

MINUTES OF THE BOARD OF TRUSTEES MEETING

January 21, 2014

The regular monthly meeting of the Spokane Public Library Board of Trustees was held Tuesday, January 21, 2014 at the Downtown Library.

Present were:

MEMBERS

Ms. Janice Marich
Mr. Jim Kershner
Mr. Nathan Smith
Ms. Anne Walter

COUNCIL LIASON

Mr. Ben Stuckart

LIBRARY DIRECTOR

Mr. Andrew Chanse

CALL TO ORDER

The meeting was called to order at 4:30 p.m.

VISITORS

From the Community Court project: Adam Papini, Donna McBride, Francis Adewale, Judge Mary Logan and Kathy Knox

From EWGS: Charles Hansen

New Librarian: Samantha McCombs

CHANGES TO THE AGENDA

Item 13a was moved to accommodate Community Court guests. The Community Court group members were extremely positive and expressed gratitude that the board was allowing Community Court to meet at the library. They reported that people who had previously been unwilling or unable to attend court were coming to Community Court because the library is accessible and nonthreatening to them. Community Court is set up so people can go to court and then access service providers in the next room.

Service providers have included: SNAP, veterans outreach healthcare, dept. of licensing, behavioral health for mental health, and a nurse practitioner to help people connect with a primary care provider.

The Library is an integral part of the success of community courts because it is a community gathering place with access to information (books, computers and services). The representatives reiterated that Community Court deals with low level offenders. Since Community Court started the number of no-shows on the docket has already gone down.

The Board expressed their thanks to those involved for using the library as the venue.

It was also noted that people don't have to have a pending case in order to access the service providers.

Mr. Kershner added that we were already proud of this and knew the library was a good place for community court now we feel like this is the ideal place.

APPROVAL OF December, 2013 MEETING MINUTES

Ms. Marich asked that a sentence referencing her work with the Harwood Institute be changed to reflect a more realistic number. After the change, Ms. Marich moved the minutes be approved and Ms. Walter seconded.

APPROVAL OF BILLS AND CONTRIBUTIONS FOR December 2013

Ms. Walter moved to approve payment of the bills for December 2013 in the amount of \$665,062.84, voucher sequence #40957-41170. Ms. Marich seconded the motion, which carried unanimously.

FINANCIAL REPORT

Mr. Chanse reported that we are still waiting on year-end numbers from the City, but there have been no surprises.

PERFORMANCE REPORT

Mr. Chanse said he was pleased with the numbers for year end. We have seen positive increases in circulation and an increased gate count for December. Ms. Marich asked how we capture the traffic from Community Court – a category of usage beyond just walking through the gate. Mr. Chanse said WSU is working on some measurement tool for the project. Mr. Chanse noted the increase in digital check outs, and said this is a trend we will continue to see. Ms. Walter noted that Spokane has a growing younger population, maybe we could look at that as outreach potential. Mr. Chanse agreed, and said we do have ideas for outreach with the schools. Ms. Silverstone said when we restructured we hired a manager specifically for outreach within the schools.

Mr. Kershner noted that nearly 300,000 people used the Downtown branch last year (he noted the increase from last year). This is the highest gate count.

CHAIRMAN'S REPORT

None.

FOUNDATION REPORT

Foundation Director Sarah Bain submitted a written report which is attached to the minutes.

LIBRARY DIRECTOR'S REPORT

Library Director's Report to the Board
January 21, 2014

Community/Professional Contacts

I started out the new year by visiting all of our branches. It was great to get out and touch base with staff. I was happy to hear people were waiting outside the doors at Indian Trail, Hillyard, and East Side prior to opening on the first day of the new hours. Feedback from customers on the new hours has been positive.

I continue to meet monthly with our City Administrator to help ensure good communication between the library and the city.

Shannon Halberstadt, the new director of the Arts Fund, and I met to discuss future initiatives with each other and to touch base since we are both new to our positions and organizations.

I had an entrance interview at KPBX with Verne Windham on January 13th. I was able to tour the station and learn a bit more about KPBX, their role in the community, and their relationship to SPL.

Budget

As projected, we expended most of our fund balance to cover operating costs for 2013. I hope to have further details of how we closed out 2013 in time for the January meeting.

Programs

New hours open houses on January 7th were a success. We had musical acts perform in the branches (not in our meeting rooms) at East Side, Indian Trail, and Hillyard libraries. During the month of January we are offering some special programs at East Side, Hillyard, and Indian Trail to highlight the new hours. In addition to the celebration on January 7, those 3 branches will be offering a presentation by Mobius for families and a Zentangle art class for teens and adults. I was impressed to see that we had 33 people come out on the Saturday after New Years to learn about snowshoeing at the South Hill Library.

Community Court at the Downtown Library continues to develop and they are reporting some really great outcomes. The court and I met with some of the downtown business community and law enforcement in early January to touch base and answer any questions about the concept of the court. We are scheduled to meet again in February.

Collection

We've added another digital offering to our growing selection of learning opportunities. Learn4Life is a facilitated online education service we will offer our customers. This is a great way for us to supplement how we meet the information and educational needs of the community. For many of our customers, this might be their first exposure to an online facilitated course and could prove to not only meet their topical information needs, but also help them attain the skills and confidence in enrolling in other online coursework.

This service should also provide some unique outreach opportunities for SPL.

Friends of the Library

The Early Literacy Stations donated by the Friends of the Library are now available at all of our branches. We have not yet had a full month of usage, but reports from the branches have been positive.

I shared our strategic directions with the group at the January meeting and feedback was very positive.

Facilities

We received a report from CSN on our HVAC systems at all of our branches. The big ticket item and concern continues to be the equipment at Hillyard.

Our Facilities Manager will be retiring at the end of February.

Staffing

Staff are getting settled into their new teams due to some significant shifting and manoeuvring from the staffing changes due to the expanded hours.

We've expanded and changed the role and responsibilities of Sally Chilson, our former Youth Services Coordinator to include all age groups of programming. Sally's connections within the community are a real asset as we move towards expanded programs at our locations. Sally's new title is Learning & Literacy Coordinator and she will be working with liaisons at each location to develop programs and push out system-wide program initiatives. She will also be working closely with SPLF in developing concepts for grants.

City of Spokane

The City of Spokane's Annual Report/State of the City will be rolled out on January 31st.

Strategic Planning

I will be presenting our findings from our strategic planning process at all of our branches in January and February. In our planning process in December, we identified areas of priority to develop at each of our locations. Each branch will be responsible for proposing action plans for the next year to address our priorities.

Respectfully submitted,

Andrew Chanse
Director

Additional Information

Mr. Chanse said everyone has been very focused on the new year and new hours. We heard reports of people waiting at the door of all three branches (on the first day of extended hours). Branch manager Dennis Bergstrom reported that he has heard, "constant compliments and thanks from people for the extra hours." At East Side the circulation has not come up as dramatically as the other branches, but the gate count has increased noticeably. Mr. Bergstrom noted that eight years is a long time to think of hours at a library as being one way, so the branches are working on changing the way people think of them.

Mr. Chanse reported that the library is offering Learn 4life. This program offers a multitude of classes from GED prep to guitar and foreign language. It's yet another way for people to get information.

Ms. Walter said she wants to seek clarity on the topic of selling the downtown building. Mr. Chanse said the business community approached the library, and they continue to do so. It's part of his job to educate them to show them what we really do and explaining how we are part of the community. Mr. Stuckart said there is another conversation

about moving Spokane Transit Authority. Mr. Stuckart recommended the library board very clearly articulate its stance. Mr. Smith said the board should talk more in February to solidify its stance.

COMMUNICATIONS

Ms. Silverstone said the library received some excellent coverage of the new hours. Her ongoing focus will be to continue to get publicity about the new hours.

UNFINISHED BUSINESS

None.

NEW BUSINESS

14b New Statistics Reporting

Ms. Chilson said the library started a new reporting structure to capture different data. For instance we can now see what percentage of the library collection is out (in customer's home rather than on our shelves). We will also be adding homepage counts (online).

We are encouraging our librarians to do more in the community, so we will track how many meetings librarians attend. We are adding customer assistance data in the form of reference and telephone calls. At the libraries, we will be doing more "drop in" events. These events will typically have a seasonal theme. It isn't feasible count attendance for these events, but we will be counting the events. We gave the online branch its own branch heading, and we will track the "Ask a Librarian" button. We will measure hours as well as sessions for the following: Internet sessions, early learning computers, and Learn 4life and Microsoft IT academy.

Mr. Kershner asked how we can compare previous years if things are changed. Ms. Chilson said that we will still have access to old data and therefore will still be able to compare. She said that there is so much data she couldn't include it all on one report, so there will be plenty of opportunity to compare years past. Mr. Kershner asked about a term "Customer Engagement Report." Ms. Chilson said the library wants to engage people, and that was the rationale for using that term. But she said she is open to suggestions if we need to change titles and names.

13c. Periodic policy review: Safe child policy

Ms. Chilson reported that we reviewed it and there are recommending no changes.

13d. Summary of findings from CommunityConnect

Mr. Chanse outlined CommunityConnect as a tool which uses geographical outlines to show populations and library patrons and non patrons. We use this data to find where we have the greatest growth potential. The library's service area has 32 segments out of 65. We will focus on top five. For example, a segment called Great Expectations is the greatest population in Spokane. This may help us answer the question: How can we reach these people? We're finding that Spokane is very diverse and this will be a great

way to work on outreach. The conversations and actionable items we can have around this are really amazing.

ADDITIONAL ITEMS/CHANGES TO THE AGENDA

None.

PUBLIC COMMENT

None.

NEXT REGULAR MEETING

Tuesday, March 18, 2014

EXECUTIVE SESSION

None.

ADJOURNMENT

Meeting adjourned at 5:40 p.m.

Secretary_____

Chairman, Board of Trustees_____Date_____