

MISSION

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Board of Trustees Regular Meeting

September 15, 2020 4:00 p.m. Remote Meeting Structure/Teleconference

AGENDA

NOTE: PURSUANT TO GOVERNOR INSLEE'S PROCLAMATION 20-28 DATED MARCH 24, 2020, as extended, THIS MEETING WILL BE HELD REMOTELY. PUBLIC COMMENT WILL BE ALLOWED ONLY IN WRITING VIA THE FOLLOWING LINK AND MUST BE RECEIVED BY 12:00 NOON, DAY OF THE MEETING. To submit written public comment prior to the meeting, please go to <https://www.scl.d.org/connect/ask-board-of-trustees/>

To attend the meeting remotely via conference call:

Call toll-free either 1-877-853-5247 or 1-888-788-0099, then enter ID: 815 4358 8752

PLEASE NOTE THIS CONFERENCE CALL LINE WILL BE IN "LISTEN-ONLY" MODE.

- I. **CALL TO ORDER**
- II. **AGENDA APPROVAL** [4:00]
- III. **PUBLIC COMMENT [TO SUBMIT A QUESTION, SEE ABOVE FOR INSTRUCTIONS.]**
- IV. **ACTION ITEMS**
 - A. Approval of August 18, 2020, Regular Meeting Minutes [4:00-4:02]
 - B. Approval of August 2020 Payment Vouchers [4:02-4:05]
 - C. Unfinished Business [4:05-4:15]
New Spokane Valley Library: Architectural Services Review Committee: Approval Recommendation.
 - D. New Business [4:15-4:45]
 1. Social Media Policy: Approval Recommendation.
 2. Overdue Fines: Discussion
 3. COVID-19 Response Update
- V. **DISCUSSION ITEMS, POSSIBLE ACTION** [4:45-4:50]
 - A. Future Board Meeting Agenda Items
- VI. **REPORTS**
 - A. Trustees [4:50-4:55]
 - B. Executive Director [4:55-5:05]
 - Administrative
 - Community Activities
 - C. Operations [5:05-5:10]
 - D. Fiscal [5:10-5:15]
- VII. **EXECUTIVE SESSION** [5:15-6:00]
 - A. Review the Performance of a Public Employee (RCW 42.30.110(1)(g))
- VIII. **ADJOURNMENT**

[Estimated meeting length: Two hours, plus public comment.]

This meeting is barrier-free. If you require accommodation to participate in this meeting, please notify Spokane County Library District Administrative Offices in advance of the meeting by calling 509-893-8200.

**SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: AUGUST 18, 2020**

A regular meeting of the Board of Trustees of Spokane County Library District was held via teleconference at 4:00 p.m., Tuesday, August 18, 2020.

Present: Via Zoom Teleconference

John Craig - Chair
 Ami Calvert - Trustee
 Wes Teterud - Trustee
 Kristin Thompson - Trustee
 Patrick Roewe - Executive Director and Secretary

Excused: Mark Johnson - Vice Chair

Also Present via Conference Call: Jane Baker, Communication & Development Director; Toni Carnell, Human Resources Director; Rick Knorr, Finance Director; Jill Nunemaker, Development Manager; Andrea Sharps, Collection Services Director; Doug Stumbough, Operations Director; and Patty Franz, Executive Assistant.

Guests via Conference Call: Nine (9).

Call to Order (Item I.) Chair John Craig called the meeting to order at 4:01 p.m., and welcomed everyone in attendance.

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

Public Comment (Item III.) Mr. Roewe read three public comments from Jo Straight, city of Spokane resident, received prior to the noon deadline for submission. The topics included a request to extend the reach of public Wi-Fi in library parking lots; a question about District handling of Shared Leave among employees with different rates of pay; and a follow-up question regarding the installation status of security video cameras to monitor activity in library parking lots. Copies of email communications from Ms. Straight were shared with the Board of Trustees in advance of the meeting. Mr. Roewe suggested Trustees take up the Shared Leave question during discussion of the Personnel Policy at this meeting, and staff will respond to questions about Wi-Fi and security cameras at the next regular meeting scheduled for Sept. 15.

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

Approval of July 2020, Payment Vouchers (Item IV.B.) Mr. Teterud moved and Ms. Thompson seconded approval of the July 2020 bill payment vouchers as follows:

Fund	Voucher/Payroll Numbers	Subtotal	Total
July - L01	57432-57545 and W00827-W00839	\$669,005.09	\$669,005.09

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**Approval of
July 2020,
Payment Vouchers
(Item IV.B.)**

	07102020PR and 07242020PR	\$407,925.83	\$407,925.83
L01		Total	\$1,076,930.92

There was no discussion.

The motion was approved.

**Unfinished Business
New Spokane Valley
Library –
Architectural
Services
(Item IV.D.1)**

NEW SPOKANE VALLEY LIBRARY: ARCHITECTURAL SERVICES. Messrs. Roewe and Knorr reported back on the status of the application process for the Office of the State Treasurer (OST) LOCAL program. Mr. Roewe reported the Notice of Intent (NOI) and credit application were submitted, and noted acceptance into the program is dependent upon OST credit approval. The process for soliciting and securing architectural and engineering (A&E) services is different from a public works process, and will involve a Request for Qualifications (RFQ), which incorporates a Request for Proposal (RFP). Unlike other types of contracts, A&E contracts are awarded utilizing qualifications-based selection (QBS), a process required for all public A&E contracts in Washington state since 1981. Mr. Roewe reviewed what the QBS process would involve and its timeline. A Review Committee comprised of no more than two Trustees and staff will be determined at the September meeting. Trustees agreed by consensus the ad hoc committee formed to work with the city of Spokane Valley, of which Chair Craig was a part, will be continued by filling the position formerly occupied by Trustee Sonja Carlson, who retired December 31, 2019. Mr. Roewe noted a structure will be developed for implementation of the review process and evaluation criteria. The tentative project timeline is from November 2020 to December 2022. Discussion ensued regarding future disposition of the current Spokane Valley Library, design considerations of a new library, and operational needs, including where to store the new mobile library vehicles upon delivery. In response to Ms. Calvert’s query, Mr. Stumbough said there are potential options for storage of vehicles, with consideration given to security, maintenance, a charging system, or partnering with other organizations in need of vehicle storage. By consensus, the Board of Trustees directed staff to prepare the RFQ and RFP for publication. There was no further discussion.

**New Business
Personnel Policy
HR05-Leave
(Item IV.D.2.)**

PERSONNEL POLICY HR05-LEAVE. Ms. Calvert moved and Ms. Thompson seconded approval of the revised Personnel Policy HR05-Leave, as suggested. Ms. Carnell reported the proposed changes were in response to the coronavirus pandemic, and with approval will be effective for a limited time only. In response to the question raised via public comment about the handling of shared/donated leave among District staff with different rates of pay, Ms. Carnell said the dollar amount of the donation is converted to the recipient’s pay rate, resulting in a different hours’ value for the recipient. In regard to the increase in vacation leave hours cash out, Mr. Roewe said this change is applicable only for 2020, which will result in minimal impact to the budget.

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**New Business
Personnel Policy
HR05-Leave
(Item IV.D.2.)**

There was no further discussion.

The motion was approved.

**New Business
Gifts Policy
(Item IV.D.3.)**

GIFTS POLICY. Mr. Teterud moved and Ms. Calvert seconded approval of the Gifts policy, as revised. Ms. Baker noted the proposed changes were mostly for semantics clarification.

There was no further discussion.

The motion was approved.

Mr. Craig called for a recess at 4:33 to address technical issues affecting the teleconference. The meeting resumed at 4:36 p.m.

**New Business
Naming and
Recognition Policy
(Item IV.D.4.)**

NAMING AND RECOGNITION POLICY. Ms. Calvert moved and Ms. Thompson seconded approval of the revised Naming and Recognition policy, as discussed and amended. Ms. Baker said the most notable change was for the duration or expiration of naming designations. In response to Mr. Craig's query, Ms. Baker said the duration would be defined by a standard written contract separate from the policy, and noted the template utilized by the District was based on standard practice. Ms. Thompson commented that she was in favor of having the flexibility to change a name. In response to Mr. Teterud's request to add more prominent library signage to help make the distinction between county and city libraries, Mr. Roewe said that could be explored as we move forward with development of the new Spokane Valley Library. Mr. Roewe also pointed out an additional amendment to the policy noted by Mr. Craig, involving the Naming and Recognition Committee and Process paragraph.

There was no further discussion.

The motion was approved.

**New Business
COVID-19 Response
Update
(Item IV.D.5.)**

CORONAVIRUS/COVID-19 RESPONSE/UPDATE. Mr. Roewe provided an update on the District's response to the coronavirus pandemic, although recent changes were not significant since the last update. As for libraries reopening, there is currently no timeline for Phase 3 at present, yet preparation continues. Mr. Roewe said with full or partial virtual instruction announced for the start of the school year, staff was informed of available leave options, and the District has prepared to make operational changes if necessitated by reduced staffing levels. Mr. Roewe announced Book Butler, a new book selection service launched by the District in July. With libraries closed, in lieu of browsing, staff will select books for customers based upon their preferences submitted online or by phone. In response to Ms. Thompson's query about the possible extension of the mandate regarding public meetings, Mr. Roewe said further announcements from the Governor's Office were not anticipated until Sept. 1, based upon the pattern of proclamation extensions. There was no further discussion.

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

Chair Craig reviewed forthcoming agenda items for the next two months. Among other items, the agenda for September will include review of the Social Media and Customer Privileges and Responsibilities policies, discussion of Fines and Fees, potential architectural services for a new Spokane Valley Library, and an update on the District's response to the coronavirus pandemic. An executive session will also be held to review the performance of a public employee. Mr. Craig explained how he plans to use the Zoom platform to conduct the Executive Director's performance review. Mr. Stumbough said he will provide technical assistance for the meeting, as outlined by Mr. Craig. There was no further discussion.

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

There were no reports.

**Executive Director's
Report, July 2020
(Item VI.B.)**

The Executive Director's written report for July 2020 provided prior to the meeting included reports from Finance and Facilities, Communication & Development, Collection Services, Human Resources, Operations, and Community Activities. Mr. Roewe further reported on the heating, ventilation, and air conditioning (HVAC) future upgrade planned for libraries, as reported by Mr. Knorr in the Executive Director's July report, and noted the efficiency ratio of North Spokane Library will have substantial gains with the upgrade. In response to the pandemic, improvement of the air filtering rate will also be explored. Regarding questions raised via public comment, in response to Mr. Craig's request, Mr. Roewe said staff will report back next month on reach of public Wi-Fi at District libraries, and the status of security cameras installation in parking lots. There was no further discussion.

**Operations Report,
July 2020
(Item VI.C.)**

Operations Director Doug Stumbough and Library Operations Manager Kristy Bateman provided a written report prior to the meeting for July 2020, with data for customer use measures, programming, and library activities. Mr. Stumbough had nothing further to add. There was no further discussion.

**Fiscal Report,
July 2020
(Item VI.D.)**

Revenue and Expenditure Statement through July 31, 2020.

<u>Fund 001</u>	
Revenues	\$ 9,087,024
Expenditures	\$ 8,054,758
Ending Fund Balance	\$ 6,169,696
Fund Budget Expended	49.56%

Mr. Knorr had nothing further to add. There was no further discussion.

**Adjournment
(Item VII.)**

Chair Craig adjourned the meeting at 4:59 p.m. The next Board Meeting was scheduled for Tuesday, September 15, 2020, at 4:00 p.m., in a public meeting room at North Spokane Library. However, the meeting could again move to a teleconference format, should Proclamation 20-28 be extended by the governor.


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 August 31, 2020, and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$1,292,631.98 for the general fund and \$0.00 for the capital projects fund and are authorized to authenticate and certify these claims.

DATE: September 1, 2020

SIGNED: _____ 

SIGNED: _____ 

TITLE: Finance Director

TITLE: Executive Director

VOUCHER NUMBER	VENDOR NAME	DESCRIPTION	VOUCHER AMOUNT
057546	CCI SOLUTIONS	OFFICE/LIBRARY SUPPLIES	\$ 770.20
057547	CITY OF SPOKANE	WATER & SEWER - MORAN PRAIRIE	913.16
057548	CITY OF AIRWAY HEIGHTS	WATER & SEWER - AIRWAY HEIGHTS	697.52
057549	CITY OF DEER PARK	WATER & SEWER - DEER PARK	188.48
057550	CULLIGAN SPOKANE WA	BOTTLED WATER SERVICE - CH	29.50
057551	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	274.93
057552	DEVRIES INFORMATION MGMT	MONTHLY COURIER SERVICE	3,777.00
057553	EDNETICS	CISCO ADVANCED MALWARE PROTECTION, 3 YRS	12,543.14
057554	FATBEAM, LLC	MONTHLY INTERNET SERVICE, NET OF ERATE DISC	4,389.22
057555	GALE/CENAGE LEARNING	LIBRARY MATERIALS	181.55
057556	GREENLEAF LANDSCAPING, INC.	GROUNDS MAINTENANCE	4,468.56
057557	INGRAM DISTRIBUTION GROUP, INC	WEEKLY LIBRARY MATERIALS	7,922.42
057558	MIDWEST TAPE	WEEKLY LIBRARY MATERIALS	3,016.07
057559	MODERN ELECTRIC WATER COMPANY	WATER, ELEC. - SV	1,697.12
057560	MAUREEN REGALADO	SEMI-MONTHLY SOCIAL MEDIA PLATFORM MGMT	750.00
057561	NATIONWIDE INSURANCE	EMPLOYEE DEDUCTIONS FOR PET INSURANCE	262.26
057562	NATIONAL COLOR GRAPHICS	PRINTING - ENGAGE MAGAZINE	11,514.00
057563	OCLC, INC.	SEMI-ANNUAL CATALOGING & ILL SUBSCRIPTION	608.04
057564	OVERDRIVE, INC.	WEEKLY LIBRARY MATERIALS e-Books	19,400.13
057565	PETER BROWN STUDIO CORPORATION	LIBRARY ONLINE PROGRAMMING	2,000.00
057566	PRISMHR, INC.	MONTHLY SOFTWARE SUPPORT - HR	454.12
057567	PROQUEST LLC	ELECTRONIC LIBRARY SERVICES	14,750.79
057568	SCHINDLER ELEVATOR CORPORATION	ELEVATOR MAINTENANCE	2,242.08
057569	SPOKANE CO. WATER DISTRICT #3	MONTHLY UTILITY FEE-HASTINGS PROPERTY	21.70
057570	DEER PARK TRIBUNE	LIBRARY MATERIALS	50.00
057571	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	671.11
057572	UNIQUE MANAGEMENT SERVICES	MONTHLY COLLECTION AGENCY & NOTICE FEES	1,661.33
057573	ANDREA W. VAUGHN	LIBRARY ONLINE PROGRAMMING	450.00
057574	VERIZON WIRELESS	MONTHLY CELL PHONES (20)	498.51
057575	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	527.49
057576	WHITWORTH WATER DISTRICT	WATER - NORTH SPOKANE	166.47
057577	WICK ENTERPRIZES, LLC	ADVERTISING	343.62
057578	ALLSTREAM	MONTHLY DID, PRI AND LONG DISTANCE PHONE SVC	545.74
057579	AMAZON CAPITAL SERVICES	PROGRAMMING AND OFFICE SUPPLIES	972.92
057580	A.M. BEST COMPANY, INC.	LIBRARY MATERIALS	217.53
057581	ARGUS JANITORIAL	MONTHLY CUSTODIAL SERVICES	16,659.99
057582	BOOKS IN MOTION	LIBRARY MATERIALS	30.26
057583	CAL'S UPHOLSTERY	RE-UPHOLSTERING LIBRARY CHAIRS	1,546.38
057584	CENTURYLINK	MONTHLY ANALOG TELEPHONE LINE: SV ELEVATOR	59.74
057585	CITY OF CHENEY	WATER, SEWER, ELEC. - CHENEY	952.51
057586	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML	253.93
057587	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	535.03
057588	DEPARTMENT OF LABOR & IND.	QUARTERLY LABOR & INDUSTRIES TAXES PAID	99.30
057589	EMPIRE DISPOSAL INC.	MONTHLY SOLID WASTE - FAIRFIELD	42.84
057590	GALE/CENAGE LEARNING	LIBRARY MATERIALS	105.69
057591	KELLY MILNER HALLS	LIBRARY PROGRAMS	400.00
057592	INGRAM DISTRIBUTION GROUP, INC	WEEKLY LIBRARY MATERIALS	12,532.37
057593	INLAND POWER AND LIGHT	ELECTRIC UTILITIES - AH, DP	710.20
057594	JOURNAL OF BUSINESS	LIBRARY MATERIALS	99.95
057595	MIDWEST TAPE	WEEKLY LIBRARY MATERIALS	4,196.13

057596	ORBIS CASCADE ALLIANCE	ANNUAL ILL COURIER SERVICE	5,563.58
057597	OVERDRIVE, INC.	WEEKLY LIBRARY MATERIALS e-Books	14,213.28
057598	PRISMHR, INC.	MONTHLY SOFTWARE SUPPORT - HR	454.12
057599	PRORELO GROUP, LLC	BOOK CART RENTAL DURING COVID-19	1,058.00
057600	THE SPOKESMAN- REVIEW	LIBRARY MATERIALS	1,825.00
057601	SPOKANE COUNTY ENVIRONMENTAL SERVICES	MONTHLY SEWER - AR, NS, SV	628.90
057602	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	33.00
057603	STATE PROTECTION SERVICES INC	MOBILE AFTER HOURS SECURITY: SV, NS	744.00
057604	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	431.92
057605	UNIQUE MANAGEMENT SERVICES	MONTHLY COLLECTION AGENCY & NOTICE FEES	691.73
057606	UPS	SHIPPING	42.16
057607	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	1,479.14
057608	WASTE MANAGEMENT OF SPOKANE	MONTHLY REFUSE	1,238.87
057609	WITHERSPOON BRAJCICH MCPHEE, PLLC	LEGAL SERVICES, GENERAL COUNSEL	1,038.00
057610	AMAZON CAPITAL SERVICES	PROGRAMMING AND OFFICE SUPPLIES	444.33
057611	DELL MARKETING L.P%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	22,108.12
057612	GALE/CENAGE LEARNING	LIBRARY MATERIALS	381.74
057613	GENERAL FIRE EXTINGUISHER SERV	ANNUAL FIRE EXTINGUISHER TESTING	494.58
057614	INGRAM DISTRIBUTION GROUP, INC	WEEKLY LIBRARY MATERIALS	11,321.96
057615	INLAND POWER AND LIGHT	ELECTRIC UTILITIES - AH, DP	419.66
057616	LEADERSHIP SPOKANE	TRAINING PROGRAM - MILTON	3,250.00
057617	MIDWEST TAPE	WEEKLY LIBRARY MATERIALS	6,819.42
057618	OPTUM	MONTHLY HSA ACCOUNT FEES	66.00
057619	OVERDRIVE, INC.	WEEKLY LIBRARY MATERIALS e-Books	15,629.06
057620	PERRINE PROPERTIES, LLC	MONTHLY PARKING LOT LEASE, SV	300.00
057621	RECORDED BOOKS, LLC	WEEKLY LIBRARY MATERIALS	368.04
057622	SHI INTERNATIONAL CORP	IT HARDWARE & SOFTWARE	4,961.46
057623	SIRSIDYNIX	ANNUAL SOFTWARE MAINT & SUPPORT	3,515.52
057624	BPR CUMULUS LLC	MONTHLY LEASE PAYMENT, BOOKEND	3,120.00
057625	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	10,670.79
057626	ZIPLY FIBER	TELEPHONE & BROADBAND - FF	125.94
057627	VOID CHECK	***VOID CHECK***	-
057628	A.M. BEST COMPANY, INC.	LIBRARY MATERIALS	435.06
057629	ASSOCIATION OF BOOKMOBILE AND OUTREACH SERVICES	VIRTUAL CONFERENCE REGISTRATION -3 EMPLOYEES	207.00
057630	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	501.54
057631	GALE/CENAGE LEARNING	LIBRARY MATERIALS	946.64
057632	INGRAM DISTRIBUTION GROUP, INC	WEEKLY LIBRARY MATERIALS	6,380.84
057633	MIDWEST TAPE	WEEKLY LIBRARY MATERIALS	3,386.17
057634	OVERDRIVE, INC.	WEEKLY LIBRARY MATERIALS e-Books	11,935.95
057635	PROVISIO LLC	SITEKIOSK WINDOWS VERSION SOFTWARE UPDATE	2,156.00
057636	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	372.26
057637	THE SPOKESMAN- REVIEW	LIBRARY MATERIALS	478.40
057638	AMAZON CAPITAL SERVICES	PROGRAMMING AND OFFICE SUPPLIES	351.06
W00840	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	66,234.22
W00841	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	3,223.02
W00842	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	58,010.58
W00843	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,769.75
W00844	ASSOCIATION OF WASHINGTON CITIES - VIMLY BENEFITS	MEDICAL, DENTAL, VISION & LIFE INS.	93,775.80
W00845	TECHOPS SPECIALTY VEHICLES LLC	FIRST HALF PAYMENT FOR BOOKMOBILE AND VAN	253,945.32
W00846	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	62,311.71
W00847	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	54,913.21
W00848	US BANK - HEALTH - OPTUM	H S A CONTRIBUTIONS	1,769.75
W00849	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	3,223.02
W00850	SAGE SOFTWARE, INC	ANNUAL ACCOUNTING SOFTWARE SUPPORT	2,610.33
Total Non-Payroll General Operating Fund			\$ 879,576.98

PAYROLL VOUCHERS

08102020PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYROLL CHECKS	\$ 212,414.51
08252020PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYROLL CHECKS	200,640.49
Total Payroll General Operating Fund			\$ 413,055.00
TOTAL GENERAL OPERATING FUND			\$ 1,292,631.98

**July/August, 2020
Paid in August, 2020
Voucher # 057625**

Card Category	Amount
General Purchases	\$ 7,560.63
Maintenance	\$ 1,066.63
Travel	\$ 179.16
Acquisitions	\$ 1,862.04
Information Technology	\$ 2.33
Outreach	\$ -
General Fund Purchases	\$ 10,670.79

Top Individual Charges

Katom Restaurant	Commercial Chest Freezer	\$ 2,164.94
Uplift Desk	Standing Desk and File Cabinet	1,167.41
FastSigns	Curbside Pickup Signs	848.57
Melissa and Doug	Wooden puzzles for kits	774.39

NEW SPOKANE VALLEY LIBRARY: ARCHITECTURAL SERVICES

Background

To summarize the outcome of the August meeting regarding architectural services, Trustees directed staff to begin the next steps in the process for the District to secure architectural services. Staff were to initiate the RFQ process, pending the outcome of the application process for the Washington State Treasurer's LOCAL Program.

As of this writing, the District has not heard back regarding its application status. Staff will provide any new information about the status at the Board meeting.

As discussed at the August Board meeting, Trustees directed staff to prepare for the creation of an architectural services selection special committee made up of key staff and two Trustees to participate in the selection process for an architectural firm.

This multi-month process would begin with the publication of the RFQ, and would ultimately result in the committee returning to the Board with a recommendation for an architectural firm at a future meeting.

Regarding the creation of such a committee, Section 4.2 Committees of the Board of Trustees states the following:

Upon motion and Board approval, the Board may form standing or special committees and may appoint Trustees and others to serve on the committees. At the time a committee is formed, the Chair shall specify its objective and duration. Committee recommendations shall be presented to the Board for consideration.

The proposed makeup of this special committee would include Chair John Craig, Vice Chair Mark Johnson, Executive Director Patrick Roewe, Operations Director Doug Stumbough, Communication and Development Director Jane Baker, and Finance Director Rick Knorr. Given the scope of the project, the District will need to hire an owner's representative, who would also be part of the committee.

In addition, city of Spokane Valley staff have volunteered to have a staff member assist in the selection process. Given their recent experience in the construction of the new City Hall building, as well as the ongoing collaboration for the project necessitated in the interlocal agreement, District staff recommend having City staff representation on the committee as well.

Executive Director Patrick Roewe and Finance Director Rick Knorr will provide an overview and will be available to answer any questions.

Recommended Action: Board motion to approve the formation of an architectural services selection special committee.

SOCIAL MEDIA

BACKGROUND

Spokane County Library District endorses the use of carefully chosen social media tools as an important enhancement to the communication, collaboration, and information exchange among District staff, library customers, and the public.

Suggested key revisions and the rationale behind those revisions include:

- Updated purposes of social media and terms of use.
- Programs and programming have been added to the policy to include the recent use of social media to deliver programs via social media platforms.
- Employment opportunities are often posted on our social media platforms and the catalog feature that was once included on Facebook has been discontinued. Verbiage has been added and deleted to reflect these changes.
- Subheadings have been included to delineate public and staff terms of use. Language was added to include other organizations, as the District interacts with partner and community organizations on various platforms, as well as individuals. Also added was verbiage to prohibit posting of illegal content and content that may compromise safety and security of the public or public systems.
- Staff terms of use were included to better align this policy with the Code of Conduct.

The recommended revisions have been reviewed by the District's legal counsel.

Communication & Development Director Jane Baker will be available to answer any questions on the proposed policy.

Following are an edited copy of the current policy, with revisions indicated by strikethrough (removal) or underline (addition), as well as a clean copy of the recommended policy.

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

SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy

POLICY: SOCIAL MEDIA

APPROVAL DATE: November 20, 2012

REVISION DATE: ~~September 18, 2018~~ September 15, 2020

RELATED POLICY:

Code of Conduct

Purpose:

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

Definition:

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

POLICY:

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

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

Public Terms of Use:

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

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

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

- Plagiarized material
- Off-topic comments
- Commercial material, spam, and solicitations
- Duplicate posts from the same individual
- Impersonation of another person or posting of someone's private information
- Profanity and political statements
- Any efforts to intimidate, harass, personally attack, or defraud another
- Any disruptive or excessive postings
- Posting meant to further illegal activity
- Sexual content or links to sexual content
- Statements that ridicule, malign, disparage, or otherwise express bias against any race, religion, disability, gender, and any status protected by law or District policy ~~or any group or individual~~
- Content that reveals private, personal information without permission
- Posts that violate brand trademarks or copyrights
- Information that may compromise the safety or security of the public or library staff
- Images, executable programs, or any non-textual content
- Information or photos about member interactions without their permission
- Disclosure of confidential, legal, or private information held by the District, including that which pertains to staff or customers
- Any contests or promotions directed toward members or staff that are not approved by the Communication Department
- Content that violates federal, state, or local law
- Information that may tend to compromise the safety or security of the public or public systems

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

All comments are public records, and as such, are subject to public records laws and records retention schedules.

Staff Terms of Use:

Library staff are encouraged to share District events, services, and community information on their personal social accounts with the following in mind:

- Refrain from identifying themselves as representing the District and/or the District's views, unless they are authorized to do so.
- Preface their opinions about libraries, the District, or work duties with a disclaimer stating that their views do not necessarily represent the District's.
- Never share any proprietary or confidential information about the District, its employees, its customers, prospects, partners, or suppliers.

- Never post anything threatening, harassing, bullying, or defamatory or that could contribute to a hostile work environment by disparaging others based on race, gender, disability, religion, and any status protected by law or District policy.

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.

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

SPOKANE COUNTY LIBRARY DISTRICT

Draft Policy

POLICY: SOCIAL MEDIA

APPROVAL DATE: November 20, 2012

REVISION DATE: September 15, 2020

RELATED POLICY:

Code of Conduct

Purpose:

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

Definition:

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

POLICY:

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

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

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

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- Off-topic comments
- Commercial material, spam, and solicitations
- Duplicate posts from the same individual
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- Profanity and political statements
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- Any disruptive or excessive postings
- Posting meant to further illegal activity
- Sexual content or links to sexual content
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The District will make a good faith effort to implement this policy in a fair and consistent manner.

Overdue Fines – Discussion

Background

As part of the 2020 Work Plan presented to the Board of Trustees in December 2019, one of the projects identified was to explore eliminating overdue fines. Staff were tasked to analyze the impact of eliminating overdue fines on both the District and customers, with results of that analysis to be presented to the Board for discussion and potential direction.

Staff will provide an overview of the District's overdue fines program, including the current process for assessing and administering overdue fines, overdue fines revenue history and trends, experiences of other public libraries that have eliminated overdue fines, options for the District to consider if it were to eliminate overdue fines, and other related informational items.

Executive Director Patrick Roewe will provide an overview and be available to answer any questions.

Recommended Action: This item is for discussion, with no formal action required. The Board may direct staff to provide additional information at a future meeting.

COVID-19 Response Update – September 15, 2020

Background

Governor Jay Inslee's "Safe Start" plan includes a four phase approach to reopening the state. Public libraries are specifically mentioned as being allowed to provide curbside pickup service in Phase 2, and have the option to reopen buildings to the public in Phase 3. As of this writing, Spokane County remains in Phase 2.

All library service suspensions or extensions previously discussed with and/or approved by the Board remain in effect.

Staffing

No changes since the last update.

Curbside Pickup

No changes since the last update. Following guidelines issued by the state, curbside pickup service continues to be provided at all District libraries.

Online Summer Reading

No changes since the last update. Virtual summer programming is ongoing, providing individuals, families and groups the opportunity to engage in a variety of programs and activities.

New Services

We've had positive responses from customers for the "Book Butler" service in which staff will select books for customers based upon preferences submitted online or over the phone. The books are made available for pickup via curbside.

Forthcoming New Services

Remote Printing and Pickup: We will be launching a remote printing service in the near future. Customers can submit print jobs via an online platform and then pick them up at the library of their choice via curbside pickup.

Wireless Hotspots: We applied for and were awarded a grant through the Washington State Library for 30 wireless hotspots and funding for the annual data costs. Once these portable devices arrive, they will be processed into our system and available for customer checkout.

When will the District reopen buildings to the public?

No changes since the last update. We don't have sufficient information at present to determine a firm date for reopening buildings to the public. The state has not issued guidelines for libraries in Phase 3 as of this writing, and we are awaiting them for planning purposes. At present, the District will likely not open buildings to the public until later in Phase 3, depending on what is required of us operationally.

With curbside and online services currently in place, and more in development, the District will continue to offer nearly a full suite of library services through a variety of platforms, regardless of the Safe Start phase in which Spokane County finds itself.

What will reopening look like?

No changes since the last update. The Leadership Team continues to work on that very question while awaiting the guidelines. We have expanded the District's 'Infectious Disease Preparedness and

Response Plan' to provide additional details about our response to the pandemic and a general roadmap for reopening. As previously discussed, this plan is adaptable to changes in the public health landscape that may affect District operations.

Executive Director Patrick Roewe will provide a brief update and be available to answer any questions.

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

FUTURE BOARD MEETING TENTATIVE AGENDA ITEMS: OCTOBER - NOVEMBER 2020

October 20, 2020: North Spokane Library * - 4:00 p.m.

- New Spokane Valley Library (TBD)
- 2021 Budget
 - Public Hearing on Authorized Revenue Sources
 - 2021 Preliminary Budget Presentation
 - Organizational Memberships Review
 - Board Direction to Staff
- Personnel Policy (Tentative): Approval recommendation.
- Customer Privileges and Responsibilities Policy (Tentative): Approval recommendation.
- Public Art in District Facilities Policy: Approval recommendation.
- COVID-19 Response Update

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

November 17, 2020: North Spokane Library * - 4:00 p.m.

- New Spokane Valley Library (TBD)
- 2021 Preliminary Budget Update
 - Cost of Living Adjustment (COLA) for 2021 (Tentative): Approval Recommendation.
 - Adopting a 2021 Preliminary Budget and Certifying It to the Board of County Commissioners (Resolution No. 20-xx): Approval Recommendation.
 - Authorizing 2020 Property Tax Levy Increase for Collection in 2021 (Resolution No. 20-xx): Approval Recommendation.
 - Levying the Regular Property Taxes for SCLD for Collection in 2021 (Resolution No. 20-xx): Approval Recommendation.
 - Board Direction to Staff
- Volunteer Program Policy: Approval recommendation.
- COVID-19 Response Update

SPECIAL MEETINGS/ACTIVITIES

2020

Oct12 Staff Day – Canceled

➤ * If not by teleconference

EXECUTIVE DIRECTOR'S REPORT AUGUST 2020

Business Office, Finance and Facilities – Rick Knorr

General Fund

Property Tax Collections and Assessed Values

On August 27, the Spokane County Treasurer announced an extension of second half property tax payments for county residents from October 31, 2020, to December 31, 2020. This is similar to the extension provided for the first half payments. Also, similar to the first half, this extension does not apply to escrow payments made on behalf of property owners, which typically amount to 75% of the collections, if not more. If the pattern for the first half collections is reliable, collections by the end of December 2020 will still be near normal.

On August 4, the Assessor's Office provided the initial report on the annual increase in assessed valuation (A.V.) on existing real property. The increase was reported at nearly 10%. Since the District annual levy increase is limited to 1%, plus the value of new construction, any A.V. increase over 1% results in a levy rate reduction. It is anticipated that the rate will now decline to somewhere between .4610 and .4650 as of January 1, 2021.

Expenses

Total expenses before transfers is 60% of budget, versus the target after 8 months of 66.7%. Most all categories are now under budget due to the effect of the Governor's "Stay Home, Stay Healthy" and "Safe Start" orders on the District's level of operations.

2021 Budget

Next month, development of the 2021 budget begins. Following is a brief recap of the process.

- October Board Meeting:
 - Public Hearing on Authorized Revenue Sources occurs
 - Preliminary budget is presented, with a focus on the revenue side of the budget
- November Board Meeting:
 - Preliminary budget update is presented
 - Expense analysis is done in further detail at this meeting
 - Three required resolutions, and possibly an optional fourth resolution, are presented for Board of Trustees' approval. Approved resolutions must be submitted to the Assessor's Office prior to November 30, 2020, for the District to levy taxes for 2021.
- December Board Meeting:
 - Amendment to the budget may be presented based on newly received information.

Facilities Report

North Spokane Restroom Remodel

The restrooms at North Spokane are complete. The District is still holding the final retainage until all release of liens have been received from all subcontractors who worked on the project.

HVAC Upgrade Project

The HVAC project is proceeding as planned. The tentative schedule includes a solicitation for bids by the end of September, and to provide the results and a contract award recommendation for approval at the October board meeting. However, another month may be needed.

Human Resources – Toni Costa

Training

The training focus has shifted from being strongly COVID focused, to mental health, dealing with stress and ongoing development of leadership skills. Recorded webinars and self-paced trainings were added to the LMS (the District's online training platform) on topics such as self-care during the pandemic, leadership, and new programming ideas.

Other Updates

August was the first month where we had significant employee turnover. Three employees left the District: a Public Services Specialist from SV, a Public Services Associate from AH and a Library Page from NS. There was no other employee movement within the District.

Communication and Development – Jane Baker

Communication

The mid-August eNewsletter analytic report shows that Curbside Pickup was the most clicked link and customers are still discovering this service. Our newest service, Book Butler, was the second more clicked link.

This month also saw a lot of planning in the Communication Department for ways to work more efficiently with online programs and videos for the public, and ways to respond more quickly to staff and customers.

Media coverage included a feature story on KXLY's Good Morning Northwest regarding the District's online resources supporting distance learning in public schools. Similar information will be included in a letter to schools, and an upcoming blog post that shares information to support teachers and students.

Development

In Development, research and planning began for modifying a capital campaign for the Spokane Valley Library in anticipation of an architectural design.

Operations – Doug Stumbough

Curbside Pickup

August saw 12,601 customers visit our libraries and check out 50,714 items via curbside service. The visits are up from the 11,907 who visited in July, although slightly fewer items checked out last month (53,719), and 11% of the visits and 29% of physical items checked out last August (107,450 and 177,037, respectively). On average, libraries served 50 customers each day, with North Spokane (3,675 visitors, 9,130 items checked out) and Spokane Valley (3,254; 8,077) seeing the most activity, and averaging more than 20 visits per hour.

Customer-placed holds increased significantly in August compared to the same month last year (27%), with 38,390 requests for physical items (30,144 in 2019), and up 10% over last month, indicating that an

increasing number of customers are finding and using the new service. Curbside service is planned as an ongoing service, and will continue to be offered to customers as part of regular library services in the future.

Online Summer Programming

Summer programs continued online in August. The most popular program this month was the Science and Stories: Owl Pellets, which drew 109 curious attendees. Other popular offerings included Create a Fairy Gnome House Online, EnviroKids Club: The Air We Breathe, EnviroKids Club: Worms Eat the Darndest Things, author talks with Peter Brown and Kelly Milner Halls, and Magic Tricks and Secrets with Jeff Evans. All in all, the programs in July averaged 29 participants, surpassing the July average (25) and double the average for the same month last year (12).

Phase 3 Preparations

Preparations for the next phase of reopening continue, although there is no clear timeline on when Spokane County would be approved for Phase 3 of the Governor's "Safe Start" plan. While subject to change, it would likely take several weeks of additional planning and preparation between when Phase 3 starts for our county and we actually open our doors.

Collection Services – Andrea Sharps

Selection Strategies in Response to the COVID-19 Library Closures

In August, Collection Services staff continued the practice of submitting OverDrive orders once a week. We kept the OverDrive and *hoopla* checkout limits the same as well as the OverDrive customer recommendations limit in order to give as many of the District's 118,000 cardholders the opportunity and ability to access and enjoy these digital services during library closures due to the continuing COVID-19 crisis.

Continuing a practice started in June and in order to meet demand for bestsellers and high-interest items during Phase 2 when customers are not able to access the buildings for browsing purposes, we have been running a monthly report for items with a specified number of holds District-wide. We have asked the staff at The BookEnd to locate these items if they are on the shelf at The BookEnd and change their status to make them available to fill holds. This temporary workaround will help to get more copies of high-demand items into customers' hands more quickly and will free up room on The BookEnd's shelves for incoming new materials when library buildings are reopened to customers in Phase 3.

Top Checkouts and Holds

This month we are focusing on **OverDrive (digital)** titles with the most checkouts occurring during the month and titles with the most holds placed during the month. We also included the **adult (physical)** titles with the top checkouts and holds as curbside delivery started on June 3.

- Popular **OverDrive** titles August 2020:
 - Checkouts August 1 – August 31:
 - *The Darwin Affair: A Novel* by Tim Mason. eBook. (156)
 - *The Darwin Affair: A Novel* by Tim Mason. eAudiobook. (84)
 - *Where the Crawdads Sing* by Delia Owens. eBook. (82)
 - Holds as of September 1:
 - *Midnight Sun* by Stephenie Meyer. eBook. (114)

- *Midnight Sun* by Stephenie Meyer. eAudiobook. (98)
- *The Guest List: A Novel* by Lucy Foley. eBook. (94)

As a note, *The Darwin Affair: A Novel* by Tim Mason was OverDrive’s Big Library Read selection from August 3 – August 17, 2020. OverDrive’s Big Library Read is an opportunity for those with a valid library card to read the same digital title at the same time without any wait lists or holds. By participating in this event, it allows libraries to offer a new simultaneous use title for community-wide access at no cost.

- Popular **Adult Book** titles August 2020:
 - Checkouts:
 - *Too Much and Never Enough: How My Family Created the World’s Most Dangerous Man* by Mary L. Trump (37)
 - *Camino Winds* by John Grisham (30)
 - *Walk the Wire* by David Baldacci (28)
 - Holds:
 - *Caste: The Origins of Our Discontents* by Isabel Wilkerson (38)
 - *The Silent Wife: A Novel* by Karin Slaughter (26)
 - *The Sentinel: A Jack Reacher Novel* by Lee Child (25)

Select Digital Circulation Statistics

hoopla Checkouts	
August 2019	2019
August 2020	2550
%	+26%
OverDrive Checkouts	
August 2019	54714
August 2020	62276
%	+14%
OverDrive Holds	
August 2019	13938
August 2020	21313
%	+53%

COLLECTION MONTHLY REPORT

August 2020

	Select Transaction Count		
Physical Collection	YTD 2020	YTD 2019	CHANGE
Items Processed	34,009	46,695	-27%
Interlibrary Loan Total	3,052	8,399	-64%
Overdrive			
Total Checkouts	419,771	413,195	17%
Total Holds	171,913	128,362	34%
hoopla			
Total Checkouts	21,226	16,123	32%
	Total Items in Collection		
Material Type	YTD 2020	YTD 2019	CHANGE
Print	320,495	314,630	2%
Nonprint	84,593	85,138	-1%
Overdrive	102,961	90,254	14%
Grand Total	508,049	490,022	4%

NOTES: PRINT = Books and Periodicals
 NONPRINT = DVDs, CDs, Books on CD, and other media
 OVERDRIVE = Downloadable eBooks and Audiobooks

Executive Director – Patrick Roewe

Leadership Team Updates:

The majority of this month’s efforts were addressed in other agenda items. As has been the case for the last 6 months, a primary focus for me and the rest of the Leadership Team has been on continued adaptation and response to the “new normal” of COVID-19 and public health landscape and its impact on District operations. Supplementary updates are as follows:

COVID-19 related Updates

Staff Communication

We conducted an All Staff Zoom meeting at the end of August. It provided staff the opportunity to be updated on the status of District operations under the ongoing pandemic, as well as submit questions and suggestions for response. Around 80 staff members participated in the meeting.

Other Updates

Wi-Fi Update

When libraries closed as directed in the Governor's "Stay Home, Stay Healthy" order earlier this spring, the District's Wi-Fi Internet hours were increased in anticipation of a wider demand from students, job seekers, and the public in general. Additionally, this summer we applied for and was awarded a grant through the Washington State Library for 30 wireless hotspots and funding for the annual data costs. Once these portable devices arrive, they will be processed into our system and available for customer checkout. Finally, we are actively working with our broadband vendor to acquire equipment to expand the range of our wireless Internet coverage further into the library parking lots. We anticipate this additional coverage will fall under the scope of our current E-Rate filing; therefore, making us eligible to receive the devices at a discount, with intention toward installation this fall.

Security Improvement Project Update

Due to the disruption caused by pandemic, particularly the closure required by the "Stay Home, Stay Healthy" order, several projects outlined in the 2020 Work Plan presented to the Board in December 2020 have been delayed. Among those projects are the security improvements, which includes the installation of security cameras and the updating of building access control. Staff reprioritized focus on those work plan items that could be advanced without significant on-site work, such as the mobile library vehicles and the new Spokane Valley library projects. A more complete report on the status of 2020 Work Plan projects will be provided later in the year, and any projects delayed by the pandemic will be added to the 2021 Work Plan.

Operations Report August 2020

Doug Stumbough and Kristy Bateman

Service Priority Teams

Business and Career Development (Stacey Goddard)

- Our Small Business Boot Camp registration period opened on August 18 and will close September 14. The Communication team has put extra effort into promoting the program, and we're hopeful the 24 available spots will all be filled.
- Communication also created printable application forms and flyers for us, which allowed us—with Administrative Services Associate Rose's able assistance—to mail information packets to 25 small businesses in Deer Park. We've already had one paper form completed and returned to the Deer Park library.

Early Learning (Mary Ellen Braks)

- The Early Learning team has been filming videos for virtual Storytime.
- Sheri Boggs and I have done two picture book chat programs online. The first had one person attend and the second had five.
- The Early Learning team is working on creating an online reading program, *1000 Books before Kindergarten*. The goal is to help build early literacy skills to be ready to learn when children start kindergarten.

Education and Enrichment (Gwendolyn Haley)

- 614 people participated in virtual programs this month, with 109 at the *Mobius Owl Pellet* dissection program. The *Envirokids Series*, and craft programs also proved popular.
- A devoted group of Gilmore Girls fans showed up for trivia. The learning circle on race has a small but committed group engaging in cooperative learning on a challenging topic.
- We are working on re-launching the museum passes now that the MAC has reopened, and also launching new reading challenges on Beanstack for the fall.

Digital Projects and Resources (Carlie Hoffman)

- The team reviewed library catalogs using different catalog enhancements for book recommendations and reviews provision. We discussed the merits of each of the products. We will be replacing our catalog enhancement service by the end of 2020.
- The business team and I met with a representative from EBSCO to discuss Entrepreneurial Mindset Training, a digital resource that we will utilize in our Libraries Build Business program.
- Foundation Directory Online Essential, a pared down version of Foundation Directory Online Professional, is now available for customers to access from home.

Information Technology (Patrick Hakes)

- Purchased three Surfaces and 19 laptops for staff. This was both for replacement purposes and to help facilitate remote work by District staff as a result of the coronavirus pandemic.
- Continued working with District staff in regard to Phishing email training.
- Public Internet stations have been successfully moved from the older web filter appliance to the new cloud-based service.
- Continued working on laying the ground work to move District staff to Office 365.

Library Reports

Airway Heights: Jennie Anderson

- Customers have enjoyed being able to pick up their permanent library cards via curbside and start utilizing services.

- Several customers have expressed that the library is a “life saver” as they come to use the District’s public Wi-Fi to download materials and then head back home.

Argonne: Pat Davis

- Staff assisted three customers needing court forms printed. The customer provides the document information needed and staff have printed the blank forms for pickup at curbside.
- One woman was very enthusiastic about the new curbside signs. She thought the signs looked wonderful and thanked whoever was responsible.

BookEnd: Danielle Marcy

- PSA Mikayla reported a customer who was going out of town was thrilled that he could still call The BookEnd to have a new book he wanted set aside for curbside pickup.
- PSA Mikayla shared a regular BookEnd customer wanted to browse the audiobooks. To recreate the experience in a safe way, staff arranged the audiobooks so the customer could see them from the front window in the mall. The customer then ordered through curbside the titles she wanted.

Cheney: Amy Fair

- Librarian Crystal coordinated with the Cheney Parks and Rec to provide Engage, pencils, and curbside flyers to just under 300 kids at the city’s first drive-through version of its “Back 2 School” event.
- Curbside service continues to be popular, with our average increasing by four transactions per day this month. A note was put in our book drop from a regular customer who said thank you for everything we do “but especially for interlibrary loan and for including a lovely and timely bookmark! I do have a bad habit of mangling them while reading powerful books.”

Deer Park: Kris Barnes

- One grateful grandma raved about the *Creativity Kits*. She told staff that her grandkids were loving them and were very excited each week to see what the kits contained.
- Deer Park staff served 702 *Summer Snacks* to hungry children this month during curbside service.

Fairfield: Kristy Bateman

- Staff continue to hear customers remark on how great it is to have access to library materials; how much the kids enjoy the creativity kits; and how much they appreciate staff recommending books.

Medical Lake: Cecelia McMullen

- *Family Creativity Kits* continue to bring smiles and squeals of delight. Children in their car seats wave excitedly when they see us approaching their vehicle.
- Customers of all ages appreciate the ability to call us, or use *Book Butler* to find new reading material.

Moran Prairie: Caitlin Wheeler

- One customer told PSA Katie, “When the restaurants and stores opened, I didn’t care too much. But when I learned the library was offering curbside, I did a happy dance around the house!”
- A customer with accessibility needs always thanks us for accommodating her when we bring a cart up to her driver window and step back 6 feet so she can grab her items in a way that fits her needs. She told me it’s been a great comfort to have the library open during this time.
- Many customers have mentioned that they can’t wait for the library to reopen – but that they’re very grateful for our carefulness and for curbside in the meantime.

North Spokane: Brian Vander Veen

- We continued to be busy with curbside service, filling an average of more than 120 orders per day through the month of August.

Otis Orchards: Danielle Marcy

- LA Cindy relayed that a customer commented how she was initially skeptical of the *Camp Read-a-Rama* program; however, after her child participated the customer enthused that it was a great experience.

- A customer reported being pleasantly surprised by the amount of books her three children ordered, saying, “They order them and I pick them up.”

Spokane Valley: Aileen Luppert

- This month we received a phone message from a gracious customer who wanted us to know Library Assistant Judy is “an amazing angel.” The woman shared that her favorite thing is the library and during this time she has felt empty without it. She wanted to try curbside, but when she tried online she got confused. Eventually she called and reached Judy. The customer said Judy “patiently walked me through the process without making me feel silly.” She ended the message saying she wanted to “hug Judy through the phone.”
- We also received a postcard in the mail that read, “Thank you for finding a way to deliver books to all the desperate bibliophiles despite the trying circumstances! Please know your work is always deeply appreciated and especially right now when everything is out of whack.”

Security Incident Reports

For August 2020, there were seven Security Incident reports filed, three less than last month (10) and 34 less than August 2019 (41). Argonne/Admin building had the most incidents reported with four. The most frequently reported incidents related to General Code of conduct with five incidents. There was no door count comparison this month due to the COVID-related building closure; however, approximately 12,600 customers were served via curbside pickup.

Public Use Measures

August 2020

Measure	This year	Last year	YTD	Last YTD
	This Month	This Month	This year	Comparison
Cardholders	109,045	111,999		-3%
Door count	12,601	107,450	283,933	-66%
Items Borrowed	115,540	233,770	1,099,059	-39%
• Airway Heights	1,269	6,125	18,954	-54.78%
• Argonne	3,746	12,705	42,381	-57.20%
• Cheney	4,080	13,572	46,188	-54.34%
• Deer Park	3,233	12,486	43,728	-57.06%
• Fairfield	656	1,160	5,049	-46.85%
• Medical Lake	1,272	3,857	12,725	-62.93%
• Moran Prairie	5,944	18,316	64,450	-52.89%
• North Spokane	15,211	48,478	167,932	-54.10%
• Otis Orchards	1,963	5,230	19,641	-53.61%
• Spokane Valley	12,639	50,605	160,603	-58.86%
• The BookEnd	548	4,016	12,871	-57.43%
• Digital	64,826	56,733	503,017	17%
Programs				
• Number	22	275	846	-67%
• Attendance	630	8,260	16,730	-72%
Internet Station Use (%)	0	49.4%	47.1%	
Meeting room bookings	0	515	1,410	-68%
Digital Resource Use	128,685	84,057	681,707	-4%

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.*

**Spokane County Library District
Summary of Revenues & Expenses - (Cash Basis)
For the Eight Months Ended August 31, 2020**

	Y-T-D Actual	Annual Budget	Percent Used	Balance Remaining
			Target 66.7%	
REVENUES				
PROPERTY TAXES	\$ 8,685,883	\$ 15,315,000	56.71%	\$ 6,629,117
CONTRACT CITIES - AIRWAY HEIGHTS	254,344	339,000	75.03%	84,656
CONTRACT CITIES - SPOKANE	50,854	100,000	50.85%	49,146
FINES & FEES	48,164	155,000	31.07%	106,836
GRANTS & DONATIONS	57,688	39,000	147.92%	(18,688)
E-RATE REIMBURSEMENTS	261,298	198,000	131.97%	(63,298)
LEASEHOLD & TIMBER TAX, REBATES, OTI	20,988	26,100	80.41%	5,112
INTEREST REVENUES	54,963	80,000	68.70%	25,037
TOTAL REVENUES	\$ 9,434,182	\$ 16,252,100	58.05%	\$ 6,817,918
TRANSFERS IN	-	-	0.00%	-
TOTAL REVENUES & TRANSFERS IN	\$ 9,434,182	\$ 16,252,100	58.05%	\$ 6,817,918
EXPENSES				
SALARIES	\$ 4,462,983	\$ 6,985,400	63.89%	\$ 2,522,417
FRINGE BENEFITS	1,594,357	2,451,300	65.04%	856,943
SUPPLIES	91,775	165,700	55.39%	73,925
UTILITIES	313,564	480,900	65.20%	167,336
SERVICES	797,221	1,386,900	57.48%	589,679
INSURANCE	60,728	62,000	97.95%	1,272
CAPITAL EQUIPMENT	611,166	1,490,000	41.02%	878,834
LIBRARY MATERIALS	1,246,444	2,057,000	60.60%	810,556
ELECTRONIC LIBRARY MATERIALS	133,780	250,000	53.51%	116,220
LIBRARY PROGRAMS	60,043	112,900	53.18%	52,857
OPERATIONAL CONTINGENCIES	0	50,000	0.00%	50,000
TOTAL EXPENSES	\$ 9,372,061	\$ 15,492,100	60.50%	\$ 6,120,039
TRANSFERS OUT	-	760,000	0.00%	760,000
TOTAL EXPENSES & TRANSFERS OUT	\$ 9,372,061	\$ 16,252,100	57.67%	\$ 6,880,039
Net Excess of Revenues Over/(Under) Expenses	\$ 62,121	\$ -		
BEGINNING CASH	5,137,427			
NET FROM ABOVE	62,121			
ENDING CASH	\$ 5,199,548			
Number of months cash on hand		4.0		

REVIEW THE PERFORMANCE OF A PUBLIC EMPLOYEE

BACKGROUND

The agenda for the September meeting includes an executive session for the purpose of conducting the Executive Director's performance review. The Open Public Meetings Act allows the board to "review the performance of a public employee" in an executive session; however, any formal action must occur in open session.

Each year the Board of Trustees has an opportunity to provide feedback on the Executive Director's performance and set goals for the coming year. As requested by the Board of Trustees, both the Trustees and Leadership Team members were provided the opportunity to anonymously provide comments about Mr. Roewe's performance to Human Resources Director Toni Carnell. Ms. Carnell summarized the feedback from Leadership Team and distributed printed copies to Trustees in August.

Feedback from Trustees was compiled and distributed to Trustees in advance of this meeting.

Recommended Action: This item is for discussion, with no formal action required. The Board must reconvene in open session to take formal action.