

**SPOKANE COUNTY LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING MINUTES: MAY 17, 2016**

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The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Moran Prairie Library, 6004 S. Regal St., Spokane, WA, at 4:00 p.m., Tuesday, May 17, 2016.

**Present:** John Craig - Vice Chair  
Sonja Carlson - Trustee  
Wes Teterud - Trustee  
Kristin Thompson - Trustee  
Nancy Ledebor - Executive Director and Secretary

**Excused:** Mark Johnson - Chair

**Also Present:** Jane Baker, Communication & Development Officer; Kristy Bateman, Library Services Manager; Erin Dodge, Communication Specialist; Stacey Goddard, Library Services Manager; Rick Knorr, Chief Financial Officer; Danielle Marcy, Library Supervisor; Danielle Milton, Librarian, Patrick Roewe, Deputy Director; Doug Stumbough, IT Director; and Patty Franz, Administrative Assistant.

**Guests:** None.

**Call to Order (Item I.)** Vice Chair John Craig called the meeting to order at 4:00 p.m. and welcomed those in attendance.

**Agenda (Item II.)** Mr. Teterud moved and Ms. Carlson seconded to approve the agenda. The motion carried unanimously.

**Approval of Regular Meeting Minutes, April 19, 2016 (Item III.A.)** Mr. Craig called for corrections to the April 19 regular meeting minutes. There were no corrections; the minutes stand approved as written.

**Approval of Payment Vouchers, April 2016 (Item III.B.)** Ms. Carlson moved and Mr. Teterud seconded approval of the April 2016 bill payment vouchers as follows:

| Fund | Voucher/Payroll Numbers          | Subtotal     | Total        |
|------|----------------------------------|--------------|--------------|
| L01  | 49944-50085 and<br>W00317-W00323 | \$550,059.15 | \$550,059.15 |
|      | 04082016PR and<br>04252016PR     | \$359,724.91 | \$359,724.91 |
|      |                                  | Total        | \$909,784.06 |

There were no questions. The motion was unanimously approved.

**Minutes - Board of Trustees' Meeting**

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**Unfinished Business** NONE.  
**(Item III.C.)**

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

PERSONNEL POLICY. Mr. Teterud moved and Ms. Carlson seconded that revisions to the following Personnel Policy sections be approved as presented: 2.16, 3.5, 5.8, 5.10, and 6.11.

The recommended changes were mostly intended to document, clarify or expand on current practice. Regarding Hiring and Employment policies, Section 2.16, Ms. Ledebouer reviewed the added notation of regular employee status as opposed to trial period in relation to eligibility for job transfers. For Section 3.5, Specialty Pay, Ms. Ledebouer reported supervision has been added to District job descriptions that require the role of supervisor; thus, the 4% wage increase clause was removed. For Section 5.8, Bereavement Leave, the addition of consecutive calendar days for normally scheduled work hours clarified use of leave. Mr. Roewe noted Military Leave, Section 5.10, is now in line with the Washington Administrative Code (WAC), which allows leave for training and drills in addition to active duty. For Employee Conduct, Section 6.11, controlled substances replaced the terminology for illegal drugs, and the term subordinates was added for clarification regarding assaultive or retaliatory behaviors.

In response to Mr. Teterud's query, Ms. Ledebouer explained full- or part-time regular employees are those who have been employed for six months or longer with satisfactory performance, and are no longer classified as trial period. In response to Mr. Teterud's query, Mr. Roewe explained state law entitles an employee who has been deployed to receive 21 days of paid military leave per year. The law also requires an employee's job to be held during that time. For longer-term deployment, the District will abide by provisions of USERRA, which entitles the employee to a comparable position upon return.

In response to Mr. Craig's query, Ms. Ledebouer explained position descriptions were recently revised to include supervision, and salary adjustments were made to reflect the change in duties. An employee may be given special assignments for which the Executive Director may authorize specialty pay, which has typically been an increase of 4% and equivalent to the average amount between steps. Also in response to Mr. Craig's query, Ms. Ledebouer confirmed those employees having job descriptions denoting supervisor are actually in a supervisory role. There was no further discussion. The motion was unanimously approved.

**New Business**  
**Member Privileges**  
**and Responsibilities**  
**Policy**

MEMBER PRIVILEGES AND RESPONSIBILITIES POLICY. Ms. Carlson moved and Ms. Thompson seconded to approve the Member Privileges and Responsibilities policy as revised. There were two key suggested changes

**(Item III.D.2.)**

to the policy. First, the reference to credit reporting agency referrals was removed. Second, the baseline of fines and fees was raised to \$1, as that is the minimum amount the District's online credit card payment vendor will process. Member accounts owing \$.99 or less will not be required to be paid prior to card renewal. Ms. Ledebor added that to keep uncollected funds off the books, CFO Rick Knorr has established fines to be forgiven after three years, after all reasonable collection efforts have been conducted.

Discussion ensued about the cost of a collection agency and the number of referred accounts. In response to Mr. Teterud's query, Mr. Knorr said the District collects approximately \$20,000 per month in fines and fees, with half from collection, for which it pays a flat fee for every referral account. Mr. Roewe added that use of a collection agency is essentially revenue neutral. Mr. Craig commented that the District needs to do everything it can to collect fees to follow SAO guidelines. Discussion also ensued regarding online transactions and fees. In response to queries from Messrs. Craig and Teterud about adequate pricing or members picking up the cost, Ms. Ledebor said the District absorbs the processing fees, as convenience increases the rate of collection. Ms. Thompson noted it isn't legal to pass on credit card fees to the consumer, yet the practice is commonly continued by some businesses. There was no further discussion. The motion was unanimously approved.

**New Business  
2016 PLA Annual  
Conference Report  
(Item III.D.3.)**

Ms. Ledebor reported that she and four other staff attended the Public Library Association (PLA) Annual Conference held in Denver, CO, April 5-9. Staff had the opportunity to present its Libraries Transforming Communities Initiative experiences to large audiences, and attended many other informative programs as well. Ms. Ledebor referenced a session she attended on designing library spaces for people, not collections. She also mentioned that PLA has developed surveys to measure the impact of library programming that we may use to evaluate the Community Engagement Plan.

**New Business  
2016 WLA Annual  
Conference Report  
(Item III.D.3.)**

Ms. Ledebor reported the District was pleased to be able to send 30 staff to attend the Washington Library Association (WLA) Annual Conference held at The Davenport Hotel, April 27-29. Several staff presented programs about their work with the Libraries Transforming Communities Initiative, adult programs planning, and partnerships with the local business community. Retired IT Director Priscilla Ice and Library Services Manager(s) Mary Ellen Braks and Gwendolyn Haley received awards for their statewide contributions to public library services.

**New Business  
2016 Friends  
Helping Friends  
Event Report  
(Item III.D.4.)**

The Friends of the Library met for the fourth annual Friends Helping Friends event, a business meeting and opportunity for information-sharing among library volunteers. This year's theme, "Stronger Together," provided a basis for brainstorming ideas to work together to grow

membership and raise funds for library programs. Friends of the Library groups and Friends of the SCLD foundation decided to host a countywide book sale on Saturday, October 8. The premiere event will be promoted by the Communication Department through various platforms. Information about membership to the Friends of the SCLD will be promoted at the various sales. Ms. Ledeboer commented it was exciting to see all the library Friends working together.

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

Mr. Craig reviewed the list of tentative agenda items for the next two months. The June regular meeting and retreat will be held at Argonne Library. The regular agenda will include review of the Annexation of Cities and Towns to the Library District and Fixed Assets policies, Spotlight on Deer Park and Overview of E-Rate. Ms. Ledeboer said she anticipates an update on the Moran Prairie annexation as well. Ms. Thompson gave advance notice of her late arrival to the June meeting, and absence from the August meeting at Fairfield Library. As a reminder, the July meeting was canceled by consensus. Mr. Craig also mentioned the possibility of holding a special meeting to tour Spokane Valley and North Spokane libraries in anticipation of renovation projects at both facilities. Ms. Ledeboer will provide potential dates as follow up.

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

Ms. Carlson and Messrs. Craig and Teterud expressed appreciation for their attendance at the WLA Conference held in Spokane. Each shared highlights of their conference experiences, and considered the conference a good opportunity and use of time. Mr. Teterud particularly appreciated learning about the WLA organization and hearing from Steve Duncan, WLA lobbyist, about building relationships with legislators. Ms. Carlson enjoyed sessions on community engagement, library advocacy, and bringing library services to incarcerated youth. Mr. Craig appreciated hearing about the concepts for measuring success of library programs according to the 40 Developmental Assets, and use of participant surveys over statistics to measure program success.

Trustees inquired whether it would be appropriate to pass a resolution at the June meeting to request the repurchase of the Sprague Avenue property by the City of Spokane Valley. Ms. Ledeboer responded that last fall she and former board chair Tim Hattenburg attended a City Council meeting to notify the council in place at the time that the District would not pursue another bond election. Therefore, if it is in the Trustees' interest following the June retreat to use the property funds for library building renovations, the District will need to request the funds back from the City of Spokane Valley. Ms. Ledeboer indicated she would work with counsel to draft a resolution regarding the property funds for consideration at the June retreat agenda. There was no further discussion.

**Executive Director's  
Report, April 2016  
(Item V.B.)**

The Executive Director's written report for April provided prior to the meeting included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and

Community Activities. Ms. Ledebor pointed out in the April IT Director's report that MyPC & Papercut were selected as the District's new computer reservation and print management systems. Subsequently, a public records request was submitted for details about the selection process. After conferring with Cindy McMullen, attorney and legal counsel for the District, we notified the requester of our review of state regulations for any applicable exemptions. We also notified the other bidders about the request and provided ample time for those organizations to notify the District if they believed there were any legal exemptions to prohibit the release of information planned for June 1.

In reference to an internal news post written by Ms. Ledebor regarding personal computer hacking, Ms. Thompson commented her father had a similar experience with more drastic results. Subsequently, Ms. Ledebor noted Mr. Stumbough and the IT staff are doing everything they can to secure the District's information systems.

In response to Mr. Teterud, Ms. Ledebor reported interviews for Chief Human Resources Officer will be held May 19 and 20, with anticipation to fill the position by July 1.

**Public Services**  
**Report, April 2016**  
**(Item V.C.)**

Deputy Director Patrick Roewe and Library Services Manager Kristy Bateman provided a written report prior to the meeting for April 2016, with data for customer use measures, programming and library activities. The successful results of the fourth annual Food for Fines program were highlighted by Mr. Roewe. Food collection increased by 17%, and the amount of fines forgiven increased by 69%. The District collaborated with Spokane Public Library, and increased the per item and maximum dollar amounts forgiven to help increase program participation. Ms. Ledebor pointed out to Mr. Teterud how Mary Ellen Braks elaborated on the STEM Kits he asked about last month. In response to Trustee Craig's query about the paving and repair project at Deer Park, Mr. Knorr explained the subpar pavement of the entryway had sunk and become a safety issue. Mr. Roewe said since the library will be closed for construction, additional maintenance projects will be completed at the same time. The cost estimate for construction at Deer Park was \$10,000. Mr. Craig also asked about the library card for Internet-use only. Ms. Ledebor explained the card is similar to a guest pass, and can be used by guests who live outside the county or by individuals without proof of address. The Internet-use only card ensures open access to reference and online materials. Mr. Roewe commented the Internet-use only card is helpful to staff as well, as it eliminates the regular use of single-use guest passes. There was no further discussion.

**Communication**  
**Report, April 2016**  
**(Item V.D.)**

Communication & Development Officer Jane Baker provided a written report prior to the meeting for April 2016 communication activities. There was no discussion.

**Fiscal Report,  
April 2016  
(Item V.E.)**

Revenue and Expenditure Statement through April 30, 2016.

| <u>Fund 001</u>      |              |
|----------------------|--------------|
| Revenues             | \$ 5,342,906 |
| Expenditures         | \$ 3,906,863 |
| Ending Fund Balance  | \$ 5,988,000 |
| Fund Budget Expended | 32.84%       |

Chief Information Officer Rick Knorr reported the SAO auditors will begin the 2015 audit next week, and have offered to conduct an entrance conference, if necessary. A brief discussion ensued and the Board determined by consensus an entrance conference wasn't necessary, as the SAO will address the audit process in a written letter distributed to all Trustees. Mr. Knorr also reported repair of the rock wall at Argonne Library has begun. There was no further discussion.

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

Library Supervisor Danielle Marcy and Community Librarian Danielle Milton provided an overview of Moran Prairie Library (MP) and the community it serves. Ms. Marcy welcomed the Board, introduced herself and Ms. Milton, and provided a brief chronology of the library. MP began as a book drop and is now the newest and third busiest library in the District. Its 10-year anniversary will be celebrated this Saturday, May 21, from 2-4 p.m., for which Trustees are invited to attend. MP is open seven days a week. Its statistics for door count, checkouts, and use of OverDrive follow similar trends as the other libraries. Meeting rooms are used heavily—there were 766 reservations last year—and the lawn, patio and study rooms are used regularly as well. Programs and programming attendance have increased by 15% and 22% respectively. Ms. Milton reported on the four service priorities of the Community Engagement Plan. For early learning, Family Evening Storytime was added on Wednesday nights for a total of four Storytimes offered each week. In support of families, an additional checkout station was added to the children's area. In collaboration with the local fire department, firefighters will join Storytimes each quarter. Pajama Storytime, a popular new program, hosts local authors who read from their favorite picture books. Ms. Milton provided an overview of the varied program offerings in support of education and enrichment. The spring Renew series offered program topics on ways to transform everyday living. There were various classes on nutrition, financial and estate planning, bicycle repair, home organization and protecting outdoor living spaces. Other popular programs were the NaNoWriMo Mini-Conference for writers; Harry Potter Party, Alzheimer's education, Washington Wildfires, and Egg-cellent Engineering. In support of business and career development, STCU and SCORE offered classes on financial planning and how to build a business. One-on-one time with a librarian can also be reserved for help with use of the library, eReaders, or how to build a resume, to name only a few. To

support community connections, a new book club has begun at Brookdale Senior Living facility across the street from the library. Multiple sessions of AARP Tax-Aide facilitate successful completion of tax forms for many. The library hosts local author readings and displays work by local artists. It also participates in the Spangle Days Parade and Moran Prairie Grange events, such as Run for the Grange and the Strawberry Festival. This summer the library will host a health fair, and a second annual Poetry Picnic. In response to Trustee Craig's question about if there had been further member concerns about the library's magazine collection, Ms. Marcy reported there had been no further comments. However, she noted the magazine collection had since been moved to a location near the patio and is no longer near the children's area. There were no further questions. Trustees expressed appreciation for the informative report.

**Overview**  
**Social Media /**  
**Demos (Item V.G.)**

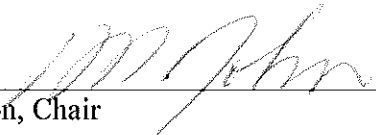
Communication & Development Officer Jane Baker introduced new Communication Specialist Erin Dodge. Ms. Baker commented that today the District reaches an audience of 8,000 through social media, as opposed to 1,000 in 2012, when she began employment with the District. Through PowerPoint, Ms. Dodge introduced the social media team of three, and showed graphs comparing 2015 to 2016. Facebook fans have increased by 18% to 2,758; Twitter has increased by 43% to 1,894, and Pinterest by 22%, to 1,527. District social media efforts consist of two main types of platforms: Those we own and control—blogs, monthly eNewsletters, and emails to members, and those we ultimately don't control—Facebook, Twitter, Pinterest, LinkedIn, Google+, and YouTube. Ms. Dodge shared details of how we highlight our posts and promote programs on the various social media components, demonstrated samples, reviewed the handling and/or procedures for development of each, and introduced the staff that makes it all happen. She also pointed out social media insights (comments, shares, and click-throughs) as well as the audience breakdown by gender/demographics. LinkedIn is the most recent addition to the District's social networking sites. It provides an opportunity to engage with the business community and highlight business resources. Viewers see library posts in their feeds. In the future, Ms. Dodge said as we produce more program videos, our YouTube followers will increase. We are also experimenting with Snapchat, as an Infinite Deal survey found Snapchat outpaces Instagram, Facebook, and Pinterest for those in the age range of 12 to 24. Trustee Teterud said he heard while in attendance at the WLA Conference that LinkedIn was a great way to keep in touch with state officials. Trustees expressed appreciation for the informative report and welcomed Ms. Dodge to the team. There was no further discussion.


**Public Comment**  
**(Item VI.)**

There was no public comment.

**Adjournment**  
**(Item VII.)**

Vice Chair Craig adjourned the meeting at 5:36 p.m. The next Board Meeting is scheduled for Tuesday, June 21, 2016, at 4:00 p.m., in the public meeting room at Argonne Library.

  
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Mark Johnson, Chair

  
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Nancy Ledebor, Secretary of the Board of Trustees