

SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: MAY 27, 2014

CALL TO ORDER

The regular monthly meeting of the Spokane County Library District Board of Trustees was held Tuesday, May 27, 2014, in the public meeting room at Airway Heights Library, 1213 S. Lundstrom St., Airway Heights, WA. Chair Tim Hattenburg called the meeting to order at 3:58 p.m. and welcomed those in attendance.

PRESENT:

Tim Hattenburg - Chair
Daniel Davis - Vice Chair
John Craig - Trustee
Mark Johnson - Trustee
Kristin Thompson - Trustee
Nancy Ledeboer - Executive Director and Secretary

EXCUSED:

None.

Also Present: Jane Baker, Communication & Development Officer; Paul Eichenberg, Chief Human Resources Officer; Stacy Hartkorn, Library Supervisor; Sonia Gustafson, Managing Librarian; Priscilla Ice, Chief Information Officer; Ellen Peters, Librarian; Patrick Roewe, Deputy Director, Library Services; Bill Sargent, Chief Financial Officer; Andrea Sharps, Deputy Director, Collection Services; Gina Rice, Library Operations Manager; Doug Stumbough, Deputy Director, Library Operations; and Patty Franz, Administrative Assistant.

AGENDA APPROVAL

Mr. Hattenburg moved and Mr. Davis seconded to approve the agenda.

The motion carried unanimously.

ACTION ITEMS

APPROVAL OF APRIL 15, 2014, REGULAR MEETING MINUTES

Mr. Hattenburg called for corrections to the April 15 regular meeting minutes. There were no corrections; the minutes stand approved as written.

APPROVAL OF APRIL 2014 BILL PAYMENT VOUCHERS

Mr. Davis moved and Mr. Johnson seconded approval of bill payment vouchers for April 2014.

Fund

L01	Voucher numbers: 45934 through 46086 and W00174-W00178 totaling	\$ 554,594.45
	Payroll numbers: 04102014PR and 04252014PR totaling	\$ 355,955.08

	Total	\$ 910,549.453
L08	Capital Projects Fund: Vic Linden and Son - Conklin signage	\$ 1,041.35
	Clear Channel Information Spots	\$ 1,059.20
	CVHS - Room Rental	\$ 16.00
	Total	\$ 2,116.55

There were no questions.

The motion was unanimously approved.

UNFINISHED BUSINESS

2014 BOND ELECTION RECAP. In addition to the detailed report provided in advance of the meeting, Mr. Stumbough visually presented the outcome of the bond election with Spokane Valley precinct maps and vote tallies. Voters approved the formation of the Spokane Valley Capital Facilities Area (SVLCFA). However, funding for the \$22 million for facilities projects did not receive the required 60% voter approval. Twenty-four (24) out of 89 precincts achieved 60% in favor of the bond. The funding proposition potentially could have been carried with an additional 1,500 favorable votes. Feedback suggests more educational information about the building projects could have affected outcome of the election. This topic will be added to the agenda for the Board of Trustees' retreat in September. In 2015, Mr. Hattenburg noted Spokane Valley City Council races will be on the ballot as well, which could result in District cost savings. In response to Mr. Davis's question, Ms. Ledeboer said the District has until December 31, 2017, to develop and thereby retain the property it purchased from City of Spokane Valley.

NEW BUSINESS

WELCOME INCOMING TRUSTEE. Mr. Hattenburg introduced and welcomed Kristin Thompson to the Board of Trustees. Board of County Commissioners appointed Ms. Thompson on May 20, 2014, to fulfill the term and vacancy left by Sean Morrow who resigned to accept new employment in the Seattle area. Ms. Thompson's first term will expire December 31, 2017.

There was no further discussion.

PERSONNEL POLICY RECOMMENDATION. Mr. Hattenburg moved and Mr. Johnson seconded approval of revisions to the following Personnel Policy sections presented by Chief Human Resources Officer Paul Eichenberg. Sections 2.14 (Acting Appointment, clarification); 4.9 (Post Termination ACA); 5.1 (Holidays, state mandate); 5.3 (Sick Leave, maximum accrual/ may not be used for injury/illness resulting from outside employment); 5.9 (Court-Related Leave, fees and allowances may be retained by employee); 5.18 (Use of Accrued Leave to Care for Ill Family Members, clarification); and 11.5 (Smoking Policy, E-Cigarettes). For the most part, these recommended changes document, clarify or expand on current practice. Sections 4.9 and 5.1 are reflections of changes in state or federal laws. Discussion ensued about the various policy changes. In response to Trustee Craig's question, Mr. Eichenberg reviewed District handling of unused sick and vacation leave cash out upon employee termination. In response to Trustee Johnson's question, Mr. Eichenberg confirmed District policies are regularly reviewed by legal counsel, and were reviewed in entirety in 2010.

Regarding state and federal law, in response to Trustee Craig, Ms. Ledebor said the District complies with state law as it has a higher standard.

There were no further questions.

The motion was unanimously approved.

FRIENDS HELPING FRIENDS REPORT. Ms. Ledebor reported Friends groups representing eight District libraries attended the Friends Helping Friends event held Saturday, April 26, at Spokane Valley Library. The event provided a venue for Friends groups to share best practices, highlights and accomplishments among themselves, and to discuss future opportunities to take on new roles and increase fund raising. Having received Friends' consideration and approval for establishing a coalition, Communication & Development Officer Jane Baker has since contacted Friends about options to establish a 501(c)(3), which will enable the District to apply for grants, scholarships and more. By amending the Bylaws of an existing 501(c)(3), a new non-profit can be formed with a broader scope of purpose. Mr. Hattenburg pointed out it was helpful for Friends to learn they will be able to maintain their individual autonomy or affiliate with the new non-profit. There was no further discussion.

WLA ANNUAL CONFERENCE REPORT. Six staff summarized personal highlights of the WLA Conference in a report distributed prior to the meeting. Ms. Ledebor who also attended the conference along with Trustees Hattenburg and Craig, said next year a trustee development track will be offered, which will include policy issues for trustees.

DISCUSSION ITEMS, POSSIBLE ACTION

FUTURE BOARD MEETING AGENDA ITEMS

Mr. Hattenburg reviewed the list of tentative agenda items, special meetings and activities scheduled over the next several months. Trustees selected Saturday, September 20, for its annual half-day retreat, to be held at Moran Prairie Library. Mr. Hattenburg pointed out Staff Training and Development Day, for which Trustees are invited to attend, is scheduled for Friday, September 27, at CenterPlace. In response to Mr. Craig's question, Ms. Ledebor said the Board's retreat is open to the public, and in response to Mr. Hattenburg, concurred there will not be a facilitator to lead discussions.

2014 SUMMER MEETING SCHEDULE.

Mr. Hattenburg commenced review and discussion of summer schedules. By consensus, Trustees canceled their June meeting and adjusted agendas accordingly for the July meeting at Cheney Library and August meeting at Fairfield. There was no further discussion.

REPORTS

TRUSTEES

Mr. Hattenburg apprised Trustees about events leading up to Sean Morrow's resignation from the Board to accept a job offer in the Seattle area, which created the need for

Mr. Morrow and his family to leave Spokane. Mr. Morrow asked Mr. Hattenburg to express his thanks to Trustees and staff for their great work, and to relay he had a truly enjoyable experience at SCLD. Thanks and best wishes were expressed to Mr. Morrow as well. There were no other reports.

EXECUTIVE DIRECTOR

The Executive Director's written report provided prior to the meeting included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Ms. Ledeboer pointed out she represented both SCLD and WLA—as its recently-appointed president—at National Library Legislative Day in Washington, D.C. She noted during her visits several Legislative aides reflected on their positive childhood library experiences and commented how libraries had opened doors to their future.

PUBLIC SERVICES

Deputy Directors Patrick Roewe and Doug Stumbough provided a written report prior to the meeting for April 2014, with data for customer use measures, programming and library activities. In response to Mr. Hattenburg's concern about security incidents, Mr. Roewe said more than a couple involved repeat offenders, which resulted in exclusion from libraries. Discussion ensued regarding handling of incidents and vandalism at the various libraries, as well as how libraries accommodate personal space needs of members. In response to Trustee Craig's question, Mr. Stumbough replied if someone's behavior frightens others, though rare, staff will intervene and can ask the person to leave the premises. There was no further discussion.

COMMUNICATION

Communication & Development Officer Jane Baker provided a written report prior to the meeting for April 2014 communication activities. Ms. Ledeboer said through various communication activities and Media, the bond issue raised District visibility. There was no further discussion.

FISCAL

Revenue and Expenditure Statement through April 30, 2014.

<u>Fund 001</u>	
Revenues	\$ 5,202,195
Expenditures	\$ 3,878,583
Ending Fund Balance	\$ 5,448,756
Fund Budget Expended	34.45%

Mr. Sargent reported the conversion to cash-basis accounting is now complete. Adjustments to the 2014 budget and 2015-2017 financial forecasts will be based on cash-basis figures. There was no further discussion.

SPOTLIGHT AIRWAY HEIGHTS LIBRARY

Library Supervisor Stacy Hartkorn and Community Librarian Ellen Peters reported on Airway Heights Library (AH), its history and the community it serves. Ms. Hartkorn provided history and current data on this busy community library that serves 16,000 people, for what she described as having never a dull moment. Ms. Peters provided a varied list of group meetings, library sponsored events and school art displays held at the library. To develop young learners, Ms. Hartkorn provided Storytime attendance figures, which increased over the last several years. Storytimes are also held quarterly for West Plains ECEAP participants, and the library participates in Cheney School District's Ready for Kindergarten program offered three times per year, where test scores improved by 10%. Explore and discover programming for kids; e.g., Marshmallow Engineering, was a favorite after school program, and upcoming adult programming includes a variety of musical concerts, cybercrime mysteries, brewing beer, perfecting a golf swing and Zentangle. To support local job seekers and businesses, the most prominent library service is access to technology to build and print resumes and conduct job searches. Airway Heights connects with community through business partnerships and collaboration. A photograph was displayed of an event for which books were purchased for Sunset and Snowdon elementary students with Page Ahead grant funds by Beth Toulou of Cheney School District, and Yoke's sponsored light refreshments for participants. Ideas for future programming include more local experts and DIY workshops, outreach to seniors for Book a Librarian or computer skills classes to help set up email or Facebook instruction, and programs to bring the Airway Heights communities together. The thematic statement based on CommunityConnect data is Aspiring to Become a Connected Community. To help publicize library resources and programming, there will be a library card sign up table at Walmart on June 21, and SCLD brochures/flyers will be distributed in utility bills and available at apartment buildings for distribution in welcome packs. On July 19, as part of the Let's Move initiative joined by the City of Airway Heights, the library will host various programs throughout the day. In response to Ms. Thompson's question, Ms. Ledebor explained the creative art form of the Zentangle Method as something anyone can do. In response to Ms. Ledebor, Ms. Hartkorn said the golf program will be promoted by flyers and at the golf courses as well. Trustees expressed appreciation for the informative report. There was no further discussion.

OVERVIEW SINGLE SERVICE DESK

Library Operations Manager Gina Rice and Managing Librarian Sonia Gustafson provided an overview of the single service desk. Ms. Rice first described the previous service desk model designed 25 years ago that supported a more traditional service model. Formerly, reference services and circulation services were done separately and staff didn't routinely share tasks.

Member services have changed over the past 20 years. Internet service has made information readily available, and many periodicals have gone digital or ceased publication. Many resources are now available only in digital formats, and the District has evolved to better serve the needs of members.

In our small and medium-sized community libraries this practice has been routine. Fairfield and Moran Prairie libraries were the first to move to a single service desk model almost 10 years ago. Because of the success of this model, other district community libraries adopted this model.

With adoption of the new Community Impact Plan last year, it became apparent staff could more effectively connect and engage with our community members if they were not tied to a service desk. For example, staff can now sit with members at Internet stations to assist them in learning software to build resumes and conduct job searches. Similarly operations staff offers side by side assistance at self-service stations on the floor. Ms. Gustafson reviewed recent changes at Spokane Valley Library and the process of moving to the single service model, which required staff involvement and gave rise to universal skills training for staff, set up by Librarian Kristy Bateman. Ms. Gustafson noted other libraries across the United States in the process of moving to a single service desk have contacted us for information on universal skills training for staff. Also, a list of Frequently Asked Questions for members was developed in advance of the new floor plan with input from staff, and a discussion board was set up for staff on the staff Intranet. Ms. Rice went on to describe the purchase of modular furniture and mobile shelving for books that can be moved and reconfigured as needed. The open floor plan with multiple self-service stations has been helpful to the 72 percent of members who check out books themselves.

Challenges have been for staff to be easily visible and therefore available to members in person or by telephone when not sitting behind a desk. The benefit is staff will now approach members to ask if help is needed, thereby creating an opportunity to engage with more members, and utilize the skills of all staff. Ms. Rice commented the transition at Spokane Valley has taken six months and gone well.

Questions were asked by Trustees and discussion ensued about the physical operation of the new desk. Ms. Ledebouer pointed out because of the open floor design, the District was able to accommodate the Hope in Hard Times exhibit at North Spokane. Space that used to be occupied by service desks is now more flexible and can be used for various purposes. There was no further discussion.

A 10-minute recess was called at 5:29 p.m.

EXECUTIVE SESSION

Mr. Hattenburg moved and Mr. Davis seconded for the Board to go into executive session at 5:40 p.m. to discuss the Executive Director's annual performance evaluation. The Board returned from executive session at 6:08 p.m. Chair Hattenburg will complete a summary of Ms. Ledebouer's second annual performance evaluation, which will be filed in District personnel files.

PUBLIC COMMENT

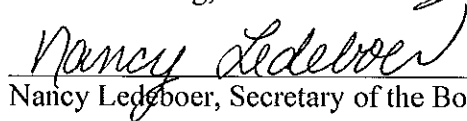
There were no public comments.

ADJOURNMENT

The meeting adjourned at 6:09 p.m.



Tim Hattenburg, Chair



Nancy Ledboer, Secretary of the Board of Trustees