

MINUTES OF THE BOARD OF TRUSTEES MEETING

April 15, 2014

The regular monthly meeting of the Spokane Public Library Board of Trustees was held Tuesday, April 15, 2014 at the South Hill Library.

Present were:

MEMBERS

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

COUNCIL LIASON

LIBRARY DIRECTOR

Mr. Andrew Chanse

CALL TO ORDER

The meeting was called to order at 4:32.

VISITORS

None.

CHANGES TO THE AGENDA

None.

APPROVAL OF MARCH 2014 MEETING MINUTES

Mr. Kershner moved to approve the minutes from the March 18 board meeting, Ms. Walter seconded the motion and the motion passed.

APPROVAL OF BILLS AND CONTRIBUTIONS FOR MARCH 2014

Mr. Kershner moved to approve payment of the bills for March 2014 in the amount of \$686,097.20, voucher sequence #41600-41809. Ms. Walter seconded the motion which carried unanimously.

FINANCIAL REPORT

Mr. Chanse reported the library is moving forward with contracting with the city for business support, and the new person should be ready to present at the May board meeting. Mr. Chanse said the report may look a bit odd this month as the city has changed how they code things. This resulted in some areas showing as just symbols. Overall, things are looking ok.

PERFORMANCE REPORT

Mr. Chanse handed out a revised version of the April statistics (attached). There had been an inadvertent omission ever since we moved to the new report format. It is now corrected. The correction means that circulation is actually higher than we thought by roughly 20,000. The percentage increase is less, but total amount is higher.

We are starting to see slow progress for our efforts. Percentage of collection in customer's home is starting to rise. Mr. Chanse said he is proud that the library is making progress. He noted a small decrease at Shadle, but said the amount is acceptable when you consider its location (situated between two other libraries that have increased hours.) Mr. Smith asked how books are tracked if they are requested one place and taken from another. Mr. Chanse said books are tracked from the original location.

Mr. Chanse noted that Hillyard librarians went out to community events five times last month, and should be complimented for that effort.

CHAIRMAN'S REPORT

Ms. Marich thanked the staff at the South Hill branch for hosting the meeting.

FOUNDATION REPORT

None.

LIBRARY DIRECTOR'S REPORT

**Library Director's Report to the Board
April 15, 2014**

Community/Professional Contacts

I was a guest speaker at the Cliff-Cannon Neighborhood Council meeting in April and gave a presentation on how we are performing with the extended hours and highlighted some of our digital services and the Seed Library.

I was able to meet with Council member Candace Mumm to get acquainted with each other. Sarah Bain and I both met with Anne Marie Axworthy and Cajer Neely to get feedback on our strategic directions and to plant seeds for future connections and partnerships. I also met with the director of Tincan to discuss a potential partnership.

I took part in the Spokane Gives kick-off with Youth Build and Habitat for Humanity on April 1.

At the NE Community Center's Annual Event, Dennis Bergstrom was awarded the Human Servant Award for always going the extra mile in helping the community succeed.

Budget

There will be a budget retreat for cabinet in June.

Classes and Events

We hosted the Get Lit! kick-off event on the second floor of the Downtown Library on April 7. The lens areas of the library are visually really appealing areas to showcase the library and the city.

The Spokane Public Library Foundation will be paying for the shipping cost (our only outright cost) to have the Discover Earth exhibit delivered to us. This will be a great sponsorship opportunity for SPLF as the exposure this will bring to the library should be extraordinary.

Collection

We started floating our Young Adult collection in April. A floating collection is a group of books that are not housed permanently at one specific library, but instead are shelved in the library where they were most recently returned. When a floating book is sent to a participating library, it will remain at that location after being returned by the borrower, saving the time and cost of returning it to the original library. Library customers are not able to identify floating books, other than noticing that some books they received from other library locations end up on the shelf of their library when returned. We will be moving forward this year with changing the remaining children's collection to floating. Floating a collection greatly increases the availability of an item because it keeps the items from having an in-transit status and more readily available on our shelves. In addition, it allows for the shelves at our various locations to refresh with materials that customers in their neighborhood have just checked out.

Staffing

We have decided to not hire a new Business Manager. Instead, we have reorganized some of the duties and will utilize the city's Centralized Accounting Services to fill this need and expertise. I sat in on the interviews for the position and feel we have a top-quality person that will more than meet our expectations. We will also be able to more ably tap into the business analytics and resources of the city as our needs arise. By working with the city on this, we will realize some significant savings that I hope to invest elsewhere.

We launched our first annual Employee Satisfaction Survey on April 7 to take a pulse of how we are doing from a staff perspective. A task force will be formed to make recommendations for improvement.

City of Spokane

I presented our strategic directions and planning process to the Mayor's Cabinet in March. Dana Dalrymple and I also presented Learn4Life and Microsoft IT Academy to the cabinet in early April. We left the door open for future presentations to their respective departments.

Strategic Planning

We will be presenting Service Area Action Plans at the April meeting for board comment and adoption.

Respectfully submitted,
Andrew Chanse

Additional Information

Mr. Kershner asked about the new finance hire, Penny Brown. What percentage of her time will be spent on the library? Mr. Chanse said the library is her first priority. She is a

new hire; it is projected within the first year 20-25 hours per week will be dedicated to the library. Her hours dedicated to the library will be more in the first year as she gets to know our policies, etc. As we need her for special assignments, for instance the finance committee, she will be available to us.

COMMUNICATIONS

Ms. Silverstone reported that the communications department was busy with both Spokane Gives week and National Library Week. We are putting volunteer profiles online this week; why they volunteer what they do. Mr. Kershner asked how many volunteers the library has. Ms. Silverstone said the library has around 70-80 and some of them give 25 hours a week. We have some very dedicated volunteers. When we multiply hours times even just minimum wage it is over \$40k a year. Our Friends volunteers walk away telling their friends about how much they love the organization; and that is invaluable. They have a lot of pride in what they do. Mr. Kershner asked if the library includes Friends of the Library bookstore volunteers in the volunteer numbers. Ms. Silverstone explained that we do because they provide service to the library also in helping library visitors navigate the Downtown Library building.

UNFINISHED BUSINESS

Funding Task Force:

Mr. Chanse reminded everyone that the board held off on appointing a Funding Task Force because we were waiting to see who would be the newest board member. Although we still don't have another board member, Mr. Chanse felt the board shouldn't stall this any longer. He advised the board should appoint at least one member to the task force and then proceed from there once we get the next board member. The board agreed to appoint Mr. Smith and Mr. Stuckart.

NEW BUSINESS

12a. Election of Officers for 2014-15

This election is required annually; the board must elect a chair and vice chair. Ms. Marich said typically the board has elected the positions according to seniority; we can change that if anyone wants. No one wanted to change that system, and Mr. Kershner moved to elect Ms. Marich as chair and Mr. Smith as vice chair. Ms. Walter seconded, and the motion passed.

12b Development Director Position Change

Mr. Chanse said the library wants to expand the role of the director of development. We are really looking to capitalize on the current director, Sarah Bain's strengths: developing partnerships and community engagement. So we want to take the savings from contracting with the city for the business manager position and apply it to the development director. We would require \$39,360 to bring Ms. Bain to full time. So we would still have a net savings and increase capacity. This is a strategic move on our part. Mr. Kershner wanted to confirm that this is no increase to foundation, only city. Mr. Chanse said that is correct. Ms. Walter asked if we legally have to post this. Mr. Chanse said no; it's an expansion of her job not a new job.

Mr. Smith moved to approve the Development Director change, Mr. Kershner seconded and the motion passed.

12c. Action Plans for service areas

Mr. Chanse has been working with branches and managers to develop action plans. These are one-year plans with measurable outcomes for greater usage and greater community awareness.

We have established a service area for each of the branches based on census data.

Mr. Chanse went through South Hill and Downtown presentations.

We can use data to look at the populations and design services around them. For instance; retirement communities; like smart thinking. In Style: like civic engagement -- voters? So we started talking about populations and came up with a theme for each library.

Next we ranked services for the populations. Mr. Kershner asked for clarification regarding prioritizing services. Mr. Chanse said, if story time is "low" for instance, we could schedule it better or do something different for that population. Ms. Marich said "improvement" is the key here.

Ms. Marich asked: what is your timeline? Long term or short term? Mr. Chanse said we can do a lot in the short term and some will go with long term planning. This year will largely be a planning year. We are doing things that will help us get there; weeding out the collection, looking at needs; we are in the very early stages of this; don't know if we'll need outside design support or if we can do this in-house.

Ms. Marich complimented Mr. Chanse and the staff for a well thought-out approach. Mr. Chanse said we are trying to be very deliberate. We want to be able to answer customer question: why are you doing this?

When Mr. Chanse started the Downtown action plan, Mr. Kershner noted that the Downtown population is fundamentally different in that a lot of people who don't live downtown use the downtown library. Mr. Chanse said we are using the downtown neighborhoods for our identity, but we do keep the commuters in mind.

Ms. Marich said the first floor represents a lot of opportunity, and suggested we find some way to do a first floor gate count. Ms. Walter also asked why the parking garage isn't open all the time. Mr. Chanse said it's a high cost to staff that. Ms. Walter said she thinks that could be a potential for more revenue. Mr. Frederickson said security is an issue. Diamond Parking has actually recommended we just use a credit card machine but we are concerned with security of the building.

Ms. Marich asked if we have talked about using client input for the planning. Mr. Chanse said that client/public input is critical, otherwise the plans become aimless.

Mr. Kershner asked about an action plan for the Northwest Room. Mr. Chanse said we are fairly happy with northwest room except for the sight lines, it can become a safety issue. In addition, we are considering getting rid of items that don't have northwest significance. Ms. Silverstone added that the library is considering adding a display case with things in the Northwest Room out in the main area of the library to pique people's interest and hopefully lead them to visiting the Northwest Room.

Mr. Smith motioned to approve the action plans outlined for the South Hill and Downtown Libraries; Mr. Kershner seconded and the motion carried.

ADDITIONAL ITEMS/CHANGES TO THE AGENDA

None.

PUBLIC COMMENT

None.

NEXT REGULAR MEETING

May 20, 2014 at the Downtown Library.

EXECUTIVE SESSION

None.

ADJOURNMENT

The meeting adjourned at 6:00.

Secretary_____

Chairman, Board of Trustees_____Date_____