

MINUTES OF THE BOARD OF TRUSTEES MEETING

November 18, 2014

The regular monthly meeting of the Spokane Public Library Board of Trustees was held Tuesday, November 18, 2014 at the Downtown Library.

Present were:

MEMBERS

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

COUNCIL LIASON

Mr. Ben Stuckart

LIBRARY DIRECTOR

Mr. Andrew Chanse

CALL TO ORDER

The meeting was called to order at 4:30.

VISITORS

Charles Hansen

CHANGES TO THE AGENDA

There were no changes to the agenda.

APPROVAL OF OCTOBER, 2014 MEETING MINUTES

Mr. Kershner moved to approve the minutes of the October 21, 2014 Board meeting. Ms. Starkey seconded, and they were approved unanimously.

APPROVAL OF BILLS AND CONTRIBUTIONS FOR OCTOBER, 2014

Mr. Kershner moved to approve the payment of bills for October, 2014 in the amount of \$893,517.05, Expenditure ID 10-001 to 10-141. Ms. Walter seconded, and the motion passed.

FINANCIAL REPORT

Business Manager Penny Brown reported that because October was a three pay period month, there was an uptick in payroll. We also saw more HVAC costs and are running on average \$2,200 a month more than in the prior year. In addition to these costs, our Facilities Manager Gary Carrier is new to his position, and has not yet trained a replacement to change the filters. Once others are trained in these duties those expenses should not be as high. The Utilities look higher but that's more of a timing issue than anything that will be long term.

We stopped using vouchers in October, but the really big news for the business office is that Ms. Brown produced live purchase orders. Ms. Brown demonstrated the old process and what they will do from now on. It is a much easier more streamlined process.

Quotes are coming in for business insurance and the security services contract at the Downtown Library is coming up.

Ms. Brown noted that our HVAC contractor also works with the fire dept. The contractor has always said they are the only vendor that can do the work for the library's particular HVAC. Ms. Brown is working with the City to establish sole-source confirmation. She will compare pricing between what they are offering the fire department and the library.

CHAIRMAN'S REPORT

Ms. Marich said she knows an Americorp Vista leader that met with Business Librarian Mark Pond. This woman was "absolutely amazed" at the resources the library has to offer.

Mr. Chanse said other libraries may have the resources that we have but they don't have a Mark Pond to present the information in such a way that it turns on a light for people to see what the resources can do for them.

LIBRARY DIRECTOR'S REPORT

Library Director's Report to the Board

November 18, 2014

Community/Professional Contacts

Highlights include: Sarah Bain and I met with the WA State Librarian and his staff, Sarah met with (I was out ill) Spokane Regional Health District about ideas for expanding the social service offerings of Community Court, and I attended the Fall Legislative Planning meeting for the Washington State Library Association. We had staff attend the Guardians of Childhood event in Riverfront Park on the 18th. Mark Pond delivered the keynote presentation on the Mayor's Advisory Council on Economic Vitality in October and I continue to hear positive feedback on his talk.

Budget

We are awaiting City Council's approval of the final line item budget for the city. I will be meeting with other WA library directors in January for an extensive discussion on legislation around Municipal Library Districts as an alternative funding mechanism for WA libraries.

Classes and Events

We offered our first 3-D printing class on November 11th at the Downtown Library. We have reconfigured our computer lab at Downtown to provide a better learning environment for customers using both furniture and computer equipment from Tincan. MAC computers, a 3-D printer, green screen, and sound room equipment will be available for public use in the room. We have increased access to allow for more drop-in opportunities by locating Tara's office in this space.

We are excited to participate in the *Hour of Code* this year in partnership with INK. The *Hour of Code* is an international event that promotes quality computer science education all around the world. Events occur in December to promote an introduction to computer coding.

Friends

The Friends Book Sale was a success and raised over \$5,000 for the library. This is a huge undertaking for the volunteers and is much appreciated. This was the first time special carts were used for the book sale to make it easier to prep for the book sale.

Collection

We enabled a new feature called Buy it Now in OverDrive (our eBook service) that allows customers to purchase the title for themselves. The library receives a small percentage of the sale. We did this in order to gain access to the Simon & Schuster titles.

Weeding picked up in anticipation of the RFID project. Turning the children's print collection to a floating collection has occurred without problems. We are also working on eliminating steps in our sorting processes to gain more efficiencies with the goal of getting materials out quicker to customers.

Staffing

Monica Fox will be retiring at the end of the year. We are looking to fill the position for the start of 2015. We recruited for the position in October and conducted the first round of interviews the first week of November. Finalist interviews are scheduled for November 20th.

Judy Morton was nominated for Employee of the Quarter at the City of Spokane.

This time of year includes a lot of performance reviews and goal setting for the upcoming year.

Facilities

We are currently working on finalizing our floor plan to move the children's collection to the 2nd floor and the remaining reference/government documents collections to the 3rd floor.

City of Spokane

The SIP Loan was approved by City Council in October for the RFID project. We have been working out the contract details and will be moving forward with the project as soon as possible. A new timeline will be developed in the coming weeks.

Respectfully submitted,

Andrew Chanse, Director

Additional Information

We did turn on the "buy it now" service on OverDrive. I wanted to point this out because this seems to be the future of relationships between libraries and the publishers. Publishers are starting to set limits and restrictions on libraries. And we were hesitant to do this because we were worried it would be taken the wrong way by the public.

It is a sign of the times in some ways, but also frustrating on our part to have to do these things.

Mobius announced they are moving to WWP annex building. We are still slated as their temporary location while the annex is being renovated. Mr. Chanse will work to establish a more coordinated message with Mobius and an MOU as the partnership progresses.

There have been some bumps in the road to get the contract signed for the RFID. Washington law prohibits us from doing things the way the vendor typically does business. There have been delays but hopefully we will have a timeline in place soon.

City council approved the six year capital plan which includes upkeep of library carpets and roofs.

There is still no movement on the Nevada property. We had put a two year timeframe on it so I just suggest we wait until spring to make any changes.

FOUNDATION REPORT

Foundation Director Sarah Bain expressed her gratitude to Mr. Kershner for his work on the trivia event. She also thanked Ms. Brown for her help with the Foundation budget. The trivia event raised \$12,000, which is great for a first-year event, especially considering we only started planning four months in advance of the event. Ms. Bain is already meeting with potential teams and sponsors for next year. One sponsor wants to come back and at a higher level than this year. It will be held at the Bing Theater again, and Mark Robbins has already agreed to come back as the emcee.

The Foundation will also sponsor a Citizen Hall of Fame event. Mr. Kershner is helping with this as well as Mr. Stuckart. The Mayor is on board as well for the partnership with the city. The Citizen Hall of Fame will be comprised of nine lectures at the Downtown Library.

Ms. Bain is also working on branding a new foundation logo and is creating a new brochure. She designed and ordered new envelopes that are bigger and offer new donor options to include credit cards. She has also enrolled the Foundation as an option for shoppers to donate to on Amazon smile.

COMMUNICATIONS

Communications Manager Eva Silverstone told new Board member Mary Starkey that whenever there are any media mentions Ms. Silverstone sends an email to board members so they are aware of it. Recent examples of media involvement she listed are: Ms. Bain was on a call in radio show, and Ms. Silverstone worked with City cable to create a few spots advertising upcoming library programs.

UNFINISHED BUSINESS

There was no unfinished business.

NEW BUSINESS

12a. Family, Medical and Military Leave Policy Review

Human Resources Manager Monica Fox said library management is not recommending any changes in the policies; they are fairly straight forward. Ms. Fox said they are looking to change some procedural sections. This was for information only.

12b. Policy on Speaking with the Media

Ms. Silverstone presented the policy information to the Board. This policy hasn't been revised since 2006 so it was overdue for an update. The only changes made were to change the titles of the people who are official spokespeople. We corrected those; also indicated the protocol to follow if the three main spokespeople are unavailable.

Mr. Smith said the policy is great, but he also encouraged the Board to add its own response protocol.

Ms. Starkey agreed, but said because this policy is an employment policy, the Board policy probably needed to be added to bylaws rather than this policy.

The board agreed to look at bylaws and see if it is there. If not we will write it in since the bylaws are being reviewed right now as well.

Ms. Marich asked that the library have some sort of definition of a timely response when working with the media. Ms. Silverstone said that it is already defined for reference questions but that it goes without saying that responses to the media are as fast as possible; Janice said that is sufficient.

Ms. Starkey moved to accept the changes to the Policy on Speaking with the Media; Mr. Smith seconded and the motion passed.

12c. West Central Service Area

Mr. Chanse presented as a follow up to the October meeting, the subcommittee did meet regarding a proposal for expanded service in West Central.

The first question is, is West Central even underserved? That has always been the assumption. Mr. Chanse researched the census block data and found data to show how many customers (who hold library cards) are in the West Central area. We were shocked by the numbers because we assumed things would be in the 30 percent range. Most neighborhoods listed here are well above that mark. We are actually doing really well. Nationally if you look at averages 35-45 percent market penetration is the normal for lower economic areas; so we are doing really well in most of these areas. The data shows that most of West Central is not an underserved area.

The Board discussed at length the obligation the library has or does not have to Greenstone Corporation.

Mr. Chanse said that when the library approached them there was no discussion about location, timeline, or commitments; so for him the proposal was a surprise and a much larger step forward than he had anticipated. The proposal was the first we had heard from the company since the first meeting.

Mr. Stuckart said from the position of Greenstone Corp., the library approached them about the possibility of a library in Kendall Yards; they expended time and resources to come up with a proposal, and now the library says they didn't want that. We shouldn't have approached them in the first place.

Ms. Walter said we shouldn't feel pressured to say yes just because this organization created a proposal that the library didn't even necessarily request. She said from her perspective she thought the initial conversation with Mr. Frank was a fact finding mission.

Mr. Smith said that in retrospect, the reason Greenstone was even approached was because the library needs to look at a new service delivery model. This is a great opportunity to see how we may want to provide services in the future, but not now.

The Board decided to send Mr. Chanse and Ms. Walter to meet with Mr. Frank to decline the proposal because while the proposal is generous, we have to prioritize and we don't think expansion into West Central is at the top of our priorities. We would, however, offer to help build capacity in the area of programming as it relates to our mission.

ADDITIONAL ITEMS/CHANGES TO THE AGENDA

None.

PUBLIC COMMENT

None.

NEXT REGULAR MEETING

The next meeting will be held December 16, 2014 at the Shadle Library.

EXECUTIVE SESSION

None.

ADJOURNMENT

5:34

Secretary_____

Chairman, Board of Trustees_____ Date_____