

AGENDA

Regular Meeting of the Pierce County Library System Board of Trustees May 11, 2016 3:30 pm

3:30 pm	01 min.	Call to Order: Rob Allen, Chair	
3:31 pm	05 min.	Public Comment: <i>This is time set aside for members of the public to speak to the Board of Trustees. Unless the item you wish to discuss is of an emergency nature, the Board ordinarily takes matters under advisement before taking action. Please sign up at the time of the meeting to speak during the Public Comment period, and limit your comments to three minutes.</i>	
3:36 pm	04 min.	Consent Agenda	ACTION
		<ol style="list-style-type: none"> 1. Approval of Minutes of the April 13, 2016, Regular Meeting 2. Approval of April 2016 Payroll, Benefits and Vouchers 3. Grounds Maintenance Contract and Purchase Order 	
3:40 pm	05 min.	Board Member Reports	
3:45 pm	10 min.	Routine Reports	
		<ol style="list-style-type: none"> 1. Dashboard, Georgia Lomax 2. April 2016 Financial Report, Dale Hough 3. Executive Director Report, Georgia Lomax 	
3:55 pm	05 min.	Unfinished Business	
		<ol style="list-style-type: none"> 1. Traveling Trustee Meetings, Georgia Lomax 	
4:00 pm		New Business	
	05 min.	<ol style="list-style-type: none"> 1. Trustee Reappointment – Robert Allen, Georgia Lomax 	
	10 min.	<ol style="list-style-type: none"> 2. Lakewood Library Elevator, Clifford Jo 	ACTION
4:15 pm		Board Education and Service Reports	
	20 min.	<ol style="list-style-type: none"> 1. Strategic Planning Update, Georgia Lomax & Melinda Chesbro <ol style="list-style-type: none"> a. Benchmarking 	
	10 min.	<ol style="list-style-type: none"> 2. Staffing Overview – Demographics, Chereé Green 	
4:45 pm	15 min.	Officers Reports	
		<ol style="list-style-type: none"> 1. Introduction of New Leadership Staff, Melinda Chesbro 2. PLA/WLA Conference Presentations, Melinda Chesbro 3. Summer Reading Preview, Judy Nelson and Jaime Prothro 4. ULC Annual Forum, Georgia Lomax 5. Core Customer Study, Georgia Lomax 6. National Library Worker Day, Chereé Green 7. PC Reads Results, Linda Farmer and Jaime Prothro 8. Annual Facilities Contracts Review, Clifford Jo 	
5:00 pm	01 min.	Announcements	
5:01 pm		Adjournment	

Consent Agenda

CALL TO ORDER

Chair Robert Allen called to order the regular meeting of the Pierce County Rural Library District Board of Trustees at 3:35 pm. Board members present were Linda Ishem, Donna Albers and Monica Butler and J.J. McCament.

PUBLIC COMMENT

There were no public comments.

CONSENT AGENDA

1. Approval of Minutes of the March 9, 2016, Regular Meeting
2. March 2016 Payroll, Benefits and Vouchers
 - Payroll Warrants 3676-3694, dated 3/1/16-3/31/16 in the amount of \$5456.71
 - Payroll Disbursement Voucher dated 3/7/16 in the amount of \$541,304.77
 - Payroll Disbursement Voucher dated 3/21/16 in the amount of \$615,222.38
 - Payroll Disbursement Voucher dated 3/25/16 in the amount of \$45,335.31
 - Payroll Disbursement Voucher dated 3/25/16 in the amount of \$216.41
 - Accounts Payable Warrants 625651-625768 dated 3/1/16-3/30/16 in the amount of \$1,170,133.38

Ms. Ishem moved for approval of the consent agenda. Ms. McCament seconded the motion and it was passed.

BOARD REPORTS

Ms. Ishem attended a meeting with Lakewood City Manager John Caulfield, who was complimentary about the Library.

Ms. McCament recently visited the Bonney Lake, Orting and Parkland Libraries. She also saw former trustee, Al Rose, who is now a member of Puyallup Library Board.

Ms. Lomax reported she recently welcomed the new Puyallup Library director, who expressed enthusiasm about working with Pierce County Library.

Chair Allen, Ms. Albers and Ms. Butler attended the PLA conference in Denver, CO. Ms. Butler said, as a new member, she found the event educational. She said it clarified the importance of getting the Library's message into the community and the importance of library and community integration.

Chair Allen enjoyed the session on libraries and education, which highlighted the role of libraries in the education ecosystem. He also participated in a disaster preparedness session and is interested in seeing the library becoming more intentional in the process to better understand the role of the organization in responding to disaster and helping the community understand how to be prepared.

Ms. Albers said she enjoyed the keynote speakers. She said the conversations around Aspen and Harwood were informative and challenged her thinking.

Ms. Lomax thanked the Trustees for joining her at the event.

Ms. Albers also attended the First5Fundamental breakfast and enjoyed the message about how integral libraries are to education.

ROUTINE REPORTS

Dashboard – Ms. Lomax noted she is seeing an increase in circulation.

April 2016 Financial Report – Dale Hough, Finance Manager, reviewed the summary report and reported March is second lowest revenue month. He said the Library should be receiving approximately \$9,000,000 of revenue in April.

Executive Director Report - Chair Allen asked about the closing out of the prior year budget, which feeds into the next budget.

Ms. McCament asked whether the Outlook issues are being addressed within context of the IT plan. Lomax said the servers had a problem which altered the order of priorities. The expenditures were planned and budgeted for but were moved ahead in order to provide stability.

Ms. Lomax said an evaluation is underway to determine whether turning off Wi-Fi after hours reducing inappropriate use of the Internet in parking lots.

Ms. Lomax reported the Lakewood elevator bid is approximately \$120,000 due to the need to bring it up to code when replacing the controller. She said this will be part of the budget discussion.

OFFICER REPORTS

StoryCorps Animated Short – Ms. Lomax shared a video, The Bookmobile, depicting the story of Storm Reyes, former Executive Assistant, and how she connected to the library at an early age. The story will also be included in a book entitled Callings, The Passion and Purpose of Work, which will be available on April 29, 2016.

Ms. Reyes said this wasn't her story - it was the Library's story because it decided to start bookmobile service. Ms. Reyes said she rarely attended school as a youth but has developed a strong background in many learnings because of the connections she made with books. She said the Library was her only access point to give her the opportunity to escape life in the migrant camps. She said she wanted the Board to know they make a difference and thanked them for their service.

The animated video aired on the PBS website, StoryCorps website and on KPLU. The Board thanked Ms. Reyes for sharing her story.

NEW BUSINESS

Board Meeting Locations – Ms. Lomax asked the Board for their thoughts on holding meetings at various libraries throughout the year. Ms. Lomax said this would give branch staff an opportunity to share happenings at their location. The Trustees were in support of the suggestion and agreed the frequency should be no more than quarterly but dependent on what is on the agenda.

Ms. Lomax said she would develop the idea further.

BOARD EDUCATION AND SERVICE REPORTS

Strategic Planning Update - Ms. Lomax said the community engagement phase of the strategic planning process has concluded. BERK Consulting will provide the Library with summary products and a detailed breakdown for behind the scenes work. The Library received over 8,000 responses to questions asked at the open houses, pop-ups and in the survey. She said staff did a great job getting the word out in their communities.

Ms. Lomax also said emerging trends are consistent across locations. Many respondents said their biggest challenges were time and money. Another trend was the desire for the Library to be a connecting place for the community. She said the feedback will give the Library focus and direction and help it build services the community wants and needs.

Work Plan Progress – Mr. Jo said much work was done to create the work plan for 2016. The intent is to inform the Board what is happening with the Library and staff and to provide transparency.

WellCity Application - Cheree Green, reported on the Library's new Wellness campaign called Unplugged which focuses on getting good sleep. She gave the trustees copies of the sleep guides and adult coloring pages. Pierce

County Library won the WellCity award for the second year in a row. This provides \$45,000 in rebates toward the Library's 2017 health insurance premium.

Ms. Green said the Library is now able to compare health questionnaire data from previous years and is seeing some reduction in risk, which will show reduction in premiums in the future. Feedback from staff has been positive.

Mental Health training is in place to assist staff with handling difficult customer behavior. All branch staff have taken the training. The focus was to help staff understand it is not their role to diagnose. There are opportunities to partner with other organizations using the program, which was developed in-house. The Library worked with mental health professionals who reviewed the curriculum.

Ms. Albers asked if this is an opportunity to provide services to other organizations. Ms. Green said Greater Lakes Mental Health has asked to share the curriculum with other nonprofit organizations.

Supervisors have taken Conflict Resolution training to equip staff to be able to deescalate difficult behaviors. Ms. Green said the Library is evaluating how to bring this training to all staff.

Chair Allen said that while the Library continues to be recognized for programs, this training and the creation of the new culture is just as important.

Parking Lot Security – Mr. Jo reported that due to an interest in more security in some parking lots, the Library has contracted with a private security firm who sends out patrols randomly at four locations. The pilot will run through August. Wi-Fi is now turned off from 11:00 pm -7:00 am. Impacts will be reviewed and recommendations made for 2017.

Ms. Lomax said the patrols were budgeted for and the private firm is a more fiscally reasonable alternative to having law enforcement patrols. Signs have been placed in the lots notifying the customers of the changes.

Email Issues - Mr. Jo said IT staff is working with consultants from Microsoft to restore email service.

Ms. Lomax said she would continue to update the Board on key projects throughout the year.

OFFICER REPORTS CONTINUED

Introduction of New Pierce County Library System Managers – Ms. Lomax introduced Tracey Thompson, former Gig Harbor Branch Manager, who is now Collection Manager and Karen Brooks, former Sr. Librarian of Summit, who is now the Branch Manager of Gig Harbor.

Ms. Lomax said recruiting for the Customer Experience Director and the Customer Experience Manager have taken place.

Foundation Donations by Text – Ms. Lomax said a video will be shown at the Pierce County Reads event that shows the value of the library and a test of a text-giving option will be tried.

Pierce County Reads Update - Jaime Prothro, Customer Experience Manager, said the event has been well received by the community. Many community organizations approached the Library to get involved. Sherman Alexie will talk with over 40 Native American students prior to the event. The event will live stream to several locations. Ms. Prothro said attendance at the event is expected to be high. Ms. Prothro encouraged the Board to watch the video of Alexie being interviewed by Jason Anderson, Adult Services Librarian.

Ms. Prothro said Elise DiGuseppi, Collection Management Librarian, was able to acquire advanced reader copies of Alexie's new children's book, *Thunderboy, Jr.* The Library has planned a week of Native American stories during story time to engage families and kids.

ANNOUNCEMENTS

There were no announcements.

ADJOURNMENT

The meeting was adjourned at 5:23 pm on motion by Ms. McCament, seconded by Ms. Albers.

Georgia Lomax, Secretary

Rob Allen, Chair

April 2016 Payroll, Benefits and Vouchers

	<u>Warrant Numbers</u>	<u>Date(s)</u>	<u>Amount</u>
Payroll Warrants	3695-3697	4/1/16-4/30/16	\$3,596.88
Electronic Payments - Payroll & Acct Payable		04/06/16	\$688,426.44
Electronic Payments - Payroll & Acct Payable		04/21/16	\$612,171.43
Accounts Payable Warrants	625769-625937	4/1/16-4/30/16	\$1,227,763.17
Total:			<u><u>\$2,531,957.92</u></u>

Check History Listing
Pierce County Library System

Check #	Bank	Date	Paid to	Status	Can/Vd Date	Pay Period Dates	Dir Dep	Amount
3695	pr	04/06/2016	KNUTSEN, LISA			03/16/16 - 03/31/16	0.00	1,545.89
3696	pr	04/06/2016	TUCKER, KENNETH			03/16/16 - 03/31/16	0.00	387.06
3697	pr	04/21/2016	RATKO, STEPHANIE			04/01/16 - 04/15/16	0.00	1,663.93
Total:							0.00	3,596.88

Checks in report: 3

Grand Total: 0.00 3,596.88

Ad-hoc bank transaction (Withdrawal)

PCL_Company

Wire Template Number in Cash-Pro :WAPC014
 Description: Pierce County Rural Library

Contact Name: Stacy Karabotsos
 Contact Phone: 253-548-3451
 Contact e-mail: skarabotsos@piercecountylibrary.org
 Comments: Payday 04/06/2016

Withdrawal Date: 04/06/16

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	69,358.09
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	48,821.83
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	48,821.83
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	451,811.82
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	12,644.50
PCL_Company	VOYA	237100	CC_Library_District	697-00	5100000	3,647.00
PCL_Company	H.S.A Employee Deductions	237100	CC_Library_District	697-00	5100000	2,110.48
PCL_Company	H.S.A Employer Contribution	237100	CC_Library_District	697-00	5100000	53,625.00
PCL_Company	H.S.A Employee Fee	237100	CC_Library_District	697-00	5100000	-
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	-
PCL_Company	Payroll Adjustment(s)	237100	CC_Library_District	697-00	5100000	(2,414.11)
					Total Deposit	\$ 688,426.44

Certification:

Stacy Karabotsos
 Signature (Department Designee)

4/5/16
 Date

Comments:

Ad-hoc bank transaction (Withdrawal)

PCL_Company

Wire Template Number in Cash-Pro :WAPC014

Description: Pierce County Rural Library

Contact Name: Stacy Karabotsos

Contact Phone: 253-548-3451

Contact e-mail: skarabotsos@piercecountylibrary.org

Comments: Payday 04/21/2016

Withdrawal Date: 04/21/16

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	64,630.81
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	46,602.81
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	46,602.81
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	432,506.05
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	12,769.50
PCL_Company	VOYA	237100	CC_Library_District	697-00	5100000	3,912.00
PCL_Company	H.S.A Employee Deductions	237100	CC_Library_District	697-00	5100000	2,110.48
PCL_Company	H.S.A Employer Contribution	237100	CC_Library_District	697-00	5100000	-
PCL_Company	H.S.A Employee Fee	237100	CC_Library_District	697-00	5100000	206.50
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	2,830.47
PCL_Company	Payroll Adjustment(s)	237100	CC_Library_District	697-00	5100000	-
Total Deposit						\$ 612,171.43

Certification:

Stacy Karabotsos
Signature (Department Designee)

4/5/16
Date

Comments:

Check History Listing

Pierce County Library System

Bank code: boa

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625769	04/01/2016	001554 ANDREW'S FIXTURE CO INC		1,312.80
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625771	04/01/2016	001126 DELL MARKETING LP		1,545.08
625772	04/01/2016	004625 JOY KIM		15.98
625773	04/01/2016	006331 SURPRISE LAKE SQUARE LLC		5,242.33
625774	04/01/2016	003956 MELANIE TOBIN		11.57
625775	04/04/2016	006340 ADVANCE DOOR SYSTEMS INC		6,450.86
625776	04/04/2016	002073 LINDA CASE		25.00
625777	04/04/2016	003311 DEPARTMENT OF LABOR & INDUSTRI		21.50
625778	04/04/2016	000107 IRIS WINDOW COVERINGS		536.06
625779	04/04/2016	004674 MCHUGH MANAGEMENT CONSULTING		760.00
625780	04/04/2016	005979 METCO ELECTRIC		726.85
625781	04/04/2016	001911 LAUREN MURPHY		20.78
625782	04/04/2016	000635 WAYNES ROOFING INC		2,818.42
625783	04/04/2016	000534 WCP SOLUTIONS		109.73
625784	04/05/2016	005454 NATHAN BAKER		50.00
625785	04/05/2016	001643 IMPACT		35.47
625786	04/05/2016	000377 PUGET SOUND ENERGY		2,356.61
625787	04/05/2016	000451 SEATTLE TIMES SEATTLE PI		421.20
625788	04/06/2016	000828 AFSCME AFL-CIO		6,299.78
625789	04/06/2016	000175 ASSOCIATION OF WASHINGTON CITI		192,177.48
625790	04/06/2016	003311 DEPARTMENT OF LABOR & INDUSTRI		46,773.07
625791	04/06/2016	006414 GC SERVICES, LP		198.19
625792	04/06/2016	003985 PACIFICSOURCE ADMINISTRATORS		1,249.61
625793	04/06/2016	000821 PIERCE COUNTY SUPERIOR COURT		135.45
625794	04/06/2016	001181 PIERCE CTY LIBRARY FOUNDATION		370.55
625795	04/06/2016	004276 STATE CENTRAL COLLECTION UNIT		151.67
625796	04/06/2016	000823 UNITED WAY		171.00
625797	04/06/2016	004782 US DEPARTMENT OF EDUCATION		203.17
625798	04/06/2016	001355 VOLUNTARY EMPLOYEES' BENEFICIA		2,340.76
625799	04/06/2016	000827 WA STATE- DEPT OF RETIREMENT S		108,931.73
625800	04/07/2016	000153 ASSOCIATED PETROLEUM PRODUCTS		5,116.94
625801	04/07/2016	000176 ATS AUTOMATION INC		5,237.53
625802	04/07/2016	000895 COLUMBIA BANK		289.23
625803	04/07/2016	005996 FUELCARE		3,921.99
625804	04/07/2016	005272 GREEN EFFECTS INC		6,005.62
625805	04/07/2016	001894 LYNNE HOFFMAN		18.00
625806	04/07/2016	006421 MARKHAM INVESTIGATION - (MIP)		10,530.00

Check History Listing
Pierce County Library System

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625809	04/07/2016	000497 TILlicum COMMUNITY SERVICE CEN		2,198.38
625810	04/07/2016	006458 ARMACOST LIBRARY UNIVERSITY OF RE		20.00
625811	04/07/2016	004022 US BANK		59,297.44
625812	04/07/2016	001567 WALLA WALLA UNIVERSITY		90.00
625813	04/07/2016	000534 WCP SOLUTIONS		2,707.64
625814	04/08/2016	000830 BAKER & TAYLOR		16,633.40
625815	04/08/2016	000087 BLACKSTONE AUDIO BOOKS INC		1,303.00
625816	04/08/2016	000242 BUCKLEY CITY OF		233.82
625817	04/08/2016	000161 CENGAGE LEARNING		1,340.74
625818	04/08/2016	000847 CENTER POINT PUBLISHING		1,404.39
625819	04/08/2016	001780 CITY OF UNIVERSITY PLACE		388.04
625820	04/08/2016	000243 INGRAM LIBRARY SERVICES		14,738.48
625821	04/08/2016	000352 MIDWEST TAPE	V	0.00
625822	04/08/2016	000352 MIDWEST TAPE		20,872.73
625823	04/08/2016	001941 JUDY T NELSON		660.20
625824	04/08/2016	000377 PUGET SOUND ENERGY		197.87
625825	04/08/2016	000406 RECORDED BOOKS LLC		162.46
625826	04/08/2016	000460 STEILACOOM TOWN OF		756.25
625827	04/12/2016	006410 C2		240.00
625828	04/12/2016	000370 PIERCE COUNTY		1,365.00
625829	04/12/2016	000857 PIERCE COUNTY RECYCLING		151.09
625830	04/12/2016	001821 TYLER TECHNOLOGIES INC		7,388.87
625831	04/12/2016	003719 UNIQUE MANAGEMENT SERVICES		1,256.13
625832	04/12/2016	002027 JEFFRI WALTERS		9.99
625833	04/12/2016	000830 BAKER & TAYLOR		11,753.12
625834	04/12/2016	000189 BAKER & TAYLOR ENTERTAINMENT		29.92
625835	04/12/2016	000161 CENGAGE LEARNING		768.55
625836	04/12/2016	000243 INGRAM LIBRARY SERVICES		6,027.33
625837	04/12/2016	000352 MIDWEST TAPE		11,700.16
625838	04/12/2016	000377 PUGET SOUND ENERGY		1,598.39
625839	04/12/2016	000406 RECORDED BOOKS LLC		60.38
625840	04/12/2016	000451 SEATTLE TIMES SEATTLE PI		369.20
625841	04/12/2016	000463 SUMMIT WATER & SUPPLY CO		317.00
625842	04/14/2016	000363 OVERALL LAUNDRY SERV. DBA ARAMARI		18.41
625843	04/14/2016	006391 BERK CONSULTING INC		10,576.13
625844	04/14/2016	000895 COLUMBIA BANK		1,051.25
625845	04/14/2016	001345 MICHAEL'S CUSTOM UPHOLSTERY		2,250.88

Check History Listing
Pierce County Library System

Bank code: boa

Check #	Date	Vendor	Status	Check Total
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625849	04/14/2016	000541 STATE OF WASHINGTON		725.24
625850	04/18/2016	006461 LAURA EDGAR		50.00
625851	04/18/2016	001875 LINDA ESKESEN		27.00
625852	04/18/2016	005899 LINDA FARMER		21.00
625853	04/18/2016	001894 LYNNE HOFFMAN		6.00
625854	04/18/2016	002082 DALE HOUGH		15.00
625855	04/18/2016	006454 TIFFANY MACBAIN		50.00
625856	04/18/2016	006457 DANICA MILLER		200.00
625857	04/18/2016	000323 NEWS TRIBUNE		2,327.23
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625859	04/18/2016	001887 SUSAN RIGLEY		18.00
625860	04/18/2016	006448 TRACEY THOMPSON		72.00
625861	04/18/2016	000534 WCP SOLUTIONS		111.13
625862	04/19/2016	000830 BAKER & TAYLOR		19,523.71
625863	04/19/2016	000189 BAKER & TAYLOR ENTERTAINMENT		215.47
625864	04/19/2016	000161 CENGAGE LEARNING		1,830.24
625865	04/19/2016	005300 DANGER ROOM COMICS LLC		813.77
625866	04/19/2016	000243 INGRAM LIBRARY SERVICES		14,146.84
625867	04/19/2016	002062 GEORGIA LOMAX		245.82
625868	04/19/2016	000352 MIDWEST TAPE	V	0.00
625869	04/19/2016	000352 MIDWEST TAPE		24,841.74
625870	04/19/2016	000907 NEW YORK TIMES		891.80
625871	04/19/2016	000406 RECORDED BOOKS LLC		134.89
625872	04/20/2016	006410 C2		1,600.00
625873	04/20/2016	000895 COLUMBIA BANK	V	1,051.25
625874	04/20/2016	005330 GHA TECHNOLOGIES INC		2,604.81
625875	04/20/2016	006133 NATIONAL BUSINESS RESEARCH INS		5,047.50
625876	04/20/2016	001941 JUDY T NELSON		47.30
625877	04/20/2016	001586 NORTHWEST DOOR INC		685.01
625878	04/20/2016	004022 US BANK		61,030.94
625879	04/20/2016	000635 WAYNES ROOFING INC		404.58
625880	04/21/2016	003778 AFLAC		5,972.28
625881	04/21/2016	000828 AFSCME AFL-CIO		6,031.60
625882	04/21/2016	001578 COLONIAL SUPPLEMENTAL INSURANC		626.98
625883	04/21/2016	006414 GC SERVICES, LP		168.42
625884	04/21/2016	003985 PACIFICSOURCE ADMINISTRATORS		1,249.61

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Pierce County Library System

Bank code: boa

<u>Check #</u>	<u>Date</u>	<u>Vendor</u>	<u>Status</u>	<u>Check Total</u>
625885	04/21/2016	000821 PIERCE COUNTY SUPERIOR COURT		121.25
625886	04/21/2016	001181 PIERCE CTY LIBRARY FOUNDATION		370.55
625887	04/21/2016	004276 STATE CENTRAL COLLECTION UNIT		151.67
625888	04/21/2016	000823 UNITED WAY		171.00
625889	04/21/2016	004782 US DEPARTMENT OF EDUCATION		181.87
625890	04/21/2016	001355 VOLUNTARY EMPLOYEES' BENEFICIA		13,249.93
625891	04/21/2016	000827 WA STATE- DEPT OF RETIREMENT S		102,526.23
625892	04/20/2016	000180 CENTURYLINK		1,534.02
625893	04/20/2016	004169 COMCAST		428.24
625894	04/20/2016	001941 JUDY T NELSON		568.15
625895	04/20/2016	000369 PENINSULA LIGHT CO		1,649.03
625896	04/20/2016	004114 MEGHAN SULLIVAN		50.00
625897	04/22/2016	003414 JEANINE ADAMS		12.00
625898	04/22/2016	005920 KIMBERELY ARCHER		67.23
625899	04/22/2016	002085 CINDY DARGAN		18.00
625900	04/22/2016	001126 DELL MARKETING LP		2,639.18
625901	04/22/2016	006481 FARMINGTON COMMUNITY LIBRARY		13.00
625902	04/22/2016	005919 CHEREE GREEN		12.00
625903	04/22/2016	005428 GRITTON BUILDING CO INC		10,265.07
625904	04/22/2016	000254 KING COUNTY LIBRARY		50.45
625905	04/22/2016	003496 TAMARA MASENHIMER		23.47
625906	04/22/2016	005979 METCO ELECTRIC		693.76
625907	04/22/2016	001345 MICHAEL'S CUSTOM UPHOLSTERY		639.29
625908	04/22/2016	006465 MICROSOFT CORPORATION		44,940.00
625909	04/22/2016	005338 PHOENIX MECHANICAL INC		14,242.80
625910	04/22/2016	006480 ROCK SPRINGS LIBRARY		12.95
625911	04/22/2016	006231 DAVID SECKMAN		55.75
625912	04/22/2016	001130 SNO-ISLE REGIONAL LIBRARY		24.95
625913	04/22/2016	000534 WCP SOLUTIONS		1,000.79
625914	04/22/2016	006467 XAKARY PRODUCTIONS		595.00
625915	04/22/2016	000830 BAKER & TAYLOR		6,217.72
625916	04/22/2016	000161 CENGAGE LEARNING		2,489.18
625917	04/22/2016	000093 EBSCO		51.85
625918	04/22/2016	000243 INGRAM LIBRARY SERVICES		5,584.89
625919	04/22/2016	000352 MIDWEST TAPE		22,334.46
625920	04/22/2016	000451 SEATTLE TIMES SEATTLE PI		389.58
625921	04/26/2016	003311 DEPARTMENT OF LABOR & INDUSTRI		350.28
625922	04/26/2016	005862 ELITE PROPERTY INVESTMENTS LLC		9,676.77
625923	04/26/2016	005283 E-RATE EXPERTISE INC		1,175.00

Check History Listing
Pierce County Library System

Bank code: boa

<u>Check #</u>	<u>Date</u>	<u>Vendor</u>	<u>Status</u>	<u>Check Total</u>
625924	04/26/2016	004916 TESA JOHNSON		39.57
625925	04/26/2016	006483 MARSEA OCHOA		40.00
625926	04/26/2016	000534 WCP SOLUTIONS		184.28
625927	04/28/2016	005234 ROBERT ALLEN		380.54
625928	04/28/2016	000830 BAKER & TAYLOR		6,183.27
625929	04/28/2016	000243 INGRAM LIBRARY SERVICES		1,720.14
625930	04/28/2016	006466 ALEXA KNIGHT		21.99
625931	04/28/2016	000352 MIDWEST TAPE		9,060.63
625932	04/28/2016	001445 OPES INC		646.24
625933	04/28/2016	000377 PUGET SOUND ENERGY		3,563.51
625934	04/28/2016	006491 WORLD JOURNAL BOOK STORE		165.00
625935	04/29/2016	000363 OVERALL LAUNDRY SERV. DBA ARAMARI		18.41
625936	04/29/2016	006184 MONKEYHOUSE MEDIA		1,200.00
625937	04/29/2016	001005 PETTY CASH CUSTODIAN		124.47

boa Total: 1,227,763.17

169 checks in this report

Total Checks: 1,227,763.17

MEMO



Date: May 2, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Lorie Erickson, Facilities Director

Subject: Grounds Maintenance contract and Purchase Order

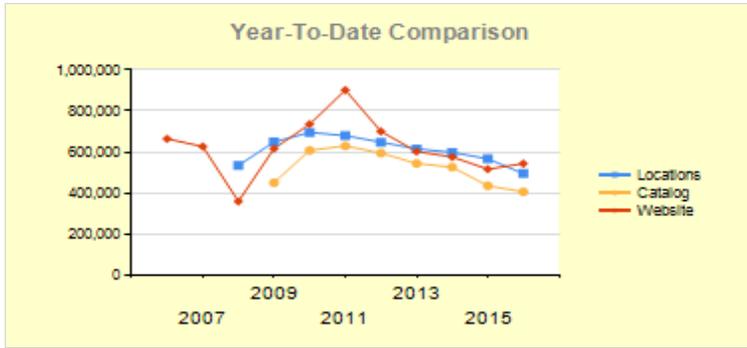
The Request for Bid for PCLS Grounds Maintenance was let on March 9, 2016. A total of 4 vendors bid on the work. The lowest responsible bid was submitted by Evergreen Maintenance Landscaping for a total of \$53,451.00. The previous contract for 2015 was for \$79,115.89 (including tax). This resulted in a cost savings to PCLS of \$20,640.50.

We are asking the Board of Trustees to authorize, by motion, the Library to sign a contract and approve a purchase order with the winning Grounds Maintenance contractor in the amount of \$53,451.00.

Routine Reports

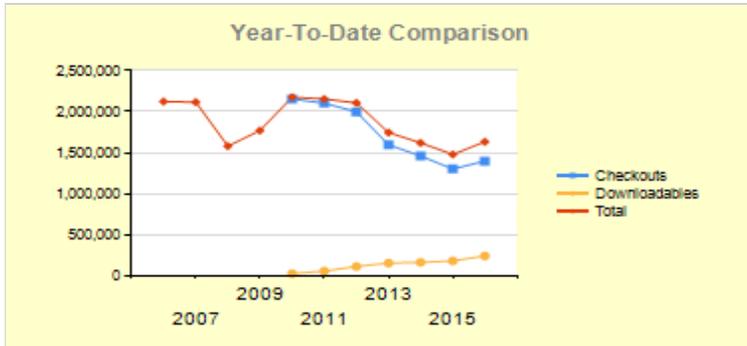
CUSTOMER SERVICE/PHILANTHROPY DASHBOARD - MARCH

VISITS



	March		
	2015	2016	% Change
Door Count	140,862	129,017	-8.41%
Catalog	147,442	132,881	-9.88%
Website	176,044	190,248	8.07%
Job & Business Portal	2,695	3,103	15.14%
Military Portal	101	76	-24.75%
Total	467,144	455,325	-2.53%

CHECKOUTS



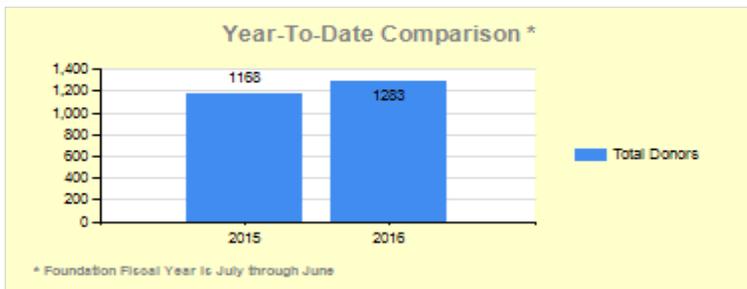
	March		
	2015	2016	% Change
Checkouts	457,842	515,035	12.49%
Downloadables	61,040	80,051	31.15%
Total	518,882	595,086	14.69%

CUSTOMERS



	March		
	2015	2016	% Change
Active Cardholders	294,828	335,411	13.76%
New Cards	3,309	3,099	-6.35%
Checkout Transactions	88,861	80,437	-9.48%
Unique Users	38,525	40,277	4.55%

PHILANTHROPY



	March		
	2015	2016	% Change
FoundationDonors	105	243	131.43%
NewFoundationDonors	4	34	750.00%
\$ Raised by Foundation	\$31,402.00	\$21,649.00	-31.06%
\$ Provided by Friends	\$3,489.00	\$9,143.00	162.05%

BRANCH CLOSURES

2013		
Location	Dates	Duration (days)
Key Center	1/1-2/3	34
Fife	9/24-25	2

2014		
Location	Dates	Duration (days)
Gig Harbor	5/19-6/1	13
Lakewood	9/2-21	19
Pkld/Span	10/3-26	13
South Hill	11/1-30	30

2015		
Location	Dates	Duration (days)
Gig Harbor	11/9-11/22	13

Monthly Interim Financial Reports

April 30, 2016

General Fund - 01

- County Property Tax revenue was received and posted for April. We received about 11% (\$1,000,000) more than estimate.
- Purchasing Card (credit card) rebates continue to grow. We receive approximately 1% in rebate quarterly for every dollar we spent using the purchasing card. We have already surpassed our budget by 25%.
- The Staff Experience managed Tuition assistance program paid out more than budgeted. They have secured a Foundation grant to cover this overage.
- Overtime is more than budgeted due to recent staff vacancies and extraordinary events in Finance and IT. No further Finance department overtime is anticipated. In IT, due to recent unplanned email system challenges, additional staff overtime was required to work on the solution. We anticipate this being completed soon.
- As a result of the failed email system, additional purchases were required in the software line item 53505.
- Many databases and database access subscriptions for patron use are purchased early in the year. Accounts affected include 53411 Electronic Info Services and 53413 Electronic Services.
- Many annual service agreements, leases and insurance are paid and/or encumbered in January for the entire year. These are usually one time per year events or a large encumbrance for a multi-month project. They impact "percent expended" of budget significantly. Examples include but are not limited to general fund accounts 54100 Professional Services (Strategic Plan), 54201 telecom services, 54501 and 54502 Leases, 54600 Insurance, 54901 Dues and Memberships and 54903 Licenses and Fees.
- 54902 Taxes and Assessments reflect our twice yearly payment of our property related assessments and fees (surface water charges, noxious weed charges, fire benefit, and PC conservation district).

Special Purpose Fund - 15

- We entered budget data for PC Reads program and our Workforce project. Roll out and training to staff is anticipated to occur in May/June.

Debt Service Fund - 20

- Minimal activity

Capital Improvement Projects Fund - 30

- Please refer to comments above regarding annual service agreements and one time payments. In the CIP account 56200 Building/Building Improvements reflects an annual one-time payment for our UP library expansion. Vehicle Repair 54805, we removed/replaced the ADA lift on one of the Sprinter vans.
- 56400 Machinery and equipment include the purchase of our new paper cutter totaling \$25k and the replacement of our compactor \$14k, a new WatchGuard Firewall appliance \$38k and just over \$50k in the board approved purchase of a new Dell Compellent server array.
- 56402 HVAC repair and/replacement has been scheduled and funds encumbered for several branches.

**Pierce County Library System
Statement of Financial Position - Interim
April 30, 2016
All Funds**

	General Fund	Special Purpose Fund	Debt Service Fund	Capital Improvement Projects Fund
Assets				
Current Assets - Cash				
Cash	\$ 1,974,918	\$ -	\$ 83,789	\$ 121,411
Investments	\$ 9,288,382	\$ -	\$ -	\$ 501,618
Total Cash	\$ 11,263,300	\$ -	\$ 83,789	\$ 623,029
Total Current Assets	\$ 11,263,300	\$ -	\$ 83,789	\$ 623,029
Liabilities and Fund Balance				
Current Liabilities				
Warrants Payable	\$ 50,261	\$ -	\$ -	\$ -
Sales Tax Payable	\$ 3,512	\$ -	\$ -	\$ -
Payroll Taxes and Benefits Payable	\$ 14,966	\$ -	\$ -	\$ -
Total Current Liabilities	\$ 68,739	\$ -	\$ -	\$ -
Fund Balance				
Reserve for Encumbrances	\$ 839,145	\$ -	\$ -	\$ 288,382
Net Excess (Deficit)	\$ 2,593,799	\$ -	\$ 64	\$ (613,743)
Unreserved Fund Balance	\$ 7,761,618	\$ -	\$ 83,725	\$ 948,389
Total Fund Balance	\$ 11,194,561	\$ -	\$ 83,789	\$ 623,029
Total Liabilities and Fund Balance	\$ 11,263,300	\$ -	\$ 83,789	\$ 623,029
Anticipated Property Tax Revenue	\$ 27,380,677	N/A	\$ 12	N/A

Pierce County Library System													
Comparative Statement of Financial Position - Interim													
General Fund - Rolling Comparison													
<i>(as of the listed date of the reported month)</i>													
	<i>HISTORICAL</i>	<i>HISTORICAL</i>	<i>HISTORICAL</i>	<i>HISTORICAL</i>	<i>CURRENT</i>	<i>CURRENT</i>							
	4/30/2015	5/31/2015	6/30/2015	7/31/2015	8/31/2015	9/30/2015	10/31/2015	11/30/2015	12/31/2015	1/31/2016	2/29/2016	3/31/2016	4/30/2016
Assets													
Current Assets - Cash													
Cash	\$ 11,678,461	\$ 3,966,177	\$ 2,018,084	\$ 1,910,091	\$ 1,849,322	\$ 2,279,894	\$ 10,928,777	\$ 4,365,526	\$ 8,372,619	\$ 6,152,350	\$ 4,260,027	\$ 3,439,431	\$ 1,974,918
Investments	\$ -	\$ 8,126,000	\$ 8,250,000	\$ 6,500,000	\$ 3,562,782	\$ 1,500,000	\$ -	\$ 6,700,000	\$ -	\$ -	\$ -	\$ -	\$ 9,288,382
Total Cash	\$ 11,678,461	\$ 12,092,177	\$ 10,268,084	\$ 8,410,091	\$ 5,412,104	\$ 3,779,894	\$ 10,928,777	\$ 11,065,526	\$ 8,372,619	\$ 6,152,350	\$ 4,260,027	\$ 3,439,431	\$ 11,263,300
Total Current Assets	\$ 11,678,461	\$ 12,092,177	\$ 10,268,084	\$ 8,410,091	\$ 5,412,104	\$ 3,779,894	\$ 10,928,777	\$ 11,065,526	\$ 8,372,619	\$ 6,152,350	\$ 4,260,027	\$ 3,439,431	\$ 11,263,300
Liabilities and Fund Balance													
Current Liabilities													
Warrants Payable	\$ 302,297	\$ 262,350	\$ 333,402	\$ 425,157	\$ 453,310	\$ 338,977	\$ 478,495	\$ 523,012	\$ 560,730	\$ 359,522	\$ 318,496	\$ 57,349	\$ 50,261
Sales Tax Payable	\$ 4,523	\$ 4,337	\$ 4,070	\$ 4,561	\$ 3,891	\$ 4,544	\$ 5,152	\$ 4,089	\$ 2,082	\$ 3,668	\$ 4,880	\$ 4,804	\$ 3,512
Payroll Taxes and Benefits Payable	\$ 10,667	\$ 28,290	\$ 45,337	\$ 9,666	\$ 27,778	\$ 46,413	\$ 8,641	\$ 20,965	\$ 48,189	\$ 13,391	\$ 29,363	\$ 44,222	\$ 14,966
Total Current Liabilities	\$ 317,487	\$ 294,978	\$ 382,810	\$ 439,384	\$ 484,979	\$ 389,934	\$ 492,288	\$ 548,066	\$ 611,001	\$ 376,581	\$ 352,740	\$ 106,375	\$ 68,739
Fund Balance													
Reserve for Encumbrances	\$ 454,484	\$ 401,208	\$ 401,736	\$ 524,749	\$ 431,352	\$ 360,731	\$ 373,933	\$ 266,619	\$ -	\$ 966,089	\$ 836,213	\$ 865,298	\$ 839,145
Net Excess (Deficit)	\$ 3,101,973	\$ 3,591,475	\$ 1,679,022	\$ (358,559)	\$ (3,308,743)	\$ (4,775,287)	\$ 2,258,040	\$ 2,446,324	\$ -	\$ (2,951,938)	\$ (4,690,544)	\$ (5,293,860)	\$ 2,593,799
Unreserved Fund Balance	\$ 7,804,517	\$ 7,804,517	\$ 7,804,517	\$ 7,804,517	\$ 7,804,517	\$ 7,804,517	\$ 7,804,517	\$ 7,804,517	\$ 7,761,618	\$ 7,761,618	\$ 7,761,618	\$ 7,761,618	\$ 7,761,618
Total Fund Balance	\$ 11,360,974	\$ 11,797,199	\$ 9,885,274	\$ 7,970,707	\$ 4,927,125	\$ 3,389,961	\$ 10,436,489	\$ 10,517,460	\$ 7,761,618	\$ 5,775,769	\$ 3,907,287	\$ 3,333,055	\$ 11,194,561
Total Liabilities and Fund Balance	\$ 11,678,461	\$ 12,092,177	\$ 10,268,084	\$ 8,410,091	\$ 5,412,104	\$ 3,779,894	\$ 10,928,777	\$ 11,065,526	\$ 8,372,619	\$ 6,152,350	\$ 4,260,027	\$ 3,439,431	\$ 11,263,300
Anticipated Property Tax Revenue	\$ 15,656,184	\$ 13,299,906	\$ 13,113,114	\$ 12,988,144	\$ 12,867,362	\$ 12,414,655	\$ 3,197,451	\$ 943,271	\$ -	\$ 28,999,932	\$ 28,704,238	\$ 27,380,677	\$ 27,380,677

PIERCE COUNTY LIBRARY SYSTEM
Statement of Revenue and Expenditures
Year to Date April 30, 2016
no pre-encumbrances

General Fund - 01

	<u>2016 Budget</u>	<u>Year To Date</u>	<u>Encumbrances</u>	<u>Budget Balance</u>	<u>% of Budget</u>
Revenue					
Property Tax/Investment Income & Other PC Revenue	\$ 28,201,541	\$ 11,957,370	\$ -	\$ 16,244,171	42%
Other Revenue	\$ 1,508,000	\$ 552,093	\$ -	\$ 955,907	37%
Total Revenue	\$ 29,709,541	\$ 12,509,463	\$ -	\$ 17,200,078	42%
Expenditures					
Personnel/Taxes and Benefits	\$ 20,893,026	\$ 6,698,183	\$ -	\$ 14,194,843	32%
Materials	\$ 3,532,173	\$ 1,233,714	\$ -	\$ 2,298,459	35%
Maintenance and Operations	\$ 3,895,960	\$ 1,144,622	\$ 839,145	\$ 1,912,193	51%
Transfers Out - CIP	\$ 1,188,382	\$ -	\$ -	\$ 1,188,382	0%
Transfers Out - SPF	\$ 200,000	\$ -	\$ -	\$ 200,000	0%
Total Expenditures	\$ 29,709,541	\$ 9,076,519	\$ 839,145	\$ 19,793,877	33%
Excess/(Deficit)		\$ 3,432,944			
(less encumbrances)		(839,145)			
Net Excess (Deficit)		\$ 2,593,799			

Special Purpose Fund - 15

	<u>2016 Budget</u>	<u>Year To Date</u>	<u>Encumbrances</u>	<u>Budget Balance</u>	<u>% of Budget</u>
Revenue					
Programs - PC READS	\$ 40,000	\$ -	\$ -	\$ 40,000	0%
Projects - Workforce	\$ 227,000	\$ -	\$ -	\$ 227,000	0%
Total Revenue	\$ 267,000	\$ -	\$ -	\$ 267,000	0%
Expenditures					
Programs - PC READS	\$ 40,000	\$ -	\$ -	\$ 40,000	0%
Projects - Workforce	\$ 227,000	\$ -	\$ -	\$ 227,000	0%
Total Expenditures	\$ 267,000	\$ -	\$ -	\$ 267,000	
Excess/(Deficit)		\$ -			
(less encumbrances)		-			
Net Excess (Deficit)		\$ -			

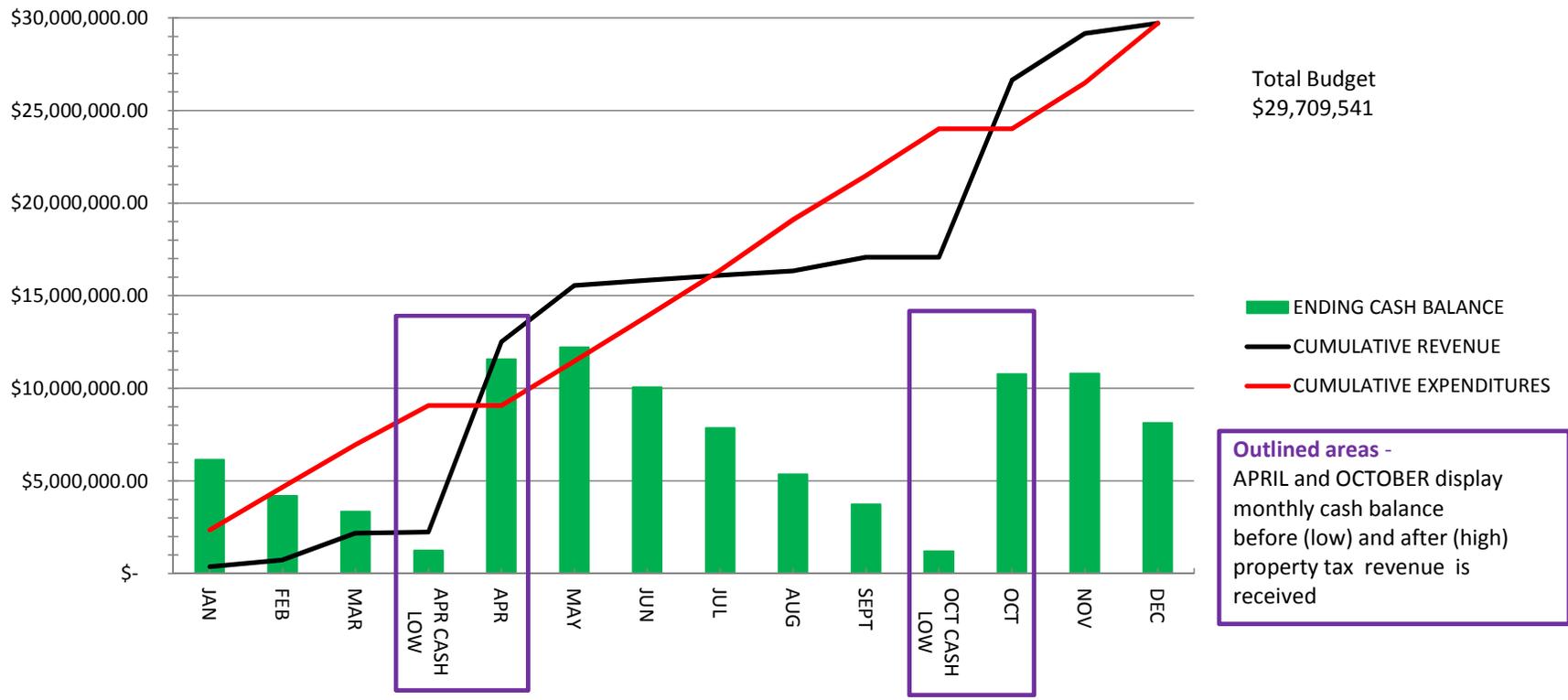
Debt Service Fund - 20

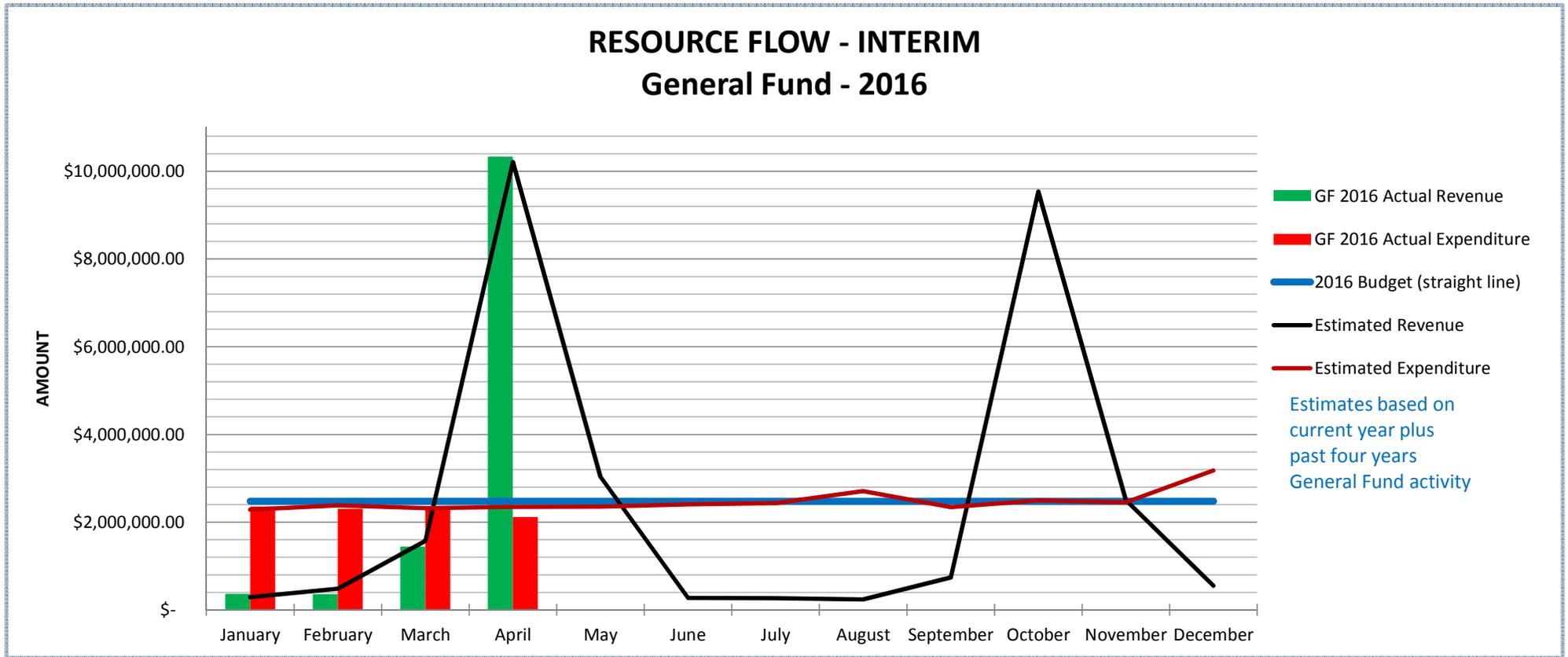
	<u>2016 Budget</u>	<u>Year To Date</u>	<u>Encumbrances</u>	<u>Budget Balance</u>	<u>% of Budget</u>
Revenue					
Property Tax/Investment Income & Other PC Revenue	\$ -	\$ 0	\$ -	\$ (0)	0%
Other Revenue	\$ -	\$ 64	\$ -	\$ (64)	0%
Total Revenue	\$ -	\$ 64	\$ -	\$ (64)	0%
Total Expenditures	\$ -	\$ -	\$ -	\$ -	0%
Net Excess (Deficit)		\$ 64			

Capital Improvement Projects**Fund - 30**

	<u>2016 Budget</u>	<u>Year To Date</u>	<u>Encumbrances</u>	<u>Budget Balance</u>	<u>% of Budget</u>
Revenue					
Other Revenue	\$ 300,000	\$ 6,311	\$ -	\$ 293,689	0%
Transfers In	\$ 1,188,382	\$ -	\$ -	\$ 1,188,382	0%
Total Revenue	\$ 1,488,382	\$ 6,311	\$ -	\$ 1,482,071	0%
Expenditures					
Maintenance and Operations	\$ 1,488,382	\$ 331,672	\$ 288,382	\$ 868,328	42%
Total Expenditures	\$ 1,488,382	\$ 331,672	\$ 288,382	\$ 868,328	42%
Excess/(Deficit)		\$ (325,361)			
(less encumbrances)		(288,382)			
Net Excess (Deficit)		\$ (613,743)			

CUMULATIVE GENERAL FUND REVENUE AND EXPENDITURE Including Cash Flow Projection 2016





Pierce County Library System
 Board Report - Budget to Actual by Object
 Report as of: 4/30/2016

FUND: GENERAL FUND (01)

Object	2016 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
REVENUE ACCOUNTS						
31111 PROPERTY TAXES CURRENT	27,294,700.00	10,164,867.30	11,640,328.51	0.00	15,654,371.49	42.65
31112 PROPERTY TAXES DELINQUENT	818,841.00	109,363.31	282,839.28	0.00	536,001.72	34.54
31130 SALE OF TAX TITLE PROPERTY	3,000.00	0.00	1,199.03	0.00	1,800.97	39.97
31720 LEASEHOLD EXCISE TAX	20,000.00	5,577.73	10,862.91	0.00	9,137.09	54.31
31740 TIMBER EXCISE TAX	50,000.00	0.00	14,056.19	0.00	35,943.81	28.11
TAXES:	28,186,541.00	10,279,808.34	11,949,285.92	0.00	16,237,255.08	42.39
33300 INDIRECT FEDERAL GRANTS	0.00	0.00	71,181.61	0.00	(71,181.61)	0.00
33533 STATE FOREST FUNDS/DNR TIMBER TRU	0.00	0.00	104.48	0.00	(104.48)	0.00
33710 SHARED FIXED ASSETS - TIMBER	15,000.00	0.00	5,642.97	0.00	9,357.03	37.62
34160 COPIER FEES	30,000.00	1,915.47	10,257.23	0.00	19,742.77	34.19
34161 GRAPHICS SERVICES CHARGES	0.00	0.00	3,621.27	0.00	(3,621.27)	0.00
34162 PRINTER FEES	125,000.00	8,118.12	41,793.21	0.00	83,206.79	33.43
34163 FAX FEES	21,000.00	1,392.01	7,547.43	0.00	13,452.57	35.94
34193 ORTING - SERVICE FEES	0.00	0.00	810.00	0.00	(810.00)	0.00
35970 LIBRARY FINES	550,000.00	17,835.80	144,004.83	0.00	405,995.17	26.18
36110 INVESTMENT INCOME	5,000.00	110.71	2,335.91	0.00	2,664.09	46.72
36140 OTHER INTEREST EARNED - COUNTY	0.00	0.90	0.97	0.00	(0.97)	0.00
36200 KEY PEN HLTH DEPT FACILITY REV	0.00	0.00	312.63	0.00	(312.63)	0.00
36290 BOOK SALES	20,000.00	6.00	1,974.26	0.00	18,025.74	9.87
36700 FOUNDATION DONATIONS	300,000.00	0.00	108,934.01	0.00	191,065.99	36.31
36720 FRIENDS' REIMBURSEMENTS	0.00	0.00	8,899.87	0.00	(8,899.87)	0.00
36725 DONATIONS - OTHER	0.00	882.97	1,057.38	0.00	(1,057.38)	0.00
36910 SALE OF SCRAP AND SALVAGE	0.00	3,150.00	3,751.60	0.00	(3,751.60)	0.00
36920 UNCLAIMED PROPERTY/FOUND MONEY	0.00	3.90	3,104.18	0.00	(3,104.18)	0.00
36990 MISCELLANEOUS REVENUE	0.00	38.40	110.56	0.00	(110.56)	0.00
36991 PAYMENT FOR LOST MATERIALS	12,000.00	402.80	3,808.81	0.00	8,191.19	31.74
36996 JURY DUTY REIMBURSEMENT	0.00	0.00	70.00	0.00	(70.00)	0.00
36998 E RATE REIMBURSEMENT	415,000.00	0.00	101,702.08	0.00	313,297.92	24.51
36999 REBATES - PROCUREMENT CARD	30,000.00	18,048.51	37,687.78	0.00	(7,687.78)	125.63
CHARGES OTHER:	1,523,000.00	51,905.59	558,713.07	0.00	964,286.93	36.69
39520 INSURANCE RECOVERIES - ASSETS	0.00	0.00	1,464.12	0.00	(1,464.12)	0.00
TOTAL FOR REVENUE ACCOUNTS	29,709,541.00	10,331,713.93	12,509,463.11	0.00	17,200,077.89	42.11
EXPENSE ACCOUNTS						
51100 SALARIES AND WAGES	14,984,682.00	1,213,500.64	4,654,960.03	0.00	10,329,721.97	31.06
51105 ADDITIONAL HOURS	273,883.00	25,334.39	102,380.65	0.00	171,502.35	37.38
51106 SHIFT DIFFERENTIAL	159,882.00	9,840.48	48,889.81	0.00	110,992.19	30.58
51107 SUBSTITUTE HOURS	295,500.00	26,914.11	99,884.32	0.00	195,615.68	33.80
51109 TUITION ASSISTANCE PROGRAM	300.00	1,784.83	1,784.83	0.00	(1,484.83)	594.94
51200 OVERTIME WAGES	7,400.00	2,571.39	12,521.03	0.00	(5,121.03)	169.20
51999 ADJ WAGE/SALARY TO MATCH PLAN	(396,342.00)	0.00	0.00	0.00	(396,342.00)	0.00
52001 INDUSTRIAL INSURANCE	196,629.00	11,979.65	44,862.52	0.00	151,766.48	22.82
52002 MEDICAL INSURANCE	2,289,031.00	218,003.35	761,127.26	0.00	1,527,903.74	33.25
52003 F.I.C.A.	1,202,711.00	95,584.32	371,317.20	0.00	831,393.80	30.87
52004 RETIREMENT	1,727,914.00	133,942.85	520,513.25	0.00	1,207,400.75	30.12
52005 DENTAL INSURANCE	219,387.00	16,912.67	67,304.78	0.00	152,082.22	30.68
52006 OTHER BENEFIT	10,540.00	800.00	3,440.00	0.00	7,100.00	32.64

Pierce County Library System
 Board Report - Budget to Actual by Object
 Report as of: 4/30/2016

FUND: GENERAL FUND (01)

Object	2016 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
EXPENSE ACCOUNTS						
52010 LIFE AND DISABILITY INSURANCE	29,086.00	4,905.29	9,197.52	0.00	19,888.48	31.62
52020 UNEMPLOYMENT COMPENSATION	30,500.00	0.00	0.00	0.00	30,500.00	0.00
52200 UNIFORMS	1,300.00	0.00	0.00	0.00	1,300.00	0.00
52999 ADJ BENEFITS TO MATCH PLAN	(139,377.00)	0.00	0.00	0.00	(139,377.00)	0.00
PERSONNEL	20,893,026.00	1,762,073.97	6,698,183.20	0.00	14,194,842.80	32.06
53100 OFFICE/OPERATING SUPPLIES	236,100.00	15,871.17	72,143.94	14,293.29	149,662.77	36.61
53101 CUSTODIAL SUPPLIES	52,500.00	5,802.34	17,350.77	0.00	35,149.23	33.05
53102 MAINTENANCE SUPPLIES	60,200.00	4,260.98	14,282.36	0.00	45,917.64	23.72
53103 AUDIOVISUAL PROCESSING SUP	25,000.00	485.65	971.30	789.82	23,238.88	7.04
53104 BOOK PROCESSING SUPPLIES	20,000.00	0.00	1,897.83	0.00	18,102.17	9.49
53200 FUEL	47,000.00	5,116.94	5,116.94	0.00	41,883.06	10.89
53401 ADULT MATERIALS	806,000.00	33,992.64	192,968.94	0.00	613,031.06	23.94
53403 PERIODICALS	88,135.00	1,643.80	5,099.94	0.00	83,035.06	5.79
53405 JUVENILE BOOKS	544,279.00	27,742.81	148,315.06	0.00	395,963.94	27.25
53406 PROFESSIONAL COLLECTION	4,200.00	341.93	932.35	0.00	3,267.65	22.20
53407 INTERNATIONAL COLLECTION	60,000.00	744.32	4,846.05	0.00	55,153.95	8.08
53408 AUDIOVISUAL MATERIALS - ADULT	842,000.00	52,497.06	271,942.50	0.00	570,057.50	32.30
53409 AUDIOVISUAL MATERIALS - JUV	94,000.00	1,786.90	13,435.25	0.00	80,564.75	14.29
53411 ELECTRONIC INFO SOURCES	379,068.00	0.00	275,057.38	0.00	104,010.62	72.56
53412 REFERENCE SERIALS	18,000.00	0.00	780.98	0.00	17,219.02	4.34
53413 ELECTRONIC SERVICES	143,391.00	641.04	117,060.72	0.00	26,330.28	81.64
53414 ELECTRONIC COLLECTION	400,100.00	2,822.28	155,228.85	0.00	244,871.15	38.80
53464 VENDOR PROCESSING SERVICES	153,000.00	10,126.53	48,046.10	0.00	104,953.90	31.40
53500 MINOR EQUIPMENT	3,500.00	0.00	0.00	0.00	3,500.00	0.00
53501 FURNISHINGS	35,000.00	0.00	15,382.09	0.00	19,617.91	43.95
53502 TECHNOLOGY HARDWARE	50,000.00	2,604.81	4,919.30	0.00	45,080.70	9.84
53505 SOFTWARE	12,100.00	1,045.80	19,196.17	0.00	(7,096.17)	158.65
54100 PROFESSIONAL SERVICES	457,750.00	95,387.07	151,686.57	107,630.94	198,432.49	56.65
54101 LEGAL SERVICES	30,000.00	1,396.50	10,430.00	0.00	19,570.00	34.77
54102 COLLECTION AGENCY	17,000.00	1,256.13	4,529.05	0.00	12,470.95	26.64
54161 RESOURCE SHARING SERVICES	19,000.00	32.00	2,251.90	0.00	16,748.10	11.85
54162 BIBLIOGRAPHICS SERVICES	33,000.00	0.00	9,845.72	0.00	23,154.28	29.84
54163 PRINTING AND BINDING	1,500.00	0.00	0.00	0.00	1,500.00	0.00
54165 ILL LOST ITEM CHARGE	2,800.00	211.35	323.80	0.00	2,476.20	11.56
54200 POSTAGE AND SHIPPING	36,600.00	(393.70)	158.03	735.00	35,706.97	2.44
54201 TELECOM SERVICES	461,300.00	2,874.33	131,994.24	273,403.36	55,902.40	87.88
54300 TRAVEL	47,200.00	2,973.80	6,648.74	0.00	40,551.26	14.09
54301 MILEAGE REIMBURSEMENTS	30,350.00	4,802.16	12,206.92	0.00	18,143.08	40.22
54400 ADVERTISING	69,500.00	6,179.20	8,417.87	20,171.00	40,911.13	41.14
54501 RENTALS/LEASES - BUILDINGS	404,000.00	12,051.39	130,422.59	136,778.02	136,799.39	66.14
54502 RENTALS/LEASES - EQUIPMENT	32,400.00	0.00	6,339.77	12,629.63	13,430.60	58.55
54600 INSURANCE	200,000.00	0.00	149,089.00	0.00	50,911.00	74.54
54700 ELECTRICITY	235,000.00	8,225.64	67,274.91	0.00	167,725.09	28.63
54701 NATURAL GAS	15,000.00	782.48	4,487.56	0.00	10,512.44	29.92
54702 WATER	21,000.00	720.37	4,419.43	0.00	16,580.57	21.04
54703 SEWER	25,000.00	392.65	5,935.18	0.00	19,064.82	23.74
54704 REFUSE	26,000.00	667.09	7,843.67	0.00	18,156.33	30.17

Pierce County Library System
 Board Report - Budget to Actual by Object
 Report as of: 4/30/2016

FUND: GENERAL FUND (01)

Object	2016 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
EXPENSE ACCOUNTS						
54800 GENERAL REPAIRS/MAINTENANCE	231,300.00	17,214.13	78,314.58	54,808.35	98,177.07	57.55
54801 CONTRACTED MAINTENANCE	779,600.00	22,579.97	130,278.27	217,905.24	431,416.49	44.66
54803 MAINT. TELECOM EQUIPMENT	31,000.00	0.00	2,585.00	0.00	28,415.00	8.34
54900 REGISTRATIONS	41,850.00	5,939.20	8,253.20	0.00	33,596.80	19.72
54901 DUES AND MEMBERSHIPS	30,170.00	(14,624.72)	14,495.63	0.00	15,674.37	48.05
54902 TAXES AND ASSESSMENTS	29,500.00	15,466.52	15,962.80	0.00	13,537.20	54.11
54903 LICENSES AND FEES	43,950.00	5,091.38	29,087.90	0.00	14,862.10	66.18
54904 MISCELLANEOUS	790.00	0.00	0.00	0.00	790.00	0.00
54905 WELLNESS EVENTS/REGISTRATION	2,000.00	79.00	79.00	0.00	1,921.00	3.95
59700 TRANSFERS OUT	1,188,382.00	0.00	0.00	0.00	1,188,382.00	0.00
59702 TRANSFERS OUT - SPF	200,000.00	0.00	0.00	0.00	200,000.00	0.00
ALL OTHER EXPENSES	8,816,515.00	356,830.94	2,378,336.15	839,144.65	5,599,034.20	36.49
TOTAL FOR EXPENSE ACCOUNTS	29,709,541.00	2,118,904.91	9,076,519.35	839,144.65	19,793,877.00	33.38
NET SURPLUS / DEFICIT	0.00	8,212,809.02	3,432,943.76	(839,144.65)	(2,593,799.11)	0.00

FUND: DEBT SERVICE FUND (20)

Object	2016 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
REVENUE ACCOUNTS						
31112 PROPERTY TAXES DELINQUENT	0.00	0.00	0.06	0.00	(0.06)	0.00
TAXES:	0.00	0.00	0.06	0.00	(0.06)	0.00
36110 INVESTMENT INCOME	0.00	0.00	63.71	0.00	(63.71)	0.00
CHARGES OTHER:	0.00	0.00	63.71	0.00	(63.71)	0.00
TOTAL FOR REVENUE ACCOUNTS	0.00	0.00	63.77	0.00	(63.77)	0.00
NET SURPLUS / DEFICIT	0.00	0.00	63.77	0.00	(63.77)	0.00

FUND: CAPITAL IMPROVEMENT PROJECTS FUND (30)

Object	2016 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
REVENUE ACCOUNTS						
36110 INVESTMENT INCOME	0.00	0.00	471.00	0.00	(471.00)	0.00
36200 KEY PENINSULA SHARED COSTS	0.00	0.00	2,314.67	0.00	(2,314.67)	0.00
36700 FOUNDATION DONATIONS	0.00	0.00	251.40	0.00	(251.40)	0.00
36899 ENERGY REBATES	0.00	0.00	3,274.00	0.00	(3,274.00)	0.00
36998 E-RATE REIMBURSEMENT	300,000.00	0.00	0.00	0.00	300,000.00	0.00
CHARGES OTHER:	300,000.00	0.00	6,311.07	0.00	293,688.93	2.10
39700 TRANSFERS IN	1,188,382.00	0.00	0.00	0.00	1,188,382.00	0.00
TOTAL FOR REVENUE ACCOUNTS	1,488,382.00	0.00	6,311.07	0.00	1,482,070.93	0.42
EXPENSE ACCOUNTS						
53501 FURNISHINGS	100,000.00	2,250.88	2,770.53	2,384.13	94,845.34	5.15
53502 TECHNOLOGY HARDWARE	330,000.00	0.00	(2,267.77)	0.00	332,267.77	(0.69)
53505 SOFTWARE	30,000.00	0.00	4,060.64	0.00	25,939.36	13.54
54100 PROFESSIONAL SERVICES	0.00	639.29	639.29	3,251.00	(3,890.29)	0.00
54400 ADVERTISING	0.00	0.00	81.40	0.00	(81.40)	0.00
54800 GENERAL REPAIRS/MAINTENANCE	166,000.00	0.00	0.00	11,278.42	154,721.58	6.79
54805 VEHICLE REPAIR - MAJOR	10,000.00	0.00	0.00	0.00	10,000.00	0.00
54900 REGISTRATIONS	0.00	(710.00)	0.00	0.00	0.00	0.00
54912 CONTINGENCY/RESERVE	28,000.00	0.00	0.00	0.00	28,000.00	0.00
54915 PLANNED SAVINGS	83,382.00	0.00	0.00	0.00	83,382.00	0.00
56200 BUILDINGS & BLDG IMPROVEMENTS	135,000.00	0.00	0.00	120,001.00	14,999.00	88.89
56201 CONSTRUCTION	65,000.00	0.00	0.00	0.00	65,000.00	0.00
56203 FLOORING	57,000.00	0.00	1,765.45	0.00	55,234.55	3.10
56204 PAINTING AND WALL TREATMENTS	7,500.00	0.00	0.00	0.00	7,500.00	0.00
56301 PARKING LOT REPAIR & IMPROVEMENT	165,000.00	0.00	0.00	48,724.57	116,275.43	29.53
56400 MACHINERY & EQUIPMENT	191,000.00	0.00	219,427.01	0.00	(28,427.01)	114.88
56402 HVAC	120,500.00	14,242.80	14,242.80	102,743.01	3,514.19	97.08
56403 TECHNOLOGY EQUIPMENT	0.00	0.00	90,952.26	0.00	(90,952.26)	0.00
TOTAL FOR EXPENSE ACCOUNTS	1,488,382.00	16,422.97	331,671.61	288,382.13	868,328.26	41.66
NET SURPLUS / DEFICIT	0.00	(16,422.97)	(325,360.54)	(288,382.13)	613,742.67	0.00

MEMO



Date: May 2, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Georgia Lomax, Executive Director

Subject: Executive Director Report

Operations

Work Plan progress of note in April:

People:

Management Positions – Filled the Summit and Admin Center Library Senior Librarian positions.
Employee Communication – Survey conducted. Results compiled and analyzed.

Projects:

- Strategic Planning Process – Partner Summit scheduled for May 24. Meeting design, preparations and logistics in process. Invitations sent.
- 2015 Budget – Fiscal year 15 accounts closed, analysis in process.
- Collection Refresh – Floating collection pilot launched with books on CD.

Major System-wide programs:

- Our Own Expressions – Contest winners will showcase their work at an awards ceremony on May 25 at Lagerquist Hall at Pacific Lutheran University.
- Pierce County READS – (report in Officers Reports)

Capital Projects:

- Wave Project plan, timeline and communication plan developed. Ready to begin work.

Updates:

- Email: As you know, we have been experiencing severe email system outages since February. As of the end of April, email is now stable. IT staff are working with Microsoft and with a network consultant to identify the underlying network issues and to develop a plan of action. This plan will have two phases. The short-term stabilization phase will address immediate concerns and develop PCLS and IT processes and procedures. An overall IT modernization project will follow.
- Lakewood Elevator Repair – Estimates received. Board action needed (on agenda)

External Community Activities

- TCH Annual Luncheon
- First 5 FUNdamentals Annual Breakfast
- WIOA Core Leadership Meeting
- Mid County Leadership Meeting

Library Community Activities

- Sumner, South Hill and Lakewood Regional Meeting
- PC Reads Emcee
- Friends Connection – updated on Strategic Plan progress.

Professional Activities

- PLA Annual Conference
- Served on selection committee for UW iSchool Distinguished Alumni award
- Votes are in on PLA President, and I have joined the ranks of the “also-rans”.

Unfinished Business

MEMO



Date: May 4, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Georgia Lomax, Executive Director

Subject: Traveling Trustee Meetings

Mark your calendar! We will hold the September 14, 2016, Board of Trustees meeting at the Milton/Edgewood Pierce County Library.

Community Branch Supervisor Linda Case and her staff will be our hosts and introduce you to their library and community.

Since we currently have a resolution in place that states the 2016 Board meetings will be held in the Board Room of the Administrative Center, we will ask you to pass a new resolution with the amended schedule at the June Board meeting.

New Business

MEMO



Date: May 2, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Georgia Lomax, Executive Director

Subject: Reappointment of Robert Allen to the Board of Trustees

Rob Allen's term on the Board expires August 5, 2016. He has expressed interest in reappointment.

During the Board meeting, I will ask for your direction to submit Rob's name to Pierce County Executive Pat McCarthy for reappointment to the Board of Trustees for a five-year term.

MEMO



Date: May 4, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Lorie Erickson, Facilities Director & Clifford Jo, Finance & Business Director

Subject: Lakewood Library Elevator

In February 2016, we had to remove the Lakewood Library's only elevator from service. The elevator's controller, which is the brains of the elevator, is failing and will need to be replaced. It is the original controller and has been in operation since 1971. To install the replacement, the elevator must be brought up to current code. The cost to replace the controller is \$54,253.00. The additional cost to meet code is \$63,589.00, bringing the total to \$117,842.00 + tax. Parts will take a minimum of 6 weeks to receive once ordered. Our maintenance agreement with Thyssen Krup requires us to use them for any repair work, which means we will not go out to bid.

To pay for this repair, Library management is reviewing the status of 2016 projects and expenditures for reassignment of monies and completing the 2015 year-end financial results to identify one-time savings that can be transferred to the Capital Improvement Fund.

In June, we will bring to you the 2015 year-end analysis, including recommendations for any mid-year budget amendments.

We request the Board of Trustees to authorize, by motion, the Library to issue a Purchase Order in the amount of \$117,842.00 plus tax, not to exceed \$129,000, to repair the elevator and bring it up to current code.

Board Education and Service Reports

MEMO



Date: May 4, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Georgia Lomax, Executive Director

Subject: Strategic Planning Progress

April saw completion of the community engagement phase of the strategic planning process. In May, we will complete the stakeholder engagement phase work.

On May 24, 2016, we will hold a Partner Summit with key community leaders, partners and stakeholders. The purpose of this summit, which will be held at the Environmental Services Building, is to share the engagement results and test our interpretation of what has been heard, to strategize on the Library's role in community-identified needs, and to foster community connections and partnerships among attendees as well as between attendees and the Library. The meeting will be active, engaging and useful to the participants as well as to the Library. By the end of the morning, the group will have reviewed the community needs, discussed what the Library's role could or should be in each – and why, and will prioritize.

In mid-June, a small staff group will develop strategies based on the discussions of roles and priorities at the Summit. These staff will then be ready to lead the next level of conversation with staff and move us from strategies to the implementation plan. At the June Board meeting, we will have a report from the Partner Summit for your discussion.

Attached is a draft summary of results from the community engagement activities. I will have printed copies available at the board meeting. Also attached is a draft document entitled "Community Needs: Key Issues", which reflects the thoughts of the 21 stakeholders who participated in individual interviews.

During this month's Board meeting, I would like to hear your initial thoughts and reactions to this information. Some questions to consider:

- Are there any surprises?
- What strikes you most from the community and from stakeholders?
- Which community needs are most appropriate for the Library and to be involved in?
- Where does the Library currently make an impact, where might we want to have more impact?
- Which needs are not within the mission of Library services?
- What are appropriate roles for the library (for instance, facilitator, service provider, resource provider, etc.) to take in these areas?

PIERCE COUNTY LIBRARY SYSTEM STRATEGIC PLAN COMMUNITY ENGAGEMENT SUMMARY **DRAFT**

April 15, 2016

1. INTRODUCTION

This document summarizes responses from several outreach activities to collect public feedback on community needs and challenges to help guide the library strategic plan. These activities include an online survey, 20 library open houses, and 6 pop-up activities held throughout the month of March 2016.

Online Survey

An online survey with 15 questions was available on the library's strategic plan website (future.pcls.us). The survey was open and available to all residents from March 1 through March 31, 2016. See Appendix: Outreach Activity Questions for the original survey questions.

Library Open House

Open house meetings were held in each of the 20 branch libraries in the PCLS system. Questions posed were similar to those of the online survey. See Appendix: Outreach Activity Questions for the original open house questions.

Pop-Up Events

Six pop-up events were held throughout the county in March and April. Only a selected sub group of open house questions were offered, including Questions 2, 3, 7, 8, and the Mad Libs.

Social Media and Email

2. SUMMARY RESULTS

The following provides summary results by aggregating all responses across all outreach activities. For open house and pop-up events, results are best estimates and not precise calculations.

Participation

In total, there were approximately 8,600 participants in all three outreach methods. Online survey participants account for the vast majority of respondents (86%).

Outreach Total Participation Summary

Outreach Activity	Total	Percent
Open House	1,027	12%
Survey	7,384	86%
Pop-up event	208	2%
TOTAL	8,619	100%

Open House Participation Summary

Branch Library	Date of Open	
	House	Attendee Count
Lakewood	2/22/2016	40
Summit	2/29/2016	47
University Place	3/1/2016	48
Gig Harbor	3/5/2016	83
Tillicum	3/5/2016	35
Buckley	3/7/2016	25
Fife	3/7/2016	54
DuPont	3/8/2016	43
Graham	3/8/2016	65
Sumner	3/9/2016	57
Eatonville	3/12/2016	27
Admin Center and Library	3/14/2016	8
Parkland/Spanaway	3/15/2016	105
South Hill	3/19/2016	136
Milton/Edgewood	3/19/2016	25
Key Center	3/21/2016	37
Orting	3/21/2016	49
Steilacoom	3/21/2016	39
Anderson Island	3/23/2016	47
Bonney Lake	3/28/2016	57
TOTAL ATTENDEE COUNT		1,027

Pop-up Event Participation Summary

Event Name	Date of Event	Attendee Count
Harvest House Food Pantry	3/12/2016	44
Pierce College ESL OSLC	3/8/2016	28
Pierce College Fort Steilacoom	3/7/2016	34
Chief Leschi Family Night	3/24/2016	48
Red Barn	3/28/2016	24
Sprinker Recreation Center	3/23/2016	30
TOTAL ATTENDEE COUNT		208

YOUR LIFE

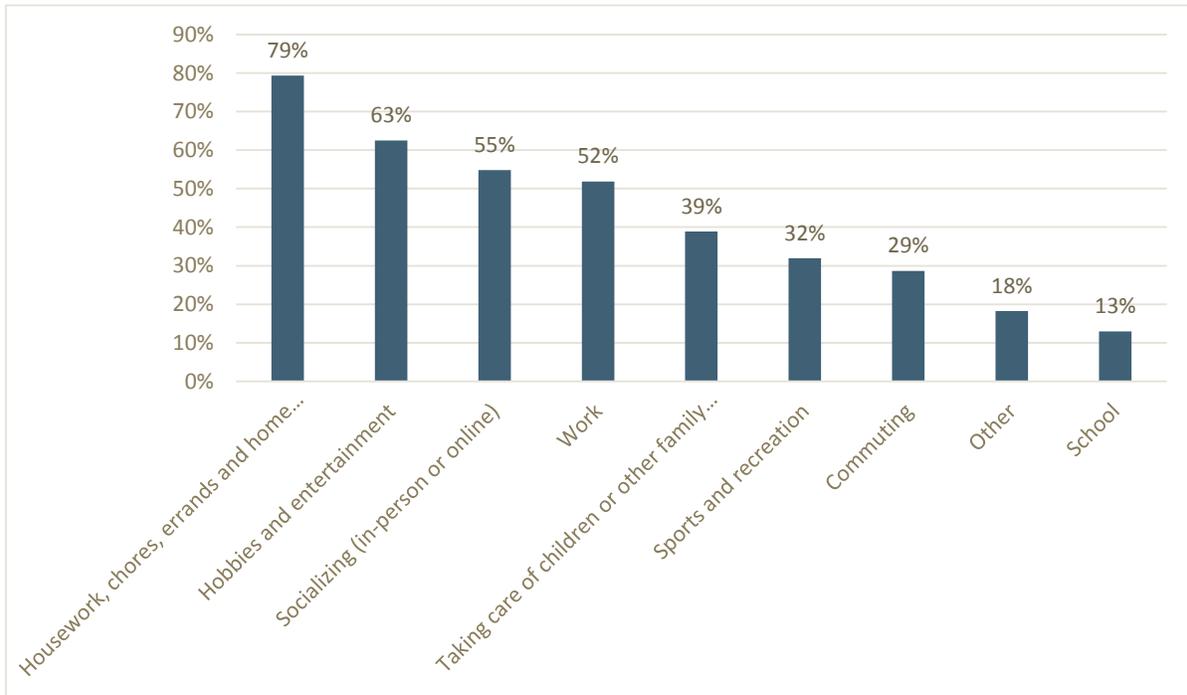
1. What activities make up your typical week? Choose all that apply.

Q1: Summary Table

Activities	Open House		Survey		TOTALS	
	n=	1,027	n=	7,336	n=	8,363
	TOTAL	%	TOTAL	%	TOTAL	%
Housework, chores, errands and home repair	435	42%	6,203	85%	6,638	79%
Hobbies and entertainment	370	36%	4,857	66%	5,227	63%
Socializing (in-person or online)	286	28%	4,299	59%	4,585	55%
Work	331	32%	4,004	55%	4,335	52%
Taking care of children or other family members	286	28%	2,966	40%	3,252	39%
Sports and recreation	237	23%	2,431	33%	2,668	32%
Commuting	221	22%	2,175	30%	2,396	29%
Other	123	12%	1,403	19%	1,526	18%
School	228	22%	853	12%	1,081	13%

(*) n = total attendance at open houses/pop-ups, not able to track question level response rate.

Q1: Activities as Percent of Total Responses



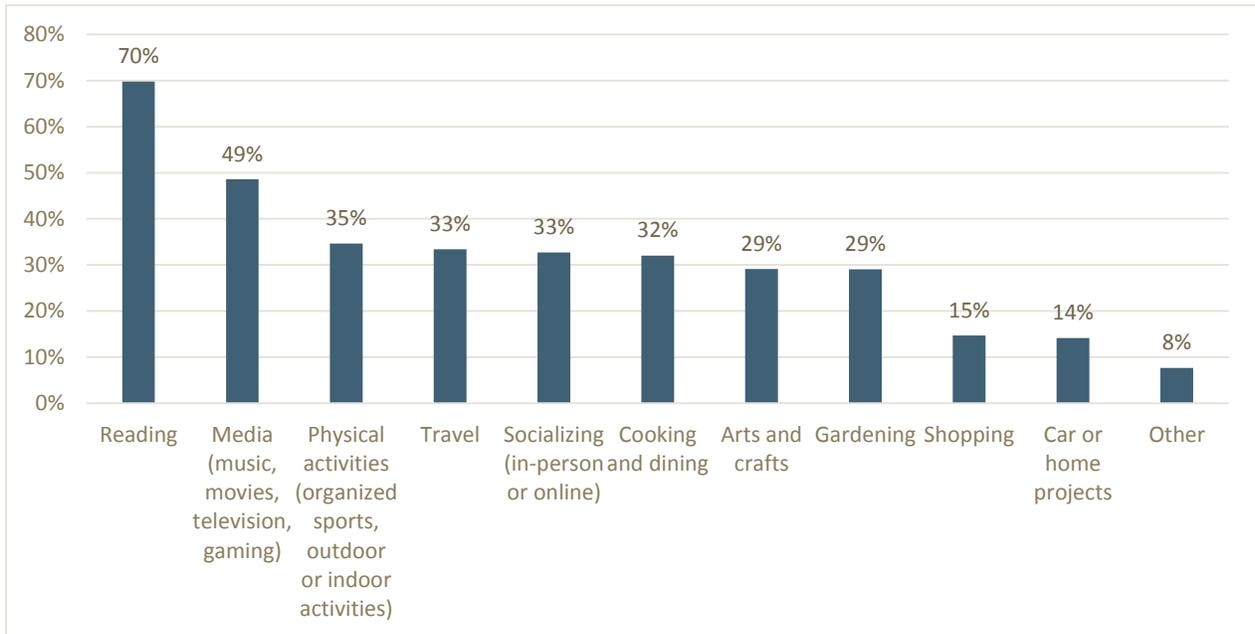
Q2: What activities do you enjoy doing in your free time? (Choose top 3)

Q2: Summary Table

Activities	Open House		Survey		Pop-ups		TOTALS	
	n=	1,027	n=	7,307	n=	208	n=	8,542
	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%
Reading	407	40%	5,483	75%	67	32%	5,957	70%
Media (music, movies, television, gaming)	398	39%	3,668	50%	85	41%	4,151	49%
Physical activities (organized sports, outdoor or indoor activities)	236	23%	2,663	36%	62	30%	2,961	35%
Travel	256	25%	2,545	35%	53	25%	2,854	33%
Socializing (in-person or online)	179	17%	2,578	35%	39	19%	2,796	33%
Cooking and dining	251	24%	2,413	33%	71	34%	2,735	32%
Arts and crafts	292	28%	2,124	29%	70	34%	2,486	29%
Gardening	184	18%	2,269	31%	32	15%	2,485	29%
Shopping	144	14%	1,063	15%	49	24%	1,256	15%
Car or home projects	141	14%	1,036	14%	30	14%	1,207	14%
Other	65	6%	586		7	3%	658	8%

(*) n = total attendance at open houses/pop-up, not able to track question level response rate.

Q2: Response Percent



Q2: 'Other Responses' Online Survey Top Results

	n=	586
Survey Monkey Top Categories	Number	%
Playing	35	6%
Genealogy	32	5%
Volunteering	31	5%
Writing	28	5%
Walking	21	4%
Photography	18	3%
Family	15	3%
Activities	15	3%
Church	14	2%
Listening to Audio Books	13	2%

Q2: 'Other Responses' Word Cloud (Open House, Pop-up, Survey Results)

n = 658



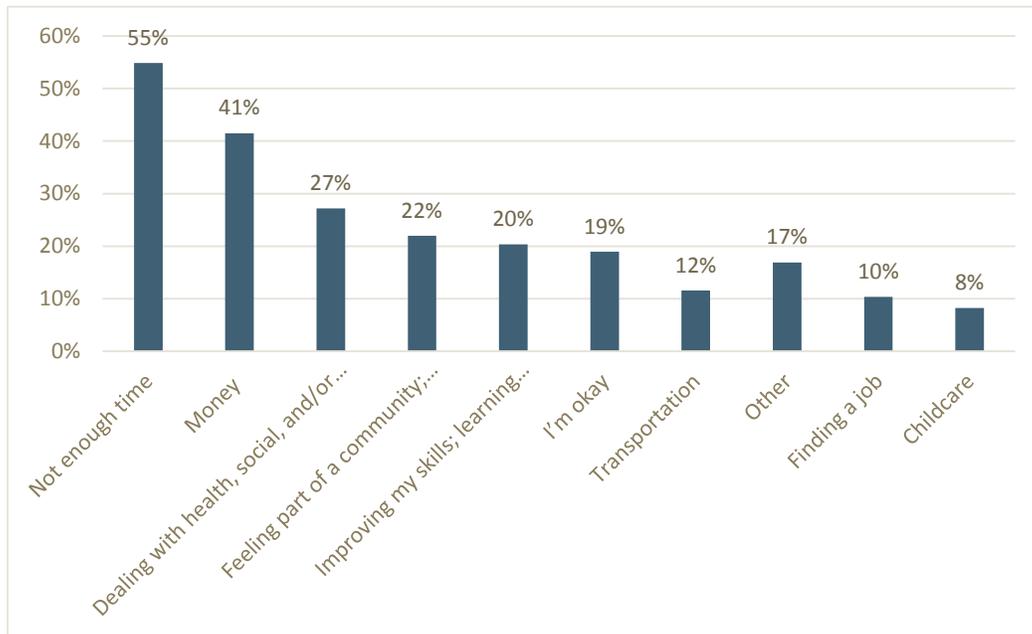
Q3: What complicates your life?

Q3: Summary Table

Challenge	Open House		Survey		Pop-ups		TOTALS	
	n=(*)	1,027	n=	5,927	n=(*)	208	n=	7,162
	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%
Not enough time	334	33%	3,514	59%	81	39%	3,929	55%
Money	312	30%	2,597	44%	63	30%	2,972	41%
Dealing with health, social, and/or government services	181	18%	1,713	29%	54	26%	1,948	27%
Feeling part of a community; Improving my skills; learning something new	107	10%	1,435	24%	32	15%	1,574	22%
I'm okay	224	22%	1,094	18%	40	19%	1,358	19%
Transportation	147	14%	657	11%	26	13%	830	12%
Other	56	5%	1,143	19%	13	6%	1,212	17%
Finding a job	111	11%	597	10%	33	16%	741	10%
Childcare	52	5%	501	9%	36	17%	589	8%

Survey: "I'm okay" is listed in "other" option, see Survey Monkey for text analysis - 1800 'Other responses' of that, 1094 coded with 'okay'.

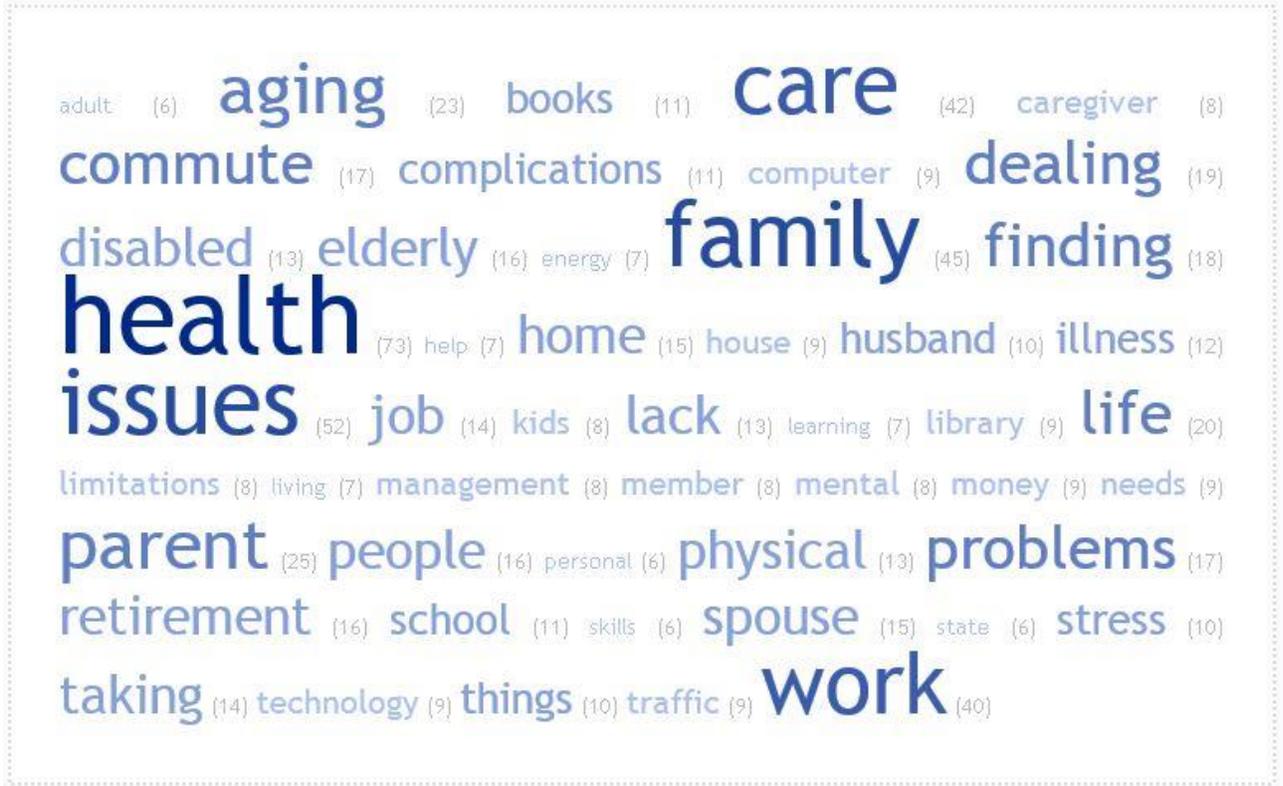
Q3: Response Percent



Q3: Other Responses (Open House, Pop-up, Survey)

n = 1,212

Showing top 50 of 683 possible words



YOUR COMMUNITY

Q5: What excites you about the future of your community?

See pdf attachment for open ended responses from survey results.

Q5: Word Cloud (Survey and Open House Results)

n = 4,135

Showing top 50 of 2327 possible words

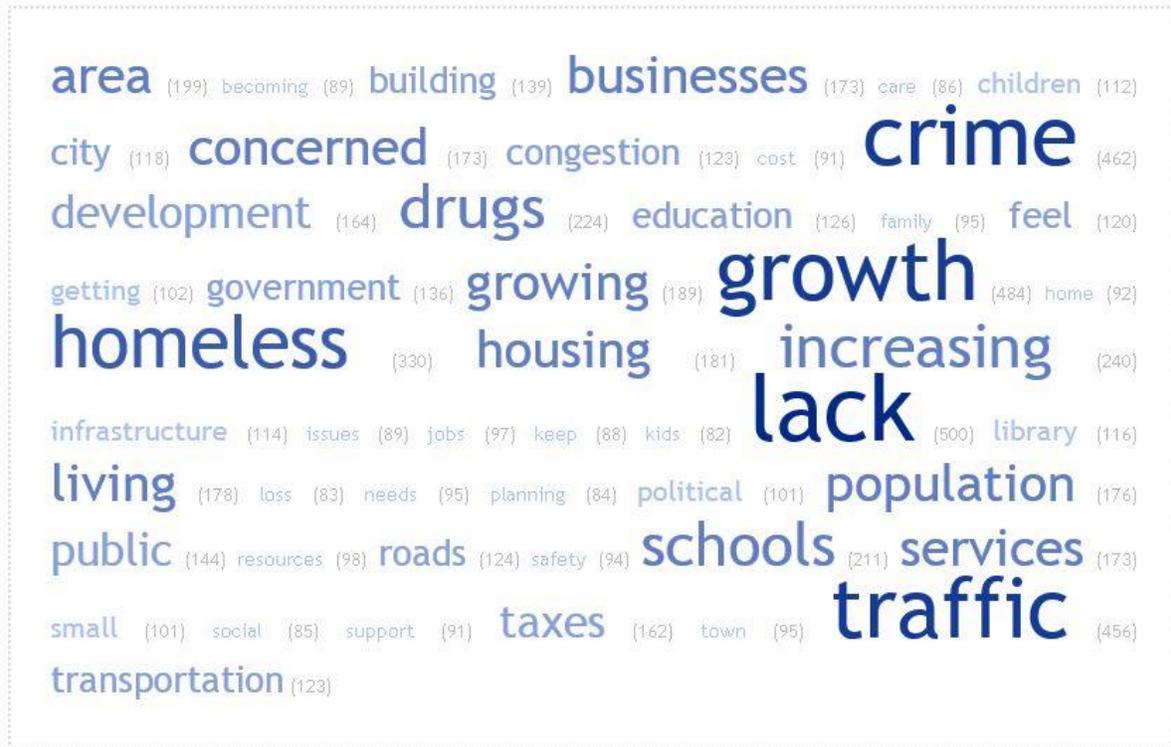


Q6: What concerns you about the future of your community?

See pdf attachment for open ended responses from survey results.

Q6: Word Cloud (Survey and Open House Results)

n = 4,818



YOUR LIBRARY

Q7/Q8: What library roles are most important to you, to your community?

- Open house and pop-up question: What 3 library roles are the most important?
- Survey question: Rank the choices below based on how important they are. List the most important as number 1 and the least important as number 5.

Q7: Help ME Summary Table (Open House and Pop-up)

HELP ME	Open House		Pop-up*		TOTAL	
	n=	1,027	n=	48	n=	1,075
Challenge	COUNT	%	COUNT	%	COUNT	%
Learn	439	43%	3	6%	442	41%
Relax	374	36%	6	13%	380	35%
Be creative	268	26%	7	15%	275	26%
Connect with others	179	17%	1	2%	180	17%
Work	134	13%	0	0%	134	12%

Help ME Survey Results

Survey Results	
Challenge	Rating Average
n=	5,934
Learn	2.05
Relax	2.54
Be creative	2.92
Connect with others	3.70
Work	3.70

Q8: Help MY COMMUNITY Summary Table

	Open House		Pop-up*		TOTAL	
HELP MY COMMUNITY	n=	1,027	n=	48	n=	1,075
Challenge	COUNT	%	COUNT	%	COUNT	%
Learn	382	37%	5	10%	387	36%
Be creative	244	24%	6	13%	250	23%
Connect with others	230	22%	5	10%	235	22%
Relax	191	19%	3	6%	194	18%
Work	144	14%	1	2%	145	13%

Help MY COMMUNITY Survey Results

Survey Results	
n=	5687
Challenge	Rating Average
Learn	1.86
Connect with others	3.01
Be creative	3.13
Work	3.37
Relax	3.54

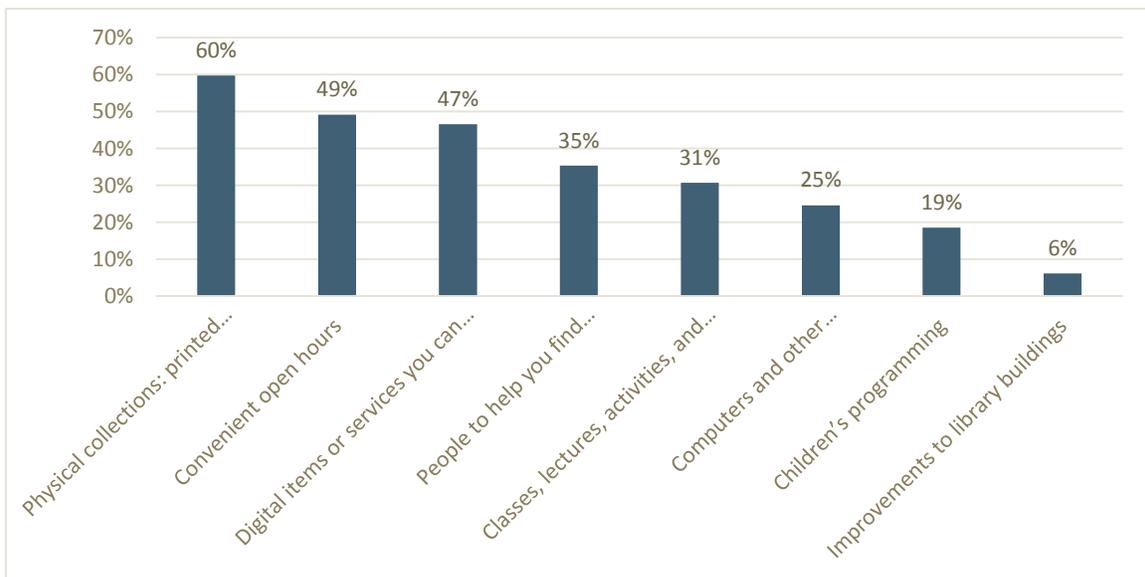
Q10: Of these library services, which 3 are most important to you?

Q10: Summary Table

Services	Open House		Survey		TOTALS	
	n=(*)	1,027	n=	6,067	n=	7,094
	TOTAL	%	TOTAL	%	TOTAL	%
Physical collections: printed books, magazines, DVDs, etc.	506	49%	3,732	62%	4,238	60%
Convenient open hours	285	28%	3,205	53%	3,490	49%
Digital items or services you can access online or on a	215	21%	3,089	51%	3,304	47%
People to help you find	188	18%	2,319	38%	2,507	35%
Classes, lectures, activities, and other events	163	16%	2,019	33%	2,182	31%
Computers and other	256	25%	1,491	25%	1,747	25%
Children’s programming	170	17%	1,146	19%	1,316	19%
Improvements to library	71	7%	365	6%	436	6%

(*) n = total attendance at all open houses, not able to track question level response rate.

Q10: Response Percent



MAD LIBS 2: One thing I would change about my library is...

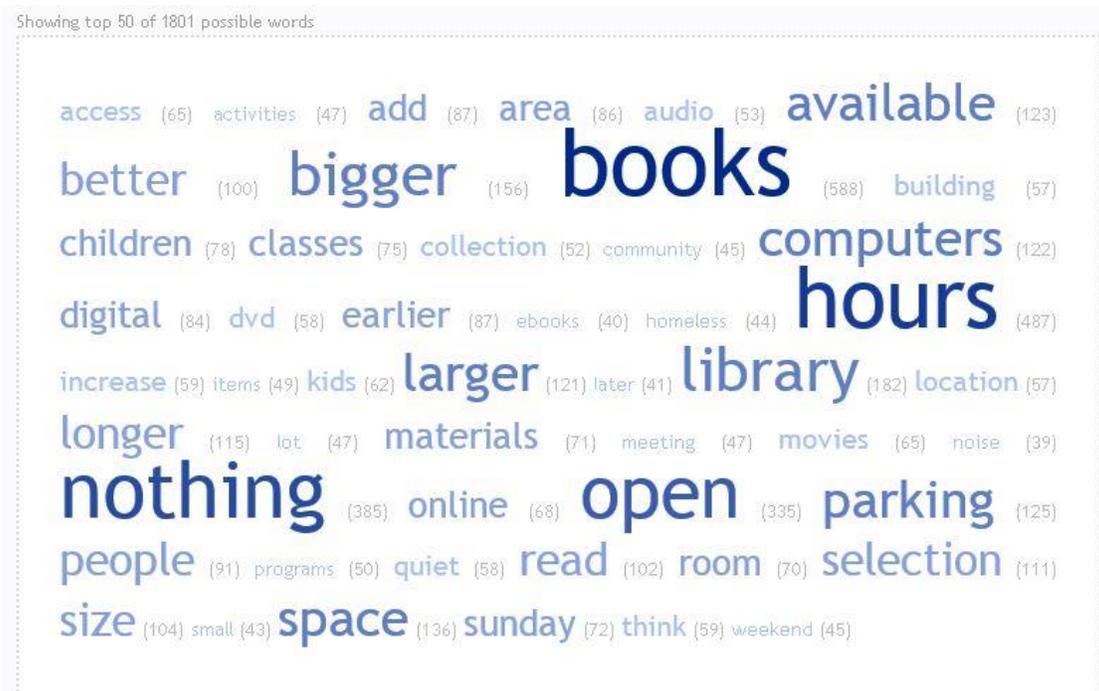
Mad Libs 2 Response Count

Outreach Activity	Answered Question
Survey	3,951
Open House	227
Pop-up	11
TOTAL	4,189

Online Survey Top Results

Survey Monkey Top Categories	Number	%
Books	527	13%
Library	143	4%
Bigger	142	4%
Open Hours	121	3%
Larger	118	3%
Parking	108	3%
Space	98	2%
Size	98	2%
Longer Hours	79	2%
Open Earlier	65	2%

Word Cloud (Open House, Pop-up, Survey Results)



MAD LIBS 3: I would use my library more if...

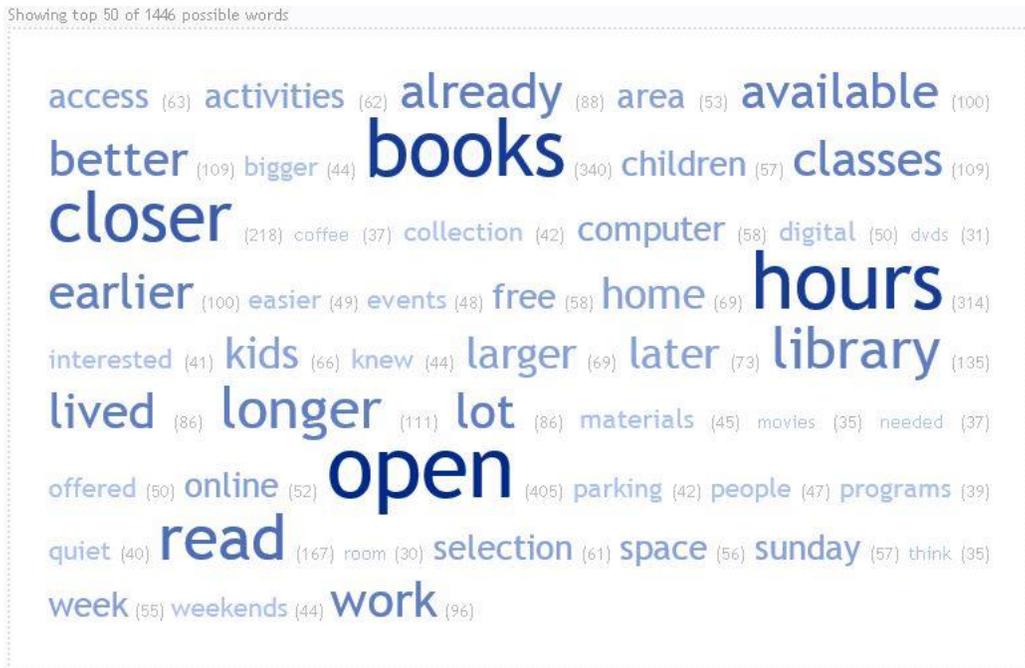
Mad Libs 3 Response Count

Outreach Activity	Answered Question
Survey	3,709
Open House	205
Pop-up	12
TOTAL	3,926

Online Survey Top Results

Survey Monkey Top Categories	Number	%
Books	291	8%
Closer	210	6%
Library	117	3%
Open more hours	92	2%
Open Earlier	82	2%
Larger	66	2%
Longer Hours	64	2%
Open Later	63	2%
Selection	56	2%
Activities	52	1%
Access	52	1%

Word Cloud (Open House, Pop-up, Survey Results)



MAD LIBS 5: One word to describe my library is...

Mad Libs 5 Response Count

Outreach Activity	Answered Question
Survey	4,167
Open House	242
Pop-up	12
TOTAL	4,421

Online Survey Top Results

	n= 4,167	
Survey Monkey Top Categories	Number	%
Awesome	322	8%
Friendly	251	6%
Convenient	173	4%
Wonderful	170	4%
Nice	93	2%
Comfortable	80	2%
Fantastic	72	2%
Community	67	2%
Welcoming	65	2%
Essential	59	1%
Useful	59	1%

Word Cloud (Open House, Survey Results)



FAVORITES 1: What is your favorite public space?

Response Count

Outreach Activity	Answered Question
Survey	3,373
Open House	115
Pop-up	(not offered)
TOTAL	3,488

Online Survey Top Results

	n=	3,373	
Survey Monkey Top Categories	Number		%
Park	1121		33%
Library	631		19%
Trails	122		4%
Coffee Shop	95		3%
Waterfront	78		2%
Church	77		2%
Beach	70		2%
Chambers Bay	67		2%
Starbucks	63		2%
Outdoors	33		1%
Gig Harbor	32		1%

Word Cloud (Open House, Survey Results)



FAVORITES 4: What is your favorite place to hang out?

Response Count

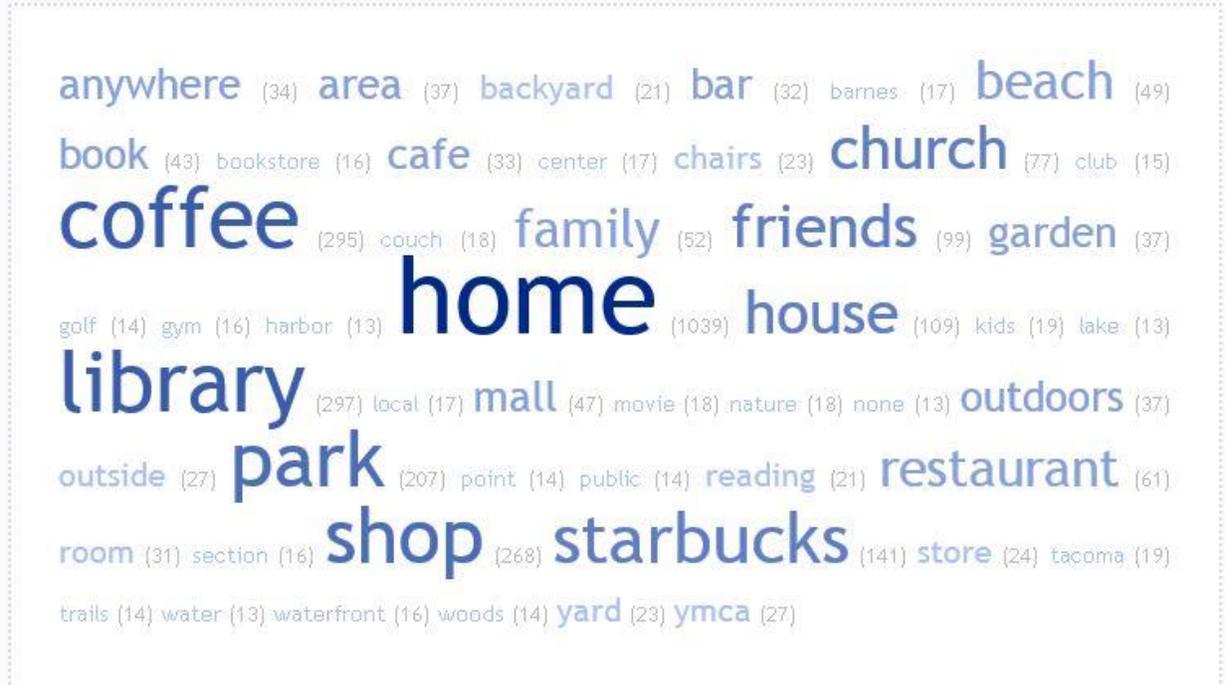
Outreach Activity	Answered Question
Survey	3,217
Open House	111
Pop-up	(not offered)
TOTAL	3,328

Online Survey Top Results

Survey Monkey Top Categories	n= 3217 Number	%
Library	261	8%
Coffee shop	238	7%
Park	192	6%
Starbucks	132	4%
House	94	3%
Church	68	2%
Friends (house)	61	2%
Family	47	1%
Beach	43	1%
Mall	39	1%

Word Cloud (Open House, Survey Results)

Showing top 50 of 886 possible words



FAVORITES 6: What is your favorite place to shop?**Response Count**

Outreach Activity	Answered Question
Survey	3,179
Open House	123
Pop-up	(not offered)
TOTAL	3,302

Online Survey Top Results

	n=	3179
Survey Monkey Top Categories	Number	%
Amazon	390	12%
Stores	273	9%
Mall	225	7%
Fred Meyer	213	7%
Costco	171	5%
Target	162	5%
Walmart	88	3%
Trader Joes	71	2%
Goodwill	47	1%
Safeway	45	1%

Word Cloud (Open House, Survey Results)

Showing top 50 of 836 possible words



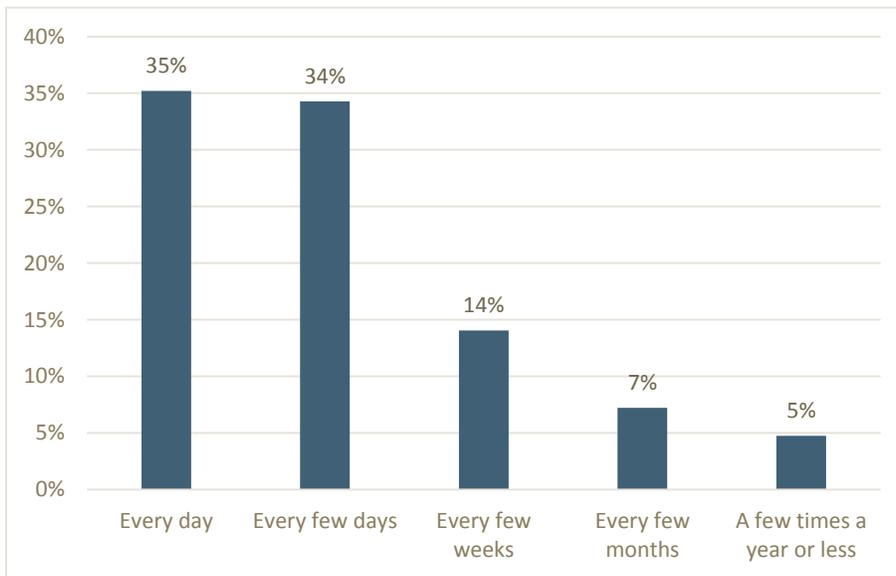
Q14: How often do you use the library (physical building or online)?

Q15: Summary Table

Services	Open House		Survey		TOTALS	
	n=	1,027	n=	5,362	n=	6,389
	TOTAL	%	TOTAL	%	TOTAL	%
Every day	116	11%	2,133	40%	2,249	35%
Every few days	341	33%	1,849	35%	2,190	34%
Every few weeks	200	19%	697	13%	897	14%
Every few months	54	5%	407	8%	461	7%
A few times a year or less	28	3%	276	5%	304	5%

(*) n = total attendance at all open houses, not able to track question level response rate.

Q14: Response Percent



Q15: Which branch library do you visit most often? (Asked only in survey)

Survey Summary Table

Answer Options	Response Percent	Response Count
I mostly use the library online	19.8%	1,064
Gig Harbor	17.3%	926
University Place	17.0%	914
South Hill	15.0%	806
Lakewood	14.1%	758
Parkland/Spanaway	10.5%	565
Sumner	10.3%	554
Summit	8.1%	435
Bonney Lake	8.0%	427
Graham	6.9%	371
Steilacoom	5.4%	288
Milton/Edgewood	5.3%	283
Other (please specify)	4.8%	260
Key Center	4.1%	219
DuPont	4.0%	213
Buckley	3.7%	200
Fife	3.4%	185
Orting	2.9%	155
Eatonville	2.0%	105
Administrative Center	1.7%	93
Tillicum	1.0%	53
Anderson Island	0.5%	26
<i>answered question</i>		5,367
<i>skipped question</i>		2,017

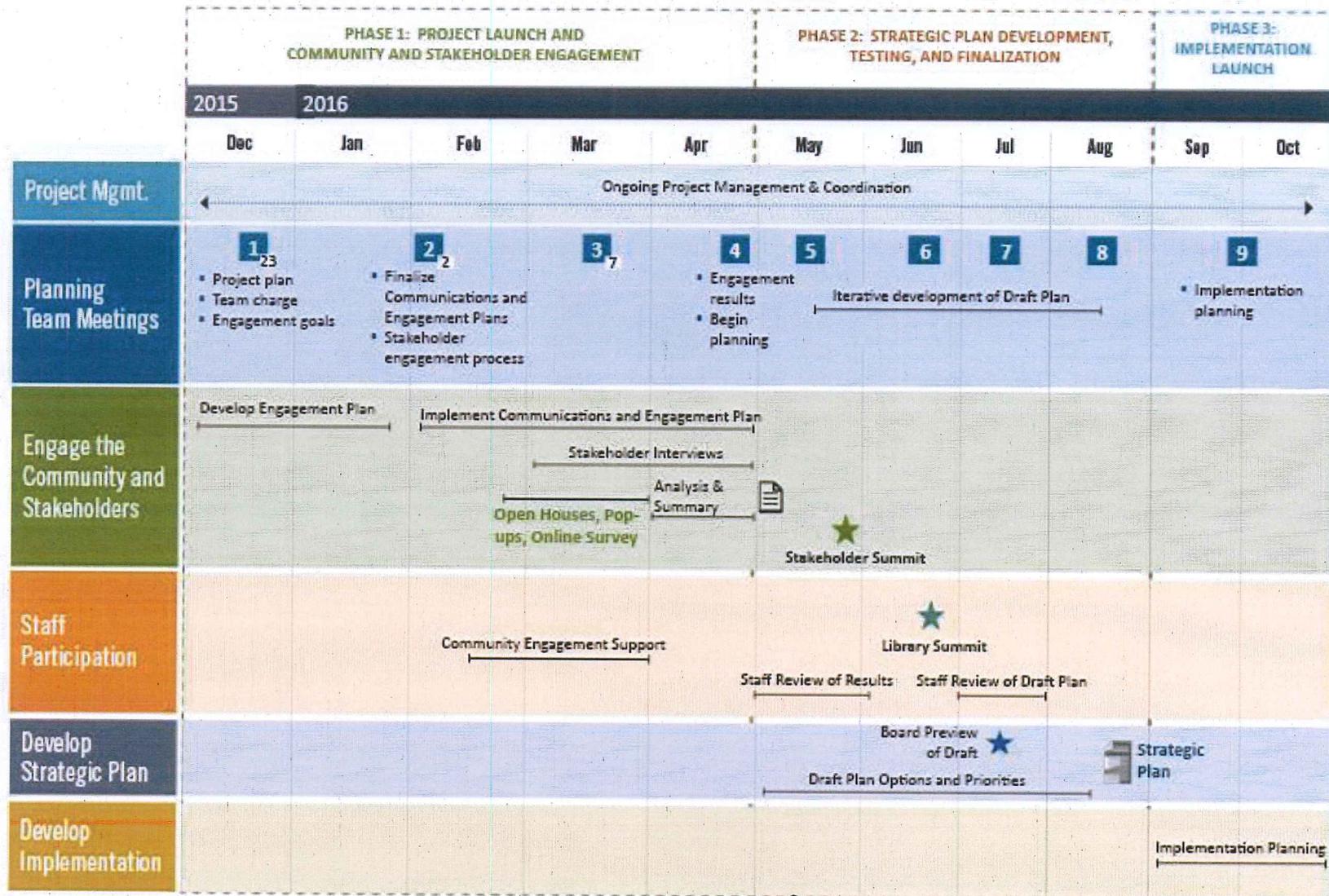
Community Needs: Key Issues

Red = topics identified most often in outreach and stakeholder interviews

TOPIC	Problem Statements and Subtopics
Economic Development	<p>Community needs better jobs – more money, living wage jobs, jobs that can support a family.</p> <ul style="list-style-type: none"> • Workforce training and employment resources • Small business support • 1) Attract employers, 2) develop employees, and 3) help match the two together
Technology	<p>Technology is changing at a rapid pace. Communities are struggling to keep pace with this change – persons learning new technology skills, as well as providing access to technology.</p> <ul style="list-style-type: none"> • Access to technology: internet and computers • Keeping up with Computer/IT skills • Keeping up with rapid change in technology
Physical Development – accommodate growth expected in the region	<p>Pierce County is expecting rapid growth and development in the years ahead. The community is both excited and worried about the change to come. Yet many public services and infrastructure are already strained.</p> <ul style="list-style-type: none"> • Transportation and Access <ul style="list-style-type: none"> ○ Commuting ○ Traffic ○ Lack of public transportation and access to services • Isolated, rural communities • Housing <ul style="list-style-type: none"> ○ Affordable housing ○ Quality of housing ○ Homelessness • Infrastructure and Services • Quality of Life (arts and culture, parks and recreation)
Human, Health and Social Services	<p>Most Pierce County residents are thriving and doing well, but some members of the community are still struggling to meet their basic needs or to find the care they need to live healthy and productive lives.</p> <ul style="list-style-type: none"> • Homelessness • Drug and alcohol addiction • Health Services <ul style="list-style-type: none"> ○ Mental/behavioral health and wellness ○ Physical health and wellness ○ Disabilities and special needs • Caregiving support <ul style="list-style-type: none"> ○ Foster care ○ Child care

TOPIC	Problem Statements and Subtopics
	<ul style="list-style-type: none"> ○ Senior care ● Aging and retirement <ul style="list-style-type: none"> ○ Senior care ○ Senior activities ○ Aging in place ● Refugee and immigrant services ● Military and veteran services
Education and Learning	<p>Pierce County residents love to learn and value education. Education and learning opportunities for people of all ages and backgrounds need continued support. Life-long learning will help the community grow, develop, and be ready for whatever the future may bring.</p> <ul style="list-style-type: none"> ● K-12 (homeschool, primary, and secondary education) <ul style="list-style-type: none"> ○ Literacy ○ Basic math skills ● Post-secondary education (community college, vocational schools, 4-year college, etc.) ● Life-long learning (formal, informal)
Community Identity and Connections, Sense of Community	<p>Pierce County residents value community connections and time to socialize. Yet there seems to be a lack of public spaces and gathering spaces to build these connections.</p> <ul style="list-style-type: none"> ● Loneliness and isolation ● Family, Friendship relationships ● Public spaces and third spaces to connect ● Integrating and new residents, immigrants ● Embracing diversity ● Need for more inclusive community and society ● Arts and culture

Project Timeline



UPDATED 3/4/16



We are here.

MEMO



Date: May 2, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Melinda Chesbro

Subject: Public Library Benchmark Statistics

Part of the strategic planning process is identifying how we will measure our efforts in response to what we've heard. I will be providing an overview of a variety of public library measurement efforts and discuss the assumptions in each about what to measure and how. This discussion and your feedback will assist us in establishing effective measures as we plan for 2017 projects.

MEMO



Date: May 2, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Cheree Green, SHRM-SCP, Staff Experience Director

Subject: Staff Demographic Information

Here is a quick overview of our staff:

Total # of Employees	355
Full time	137
Part time (less than 40 hours per week)	218
Employees with health benefits	318
Employees in non-benefitted positions	37
Management (non-represented)	25
Non-management (Union represented)	330

Note: These numbers include our current vacancies.

Authorized Hours	# Employees
40	137
39-35	10
34-30	51
29-25	44
24-20	76
15	23
< 15	14

Gender	# Employees
Females	281
Male	65

Overall Ages	# Employees
19-25	20
26-30	25
31-40	65
41-50	54
51-60	119
61-70+	63

Ethnicity	# Employees
Asian	16
Black	15
Hispanic	15
American Indian	5
Caucasian	295

Years of Service	# Employees
< 1	29
1-5	100
6-10	95
11-15	34
16-20	32
21-25	24
26-30	22
31-35	8
35-40	2

Employees with Masters Library Science
58

Budgeted Personnel Details

2016 BUDGETED PERSONNEL		
(compensation, taxes, benefits)		
	Amount	Percent of total
Director's Office	\$ 489,920	2%
Staff Experience	\$ 529,926	2%
Fund Development	\$ 66,575	1%
Finance	\$ 610,339	3%
Information Technology	\$ 1,679,194	8%
Customer Experience	\$ 13,817,677	64%
Communications	\$ 518,408	2%
Collection Management	\$ 2,118,019	10%
Facilities	\$ 1,398,687	7%
Total Personnel Budget	\$ 21,428,745	<u>100%</u>
Total General Fund Budget	\$ 29,709,541	
Personnel	\$ 21,428,745	
Personnel as a percent of total	72%	

Officers Reports

MEMO



Date: May 2, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Melinda Chesbro

Subject: Introduction of New Pierce County Library System Managers

We are delighted to welcome four new leadership staff to PCLS:

- Stephanie Ratko is the new IT Manager. Her previous position was with the Washington State Department of Enterprise Services. Stephanie started with PCLS in April but was unable to attend the Board Meeting last month.
- Steve Carmody is the new University Place Branch Manager. His previous position was with Aurora Public Library in Illinois.
- Anna Shelton is the new Administrative Center Library/Outreach Senior Librarian. Her previous position was with OCLC WebJunction.
- Neil Derksen is the new Summit Senior Librarian. His previous position was as Adult Services Librarian at Sumner.

MEMO



Date: April 29, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Melinda Chesbro, Deputy Director

Subject: PLA/WLA Conference Presentations

Public Library Association (PLA) held this year's annual conference in Denver, Colorado April 4 to 9. Washington Library Association's (WLA) 2016 conference was held April 27 to 29 in Spokane. This year twelve Pierce County Library staff members attended PLA and six attended WLA to learn, network and explore. In addition, four staff members presented at workshops for conference participants.

At PLA, Judy Nelson, Customer Experience Manager, in collaboration with others, presented

Making the Grade at Each Stage with School Outreach

School partnerships offer a unique form of service, marketing and outreach for public libraries. Four library systems, at different stages of their partnership process, share what they are doing and how they got there, and offer freshman, sophomore, junior and senior perspective on school outreach. They address the logistics of getting started and sustainability, and highlight the importance of library and stakeholder buy-in. The panel covers concerns with giving every student a library card and collaborating with schools on learning initiatives.

At WLA, Michelle Angell, Youth Services Librarian and Barbara Menne, Adult Services Librarian presented

Libraries Support Makers and DIYers

Offer support for Makers and DIYers through programs where collaborative learning and creativity are central focuses. From Builders Clubs and Minecraft to Coder Dojo and Camp Code, people have options to create. Several grant-funded training programs have helped adults increase their familiarity and comfort with products used routinely in business while also having fun as creators. PCLS is a community connector for two all-ages festivals that bring together partners for a full day of making. This session provides an overview of PCLS' experiences in which youth, families and adult learners can be playful while learning key skills that support real life.

At WLA, Genevieve Dettmer, Youth Services Librarian and Michelle Angell, Youth Services Librarian presented

Storytime . . . Is there an app for that? Technology & the Young Child

Digital media, mobile devices, and apps are now a part of many young children's everyday life. What are the consequences to the development and health in children? How are traditional concepts of "screen time" changing? What role do librarians have to play in this new frontier? This session discusses recent scientific research, defines media mentorship, and highlights new media and apps that can enhance library storytimes.

MEMO



Date: May 4, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Judy T Nelson & Jaime Prothro, Customer Experience Managers

Subject: 2016 Summer Reading @ the Pierce County Library

Summer Reading is one of the signature programs offered by the Pierce County Library System each year. The 2016 youth program is entitled “On Your Mark, Get Set, Read” and the adult program theme is "Exercise Your Mind. Read!" Programs and activities for kids and families reflect a wide range of interests and opportunities. For 2016 PCLS will continue to offer reading activities for every age. The newest focus group will be seniors in care facilities.

The Library uses four components to build each year’s program: evaluations, current research, partnerships and the need to increase marketing to new arenas. With annual evaluations, staff uses feedback from the public and from fellow staff to revise the program. Research informs our development of our summer programs. Partnerships reflect our deepening connection to our community. And, finally, the Library recognizes that marketing to new groups is an important strategy. In 2015 for the first time, PCLS provided opportunities to engage readers of all ages. Families participated in activities aimed to help reduce summer reading slide, children developed STEM skills and participated in the UW Tacoma’s *I Can Be Anything* series, and everyone was encouraged to just have fun. Teens continued to participate through the online Teen Summer Challenge, and Adults had the opportunity to celebrate their reading through the county-wide reading program.

PCLS continues to use current research around summer learning loss and family engagement practices. Strategies for mitigating summer learning loss focus on recreational reading and experiential learning as two deliberate ways that support children, particularly from low socio-economic circumstances, in retaining their reading skills. Research also indicates that children who observe adults in their community valuing reading and other experiential learning, more readily adopt the philosophy that reading and learning are valuable and important life skills.

Partnerships with outside agencies and organizations also continue. For 2016 they include the Point Defiance Zoo & Aquarium, Tacoma Nature Center/Metro Parks and Mary Bridge Hospital.

Marketing to students will continue with the focus on Kindergarten through Third grade class in the public schools. Teen librarians will target Sixth through Eighth grade classes. Private schools will be included as time and staff allow. Adults Services will deliberately target senior in care facilities served by Community Outreach Services as well as adults online and in the branches.

A folder with all the print pieces will be provided to each Board member, and a final report will be presented in the fall.

Questions? Please contact either Judy Nelson (3412) or Jaime Prothro (3425).

MEMO



Date: May 4, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Georgia Lomax, Executive Director

Subject: Urban Libraries Council Annual Forum

The Urban Libraries Council Annual Forum is scheduled for October 5-7, 2016, in Kansas City, MO. The topic and work for this year's gathering focuses on developing a framework to describe outcomes and impacts. This aligns with the work we are doing as part of our strategic planning process. I've attached the agenda for your review.

Melinda and I will be attending. Please let Petra know if you are interested in joining us or would like further information. We will register by May 25, 2016.

2016 ULC ANNUAL FORUM



ULC Libraries: Getting to the Evidence

October 5 – 7, 2016
Kansas City Marriott Downtown
200 West 12th Street
Kansas City, MO 64105

Urban libraries, like results-oriented organizations in all sectors, need the right language and data to understand and ensure that our work is meeting the goals we've set for ourselves. This year's ULC Annual Forum theme focuses on exploring and developing a framework that we can all use to describe the outcomes and impacts that we create for the individuals and communities we serve — both at the local and national level.

ULC library executives are encouraged to bring key members of their library leadership and management staff. Member teams benefit from sharing in conversations with ULC library peers from across Canada and the United States and returning to their home library with a common framework.

We look forward to seeing you in October!

REGISTRATION INFO

Early Bird Rate for Library Members (Closes June 1): \$445*

Full Rate for Library Members: \$495*

**Meals included in the registration fee*

To register, log in to the **Members Only section** of the ULC website and click on "Events & Registrations" in the left hand menu.

If this is your first-time logging into the special ULC Members Only section, click the "Forgot your Credentials" link and enter your library/organization email address to receive a password by email.

If you have questions, please contact ULC Member Programs Executive [Katherine Behrens](#).

AGENDA FOR 2016 ULC ANNUAL FORUM

Wednesday, October 5

- 1:00 - 2:30 pm **ULC Member Briefing**
The Annual Forum will begin with a special ULC Member Briefing to share updates on ULC programs and initiatives in the areas education and learning, digital evolution, and sustainable/healthy communities.
- 2:45 - 5:00 pm **What Does it Mean for Our Communities?**
Participants will work in groups and discuss desired outcomes and impacts.
Discussion groups:

 Educations/Learning
 Digital Evolution
 Sustainable Healthy Communities
- 6:00 - 7:30 pm **Welcome Reception**
-

Thursday, October 6

- 8:30 - 9:00 am **Breakfast**
- 9:00 am - 3:30 pm **Getting to the Evidence**
A full-day of keynote presentations, conversations, and working groups aimed at developing a framework of evidence.
- 4:00 - 5:30 pm **Walk, Talk, and Tour**
Participants are invited to join their colleagues on walking tour of downtown Kansas City.
- 6:30 - 9:00 pm **Innovations Celebration Reception and Dinner**
Join us as we celebrate innovation in our libraries. The 2016 Top Innovator and Honorable Mention Awards will be presented.
- A special thank you to [Ingram Content Group](#) for sponsoring the 2nd Annual Innovations Celebration Reception and Dinner. Your contribution is greatly appreciated!

Friday, October 7

- 8:30 - 9:00 am **Breakfast**
- 9:00 - 11:00 am **Getting to the Evidence — Continued**
- 11:00 am - 12:30 pm **Member Group Meetings**
Library Team members will meet with their peer groups to share reflections on the Annual Forum, share best practices, and gain insights from their peers on priority issues in their libraries.

MEMO



Date: May 4, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Georgia Lomax, Executive Director

Subject: Core Customer Study

Pierce County Library System data, along with that of nine other CIVICTechnologies customers, was used in a research study funded by a grant from the Institute of Museum and Library Services. The goal was to analyze library market segmentation information using big data techniques to learn about the core customers of libraries.

Attached is the March 29, 2016, *Library Journal* article and the study's Executive Summary. If you'd like a printed copy of the full report, we'd be happy to provide it.

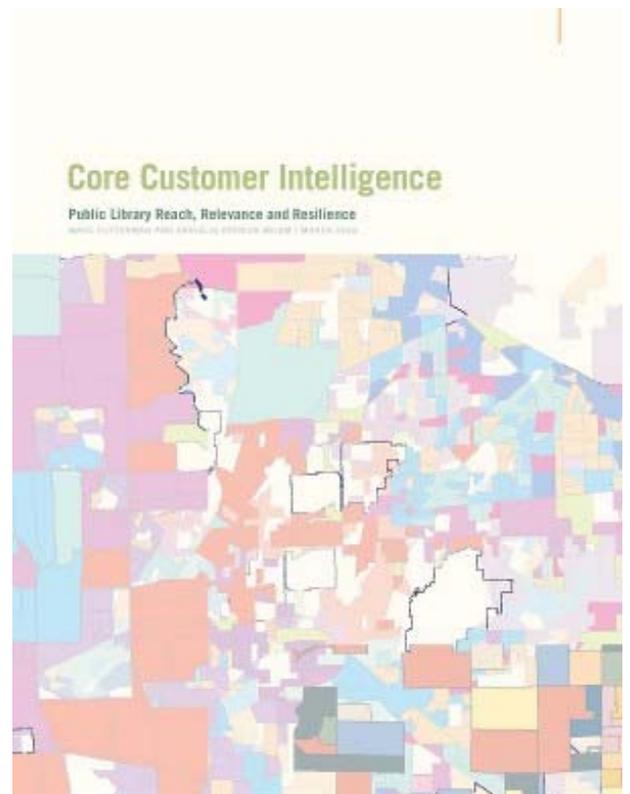
Core Customer Study Analyzes Library Demographics

 lj.libraryjournal.com/2016/03/marketing/core-customer-intelligence-study-uses-marketing-data-for-libraries/

Lisa Peet

A new report published March 29, “[Core Customer Intelligence: Public Library Reach, Relevance, and Resilience](#),” brings together market segmentation from ten public library systems across the United States to explore how libraries can examine and act on granular data about their core customers—the 20 percent of cardholders who check out the most physical materials. Using 2014 customer and checkout data to group top library users by lifestyles, interests, preferences, and behaviors, the study, which was funded by the Institute of Museum and Library Services (IMLS) as part of the 2014 Leadership Grant Program, drills down into community demographics to reveal that core customers aren’t found in any one segment of the population but occur across all lines, reflecting the diversity of their communities.

The libraries—Anythink Libraries, CO; Brown County Library, WI; Denver Public Library (DPL), CO; Houston Public Library, TX; King County Library System, WA; Las Vegas—Clark County Library District (LVCCLD), NV; Omaha Public Library, NE; Pierce County Library System (PCLS), WA; Skokie Public Library, IL; and Topeka & Shawnee County Public Library (TSCPL), KS—represent a mix of large and medium-sized systems comprised of urban, suburban, exurban, and rural residents. Taken together, the libraries serve 7.8 million people, four million of them cardholders who made 67.4 million book and media checkouts in 2014. All participating libraries are clients of [CommunityConnect](#), a software data analysis service developed and managed by [CIVICTechnologies](#), which provides geographic information system (GIS)–based data for libraries and which provided the numbers for the report.



TAKING A CHAPTER FROM CORPORATE

Market segmentation data, which divides a target market into subcategories based on geography and financial, family, educational, or consumer demographics in order to discern customer patterns, has long been a tool of the corporate and retail spheres. While libraries have often relied on national benchmarks and opt-in customer research to gauge their effectiveness, market segmentation allows them to take a hyperlocal look at all corners of their communities in order to answer questions about which parts of the population they’re serving, how they can maintain existing relationships, and what they can do to build new ones.

This is far from the first time libraries have used market segmentation data—Gina Millsap, CEO of TSCPL (and a 2007 *LJ* Mover & Shaker) has been using it since she worked with the Ames Public Library, IA, in 2000. However, it has since been modernized and customized for library markets. Without the sharp focus that market segmentation provides, said Danielle Patrick Milam, development director of LVCCLD and Foundation and one of the report’s coauthors, most libraries are working with data at a zip code, jurisdiction, or school district level, as opposed to the far more detailed census block group. Added Marc Futterman, president and CEO of CIVICTechnologies, the report’s other coauthor, “We used to draw circles around our branches [on maps]!”

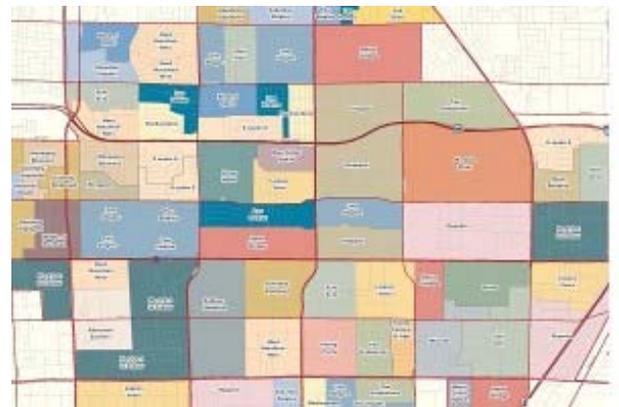
CIVICTechnologies collected a vast amount of library cardholder data over a decade (with privacy safeguards in place to prevent tracking of individual checkouts), and thought it was ripe for the type of analysis usually reserved for business big data. In addition to LVCCLD, which had conceived the study with CIVICTechnologies, Futterman identified nine other libraries among the company's customer base, all of which, when asked to participate, were enthusiastic about taking their data further. Futterman held several workshops around the project, bringing together administration, branch leaders, and outreach teams from the participant libraries, as well as staff from other departments not usually involved in the outreach process such as marketing, information technology, and human resources.

Once customer and checkout information was collected from CommunityConnect, it was joined to two commercial geo-demographic market segmentation systems developed by [LandScape](#), created by Synergos Technologies, Inc. (STI), and [Tapestry](#), from Esri. Grouping data by census block level produced detailed demographic maps of each library's service area. Fuzzy Logic, a data analysis firm, performed quantitative analysis of each library's data. The results of the report were both affirming and surprising.

GOING GRANULAR

Market segmentation map of Las Vegas County

In the Core Customers study, library districts are grouped by several demographic factors into categories and then segments, each assigned a descriptive name by LandScape and Tapestry. The Industrious Urban Fringe segment, for instance, which is part of the Global Roots category, is characterized: "Family and multigenerational households in single family units are dominant in this mostly Hispanic segment with income earned through employment in the manufacturing, construction, retail, and service sectors." Urban Squires, from the Crème de la Crème category, are "highly educated, 30-somethings living in urban neighborhoods." Some 74 highly specific segments are named.



The data revealed a range of patterns. Some metro areas, such as those served by LVCCLD, show diverse segments scattered across the library's service area; they were surprised, said Milam, at how the demographics shifted block by block. As staff examined the many different household types served by a single branch, she said, "that branch manager had no idea that they were managing basically 21 different kinds of audiences." Others, such as the Houston metro area, show clusters of similar household segments.

Population trends were also evident. For example, in LVCCLD 70 percent of the cardholding population is made up of families with young children—26 different kinds were identified. These families were divided into three types: higher-resourced families, who are young, educated, and on their way up; lower-resourced families with lower incomes, working predominantly hospitality, construction, and retail jobs, many without a high school education; and families that are low-resourced and are also New Americans, often with English language issues. In DPL's service area, on the other hand, 66 percent of cardholders are from single-adult households—half of these well-resourced, educated, and working white collar jobs; half younger individuals who are still struggling.

Perhaps unsurprisingly, high wealth households—where income and education levels exceed the national average, often located in an area's suburbs or urban fringe—also make up a large segment of several of the libraries' core customer group, having grown by more than two percent annually since 2000 and remaining one of the least diverse segment groups. One of the study's more unexpected results was the number of single adult households that are core customers—both middle-class and struggling single-parent households.

Latino households are one of the fastest-growing population groups in the nation, and show similar growth among library users. Four of six market segments representing predominantly Hispanic American neighborhoods appear in the top ten core customer segments. These are mainly comprised of family households, mostly with two parents in their 30s, but include younger working families and single-parent households. The study revealed a strong opportunity to grow customer loyalty in the Hispanic American segments, many of whom already hold library cards and can be targeted by services, marketing, and outreach. New Americans also show up on the core customer radar.

POWER USER PATTERNS

Most important, however, was the finding that libraries' core customers are distributed across the population as a whole, and the top ten market segments for library use were also nearly the same, in all districts, as the top ten segments for core customers specifically—so libraries need to distribute their efforts to gain and retain core customers across all demographics. As the report's Executive Summary states, "Overall, this study finds that core customer characteristics and behaviors are not homogeneous. There is no simple model of local sets of core customers nationally. Instead, across all ten of the libraries we found that core customers are complex and unique, distributed in distinctive patterns that reflect the complex and unique characteristics of their respective communities."

This kind of data allows libraries to move away from a one-size-fits-all approach toward more effective outreach and strategies; the report calls for libraries to use the information to improve their reach, relevance, and resilience. Learning about their audiences in such detail, participating libraries are able to gather information about all of their functions: program development, collections, and different focuses in the branches as opposed to out in the community. This, in turn, allows for efficiencies in strategies of service, marketing, and collection development.

The fact that there are power users in each market segment, noted PCLS executive director (and 2010 *LJ* Mover & Shaker) Georgia Lomax, helps combat perceptions about who uses libraries—not just children, or the poor, or the wealthy. This awareness can be used not only to help libraries plan their next steps, but to make their case to funders and voters.

DATA DRIVEN DECISIONS

The information became a way for library systems to empower their branches to provide a district-wide level of service yet tailor by branch audiences. "In a field where there's so much change going on and the industry is in disruption," Milam told *LJ*, "we need this kind of tool where we can very quickly target the key populations that we are serving or want to serve, and understand at a very deep level what makes them tick and their motivations, their interests, their lifestyles, where they are in their life—information that, quite frankly, we just can't get if we throw a Town Hall or even if we pay for very expensive focus groups."

"We were traveling our board around to our various branches," Milam recalled, "and before the meeting would even start we'd have the local branch manager get up and start with this data." It empowered both board and staff to say, "we know our communities really well and this is helping us know them even better," said Milam.

At PCLS, said Lomax, "Our branch people have all taken that [data], learned about what it says about their community, then taken those sheets of paper and a map and driven around their neighborhoods, and looked at what a neighborhood that is a particular segment looks like.... And then come back and worked together to build their annual plan for service, thinking: Knowing this about your community, what one thing could you do differently that you want to try this year to see if it makes a difference?" These analog "windshield tours," which take cues from indicators like multifamily houses, swing sets, and raised garden beds, don't always result in big-ticket items, Lomax told *LJ*, but rather "small, practical things." One location found that it had a large family-based community with strong faith ties, so it decided to pull and highlight a collection of faith-based fiction and nonfiction, resulting in an uptick of checkouts.

Even single-branch libraries, like TSCPL and Skokie, have much to discover. Before the core users study, TSCPL believed it wasn't reaching enough inner city households in East Topeka—but in addition to discovering that the library had an almost 90 percent penetration rate into its Inner City Tenants segment, the surprise was that it had very little reach into Green Acres, its outer county markets. "Until we did the initial survey with CivicTechnologies, I think most of us would have said we do a pretty good job of serving out in the county," Millsap told *LJ*. "We really work hard to serve people who live far away from the library. But that's not what the data...told us. Basically the further someone lives away from the library, the less likely they are to have a card."

Since then the library has repositioned itself in the community, instituting library lockers in outer areas among other services, and focusing collections there on topics that interested those residents, such as health, gardening, and cooking. Millsap has tasked non-managerial staff to each create a service plan around the data, using it to make a case for any new initiative. "You reward staff for doing that; that's the right thing to do," she said. "That's how you get it integrated into your day-to-day practice and thinking."

In Skokie, the community had shifted during the recession because of housing prices, with former inner city dwellers moving into the community. With a growing international population, the library refocused its bookmobile, developing bilingual materials and specialty programs. The local school districts noticed that children were more ready for kindergarten and partnered with the library on its Little Learners program.

MORE BIG DATA?

Because the data used was tied to customers' card and checkout data, this study was based on use of physical materials only—books, DVDs, and CDs. But core customers consistently borrow a higher percentage of non-print materials, and the participant libraries hope that at some point a similar study of programming, e-content and downloadables, databases, and Wi-Fi and computers will be possible.

Milam hopes that vendors will be interested in participating as well. "We want the vendor world to get excited about tying to the library cardholder," she told *LJ*, "so that we all learn more about who's using what kind of data as the industry shifts from purely physical to digital, virtual, computer use, program use, even major campaigns like summer reading." Not only could vendors help bring data in, Milam added, but studies like this could help them understand more about what libraries' customers want.

Being able to investigate usage of non-physical services will help libraries plan for the future, both in terms of collections and space. "It's a question that we all struggle with," said Millsap. "What's the right mix of digital and print? How should we be planning over the next five years in terms of budget and resource allocation?"

Not only are libraries able to use the data for their own purposes, noted Milam, "We're able to inform the school district, the city planning office, and other alliances that we're working with now, around bigger issues of education and economic development, where we think the hot spots in the community are."

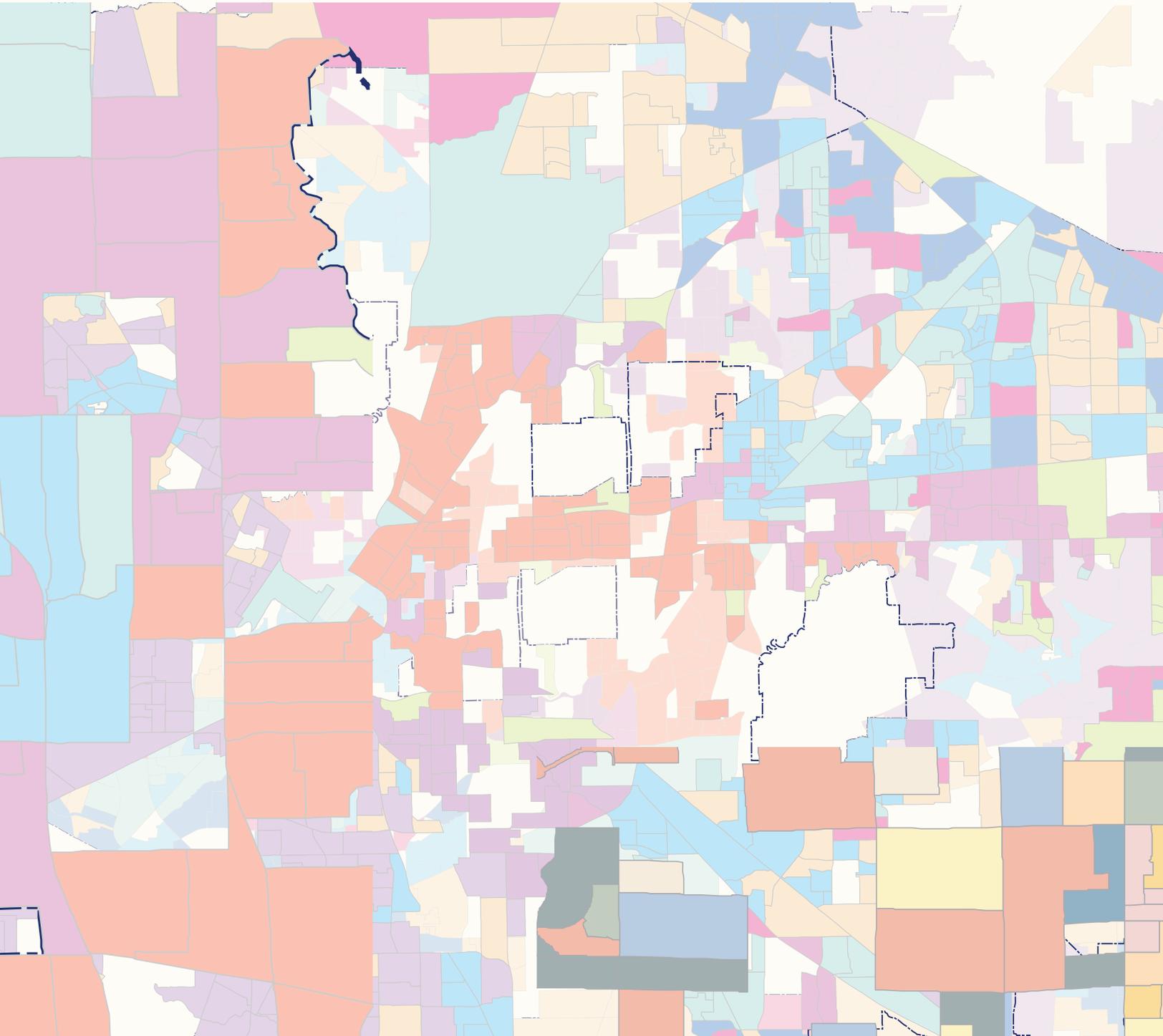
The study has given libraries a more sophisticated view of their communities than they had before, added Lomax. "[The data] helps us do more than just throwing the spaghetti on the wall.... We can make some informed choices."

EXECUTIVE SUMMARY

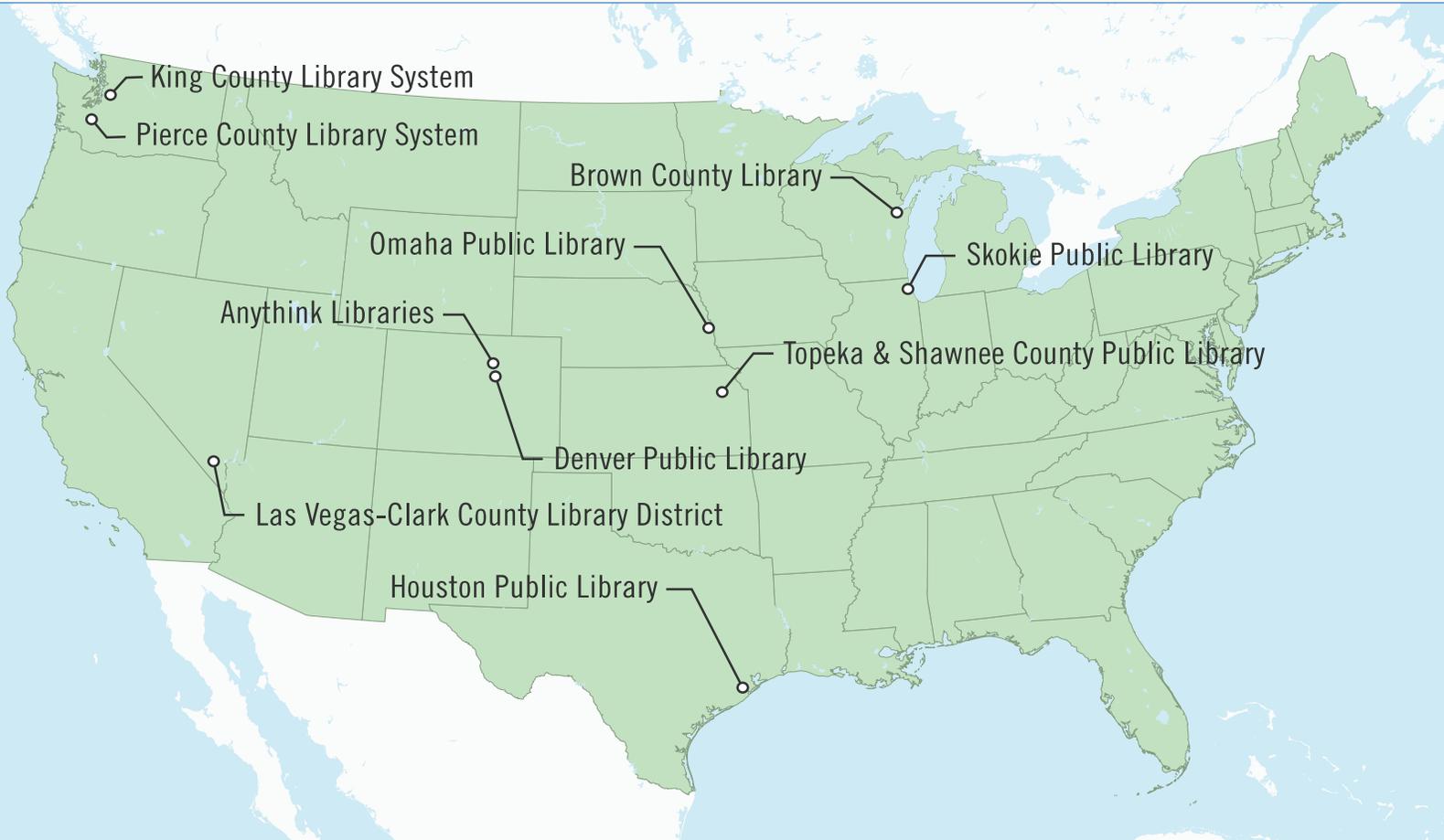
Core Customer Intelligence

Public Library Reach, Relevance and Resilience

MARC FUTTERMAN AND DANIELLE PATRICK MILAM | MARCH 2016



CORE CUSTOMERS STUDY OVERVIEW



NUMBER OF LIBRARIES

10

TOTAL POPULATION

7.8 million

TOTAL CUSTOMERS

4 million

52% of total population

STUDY YEAR

2014

NUMBER OF CHECKOUTS

67.4 million

Print and non-print materials

OUR PARTNERS

CIVICTechnologies



SYNERGOS
TECHNOLOGIES, INC.

REACH, RELEVANCE, AND RESILIENCE

Reach



Libraries have broad reach, with core customers in every major community market segment.

Core customers represent a vast cross-section of the American population...across income, net worth, race, ethnicity, and age...and across urban, suburban, exurban and rural locations.

Relevance



Relevance is local. This study finds strong alignment between the patterns of top ten core customer segments and the unique distribution of top ten community segments, indicating that each library has relevance across a variety of local households.

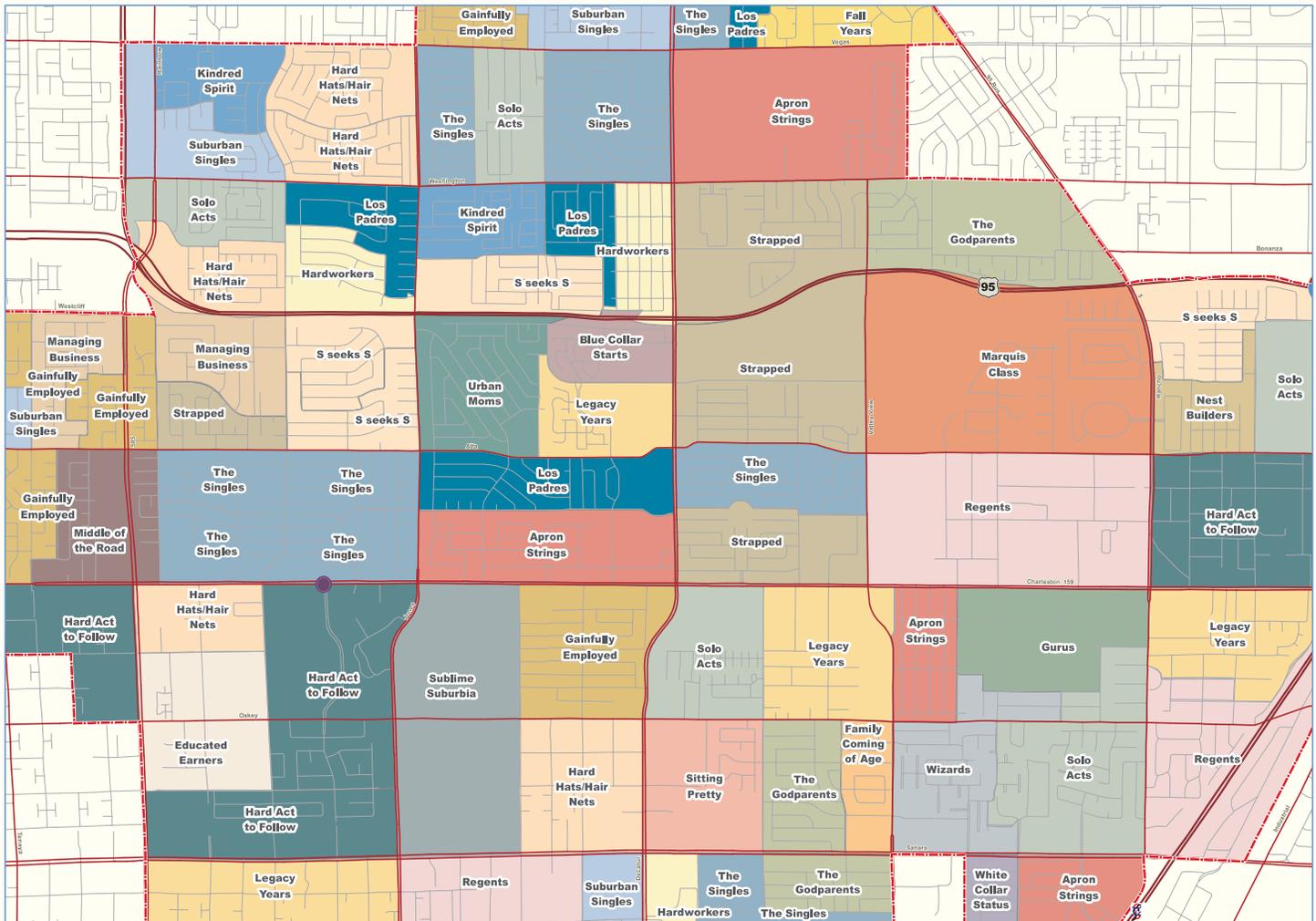
Investigating each community's uniquely local alignment of core customer, card holder and community market segments is a way to benchmark and measure the strength of library connections and relevance among diverse market segments.

Resilience



Resilience is a strategy for managing in changing times. Core customer intelligence is a powerful data tool that public libraries are using to align and adapt to changing community conditions, national trends, and industry service innovations.

Core customer intelligence is the fast and accurate information libraries need to design and implement education, economic development and social impact initiativesand to remain adaptable, sustainable, and responsive in the face of rapid and persistent change.



EXECUTIVE SUMMARY

Core Customer Intelligence: Public Library Reach, Relevance and Resilience

Who are public libraries' most active customers — their “core customers”? What are their lifestyles, interests, preferences and behaviors? What can we learn about the people who check out high volumes of materials every month — to keep them happy and libraries relevant in the future?

This study investigates core customers — those customers who most actively check out physical materials — books, DVDs and CDs. The purposes of the study are to understand and retain existing library customers who are generating a great deal of business and to help libraries reach and

recruit more customers like them.

The ten public libraries who participated in this study have a strong interest in developing customer loyalty and expanding library use as formats shift from physical to digital, and as community dynamics

and demographics change over time. Information on core customers — who they are, what they want, like and do — helps libraries stay nimble, adaptable, and relevant to customer and community needs, now and in the future.

The participating libraries are a mix of medium and large public library systems with service areas that are home to urban, suburban, exurban and rural residents: Anythink Libraries, CO; Brown County Library, WI; Denver Public Library, CO; Houston Public Library, TX; King County Library System, WA; Las Vegas–Clark County Library District, NV; Omaha Public Library, NE; Pierce County Library System, WA;

Skokie Public Library, IL and Topeka & Shawnee County Public Library, KS.

This is the first public library industry report to use “big data” to describe library core customers in great detail. To get this detailed level of customer intelligence quickly, the ten participating libraries were selected because they already had customer and checkout data available in CommunityConnect, a software application developed and managed by CIVICTechnologies. Together, these libraries serve 7.8 million people with 4 million cardholders who made 67.4 million book and media checkouts in 2014. Each library’s customer and checkout data was joined at the census block group level with data from two nationally scaled, commercially available, geo-demographic market segmentation systems. The big data analysis firm, Fuzzy Logix, performed the quantitative analysis from each library’s data.

In this study, “core customers” are defined as the top 20% of the “most active” and “high volume” cardholders who check out physical library materials over the span of one year (2014).

Active cardholders who do not check out books but who use other library resources (i.e., e-books, computer usage, wifi usage, program attendance, summer reading participation) are not included in this study because, at this time, there is no consistent collection of usage data for those resources.

Overall, this study finds that core customer characteristics and behaviors are not homogeneous. There is no simple model of local sets of core customers nationally. Instead, across all ten of the library’s we found that core customers are complex and unique, distributed in distinctive patterns that reflect the complex and unique characteristics of their respective communities.

Given the variety and hyperlocal nature of core customer characteristics, this study concludes that the business of public libraries is local, and that core customer intelligence is a powerful tool for measuring local public library effectiveness in three ways: reach, relevance and resilience.

REACH. Libraries can use core customer intelligence to gauge their community

reach. In this study, core customers are stable, consistent, and represent a robust cross-section of a local community’s population. Core customer groups cross income, net worth, race, ethnicity and age descriptors, and are found across urban, suburban, exurban, and rural locations. They are part of established community populations and are found in new and growing populations such as middle class single parents, Hispanic Americans, and immigrant households. Libraries in this study have broad reach, with core customers in every major community market segment.

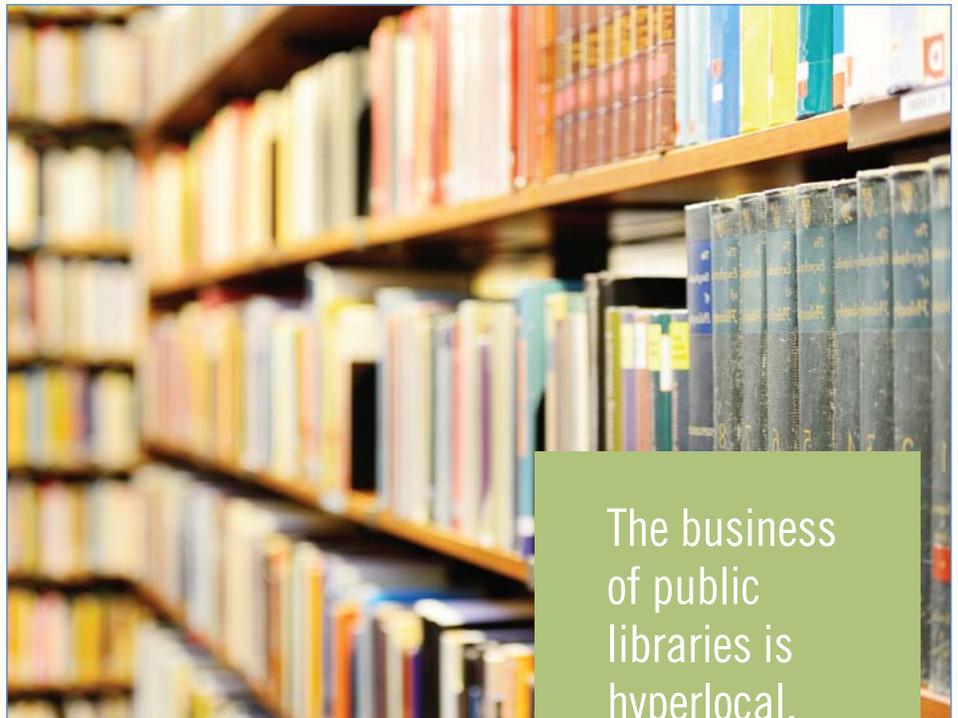
RELEVANCE. This study finds strong alignment between the patterns of top ten core customer segments and the unique distribution of top ten community segments, indicating that each library has relevance across a variety of local households. Libraries can analyze this uniquely local alignment to benchmark and measure the strength of library connections and relevance among diverse market segments.

RESILIENCE. Core customer information helps libraries navigate complex community and business environments, giving them tools to stay resilient, flexible and adaptable in times of change. This study provides examples of how libraries use core customer

intelligence to keep abreast of shifting demographics, respond to community diversity, conduct community needs assessments, develop strategic plans, shape service strategies, site new facilities, engage in deeper community partnerships, undertake targeted marketing, and improve customer experiences.

This report starts an industry dialogue about customer intelligence and ways libraries can use hyperlocal customer data to measure library reach, relevance and resilience. Ultimately, the study raises as many important questions as it answers: How will libraries use the data to retain core customers as formats shift from physical to virtual? What are the characteristics of other active groups of library customers – those who use public computers and attend public programs? How can libraries accelerate adoption and use of core customer data to stay relevant, nimble and valuable to the public?

We thank the Institute for Museum and Library Services (IMLS) for supporting this research through their 2014 National Leadership Grant program. The findings and content of the report do not represent those of IMLS, and are solely those of the authors.



The business
of public
libraries is
hyperlocal.

ANYTHINK LIBRARIES

Location	Adams County, Colorado
Population Served	359,495
Size of Service Area	Approximately 1,192 square miles
Number of Locations	7 outlets
Annual Circulation (2014)	2,267,091
Number of Registered Borrowers	120,829

BROWN COUNTY LIBRARY

Location	Green Bay, Wisconsin
Population Served	251,462
Size of Service Area	615 square miles
Number of Locations	8 outlets
Annual Circulation (2014)	2,055,413
Number of Registered Borrowers	111,083

DENVER PUBLIC LIBRARY

Location	Denver, Colorado
Population Served	648,937
Size of Service Area	155 square miles
Number of Locations	26 outlets
Annual Circulation (2014)	9,067,577
Number of Registered Borrowers	437,143 (305,536 residents, 131,607 non-residents)

HOUSTON PUBLIC LIBRARY

Location	Houston, Texas
Population Served	2,195,914
Size of Service Area	656 square miles
Number of Locations	44 outlets
Annual Circulation (2014)	4,324,572
Number of Registered Borrowers	942,529

KING COUNTY LIBRARY SYSTEM

Location	King County, Washington
Population Served	1,431,286
Size of Service Area	2,114 square miles
Number of Locations	48 outlets
Annual Circulation (2014)	20,894,358
Number of Registered Borrowers	1.2 million

LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

Location	Las Vegas and Clark County, Nevada
Population Served	1,551,347
Size of Service Area	8,000 square miles
Number of Locations	25 outlets
Annual Circulation (2014)	14,895,994
Number of Registered Borrowers	675,393

OMAHA PUBLIC LIBRARY

Location	Omaha, Nebraska
Population Served	523,083
Size of Service Area	331 square miles
Number of Locations	12 outlets
Annual Circulation (2014)	2,927,759
Number of Registered Borrowers	306,566

PIERCE COUNTY LIBRARY SYSTEM

Location	Pierce County, Washington
Population Served	563,650
Size of Service Area	1,773 square miles
Number of Locations	20 outlets
Annual Circulation (2014)	6,906,394
Number of Registered Borrowers	285,292 (263,963 residents, 21,329 non-residents)

SKOKIE PUBLIC LIBRARY

Location	Skokie, Illinois
Population Served	64,784
Size of Service Area	10 square miles
Number of Locations	1 outlets
Annual Circulation (2014)	2,159,632 (May 2014-April 2015)
Number of Registered Borrowers	31,374

TOPEKA & SHAWNEE COUNTY PUBLIC LIBRARY

Location	Topeka, Kansas
Population Served	175,357
Size of Service Area	556 square miles
Number of Locations	1 outlet
Annual Circulation (2014)	2,300,865
Number of Registered Borrowers	99,482

Read the Full Study

Visit civicttechnologies.com to read the full Core Customer Intelligence study, or contact the authors:

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MEMO

Date: May 2, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Cheree Green, SHRM-SCP, Staff Experience Director

Subject: National Library Worker's Day

On April 12th, the Library recognized our staff in celebration of National Library Workers' Day. We worked with our supervisors and managers to coordinate and provide local celebrations during the week within each department and branch for their staff.

We provided yellow paper stars to allow the staff to recognize each other and post them up for display. We also provided these to the public so that they could show their appreciation as well. We personally delivered balloon bouquets so that they could display their stars in a public area to draw attention to them, encouraging everyone to show appreciation for our staff. We also provided some funding for treats or snacks for the staff to enjoy.

It was fun to see the creativity in the displays and the response we received from staff was extremely positive. They were appreciative and enjoyed the fun!



MEMO

Date: May 3, 2016

To: Chair Rob Allen and the Board of Trustees

From: Linda Farmer, Communications Director, and Jaime Prothro, Customer Experience Manager

Subject: Pierce County READS 2016 Results

On April 29, Poet, novelist and screenwriter Sherman Alexie captivated nearly 1,400 appreciative readers at the finale of this year's 2016 Pierce County READS. Alexie told stories and entertained the audience for about two hours. He had them roaring with laughter and moved to tears as he related events in his life. Then he talked individually with hundreds of fans who waited patiently in line for two and a half hours to get their books signed.



Alexie, winner of a National Book Award, is both a beloved and controversial writer. His books are among the most challenged in U.S. libraries and schools because of his frank portrayal of social issues, especially pertaining to Native Americans. Despite the strong feelings people have about his work, or more likely because of them, interest was high. The library saw more than 5,200 check-outs of Alexie's books, audio books, e-books and movies—a 17 percent increase over last year. The Grand Cinema showing and discussion of *Smoke Signals* was sold out, and many were turned away.

New in 2016

- Instead of one book, we chose a prolific author and focused on five of his books.
- Because there were five books, we announced the selection a month earlier than usual to give people more time to read them.
- We did fewer, larger events than last year. We held four signature events—at the Museum of Glass, The Grand Cinema, the University of Puget Sound and the Tacoma Art Museum. Seven regional events at varied venues such as Urban Timber Coffee and Lakewood Playhouse explored different aspects of the author.
- Each branch hosted a book talk, a film discussion or both.
- Story Times featuring Alexie's brand-new children's book drew nearly 900 enchanted listeners.
- www.piercecountyreads.org was freshly redesigned to host librarian-penned blogs, videos and information about events.
- Librarian Jason Anderson's interview with Alexie was edited into a series of six in-depth videos. These were posted on web and social media and were viewed more than 22,000 times.
- Before serving as the guest of honor at a reception before the author event, Alexie met with 35 young people from neighboring tribes.
- Three branches and two community sites hosted live streaming of the author event.

By the Numbers

5,267 checkouts of Sherman Alexie titles between Feb. 6 and April 28 (all formats)



400 Read and Release books given away

532 entries into drawings for signed copies of Sherman Alexie titles

18 city/town/county councils adopted Pierce County READS 2016 proclamations

12 mass media articles

80 social media posts

19 blog posts

23 print and online ads in The News Tribune

85 events

15 book discussions

53 Story Time programs

892 attendees at Story Time programs

26 attendees at six film discussions in the branches

293 attendees at seven regional programs



198 attendees at four signature programs

136 attendees at 15 book discussions

1,545 attendees at 85 events

Nearly 1,400 attendees at author event and five live stream locations

22,134 views of six videos



Pierce County READS 2016 team

The Pierce County READS 2016 Team—co-leads Jaime Prothro and Linda Farmer, and members Jason Anderson, Lourie Kelly, Tami Masenhimer and Lisa Oldoski—thank Pierce County Library Foundation and Pierce County Library Board of Trustees for their commitment and enthusiastic support of Pierce County READS.

MEMO



Date: May 2, 2016

To: Chair Rob Allen and Members of the Board of Trustees

From: Lorie Erickson, Facilities Director

Subject: Annual Facilities-Related Contracts

Every year I conduct a detailed review of the facilities maintenance contracts. I wanted to share with you information related to several contracts that came up for renewal during the past few months.

This year, I chose to rebid the Grounds Maintenance Contract rather than offer an extension. The appearance of the grounds was not acceptable at many locations, which I had discussed with the vendor on numerous occasions. As a result of going out to bid, a new vendor priced its services aggressively and reference checks were excellent. The annual contract amount went from \$79,115.89 to \$58,475.39 resulting in an annual cost savings of \$20,640.50. In addition to cost savings, there will be a reduction of time and effort as we won't need to continually follow up on vendor performance.

I also bid the HVAC Maintenance contract rather than automatically extend the contract for another year. Many qualified vendors had expressed interest in working with PCLS. While direct cost savings weren't realized as a result of the bid (due to added equipment and locations), savings are expected in staff time and effort as a result of less vendor follow up.

The elevator contract was reviewed as well. However, due to the required repairs and upgrades needed outlined in a separate memo in your board packet this month, it made sense to extend this contract annually for warranty purposes. In requesting an extension of the contract, the vendor made a small reduction in the annual cost from \$11,412.84 to \$10,908.84 resulting in an annual savings of \$504.00.

Due to the nature of bidding requirements for public agencies, the primary award requirement is "lowest cost and most responsive" bid, meaning that if bid responders submit bids that conform to the strict Request For Bid requirements, the lowest bid wins. However, we take performance seriously and when vendors fall short of expectations, we exercise rebidding the contract within a year in lieu of automatically renewing the contract for up to two annual extensions. This practice effectively balances cost with performance.

Pierce County Library FYI Packet
Link List
May 11, 2016

Pierce County Library in the News

- [New branch manager brings fun, love of books to Gig Harbor library](#) (Karen Brooks, Branch Manager, Gig Harbor, is featured)—*The News Tribune/Gateway*
- [Young authors show off their work for local contest](#) (Our Own Expressions contestants read their entries at Gig Harbor)—*The News Tribune/Gig Harbor Gateway*
- [American Graduate Champion Neel Parikh](#) (features Judy Nelson, Customer Experience Manager, talking about Neel Parikh, former PCLS Executive Director, video 1:30)—*KBTC*
- [A Testimony to the Power of Mobile Libraries](#) (reports on the animated video done by StoryCorps about Storm Reyes, former Executive Assistant)—*The Atlantic*

Miscellaneous

- The Organizer, Spring 2016 – AFSCME (PDF Attached)

LOCAL 3787

LOCAL3787.COM



The Organizer

SPRING 2016

We Are AFSCME

President's Message

By Dianne Ellis

Collaboration

Brothers and Sisters,

Merriam-Webster defines **collaboration** as:

To participate or assist in a joint effort to accomplish an end.

I am very happy to report that the noticeable changes in the tenor of the relationship between labor and management, experienced during negotiations, continues, as we work collaboratively through major challenges. One example of which is the large-scale operational changes in the Facilities department. Bargaining unit members have been directly involved in the conversation and part of the feedback process.

We are seeing an overall commitment by management to increase staff trust by building bridges for effective, productive, and useful communication, and removing barriers to non-benefited positions. There continues to be an on-going review of the number of non-benefited positions, branch needs and the re-distribution of hours increasing many of those positions to twenty hours or more.

Recently, I was privileged to attend the Public Library Association Conference in Denver. One of the many sessions I attended was titled "*Developing Truly Effective Performance Evaluations.*" Much of what they presented I was familiar with, but this session was memorable because it was led by a member of management and a represented member. The focus was on creating a collaborative process for management and labor to build a better performance review. One that encourages employees and formalizes the recognition we receive. It was inspiring to see these presenters, with their different, but not oppositional viewpoints, work together to encourage, develop, and recognize staff and still meet the needs of both parties.

Having just recently observed National Library Workers Week, let me remind you all, **Libraries work because we do.**

Thank you for all the good work you do each and every day.
In Solidarity, Dianne Ellis President, Local 3787

Save the Date

Please mark your calendar for the upcoming Union Meeting:

May 20th

New Contract Highlights

By Dylan Carlson WSCCCE Staff Representative

Your new 2016-2018 Collective Bargaining Agreement includes many improvements to wages and working conditions. Perhaps the biggest improvement will be seen by newly-hired Pages. Starting pay for Pages will increase 11% to \$11.90/hour, and 20+ hour Pages will no longer have to wait a year to begin earning vacation.

The Library will begin to provide Long Term Disability insurance for 20+ hour employees, and in 2018 the Library paid life insurance benefit increases to \$25,000.

Our beloved AWC Healthfirst medical plan will soon be taken off the market. Starting in 2018, it will be replaced by the AWC Healthfirst 250 plan. This new plan has a \$250 deductible and a 10% coinsurance payment. More information about this change (and changes to the Group Health plan) will be provided over the next year and a half.

Scheduling improvements should provide employees more predictable schedules - more access to overtime pay. Under the new contract, there should be no more forced flexing of schedules with short notice! Two weeks' notice is required absent mutual agreement. Split shifts (lunches longer than one hour) are only permitted by mutual consent.

In addition to salary range increases impacting 21 different classifications, every employee will receive the following cost of living adjustments (COLA):

2016 COLA = 1.5% wage increase, with retro.

2017 COLA = 90% of CPI-U, minimum 1%, maximum 3.5%

2018 COLA = 90% of CPI-U, minimum 1%, maximum 3.5%

During the week of February 26th through March 4th, 95% of union members voted to ratify the contract, with 76% voter turnout! Please join me in thanking your co-workers who served on the Union's bargaining team.

Local 3787 Bargaining Team

Dianne Ellis, 3787 President

Aisha Womack, 3787 Vice President

Barbie Swayze, 3787 Secretary

Michelle Angell, 3787 Treasurer

Yuri Button, 3787 Chief Shop Steward

Elise DeGuseppi, 3787 Immediate Past President

Legislative Weekend: A Memoir

By Dana Brownfield Shop Steward / Summit & Fife Branches

"Oh, good," I thought as I picked up the two issue briefs.

"Good, I wasn't expected to come prepared." I have to admit, I was not exactly sure what to expect when I signed up for Council 2's Legislative Weekend.

First thing Friday morning we all came together in a hotel ballroom to spend fifteen entire minutes preparing to lobby at the state capitol. Council 2 staff had written up descriptions of two house bills, "a couple of softballs," to lob at our state legislators. (HB 2438 and HB 2576 are described in the recent issue of *County and City Employee*.)

We boarded a charter bus. I was planning to learn those issue briefs really well on the ride over to the capitol, but chatted with my seatmate from Yakima instead. Upon arriving at the capitol campus, I paired up with Wayne Withrow, Local 120 president and fellow resident of Sen. Jeannie Darnielle's district, for our appointment with her assistant.

Sen. Darnielle was just leaving her office when we arrived, but she stopped to chat with Wayne because, apparently, Wayne knows everyone. Once in her office, we spent five of our fifteen minutes talking about the issue briefs and then we had to improvise. I decided to thank Sen. Darnielle for her advocacy on mental health, housing, and social service issues over the years, and encourage her to continue that work. I explained how library workers are impacted when members of the public do not have access to basic services.

When our fifteen minutes were up, Wayne asked if I would like to drop in on Rep. Jake Fey. "OK!" I said. "Wait--is that OK?" Walking around with Wayne, I felt like Artemis when Zeus gives her the silver arrows. He took me under his wing, and gave me lots of opportunity to practice my aim.

Back at the hotel, I lunched with the Local 120 crew, who are all ride motorcycles! My people! But Lhisa from Timberland Library soon introduced me to the library workers, who are also my people! After a workshop, the library workers caucused in the hotel lounge to swap stories of success and struggle.

I went back on Saturday morning for the legislative committee meeting. Deputy Director Pat Thompson went into more detail about some of the ugly, anti-worker bills that had been proposed the previous session. In cheerier news, the committee voted to endorse Dylan Carlson's candidacy for State Representative, and someone else proposed that we do a flash mob during next year's Legislative Weekend.

If you have ever wanted to dip your toes into service to the union without committing to the full plunge of serving on the executive board or being a steward, Legislative Weekend is the place for you. You get to meet other public service workers, learn a little more about our union, and develop your advocacy skills in a supportive environment.

And you don't even have to come prepared!

Help Council 2 communicate with you!

The best way to receive notification of events & matters of importance is directly to your inbox. Your email address will be kept confidential and will not be shared with anyone outside Council 2. Send your email address to c2everett@council2.com and include:

Your HOME email address

Your full name

Your Local number (#3787)

A few union-related links & resources that might interest you:

See the many discounts you qualify for, *just for being a union member*,

<https://www.unionplus.org/>

Check out AFSCME blog posts about Library Workers,

<http://www.afscme.org/union/jobs-we-do/library-workers>

Take this union-made beer quiz,

<https://www.unionplus.org/blog/consumer-tips/union-made-beer-quiz>

Looking ahead to fund college for coming years,

<https://www.unionplus.org/college-education-financing>

Remembering Prince: a Champion for Working People,

<http://www.afscme.org/blog/prince-was-a-champion-for-working-people>

Become a Shop Steward

Have you thought about becoming more active in your local? A few of our locations share shop stewards between them. We need more people to volunteer. Please consider becoming a Steward.

Local 3787 needs you! Contact Yuri Button for more information.