgar language or gestures.
  - Persistent uninvited or unwelcomed conversations with others.
  - Disruptive behavior such as loud noises, loud talking, screaming or boisterous physical behavior.
  - Use of electronic or communication devices in a manner that is disruptive to others.
  - Entering into the library barefoot or without a shirt, removing one’s footwear or shirt while in the library, or otherwise attired in a manner that may reasonably affect public health or safety, or is disruptive to the library environment.
  - Wearing insufficient clothing (e.g., no top, no bottom, no shoes) while in the library.
  - Having offensive body odor or personal hygiene so as to unreasonably interfere with other’s ability to use the library and its facilities.
Agenda Item III.D.1

- Bodily hygiene or scent so offensive as to constitute a nuisance to others.
- Consuming any food or beverage that unreasonably interferes with other’s ability to use the library and its facilities; or soil, stain or otherwise damage or alter library property or the property of others.
- Use of chewing tobacco.
- Interfering with staff or library member the entrance to, access in, or exit from library premises.
- Soliciting contributions or donations, or distributing or selling items outside the meeting rooms without prior authorization (e.g., selling or distributing items outside of the meeting room; panhandling).
- Bringing animals other than service animals into the library, except as authorized by the District’s Executive Director.
- Leaving packages, backpacks, luggage, or any other personal items unattended.
- Discarding trash or litter other than in a designated receptacle.
- Use of tobacco products and electronic cigarettes in library facilities.
- Violation of any related District policy.

- Using library materials, equipment, fixtures, furniture, buildings or grounds in any manner that:
  - Is inconsistent with normal library uses (e.g., bathing, shaving, washing clothes in the restroom, camping, sleeping or appearing to sleep in the library, parking/storing bicycles inside buildings).
  - Is likely to cause concern for the safety and/or well-being of persons and property (e.g., entering nonpublic areas unaccompanied by an authorized District employee, neglecting to provide proper supervision of children or vulnerable adults, parking overnight in library parking lots, leaving items unattended).
  - Can be reasonably expected to damage or alter library property or the property of others.
  - Is likely to cause personal injury to one’s self or others (e.g., walking in the library without footwear; skateboarding in the library).
  - Is likely to cause concern for the safety and/or well-being of persons and property (e.g., entering nonpublic areas unaccompanied by an authorized District employee, neglecting to provide proper supervision of children or vulnerable adults, parking overnight in library parking lots, leaving items unattended).

- Failing to comply with the direction of a library staff member when asked to stop a prohibited behavior or when excluded from the library for violations of this or any other District policy, rule, or regulation.

- Any observable behavior that is prohibited by federal, state, local or other applicable law, including but not limited to:
  - Vaping or smoking any combustible product that produces vapor, mist or smoke (including but not limited to tobacco, cigar, hookah, marijuana, and vaping devices) in library facilities or within 25 feet of a library entrances, exits, windows that open, and ventilation intakes.
  - Smoking within 25 feet of a library entrance.
  - Viewing or printing illegal materials (e.g., child pornography).
  - Being under the influence of, appearing to be under the influence of, and/or selling, using or possessing alcohol, marijuana, or controlled substances (as defined in RCW 69.50).
  - Threatening or harassing behavior (e.g., fighting or threatening to fight, brandishing a weapon, stalking, verbally threatening to harm others or their property).
  - Assaulting staff, volunteers, or other library members.
o Sexual misconduct or harassment (e.g., exposure; offensive touching; sexual acts).
o Theft of library materials or items belonging to the District or others.

- Failing to comply with the direction of a library staff member when asked to stop a prohibited behavior or when excluded from the library for violations of this or any other District policy, rule, or regulation.

Community members using District libraries located in privately-owned facilities (e.g., shopping malls) may be subject to additional code of conduct 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).

District staff and/or local law enforcement officers may intervene to stop prohibited activities and behaviors. Failure to comply with the District’s established policies, rules, and regulations could result in notice and removal from the premises and exclusion from District facilities for a period of 24 hours to one year, or in arrest by law enforcement and prosecution. Violations could also result in notice and the restriction and/or termination of library privileges, including the use of library computers and other equipment.

Exclusions of six months or longer require the customer to petition the library in writing for reinstatement of privileges at the conclusion of the exclusion period in accordance with administrative procedure.

The Executive Director will establish administrative procedures necessary to implement this policy. In accordance with the administrative procedures, any appeal of an administrative action under this policy will first be made in writing to the Executive Director. Any subsequent appeal of Executive Director action and/or decision will be made in writing to the Board of Trustees.

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

POLICY: Code of Conduct
APPROVAL DATE: 5/18/1995
REVISION DATE: 6/18/2019

RELATED POLICIES:
Children's Safety in Libraries
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Facility Use for Political Purposes
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  o Use of chewing tobacco.
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  o Soliciting contributions or donations, or distributing or selling items outside the meeting rooms without prior authorization
  o Bringing animals other than service animals into the library, except as authorized by the District’s Executive Director.
  o Leaving packages, backpacks, luggage, or any other personal items unattended.
  o Discarding trash or litter other than in a designated receptacle.
  o Violation of any District policy.

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  o Is likely to cause concern for the safety and/or well-being of persons and property (e.g., entering nonpublic areas unaccompanied by an authorized District employee, neglecting to provide proper supervision of children (see Children’s Safety in Libraries policy) or vulnerable adults, parking overnight in library parking lots, leaving items unattended).
  o Can be reasonably expected to damage or alter library property or the property of others.

- Any observable behavior that is prohibited by federal, state, local or other applicable law, including but not limited to:
  o Vaping or smoking any combustible product that produces vapor, mist or smoke (including but not limited to tobacco, cigar, hookah, marijuana, and vaping devices) in library facilities or within 25 feet of a library entrances, exits, windows that open, and ventilation intakes.
  o Viewing or printing illegal materials (e.g., child pornography).
  o Being under the influence of, appearing to be under the influence of, and/or selling, using or possessing alcohol, marijuana, or controlled substances (as defined in RCW 69.50).
  o Threatening or harassing behavior (e.g., fighting or threatening to fight, brandishing a weapon, stalking, verbally threatening to harm others or their property).
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The Executive Director will establish administrative procedures necessary to implement this policy. In accordance with the administrative procedures, any appeal of an administrative action under this policy will first be made in writing to the Executive Director. Any subsequent appeal of Executive Director action and/or decision will 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.
PROCUREMENT

BACKGROUND:

Summary of Overall Purpose
The primary purpose of the procurement policy is to establish three levels of competitive bidding and how they apply to the four types of goods and services that can be purchased, and to establish dollar amount thresholds for each of these levels.

Other purposes:
- Establish authority for the District to establish a credit card account to be used for District purchasing needs, and an accompanying credit limit that cannot be exceeded.
- Acknowledge the existence of Washington State Environmentally Preferred Purchasing program and the fact the District is allowed to use this state-wide policy to justify certain purchases of compliant goods at prices above those for comparable, non-compliant goods.

Noteworthy Revisions
1. Levels of Competitive Bidding: Proposed increase in the dollar amount threshold for minimal competition from $5,000 to $10,000. This increase is based on the following three factors.
   - District Requirements: There are no formal requirements within the RCWs specifically for library districts; thus, library districts are free to adopt policies within state laws that best serve a district.
   - Comparisons to other library districts across the state: Many library districts in the state adopt no formal limits for their levels of purchasing, letting state law be their sole guide. For example, Fort Vancouver Regional Library lists $35,000 for the upper limit of the lowest level of bidding.
   - Comparison to other governmental entities: Counties and fire districts use $10,000 for their minimal bidding limit and school districts use $40,000.

2. Architectural and Engineering Services: Revisions to this section removed repetition of information addressed in the referenced RCWs.

3. Exceptions to Competitive Bidding Requirements: Revisions reflect the most current guidelines from the Washington State Department of Enterprise Services and the addition of other applicable RCWs.

4. Code of Ethics: The Code of Ethics paragraph was removed, as it is fully contained in Human Resources 06—Employee Conduct (approved by the Board of Trustees in May), and does not need to be repeated or modified in this policy.

5. Environmentally Preferred Purchasing Activities: The environmentally-preferred purchasing section was updated to reflect Department of Ecology language and broadened beyond just office and cleaning supplies to reflect current guidelines.

All remaining changes were minor grammar and style purposes, updated references, and to provide consistency within District policies.
Consulted Sources
The Municipal Research Service Center (MRSC) was the source for most guidance, such as the specific bidding level categories (minimal, informal and formal) and their respective general descriptions. MRSC was also the source for the specific types of procurement of Public Works, Personal Services, Architectural & Engineering Services and Purchased Goods and Services not part of a public work project and their general descriptions.

In addition, the revised policy went through a comprehensive review with District legal counsel, with recommended changes incorporated into the revised draft.

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 proposed draft policy.

Recommended Action: Board motion to approve the recommended revisions to the Procurement policy.
SPOKANE COUNTY LIBRARY DISTRICT

POLICY: Procurement
Approval Date: July 15, 1982
Revision Date: June 18, 2019 May 16, 2017

RELATED POLICIES:
Fixed Assets
HR 6: Employee Conduct

STATUTORY REFERENCES:
RCW 27.12
RCW 39.04
RCW 39.26
RCW 39.80
RCW 43.09.2855
WAC 296-127-010

OTHER REFERENCES:
Washington State Department of Enterprise Services Policies: 130-00 & 140-00
Washington State Department of Ecology Environmentally Preferable Purchasing

Purpose
When procuring goods and services, Spokane County Library District (District) solicits competition to the fullest possible extent. The objective of competition is to promote confidence in the integrity and cost-effectiveness of the District’s procurements while maximizing economic benefits. Toward this end, the purchasing method for most goods and services shall be based on a triad of cost, quality, and availability.

General Policy
District policy will be organized by levels of competition in the bidding process and types of procurement.

Levels of Competitive Bidding
The following are general levels of competitive bidding.

1. Minimal Competition
   Some level of competition is recommended but not required mandatory. Calls Email or telephone inquiries to one to three qualified vendors describing the desired required goods or services usually suffice, and requesting pricing, schedules and qualifications will suffice. The District will document in writing its minimal competition process for procurement. The result will be to negotiate the purchase or contract with the lowest responsible bidder.

2. Informal Competition
   The District shall prepare a written solicitation including, at a minimum, a description of the required goods or service, the project schedule or delivery date, goods are needed, a request for pricing and qualifications, the price and the due date for replies. Solicitation of three to five qualified vendors is recommended. If three qualified vendors cannot be reasonably identified, the District will document
in writing its informal competition process procurement and, if applicable, specifically explain why three qualified vendors were not reasonably identified.

3. Formal Competition
The District will prepare a formal solicitation such as a Request for Proposal (RFP) or Invitation for Bid (IFB), which will describe all project requirements in order for vendors to understand the District’s needs and how responses will be evaluated. The RFP or IFB will be published via appropriate legal notice. Responses will be submitted via sealed bids and opened in accordance with the terms of the formal solicitation. The result will be to determine the lowest, responsive and responsible bidder. Contracts for formal competition shall be approved by the Board of Trustees during a public bid opening.

Types of Procurement
The following are recognized as the primary different types of procurement.

- Public Works
- Personal Services
- Architectural & Engineering Services
- Purchased Goods and Services not made in connection to a public works project
- Purchased Services

1. Public Works

RCW 39.04 describes and governs the laws and regulations for public works projects for the District. Public works is defined in RCW 39.04.010 as “all work, construction, alteration, repair, or improvement other than ordinary maintenance, executed at the cost of the state or of any municipality, or which is by law a lien or charge on any property therein.” “Ordinary maintenance” is defined in WAC 296-127-010(7)(b)(iii) “as work not performed by contract and that is performed on a regularly scheduled basis (e.g., daily, weekly, monthly, seasonally, semiannually, but not less frequently than once per year), to service, check, or replace items that are not broken; or work not performed by contract that is not regularly scheduled, yet is required to maintain the asset so that repair does not become necessary.”

The District must use competitive bidding for public works projects; state statutes do not establish any specific bid limits or specific competitive processes for library districts. The District established the following limits are established for public works projects:

- Informal Competition
  Informal competition may be used for public works projects less than $50,000. Contracts for the awarding of these informally competitive projects shall be awarded by the Executive Director or designee.

- Formal Competition
  The formal competition or bidding process will be used for all public works projects in excess of $50,000. Contracts for the awarding of public works projects shall be awarded by the Board of Trustees at a regular or special meeting.

Prevailing wages per RCW 39.12 are required on all public works contracts of any size.
2. Personal Services
Personal services involve technical services and expertise provided by a consultant to accomplish a specific study, project, task, or other work. These activities and services are mostly intellectual in nature.

Except for architectural and engineering services, library districts have no statutory restrictions on contracting for personal services; alternatively, they have flexibility in setting their own policies and limits. The following are the limits established by the District for procurement of personal services:

- **Minimal Competition**
  For purchases under $510,000, the District may use minimal competition.

- **Informal Competition**
  For purchases from $510,000 to $50,000, the District may use informal competition.

- **Formal Competition**
  For purchases in excess of $50,000, the District shall use formal competition. Contracts for the awarding of personal services shall be awarded by the Board of Trustees at a regular or special meeting.

3. Architectural and Engineering Services
Architectural and engineering services, although a type of personal service, have their own requirements established in RCW 39.80. All local governments, including library districts, must follow RCW 39.80 for procuring architectural and engineering (A/E) services. All contracts for architectural and engineering services shall be awarded by the Board of Trustees.

Unlike most other contracts awarded to lowest responsible bidder, A/E contracts are awarded primarily based on qualifications, a process known as qualifications-based selection, which recognizes that the lowest price should not be the primary determining factor for selecting highly skilled A/E services.

Solicitations are done via RFQ (Request for Qualifications). Upon receipt of the respondents’ proposals, the District will evaluate and assess the expertise of the competing firms and select the highest qualified firm with whom the District will then negotiate the final project scope, schedule and associated fee. If the District cannot reach an agreement with the highest qualified firm, it may then negotiate with the next most qualified firm.

A/E services are qualifications-based and the District will conduct all solicitations for A/E services as formal competition. All contracts for A/E services shall be awarded by the Board of Trustees at a regular or special meeting.

4. Purchased Goods and Services
Purchased goods and services, not in connection to a public works project, are those provided by vendors for routine, necessary, and continuing functions of the District. They are usually repetitive, routine, or mechanical in nature, often supporting the day-to-day operations of the District.

Library districts have no statutory restrictions on contracting for purchased services; alternatively, they have flexibility in setting their own policies and limits. The following are the limits established by the District for procurement of purchased services.
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  For purchases from $510,000 to $50,000, the District may use informal competition.

• Formal Competition
  For purchases in excess of $50,000, the District shall use formal competition. Contracts for the
  awarding of purchased services shall be awarded by the Board of Trustees at a regular or
  special meeting.

Exceptions to Competitive Bidding Requirements
The following is a list of District-deemed sole source goods and services allowed to be exceptions from
competitive bidding requirements (Department of Enterprise Services (DES) policy 130-00).
  • Goods and services that meet an emergency requirement (DES policy 140-00)
  • Utilities
  • Postage & postal services
  • Insurance
  • Original equipment manufacturer repair services
  • Professional licenses and memberships
  • Library materials
  • Conferences and seminars
  • Repair or replacement of rental equipment
  • Legal & promotional advertising
  • Purchases through state of Washington or political subdivision purchasing contracts or from
    established governmental price schedules that offer favorable pricing terms

The following is a non-exclusive list of District-deemed sole source goods and services allowed to be
exceptions from competitive bidding requirements pursuant to Department of Enterprise Services
(DES) policy 140-00:
  • Goods and services that meet an emergency requirement (DES policy 130-00).
  • Purchases from qualified Master Contracts and DES-approved cooperative contracts.
  • Utilities.
  • Postage & postal services.
  • Original equipment manufacturer repair services.
  • Software maintenance or support services when procured from the proprietary owner of the
    software.
  • Professional licenses and memberships.
  • Conferences and seminars.
  • Repair or replacement of rental equipment when required by the rental agreement.
  • Mass media services.

Competitive bidding requirements may also be waived pursuant to RCW 39.04.280 for the following
purposes:
  • Purchases that are clearly and legitimately limited to a single source of supply. If a purchase is
    made based on a single source of supply, the District shall document in writing the factual basis
    for the purchase and why it was “clearly and legitimately limited to a single source of supply.”
- Purchases involving special facilities or market conditions.
- Purchases or public works in the event of an emergency. “Emergency” means unforeseen circumstances beyond the control of the District that either: (a) Present a real, immediate threat to the property performance of essential functions; or (b) will likely result in material loss or damage to property, bodily injury, or loss of life if immediate action is not taken. If a purchase or public works contract is awarded due to an emergency, a written finding of the existence of the emergency shall be made by the Board of Trustees or its designee within two (2) weeks following the award of the contract.
- Purchases of insurance or bonds.

Competitive bidding requirements may also be waived pursuant to RCW 39.34.030 for purchases in cooperation with other public agencies or purchasing cooperatives, so long as cooperative purchase was done in a manner consistent with the bidding and procurement requirements of the District and the District has entered into an interlocal agreement with the other public agency or purchasing cooperative.

**Code of Ethics**

District employees, and specifically the District’s purchasing employees, may neither solicit, accept, nor agree to accept any gratuity for themselves, their families, or others that results in their personal gain which may affect their impartiality in making District decisions. Discounts or concessions realistically available to the general population, items received that do not result in personal gain, and samples provided for general District use are examples of items that are not gratuities. Personal judgment should be used.

**Credit cards**

As permitted by RCW 43.09.2855, the District may contract to establish a credit card account with a cumulative credit limit not to exceed $50,000. All credit invoices shall be paid in their entirety on a monthly basis to avoid incurring finance charges.

**Grants**

For all grants, either federal, state or privately funded, the District shall ensure that the related purchase activity will be in accordance with the applicable rules, regulations and any other terms and conditions contained within the grant award.

**Environmentally Preferable Purchasing (EPP) activities (Buying Green)**

Within Washington State, the EPP mandate is articulated in laws, executive orders and statewide plans, which require state agencies to purchase recycled-content and energy-saving products. It also provides flexibility for the state to award state contracts based on environmental considerations. It establishes that factors beyond price, including past performance and life-cycle costing, are to be used in determining the responsible bidder. Significant opportunities exist for cost savings and improved environmental performance by purchasing remanufactured toner cartridges, greener office paper and office products, and reusing office supplies and furniture. While the District is not required to follow the mandates of the State’s EPP programs, the District’s intent is to follow the spirit of the program whenever economically feasible. Accordingly, when procuring office supplies, cleaning supplies or other EPP appropriate material, strong consideration will be made in the selection of recycled, or refurbished materials, even though the item’s price is not lower than a similar, but not recycled item. A number of laws and executive orders require Washington state agencies to increase environmentally preferred purchasing (EPP). While the District is not required to follow the mandates of the state’s EPP programs, the District’s intent is to follow the program whenever economically feasible. Accordingly,
strong consideration will be made in the selection of EPP compliant goods, even though an item’s price may not be lower than a similar, non-compliant item.

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 Executive Director will establish administrative procedures necessary to implement this policy. Any appeal of an administrative action under this policy will first be made in writing to the Executive Director and then to the Board of Trustees. Any subsequent appeal of Executive Director action and/or decision will 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

POLICY: Procurement
Approval Date: July 15, 1982
Revision Date: June 18, 2019

RELATED POLICIES:
Fixed Assets
HR 6: Employee Conduct

STATUTORY REFERENCES:
RCW 27.12
RCW 39.04
RCW 39.26
RCW 39.80
RCW 43.09.2855
WAC 296-127-010

OTHER REFERENCES:
Washington State Department of Enterprise Services Policies: 130-00 & 140-00
Washington State Department of Ecology Environmentally Preferable Purchasing

Purpose
When procuring goods and services, Spokane County Library District (District) solicits competition to the fullest possible extent. The objective of competition is to promote confidence in the integrity and cost-effectiveness of the District’s procurements while maximizing economic benefits. Toward this end, the purchasing method for most goods and services shall be based on a triad of cost, quality, and availability.

General Policy
District policy will be organized by levels of competition in the bidding process and types of procurement.

Levels of Competitive Bidding
The following are general levels of competitive bidding.

4. Minimal Competition
   Some level of competition is recommended but not mandatory. Email or telephone inquiries to one to three qualified vendors describing the required goods or services and requesting pricing, schedules and qualifications will suffice. The District will document in writing its minimal competition process for procurement.

5. Informal Competition
   The District shall prepare a written solicitation including, at a minimum, a description of the required goods or service, the project schedule or delivery date needed, a request for pricing and qualifications, and the due date for replies. Solicitation of three to five qualified vendors is recommended. If three qualified vendors cannot be reasonably identified, the District will document
in writing its informal competition process procurement and, if applicable, specifically explain why three qualified vendors were not reasonably identified.

6. Formal Competition
The District will prepare a formal solicitation such as a Request for Proposal (RFP) or Invitation for Bid (IFB), which will describe all project requirements in order for vendors to understand the District’s needs and how responses will be evaluated. The RFP or IFB will be published via appropriate legal notice. Responses will be submitted via sealed bids and opened in accordance with the terms of the formal solicitation. The result will be to determine the lowest, responsive and responsible bidder.

Types of Procurement
The following are recognized as the primary different types of procurement.

- Public Works
- Personal Services
- Architectural & Engineering Services
- Purchased Goods and Services not made in connection to a public works project

5. Public Works
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will first be made in writing to the Executive Director. Any subsequent appeal of Executive Director action and/or decision will be made in writing to the Board of Trustees.

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

Public Services Manager Gwendolyn Haley and Literacy Program Coordinator Melanie Boerner will provide an overview of the Reading Buddy Program.

Recommended Action: This item is for your information, with no formal action required.
FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: JULY - AUGUST 2019

July 16, 2019: Cheney Library - (4:00 p.m.)
- Levy Election Update
- Overview Interlocal Agreements
- Spotlight Cheney Library

Please send requests for agenda additions or changes to the Board Chair or Administrative Assistant no later than Monday, July 1, for inclusion in the preliminary agenda to be sent July 3. Meeting packets will be mailed July 10.

August 20, 2019: Medical Lake Library - (4:00 p.m.)
- Levy Election Update
- Spotlight Medical Lake Library

SPECIAL MEETINGS/ACTIVITIES 2019

Special Election Public Information Open Houses – To attend, please RSVP to Patty

Jun 18 Otis Orchards Library, 4-6pm
Jun 20 Spokane Valley Library, 4-6pm
Jun 24 Argonne Library, 4-6pm
Jun 27 BookEnd Library, 4-6pm

Jul 08 Deer Park Library, 4-6pm
Jul 11 North Spokane Library, 4-6pm
Jul 16 Cheney Library, 4-6pm
Jul 23 Medical Lake Library, 4-6pm
Jul 25 Airway Heights Library, 4-6pm

Aug 6 Special Election

Oct 14 All Staff Day, CenterPlace, Spokane Valley, 9am-5pm
Oct 24 Spokane is Reading, SV Event Center, 10514 E. Sprague Ave., 1pm, and Downtown Spokane Public Library, 906 W. Main Ave., 7pm
EXECUTIVE DIRECTOR’S REPORT MAY 2019

Business Office, Finance and Facilities – Rick Knorr

General Fund

Property Tax Collections:
Total tax collections are now 56% of budget, which meet expectations after collections of the first half of county tax payments, as illustrated in the table below.

<table>
<thead>
<tr>
<th>Percentage of Levy Collected through May:</th>
</tr>
</thead>
<tbody>
<tr>
<td>56%</td>
</tr>
<tr>
<td>55%</td>
</tr>
<tr>
<td>54%</td>
</tr>
<tr>
<td>53%</td>
</tr>
<tr>
<td>52%</td>
</tr>
<tr>
<td>51%</td>
</tr>
<tr>
<td>50%</td>
</tr>
</tbody>
</table>

Bi-Annual Audit by the State Auditor’s Office:
Scheduled for 3 p.m., an hour prior to the board meeting, the State Auditor’s Office will conduct an exit conference for the two-year (2017-2018) audit recently completed. An update will be provided at the board meeting.

Annual District Bank Charges:
To summarize what was discussed at the May Board of Trustees’ meeting, the District discovered the availability of, and was able to obtain, a 60% discount on annual bank charges paid to U.S. Bank. A discussion with the Spokane County Treasurer’s Office about the various bank charges incurred revealed that, although the individual fees for the various bank services were similar between our respective entities, the county receives an overall 60% discount off the monthly total charges. Since the county is the official treasurer for the District, upon inquiry, the bank agreed the District is also eligible to receive the same discount. This will take effect for all of 2019.

State Retirement System:
The Department of Retirement Systems published a notice that the PERS (Public Employees Retirement System) contribution rates will increase effective July 1, 2019, as follows:
Human Resources – Toni Costa

Staff Training:
In-person training provided during May included four sessions of Sexual Harassment Training in the Library. The May Library Supervisor meeting included a short training about just cause and its application at the District. Thinking through just-cause standards places the District in a stronger position to justify disciplinary and termination decisions and ensures fair treatment of employees.

Statistics from TalentLMS show that staff completed 1,213 separate ‘courses’ in the system during May. Some of those courses are policy acknowledgements, some are self-paced courses from other sites, and many are short webinars or videos. Overall, TalentLMS is showing 100% engagement, meaning all staff has completed at least one course. The average for staff completing all assigned courses is 92.3%.

Staffing Changes:
There were three New Hires and no Terminations for the month of May. New to the District were two Library Pages and one Public Services Associate. There was one transfer of a current Library Assistant from Argonne to Spokane Valley.

Operations – Doug Stumbough

This month, Integrated Library System (ILS) Administrator Teresa Nelson and Public Services Manager - Digital Resources & Projects Carlie Hoffman, provided Leadership Team with a preview of the new My Library App from SirsiDynix.

SirsiDynix, the District’s ILS, developed the app as a replacement for the outdated (and soon-to-be no longer supported) BookMyne app. After several years of feedback from libraries and customers, the vendor chose to partner with expert library application developer Solus to build the new app from the ground up. The wholly new product address several issues identified by customers and staff for new and improved features. Among the most promising are an integrated interface for catalog and digital resource searching, linking of family cards, calendar of library events, and even an onscreen library card that can be used at the checkout stations.

While currently in beta, the testing team is planning for a soft launch of the product at the end of summer, with an official fall launch.

Collection Services – Andrea Sharps

Top Checkouts and Holds

Titles with the most checkouts occurring during the month and titles with the most holds placed during the month: Titles with the most checkouts occurring during the month and titles with the most holds placed during the month:
Popular Adult Book Titles May 2019:
- **Checkouts:**
  - *Circe: A Novel* by Madeline Miller (56)
  - *A Gentleman in Moscow* by Amor Towles (51)
  - *The Lost Girls of Paris* by Pam Jenoff (51)

- **Holds:**
  - *Where the Crawdads Sing* by Delia Owens (51)
  - *Educated: A Memoir* by Tara Westover (39)
  - *Neon Prey* by John Sandford (33)

In order to assure that we have a sufficient number of copies to meet the number of holds, we regularly run ‘holds ratio reports’ to capture this data. Additional items purchased to meet the holds ratio are marked as rush and given priority in cataloging, processing and adding.

The District received one *Request for Review of Library Materials* form in May regarding a children’s movie. I sent the initial written response within 14 days of receiving the request as required by the Collection Development policy.

### COLLECTION MONTHLY REPORT

#### MAY 2019

<table>
<thead>
<tr>
<th>Physical Collection</th>
<th>Select Transaction Count</th>
<th>YTD 2019</th>
<th>YTD 2018</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Items Processed</td>
<td>30,923</td>
<td>27,344</td>
<td>13%</td>
</tr>
<tr>
<td></td>
<td>Interlibrary Loan Total</td>
<td>5,297</td>
<td>5,067</td>
<td>5%</td>
</tr>
<tr>
<td>Overdrive</td>
<td>Total Checkouts</td>
<td>251,683</td>
<td>210,161</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>Total Holds</td>
<td>88,304</td>
<td>71,563</td>
<td>23%</td>
</tr>
<tr>
<td>hoopla</td>
<td>Total Checkouts</td>
<td>10,229</td>
<td>15,975</td>
<td>-36%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Total Items in Collection</th>
<th>YTD 2019</th>
<th>YTD 2018</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td></td>
<td>314,179</td>
<td>314,249</td>
<td>0%</td>
</tr>
<tr>
<td>Nonprint</td>
<td></td>
<td>85,612</td>
<td>87,519</td>
<td>-2%</td>
</tr>
<tr>
<td>Overdrive</td>
<td></td>
<td>88,565</td>
<td>78,364</td>
<td>13%</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td>488,356</td>
<td>480,132</td>
<td>2%</td>
</tr>
</tbody>
</table>

**NOTES:**
- PRINT = Books and Periodicals
- NONPRINT = DVDs, CDs, Books on CD, and other media
- OVERDRIVE = Downloadable eBooks and Audiobooks
Executive Director – Patrick Roewe  
District Activities

Leadership Team Updates:
The following are actions taken by the Leadership Team this month that weren’t covered in other agenda items:

Customer Check-out history limit
- Currently, a customer can opt-in to have the library system keep their check-out history on their account. We will be making a slight adjustment to this service and capping that history at a maximum of five years (there currently is no time limit). This timeframe should provide more than enough history for the approximately 15% of our customers who opted-in, while keeping data storage reasonable.

Human Resources procedures
- We reviewed the first batch of Human Resources procedures revisions that were necessitated by the revised policies the Board of Trustees approved at its May meeting. Procedures provide staff with guidelines and processes for implementation of policies approved by the Trustees.

Community Engagement

I attended the following community meetings:
- Inland Northwest Council of Libraries Board meeting. This group is made up of public and academic libraries in the region and provides continuing education opportunities for library staff.
- Rotary Club #21 Committee meeting.
- Greater Spokane Valley Chamber of Commerce Government Action Committee.
- Spokane Valley Parks and Recreation open space planning meeting.
- Greater Spokane Incorporated (GSI) STEM Executive Committee meeting.
- Partners Advancing Character Education board and committee meetings, and annual awards dinner. This organization promotes the importance of good character through partnerships with schools, businesses, public agencies and community groups.
- Excelerate Success Leadership Team, which focuses on identifying opportunity gaps in education.

Other activities:
- Interviewed on the Spokane Talks media network about library services and the upcoming levy election.
Operations Report May 2019
Doug Stumbough and Kristy Bateman

Service Priority Teams

Business and Career Development (Stacey Goddard)
- Librarian Danielle Milton and I represented the District at the Greater Spokane Valley Chamber of Commerce’s annual Business Showcase. While Danielle fulfilled her Chamber Ambassador duties by helping with registration and check-in, I staffed the District’s booth and talked with attendees about the libraries services and resources for local businesses.
- Job fair season continued, as Librarian Tami Chapman and I represented the District at SFCC’s spring event. We spoke to 65 individuals wanting to learn more about employment with SCLD. The following week, HR Director Toni Costa and Administrative Services Associate Rose joined Librarian Ree West and me for the KHQ/WorkSource Job Fair. We spoke with nearly 300 job-seekers about employment opportunities with the District. Over one-third of the people we talked with signed up for job posting alerts on our website.
- Danielle also attended the quarterly CASH Coalition meeting, which was held at the new Spokane Resource Center. The Coalition is helping develop a Financial Stability Center to be part of the space, and hopes to offer services like Tax-Aide help, bank account access, and workshops on budgeting, investing, and more.

Early Learning (Mary Ellen Braks)
- We provided 120 Storytimes to 3,362 children, parents, and caregivers. Our average attendance per Storytime was 28.
- We provided 82 Storytimes to 1,370 children at 33 child care centers.
- We presented one STARS training this month, Storytime Boot camp. The training focused on how to plan a Storytime for toddlers and preschoolers.
- We offered four Family Painting Parties, with an attendance of 104. The comments on this program were very positive and we intend to offer this program again next spring.

Education and Enrichment (Gwendolyn Haley)
- We provided 70 programs for 1,542 community members throughout our libraries. These ranged from LEGO building programs to concerts, and plant clinics to a presentation about Dishman Hills.
- The second session of Reading Buddies wrapped up with celebrations at all the schools. Now the focus is on our summer Camp Read-A-Rama at North Spokane Library in partnership with Excelerate Success and the AmeriCorps Vista Volunteer program.
- We wrapped up the Prime Time Family Reading program at Pope Francis Haven. On average, 35 children and families attended each week.

Digital Projects and Resources (Carlie Hoffman)
- I attended the spring INCOL workshop, A New Story about the Library in the Networked Society. I was pleased to see that many of the strategies for community involvement in the library are already implemented at SCLD.
- I set up a trial for Plunkett Research Online, a market research digital resource, for staff to review.
- I set up a trial for VetNow, a live one-on-one service for veterans to receive help from trained benefits navigators, for staff to review.
- I have been working with the IT department to contact digital resource vendors to test a pilot project that provides digital resource access for high school students using their student IDs.
- The main work on our new library app has been completed. We are continuing to make adjustments and test features.
Book a Librarian highlights
- Project Memory continues to be a popular service.
- We helped a customer research transportation needs of seniors and people with disabilities in Spokane. This information was used in a community presentation.
- We assisted a customer with genealogy research and instructed them on Ancestry.com.
- A customer wanted to start a blog, and we showed them their options and helped them set up a Facebook group.

Information Technology (Patrick Hakes)
- On May 17, North Spokane lost network and power due to a thunderstorm the area experienced. Network connectivity was lost for a little more than a day as we discovered that our service provider had inadvertently switched our circuit to one not configured to carry our traffic in their attempt to restore the connection. To help reduce this possibility in the future, we have modified our troubleshooting process to include additional verification steps of their work.
- We received a written compliment from the Tax-Aide group that used the Spokane Valley Library for our assistance in setting up a special Wi-Fi circuit for them as they helped hundreds of community members in the meeting room this past tax season:
  o “I would especially like to thank Mr. Aaron Grider (Network and Infrastructure Systems Administrator) for his technical help. Aaron built us access to your network and held a training program to teach us how easy the new process really was. Sometimes we are not the easiest bunch to accept change, but Aaron coddled us and taught us to trust his network and we had a very successful season. Not using our Hot Spot technology saved the Tax-Aide foundation hundreds of dollars. A huge thank you to Aaron.”

Library Reports

Airway Heights: Crystal Miller
- The West Plains Support Network hosted a well-attended Mother’s Day Plant-A-Pot Event at the library on a beautiful sunny day, perfect for planting.

Argonne: Pat Davis
- Librarian Danielle Milton and I attended the West Valley School District Community Appreciation Block Party. It was a great opportunity to connect with families and promote programming and Engage.
- Argonne hosted *Homebuying 101* and *Homebuyer Education Seminar*. Presenters commented on the interest and questions asked.

BookEnd: Caitlin Wheeler
- This May marks BookEnd’s third Storytime, and we already have regulars! Families memorized sign language for various sea creatures, relaxed to whale song, and learned the dangers of affronting a puffer fish.

Cheney: Catherine Nero Lowry
- This year for MayFest we brought the Big Blue Blocks, which turned out to be a kid favorite. We were able to connect with community members and share library resources and upcoming programs.
- We partnered with the Cheney Parks and Recreation Department and hosted *An Evening with Civil War author Nick K. Adams*. He shared stories and knowledge of the Civil War.

Deer Park: Kris Barnes
- Librarian Amber Williams and I attended Riverside School District’s 2nd annual RamFest. This event is coordinated by Riverside School District’s Parent Involvement Coordinators. Amber and I set up a booth and promoted library services at this fun and well-attended community celebration featuring live music, games, food trucks, and lots of vendors.
- Our *Touch a Recycle Truck Storytime* attracted a huge crowd with a very enthusiastic audience. I was particularly impressed by the Waste Management staff who did an excellent job of reading stories and working with me to keep the crowd engaged.
Fairfield: Kristy Bateman
- Community members enjoyed painting with artist Shelley Kardos in the *Express Yourself through Painting* program.
- Librarian Cindy Ulrey presented an outreach Storytime to students and staff at Liberty Elementary Preschool.

Medical Lake: Cecelia McMullen
- Local author Beth Camp visited the *Medical Lake Book Club* and shared the journey from quilts to writing historical fiction. The participants described her as “fascinating” as they rushed to check out her *Rivers of Stone* series from our collection.
- One of the participants at the *Family Painting Party* was a grandparent visiting from across the country. Starting with shapes, he used the interactive experience with his four year old grandson to put precious memories onto canvas.

Moran Prairie: Danielle Marcy
- Librarian Corinne Wilson shared a comment from a family attending the *Family Painting Party*. The family appreciated having an event that mom, grandma and all the kids could do together.
- Corinne attended two annual events to promote library services: Fire District 8’s Open House and the Moran Prairie Grange’s Strawberry Festival. Both events had a great turnout and gave the library the opportunity to talk to new community members and share upcoming events with regular customers.

North Spokane: Brian Vander Veen
- North Spokane Library hosted the *Walk Through Poverty* art installation, which included charcoal portraits of local individuals experiencing poverty, along with quotes detailing their first-person experiences.
- North Spokane staff began hosting educational activities at the Fairwood Farmers’ Market in partnership with Fairwood and Catholic Charities. Each week of the market season, children who complete an educational activity related to food and fitness receive a voucher for $5 to spend on veggies and plant starts. On the first day of the market, we had 141 children sign up to participate in the program.
- Librarian Corinne Wilson and Operations Specialist Jonathan attended a card sign-up event in the Whitworth University Library, promoting library resources and signing students up for library cards.

Otis Orchards: Caitlin Wheeler
- Customers loved garden painting with artist Shelley Kardos at the *Express Yourself Through Painting* program. Everyone walked away with a hand-painted landscape and a Zen smile.

Spokane Valley: Aileen Luppert
- 40 people enjoyed *Dishman Hills: The Wild Heart of Spokane*. Dishman Hills Conservancy’s Executive Director, Jeff Lambert, gave information about the conservation area and guided nature walks.
- Librarian Diane Brown and I did a presentation this month for Spokane Valley City Council. We shared the District’s successes and new programs since the last time we were there in 2015, and offered a brief overview of the new Community Engagement Plan.

District-wide Information

**Security Incident Report**
For May 2019, there were 17 Security Incident reports filed, 16 less than last month (33) and 29 less than May 2018 (46). North Spokane had the most incidents reported with five. The most frequently reported incidents related to General Code of Conduct violations (6). There was one six-month exclusion issued in early May due to an incident of unacceptable and violent behavior. To further put all of these numbers in perspective, the total door count District-wide in May 2019 was 96,884.
### Public Use Measures

**May 2019**

<table>
<thead>
<tr>
<th>Measure</th>
<th>This year</th>
<th>Last year</th>
<th>YTD</th>
<th>Last YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This Month</td>
<td>Last year</td>
<td>This year</td>
<td>Comparison</td>
</tr>
<tr>
<td>Cardholders</td>
<td>111,691</td>
<td>114,059</td>
<td>506,462</td>
<td>-2%</td>
</tr>
<tr>
<td>Door count</td>
<td>96,884</td>
<td>111,288</td>
<td>506,462</td>
<td>-12%</td>
</tr>
<tr>
<td>Items Borrowed</td>
<td>216,487</td>
<td>211,694</td>
<td>1,108,277</td>
<td>0%</td>
</tr>
<tr>
<td>- Airway Heights</td>
<td>5,001</td>
<td>5,273</td>
<td>25,365</td>
<td>-8.86%</td>
</tr>
<tr>
<td>- Argonne</td>
<td>11,523</td>
<td>12,759</td>
<td>60,320</td>
<td>-7.83%</td>
</tr>
<tr>
<td>- Cheney</td>
<td>11,849</td>
<td>12,647</td>
<td>61,551</td>
<td>-6.90%</td>
</tr>
<tr>
<td>- Deer Park</td>
<td>12,422</td>
<td>12,690</td>
<td>63,880</td>
<td>-7.12%</td>
</tr>
<tr>
<td>- Fairfield</td>
<td>984</td>
<td>1,386</td>
<td>6,024</td>
<td>-6.86%</td>
</tr>
<tr>
<td>- Medical Lake</td>
<td>4,365</td>
<td>4,511</td>
<td>21,428</td>
<td>-14.53%</td>
</tr>
<tr>
<td>- Moran Prairie</td>
<td>16,267</td>
<td>15,805</td>
<td>82,751</td>
<td>-3.69%</td>
</tr>
<tr>
<td>- North Spokane</td>
<td>43,590</td>
<td>44,560</td>
<td>221,404</td>
<td>-7.08%</td>
</tr>
<tr>
<td>- Otis Orchards</td>
<td>5,080</td>
<td>5,720</td>
<td>27,212</td>
<td>-8.08%</td>
</tr>
<tr>
<td>- Spokane Valley</td>
<td>47,224</td>
<td>47,914</td>
<td>240,341</td>
<td>-2.39%</td>
</tr>
<tr>
<td>- The BookEnd</td>
<td>3,718</td>
<td>2,840</td>
<td>18,492</td>
<td>14.57%</td>
</tr>
<tr>
<td>- Digital</td>
<td>82,439</td>
<td>79,517</td>
<td>449,932</td>
<td>0%</td>
</tr>
<tr>
<td>Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Number</td>
<td>378</td>
<td>340</td>
<td>1,618</td>
<td>8%</td>
</tr>
<tr>
<td>- Attendance</td>
<td>8,319</td>
<td>8,035</td>
<td>32,303</td>
<td>-6%</td>
</tr>
<tr>
<td>Internet Station Use (%)</td>
<td>42.9%</td>
<td>47.4%</td>
<td>47.0%</td>
<td></td>
</tr>
<tr>
<td>Meeting room bookings</td>
<td>614</td>
<td>510</td>
<td>2,931</td>
<td>15%</td>
</tr>
<tr>
<td>Digital Resource Use</td>
<td>82,439</td>
<td>79,517</td>
<td>449,932</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Public Use Measure Definitions

**Cardholders:** Total number of library cards that have had any type of activity within the last three years. *Data collection method: Actual computer system count.*

**Door count:** Number of times libraries are entered through inside doors; doesn’t include entries through outside doors to lobby, restrooms, or meeting rooms. *Data collection method: Actual “machine” count.*

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

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

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

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

**Digital Resource Use:** Use of online learning resources licensed by the District. *Data collection method: reports from resource vendors.*
Communication & Development Report May 2019
The following report is a summary of the Communication Department activities for the month of May 2019.

News Coverage

- May 1 – *Deer Park Tribune* – Storytimes at the Deer Park Library
- May 1 – *The Current* – SCLD seeks levy restoration for maintenance and operations
- May 1 – *The Current* – Lecture sheds light on wonders of Dishman Hills
- May 1 – *The Current* – Marketing Plans for Entrepreneurs
- May 1 – *The Current* – SCLD librarian honored
- May 1 – *Kids Newspaper* – Spring brings joy & learning at the library
- May 2 – *Cheney Free Press* – What’s Happening on The West Plains
- May 3 – *Spokane Valley News Herald* – Dishman Hills walk
- May 3 – *Spokane Valley News Herald* – SCLD streaming services
- May 6 – *The Spokesman-Review* – Airway Heights’ first rec center grand opening is a big splash
- May 8 – *Deer Park Tribune* – Storytimes at the Deer Park Library
- May 9 – *Cheney Free Press* – Spokane Regional Health to host family game night May 21 in Airway Heights
- May 9 – *Cheney Free Press* – Images from program happening at the Airway Heights library
- May 10 – *Spokane Valley News Herald* – SCLD services
- May 10 – *Spokane Valley News Herald* – Monthly meeting dates: Spokane County Library Board
- May 15 – *Deer Park Tribune* – Storytimes at the Deer Park Library
- May 16 – *Cheney Free Press* – Spokane County Library District seeks levy approval
- May 16 – *Inlander* – Columbia Fire & ramps up mobile blacksmithing program thanks to SAGA grant
- May 18 – *The Spokesman-Review* – Week Ahead: Organize Your Finances
- May 18 – *The Spokesman-Review* – Week Ahead: Dollars and Sense: Navigating Your Credit World
- May 23 – *Cheney Free Press* – Cheney book club’s May 28 meeting includes monk
- May 23 – *Cheney Free Press* – Spokane County libraries closed for Memorial Day
- May 23 – *The Spokesman-Review* – Free meal programs
- May 26 – *The Spokesman-Review* – Week Ahead: Dollars and Sense: Navigating Your Credit World
- May 26 – *The Spokesman-Review* – Week Ahead: Dollars and Sense: Give Yourself a Raise
- May 29 – KXLY - Spokane County Library District offering free passes for three SFCC Planetarium shows
Highlights from the Development Department

The feasibility study continues. We are in the process of gathering 100 completed surveys from Spokane Valley residents.

E-Marketing (Website, Social Media, Email)

May 2019 • 30 days so far...

TWEET HIGHLIGHTS

Top Tweet earned 839 impressions

#tuesdaythoughts #tuesdaymotivation #spokanedoesntsuck

North Spokane Library Hosts Camp Read-a-Rama for KIDS! A theme each week based on a children’s book for all camp activities, crafts, music, & games. This weekly half-day camp is for kids ages 6–11.

scld.org/north-spokane-…
pic.twitter.com/OfialrRP
Spokane County Library District
Summary of Revenues & Expenses - (Cash Basis)
For the Five Months Ended May 31, 2019

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>Y-T-D Actual</th>
<th>Annual Budget</th>
<th>Percent Used</th>
<th>Balance Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROPERTY TAXES</td>
<td>$6,709,170</td>
<td>$11,942,000</td>
<td>56.18%</td>
<td>$5,232,830</td>
</tr>
<tr>
<td>CONTRACT CITIES - AIRWAY HEIGHTS</td>
<td>65,874</td>
<td>261,000</td>
<td>25.24%</td>
<td>195,126</td>
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<tr>
<td>CONTRACT CITIES - SPOKANE</td>
<td>41,374</td>
<td>80,000</td>
<td>51.72%</td>
<td>38,626</td>
</tr>
<tr>
<td>FINES &amp; FEES</td>
<td>65,814</td>
<td>171,500</td>
<td>38.38%</td>
<td>105,686</td>
</tr>
<tr>
<td>GRANTS &amp; DONATIONS</td>
<td>12,378</td>
<td>33,000</td>
<td>37.51%</td>
<td>20,622</td>
</tr>
<tr>
<td>E-RATE REIMBURSEMENTS</td>
<td>163,160</td>
<td>150,000</td>
<td>108.77%</td>
<td>(13,160)</td>
</tr>
<tr>
<td>TIMBER TAXES AND OTHER</td>
<td>21,557</td>
<td>22,000</td>
<td>97.99%</td>
<td>443</td>
</tr>
<tr>
<td>INTEREST REVENUES</td>
<td>31,401</td>
<td>107,000</td>
<td>29.35%</td>
<td>75,599</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>$7,110,729</strong></td>
<td><strong>$12,766,500</strong></td>
<td><strong>55.70%</strong></td>
<td><strong>$5,655,771</strong></td>
</tr>
<tr>
<td><strong>TRANSFERS IN</strong></td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES &amp; TRANSFERS IN</strong></td>
<td><strong>$7,110,729</strong></td>
<td><strong>$12,766,500</strong></td>
<td><strong>55.70%</strong></td>
<td><strong>$5,655,771</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>Y-T-D Actual</th>
<th>Annual Budget</th>
<th>Percent Used</th>
<th>Balance Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>SALARIES</td>
<td>$2,617,431</td>
<td>$6,422,000</td>
<td>40.76%</td>
<td>$3,804,569</td>
</tr>
<tr>
<td>FRINGE BENEFITS</td>
<td>950,274</td>
<td>2,323,300</td>
<td>40.90%</td>
<td>1,373,026</td>
</tr>
<tr>
<td>SUPPLIES</td>
<td>57,274</td>
<td>150,200</td>
<td>38.13%</td>
<td>92,926</td>
</tr>
<tr>
<td>UTILITIES</td>
<td>182,913</td>
<td>351,000</td>
<td>52.11%</td>
<td>168,087</td>
</tr>
<tr>
<td>SERVICES</td>
<td>566,424</td>
<td>1,435,700</td>
<td>39.45%</td>
<td>869,276</td>
</tr>
<tr>
<td>INSURANCE</td>
<td>60,094</td>
<td>66,000</td>
<td>91.05%</td>
<td>5,906</td>
</tr>
<tr>
<td>EQUIPMENT &amp; SOFTWARE</td>
<td>29,516</td>
<td>161,000</td>
<td>18.33%</td>
<td>131,484</td>
</tr>
<tr>
<td>LIBRARY MATERIALS</td>
<td>713,790</td>
<td>1,512,600</td>
<td>47.19%</td>
<td>798,810</td>
</tr>
<tr>
<td>ELECTRONIC LIBRARY MATERIALS</td>
<td>84,057</td>
<td>205,000</td>
<td>41.00%</td>
<td>120,943</td>
</tr>
<tr>
<td>LIBRARY PROGRAMS</td>
<td>28,211</td>
<td>89,700</td>
<td>31.45%</td>
<td>61,489</td>
</tr>
<tr>
<td>OPERATIONAL CONTINGENCIES</td>
<td>0</td>
<td>50,000</td>
<td>0.00%</td>
<td>50,000</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$5,289,984</strong></td>
<td><strong>$12,766,500</strong></td>
<td><strong>41.44%</strong></td>
<td><strong>$7,476,516</strong></td>
</tr>
<tr>
<td><strong>TRANSFERS OUT</strong></td>
<td>200,000</td>
<td>200,000</td>
<td>100.00%</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES &amp; TRANSFERS OUT</strong></td>
<td><strong>$5,489,984</strong></td>
<td><strong>$12,966,500</strong></td>
<td><strong>42.34%</strong></td>
<td><strong>$7,476,516</strong></td>
</tr>
</tbody>
</table>

Net Excess of Revenues Over/(Under) Expenses $1,620,746 $(200,000)

BEGINNING CASH 5,033,478
NET FROM ABOVE 1,620,746
ENDING CASH $6,654,224

Number of months cash on hand 6.3