

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

**June 17, 2014**

The regular monthly meeting of the Spokane Public Library Board of Trustees was held Tuesday, June 17, 2014 at the Indian Trail Library.

Present were:

### **MEMBERS**

Anne Walter  
Mary Starkey  
Jim Kershner  
Nathan Smith

### **COUNCIL LIASON**

Ben Stuckart

### **LIBRARY DIRECTOR**

Mr. Andrew Chanse

## **CALL TO ORDER**

The meeting was called to order at 4:32 p.m.

## **VISITORS**

Charles Hansen (EWGS)

## **CHANGES TO THE AGENDA**

There were no changes to the agenda.

## **APPROVAL OF MAY, 2014 MEETING MINUTES**

Ms. Walter moved to approve the minutes of the May 20, 2014 Board meeting. Ms. Starkey seconded the motion which carried unanimously.

## **APPROVAL OF BILLS AND CONTRIBUTIONS FOR MAY 2014**

Ms. Walter moved to approve payment of the bills for May 2014 in the amount of \$699,484.83, voucher sequence 41,810 to 42,065. Ms. Starkey seconded the motion, which carried unanimously.

## **MONTHLY FINANCIAL REPORT**

Business Manager, Penny Brown noted that May's financials appeared high because three pay periods occurred in May, an unusual occurrence which is corrected in subsequent months. She is still making changes in the computer programs she uses to make reports clearer and easier to understand.

## **PERFORMANCE REPORT**

Mr. Chanse said there was one day in May closed for staff day, but overall these are good numbers. Mr. Kershner asked why homepage connects are down. Mr. Chanse said we are experimenting with a new spreadsheet so that's probably why the numbers seem off. Mr. Chanse said the online learning numbers also need to be corrected.

Outreach numbers dropped but they did skip one outreach facility due to illnesses at the facility and staff day.

## **CHAIRMAN'S REPORT**

There was no Chairman's report.

## **LIBRARY DIRECTOR'S REPORT**

### **Community/Professional Contacts**

I attended Leadership Spokane's Executive Welcome at the Jundt. The event welcomes new executives into the community. I was also selected to participate in Leadership Spokane's program.

Sarah Bain and I both met with Michael Ebinger from the WSU Center for Innovation and Value Creation--we have a great partnership via our business services with this department.

I met with the new director of Möbius to welcome him to the community and discuss future collaborations.

Mary Starkey and I took a tour of our libraries at the end of May.

Our Shadle branch participated in the closing house event at Holmes Elementary this year to promote the library and the Summer Reading Program. We registered nearly 100 people via this event.

I attended the Mayor's Task Force on the Urban Environment in late May. There are some really great initiatives coming from this group. The library certainly has an opportunity to expand upon the services offered via Community Court through life skill classes and more proactive medical support.

I attended the Inland Northwest Council of Libraries board meeting in May and now serve as the board chair. The Inland Northwest Council of Libraries (INCOL) was created in 1977 through an agreement of library institutions in eastern Washington and northern Idaho. The goals of INCOL are to: improve library service at each member institution; more efficiently share resources and reduce duplication among member institutions by providing access to a wider variety of materials; share special skills and facilities of each member institution to utilize staff talent and time more efficiently; and further the objectives of the member institutions by seeking cooperative agreements.

### **Budget**

I presented a draft of our budget during a cabinet retreat in June. In August, we will give a full presentation to the board when we have a clearer picture of the numbers.

### **Foundation**

SPLF received a \$5,000 grant from OCLC and Redbox to create unique public entertainment experiences that bring people together to help strengthen communities. With the grant funds, we will purchase some outdoor furniture and some giant games to help create some fun community events.

### **Friends**

The May book sale brought in \$4,593.00. They are currently working on a new brochure to help publicize the group and obtain new members. We also updated our contract with them.

### **Classes and Events**

We are excited to offer Summer Reading for adults this year with the support of the Foundation. The littleBits (provided via a grant from Rotary and SPLF) have arrived and we have hosted a focus group of 10-14 year olds to get a feel for how they will be used by kids and to help plan

the fall littleBits programming launch. littleBits are tiny circuit-boards with specific functions engineered to snap together with magnets. No soldering, no wiring, no programming, just snap together for prototyping, learning and fun. Each bit has a specific function (light, sound, sensors, buttons, thresholds, pulse, motors, etc.), and modules snap to make larger circuits. Just as LEGO™ blocks allows you to create complex structures with very little engineering knowledge, littleBits are small, simple, intuitive, blocks that make creating with sophisticated electronics a matter of snapping small magnets together.

### **Collection**

Most collections will float by the end of 2014 (non-circulating and magazines will not float). Children's AV will begin floating in June, Adult AV in August, Children's Print in October and Adult Print in December. A tool has been developed to help staff with balancing out the collections and we are currently visiting each branch to go over the tool to make this a smoother transition.

### **Staffing**

Dennis Bergstrom will retire in July. Dennis is the Branch Manager of East Side, Hillyard, and Indian Trail libraries. We are currently recruiting regionally to fill the position. Candy Huddleston (a Library Assistant at our Downtown location) will be retiring in August. Candy has worked at SPL since 2000.

### **Facilities**

We still have no movement on our Nevada property. The listing price is currently \$680,000. Our Shadle branch had a window vandalized in early June.

### **Strategic Planning**

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

Respectfully submitted,  
Andrew Chanse  
Director

### Additional Information

Mr. Chanse said he has been focused on community engagement, and met with the new Mobius director. Mr. Chanse reported that the library is offering an adult summer reading program for the first time. Ms. Chilson outlined the program: adults get a card and check off every 20 minutes read; 15 hours and they can enter into a drawing to win a free tablet. Mr. Chanse offered a brief update for the Foundation; Mark Robbins has confirmed to emcee the trivia event. We have two media sponsors; The Spokesman-Review and KXLY, as well as a few corporate sponsors. The Nevada property is still for sale. There was a brief discussion about revisiting the asking price of the property. Mr. Kershner asked how the cabinet received the library's budget report. Mr. Chanse said it was well-received.

### **COMMUNICATIONS**

Ms. Silverstone said she had no formal report, but she did a report with KHQ at 5 that morning. She showcased the Discover Earth Exhibit during that.

## **UNFINISHED BUSINESS**

There was no unfinished business.

## **NEW BUSINESS**

### 12a. Procurement Policy Revisions

Ms. Brown proposed changes to the language of Procurement Policy as it pertains to formal procurements. The current language is more restrictive than statewide language. Between federal, state or local language, we are required to follow whichever is most restrictive. Ms. Brown proposed to lift the current policy and mirror the policy of City of Spokane. Mr. Chanse said most of what the library looks at is from a national or international vendor. The current policy imposes unnecessary costs for the library. Ms. Brown said she ran the proposed changes by city attorney Mike Piccolo and he expressed his approval, especially because the new policy will be more closely aligned with city. There was a brief discussion about asking for local bids first; Mr. Chanse reiterated that the library's needs are typically at a national level but we would advertise locally when applicable. Ms. Starkey moved to approve the Procurement Policy Revisions, Mr. Kershner seconded and the motion passed.

### 12b. Shadle Hours

Mr. Chanse said in previous discussions the board approved adding a Sunday work day for Shadle. Because of Union concerns and previously approved staff vacations, we are moving this change from September to January. The Sunday hours at Shadle will be from 1 p.m. to 5 p.m. If there is a holiday on a Monday we will not offer Sunday hours on those days because we would anticipate low usage. We are anticipating a cost of no more than \$6,800 for 2015. We are not adding staff to get this done. We are utilizing hours in a different way. We feel like this is a great return on investment for the community with greater access for people. Mr. Chanse also reiterated that this is a pilot program so we can retract if we have to. Mr. Kershner asked if there was any way to juggle hours so we could offer Sunday hours sooner than next year. Mr. Chanse said that might have been a possibility, but there was concern that staff support of the new hours may not follow if people had to cancel vacations, alter childcare schedules, etc. Starting at the new fiscal year also makes sense from a budgeting perspective. Mr. Smith advised we should consider holidays that may fall on a Saturday. With that revision, Mr. Kershner moved to approve creating Sunday hours for Shadle starting January, 2015. Ms. Walter seconded and the motion passed.

### 12c. Revised Mission

Mr. Chanse said the current mission statement functions, but isn't necessarily a true reflection of what we are trying to accomplish. It's really all about access. A more impactful statement would be framed around education. The library is more than a place that provides resources for people, we give them the ability to access things and provide them with options. The proposed mission statement is a bit of a realignment, and we wanted to tie in our tagline. We want something that the public as well as staff could remember – a more active, powerful statement. We also took time to look at our values and talk out what our values really mean.

Mr. Smith asked why we abandoned the word “information.” Mr. Stuckart said “information” is key. Mr. Chanse said he felt “information” is a more passive word; things that sit on the shelf. He said the word “education” implies more of an interaction. Mr. Smith said the library does have a bunch of “information” on the shelves and that's great. He wondered if we are sacrificing what we do on one hand for what we do on the other hand, and said some people want to come to the library for what's on the shelf. He added that some want to come for programming, education and that he didn't think we should lose what we offer. Mr. Chanse said self-directed education is one of the things we list as offering and that this is a broader sense of what information is. Ms. Starkey said when we talk about information, it's something we want to pull, while education is pushed. She said that might be the way that some people hear it and view what you are really offering. Ms. Walter suggested we say “free access to information and education.” Mr. Smith reiterated that he thought they should both be listed. After more discussion, Ms. Walter wondered if this was something that should be taken back to staff, because it is their mission. Mr. Chanse said it had already been reviewed with managers. Mr. Stuckart said that to him “access to education” means something different than “access to information.” Mr. Kershner said he felt they are so similar and it's not necessary to change, but it wouldn't be detrimental either. After more discussion, the board decided to change it to include both words: “We value free and open access to education and information.” Ms. Starkey motioned to approve the mission with the revision, Mr. Kershner seconded the motion and it was approved.

#### 12d. Action Plans

##### Indian Trail

Mr. Chanse presented the Action Plan for Indian Trail, which has the smallest population area and the least market segment diversity.

The Indian Trail neighborhood does not have many destination/gathering places or a community hub. A lot of people come to the library to meet up and be social. The three market segments of the Indian Trail neighborhood are all financially stable. This translates to different needs for this population. For instance, not a lot of customers at the Indian Trail branch use the computers; they have their own. How can we capitalize on this data? We are trying to play up the displays here and offer programs that will drive people here. The Indian Trail action plan is pretty straightforward. We will be offering more events and classes, and measure success by attendance. We will develop a more popular collection: which could mean an increase in star books. We will create more space for popular collections, and aggressively weed out the nonfiction collection. Mr. Kershner asked what happens to nonfiction books we “weed out.” Mr. Roose is creating an internal system so we will be more responsible with weeded books, in addition, we also follow national guidelines regarding what to do with those books.

At Indian Trail we are developing more of a bookstore layout. Less rows and rows of stacks and more areas to discover what we have. We are aiming for 25% checkout.

Mr. Kershner moved to approve the Indian Trail action plan, Ms. Starkey seconded and the motion passed.

### Hillyard Library

We see that Hillyard has a lot of potential for growth. After increasing hours, Hillyard had the largest increases in gate and circulation counts (of the three branches where hours were increased). Even after these increases are considered, Hillyard still has a lot of potential for an increase in customers. We created a thematic statement which reflects the sense of pride and loyalty to family and neighborhood in Hillyard.

After going through the Hillyard action plan, Ms. Walter wondered why storytimes are "low." Ms. Chilson answered that it is always dependent on local daycares and their schedules. Mr. Kershner asked about different language collections, specifically Russian. Mr. Bergstrom said that as people assimilate they are using the different language collections less and less.

We will offering more classes and events, and are tailoring what is offered based on the demographics. We see a high return for investment with getting librarians out into the community. New branch manager Sam McCombs has been doing really well and is engaging and active in the community. Mr. Bergstrom said a lot of the gate count increase is attributable to her efforts with getting into the community.

Mr. Kershner moved to approve the Hillyard action plan. Mr. Smith seconded, and it was approved unanimously.

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

There were no additional items or changes to the agenda.

### **PUBLIC COMMENT**

There was no public comment, but Mr. Smith publicly thanked Dennis Bergstrom for his years of service. Mr. Chanse said Mr. Bergstrom will not be easy to replace; he runs between three branches and keeps everyone on the same page. Ms. Silverstone said staff adore him, and he always offered superb customer service and encouraged teamwork.

### **NEXT REGULAR MEETING**

The next regular board meeting will be held Tuesday, August 19, 2013 at the Hillyard Library.

### **ADJOURNMENT**

The meeting adjourned at 5:52 p.m.

Secretary \_\_\_\_\_

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