

**SPOKANE COUNTY LIBRARY DISTRICT
BOARD OF TRUSTEES MEETING MINUTES: SEPTEMBER 18, 2018**

The Board of Trustees of Spokane County Library District met in regular session in the public meeting room at Cheney Library, 610 First St., Cheney, WA, at 4:00 p.m., Tuesday, September 18, 2018.

Present: John Craig - Chair
 Mark Johnson - Vice Chair
 Sonja Carlson - Trustee
 Wes Teterud - Trustee
 Kristin Thompson - Trustee
 Patrick Roewe - Executive Director and Secretary

Excused: None.

Also Present: Jane Baker, Communication & Development Director; Kristy Bateman, Library Operations Manager; Diane Brown, Librarian; Toni Costa, Human Resources Director; Tami Chapman, Librarian; Carlie Hoffman, Library Services Manager; Rick Knorr, Finance Director; Aileen Luppert, Managing Librarian; Catherine Nero Lowry, Library Supervisor, Andrea Sharps, Collection Services Director; Doug Stumbough, Operations Director; Amber Williams, Managing Librarian-Strategic Initiatives; and Patty Franz, Executive Assistant.

Guests: None.

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

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

Approval of Aug. 21, 2018, Regular Meeting Minutes (Item III.A.) Mr. Craig called for corrections to the August 21, 2018, regular meeting minutes. There were no corrections; the minutes stand approved as written.

Approval of Payment Vouchers, August 2018 (Item III.B.) Mr. Teterud moved and Mr. Johnson seconded approval of the August 2018 bill payment vouchers as follows:

Fund	Voucher/Payroll Numbers	Subtotal	Total
August - L01	54407-54571 and W00582-W00590	\$680,007.80	\$680,007.80
	08102018PR and 08242018PR	\$394,548.19	\$394,548.19
L01		Total	\$1,074,555.99

There was no discussion.

The motion was approved.

**Unfinished Business
Levy Lid Lift Update
(Item III.C.)**

LEVY LID LIFT UPDATE. By consensus, the Board of Trustees directed staff to proceed with plans for a Levy Lid Lift election on August 6, 2019. Mr. Roewe presented an overview and recent history of District levy lid lift elections. He also provided revenue and expense projections for 2019-2021, noting a reset of the levy rate has potential to restore District funding for maintenance and operational needs before expenditures outpace revenues in 2021. Future facility maintenance needs as well as plans for updated security and equipment systems are anticipated to enhance future customer experiences. Mr. Roewe also said that current data demonstrates the potential for voter approval in 2019, and noted the District has been successful in the past with sufficient voter turnout for August primary elections. He added that although in this case the ask will be small, messaging will still be key. Ms. Baker previewed the upcoming communication plan timeline, noting since the last election, the District has strengthened its case by increasing partnerships and advertising, along with publication of Engage magazine. Now through February 2019, key messages will be developed, staff training conducted, Friends of the Library will be informed, and data will be mined. Ms. Baker also noted there is potential for citizens to form a Political Action Committee.

There was no further discussion.

**New Business
MRSC Rosters
Program, Res. 18-04
(Item III.D.1.)**

REQUEST TO JOIN MUNICIPAL RESEARCH AND SERVICES CENTER (MRSC) ROSTERS PROGRAM. Mr. Johnson moved and Ms. Thompson seconded approval of Resolution 18-04, to request District participation in the Municipal Research and Services Center (MRSC) Rosters program. Mr. Knorr explained the MRSC Rosters is a service that provides a membership database used by participating Washington state public agencies to efficiently and affordably contact registered businesses about small public works construction projects, consulting opportunities, and contracting of goods and services. MRSC Rosters, however, has no involvement in how its members procure services through the roster process. Mr. Knorr reported he anticipates to use the program a couple of times per year, or more depending on the outcome of the levy lid lift election, with an annual cost of \$135. Discussion ensued among Trustees and staff regarding compliance and use of the Rosters program. Mr. Roewe further said with approval of this resolution, the District procurement policy will likely need an adjustment. Mr. Knorr said he anticipates this program to save significant staff time and offer a broader selection and more competitive bidding among contractors.

There was no further discussion.

The motion was approved.

**New Business
Social Media Policy
(Item III.D.2.)**

SOCIAL MEDIA POLICY. Ms. Thompson moved and Ms. Carlson seconded approval of the Social Media policy, as revised. Ms. Baker said upon scheduled review of the current policy, it was found to remain congruent with the purpose and intent of the District social media program. However, nomenclature and boilerplate were updated to reflect current terminology.

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**New Business
Social Media Policy
(Item III.D.2.)**

There was no further discussion.

The motion was approved.

**Overview –
Connecting
Customer Service,
Intellectual
Freedom, and
Diversity and
Inclusion
(Item III.E.)**

CONNECTING CUSTOMER SERVICE, INTELLECTUAL FREEDOM, AND DIVERSITY AND INCLUSION. Human Resources Director Toni Costa engaged the Board in a conversation about key elements of a diverse and inclusive workforce and best practices for a respectful workplace. She noted diversity currently involves a broader spectrum than in the past, and we are all responsible for the prevention of harassment and bullying. Ms. Costa further connected the concepts of intellectual freedom, customer service, and diversity and inclusion as the District's foundation of inclusive staff interaction with customers and each other. Ms. Costa emphasized it is necessary to treat everyone in a manner in which they would want to be treated. Every community member is a customer; therefore, each of us is continually in the role of representing the District. She introduced Stephen R. Covey's Listening Continuum, which states the importance of empathetic listening that goes a step beyond active listening. In response to a query from Ms. Carlson, Ms. Costa suggested a helpful phrase she uses to overcome barriers is to ask others to help her understand. Mr. Roewe noted this overview was provided to Trustees as a preview of what will be presented to staff in the future. Trustees expressed thanks for the informative presentation.

There was no further discussion.

Mr. Teterud was previously excused for an early departure and left the meeting at 4:58 p.m.

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

Chair Craig reviewed forthcoming agenda items for the next two months, noting the October meeting will be held at Spokane Valley Library. Among other items, the agenda will include a levy lid lift update, review of the 2019 preliminary budget and public hearing on authorized revenue sources, award of the janitorial services contract, review of two policies, an overview of guidelines for local government agencies in election campaigns, and spotlight on Otis Orchards Library. There was no further discussion.

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

Mr. Teterud reported on a recent personal visit to the Southcenter Library Connection in Southcenter Mall, Tukwila, WA. He said the library has expanded during its 11 years of operation and nearly every chair was occupied during his visit. Mr. Teterud commented that he found the library to be an encouraging example of what the District is doing with The BookEnd at Spokane Valley Mall. There were no other reports.

**Executive Director's
Report, Aug. 2018
(Item V.B.)**

The Executive Director's written report for August 2018, provided prior to the meeting, included information on the Business Office, Finance and Facilities, Collection Services, Human Resources, Information Technology, and Community Activities. Mr. Roewe pointed out the report compiled by Operations Director Doug Stumbough on historical data of District

**Executive Director's
Report, Aug. 2018
(Item V.B.)**

elections to gather background for potential future measures. Mr. Stumbough commented that his search for data included assistance from the Spokane County Elections Office and a visit to the Eastern Regional Branch of the Washington State Archives in Cheney. Mr. Roewe expressed appreciation to Mr. Stumbough for providing the informative report. Regarding levy lift issues, Mr. Craig pointed out the strong support of voters, with an average approval of 57.2%.

There was no further discussion.

**Operations Report,
Aug. 2018
(Item V.C.)**

Operations Director Doug Stumbough and Library Operations Manager Kristy Bateman provided a written report prior to the meeting for August 2018, with data for customer use measures, programming, and library activities. In addition, Mr. Stumbough encouraged anyone interested in local history to visit the digital archives in Cheney. He said the staff there enthusiastically shared information about the archives and work they do. Mr. Craig thanked Mr. Stumbough for the historical elections summary report.

There was no further discussion.

**Communication
Report, Aug. 2018
(Item V.D.)**

Communication & Development Director Jane Baker provided a written report prior to the meeting for August 2018 communication activities. In addition, Ms. Baker distributed copies of the fall postcard mailer recently sent to District residents, and commented how its message shifted to why we do things from the former how we do things. Mr. Roewe said the mailer was a great way to get the word out about our services and also part of the District's long-term communication strategy.

There was no further discussion.

**Fiscal Report,
August 2018
(Item V.E.)**

Revenue and Expenditure Statement through August 31, 2018.

<u>Fund 001</u>	
Revenues	\$ 7,106,319
Expenditures	\$ 8,506,926
Ending Fund Balance	\$ 3,779,016
Fund Budget Expended	65.21%

Mr. Knorr had nothing further to add.

There was no further discussion.

**Spotlight
Stories Off the Page
(Item V.F.)**

Ms. Baker provided a spotlight on the District's forthcoming video-based communication initiative called Stories Off the Page. She noted its concept is a video version of the Business Matters brochure, of which Ms. Baker distributed copies. The goal of the program is to provide a mechanism for internally creating videos to not only share and promote library programs and events on Community-Minded TV (CMTV), web and social media sites, and internal training guides, but to also create video vignettes to showcase library services and resources in a story format. Ms. Baker further shared a brief history about inception of The Studio at

**Spotlight
Stories Off the Page
(Item V.F.)**

Spokane Valley Library, noting the District entered into an agreement several years ago, where CMTV would provide equipment for The Studio in exchange for one hour of programming per month for CMTV. Equipment provided to The Studio included cameras, lights, green screen, computers and editing software, and audio equipment. Ms. Baker said the Communication Department is currently creating a procedure and work flow for this program, and in the future will begin scriptwriting and storyboarding stories, with plans to work with Studio staff to edit and prepare videos for a variety of audiences. Trustees expressed thanks for the informative report.

There was no further discussion.

**Public Comment
(Board motion to
move to Item VI.
from Item VII.)**

There was no public comment.


Mr. Craig called for a brief recess at 5:07 p.m.

**Executive Session
Comment
(Item VII.)**

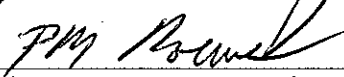
REVIEW THE PERFORMANCE OF A PUBLIC EMPLOYEE. Mr. Craig moved and Mr. Johnson seconded for the Board to commence an executive session at 5:20 p.m. to discuss the Executive Director's first annual performance evaluation. The Board returned from executive session at 5:51 p.m. Chair Craig will complete a summary of Mr. Roewe's evaluation to submit for District personnel files.

**Adjournment
(Item VIII.)**

Chair Craig adjourned the meeting at 5:52 p.m. The next Board Meeting is scheduled for Tuesday, October 16, 2018, at 4:00 p.m., in the public meeting room at Spokane Valley Library.



John Craig, Chair



Patrick Roewe, Secretary to the Board of Trustees