

MINUTES OF THE BOARD OF TRUSTEES MEETING

August 19, 2014

The regular monthly meeting of the Spokane Public Library Board of Trustees was held Tuesday, August 19, 2014 at the Hillyard Library.

Present were:

MEMBERS

Janice Marich
Anne Walter via phone
Mary Starkey via phone
Nathan Smith
Jim Kershner

COUNCIL LIASON

Adam McDaniel – assistant to Ben Stuckart

LIBRARY DIRECTOR

Mr. Andrew Chanse

CALL TO ORDER

The meeting was called to order at 4:33

VISITORS

Charles Hansen (EWGS)

CHANGES TO THE AGENDA

Item 5 Approval of June 2014 Bills and Contributions changed to Approval of June and July bills and contributions.

APPROVAL OF JUNE 2014 MEETING MINUTES

Ms. Walter moved to approve the minutes of the June 17, 2014 Board meeting. Ms. Starkey seconded and they were approved.

APPROVAL OF BILLS AND CONTRIBUTIONS FOR JUNE and JULY 2014

Mr. Kershner moved to approve payment of the bills for June 2014 in the amount of \$713,659.57, voucher sequence 42,259 to 42,531 and the payment of the bills for July 2014 in the amount of \$733,938.56, voucher sequence 42,431 and 42,532 to 42,792. Mr. Smith seconded the motion, which carried unanimously.

MONTHLY FINANCIAL REPORT

Library Business Manager Penny Brown reported the last two months were pretty typical with the exception of two annual maintenance issues: SAM software and security as well as HVAC at the Downtown Branch. The chiller at the Downtown Branch was replaced which cost \$13,000, and we continue to see bills associated with the downtown HVAC. We also had a large one-time payout from a retirement. On the

revenue side, we received a one-time payment from the city from the Levy Lid Lift. Ms. Brown noted that it is necessary to start financial projections. In 2016 the library will start to eat into its fund balance. We need to begin to look at efficiencies soon.

PERFORMANCE REPORT

Mr. Chanse asked if board members saw the value of a monthly performance report and asked if we could present a quarterly report rather than monthly. Mr. Smith said he would be ok with quarterly. Ms. Marich said she sees it as a tool for the director to manage operations, and she feels comfortable with a quarterly report. Mr. Kershner asked why we'd move to quarterly; is it labor intensive or difficult to produce the performance report? Mr. Kershner continued that it is for us the only way to take the temperature of the library, and discussion from the performance report has brought up issues that otherwise wouldn't have been raised. Ms. Starkey said it's enough to see quarterly unless there are some trends that the director would like to talk to the board about. Mr. Smith said we aren't making decisions that require this detail (presented in the performance reports). Ms. Walter said she wouldn't want them quarterly without the monthly information. Mr. Chanse said the library could produce a quarterly report with monthly breakdowns.

CHAIRMAN'S REPORT

There was no Chairman's report.

LIBRARY DIRECTOR'S REPORT

Library Director's Report to the Board

August 19, 2014

Community/Professional Contacts

Staff continue to embrace our new focus in getting out in the community and spreading the library message. Some highlights include: the Perry Street Fair, a Community Block Party on the East Central Campus, the Hillyard Festival, and multiple Night Out Against Crime events. At many of these events, we are also conducting Harwood Ask Exercises to get a sense of what people really want from their community. We are also working with United Way and Spokane County Library District in developing a way to collect and use the data we are collecting when we are out in the community.

SPL was selected as a finalist for the pretty amazing work we do for Small Businesses and Economic Development in our community (and in partnership with WSU).

I attended the Town Hall meeting at WCCC in June. I went to listen to the Neighborhood presentations to Council--much of what they communicated helped to validate what we see in the market segmentation data. In early August, Sarah Bain and I met with Kim Ferraro, the WCCC Executive Director, in order to discuss future possibilities and areas where SPL might be able to help them out.

We held a community input session with some key stakeholders on expanding the social services offered at the Downtown Library to include an additional day (not on the same day as Community Court) of social service/information referral and follow-up for health services. We received some really positive feedback on the idea and there is discussion on expanding the financial and legal aspects of the services as well.

I attended a staff meeting at all of our neighborhood branches in June/July. I also toured all of the branches with Tara Neumann (formally of Tincan) and Sally Chilson.

I also attended the Public Library Director Retreat in Dumas Bay, chaired the Inland Northwest Council of Libraries board meeting, participated in the WLA planning session, and attended a conference on library performance measures.

Budget

We are still fine-tuning our budget and will present it for your consideration at the September meeting.

Classes and Events

We were awarded a \$7,500 Digital Literacy Grant from the WA State Library to provide direct training as well as produce instructional online videos in the use of technologies and library resources. The partnering organizations for this project are: Spokane Neighborhood Action Partners (SNAP) Women's Business Center, The Small Business Administration (SBA) SCORE office, and The Avista Center for Entrepreneurship at Spokane Community College (SCC). The project will be spearheaded by our Business Librarian Mark Pond.

We are looking forward to an exciting August as we spread the big summer programming push over the whole summer instead of wrapping it up at the end of July. August also marks the library's first Tincan flavored classes with Tara offering classes in building your online identity. We are also discussing a future partnership with INK Spokane to offer art and writing classes at the library for Tweens and Teens.

Collection

We continue to transition more collections to floating. Adult AV collections will begin floating on August 25th. Children's books will start in late October and Adult Print will begin at the end of the year.

Staffing

We promoted Samantha McCombs to be the new Branch Manager of East Side, Hillyard, and Indian Trail libraries. Samantha came to us earlier this year from Ohio as the Managing Librarian for Hillyard.

Candy Huddleston retires in August. We will not fill this position and instead we will move forward with contracting with Tara Neumann to help roll out the Tincan donation, work with staff on technology skills, and further develop the curriculum we offer to the public. It is vital that we step up our skills and keep pushing forward what we offer in the realm of technology assistance and expertise.

City of Spokane and Facilities

I met with the city to discuss our capital priorities. It was agreed upon that the South Hill Library needs attention due to leaks. We are working with the City in getting a bid to either fix or replace the roof. There are other buildings in the city that need roof work, so we are hoping to get a better quote by working with them.

Strategic Directions

We have made significant headway in getting the Downtown reference collection to better fit the needs of the community. We are engaging in some initial planning sessions to determine our next steps.

Respectfully submitted,

Andrew Chanse
Director

Additional Information

The library received a digital literacy grant; the foundation has applied for others and we are getting the ball rolling on grants. Just a note about the City of Spokane and capital priorities; the South Hill roof is rated very high. There is talk about having roof replaced this fall. Although it is a priority, how it will be funded is kind of up in the air. Mr. Kershner asked about capital funding for costs such as the HVAC Ms. Brown discussed earlier. Mr. Chanse said using capital funds depends on the cost, and HVAC didn't fall into the matrix because of the cost.

Mr. Kershner gave a brief presentation about the SPL Foundation's Trivia Championship event. There are 15 corporate teams already signed up. We'll only have 24 teams (any more would make event too long). Next we will try to get some individual teams. So I am asking board members to help sell tickets. Buy 10 and then give them to friends. We'd still like to sell 300-400 tickets. Mr. Chanse reiterated that the event has already gone way beyond the expectations for the first year.

COMMUNICATIONS

Communications Manager Eva Silverstone gave a brief overview about what the communications department is working on. She said trivia event posters are done; brochures are out. The Friends of the Library booksale is coming up. Spokane Is Reading is in October and the committee designated Swamplandia as the selection this year. The August Library Newsletter is getting ready to go. One article of interest will be about the Friends of the Library bookstore which has been open for 10 years.

UNFINISHED BUSINESS

There was no unfinished business.

NEW BUSINESS

12a. Confidentiality of Customer Information Policy

The policy was up for review as is required of all policies every five years. No changes were recommended; the presentation was for board information only.

12b. Self-Check and RFID information

Mr. Chanse gave a presentation on self-check and RFID. He noted that we're exploring this technology because the library is a growing, thriving organization in our community, and in order to stay relevant, it's critical to that we continue to advance our technology and service delivery. How we check out to our patrons is part of that and ties in with our strategic direction of empowering citizens and the goal of "expanding citizen access and knowledge of emerging literacies and technologies." In order to make using the library as easy as possible, the library is proposing installing RFID tags in all items.

The presentation provided background information on how RFID works and the benefits of RFID to the customer and library. Benefits mentioned included multiple item checkout and check in, ease of inventory, ability to pay fines and fees online, improved loss control of items and expansion of checkout service points. The board members had a number of questions and a lengthy discussion of the technology and its impacts was

held. Questions included whether customers would need new library cards; what the staff ramifications were and how those would be addressed; whether customers could still opt to check out with a staff person; and whether customer input had been sought regarding this implementation.

Mr. Chanse addressed the questions and board members debated the process for implementation and its impacts on service. Specifically, debate topics included the timeline for implementation and whether it could be extended; whether the staff impacts could be avoided and how they would be perceived; whether customers would like the self-check option and whether they should be surveyed first. Regarding staff impacts Mr. Chanse responded that the library is working with City Hall to lessen the impact and provide as much opportunity as possible for those affected. He also noted that, while it is difficult, it is important to be accountable with the public funds provided to the library and finding efficiencies such as this are a part of doing responsible business. Regarding customer's desire to use the technology he noted that our customers have already embraced self-check but that our current systems are outdated and do not work well. Customers at his former system and at many other library systems in WA State use the RFID systems and have very positive response.

After debate and discussion Mr. Chanse outlined the RFP the library undertook to solicit vendors. Three responses were received and Mr. Chanse reviewed those and explained that a selection team consisting of managers, circulation staff, support services staff and IT staff attended demos and reviewed each vendor. The selection team unanimously recommends Envisionware. They chose Envisionware for its record of customer experience which is highly rated and the cost, which was right in the middle of the three bids at \$465,000. Also noted was their vision for self-check out which is greater than what other companies presented.

The board continued to debate the issues and ask specific questions for some time. It was asked what needed to happen next. Mr. Chanse and Ms. Brown stated that they could not present a motion on 12c. until 12d. was presented and discussed.

12d. Spokane Investment Pool

Ms. Brown presented about this opportunity for city entities to request a loan from the City of Spokane. She recommended a 60 month term with a 2.63 interest rate which would result in \$30,000 in interest over the life of the loan. Any loan request has to be approved by the city council. At this time there are fewer than ten proposals being considered by the city council.

12c. continued

With the added information about the Spokane Investment Pool the board continued to debate and pose questions to Mr. Chanse which he responded to.

Ms. Walter motioned to delay the RFID purchase for one month to seek public input. Mr. Kershner seconded the motion. It was put to vote and Mr. Smith, Ms. Marich and Ms. Starkey opposed. Following the failed motion, Mr. Smith put forward a motion that the

board approve the proposed vendor selection and enter into contract with city of Spokane for five years. Ms. Starkey seconded the motion.

Before he voted, Mr. Kershner asked if Mr. Chanse had approached the union, and what was its response? Mr. Chanse said they had been in communication with them and they are in support and will not contest this.

The vote resumed. Ms. Starkey, Mr. Smith and Ms. Marich all voted aye. Ms. Walter and Mr. Kershner voted no.

Ms. Marich said she wants to ensure that the concerns of Ms. Walter and Mr. Kershner were heard and she hopes the board can have future discussions regarding what role public process will take in future decisions.

ADDITIONAL ITEMS/CHANGES TO THE AGENDA

There were no additional items or changes to the agenda.

PUBLIC COMMENT

Mr. Hansen commented that the Eastern Washington Genealogical Society has been losing members, and the groups that are gaining members are the ones who update and keep up with the technology. He said people will not follow with the status quo forever.

Sam McCombs, Branch Manager of Hillyard, Indian Trail and East Side said the last two Tuesdays she has come in to work to see customers waiting and waiting. She said as difficult as it is to see the staff leave we have to upgrade this. This will result in better service for the people who have questions and need more reference questions.

NEXT REGULAR MEETING

The next regular board meeting will be held Tuesday, September 16 at the Downtown Library.

ADJOURNMENT

The meeting adjourned at 5:56.

Secretary_____

Chairman, Board of Trustees_____ Date_____