

## **MINUTES OF THE BOARD OF TRUSTEES MEETING**

**September 17, 2013**

The regular monthly meeting of the Spokane Public Library Board of Trustees was held Tuesday, September 17, 2013 at the Downtown Library.

Present were:

### **MEMBERS**

Mr. Janice Marich, Chair  
Mr. Jack Fallis  
Mr. Nathan Smith  
Mr. Jim Kershner  
Ms. Anne Walter

### **LIBRARY DIRECTOR**

Mr. Andrew Chanse

### **CITY COUNCIL LIAISON**

Mr. Ben Stuckart

### **CALL TO ORDER**

The meeting was called to order at 4:34 p.m.

### **VISITORS**

Charles Hansen, EWGS

### **CHANGES TO THE AGENDA**

There were no changes to the agenda.

### **APPROVAL OF AUGUST 2013 MEETING MINUTES**

Mr. Kershner moved to approve the minutes of the August 20, 2013 Board meeting. Ms. Walter seconded the motion, which carried unanimously.

### **APPROVAL OF BILLS AND CONTRIBUTIONS FOR AUGUST 2013**

Mr. Kershner moved to approve payment of the bills for August 2013 in the amount of \$635,700.30, voucher sequence #40098-40298. Ms. Walter seconded the motion, which carried unanimously.

### **FINANCIAL REPORT**

Business Manager Steve Shagina was absent. Mr. Chanse reported that nothing was out of the ordinary for the month, and the library is on target for the rest of the year.

### **PERFORMANCE REPORT**

Mr. Chanse reported good news and growth again this month. He said changes we made in July are having a positive effect now.

### **CHAIRMAN'S REPORT**

There was no report by the Chair.

### **LIBRARY DIRECTOR'S REPORT**

The Library Director submitted the following written report on September 17, 2013.

## **Library Director's Report to the Board**

September 17, 2013

### **Community/Professional Contacts**

Highlights include meeting with the former Director of SCLD, Downtown Rotary, a Neighborhood Council meeting in Hillyard, touring the NE Community Center with Jean Farmer, working with the Arts Fund on selecting the city's 1st Poet Laureate, an introductory directors' luncheon with the Inland Northwest Coalition of Libraries (INCOL), GSI Annual Meeting, and some key events with Spokane County United Way.

### **Programs**

Total registrations for Summer Reading were 8077 with 3711 completions (46%).

Through a partnership with Microsoft and WA State Library, SPL will offer free access to the Microsoft IT Academy to the public. The access will provide our customers a wide range of Microsoft online courses and learning resources. In addition, we will also receive enough licenses to the current version of MS Office for all of our public computers. Details are unfolding, but this program should be up and running within the next few months.

### **Collections**

Overall circulation saw an increase (9.7%) from August of this year compared to last year. We are on track to close out this year with an overall increase in circulation.

Platform upgrades were undertaken for many of our digital offerings, including: OverDrive, Freegal, and OneClickDigital audiobooks. Freegal itself saw a significant improvement in the search interface and the addition of millions of new tracks at no additional cost to the library.

### **Foundation**

We remain in the process of filling the Development Director position. The interview panel includes Nathan Smith, Jim Kershner, and Nancy Hake from the Foundation Board.

### **Facilities**

Cameras have been installed at the Hillyard branch.

The new Hillyard bookdrop was installed with return slots that would not accommodate some of our bigger items. This was due to incorrect specs listed by the manufacturer. Replacements are being provided free-of-charge.

We are working with Spokane Regional Solid Waste System to help us in our efforts to green our organization. The hope is to decrease our disposal bills and increase our recycling efforts.

### **Staffing**

We continue to post and fill positions at East Side, Hillyard and Indian Trail in anticipation of our expanded hours next year.

### **Strategic Plan**

As mentioned at last month's board meeting, we are working with CivicTechnologies to conduct our community assessment for planning purposes. Right now, we are in the implementation stage and they are gathering and testing our data.

Respectfully submitted,

Andrew Chanse  
Director

### **Additional Information**

Mr. Chanse reported that the Friends of the Library has made a generous donation that will allow the library to purchase 8 early learning literacy stations. These are touch screen stations stocked with software and programs for kids. There will be two at South Hill, two at Shadle and one at each of the remaining branches. Ms. Marich asked about the placement of the stations. Mr. Chanse responded that the branches with the highest attendance have two. Ms. Marich said she would like to keep the option open for more stations at the other branches if necessary. Ms. Marich then thanked Sally Chilson for keeping volunteers engaged at a United Way volunteer day.

### **FOUNDATION REPORT**

Mr. Chanse reported they performed a second round of interviews for the Foundation director position, and had offered the position to someone. They were waiting to finalize.

### **COMMUNICATIONS**

Ms. Silverstone had nothing to report.

### **UNFINISHED BUSINESS**

There was no unfinished business.

### **NEW BUSINESS**

#### **13a. M&P Benefits**

Human Resources Director Monica Fox reported that before open enrollment for benefits begins, the board has to approve cost split between the library and the employee. Ms. Fox submitted her suggestions for the cost split with rationale for each plan. Mr. Kershner asked if the changes the library is making are comparable to other city departments. Ms. Fox assured him they are comparable. Mr. Fallis motioned to approve the benefit premium cost splits. Mr. Smith seconded and the motion carried.

#### **13b. Funding for technology upgrades**

Mr. Chanse told the board that the library staff is working on ancient computers, and asked to move funds from capital reserves to purchase new computers. Mr. Chanse said it isn't in the library's best interest to have nicer computers for patrons than its own staff uses. He also pointed out that patrons may ask questions about newer software or computer programs, and if the staff is working on antiquated computers they may not be able to help patrons. Mr. Stuckart asked how much the library currently has in reserves: \$425,000. He asked if the sale of the Nevada Street property would replenish the reserves; it would. Mr. Kershner asked if we need computers more than any other capital improvements. Mr. Chanse said yes, computers are a top priority. Mr. Fallis asked how many computers we need. The library wants to replace 95 staff and 38

public. There was a lot of discussion about the reserve fund and how low the board could responsibly take it. The board then started discussing the possibility of having a capital replacement fund in future budgets. They will discuss having a capital replacement fund at another time. Ms. Walter said she feels the computers are really a basic need and should be funded. Ms. Marich said she feels this is about being relevant for our patrons. Mr. Fallis said this is a good example of why the library has capital reserves, and motioned to approve the transfer of funds to purchase computers. Mr. Kershner seconded and the motion passed.

#### 13c. Performance measures input

Mr. Chanse reminded the board that the city is looking to establish performance measures as part of the budget process. He thinks performance measures fall short because they don't tell the whole story of what the library does. At this time, the city will look at gate count, information requests and internet usage. Mr. Chanse said this may be useful for us, but he'd like to expand what we look at to ensure the needs of patrons are being met. He wants to look at public engagement, outreach, programs and presentations. Ms. Marich brought up the tax preparation service as an example of programs that really help people. She wants the library to track how many people use the tax prep program because it is a "great resource" for the community. Mr. Chanse wants to track the percentage of the library's collection that is checked out. He says tracking percentage of collection out shows how important we are to the community and also motivates the library staff to keep the collection relevant. Ms. Walter asked if there is a national standard or average. Mr. Chanse referenced Jefferson County as having 40% of its collection checked out at a time which is very high. Mr. Kershner asked if that meant the library doesn't have enough to offer patrons? Further discussion followed, and ultimately all of the board members liked what Mr. Chanse presented and agreed the library should track public engagement and percentage of collection out.

#### 13d. Affordable Care Act

Public Services Manager Dennis Fredrickson reported that at the start date for the Affordable Care Act, October 1, the library is anticipating people will come in to use computers and ask questions about the plan. The library has a plan in place to have links prominent on our website for Washington and Idaho. We will have flyers available and will be responsive to host workshops with community partners. The library staff is expected to know basic information and requirements, know how to get to Washington exchange links, help people establish email accounts and support people with technical questions such as printing information from the computer.

#### 13e. Summer reading wrap up

Youth Services Coordinator Sally Chilson reported that the Summer Reading Program for 2013 had the highest sign up and finish rate ever at the library. She credits finishing numbers being so high to the Friends of the Library for purchasing reward books for finishers as well as the staff in libraries pushing the program to customers.

### **ADDITIONAL ITEMS/CHANGES TO THE AGENDA**

None

**PUBLIC COMMENT**

Mr. Hansen commented that the Nevada Street property had been mowed and looked nice.

**NEXT REGULAR MEETING**

The next regular Board meeting will be held Tuesday, October 15 at the Downtown Library.

**EXECUTIVE SESSION**

There was no executive session.

**ADJOURNMENT**

The meeting adjourned at 5:36 p.m.

Secretary\_\_\_\_\_

Chairman, Board of Trustees\_\_\_\_\_ Date\_\_\_\_\_