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**Board of Trustees Regular Meeting**

April 20, 2021 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: **893 5708 5895**

**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 March 16, 2021, Regular Meeting Minutes [4:01-4:02]
  - B. Approval of March 2021 Payment Vouchers [4:02-4:03]
  - C. Unfinished Business [4:03-4:10]
    1. New Spokane Valley Library Project Update
  - D. New Business [4:10-4:20]
    1. Confidentiality of Library Records Policy: Approval Recommendation.
    2. COVID-19 Response Update
- V. DISCUSSION ITEMS, POSSIBLE ACTION [4:20-4:25]**
  - A. Future Board Meeting Agenda Items
- VI. REPORTS**
  - A. Trustees [4:25-4:30]
  - B. Executive Director [4:30-4:40]
    - Administrative
    - Community Activities
  - C. Operations [4:40-4:45]
  - D. Fiscal [4:45-4:50]
- VII. ADJOURNMENT**

[Estimated meeting length: Fifty (50) minutes, 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.***

04/20/2021

**SPOKANE COUNTY LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING MINUTES: MARCH 16, 2021**

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A regular meeting of the Board of Trustees of Spokane County Library District was held via teleconference at 4:00 p.m., Tuesday, March 16, 2021.

**Present:** Via Zoom Teleconference

John Craig - Chair  
 Mark Johnson - Vice Chair  
 Ami Calvert - Trustee  
 Jessica Hanson - Trustee  
 Kristin Thompson - Trustee  
 Patrick Roewe - Executive Director and Secretary

**Excused:** None.

**Also Present via Conference Call:** Jane Baker, Communication & Development Director; Amanda Flanery, Graphic Designer; Renee Klemmer, Graphic Design Assistant; Rick Knorr, Finance Director; 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.)** Mr. Johnson moved and Ms. Thompson seconded approval of the agenda. The motion was unanimously approved.

**Public Comment (Item III.)** Mr. Roewe read aloud one (1) public comment received via email prior to the noon deadline today. The comment was submitted by a customer named Dave who requested an extension of the current 30-minute time limit for use of District computers. Mr. Roewe briefly responded to Trustee queries about the 30-minute limit and said further information would be provided during the COVID-19 Response Update, Agenda item IV.D.3. There was no further public comment.

**Approval of Feb. 16, 2021, Regular Meeting Minutes (Item IV.A.)** Mr. Craig called for corrections to the February 16, 2021, regular meeting minutes. There were no corrections; the minutes stand approved as written.

**Approval of February 2021, Payment Vouchers (Item IV.B.)** Ms. Hanson moved and Ms. Calvert seconded approval of the February 2021 bill payment vouchers as follows:

Fund	Voucher/Payroll Numbers	Subtotal	Total
Feb. - L01	58142-58271 and W00902-W00910	\$938,066.17	\$938,066.17
	02102021PR and 02252021PR	\$397,008.93	\$397,008.93
L01		Total	\$1,335,075.10

**Meeting Minutes - Board of Trustees**

**March 16, 2021**

**Page 2**

**Approval of  
February 2021,  
Payment Vouchers  
(Item IV.B.)**

Mr. Roewe further reported a correction to the description for voucher #058236, noting payment of \$7,894.17, to Pro Mechanical Services, Inc., was for elevator repairs at Spokane Valley Library, not parking lot lighting upgrades as described. In response to Trustee queries, Mr. Knorr explained the repair was recommended for fire safety reasons as a result of a recent inspection.

There was no further discussion.

The motion was unanimously approved.

**Unfinished Business  
New Spokane  
Library Project  
Update:  
Architectural  
Services Contract  
Award  
(Item IV.C.1.)**

NEW SPOKANE VALLEY LIBRARY PROJECT UPDATE – ARCHITECTURAL SERVICES CONTRACT AWARD. Ms. Hanson moved and Ms. Calvert seconded approval of the architectural services contract award to Integrus Architecture PS. In summary, Mr. Roewe said eight proposals for architectural services were received. Three firms were shortlisted and interviewed. Although all three firms appeared capable of successfully designing the new Spokane Valley Library, the interview committee selected Integrus Architecture as its first choice for three reasons: It has current library experience, a reputation for excellent construction documents and budget reliability, and prior successful experience with the District. Upon approval by the Board of Trustees, contract negotiation with Integrus will ensue to reach an agreement about scope of work, schedule, and fees. The District’s legal counsel will also conduct a contract review. If, however, negotiations are unsuccessful, the District would enter negotiations with the firm in second place, MMEC Architecture & Interiors. In response to Mr. Johnson’s queries, Mr. Knorr said costs will incur when the contract is signed, and preconstruction costs are negotiable, not fixed. Mr. Roewe further said funding sources for the project include the Capital Projects Fund, city of Spokane Valley for site improvements, and the Washington State Treasurer’s Office LOCAL program, although staff does not plan to draw funds before 2022.

There was no further discussion.

The motion was unanimously approved.

**New Business  
District Brand  
Identity Refresh  
Presentation  
(Item IV.D.1.)**

DISTRICT BRAND IDENTITY REFRESH PRESENTATION. Communication and Development Director Jane Baker reviewed the inception and purpose of the District’s brand identity refresh and said the project includes updates of the logo, colors, and fonts that visually represent the Library District. She introduced project lead Amanda Flanery, graphic designer, and Renee Klemmer, graphic design assistant. Ms. Flanery reviewed the multi-phase design process, which included feedback from a staff advisory committee, Board of Trustees, Leadership Team, staff, and feedback from 1,770 respondents via a customer survey on brand perception, which had a completion rate of 88 percent. Progress to date includes creation of three stylescapes, of which one would ultimately be selected to best represent the visual direction of the District in 2021, bring ease to wayfinding, and help set the District apart from other library systems. Next, stakeholders’ preferences of stylescapes will be compiled to determine project direction

**Meeting Minutes - Board of Trustees**

**March 16, 2021**

**Page 3**

**New Business  
District Brand  
Identity Refresh  
Presentation  
(Item IV.D.1.)**

and applied to comprehensive design concepts. Staff can expect to see an internal rollout of the new brand identity in May. The public launch is planned for June. Trustees expressed appreciation for the presentation and said they look forward to the next update.

There was no further discussion.

**New Business  
Children's Safety in  
Libraries Policy  
(Item IV.D.2.)**

CHILDREN'S SAFETY IN LIBRARIES POLICY. Mr. Johnson moved and Ms. Hanson seconded approval of the Children's Safety in Libraries policy, as revised. Mr. Roewe said the recommended revisions were made primarily for clarity and to update nomenclature. The policy was also reviewed by the District's legal counsel. In response to Mr. Johnson's query, Mr. Roewe said the policy was established to provide guidelines for staff to respond appropriately to assist at-risk children or anyone vulnerable, as these situations arise occasionally. Mr. Roewe said a District procedure is also in place for additional guidance.

There was no further discussion.

The motion was unanimously approved.

**New Business  
COVID-19 Response  
Update  
(Item IV.D.3.)**

CORONAVIRUS/COVID-19 RESPONSE/UPDATE. Mr. Stumbough provided an update on the District's response to the coronavirus pandemic, noting changes in services in response to Healthy Washington—Roadmap to Recovery, and the move to Phase 2 on February 14. Mr. Stumbough reported the District reopened to limited in-person services on Monday, March 8, and reviewed the plan first used briefly by the District last November. New services included the addition of an early one-hour opening for high-risk or limited-mobility customers on Tuesdays and Saturdays from 11 a.m. to noon, and reduction of the library materials quarantine period from 72- to 24-hours. Mr. Stumbough further noted although industry guidelines are not yet available for the move to Phase 3 planned for March 22, in-person maximum capacity and time limits could expand. Mr. Roewe added the District will address computer time limits when in-person capacity increases in the next phase. Mr. Roewe also reported to help encourage COVID-19 vaccination rates and maintain a healthy and functioning workplace, the Leadership Team will enable staff to use up to two hours of Administrative Leave for their vaccine appointments. There was no further discussion.

Chair Craig noted Ms. Thompson was excused at 5:13 p.m. to attend a previously scheduled commitment.

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

Mr. Craig reviewed forthcoming agenda items for the next two months. Among other items, the April 20 meeting agenda will include an update on the new Spokane Valley Library project, review of the Confidentiality of Library Records policy, and Coronavirus Response update.

There was no further discussion.

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

There were no reports.

**Meeting Minutes - Board of Trustees**

**March 16, 2021**

**Page 4**

**Executive Director's  
Report, Feb. 2021  
(Item VI.B.)**

The Executive Director's written report for February 2021 provided prior to the meeting included reports from Finance and Facilities, Communication & Development, Collection Services, Human Resources, Operations, and Community Activities. Mr. Roewe commented this month marks an entire year of what was first anticipated to be a three-week shutdown. He said we can all attest to the disruptions the coronavirus pandemic has caused, yet progress has been heartening and will hopefully continue. Mr. Roewe thanked all staff for their perseverance and grit, and noted the District was one of the last larger library systems to close and among the first to reopen. Trustees commented the silver linings were implementation of curbside pickup and the responsive, great work of staff. In response to Mr. Craig's query, Mr. Stumbough said delivery of the new 34-foot mobile library van is scheduled for July, with implementation of services planned for late summer or fall. Mr. Roewe provided an update on legislative bills that could potentially affect the business of libraries. He also said status of the Library Capital Improvement Program grant is yet to be announced. In consideration of the recent announcement by Dr. Seuss Enterprises, Mr. Roewe said in response to a query from Ms. Calvert that the District has no plans at this time to remove the books from the library collection. Collection Services Director Andrea Sharps said the collection has all six titles except On Beyond Zebra. And although the holds list jumped after the March 2<sup>nd</sup> announcement, the books will not be shared by libraries via interlibrary loan. Mr. Roewe reiterated the Collection Development policy's focus on intellectual freedom and stated the District's goal is to provide a collection that meets the needs of its community. Communication and Development Director Jane Baker said thus far the District had not received customer feedback about the Dr. Seuss announcement.

There was no further discussion.

**Operations Report,  
February 2021  
(Item VI.C.)**

Operations Director Doug Stumbough and Library Operations Manager Kristy Bateman provided a written report prior to the meeting for February 2021, with data for customer use measures, programming, and library activities. Mr. Stumbough had nothing further to report, yet said he looks forward to providing more extensive Operations reports now that libraries are open. There was no further discussion.

**Fiscal Report,  
Feb. 2021  
(Item VI.C.)**

Revenue and Expenditure Final Statement through February 28, 2021.

<u>Fund 001</u>	
Revenues	\$ 2,501,866
Expenditures	\$ 15,160,944
Ending Fund Balance	\$ 3,813,385
Fund Budget Expended	14.99%

Mr. Knorr provided an update on the HVAC upgrade at North Spokane (NS), noting completion is anticipated by month's end. Upgrades at Otis Orchards and Airway Heights libraries were completed last month. The anticipated inspection and follow up to finish the new roof installed at Argonne Library was completed. Mr. Knorr will provide a final report at the

**Fiscal Report,  
Feb. 2021  
(Item VI.C.)**

April meeting.  
There was no further discussion.

**Adjournment  
(Item VII.)**

Chair Craig adjourned the meeting at 5:27 p.m. The next Board Meeting was scheduled for Tuesday, April 20, 2021, at 4:00 p.m., in a public meeting room at North Spokane Library. It has since been confirmed the meeting will be held via teleconference due to Proclamation 20-28, as extended, by the governor.

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John Craig, Chair

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Patrick Roewe, Secretary to the Board of Trustees

**PAYMENT VOUCHER APPROVAL**

Pursuant to RCW 42.24.180 and Spokane County Library District Resolution # 94-03, we, the undersigned, do hereby certify that the merchandise and services hereinafter specified have been received as of March 31, 2021, and that payment vouchers listed on this and the following pages are approved for payment in the total amount of \$1,061,593.38 for the general fund and \$0.00 for the capital projects fund and are authorized to authenticate and certify these claims.

DATE: April 1, 2021

SIGNED:   
 TITLE: Finance Director

SIGNED:   
 TITLE: Executive Director

VOUCHER NUMBER	VENDOR NAME	DESCRIPTION	VOUCHER AMOUNT
058272	FATBEAM, LLC	MONTHLY INTERNET SERVICE, NET OF ERATE DISC	\$ 4,389.22
058273	ALLSTREAM	MONTHLY DID, PRI AND LONG DISTANCE PHONE SVC	519.91
058274	AMAZON CAPITAL SERVICES	PROGRAMMING AND OFFICE SUPPLIES	238.76
058275	ARGUS JANITORIAL	MONTHLY CUSTODIAL SERVICES	17,476.33
058276	BATTERIES PLUS BULBS	MAINTENANCE SUPPLIES	1,563.80
058277	BLACKSTONE PUBLISHING	LIBRARY MATERIALS	600.38
058278	CANDID	FOUNDATION DIRECTORY ONLINE ANNUAL RENEWAL	6,995.00
058279	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	113.58
058280	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	549.91
058281	CENTURYLINK	MONTHLY ANALOG TELEPHONE LINE: SV ELEVATOR	63.83
058282	CITY OF MEDICAL LAKE	WATER, SEWER, REFUSE - ML	158.11
058283	CULLIGAN SPOKANE WA	BOTTLED WATER SERVICE - CH	29.50
058284	DAVID CHANDLER COMPANY, INC.	LIBRARY PROGRAMS	119.71
058285	EDNETICS	IT CONSULTING SERVICES	571.73
058286	EMPIRE DISPOSAL INC.	MONTHLY SOLID WASTE - FAIRFIELD	43.15
058287	GALE/CENAGE LEARNING	LIBRARY MATERIALS	19,166.45
058288	HAMMOND FACILITY CONSULTING	MONTHLY OWNERS REP SERVICES, NEW SV LIBRARY	1,980.00
058289	INGRAM DISTRIBUTION GROUP, INC	WEEKLY LIBRARY MATERIALS	16,641.89
058290	INLAND POWER AND LIGHT	MONTHLY ELECTRIC UTILITIES - AH, DP	627.10
058291	THE LIBRARY STORE, INC.	OFFICE/LIBRARY SUPPLIES	23.15
058292	AARIKA MERRILL	LIBRARY PROGRAMS	100.00
058293	MIDWEST TAPE	WEEKLY LIBRARY MATERIALS	5,486.81
058294	NEXUS TRANSLATION SERVICES LLC	INTERPRETER SERVICES	35.00
058295	OCLC, INC.	WEB DEWEY CATALOGING ANNUAL RENEWAL	745.95
058296	REBECCA OSBURN	LIBRARY PROGRAMS	75.00
058297	OVERDRIVE, INC.	WEEKLY LIBRARY MATERIALS e-Books	23,500.38
058298	PRONUNCIATOR LLC	ELECTRONIC LIBRARY SERVICES	3,995.00
058299	DENISE SAWYER	LIBRARY PROGRAMS	50.00
058300	SPOKANE COUNTY TREASURER	IRRIGATION, STORMWATER, AQUIFER: ALL BLDGS	4,371.70
058301	SPOKANE COUNTY ENVIRONMENTAL SERVICES	MONTHLY SEWER - AR, NS, SV	563.34
058302	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	135.03
058303	STATE PROTECTION SERVICES INC	MOBILE AFTER HOURS SECURITY: SV, NS	672.00
058304	TOWN OF FAIRFIELD	WATER, SEWER - FAIRFIELD	209.80
058305	TUMBLEWEED PRESS INC.	ELECTRONIC LIBRARY SERVICES	7,816.38
058306	UNIQUE MANAGEMENT SERVICES	MONTHLY COLLECTION AGENCY & NOTICE FEES	979.72
058307	VERIZON WIRELESS	MONTHLY WIRELESS SERVICE	2,683.17
058308	WASTE MANAGEMENT OF SPOKANE	MONTHLY REFUSE	1,250.30
058309	WHITWORTH WATER DISTRICT	WATER - NS	24.31
058310	WITHERSPOON BRAJCICH MCPHEE, PLLC	LEGAL SERVICES, GENERAL COUNSEL	510.50
058311	K9 PEST DETECTIVES LLC	QUARTERLY SPRAY SERVICE	4,352.85
058312	ALLIED FIRE & SECURITY BY VYANET	QUARTERLY ALARM MONITORING	1,999.94
058313	AMAZON CAPITAL SERVICES	PROGRAMMING AND OFFICE SUPPLIES	1,113.05
058314	APS, INC.	POSTAGE EQUIP. SUPPLIES	185.13
058315	ARGUS JANITORIAL	ADDITIONAL COVID CLEANING	270.00
058316	BLACKSTONE PUBLISHING	LIBRARY MATERIALS	40.99
058317	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	135.25
058318	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	136.35
058319	CITY OF AIRWAY HEIGHTS	WATER & SEWER - AIRWAY HEIGHTS	10.00

058320	EDNETICS	ADDITIONAL CENTRAL NETWORK STORAGE, 2 x 1.8TB	21,761.07
058321	FAUCETS 'N STUFF PLUMBING	RESTROOM REPAIR: AH	282.02
058322	GALE/CENAGE LEARNING	LIBRARY MATERIALS	193.22
058323	GREENLEAF LANDSCAPING, INC.	SNOW REMOVAL: FEB	4,755.91
058324	INGRAM DISTRIBUTION GROUP, INC	WEEKLY LIBRARY MATERIALS	10,337.04
058325	INLAND POWER AND LIGHT	MONTHLY ELECTRIC UTILITIES - AH, DP	281.64
058326	iREAD	LIBRARY PROGRAMS	15.00
058327	KIDS NEWSPAPER	ADVERTISING	800.00
058328	LAWTON PRINTING	SIGN AND FLYER PRINTING	161.17
058329	MIDWEST TAPE	WEEKLY LIBRARY MATERIALS	3,658.76
058330	MAUREEN REGALADO	MONTHLY SOCIAL MEDIA PLATFORM MANAGEMENT	1,500.00
058331	OAK LAWN PUBLIC LIBRARY	ILL LOAN LOST ITEM FEE	20.00
058332	OPTUM	MONTHLY HSA ACCOUNT FEES	72.00
058333	OVERDRIVE, INC.	WEEKLY LIBRARY MATERIALS e-Books	38,756.87
058334	PRISMHR, INC.	MONTHLY SOFTWARE SUPPORT - HR	454.12
058335	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	347.09
058336	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	1,232.84
058337	ULINE SHIPPING SPECIALISTS	OFFICE/LIBRARY SUPPLIES	436.73
058338	UPS	SHIPPING	28.47
058339	WALTER E. NELSON CO.	CLEANING & SANITATION SUPPLIES	769.81
058340	WASHINGTON ST HISTORICAL SOCIETY	LIBRARY MATERIALS: COLUMBIA MAGAZINE	35.00
058341	WICK ENTERPRIZES, LLC	ADVERTISING	906.12
058342	ZIPLY FIBER	TELEPHONE & BROADBAND - FF	127.24
058343	PERRINE PROPERTIES, LLC	MONTHLY PARKING LOT LEASE, SV	300.00
058344	BPR CUMULUS LLC	MONTHLY LEASE PAYMENT, BOOKEND	3,120.00
058345	AMAZON CAPITAL SERVICES	PROGRAMMING AND OFFICE SUPPLIES	432.73
058346	BATTERIES PLUS BULBS	MAINTENANCE SUPPLIES	156.60
058347	CENTER POINT LARGE PRINT	LIBRARY MATERIALS	46.48
058348	DELL MARKETING L.P%DELL USA LP	PRINTER SUPPLIES/IT EQUIPMENT	2,549.82
058349	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	396.69
058350	EDNETICS	CISCO MALWARE PROTECTION FOR 5 ENDPOINTS	326.16
058351	GALE/CENAGE LEARNING	LIBRARY MATERIALS	477.83
058352	INGRAM DISTRIBUTION GROUP, INC	WEEKLY LIBRARY MATERIALS	8,530.36
058353	MIDWEST TAPE	WEEKLY LIBRARY MATERIALS	5,230.17
058354	OVERDRIVE, INC.	WEEKLY LIBRARY MATERIALS e-Books	177.91
058355	QUILL CORPORATION	OFFICE/LIBRARY SUPPLIES	823.05
058356	SQUARE PEG MULTIMEDIA	LIBRARY MATERIALS	90.00
058357	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	351.51
058358	U.S. BANK CORP. PAYMENT SYSTEM	CREDIT CARD PAYMENT	11,447.64
058359	AMAZON CAPITAL SERVICES	PROGRAMMING AND OFFICE SUPPLIES	1,238.49
058360	AVISTA UTILITIES	MONTHLY UTILITIES	10,405.59
058361	BLACKSTONE PUBLISHING	LIBRARY MATERIALS	1,083.58
058362	CONSOLIDATED ELECTRICAL DIST.	BUILDING REPAIR & MAINTENANCE	220.52
058363	CONSOLIDATED IRRIGATION DIST19	WATER - OTIS ORCHARDS	22.00
058364	CITY OF SPOKANE	WATER & SEWER - MORAN PRAIRIE	318.57
058365	DEMCO, INC.	OFFICE/LIBRARY SUPPLIES	837.65
058366	ENTREPRENEURIAL LEARNING INITIATIVE	LIBRARY PROGRAMS	509.23
058367	E-RATE EXPERTISE, INC.	E-RATE CONSULTING SERVICES	1,537.50
058368	FATBEAM, LLC	MONTHLY INTERNET SERVICE, NET OF ERATE DISC	4,389.22
058369	BEVERLEY FORGEY	REFUND OF LOST ITEM FEE	28.00
058370	GALE/CENAGE LEARNING	LIBRARY MATERIALS	380.18
058371	GREATER SPOKANE INCORPORATED	ANNUAL DUES AND MEMBERSHIP	425.00
058372	INGRAM DISTRIBUTION GROUP, INC	WEEKLY LIBRARY MATERIALS	12,633.42
058373	MIDWEST TAPE	WEEKLY LIBRARY MATERIALS	3,444.90
058374	NATIONWIDE INSURANCE	EMPLOYEE DEDUCTIONS FOR PET INSURANCE	262.26
058375	OVERDRIVE, INC.	WEEKLY LIBRARY MATERIALS e-Books	30,898.83
058376	PAGE TURNER ADVENTURES, INC.	LIBRARY PROGRAMS: 8 WEEKS OF SESSIONS	6,545.00
058377	PRISMHR, INC.	MONTHLY SOFTWARE SUPPORT - HR	1,707.01
058378	PRO MECHANICAL SERVICES INC	PARKING LOT LIGHTING UPGRADE TO LED: DP, OT	5,570.40
058379	KENNETH SCOTT	REFUND OF LOST ITEM FEE	30.00
058380	THE SPOKESMAN- REVIEW	LIBRARY MATERIALS	364.00
058381	SPOKANE CO. WATER DISTRICT #3	MONTHLY UTILITY FEE-HASTINGS PROPERTY	21.70
058382	STAPLES ADVANTAGE	OFFICE/LIBRARY SUPPLIES	466.20
058383	SWK TECHNOLOGIES, INC.	SOFTWARE PURCHASE AND SETUP SUPPORT	1,080.00
058384	VERIZON WIRELESS	MONTHLY WIRELESS SERVICE	2,621.89



W00911	US BANK - HEALTH - OPTUM	HEALTH SAVINGS ACCT CONTRIBUTIONS	1,768.50
W00912	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	5,019.43
W00913	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	57,106.30
W00914	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	51,865.49
W00915	ASSOCIATION OF WASHINGTON CITIES - VIMLY BENEFI	MONTHLY MEDICAL, DENTAL, VISION & LIFE INS	92,835.68
W00916	ELEC FEDERAL TAX PAYMENT SYS	NET PAYROLL TAXES	62,939.18
W00917	DEPT OF RETIREMENT SYSTEMS	RETIREMENT CONTRIBUTIONS	56,341.57
W00918	US BANK - HEALTH - OPTUM	HEALTH SAVINGS ACCT CONTRIBUTIONS	1,768.50
W00919	VANTAGEPOINT TRNSFR %M&T BANK-302112	ICMA EMPLOYEE 457 CONTRIBUTIONS	5,019.43

**Total Non-Payroll General Operating Fund** **\$ 676,413.75**

**PAYROLL VOUCHERS**

03102021PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYROLL CHECKS FOR PAY PERIOD #5	\$ 184,266.04
03252021PR	SPOKANE COUNTY LIBRARY DISTRICT	NET PAYROLL CHECKS FOR PAY PERIOD #6	200,913.59

**Total Payroll General Operating Fund** **\$ 385,179.63**

**TOTAL GENERAL OPERATING FUND** **\$ 1,061,593.38**

**February/March 2021  
Paid in March 2021  
Voucher # 058358**

<b>Card Category</b>	<b>Amount</b>
<b>General Purchases</b>	\$ 2,958.97
<b>Maintenance</b>	\$ 636.45
<b>Travel</b>	\$ 3,263.56
<b>Acquisitions</b>	\$ 2,802.55
<b>Information Technology</b>	\$ 1,786.11
<b>Outreach</b>	\$ -
<b>General Fund Purchases</b>	<b>\$ 11,447.64</b>

*Top 10 Individual Charges*

Whoova Mobile App: for District Staff Day	1,579.00
Zoom Licenses: Annual zoom licenses	980.00
Go Daddy: SSL License for scl.d.org	740.00
Label City: CD/DVD Inner Core Labels, other CS supplies	639.00
Amazon: Library materials	741.00
Mail Chimp: Monthly Email Blast Service	597.00
Amazon: Library materials	547.00
Fundraising Training: Fundrasing Workshop Series	490.00
American Radio Relay League: Library Materials	353.00
Dell Business Online: 16GB DDR4 Memory Upgrades. Qty 2	298.00

## **NEW SPOKANE VALLEY LIBRARY PROJECT UPDATE**

### **Architecture and Engineering Services**

Following award of the contract for architectural services for the New Spokane Valley Library Project to Integrus Architecture at last month's meeting, District staff and Hammond Facilities Consulting (HFC) initiated the contract negotiation process with Integrus Architecture.

Staff and HFC reviewed the contract, as did the District's legal counsel. Revisions were sent back to Integrus, and we are awaiting the final draft of the contract to be signed as of this writing.

In addition, staff have signed a contract with GeoEngineers, Inc., to complete a geotechnical engineering evaluation of the site to support the design of the proposed library.

### **Space Planning**

In March, a small group of staff started meeting to discuss key function and building needs for the new library, including facilities, programming, staff workspaces, public spaces (indoor and outdoor), IT, and mobile services. The intent of this staff effort was to help us identify critical information to help facilitate our work with the architect in the programming phase of the design process.

To better frame the experiences of staff and customers in the new library spaces, staff focused on how they interact with the people, places, and things within the library and staff work areas by use of the AEIOU model to conceptualize the user experience: Activities, Environment, Interactions, Objects, and Users.

Finance Director Rick Knorr, Executive Director Patrick Roewe, and Owner's Representative Doug Hammond will provide additional information and be available to answer any questions.

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

## **CONFIDENTIALITY OF LIBRARY RECORDS**

### **BACKGROUND**

The purpose of this policy is to outline the manner in which the District will protect the privacy and confidentiality of library customers pursuant to state and federal law.

The recommended revisions were made primarily for clarity and to update to preferred nomenclature.

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

Executive Director Patrick Roewe 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 Children's Safety in Libraries policy, as revised.

SPOKANE COUNTY LIBRARY DISTRICT

Current/Existing Policy

**POLICY: CONFIDENTIALITY OF LIBRARY RECORDS**

Approval Date: ~~4/08/1976~~ January 8, 1976

Revision Date: ~~4/16/2019~~ April 20, 2021

**Related Policies**

Computer, Wireless Network and Internet Use Policy

Library Meeting Room Use Policy

STATUTORY REFERENCE: RCW 42.56.050, 42.56.310

**Purpose**

To outline the manner in which the Spokane County Library District (District) will protect the privacy and confidentiality of library customers pursuant to state and federal law.

**Background**

~~Spokane County Library~~ The District maintains records in order to conduct operations of the library. These records include but are not limited to registration records, circulation records, materials request lists, financial information, and computer booking records. ~~SCLD~~ The District is committed to protecting the confidentiality of its customers and their use of library materials.

**General Policy**

The ~~Spokane County Library~~ District upholds state and federal laws intended to protect the privacy of individuals who access library materials. Privacy is essential to free speech, free thought, and free association. Confidentiality extends to all records with identifying information about customers including requests for information, borrowing records, computer use records, and/or access to online resources.

~~Library facilities are public places and people entering a library facility have no expectation of privacy beyond the content of library records.~~

The District will keep records pertaining to the use of the library private and confidential except as is necessary for proper operation of the ~~Library~~ District, upon consent of the user, pursuant to a valid subpoena or court order, or as otherwise required by law. Library records are exempt from disclosure under the Washington State Public Records Act.

While library records are confidential, District facilities are public places, and people entering a library or other District facility have no expectation of privacy beyond the content of library records.

The District may enter into agreements with reputable third-party providers in order to provide certain services to our customers. Information that customers submit to a third party voluntarily is not subject to District control, and therefore the District cannot guarantee the same level of confidentiality and privacy. Customers are encouraged to read and become familiar with the privacy policy of these third-party providers.

The District reserves the right to use personal information provided by customers for the purpose of conducting periodic surveys or providing information regarding library programs and services. This information may also be used by ~~include information regarding library~~ District partners such as the Friends

of the Library or other groups whose sole purpose is to support the ~~library~~ District. The District will not sell or provide access to personal information to other groups unless required by law.

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: CONFIDENTIALITY OF LIBRARY RECORDS**

Approval Date: January 8, 1976

Revision Date: April 20, 2021

**Related Policies**

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**COVID-19 Response Update – April 20, 2021****Background**

On March 11, 2021, Governor Inslee announced the Healthy Washington - Roadmap to Recovery plan would transition from a regional approach to a county-by-county evaluation process. On April 12, the Washington State Department of Health issued its first assessment, and Spokane County remains in Phase 3.

District libraries opened for limited in-person services on March 8, 2021, in compliance with state-issued guidelines for libraries under the “Roadmap to Recovery.” Safety protocols include, but are not limited to facial coverings required, limited hours, reduced customer capacity, social distancing markers located throughout the library, hand sanitizer stations, and a 30-minute time limit for customers. All library service suspensions or extensions previously discussed with and/or approved by the Board remain in effect.

**Expansion of limited in-person library services**

Effective April 19, 2021, and in compliance with state-issued requirements under Phase 3, the District will expand some elements of in-person library services. Aforementioned safety protocols such as facial coverings required and social distancing all remain in place. The expansions are focused on customer capacity and time limit, with some additional services.

- Capacity: State requirements allow for up to 50% of capacity under Phase 3. The District has doubled its maximum customer occupancy number in response, up to 10 in small buildings, 20 in medium, and 30 in large buildings.
- Time Limit: Customers can spend up to one hour in the library. Some of the seating that was removed or stored will be returned to public areas, although it will be positioned to maintain social distancing requirements.
- Computer reservation time: In conjunction with the increased time in the library, customer time on internet stations is expanding to one hour per day. Customers will be able to choose up to the whole hour in 15-minute increments when making the reservation.
- In-library Wi-Fi use: Also related to the extended customer time and the increase in seating in libraries, customers will be able to utilize in-library Wi-Fi during their one-hour maximum visits.

The District is continuing to take an incremental approach to the resumption of in-person services, which can be built upon and expanded as the public health landscape improves and state-issued requirements are eased. Staff are continuing to conduct regular evaluations of operations in order to make adjustments to services, both from lessons learned from operations, and in response to new requirements from the state.

Two factors will ultimately determine the District’s ability to maintain in-person service. The first is directives from the state level. Future proclamations reverting to prior phases or similar actions may result in the suspension and/or roll-back of services. The second factor is customer cooperation with the safety protocols. Overall, customer compliance over the last month has been high and the number of non-compliant conduct situations were limited.

**Staff health self-screening**

No changes since last update. To better comply with the state-issued requirement to screen and monitor employee health, staff have been conducting health self-assessments prior to reporting to work on site, using the ProtectWell app.

**Staffing**

No changes since the last update. As previously discussed, the District has adjusted its staffing model in response to the pandemic. While we previously had staff potentially work at multiple locations throughout the District, we have assigned staff to scheduling groups in which a limited number of staff are assigned to the same library or libraries, as an additional mitigation effort. Consequently, in the event that an employee tests positive, one or more libraries may be closed during the CDC recommended self-quarantine period due to the potential of close-contact exposure, as we do not have sufficient staff to cover the absences. However, that necessity might change as vaccination rates improve.

**Alternative services**

No changes since the last update. Curbside Pickup and Remote Printing and Pickup will continue to be provided at all District libraries, even with the return to in-person services. Customers can submit print jobs via an online platform and then pick them up at the library of their choice via curbside pickup.

Remote services such as virtual programs, Book Butler, and Book a Librarian also continue to be offered via the District's platforms.

A total of 55 wireless hotspots are available for customers to check-out. As previously reported, we applied for and were awarded a grant through the Washington State Library for 30 wireless hotspots and funding for the monthly data costs.

Operations Director Doug Stumbough and Executive Director Patrick Roewe will provide additional information and will 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: MAY - JUNE 2021*****May 18, 2021: Remote Meeting Structure/Teleconference - (4:00 p.m.)***

- New Spokane Valley Library Update
- District Brand Refresh Update
- Electrical Vehicle Charging Stations Proposal: Approval Recommendation. (tentative)
- Personnel Policy: Approval Recommendation.
- Travel Policy: Approval Recommendation.
- 2021 Summer Meeting Schedule: Review/Discussion.
- COVID-19 Response Update

Please send requests for agenda additions or changes to the Board Chair or Administrative Assistant no later than Tuesday, May 4, for inclusion in the preliminary agenda to be sent May 5. Meeting packets will be mailed May 12.

***June 15, 2021: Remote Meeting Structure/Teleconference - (4:00 p.m.)***

- New Spokane Valley Library: Update
- Procurement Policy: Approval Recommendation.
- Memberships in Organizations Policy: Approval Recommendation.
- COVID-19 Response Update

**SPECIAL MEETINGS/ACTIVITIES**2021

Oct 11 All Staff Day, Whova Virtual Conference Platform

## EXECUTIVE DIRECTOR'S REPORT MARCH 2021

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

#### Finance Report

##### 2021 General Fund

The financial report through the first quarter is included. Total expenses before transfers are 23.28% of budget, slightly less than the 25% expected. Since the District remains at lower than historical operational levels, this lower amount was anticipated.

##### 2021 Capital Equipment

Total capital equipment budget for 2021 is \$1,320,000, and only \$126,000 (less than 10%) has been spent through the first quarter. This year's capital budget is historically larger than past years, and since the planned purchases are individually large and sporadic, the following table is provided to review and analyze the current year's capital projects and respective progress.

Category	Budget	Actual through March 2021	Note
Mobile Outreach Vehicles	337,000	-	A
Security	334,000	-	B
HVAC Phase 1 (Awarded)	282,000	-	C
Argonne Roof	65,000	65,535	
Other Buildings	100,000	-	D
Technology	182,000	58,923	E
Small Equipment (\$500 to \$5000)	20,000	1,675	
	<b>1,320,000</b>	<b>126,133</b>	
Notes:			
A: Balance due in July on the large outreach vehicle is \$250,000. \$60,000 due on the van upon completion			
B: Security includes access control, alarm systems, and security cameras. In bid development stage			
C: Phase 1 of HVAC work is for NS/OT/AH. Amount is per the bid results and will be paid in April and May			
D: Other buildings includes remaining HVAC work on other libraries and AR exterior painting			
E: Technology includes meeting room upgrades, new public workstations and other small projects			

#### Facilities Report

##### Argonne Library Roof Replacement

The District is still awaiting one last roofing inspection. The final payment for this project will be disbursed once the District receives a satisfactory final inspection accompanied by certificate of warranty and all other appropriate project closeout documents.

##### HVAC Upgrade Project

The HVAC Upgrade Project remains substantially complete at Otis Orchards, Airway Heights, and North Spokane. As of last report, the contractor is taking care of its internal punch list prior to scheduling

formal site visits with the mechanical engineer. An update will be provided at the board meeting if new developments have occurred.

### **Human Resources – Toni Carnell**

#### Employee turnover

During March, one Public Services Associate separated from service with the District, and one employee promoted from Public Services Associate to Librarian.

### **Communication and Development – Jane Baker**

#### Communication

Reopening of library buildings was the most substantial announcement in March. Press releases/ news coverage, social media posts, website news, and eNewsletters informed customers of the reopening. Promotion was also created for curbside seed packets, Discovery Passes, STEM Explorer kits, Civic Lab, digital resources, and virtual programs. An ad for our summer programs was also placed in the *Inlander's* summer camp issue. The Communication Department continues work on the District's brand identity refresh.

#### Development

The Development Department facilitated the first meeting of the Foundation's Board of Directors, and a bank account for the Foundation was also established. A Foundation website ([supportscld.org](http://supportscld.org)) was created and prepared for the Foundation's first fund raiser, Library Giving Day, in April.

### **Operations – Doug Stumbough**

#### Reopening

The library buildings were reopened to customers the week of March 8, almost a year after first closing in response to the pandemic. All libraries reported that customers were happy to be able to come in, browse shelves, use computers, and connect with staff, and most were understanding and compliant to the restrictions.

In addition to signage displaying current limitations on time and services, physical barriers were placed where appropriate separation was not possible, and a greeter welcomed customers and informed them of changes. There have been just a couple of moments when there was a small line outside a library due to the occupancy limits, but those were brief waits. Most of the time, customers had no wait at all.

The impact of open buildings was noticeable, both in the number of people visiting their library and in the number of physical items they borrowed. For the month, a total of 45,203 customers visited our libraries and checked out 95,717 physical items. The visits and check outs were up from the 12,002 curbside visits (+276%) and 57,984 physical items (+65%) checked out in February. Not too surprisingly, in-person browsing was popular with customers once we were able to reopen the buildings, with 4 out of 5 choosing to come inside and once again browse the shelves. That said, curbside remains a well-used service for customers with just over 8,500 pickups in March, and it is a service we will continue to offer.

#### Preparations for further expansion in Phase 3

Staff are preparing to expand available in-library services starting Monday, April 19, now that Spokane County is confirmed to remain in Phase 3 under Healthy Washington - Roadmap to Recovery. The main changes for this next level of service expansion are doubling the current customer capacity in each

library, increasing the visit time and computer reservation limit to one hour, allowing in-library Wi-Fi use and offering more seating options. All other restrictions and requirements will remain in place.

### Mobile Services Update

Strategic Projects Manager Amber Williams reports that the Freightliner truck chassis has been outfitted with the hybrid Odyne battery system and is now at the body fabricator, Supreme. They will build the shell and it will then head to the Tech Ops site in Maryland for interior work. This month, staff chose interior colors for the truck and van. The truck is on schedule for a July delivery and the Mercedes factory will switch to creating 4x4 chassis in May. We will receive a timeline for the van build after factory production starts. Danielle Marcy, current Library Supervisor at BookEnd and Otis Orchards, was selected as the Mobile Services Supervisor. She starts in the new position on April 19.

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

#### Top Checkouts and Holds

This month we focused 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 limited in-person library services started in March 2021:

- Popular **OverDrive** titles March:
  - Checkouts March 1 – March 31:
    - *The Four Winds* by Kristin Hannah. Ebook. (92)
    - *The Cold Millions* by Jess Walter. Ebook. (90)
    - *Daylight* by David Baldacci. Ebook. (72)
  - Holds as of April 1:
    - *The Four Winds* by Kristin Hannah. Ebook. (285)
    - *The Four Winds* by Kristin Hannah. Audiobook. (158)
    - *A Promised Land* by Barack Obama. Audiobook. (94)
- Popular **Adult Book** titles March:
  - Checkouts:
    - *The Four Winds* by Kristin Hannah (82)
    - *The Cold Millions: A Novel* by Jess Walter (55)
    - *A Time for Mercy* by John Grisham (38)
  - Holds:
    - *Dark Sky: A Joe Pickett Novel* by C.J. Box (41)
    - *Win* by Harlan Coben (38)
    - *The Four Winds* by Kristin Hannah (36)

#### OverDrive's Free *Duke Classics* Collection

OverDrive is making its *Duke Classics* collection of simultaneous-use ebooks available to libraries for free through the end of 2021. On March 19, we added a collection of almost 4,000 classic titles in the public domain to our OverDrive catalog, which allows for an unlimited number of users to access the

ebooks at a time. OverDrive first made these *Duke Classics* titles available for free in March 2020 to address access issues brought on by the COVID-19 pandemic. It will continue with this free program due to the ongoing pandemic problems.

**COLLECTION MONTHLY REPORT**  
**March 2021**

	Select Transaction Count		
Physical Collection	YTD 2021	YTD 2020	CHANGE
Items Processed	11,466	13,790	-17%
Interlibrary Loan Total	1,219	2,438	-50%
<b>Overdrive</b>			
Total Checkouts	204,631	166,596	23%
Total Holds	68,250	59,269	15%
<b>Hoopla</b>			
Total Checkouts	9,047	7,765	17%
	Total Items in Collection		
Material Type	YTD 2021	YTD 2020	CHANGE
Print	308,301	316,548	-3%
Nonprint	82,315	86,419	-5%
Overdrive	115,925	96,604	20%
<b>Grand Total</b>	<b>506,541</b>	<b>499,571</b>	<b>1%</b>

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 12 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 the COVID-19 public health landscape and its impact on District operations.

Legislative Update

The 2021 session of the Washington Legislature continued through March. Multiple pieces of legislation have been proposed that have the potential to impact the efficient conduct of the public business of the District. Proposed bills that continue to make their way through the legislative process include designation of public library employees as frontline workers during the current public health emergency, changes to public meeting structure, changes to levy certification dates, changes to the



structure of TIFs (Tax Increment Financing), expansion of the Washington State Paid Family Medical Leave program, and recognition of Juneteenth as a legal state holiday.

The final disposition of the District's recommended grant project as part of the Library Capital Improvement Program (LCIP) will be determined later in the session, as it is part of the Capital Budget. At present, the LCIP is included in the House version of the budget, but not the Senate version. That said, at the writing of this report, it is early in the reconciliation process.

#### Electrical Vehicle Charging Stations Proposal

The District has been approached by Avista regarding partnering with Spokane County Library District to provide public access to electric vehicle chargers at our Airway Heights, Argonne, Cheney, Fairfield, Medical Lake, Moran Prairie, North Spokane, and Otis Orchards locations (the District libraries served by Avista). This includes an AC Level 2 charger (ACL2) at all eight libraries listed and an additional DC Fast Charger (DCFC) at Cheney and North Spokane.

Overall, Avista's financial contribution to the project is estimated to be \$663,000 and it is asking the District to contribute up to \$7,500 in installation-related costs. The District's share is just over 1% of the overall budget. The District's contribution may be less, as Avista sets grant parameters for locations serving low-income communities toward the end of April 2021. Updated estimates will be included in the May report.

Based on current discussions with Avista, the District would make use of the ACL2 charging stations complimentary. The DCFC charging station would draw much more electricity much faster, and would be set up with a pay platform, but we are seeking more information on what is involved with that set-up.

Avista estimates the District will pay up to \$3,000 annually in overhead and maintenance, and up to \$2,000 annually in electricity costs, totaling \$5,000 a year. This breaks down to \$1,000 per ACL2 at Argonne, Fairfield, Medical Lake, Moran Prairie, and Otis Orchards. Avista has had separate discussions with the cities of Airway Heights and Cheney, so there might be a different arrangement at those respective libraries. Avista has offered to cover all ongoing costs of the chargers at North Spokane. We plan to have a more complete understanding of any costs to the District ahead of next month's meeting.

On a related, but separate note: We are still in discussion about options for the new Spokane Valley Library. As a Modern Electric customer, the site does not currently meet the requirements to be included in the Avista project. With mobile services being housed in the new library the District will need to invest in at least one ACL2 charging station to support the plug-in hybrid electric mobile library.

Amber Williams will present additional information at the May meeting, along with a recommendation for Board action.

#### Board of Trustees Zoom Meeting Format

Starting in May, the Zoom-based Board of Trustees meetings will transition to a webinar format. This change will facilitate better access by the public, as well as provide some additional controls for more efficient management of the meeting. Staff are testing the format at present and will provide more information to the Trustees in advance of the next meeting.



## Operations Report March 2021

Doug Stumbough and Kristy Bateman

### Service Priority Teams

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

- March's *Small Business Boot Camp* workshop was about growing your business on social media. Five of our cohort members attended and asked a lot of questions.
- We were thrilled to have librarian Sarah O'Hare join the BCD team this month—welcome, Sarah!

#### Early Learning (Mary Ellen Braks)

- Our weekly evening online Storytime has taken a little dip in attendance. Our lowest number in March was eight and our highest number was 12.
- We did an online STARS class this month called Babies, Books and Bounces.
- The Early Learning team is continuing to film videos for virtual Storytime. Storytimes are now on our YouTube channel and website.

#### Education and Enrichment (Gwendolyn Haley)

- 496 people participated in a variety of virtual programs this month, including our weekly *Building with Books* that wrapped this month. Trivia continues to be popular, along with the *Creative Bug 30-day* classes. *Science from Home* continues Monday afternoons on Facebook.
- We started the second session of our *Online Book Club*, with 608 people signed up to read and discuss *News of the World* by Paulette Jiles.
- Cheney School District contacted us to discuss implementing a Virtual Student card project, like the West Valley School District pilot project.

#### Digital Projects and Resources (Carlie Hoffman)

- We are continuing to make changes to Syndetics Unbound, the catalog enhancement service. Customers are now able to easily see electronic versions of titles.
- Lynda.com is now LinkedIn Learning. The migration of customer data is complete. The new link and logo are now on the Digital Library web page and the app is also available.
- Work on the Library of Things project is continuing. We are currently in the process of setting up a SIP2 connection so the software will link to our ILS data.
- I completed a text-based draft of the information architecture for a new website.

#### Information Technology (Patrick Hakes)

- Waiting on any vendor input to the District's request for information (RFI) on the Camera Security and Building Access Control systems.
- Office 365 desktop application installation is nearing completion.
- New laptops purchased in December have all been deployed to staff working remotely.

### Library Reports

#### Airway Heights: Autrey Lehman

- Staff created book displays and customers have found them helpful in selecting new authors to read.
- We have made a few new cards and customers tell us how excited they are to be back in the library.

#### Argonne: Pat Davis

- A customer commented they were "thrilled to be back" and cannot wait to browse more titles from a new favorite author discovered through the *Book Butler* service.
- One couple paused at the door to take a selfie of themselves entering one of their favorite places.

- Another couple commented they had two goals for their week, get their vaccine shot and come into the library and browse.

**BookEnd: Danielle Marcy**

- A customer sent a response after staff purchased a requested item, “I am always wowed and so thankful for you and the whole SCLD team. What a gift and blessing in these challenging times. Books have been such support and familiar friends, especially this last year. And this book will provide armchair travel to a place I love- Paris. Stay safe, well and happy! Merci beaucoup”
- Customers have expressed their gratitude to the staff for the library opening.

**Cheney: Amy Fair**

- We partnered with Salnave Elementary to hang student artwork in our children’s area. Students have enjoyed bringing their families in to see their masterpieces. For many families this has been their first trip back inside the library in a year, making for some very excited kids.
- While customers have been overwhelmingly grateful to be able to come into the building, our mobile printing services continue to be very popular.

**Deer Park: Jennie Anderson**

- Customers are thrilled to be back in the library! Our displays have been flying off the shelves.
- We’ve had several new customers that couldn’t believe all the services the library offers and are so excited to start using their cards.
- For the *Deer Park Snack Program*: We passed out nearly 1,000 snacks to children that came in or for curbside pickup!

**Fairfield: Kristy Bateman**

- Several regular customers have expressed how much they appreciate being able to browse the shelves and almost everyone has been excited to talk to staff inside the buildings.

**Medical Lake: Cecelia McMullen**

- March was filled with people happy to be inside. People expressed that opening created hope for the future. Even the Mayor came to say hello and to pick up a seed packet.
- “Book Butler is fantastic” said one customer. “You found books that I would never have pulled off the shelf, and they were great!”
- A mother was heard saying “We’re going to make a big pile—this may just be the best day ever!”

**Moran Prairie: Caitlin Wheeler**

- Many customers have already made great use of our computer reservations. Some accessed their email accounts for the first time in a year.
- Customers continue to express surprise, gratitude, and delight that we are open. At the end of the month, we still almost daily have a customer enter the lobby, stop, and say to the greeter with an expression of awe excitement, “I’m in the *library!*”
- Upon entering the library, one curbside regular let us know “It feels so good to be here. The library is my second home.”

**North Spokane: Brian Vander Veen**

- A customer left a note that read, “Everything’s so good for me at this branch for 55 years.” She explained that she first started using the North Spokane Library when it was located on Division, at the current location of the North Division Bicycle shop.
- Our materials checkouts have increased dramatically since we reopened for in-person service, up about 75% this month compared to February, when we were providing only curbside pickup.

**Otis Orchards: Danielle Marcy**

- A customer shared that they had written the Governor every day to have libraries open back up when we were closed.

- Staff have regularly observed parents and caregivers taking pictures of their children being in the library. We appreciate how much they want to capture the moment of getting to come back into the library.

### Spokane Valley: Aileen Luppert

- Many staff relayed the heartfelt gratitude expressed by our customers since opening. One brought a beautiful hydrangea plant with a note saying, "I have missed you so very much! A happy return!"
- Staff were also happy to be reunited with our customers. After helping a young reluctant reader find a book, one Public Services staff member commented "It is so fulfilling to do my job and work with the public again."

### Security Incident Reports

For March 2021, there were nine Security Incident reports filed, eight more than last month (1) and four less than March 2020 (13). North Spokane, Spokane Valley, Argonne, Moran Prairie, and Deer Park reported incidents. The nine reported incidents related to disruptive behavior, facility misuse, three parking lot incidents, and an exclusion.

### Public Use Measures

Measure	March 2021			
	This year This Month	Last year This Month	YTD This year	Last YTD Comparison
Cardholders	107,078	111,675		-4%
Door count	45,203	56,503	68,952	-73%
Items Borrowed	165,589	194,933	428,174	-33%
• Airway Heights	1,800	3,170	3,998	-69%
• Argonne	5,959	8,306	11,808	-54%
• Cheney	5,830	8,930	12,326	-58%
• Deer Park	6,392	8,347	12,261	-58%
• Fairfield	558	1,025	1,157	-61%
• Medical Lake	1,854	2,447	3,802	-53%
• Moran Prairie	9,087	12,594	19,773	-49%
• North Spokane	19,581	32,338	42,191	-59%
• Otis Orchards	2,947	2,893	5,986	-47%
• Spokane Valley	17,443	32,371	36,986	-65%
• The BookEnd	1,434	2,860	2,247	-78%
• Digital	196,694	63,311	611,346	158%
Programs				
• Number	26	151	79	-90%
• Attendance	608	2,565	1,743	-88%
Internet Station Use (%)	15.9%	48.0%	15.9%	
Meeting room bookings	0	281	0	-100%
Digital Resource Use	196,694	63,311	611,346	158%

### 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 Three Months Ended March 31, 2021**

	<b>Y-T-D Actual</b>	<b>Annual Budget</b>	<b>Percent Used</b>	<b>Balance Remaining</b>
			<b>Target 25.0%</b>	
<b>REVENUES</b>				
PROPERTY TAXES	\$ 1,177,649	\$ 15,840,000	7.43%	\$ 14,662,351
CONTRACT CITIES - AIRWAY HEIGHTS	88,106	349,000	25.25%	260,894
CONTRACT CITIES - SPOKANE	0	104,000	0.00%	104,000
FINES & FEES	6,041	55,000	10.98%	48,959
GRANTS & DONATIONS	24,648	50,000	49.30%	25,352
E-RATE REIMBURSEMENTS	67,235	211,000	31.87%	143,765
LEASEHOLD & TIMBER TAX, REBATES, OTI	15,865	21,000	75.55%	5,135
INTEREST REVENUES	14,593	62,000	23.54%	47,407
<b>TOTAL REVENUES</b>	<b>\$ 1,394,137</b>	<b>\$ 16,692,000</b>	<b>8.35%</b>	<b>\$ 15,297,863</b>
TRANSFERS IN	-	-	0.00%	-
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	<b>\$ 1,394,137</b>	<b>\$ 16,692,000</b>	<b>8.35%</b>	<b>\$ 15,297,863</b>
<b>EXPENSES</b>				
SALARIES	\$ 1,663,721	\$ 7,110,400	23.40%	\$ 5,446,679
FRINGE BENEFITS	614,731	2,451,700	25.07%	1,836,969
SUPPLIES	35,755	197,700	18.09%	161,945
UTILITIES	146,905	493,500	29.77%	346,595
SERVICES	420,530	1,439,500	29.21%	1,018,970
INSURANCE	63,451	65,000	97.62%	1,549
CAPITAL EQUIPMENT	126,133	1,320,000	9.56%	1,193,867
LIBRARY MATERIALS	451,685	2,031,000	22.24%	1,579,315
ELECTRONIC LIBRARY MATERIALS	47,178	250,000	18.87%	202,822
LIBRARY PROGRAMS	35,596	131,400	27.09%	95,804
<b>TOTAL EXPENSES</b>	<b>\$ 3,605,686</b>	<b>\$ 15,490,200</b>	<b>23.28%</b>	<b>\$ 11,884,514</b>
TRANSFERS OUT	-	1,201,800	0.00%	1,201,800
<b>TOTAL EXPENSES &amp; TRANSFERS OUT</b>	<b>\$ 3,605,686</b>	<b>\$ 16,692,000</b>	<b>21.60%</b>	<b>\$ 13,086,314</b>
<b>Net Excess of Revenues Over/(Under) Expenses</b>	<b>\$ (2,211,549)</b>	<b>\$ -</b>		
BEGINNING CASH	5,863,460			
NET FROM ABOVE	(2,211,549)			
<b>ENDING CASH</b>	<b>\$ 3,651,911</b>			

**Number of months cash on hand 2.8**

**Spokane County Library District  
Capital Projects Fund  
Statement of Revenues and Expenses  
For the Three Months Ended March 31, 2021**

	<b>Y-T-D Actual</b>	<b>Annual Budget</b>
<b>REVENUES</b>		
Interest Earnings	11,665	29,850
<b>TOTAL REVENUES</b>	11,665	29,850
Transfers In	-	1,201,800
<b>TOTAL REVENUES &amp; TRANSFERS IN</b>	11,665	1,231,650
<b>EXPENSES</b>		
New Spokane Valley Library Building	0	1,096,000
<b>TOTAL EXPENSES</b>	0	1,096,000
<b>NET EXCESS OF REVENUES OVER (UNDER) EXPENSES</b>	11,665	
BEGINNING CASH	3,283,348	
NET FROM ABOVE	11,665	
ENDING CASH	3,295,013	

**Spokane County Library District**  
**Quarterly Trend Report of Revenues & Expenses (excluding transfers)**  
**Rolling 5 Quarters**

	3/31/2020	6/30/2020	9/30/2020	12/31/2020	3/31/2021
<b>REVENUES</b>					
PROPERTY TAXES	800,498	7,558,778	675,720	5,881,510	1,177,649
CONTRACT CITIES - AIRWAY HEIGHTS	84,781	87,781	81,781	84,781	88,106
CONTRACT CITIES - SPOKANE	-	50,854	-	50,854	-
	-	-	-	-	-
FINES & FEES	39,519	4,397	6,044	4,845	6,041
GRANTS & DONATIONS	16,214	5,455	41,631	1,504	24,648
E-RATE REIMBURSEMENTS	185,864	40,320	52,671	61,004	67,235
MISC TAX COLLECTIONS & OTHER	15,170	4,606	1,630	10,936	15,865
INTEREST REVENUES	17,569	20,310	21,306	21,571	14,593
<b>TOTAL REVENUES</b>	<b>1,159,616</b>	<b>7,772,502</b>	<b>880,783</b>	<b>6,117,006</b>	<b>1,394,137</b>
<b>EXPENSES</b>					
SALARIES	1,658,398	1,682,593	1,677,762	1,670,129	1,663,721
FRINGE BENEFITS	601,258	594,069	596,757	587,422	614,731
SUPPLIES	35,241	21,042	51,385	42,706	35,755
UTILITIES	148,330	88,246	107,578	133,029	146,905
SERVICES	480,865	126,166	261,626	253,187	420,530
INSURANCE	60,553	175	-	-	63,451
CAPITAL PROJECTS AND EQUIPMENT	173,658	146,744	305,488	142,746	126,133
LIBRARY MATERIALS	468,468	523,989	384,165	682,299	451,685
ELECTRONIC LIBRARY MATERIALS	85,982	21,812	36,546	36,273	47,178
LIBRARY PROGRAMS	21,711	24,570	22,144	5,831	35,596
<b>TOTAL EXPENSES</b>	<b>3,734,463</b>	<b>3,229,406</b>	<b>3,443,450</b>	<b>3,553,624</b>	<b>3,605,686</b>
Fringe Benefits as % of Total Compensation	26.6%	26.1%	26.2%	26.0%	27.0%
Fringe Benefits as % of Salaries	36.3%	35.3%	35.6%	35.2%	36.9%