

**AGENDA**  
**Regular Meeting of the Pierce County Library System Board of Trustees**  
**May 15, 2013**  
**3:30 – 6:00 pm**

3:30 pm	02 min.	<b>Call to Order:</b> <i>Linda Ishem, Chair</i>	
3:32 pm	05 min.	<b>Public Comment:</b> <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>	
3:37 pm	03 min.	<b>Consent Agenda</b>	<b>Action</b>
		<ol style="list-style-type: none"> <li>1. Approval of Minutes of the April 10, 2013 Regular Meeting</li> <li>2. Approval of April 2013 Payroll, Benefits and Vouchers</li> <li>3. Resolution 2013-03: To Declare Equipment Surplus to Public Service Needs</li> </ol>	
3:40 pm	10 min.	<b>Board Members Report</b>	
3:50 pm	20 min.	<b>Officers Reports</b>	
		<ol style="list-style-type: none"> <li>1. March Dashboard, <i>Georgia Lomax</i></li> <li>2. April 2013 Financial Report, <i>Dale Hough</i></li> <li>3. 2013 Innovations Initiative, <i>Neel Parikh</i></li> <li>4. Learning Organization, <i>Georgia Lomax and Holly Gorski</i></li> <li>5. 2013 Staff Budget Survey, <i>Neel Parikh</i></li> <li>6. Annual Report to City Councils, <i>Neel Parikh</i></li> </ol>	
		<b>Unfinished Business</b>	
4:10pm	10 min.	<ol style="list-style-type: none"> <li>1. IMLS National Medal, <ol style="list-style-type: none"> <li>a) Ceremony, <i>Neel Parikh and Linda Ishem</i></li> <li>b) Communications, <i>Mary Getchell</i></li> <li>c) Congratulations, <i>Neel Parikh</i></li> </ol> </li> </ol>	
	20 min.	<ol style="list-style-type: none"> <li>2. Board Self-Evaluation, <i>Linda Ishem</i></li> </ol>	
	10 min.	<ol style="list-style-type: none"> <li>3. Intellectual Freedom Presentation Follow-up, <i>Neel Parikh</i></li> </ol>	
	10 min.	<ol style="list-style-type: none"> <li>4. Conflict of Interest Policies, <i>Georgia Lomax</i> <ol style="list-style-type: none"> <li>a) Employees</li> <li>b) Board</li> </ol> </li> </ol>	<b>Action</b> <b>Action</b>
		<b>New Business</b>	
5:00 pm	20 min.	<ol style="list-style-type: none"> <li>1. 2012 Year-End Financial Review, <i>Cliff Jo</i></li> </ol>	
	10 min.	<ol style="list-style-type: none"> <li>2. Naming Policy, <i>Lynne Hoffman and Georgia Lomax</i></li> </ol>	<b>Action</b>
5:30 pm	5 min.	<b>Executive Session:</b> <i>At this time on the agenda, the Board of Trustees will recess to Executive Session, per RCW 42.30.110, to discuss personnel issues.</i>	
5:35 pm	05 min.	<b>Announcements</b>	
		<b>Adjournment</b>	

**CONSENT**

**AGENDA**

**BOARD OF TRUSTEES  
PIERCE COUNTY LIBRARY SYSTEM  
REGULAR MEETING, APRIL 10, 2013**

**CALL TO ORDER**

Chair Linda Ishem called to order the regular meeting of the Pierce County Rural Library District Board of Trustees April 10, 2013, 3:32 pm. Board members present were Donna Albers and Robert Allen. Allen Rose was absent. J.J. McCament attended the Intellectual Freedom session via phone.

**PUBLIC COMMENT**

There was no public comment.

**CONSENT AGENDA**

1. Minutes of the March 13, 2013 Regular Meeting of the Board of Trustees
2. March 2013 Payroll, Benefits and Vouchers in the total amount of \$1,691,768.81
  - a. Payroll Warrants 3402 - 3403, dated 03/01/13 – 03/31/13 in the amount of \$2,140.58
  - b. Payroll Disbursement Voucher dated 03/06/13 in the amount of \$451,906.82
  - c. Payroll Disbursement Voucher dated 03/20/13 in the amount of \$522,592.65
  - d. Accounts Payable Warrants 619923 - 620125 dated 03/01/13 – 03/31/13 in the amount of \$715,128.76
3. Resolution 2013-02: To Declare Equipment Surplus to Public Service Needs

Robert Allen moved for approval of the consent agenda. Donna Albers seconded the motion and it was passed.

**BOARD MEMBER REPORT**

**Chair Ishem** – Chair Ishem welcomed Petra McBride as the new Executive Assistant, noting that she was selected from a very competitive group of candidates. Ms. Ishem participated in the open search and was impressed with the process, the quality of the management team and their competence and commitment to the Library.

**OFFICER REPORT**

**February Dashboard** – Georgia Lomax shared the February statistics with the Board, noting the data is now showing the impacts of the changes due to recent budget cuts. She reported that discontinuation of the Bookmobile and the installation of DVD dispensers impacted the circulation figures.

Chair Ishem asked whether the Library is tracking consistent data to the trends of other libraries around the country. Ms. Lomax stated that circulation is decreasing nationwide and that the Library will be doing some benchmarking in the near future. Ms. Albers inquired whether there are macro trends to watch, noting the job search category was up and visits and circulation were down. Ms. Lomax affirmed that the public uses libraries differently and libraries need to adapt to those changes. Most libraries saw a high spike in the midst of the recession likely due to people needing free or low cost entertainment. She added that when magazines went online, Pierce County Library saw an impact on circulation and on copying revenue. When asked if the Library has a sense of whether the decision to remove the

Bookmobile has been effective, Ms. Lomax reported that the Library will be examining whether those customers are still using our services. Ms. Parikh noted that the Franklin Pierce School District Card in Every Hand program will be reaching many of those customers.

**2012 Branch Use Data** – Ms. Lomax shared 2012 data on how the branches performed based on their size. She provided a different look at the trends based on the branch use patterns. Chair Ishem stated it was a brilliant analysis and appreciated the explanations behind the various movements.

**March 2013 Financial Report** – Dale Hough reported that March revenue was double what was expected. He is uncertain at this point why, but suspects it is as a result of delinquent tax bills payments. He will provide further information as it becomes available.

**LJ Movers and Shakers** – Ms. Parikh shared the *Library Journal* article featuring Susan Anderson-Newham, Youth Services Librarian, who received the *Library Journal's* Movers and Shakers award and noted that Ms. Anderson-Newham is a great representative for Pierce County Library.

**Customer Stories** - Ms. Parikh reported that Michael Gordon, Foundation Chair, posted on the Institute for Museum and Library Service blog that three customers have found jobs due to the resources from the Pierce County Library. She noted that Mr. Gordon is an energetic advocate for the Library. Lynne Hoffman, Foundation Director, reported that a Pierce County Library staff member recently made a three year pledge for \$5,000 per year because of the Library's support of PC Reads. She added that the Foundation had a target of \$20,000 for summer reading sponsorships and to date they have raised \$22,000.

## NEW BUSINESS

**Intellectual Freedom** – Ms. Parikh introduced Candace Morgan, the former Deputy Director at Fort Vancouver Regional Library and a recognized expert on the subject of Intellectual Freedom and libraries. Ms. Morgan gave an overview of library responsibilities in connection with free speech and privacy. She introduced the constitutional and legal background for free speech, including speech that is not protected by the Constitution such as obscene speech and child pornography. She also described the responsibilities of libraries in connection with meeting rooms and display of literature. In addition she gave an outline of the general elements of privacy, particularly in connection to patron records and patrons' use of library materials. She pointed out that, in a library, customers have a reasonable expectation of privacy and this expectation should be taken into consideration in library planning. She pointed out the importance of regular review of the library's policies while keeping in mind these basic constitutional principles. She also briefly discussed policies and practices related to the Children's Internet Protection Act (CIPA) and praised the Library for doing a good job of addressing issues that arise.

Ms. Morgan also stated the important role of libraries to educate the public about their rights and responsibilities. Libraries are driven by staff efficiency and are continually expanding to meet the needs of society (e.g. social networking). She noted that libraries communicate a transparent message to their clientele, recognizing the need to tell them what is in place and what libraries can do to protect them.

When asked by Chair Ishem about the issues upon which the Board should focus, Ms. Morgan encouraged the Board to be supportive of staff when setting goals and understand their role in educating the public. She added that when reviewing policies, Board members should ask what the privacy framework is for the policy. She indicated that staff will help the Board identify that framework as well.

Chair Ishem further inquired what the Board should be paying attention to with regard to protection and filtering, being that protection relates to freedom of access. Ms. Morgan directed the Board to ask staff for an occasional scrutiny of which categories are being filtered and how they are defined.

Ms. Albers stated the since the Library has policies for what is filtered, and those policies were established through previous Boards, it may be a logical step to determine if they need updating and then correlating the filters to be in line with those policies.

Mr. Allen noted it would be helpful to hear what has been the voice of the people in the Library's service area. Of interest would be what the complaints are historically and the Library's responses to those complaints.

Ms. Parikh stated it would be advisable to go through the policies in order to give the Board context. Ms. Parikh and the Board shared their appreciation of Ms. Morgan's message.

## UNFINISHED BUSINESS

**Reciprocal Borrowing Policy-** Ms. Lomax presented an updated version of the proposed policy based on the Board's discussion during the March meeting. This policy was developed to establish the Library's philosophy and purpose for participating in reciprocal borrowing, which allows Pierce County Library System residents to borrow items, in person, from other libraries outside our service area for free and vice versa. This service began in 1971 under a "Cooperative Use Agreement" with four libraries. It was never adopted as an official policy.

Mr. Allen moved and Ms. Albers seconded the motion and it was passed.

**2012 Reciprocal Use Summary** – Ms. Lomax provided a breakdown of how reciprocal cardholders are using PCLS, including the number of cardholders, amount of materials borrowed and locations used. Mr. Allen appreciated the information. Ms. Lomax indicated she will provide it yearly.

### Policy Review

**Non-Resident Card Fees** - As a result of revising "Reciprocal Borrowing", the Administrative Team reviewed the "Non-Resident Card Fee" policy and determined it was no longer needed. Ms. Lomax recommended eliminating non-resident card fees policy and issuing all non-resident library cards under the "Library Card Eligibility - Individuals" policy and the "Reciprocal Borrowing" policy.

Mr. Allen moved to rescind the non-resident fees. Donna Albers seconded the motion and it was passed.

**Borrowing Privileges** – Ms. Lomax requested Board approval to revise the policy and bring it up to date, adding statements relating to privacy and cardholders responsibilities. The policy was also renamed "Library Card Eligibility - Individuals". Ms. Parikh noted that the policy was created at the time the Board decided not to sell cards to citizens in jurisdictions that did not support a Library.

Mr. Allen recommended revising the language of the policy be changed from "residing" to "live". Ms. Lomax will confirm that "residing" was not critical and will make the change if it is not. Mr. Allen also recommended adding the term "borrowing privileges" to maintain consistency throughout the policy and removing the phrase "in the library service area" from the paragraph on card eligibility. Mr. Allen moved to approve the policy as amended. Ms. Albers seconded the motion and it was passed.

**Library Cards for Institutions** - Ms. Lomax requested Board approval to the policy to make it relevant and consistent with the format currently in use. A Policy Statement and Purpose were also added. Mr. Allen recommended adding the term 'borrowing privileges'.

Mr. Allen moved to approve the policy as amended. Ms. Albers seconded the motion and it was passed.

**University Place Condominium Update** – Ms. Parikh reported she had a productive meeting with Steve Sugg and Lianna Collinge. Ms. Collinge will prepare a proposal for setting up the Condominium Association and ongoing operations. The City of UP was very pleased with the concept. Ms. Parikh will update the Board as information becomes available. Ms. Parikh also cited correspondence between Steve Victor and Bill Holt relating to parking, operating and capital expenses, and the cost to Town Center. This is still to be resolved.

#### **NEW BUSINESS**

**Steilacoom Branch Friends Landscaping Proposal** – Sally Porter Smith introduced Beverly Isenson, the President of the Steilacoom Friends of the Library, who presented a proposal to provide an outdoor covered seating area adjacent to the entrance. Ms. Porter Smith noted that the review process was thorough and staff has considered any possible ramifications. Feedback and input from the community was also solicited.

Mr. Allen remarked that it is a wonderful proposal and seems to be much needed. When questioned if the town has a tree retention policy, Ms. Porter Smith noted that the Library had verified there are no trees on the property that are impacted. Ms. Ishem thanked Ms. Iverson, noting that the proposal was responsive to use patterns. Ms. Porter Smith reported that the Mayor of Steilacoom has expressed interest in donating a bench for the project.

Ms. Albers questioned if there was concern the space may be used by unintended guests. Ms. Porter Smith and Ms. Iverson noted that maintenance of the space was evaluated, the space is being used informally already and that the Library's Wi-Fi is being heavily used.

The Board expressed their thanks to Ms. Isenson for her efforts.

#### **EXECUTIVE SESSION**

At 6:05 pm, Mr. Allen moved to enter into Executive Session as per RCW 42.30.110 for 5 minutes for discussion of personnel matters. Ms. Albers seconded the motion and it passed. The session was reopened to the public at 6:10 pm.

#### **ANNOUNCEMENTS**

There were no announcements.

#### **ADJOURNMENT**

The meeting was adjourned at 6:15 pm on motion by Mr. Allen seconded by Ms. Albers.

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Neel Parikh, Secretary

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Linda Ishem, Chair

## April 2013 Payroll, Benefits and Vouchers

	<u>Warrant Numbers</u>	<u>Date(s)</u>	<u>Amount</u>
Payroll Warrants	3404 - 3415	04/01/13 - 04/30/13	\$17,103.23
Disbursement Voucher - Payroll & Acct Payable		04/05/13	\$564,956.71
Disbursement Voucher - Payroll & Acct Payable		04/22/13	\$726,234.17
Accounts Payable Warrants	620126 -	04/01/13 - 04/30/13	\$931,302.26
<b>Total:</b>			<u><u>\$2,239,596.37</u></u>

**Check History Listing**  
Pierce County Library System

Check #	Bank	Date	Paid to	Status	Can/Vd Date	Pay Period Dates	Dir Dep	Amount
3404	pr	04/05/2013	WIACEK, AGNIESZKA			03/16/13 - 03/31/13	0.00	1,143.88
3405	pr	04/05/2013	WINDSOR, ELIZABETH			03/16/13 - 03/31/13	0.00	219.49
3406	pr	04/05/2013	TAGLES, MATT			03/16/13 - 03/31/13	0.00	1,576.95
3407	pr	04/22/2013	WENDOVER, MARTHA			04/01/13 - 04/15/13	0.00	8,151.14
3408	pr	04/22/2013	LYNCH, EMILY			04/01/13 - 04/15/13	0.00	354.31
3409	pr	04/22/2013	SMITH, MONICA			04/01/13 - 04/15/13	0.00	185.94
3410	pr	04/22/2013	CALHOUN, AMANDA	V	04/19/2013	04/01/13 - 04/15/13	0.00	1,310.73
3411	pr	04/22/2013	NGUESSAN, ROSALIND			04/01/13 - 04/15/13	0.00	1,449.55
3412	pr	04/22/2013	STAR, CHERI			04/01/13 - 04/15/13	0.00	274.66
3413	pr	04/22/2013	SHEEHAN, CAROL			04/01/13 - 04/15/13	0.00	529.01
3414	pr	04/22/2013	CALHOUN, AMANDA			04/01/13 - 04/15/13	0.00	1,084.51
3415	pr	04/22/2013	MCKENNEY, MICHAEL			04/01/13 - 04/15/13	0.00	823.06
<b>Total:</b>							<b>0.00</b>	<b>17,103.23</b>

Checks in report: 12

**Grand Total: 0.00 17,103.23**

COUNTY OF PIERCE  
BUDGET AND FINANCE DEPARTMENT

Disbursement Journal Voucher (T/C) 74	Agency No.	D.J.V. Date	D.J.V. No.
	001-116	revised 4/5/2013	

	Account Code							Acct. Action	DESCRIPTION	AMOUNT
	Fund	Dept	Prog	BASUB	Elem	OB	M/OB			
1	697	001	0000	237	00				FIT EE and EIC- Wire to IRS	\$55,279.22
2	697	001	0000	237	00				Fica EE and Medicare - Wire to IRS	\$40,302.99
3	697	001	0000	237	00				Fica ER and Medicare - Wire to IRS	\$40,302.99
4	697	001	0000	237	00				DIR DEP-file to Columbia Bank	\$380,232.64
5	697	001	0000	237	00					
6	697	001	0000	237	00				Columbia bank reconcile	(\$101.38)
7	697	001	0000	237	00				dept of rev	
8	697	001	0000	237	00					
9	697	001	0000	237	00				FIT EE WIRE to IRS	\$0.00
10	697	001	0000	237	00				Fica EE and Medicare - Wire to IRS	\$0.00
11	697	001	0000	237	00				Fica ER and Medicare - Wire to IRS	\$0.00
12	697	001	0000	237	00					
13	697	001	0000	237	00					
14	697	001	0000	237	00					
15	697	001	0000	237	00				H.S.A. Employees deductions	\$2,065.25
16	697	001	0000	237	00				H.S.A. Employer Contributions	\$46,875.00
									H.S.A Fee	\$0.00
										\$0.00
									please put the total amt below into PCLS payroll account	
									<b>TOTAL</b>	<b>\$564,956.71</b>
Bank No.	Check No.	Issued To		Bank No.	Check No.	Issued To				
		U.S. Treasury								
Prepared By:				Date:		Approved By:				
Christy Telling				4/4/2013		Christy Telling				
						4/4/2013				

COUNTY OF PIERCE  
BUDGET AND FINANCE DEPARTMENT

Disbursement Journal Voucher (T/C) 74	Agency No.	D.J.V. Date	D.J.V. No.
	001-116	revised 4/19/2013	

	Account Code							Acct. Action	DESCRIPTION	AMOUNT
	Fund	Dept	Prog	BASUB	Elem	OB	M/OB			
1	697	001	0000	237	00				FIT EE and EIC- Wire to IRS	\$60,688.34
2	697	001	0000	237	00				Fica EE and Medicare - Wire to IRS	\$42,603.42
3	697	001	0000	237	00				Fica ER and Medicare - Wire to IRS	\$42,603.42
4	697	001	0000	237	00				DIR DEP-file to Columbia Bank	\$391,629.84
5	697	001	0000	237	00					
6	697	001	0000	237	00					
7	697	001	0000	237	00				dept of rev	\$2,326.91
8	697	001	0000	237	00					
9	697	001	0000	237	00				FIT EE WIRE to IRS	\$0.00
10	697	001	0000	237	00				Fica EE and Medicare - Wire to IRS	\$0.00
11	697	001	0000	237	00				Fica ER and Medicare - Wire to IRS	\$0.00
12	697	001	0000	237	00					
13	697	001	0000	237	00					
14	697	001	0000	237	00				BCC	\$184,186.89
15	697	001	0000	237	00				H.S.A. Employees deductions	\$1,965.25
16	697	001	0000	237	00				H.S.A. Employer Contributions	\$0.00
									H.S.A Fee	\$230.10
										\$0.00
									please put the total amt below into PCLS payroll account	
									<b>TOTAL</b>	<b>\$726,234.17</b>
Bank No.	Check No.	Issued To		Bank No.	Check No.	Issued To				
		U.S. Treasury								
Prepared By:				Date:		Approved By:				
Christy Telling				4/19/2013		Christy Telling				4/19/2013

**Check History Listing**  
Pierce County Library System

Bank code: boa

Check #	Date	Vendor	Status	Check Total
620126	04/02/2013	004022 US BANK		133,474.29
620127	04/04/2013	000176 ATS AUTOMATION INC		4,507.28
620128	04/04/2013	005369 BIRCH ELECTRIC LLC		259.43
620129	04/04/2013	001558 CREIGHTON UNIVERSITY		15.00
620130	04/04/2013	002032 HOLLY GORSKI		393.00
620131	04/04/2013	005261 MODERN DATA PRODUCTS INC		275.67
620132	04/04/2013	003833 NORTH CENTRAL REGIONAL LIBRARY		14.95
620133	04/04/2013	005547 PIERCE COUNTY FIRE DIST #16		7,986.20
620134	04/04/2013	001290 REGIONAL BUILDING SVCS CORP		507.25
620135	04/04/2013	005417 RICOH USA INC		221.56
620136	04/04/2013	005545 SPOKANE COMMUNITY COLL LIBRARY		17.00
620137	04/04/2013	004018 STAPLES INC		451.52
620138	04/04/2013	000534 WCP SOLUTIONS		397.57
620139	04/04/2013	005546 WESLEYAN UNIVERSITY LIBRARY		12.00
620140	04/05/2013	000828 AFSCME AFL-CIO		5,220.95
620141	04/05/2013	003311 DEPARTMENT OF LABOR & INDUSTRI		55,407.79
620142	04/05/2013	000898 DEPARTMENT OF RETIREMENT SYSTE		9,268.36
620143	04/05/2013	005519 DYNAMIC COLLECTORS INC		214.89
620144	04/05/2013	000825 ING-VC3371		1,365.00
620145	04/05/2013	003985 PACIFICSOURCE ADMINISTRATORS		2,189.90
620146	04/05/2013	000821 PIERCE COUNTY SUPERIOR COURT		134.62
620147	04/05/2013	001181 PIERCE CTY LIBRARY FOUNDATION		370.76
620148	04/05/2013	004276 STATE CENTRAL COLLECTION UNIT		151.67
620149	04/05/2013	000823 UNITED WAY		97.51
620150	04/05/2013	004782 US DEPARTMENT OF EDUCATION		149.91
620151	04/05/2013	000827 WA STATE- DEPT OF RETIREMENT S		62,111.38
620152	04/05/2013	000881 WASHINGTON STATE SUPPORT REGIS		595.31
620153	04/05/2013	001936 MARCELLA ADAMS		11.29
620154	04/05/2013	005047 PATTY AMADOR		33.90
620155	04/05/2013	002061 SUSAN ANDERSON-NEWHAM		83.51
620156	04/05/2013	000830 BAKER & TAYLOR		6,598.48
620157	04/05/2013	004445 DOROTHY BARELLI		33.42
620158	04/05/2013	000242 BUCKLEY CITY OF		220.56
620159	04/05/2013	000184 CITY TREASURER		733.14
620160	04/05/2013	000184 CITY TREASURER		377.63
620161	04/05/2013	000184 CITY TREASURER		34.65
620162	04/05/2013	001342 KRISTINE COUNTRYMAN		63.94
620163	04/05/2013	000094 ELMHURST MUTUAL POWER & LIGHT		1,144.40

**Check History Listing**  
Pierce County Library System

Bank code: boa

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620164	04/05/2013	005055 CHRISTOPHER HAMILTON		123.17
620165	04/05/2013	004278 KAREN JARVIS		342.14
620166	04/05/2013	005550 RAYMOND JOHNSON		49.72
620167	04/05/2013	004625 JOY KIM		5.93
620168	04/05/2013	001941 JUDY T NELSON		47.66
620169	04/05/2013	002023 KATHERINE NORBECK		37.29
620170	04/05/2013	002100 ALISON PASCONE		62.85
620171	04/05/2013	003497 TAMARA SAARINEN		24.91
620172	04/05/2013	002094 CHARLOTTE STRAIN		147.16
620173	04/05/2013	001930 MARGARET VENEMON		69.21
620174	04/05/2013	000846 AUDIOGO		776.94
620175	04/05/2013	000830 BAKER & TAYLOR		20,132.66
620176	04/05/2013	000189 BAKER & TAYLOR ENTERTAINMENT		37.15
620177	04/05/2013	000234 BOUND TO STAY BOUND BOOKS INC		1,267.92
620178	04/05/2013	000093 EBSCO		24.76
620179	04/05/2013	000161 GALE CENGAGE LEARNING		4,130.90
620180	04/05/2013	000243 INGRAM LIBRARY SERVICES		22,745.31
620181	04/05/2013	004582 LEARNINGEXPRESS LLC		5,450.00
620182	04/05/2013	000352 MIDWEST TAPE	V	0.00
620183	04/05/2013	000352 MIDWEST TAPE		24,973.24
620184	04/05/2013	000380 QUALITY BOOKS		4,516.42
620185	04/05/2013	000406 RECORDED BOOKS LLC		243.75
620186	04/05/2013	004359 TRI-CITY HERALD		137.28
620187	04/09/2013	005038 ABDO		11,591.62
620188	04/09/2013	000172 AMERICAN LIBRARY ASSOC		58.50
620189	04/09/2013	000413 PARKLAND LIGHT & WATER		1,025.44
620190	04/09/2013	000541 STATE OF WASHINGTON		390.94
620191	04/11/2013	005047 PATTY AMADOR		89.84
620192	04/11/2013	004129 MARIANNA BISSONNETTE		233.51
620193	04/11/2013	003423 ALEXANDER BYRNE		81.81
620194	04/11/2013	000184 CITY TREASURER		5,114.13
620195	04/11/2013	000184 CITY TREASURER		837.53
620196	04/11/2013	004625 JOY KIM		3.39
620197	04/11/2013	004128 LISA HEYERDAHL		50.85
620198	04/11/2013	000377 PUGET SOUND ENERGY		1,055.64
620199	04/11/2013	004114 MEGHAN SULLIVAN		28.82
620200	04/11/2013	000525 VERIZON WIRELESS		1,361.65
620201	04/11/2013	005552 LISA WALL		15.95
620202	04/12/2013	000895 COLUMBIA BANK		296.60

**Check History Listing**  
Pierce County Library System

Bank code: boa

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620203	04/12/2013	000895 COLUMBIA BANK		50.00
620204	04/12/2013	001467 DATA SECURITY CORP		127.00
620205	04/12/2013	005272 GREEN EFFECTS INC		6,161.42
620206	04/12/2013	004726 LIBRAMATION INC		1,875.00
620207	04/12/2013	000370 PIERCE COUNTY		13,709.98
620208	04/12/2013	000857 PIERCE COUNTY RECYCLING		76.68
620209	04/12/2013	001379 SENTINEL PEST CONTROL INC		708.70
620210	04/12/2013	004397 SHKS ARCHITECTS PS INC		600.00
620211	04/12/2013	000496 THYSSEN SOUND ELEVATOR		2,121.76
620212	04/12/2013	002061 SUSAN ANDERSON-NEWHAM		23.02
620213	04/12/2013	004495 AUTOMOTIVE SPECIALISTS		5,203.71
620214	04/12/2013	005369 BIRCH ELECTRIC LLC		208.95
620215	04/12/2013	000273 CARRILLO & ASSOCIATES		5,031.25
620216	04/12/2013	000895 COLUMBIA BANK		201.51
620217	04/12/2013	005277 COMPLETE OFFICE LLC		1,590.02
620218	04/12/2013	004709 HAAKENSEN GROUP INC		1,154.01
620219	04/12/2013	004674 MCHUGH MANAGEMENT CONSULTING		6,255.00
620220	04/12/2013	001345 MICHAEL'S CUSTOM UPHOLSTERY		940.60
620221	04/12/2013	000979 ORBIS CASCADE ALLIANCE		6,176.00
620222	04/12/2013	004936 PMI TRUCK BODIES INC		492.75
620223	04/12/2013	005509 PUGET SOUND GRANTWRITERS ASSOC		60.00
620224	04/12/2013	005259 RIM PUBLICATIONS LLC		31.25
620225	04/12/2013	001976 MARILYNN SMOAK		22.97
620226	04/12/2013	003719 UNIQUE MANAGEMENT SERVICES		2,103.25
620227	04/12/2013	000719 UPSTART		5,096.89
620228	04/12/2013	000541 STATE OF WASHINGTON		88.76
620229	04/12/2013	000541 STATE OF WASHINGTON		21.50
620230	04/16/2013	004038 ASSOCIATED BUSINESS SYSTEMS		319.64
620231	04/16/2013	004794 MARTIN SIGNS & FABRICATION INC		2,212.78
620232	04/16/2013	005310 PETRA MCBRIDE		43.40
620233	04/16/2013	001640 PRINT NW LLC		9,345.57
620234	04/16/2013	004022 US BANK		84,371.09
620235	04/16/2013	000534 WCP SOLUTIONS		403.05
620236	04/17/2013	000846 AUDIOGO		157.47
620237	04/17/2013	000830 BAKER & TAYLOR		7,302.56
620238	04/17/2013	000847 CENTER POINT PUBLISHING		22.17
620239	04/17/2013	005300 DANGER ROOM COMICS LLC		3,338.77
620240	04/17/2013	000161 GALE CENGAGE LEARNING		1,568.88
620241	04/17/2013	000243 INGRAM LIBRARY SERVICES		9,565.60

**Check History Listing**  
Pierce County Library System

Bank code: boa

Check #	Date	Vendor	Status	Check Total
620242	04/17/2013	000352 MIDWEST TAPE	V	0.00
620243	04/17/2013	000352 MIDWEST TAPE		40,492.35
620244	04/17/2013	000406 RECORDED BOOKS LLC		406.52
620245	04/17/2013	000451 SEATTLE TIMES SEATTLE PI		674.23
620246	04/19/2013	005283 E-RATE EXPERTISE INC		136.20
620247	04/19/2013	001875 LINDA ESKESEN		50.83
620248	04/19/2013	004056 MIKE'S DIGITAL PRODUCTIONS		112.50
620249	04/19/2013	000323 NEWS TRIBUNE		1,890.00
620250	04/19/2013	001586 NORTHWEST DOOR INC		316.95
620251	04/19/2013	004018 STAPLES INC		514.98
620252	04/19/2013	004022 US BANK		54,262.93
620253	04/19/2013	000534 WCP SOLUTIONS		382.62
620254	04/19/2013	005453 DANA BROWNFIELD		35.03
620255	04/19/2013	003951 DORTHY CHUBB		11.30
620256	04/19/2013	000184 CITY TREASURER		876.55
620257	04/19/2013	004159 LORIE ERICKSON		392.68
620258	04/19/2013	004157 MINDY EWING		29.66
620259	04/19/2013	005502 ALEXANDER FREDSTI		89.95
620260	04/19/2013	005560 LINDA GIBELYOU		11.24
620261	04/19/2013	005226 DENNIS GOULD		30.51
620262	04/19/2013	000325 HF GROUP LLC		820.67
620263	04/19/2013	003737 TONIE MONTGOMERY		76.27
620264	04/19/2013	001941 JUDY T NELSON		451.80
620265	04/19/2013	001886 NEEL PARIKH		149.11
620266	04/19/2013	005044 KATHERINE SAVAGE		25.71
620267	04/19/2013	000463 SUMMIT WATER & SUPPLY CO		308.96
620268	04/19/2013	000525 VERIZON WIRELESS		620.91
620269	04/19/2013	005561 MYRNA WILLIAMS		25.00
620270	04/19/2013	000830 BAKER & TAYLOR		14,128.25
620271	04/19/2013	000847 CENTER POINT PUBLISHING		1,124.61
620272	04/19/2013	001285 DIVERSE MEDIA INC		99.06
620273	04/19/2013	000093 EBSCO		15.16
620274	04/19/2013	000161 GALE CENGAGE LEARNING		161.73
620275	04/19/2013	000243 INGRAM LIBRARY SERVICES		15,275.73
620276	04/19/2013	000352 MIDWEST TAPE	V	0.00
620277	04/19/2013	000352 MIDWEST TAPE		17,544.30
620278	04/19/2013	003398 MULTICULTURAL BOOKS & VIDEOS		282.06
620279	04/19/2013	000907 NEW YORK TIMES		858.00
620280	04/19/2013	000323 NEWS TRIBUNE		227.40

**Check History Listing**  
Pierce County Library System

Bank code: boa

Check #	Date	Vendor	Status	Check Total
620281	04/19/2013	000406 RECORDED BOOKS LLC		410.63
620282	04/19/2013	000451 SEATTLE TIMES SEATTLE PI		306.80
620283	04/19/2013	005566 TV TACOMA		120.00
620284	04/22/2013	003778 AFLAC		3,514.22
620285	04/22/2013	000828 AFSCME AFL-CIO		5,299.14
620286	04/22/2013	001578 COLONIAL SUPPLEMENTAL INSURANC		1,107.96
620287	04/22/2013	000898 DEPARTMENT OF RETIREMENT SYSTE		9,282.00
620288	04/22/2013	005519 DYNAMIC COLLECTORS INC		245.85
620289	04/22/2013	000825 ING-VC3371		1,365.00
620290	04/22/2013	003985 PACIFICSOURCE ADMINISTRATORS		2,189.90
620291	04/22/2013	000821 PIERCE COUNTY SUPERIOR COURT		173.36
620292	04/22/2013	000821 PIERCE COUNTY SUPERIOR COURT		135.98
620293	04/22/2013	001181 PIERCE CTY LIBRARY FOUNDATION		369.93
620294	04/22/2013	004276 STATE CENTRAL COLLECTION UNIT		151.67
620295	04/22/2013	000823 UNITED WAY		97.51
620296	04/22/2013	004782 US DEPARTMENT OF EDUCATION		169.44
620297	04/22/2013	000827 WA STATE- DEPT OF RETIREMENT S		64,325.09
620298	04/22/2013	000881 WASHINGTON STATE SUPPORT REGIS		612.50
620299	04/23/2013	005326 BIBLIOTHECA ITG LLC		18,771.78
620300	04/23/2013	003938 BINW		197.45
620301	04/23/2013	001764 CASCADIA INTERNATIONAL LLC		697.34
620302	04/23/2013	003311 DEPARTMENT OF LABOR & INDUSTRI		509.09
620303	04/23/2013	000041 EMPLOYMENT SECURITY DEPARTMENT		4,306.76
620304	04/23/2013	005481 GREAT FALLS PUBLIC LIBRARY		5.00
620305	04/23/2013	005569 HACKLEY PUBLIC LIBRARY		5.00
620306	04/23/2013	005567 HARVEY LIBRARY HAMPTON UNIVERSITY		50.00
620307	04/23/2013	005570 HAVRE-HILL COUNTY LIBRARY		15.00
620308	04/23/2013	000254 KING COUNTY LIBRARY		35.00
620309	04/23/2013	001586 NORTHWEST DOOR INC		1,022.90
620310	04/23/2013	003933 QUALITY BUSINESS SYSTEMS INC		1,323.74
620311	04/23/2013	003497 TAMARA SAARINEN		32.84
620312	04/23/2013	005568 FINANCIAL MGMT OPERATIONS TEXAS A		102.53
620313	04/26/2013	000846 AUDIOGO		367.32
620314	04/26/2013	000830 BAKER & TAYLOR		10,507.95
620315	04/26/2013	000161 GALE CENGAGE LEARNING		3,639.53
620316	04/26/2013	000243 INGRAM LIBRARY SERVICES		6,718.90
620317	04/26/2013	000352 MIDWEST TAPE		12,034.36
620318	04/26/2013	000363 ARAMARK UNIFORM SERVICES		16.41
620319	04/26/2013	003938 BINW		98.81

**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>
620320	04/26/2013	005369 BIRCH ELECTRIC LLC		246.15
620321	04/26/2013	000809 CROSS CONNECTION SPECIALIST LL		1,167.69
620322	04/26/2013	004022 US BANK		44,566.93
620323	04/26/2013	004022 US BANK		513.80
620324	04/26/2013	000541 STATE OF WASHINGTON		50.00
<b>boa Total:</b>				<b>931,302.26</b>
<b>Total Checks:</b>				<b>931,302.26</b>

199 checks in this report

**RESOLUTION Number 2013-03**

**A RESOLUTION OF THE BOARD OF TRUSTEES  
OF THE PIERCE COUNTY RURAL LIBRARY DISTRICT  
TO DECLARE FURNISHINGS AND EQUIPMENT SURPLUS  
TO PUBLIC SERVICE NEEDS**

**WHEREAS**, the Pierce County Library District has identified items of furnishings and equipment surplus to public service needs of the Library District, and

**WHEREAS**, each item has an estimated value of less than \$500, now, therefore,

**BE IT RESOLVED BY THE BOARD OF TRUSTEES OF THE PIERCE COUNTY RURAL LIBRARY DISTRICT that:**

The items on the attached list be declared surplus and sold at public auction.

**PASSED AND APPROVED THIS 10th DAY OF April, 2013.**

**BOARD OF TRUSTEES, PIERCE COUNTY RURAL LIBRARY DISTRICT**

Linda Ishem, Chair \_\_\_\_\_

Robert Allen, Member \_\_\_\_\_

J.J. McCament, Member \_\_\_\_\_

Allen Rose, Member \_\_\_\_\_

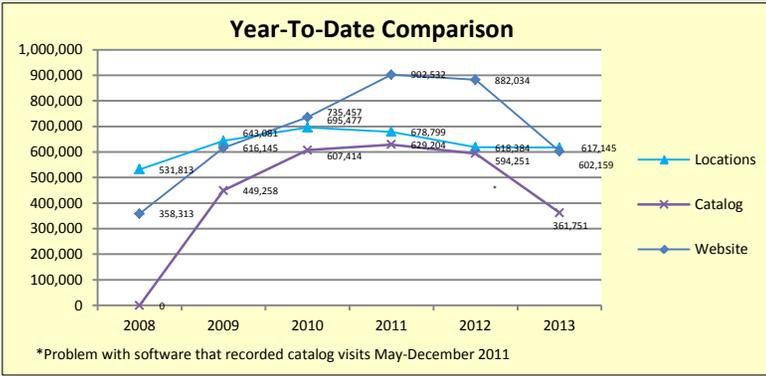
Donna Albers, Member \_\_\_\_\_



# OFFICERS REPORT

# CUSTOMER SERVICE/PHILANTHROPY DASHBOARD - MARCH

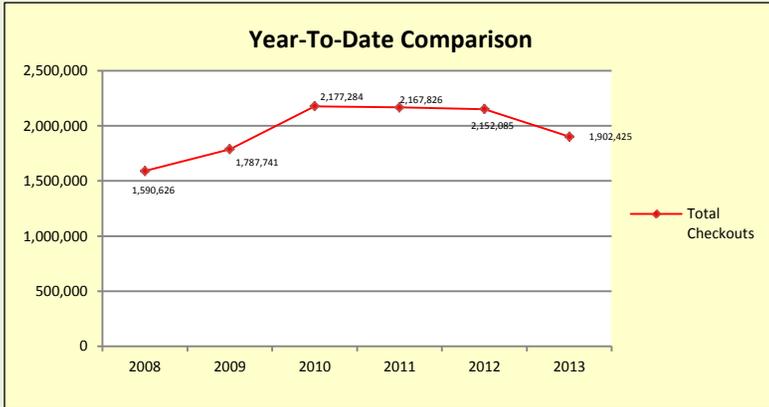
## VISITS



	March		% Change
	2012	2013	
Door Count	229,880	210,171	-8.57%
Catalog	208,140	181,699	-12.70%
Website	238,391	202,939	-14.87%
Job & Business Portal	1,235	3,003	143.16%
Military Portal*	302	115	-61.92%
<b>Total</b>	<b>677,948</b>	<b>597,927</b>	<b>-11.80%</b>

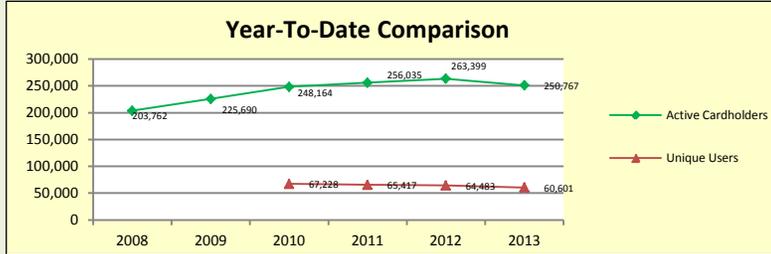
\*Launched March 2012

## CHECKOUTS



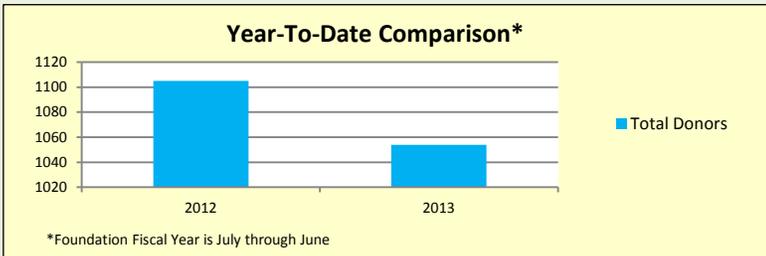
	March		% Change
	2,012	2,013	
Checkouts	706,167	592,780	-16.06%
eBook Downloads	45,356	49,953	10.14%
<b>Total</b>	<b>751,523</b>	<b>642,733</b>	<b>-14.48%</b>

## CUSTOMERS



	March		% Change
	2,012	2,013	
Active Cardholders	263,399	253,465	-3.77%
New Cards	4,403	2,978	-32.36%
Checkout Transactions	116,746	99,682	-14.62%
Unique Users	50,960	46,235	-9.27%

## PHILANTHROPY



	March		% Change
	2012	2013	
Foundation Donors	131	110	-16.03%
New Foundation Donors	9	11	22.22%
\$ Raised by Foundation	\$ 9,975.00	\$ 26,219.00	162.85%
\$ Provided by Friends	0	\$ 488.53	#DIV/0!

## BRANCH CLOSURES

2012		2013	
Snow Closures	1/17-1/23 (7 Days)	Key Center	1/1-2/3 (34 Days)
Bonney Lk	2/13-2/26 (13 Days)		
Graham	3/21-4/5 (15 Days)		
South Hill	4/9-5/6 (27 Days)		
Tillicum	7/3-8/5 (33 Days)		
Sumner	7/30-9/3 (35 Days)		
Summit	9/17-9/30 (13 Days)		
Steilacoom	10/17-11/14 (28 Days)		
Bookmobile Svc. Ended	11/11		
Key Center	11/14-12/31 (47 Days)		

# Monthly Financial Reports – April 2013

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**Pierce County Library System**  
**Statement of Financial Position**  
**April 30, 2013**  
**All Funds**



	General Fund	Debt Service Fund	Capital Improvement Projects Fund
<b>Assets</b>			
<b>Current Assets - Cash</b>			
Cash	\$ 8,833,780	\$ 11	\$ 130,247
Investments	\$ 3,323,000	\$ 83,484	\$ 2,170,000
<b>Total Cash</b>	<b>\$ 12,156,780</b>	<b>\$ 83,495</b>	<b>\$ 2,300,247</b>
<b>Total Current Assets</b>	<b>\$ 12,156,780</b>	<b>\$ 83,495</b>	<b>\$ 2,300,247</b>
 <b>Liabilities and Fund Balance</b>			
<b>Current Liabilities</b>			
Warrants Payable	\$ 118,817	\$ -	\$ 10,842
Sales Tax Payable	\$ 2,527	\$ -	\$ -
Payroll Taxes and Benefits Payable	\$ 91,874	\$ -	\$ -
<b>Total Current Liabilities</b>	<b>\$ 213,218</b>	<b>\$ -</b>	<b>\$ 10,842</b>
 <b>Fund Balance</b>			
Reserve for Encumbrances	\$ 493,324	\$ -	\$ 164,606
Net Excess (Deficit)	\$ 2,099,714	\$ 51	\$ (439,666)
Unreserved Fund Balance*	\$ 9,350,525	\$ 83,444	\$ 2,564,465
<b>Total Fund Balance</b>	<b>\$ 11,943,562</b>	<b>\$ 83,495</b>	<b>\$ 2,289,405</b>
<b>Total Liabilities and Fund Balance</b>	<b>\$ 12,156,780</b>	<b>\$ 83,495</b>	<b>\$ 2,300,247</b>
Anticipated Property Tax Revenue	\$ 15,377,335	\$ 39	\$ -
* projected fund balance			

**Pierce County Library System  
Comparative Statement of Financial Position  
General Fund - Rolling Comparison  
(as of the listed date of the reported month)**

	<i>HISTORICAL</i>	<i>CURRENT</i>										
	<b>5/31/2012</b>	<b>6/30/2012</b>	<b>7/31/2012</b>	<b>8/31/2012</b>	<b>9/30/2012</b>	<b>10/31/2012</b>	<b>11/30/2012</b>	<b>12/31/2012</b>	<b>1/31/2013</b>	<b>2/28/2013</b>	<b>3/31/2013</b>	<b>4/30/2013</b>
<b>Assets</b>												
<b>Current Assets - Cash</b>												
Cash	\$ 2,743,367	\$ 1,483,735	\$ 9,476,776	\$ 1,724,696	\$ 2,027,981	\$ 10,666,037	\$ 2,577,504	\$ 10,858,588	\$ 1,145,182	\$ 1,446,874	\$ 2,982,552	\$ 8,833,780
Investments	\$ 10,532,500	\$ 9,750,000	\$ -	\$ 5,993,116	\$ 4,200,000	\$ 2,764,114	\$ 11,123,000	\$ -	\$ 7,110,000	\$ 5,300,000	\$ 3,860,000	\$ 3,323,000
<b>Total Cash</b>	<b>\$ 13,275,867</b>	<b>\$ 11,233,735</b>	<b>\$ 9,476,776</b>	<b>\$ 7,717,812</b>	<b>\$ 6,227,981</b>	<b>\$ 13,430,151</b>	<b>\$ 13,700,504</b>	<b>\$ 10,858,588</b>	<b>\$ 8,255,182</b>	<b>\$ 6,746,874</b>	<b>\$ 6,842,552</b>	<b>\$ 12,156,780</b>
<b>Total Current Assets</b>	<b>\$ 13,275,867</b>	<b>\$ 11,233,735</b>	<b>\$ 9,476,776</b>	<b>\$ 7,717,812</b>	<b>\$ 6,227,981</b>	<b>\$ 13,430,151</b>	<b>\$ 13,700,504</b>	<b>\$ 10,858,588</b>	<b>\$ 8,255,182</b>	<b>\$ 6,746,874</b>	<b>\$ 6,842,552</b>	<b>\$ 12,156,780</b>
<b>Liabilities and Fund Balance</b>												
<b>Current Liabilities</b>												
Warrants Payable	\$ 340,953	\$ 185,332	\$ 253,582	\$ 372,015	\$ 272,110	\$ 306,737	\$ 355,677	\$ 1,190,010	\$ 290,600	\$ 309,158	\$ 384,070	\$ 118,817
Sales Tax Payable	\$ 4,448	\$ 4,286	\$ 4,034	\$ 4,884	\$ 4,927	\$ 7,019	\$ 4,142	\$ 2,986	\$ 3,869	\$ 1,519	\$ 2,496	\$ 2,527
Payroll Taxes and Benefits Payable	\$ 78,529	\$ 79,592	\$ 78,309	\$ 78,079	\$ 76,507	\$ 75,204	\$ 76,155	\$ 79,154	\$ 59,580	\$ 97,776	\$ 114,410	\$ 91,874
<b>Total Current Liabilities</b>	<b>\$ 423,930</b>	<b>\$ 269,209</b>	<b>\$ 335,925</b>	<b>\$ 454,978</b>	<b>\$ 353,544</b>	<b>\$ 388,959</b>	<b>\$ 435,974</b>	<b>\$ 1,272,150</b>	<b>\$ 354,048</b>	<b>\$ 408,452</b>	<b>\$ 500,976</b>	<b>\$ 213,218</b>
<b>Fund Balance</b>												
Reserve for Encumbrances	\$ 560,357	\$ 443,624	\$ 368,216	\$ 271,299	\$ 248,074	\$ 235,508	\$ 223,152	\$ -	\$ 463,130	\$ 465,957	\$ 452,172	\$ 493,324
Net Excess (Deficit)	\$ 3,677,291	\$ 1,906,613	\$ 158,346	\$ (1,622,753)	\$ (2,987,926)	\$ 4,191,395	\$ 4,427,089	\$ 786,965	\$ (1,991,920)	\$ (3,492,050)	\$ (3,461,104)	\$ 2,099,714
Unreserved Fund Balance	\$ 8,614,289	\$ 8,614,289	\$ 8,614,289	\$ 8,614,289	\$ 8,614,289	\$ 8,614,289	\$ 8,614,289	\$ 8,799,473	\$ 9,429,924	\$ 9,364,514	\$ 9,350,508	\$ 9,350,525
<b>Total Fund Balance</b>	<b>\$ 12,851,937</b>	<b>\$ 10,964,526</b>	<b>\$ 9,140,850</b>	<b>\$ 7,262,834</b>	<b>\$ 5,874,437</b>	<b>\$ 13,041,192</b>	<b>\$ 13,264,529</b>	<b>\$ 9,586,438</b>	<b>\$ 7,901,134</b>	<b>\$ 6,338,422</b>	<b>\$ 6,341,576</b>	<b>\$ 11,943,562</b>
<b>Total Liabilities and Fund Balance</b>	<b>\$ 13,275,867</b>	<b>\$ 11,233,735</b>	<b>\$ 9,476,776</b>	<b>\$ 7,717,812</b>	<b>\$ 6,227,981</b>	<b>\$ 13,430,151</b>	<b>\$ 13,700,504</b>	<b>\$ 10,858,588</b>	<b>\$ 8,255,182</b>	<b>\$ 6,746,874</b>	<b>\$ 6,842,552</b>	<b>\$ 12,156,780</b>
<b>Anticipated Property Tax Revenue</b>	<b>\$ 13,681,240</b>	<b>\$ 13,538,899</b>	<b>\$ 13,421,521</b>	<b>\$ 13,278,800</b>	<b>\$ 12,847,984</b>	<b>\$ 3,712,600</b>	<b>\$ 1,537,464</b>	<b>\$ 1,349,456</b>	<b>\$ 24,973,702</b>	<b>\$ 24,554,434</b>	<b>\$ 22,817,140</b>	<b>\$ 15,377,335</b>

**PIERCE COUNTY LIBRARY SYSTEM**  
**Interim Statement of Revenue and Expenditures**  
**Year to Date through April 30, 2013**  
**no pre-encumbrances**

**General Fund**

	<u>2013 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	\$ 24,518,927	\$ 9,697,206	\$ -	\$ 14,821,721	40%
Other Revenue	\$ 905,000	\$ 346,517	\$ -	\$ 558,483	38%
<b>Total Revenue</b>	<b>\$ 25,423,927</b>	<b>\$ 10,043,723</b>	<b>\$ -</b>	<b>\$ 15,380,204</b>	<b>40%</b>
Expenditures					
Personnel/Taxes and Benefits	18,544,997.00	\$ 5,885,992	\$ -	\$ 12,659,005	32%
Materials	\$ 3,297,075	\$ 812,148	\$ -	\$ 2,484,927	25%
Maintenance and Operations	\$ 3,089,520	\$ 752,545	\$ 493,324	\$ 1,843,651	40%
Transfers Out	\$ 492,335	\$ -	\$ -	\$ 492,335	0%
<b>Total Expenditures</b>	<b>\$ 25,423,927</b>	<b>\$ 7,450,685</b>	<b>\$ 493,324</b>	<b>\$ 17,479,918</b>	<b>31%</b>
Excess/(Deficit)		\$ 2,593,038			
(less encumbrances)		(493,324)			
<b>Net Excess (Deficit)</b>		<b>\$ 2,099,714</b>			

**Debt Service Fund**

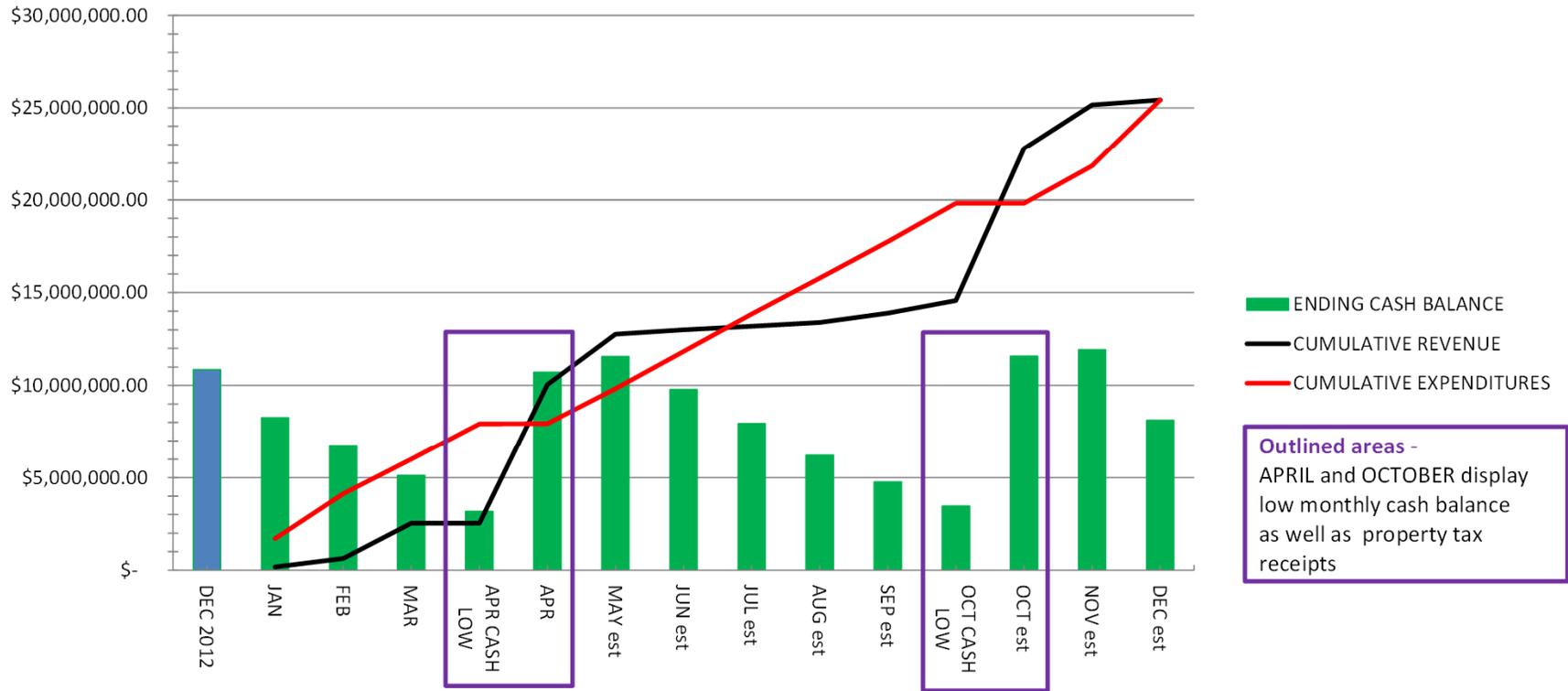
	<u>2013 Budget</u>	<u>Year To Date</u>	<u>Encumbrances</u>	<u>Budget Balance</u>	<u>% of Budget</u>
Revenue					
Property Tax/Investment Income & Other PC Revenue	\$ -	\$ 51	\$ -	\$ (51)	0%
Other Revenue	\$ -	\$ -	\$ -	\$ -	0%
<b>Total Revenue</b>	<b>\$ -</b>	<b>\$ 51</b>	<b>\$ -</b>	<b>\$ (51)</b>	<b>0%</b>
Expenditures					
	\$ -	\$ -	\$ -	\$ -	0%
<b>Excess/(Deficit)</b>		<b>\$ 51</b>			

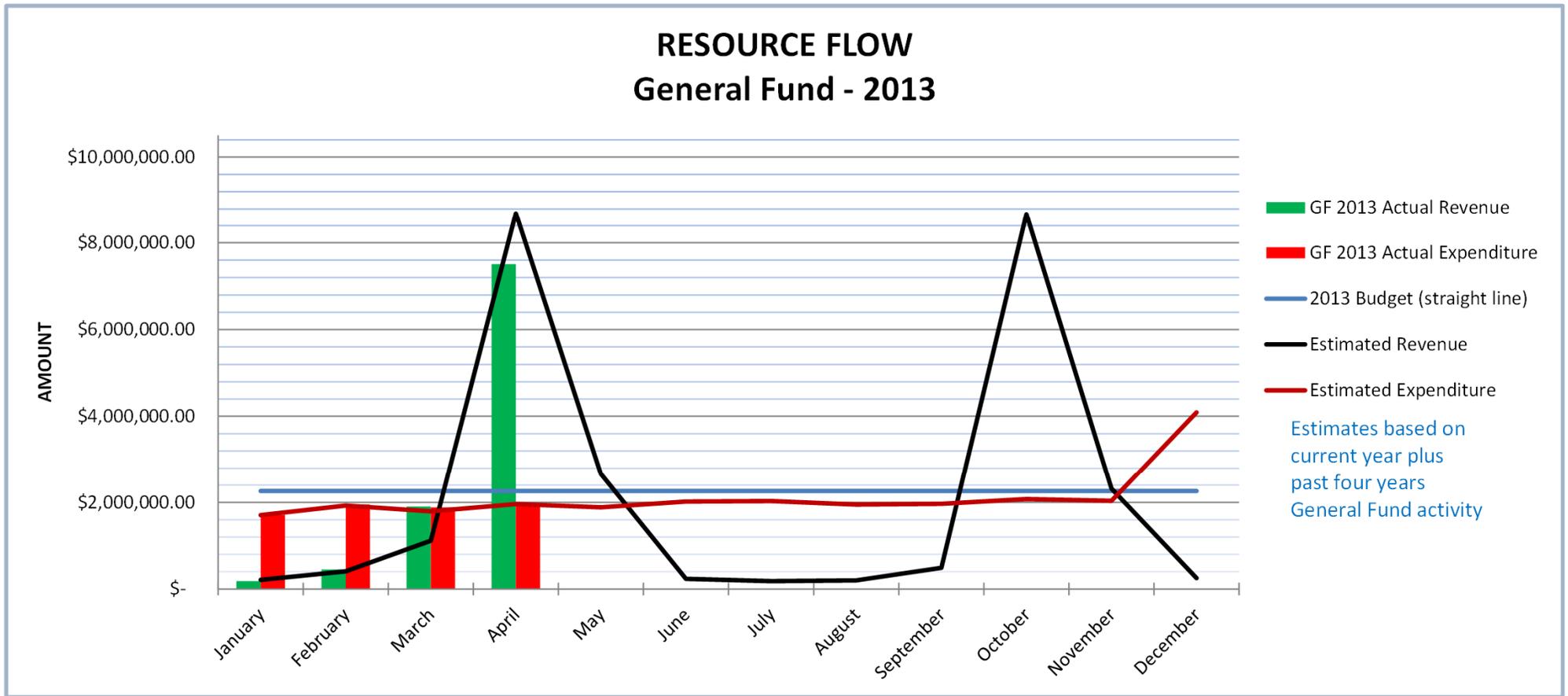
**Capital Improvement Projects**

**Fund**

	<u>2013 Budget</u>	<u>Year To Date</u>	<u>Encumbrances</u>	<u>Budget Balance</u>	<u>% of Budget</u>
Revenue					
Use of Fund Balance	\$ 1,139,665	\$ -	\$ -	\$ 1,139,665	0%
Other Revenue	\$ -	\$ 97,572	\$ -	\$ (97,572)	0%
Transfers In	\$ 492,335	\$ -	\$ -	\$ 492,335	0%
<b>Total Revenue</b>	<b>\$ 1,632,000</b>	<b>\$ 97,572</b>	<b>\$ -</b>	<b>\$ 1,534,428</b>	<b>6%</b>
Expenditures					
Maintenance and Operations	\$ 1,632,000	\$ 372,632	\$ 164,606	\$ 1,094,761	33%
<b>Total Expenditures</b>	<b>\$ 1,632,000</b>	<b>\$ 372,632</b>	<b>\$ 164,606</b>	<b>\$ 1,094,761</b>	<b>33%</b>
Excess/(Deficit)		\$ (275,060)			
(less encumbrances)		(164,606)			
<b>Net Excess (Deficit)</b>		<b>\$ (439,666)</b>			

## CUMULATIVE GENERAL FUND REVENUE AND EXPENDITURE Including Cash Flow Projection 2013





Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 4/30/2013

**FUND: GENERAL FUND (01)**

Object	2013 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
29150 USE OF FUND BALANCE-BUDGET	807,172.00	0.00	0.00	0.00	807,172.00	0.0
31111 PROPERTY TAXES CURRENT	22,724,764.00	7,287,083.08	9,198,879.05	0.00	13,525,884.95	40.5
31112 PROPERTY TAXES DELINQUENT	908,991.00	143,946.04	447,247.38	0.00	461,743.62	49.2
31130 SALE OF TAX TITLE PROPERTY	3,000.00	0.00	0.00	0.00	3,000.00	0.0
31210 PRIVATE HARVEST TAX	50,000.00	0.00	28,301.31	0.00	21,698.69	56.6
31720 LEASEHOLD EXCISE TAX	15,000.00	11,683.86	16,841.24	0.00	(1,841.24)	112.3
<b>TAXES:</b>	<b>24,508,927.00</b>	<b>7,442,712.98</b>	<b>9,691,268.98</b>	<b>0.00</b>	<b>14,817,658.02</b>	<b>39.5</b>
33533 STATE FOREST FUNDS	0.00	0.00	1,865.53	0.00	(1,865.53)	0.0
33872 CONTRACTS FEES - CITIES	0.00	0.00	810.00	0.00	(810.00)	0.0
34160 COPIER FEES	25,000.00	2,504.11	9,657.99	0.00	15,342.01	38.6
34161 GRAPHICS SERVICES CHARGES	0.00	21.10	4,178.54	0.00	(4,178.54)	0.0
34162 PRINTER FEES	60,000.00	6,284.82	24,324.21	0.00	35,675.79	40.5
34730 INTERLIBRARY LOAN FEES	0.00	0.00	127.92	0.00	(127.92)	0.0
35970 LIBRARY FINES	615,000.00	45,306.31	196,318.78	0.00	418,681.22	31.9
36110 INVESTMENT INCOME	10,000.00	521.17	4,069.38	0.00	5,930.62	40.7
36111 INTEREST - STATE FOREST FUND	0.00	0.11	0.36	0.00	(0.36)	0.0
36190 OTHER INTEREST EARNINGS	0.00	0.63	2.36	0.00	(2.36)	0.0
36200 KEY PEN HLTH DEPT FACILITY REV	0.00	0.00	419.12	0.00	(419.12)	0.0
36700 FOUNDATION DONATIONS	150,000.00	0.00	50,882.00	0.00	99,118.00	33.9
36710 FRIENDS' DONATIONS	0.00	0.00	362.11	0.00	(362.11)	0.0
36720 FRIENDS' REIMBURSEMENTS	0.00	0.00	11,510.58	0.00	(11,510.58)	0.0
36725 DONATIONS - OTHER	0.00	66.96	785.06	0.00	(785.06)	0.0
36920 BOOK SALE REVENUE	20,000.00	2.00	2,330.15	0.00	17,669.85	11.7
36990 MISCELLANEOUS REVENUE	0.00	8,146.97	15,996.94	0.00	(15,996.94)	0.0
36991 PAYMENT FOR LOST MATERIALS	25,000.00	1,804.43	6,175.48	0.00	18,824.52	24.7
36994 UNCLAIMED PROPERTY	0.00	6.21	30.22	0.00	(30.22)	0.0
36995 COLLECTION AGENCY REVENUE	0.00	18.50	221.98	0.00	(221.98)	0.0
36996 JURY DUTY REIMBURSEMENT	0.00	0.00	190.00	0.00	(190.00)	0.0
36997 PRIOR YEAR'S REFUNDS	0.00	0.00	1,582.50	0.00	(1,582.50)	0.0
36998 E RATE REIMBURSEMENT	0.00	0.00	6,020.37	0.00	(6,020.37)	0.0
36999 REBATES - PROCUREMENT CARD	10,000.00	0.00	11,164.20	0.00	(1,164.20)	111.6
<b>CHARGES OTHER:</b>	<b>915,000.00</b>	<b>64,683.32</b>	<b>349,025.78</b>	<b>0.00</b>	<b>565,974.22</b>	<b>38.1</b>
39510 SALE OF FIXED ASSETS	0.00	0.00	1.62	0.00	(1.62)	0.0
39520 INSURANCE RECOVERIES - CAPITAL ASSE	0.00	0.00	3,426.32	0.00	(3,426.32)	0.0
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>25,423,927.00</b>	<b>7,507,396.30</b>	<b>10,043,722.70</b>	<b>0.00</b>	<b>15,380,204.30</b>	<b>39.5</b>
<b>EXPENSE ACCOUNTS</b>						
51100 SALARIES AND WAGES	13,681,285.00	1,048,503.96	4,228,221.16	0.00	9,453,063.84	30.9
51105 ADDITIONAL HOURS	230,600.00	20,234.58	78,593.43	0.00	152,006.57	34.1
51106 SHIFT DIFFERENTIAL	160,175.00	10,399.34	44,114.83	0.00	116,060.17	27.5
51107 SUBSTITUTE HOURS	299,600.00	24,208.95	97,880.03	0.00	201,719.97	32.7
51109 TUITION ASSISTANCE PROGRAM	3,000.00	0.00	1,410.35	0.00	1,589.65	47.0
51200 OVERTIME WAGES	7,500.00	61.25	1,007.29	0.00	6,492.71	13.4
51999 ADJ WAGE/SALARY TO MATCH PLAN	(435,903.00)	0.00	0.00	0.00	(435,903.00)	0.0
52001 INDUSTRIAL INSURANCE	167,861.00	14,382.99	53,344.54	0.00	114,516.46	31.8
52002 MEDICAL INSURANCE	2,139,809.00	212,712.13	667,435.92	0.00	1,472,373.08	31.2
52003 F.I.C.A.	1,094,384.00	83,179.21	334,960.20	0.00	759,423.80	30.6

Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 4/30/2013

**FUND: GENERAL FUND (01)**

Object	2013 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>EXPENSE ACCOUNTS</b>						
52004 RETIREMENT	1,039,773.00	73,571.47	296,133.60	0.00	743,639.40	28.5
52005 DENTAL INSURANCE	227,556.00	16,828.71	67,289.93	0.00	160,266.07	29.6
52006 OTHER BENEFIT	9,580.00	800.00	3,200.00	0.00	6,380.00	33.4
52010 LIFE AND DISABILITY INSURANCE	25,631.00	1,965.26	8,005.14	0.00	17,625.86	31.2
52020 UNEMPLOYMENT COMPENSATION	30,500.00	4,395.52	4,395.52	0.00	26,104.48	14.4
52200 UNIFORMS	1,300.00	0.00	0.00	0.00	1,300.00	0.0
52999 ADJ BENEFITS TO MATCH PLAN	(137,654.00)	0.00	0.00	0.00	(137,654.00)	0.0
<b>PERSONNEL</b>	<b>18,544,997.00</b>	<b>1,511,243.37</b>	<b>5,885,991.94</b>	<b>0.00</b>	<b>12,659,005.06</b>	<b>31.7</b>
53100 OFFICE/OPERATING SUPPLIES	152,300.00	17,185.13	61,681.04	7,276.53	83,342.43	45.3
53101 CUSTODIAL SUPPLIES	41,000.00	6,179.81	17,844.43	0.00	23,155.57	43.5
53102 MAINTENANCE SUPPLIES	40,000.00	5,849.51	20,714.89	0.00	19,285.11	51.8
53103 AUDIOVISUAL PROCESSING SUP	25,000.00	2,166.84	9,150.51	6,065.31	9,784.18	60.9
53104 BOOK PROCESSING SUPPLIES	20,000.00	4,166.69	9,478.91	0.00	10,521.09	47.4
53200 FUEL	58,000.00	0.00	12,605.92	0.00	45,394.08	21.7
53401 ADULT MATERIALS	847,684.00	63,735.58	235,170.46	0.00	612,513.54	27.7
53403 PERIODICALS	80,000.00	2,101.59	3,873.38	0.00	76,126.62	4.8
53405 JUVENILE BOOKS	496,458.00	46,642.26	119,374.53	0.00	377,083.47	24.0
53406 PROFESSIONAL COLLECTION	20,000.00	118.73	704.21	0.00	19,295.79	3.5
53407 INTERNATIONAL COLLECTION	76,000.00	1,089.78	3,991.15	0.00	72,008.85	5.3
53408 AUDIOVISUAL MATERIALS - ADULT	816,000.00	80,223.62	278,858.72	0.00	537,141.28	34.2
53409 AUDIOVISUAL MATERIALS - JUV	102,040.00	8,844.85	28,048.67	0.00	73,991.33	27.5
53411 ELECTRONIC INFO SOURCES	170,355.00	0.00	0.00	0.00	170,355.00	0.0
53412 REFERENCE SERIALS	36,414.00	0.00	496.26	0.00	35,917.74	1.4
53413 ELECTRONIC SERVICES	244,124.00	382.35	24,673.57	0.00	219,450.43	10.1
53414 ELECTRONIC COLLECTION	255,000.00	85.00	60,443.52	0.00	194,556.48	23.7
53464 VENDOR PROCESSING SERVICES	153,000.00	15,465.41	51,017.96	0.00	101,982.04	33.3
53490 COLLECTION PROJECTS	0.00	0.00	5,155.64	0.00	(5,155.64)	0.0
53499 GIFTS - MATERIALS	0.00	0.00	339.68	0.00	(339.68)	0.0
53500 MINOR EQUIPMENT	15,300.00	0.00	2,000.00	0.00	13,300.00	13.1
53501 FURNISHINGS	50,000.00	4,258.06	9,396.14	6,175.03	34,428.83	31.1
53502 IT HARDWARE	196,200.00	4,167.54	51,982.11	0.00	144,217.89	26.5
53503 PRINTERS	20,000.00	0.00	1,220.13	0.00	18,779.87	6.1
53505 SOFTWARE	33,500.00	991.90	3,694.37	0.00	29,805.63	11.0
54100 PROFESSIONAL SERVICES	251,500.00	28,109.02	85,608.16	37,114.23	128,777.61	48.8
54101 LEGAL SERVICES	30,000.00	0.00	11,863.25	0.00	18,136.75	39.5
54102 COLLECTION AGENCY	33,400.00	2,103.25	6,459.74	0.00	26,940.26	19.3
54161 RESOURCE SHARING SERVICES	25,000.00	25.00	2,828.13	0.00	22,171.87	11.3
54162 BIBLIOGRAPHICS SERVICES	40,000.00	0.00	4,562.66	0.00	35,437.34	11.4
54163 PRINTING AND BINDING	2,000.00	820.67	820.67	0.00	1,179.33	41.0
54165 ILL LOST ITEM CHARGE	3,000.00	187.53	662.84	0.00	2,337.16	22.1
54200 POSTAGE	42,000.00	6,176.00	6,478.84	0.00	35,521.16	15.4
54201 TELEPHONE/DATA LINES	161,300.00	2,373.50	17,414.73	0.00	143,885.27	10.8
54300 TRAVEL	28,600.00	3,344.79	7,353.56	0.00	21,246.44	25.7
54301 MILEAGE REIMBURSEMENTS	31,050.00	2,920.92	8,758.21	0.00	22,291.79	28.2
54400 ADVERTISING	28,920.00	1,921.25	3,152.80	3,110.00	22,657.20	21.7
54501 RENTALS/LEASES - BUILDINGS	195,300.00	636.00	29,950.48	107,801.45	57,548.07	70.5
54502 RENTAL/LEASE - EQUIPMENT	27,800.00	927.66	8,891.69	20,092.12	(1,183.81)	104.3

Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 4/30/2013

**FUND: GENERAL FUND (01)**

Object	2013 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>EXPENSE ACCOUNTS</b>						
54600 INSURANCE	189,500.00	0.00	720.00	0.00	188,780.00	0.4
54700 ELECTRICITY	229,000.00	21,612.79	72,771.53	0.00	156,228.47	31.8
54701 NATURAL GAS	17,500.00	1,082.65	4,848.23	0.00	12,651.77	27.7
54702 WATER	24,500.00	1,417.32	6,034.77	0.00	18,465.23	24.6
54703 SEWER	21,000.00	318.26	5,694.44	0.00	15,305.56	27.1
54704 REFUSE	22,500.00	125.43	5,284.64	0.00	17,215.36	23.5
54800 GENERAL REPAIRS/MAINTENANCE	204,300.00	9,744.45	38,889.11	14,575.62	150,835.27	26.2
54801 CONTRACTED MAINTENANCE	659,200.00	36,882.26	157,248.26	277,768.77	224,182.97	66.0
54803 MAINT. TELECOM EQUIPMENT	35,000.00	0.00	21,031.67	4,164.98	9,803.35	72.0
54805 VEHICLE REPAIR - MAJOR	0.00	5,203.71	5,203.71	0.00	(5,203.71)	0.0
54900 REGISTRATIONS	21,700.00	2,154.50	7,195.65	0.00	14,504.35	33.2
54901 DUES AND MEMBERSHIPS	31,200.00	60.00	2,840.00	543.00	27,817.00	10.8
54902 TAXES AND ASSESSMENTS	30,500.00	75.66	13,811.20	0.00	16,688.80	45.3
54903 LICENSES AND FEES	36,550.00	1,885.41	8,820.69	0.00	27,729.31	24.1
54904 MISCELLANEOUS	900.00	0.00	108.44	0.00	791.56	12.0
55100 INTERGOVERNMENTAL	15,000.00	0.00	0.00	0.00	15,000.00	0.0
56200 BUILDINGS & BLDG IMPROVEMENTS	0.00	0.00	7,468.74	0.00	(7,468.74)	0.0
56400 MACHINERY & EQUIPMENT	0.00	0.00	0.00	8,637.13	(8,637.13)	0.0
59700 TRANSFERS OUT	492,335.00	0.00	0.00	0.00	492,335.00	0.0
<b>ALL OTHER EXPENSES</b>	<b>6,878,930.00</b>	<b>393,762.68</b>	<b>1,564,693.04</b>	<b>493,324.17</b>	<b>4,820,912.79</b>	<b>29.9</b>
<b>TOTAL FOR EXPENSE ACCOUNTS</b>	<b>25,423,927.00</b>	<b>1,905,006.05</b>	<b>7,450,684.98</b>	<b>493,324.17</b>	<b>17,479,917.85</b>	<b>31.2</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>5,602,390.25</b>	<b>2,593,037.72</b>	<b>(493,324.17)</b>	<b>(2,099,713.55)</b>	<b>0.0</b>

**FUND: DEBT SERVICE FUND (20)**

Object	2013 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
31112 PROPERTY TAXES DELINQUENT	0.00	0.01	0.09	0.00	(0.09)	0.0
<b>TAXES:</b>	<b>0.00</b>	<b>0.01</b>	<b>0.09</b>	<b>0.00</b>	<b>(0.09)</b>	<b>0.0</b>
36110 INVESTMENT INCOME	0.00	10.75	51.00	0.00	(51.00)	0.0
<b>CHARGES OTHER:</b>	<b>0.00</b>	<b>10.75</b>	<b>51.00</b>	<b>0.00</b>	<b>(51.00)</b>	<b>0.0</b>
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>0.00</b>	<b>10.76</b>	<b>51.09</b>	<b>0.00</b>	<b>(51.09)</b>	<b>0.0</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>10.76</b>	<b>51.09</b>	<b>0.00</b>	<b>(51.09)</b>	<b>0.0</b>

Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 4/30/2013

**FUND: CAPITAL IMPROVEMENT PROJECTS FUND (30)**

Object	2013 Budget	April Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
29150 USE OF FUND BALANCE-BUDGET	1,139,665.00	0.00	0.00	0.00	1,139,665.00	0.0
36110 INVESTMENT INCOME	0.00	144.66	671.78	0.00	(671.78)	0.0
36700 FOUNDATION DONATIONS	0.00	0.00	96,900.26	0.00	(96,900.26)	0.0
<b>CHARGES OTHER:</b>	<b>1,139,665.00</b>	<b>144.66</b>	<b>97,572.04</b>	<b>0.00</b>	<b>1,042,092.96</b>	<b>8.6</b>
39700 TRANSFERS IN	492,335.00	0.00	0.00	0.00	492,335.00	0.0
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>1,632,000.00</b>	<b>144.66</b>	<b>97,572.04</b>	<b>0.00</b>	<b>1,534,427.96</b>	<b>6.0</b>
<b>EXPENSE ACCOUNTS</b>						
53100 OFFICE/OPERATING SUPPLIES	0.00	0.00	679.75	0.00	(679.75)	0.0
53102 MAINTENANCE SUPPLIES	0.00	0.00	397.28	0.00	(397.28)	0.0
53501 FURNISHINGS	0.00	2,212.78	21,780.69	975.56	(22,756.25)	0.0
53502 PC HARDWARE	0.00	0.00	20,303.68	0.00	(20,303.68)	0.0
54100 PROFESSIONAL SERVICES	8,000.00	600.00	3,800.00	38,362.07	(34,162.07)	527.0
54101 LEGAL SERVICES	0.00	0.00	1,110.00	0.00	(1,110.00)	0.0
54800 GENERAL REPAIRS/MAINTENANCE	10,000.00	0.00	0.00	2,036.18	7,963.82	20.4
54912 CONTINGENCY/RESERVE	48,000.00	0.00	0.00	0.00	48,000.00	0.0
56200 BUILDINGS & BLDG IMPROVEMENTS	476,000.00	0.00	83,825.40	123,232.68	268,941.92	43.5
56201 CONSTRUCTION	0.00	0.00	112,227.18	0.00	(112,227.18)	0.0
56202 ELECTRICAL	0.00	0.00	35,800.96	0.00	(35,800.96)	0.0
56203 FLOORING	0.00	0.00	24,350.15	0.00	(24,350.15)	0.0
56400 MACHINERY & EQUIPMENT	0.00	0.00	40,241.15	0.00	(40,241.15)	0.0
56401 VEHICLES	160,000.00	0.00	0.00	0.00	160,000.00	0.0
56402 HVAC	930,000.00	0.00	28,115.80	0.00	901,884.20	3.0
<b>TOTAL FOR EXPENSE ACCOUNTS</b>	<b>1,632,000.00</b>	<b>2,812.78</b>	<b>372,632.04</b>	<b>164,606.49</b>	<b>1,094,761.47</b>	<b>32.9</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>(2,668.12)</b>	<b>(275,060.00)</b>	<b>(164,606.49)</b>	<b>439,666.49</b>	<b>0.0</b>

# M E M O

Date: April 23, 2013

To: Chair Linda Ishem and Members of the Board of Trustees

From: Dale E. Hough, Finance Manager

Re: "Additional" March 2013 Property Tax Revenue Explanation

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I contacted the Pierce County Budget and Finance Department to see if they knew of a reason for our increase in property taxes received in March. I was informed that a "large mortgage company paid {their property taxes} early." I expect a similarly sized reduction or offset to our April property tax revenue due to this early payment. The early payments to PCLS totaled about \$750,000.

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M E M O



Date: May 6, 2013

To: Chair Linda Ishem and Members of the Board

From: Neel Parikh, Executive Director

Subject: 2013 Innovations Initiative

Attached are our submissions for the Urban Library Council 2013 Innovations Award. This is the third year the award has been given. We received an Innovations award the first year.

I think you will agree we have an outstanding group of innovations to present this year. We have presented most of these projects to the Board of Trustees; however, if you would like more information regarding any of these please let me know during the Board meeting and I can schedule a presentation.

**INSPIRING LIBRARIES.  
TRANSFORMING COMMUNITIES.**

2013

**INNOVATIONS  
INITIATIVE**



## ULC Innovations Submission

Pierce County Library System

Washington

Mary Getchell  
Marketing & Community Relations Director  
[mgetchell@piercecountylibrary.org](mailto:mgetchell@piercecountylibrary.org)  
253-548-3428

**Innovation Category:** Civic and community engagement

**Title:** E-Book Blockade: Scrooge Campaign

### **Synopsis:**

PCLS wanted to supply customers' demand for e-books. PCLS developed and executed a plan to inform and engage the public about the publishers' e-book blockade. PCLS branded the attention-getting strategy the Scrooge campaign, calling publishers Scrooges. It encouraged people to write to publishers. Results: 10,400 postcards; 682 emails to publishers.

### **Challenge/Opportunity the Innovation Addresses:**

The major book publishers were not selling e-books to libraries, including PCLS. Those that did sell to libraries sold e-books at costs 100-300% higher than list prices or with restrictions.

As of summer 2012, four major book publishers were not selling e-books to libraries' primary vendor, Overdrive.

- Hachette Book Group
- Penguin
- Macmillan Publishing
- Simon & Schuster

As of summer 2012, two major publishers were selling to Overdrive at exorbitant prices and restrictions:

- HarperCollins Publisher (checkout restrictions)
- Random House, Inc. (high prices)

In determining the need and value to conduct e-book blockade communications, PCLS assessed the national movement and local interest.

Public demand for e-books was growing off the charts. Checkouts: 2008-2,311; 2012: 314,120.

Checkout numbers would be higher if customers weren't disappointed in long lines of people waiting for e-books or to learn that many titles were not available.

In 2012 PCLS spent a fraction of its planned e-book budget. Therefore, in 2013, PCLS reduced its e-book budget by 46%.

PCLS judiciously purchases e-books, because of the over-priced rates combined with PCLS's commitment to be good stewards of taxpayers' dollars. Every day people asked staff why PCLS had such long queues for e-books and so few titles.

The public had a right to know about the e-book blockade and PCLS had a responsibility to inform them.

**Key Elements of Innovation, including Critical Process Steps if Relevant:**

PCLS has a progressive approach to marketing which focuses on engaging with needs and priorities from communities and delivering services to meet those needs.

The strategy used strong, attention-getting messages and an approach focused on serving customers and meeting their demands. The strategy noted the un-equitable playing field, especially given libraries' important role in literacy, reading, and bridging the digital divide.

PCLS designed the campaign to be provocative to gain attention and result in action. Embracing the timing of the December holidays PCLS shaped the campaign around a high-profile icon: Scrooge, with the role of Scrooge played by publishers. PCLS encouraged customers to take grassroots action and participate in a letter-writing campaign to publishers.

PCLS created a variety of communications tactics including: talking points with guidance to staff to give direct point-of-sale information to customers; pre-addressed, pre-written postcards for each of the six publishers for direct distribution in all library buildings; prepared emails to send directly to each of the six publishers, posted on a specifically created web page; home page web ad; large posters in library buildings; listserv message.

The strategy broadened to inform and engage the general public via mass and social media with direct information. PCLS wrote a guest editorial and successfully pitched it to "The News Tribune," the daily newspaper in South Puget Sound. PCLS issued a news release and conducted numerous interviews with print and TV media. It launched a social media campaign on Facebook and Twitter.

**Achieved/Anticipated Outcomes, including Lessons Learned if Relevant:**

Results:

- Postcards picked up from libraries: 10,400.
- Email messages verified sent (five publishers had email addresses): 682 emails sent from 248 unique email addresses.

- Guest editorials: 2; “The News Tribune” guest editorial garnered 81 Facebook likes, 17 Twitter tweets, and 6 online comments.
- Editorials: 1
- Number of news stories: 15.
- Social media: Facebook: PCLS made two posts (messages) which 919 people saw, out of PCLS’s 2,305 friends; 141 people engaged in (clicked through the message to more information on the Library’s website); 73 people talked about the posts (wrote about the issue on their Facebook page); and 19 people shared the posts. Twitter: PCLS posted two tweets, which 4 people/organizations retweeted and 7 people/organizations mentioned.
- Since the launch of the campaign Penguin announced plans to sell to libraries with limited checkouts per e-book and Macmillan announced it will offer backlist e-books, for use of up to two years or 52 checkouts, at \$25/e-book.

#### Lessons Learned:

Online and in-person PCLS participated in conversations that showed many people did not know about the issue and wanted to learn about it and take action, such as sending e-mails or postcards to publishers. Some people stated concern about the future of libraries with digital books and a balance for the profitability of publishers and authors. Moreover people expressed concern about the access to this format of books and hoped a business model for publishers, libraries, and the public could be achieved.

#### **Innovation website address:**

<http://www.piercecountylibrary.org/books-materials/audiobooks-ebooks/Default.htm>

# PUBLISHERS: STOP BEING SCROOGE!



- Most major publishers will not sell e-books to libraries.  
**Hachette • Macmillan • Penguin  
Simon & Schuster**
- Publishers that do sell to libraries charge them 100–300% more than online bookstores or impose major restrictions.  
**HarperCollins • Random House**

**You – yes you...**

please email or send a postcard to publishers and tell them to sell e-books to libraries.

Please talk with your library staff about how you can help us better serve you.



Scan for email to publishers.

# THE NEWS TRIBUNE

[ [thenewstribune.com](http://thenewstribune.com) ]

November 28, 2012

## VIEWPOINT

# Publishers being Scrooges when it comes to e-books

BY NEEL PARIKH

The holidays are coming, and many people will unwrap Kindles and other e-readers. Good luck getting an e-book from your public library to download to your new gift. Meet the ghost of Christmas



past and present: publishers – the modern-day Scrooge. Major publishers are not selling e-books to libraries, including Pierce County Library System, and that's giving residents

throughout Pierce County a raw deal. The public is demanding e-books from libraries and publishers are locking them out.

Publishers have drawn an arbitrary line, and they are either not selling e-books to libraries or selling them at costs 100 to 300 percent higher than list prices or with heavy usage restrictions. Currently, only two of the six major publishers, HarperCollins Publishers and Random House Inc., are selling to libraries.

Sure, Pierce County Library offers e-books. We simply are not allowed to offer what is available on the open market, especially

best-sellers. As a result, we are cutting our e-book budget by nearly 50 percent.

For the books we can buy, because they are so overpriced, we make purchases sparingly to meet our commitment of being good stewards of taxpayers' dollars. "Fifty Shades of Grey" costs Pierce County Library \$47.85 and sells on Amazon.com for \$9.99. Libraries and bookstores share clientele. A recent study found that more than half of all library customers report buying books by an author they were introduced to in a library. Along with my colleagues, I am confused and frustrated by

publishers' unwillingness to allow us to participate in the e-book marketplace. Publishers are giving no clear reason about why they are blackballing libraries and the public.

It's quite rare that in a free market a customer – in this case libraries and the American public – is refused the ability to buy a company's product and is told its money is no good. Publishers are turning away 122,000 libraries and approximately 169 million public library customers.

Libraries represent core values in this country – the freedom to read and learn and universal access to

books. Libraries help bridge the digital divide to make technology available to all people. Pierce County Library is working with the American Library Association and Urban Libraries Council which are trying to break the blockade from publishers and this blatantly unfair business practice. They have met and talked with many of the publishers, yet we are still locked out.

We hope the blockade crumbles as people get e-readers for the holidays. We hope that publishers give a wonderful present of e-books to the hundreds of thousands of people in our service area and millions

across the country.

Pierce County Library is asking that before residents send letters to Santa Claus this year, they email or send a postcard to publishers and urge them to sell to libraries. People can get a sample email from the library's website at piercecountylibrary.org or postcards at any Pierce County Library.

I sincerely hope publishers stop being Scrooges and untie the strings on e-books. Please don't take us to a scary ghost of Christmas future.

*Neel Parikh is the executive director of Pierce County Library System.*

# PUBLISHERS: STOP BEING SCROOGE!

**You—yes you...**  
email publishers and tell them to sell e-books to libraries.



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[Holiday Events](#)

[Library Card Drive Results](#)

[People Make a Difference](#)

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*tell your story*

Share what your library card means to you. Your story may appear in library communications [Learn More >>](#)



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You can write your own reviews of books, audiobooks and movies just like the critics do. [Learn More >>](#)

Search the Catalog

### What's New

- Teens invited to create, publish and win cash prizes in writing and drawing contest [More >](#)
- Book bargain buyers benefit: Pierce County Libraries [More >](#)
- Opera expert to preview popular classic at Pierce County Library System [More >](#)
- Come to an open house at Key Center Pierce County Library [More >](#)
- Meet best-selling author Darren Shan at University Place Pierce County Library [More >](#)
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## ULC Innovations Submission

**Innovation leader:** Lisa Bitney

**Title:** Reading & Materials Director

**Innovation category:** Operations

**Title of Innovation:**

How to cut a million – The “Collection Budget Crew’s” material budgeting process

**Synopsis:**

Pierce County Library System’s Collection Budget Crew (CBC), a cross departmental team, was tasked to recommend a customer focused and fiscally sustainable materials budget which would provide a quality collection while addressing a system-wide \$2.6 to \$3 million budget shortfall.

**Challenge:**

The CBC was tasked to build a zero-based materials budget, which would result in a significant reduction from previous year budgets while fulfilling the following priorities:

- Maintain current customers.
- Offer a realistic and appropriate collection budget in light of projected revenue.
- Minimize the adverse impact of budget reductions on customers.
- Maintain balance in collection between popular and specialized materials.

While the team recognized that its challenge was to operate with less funding, it also wanted the Library’s collection to stay vibrant and, if possible, have the reduction go unnoticed by customers. The team wanted customers to know that they could still depend upon the use of a strong Library with an excellent collection.

**Key elements of Innovation, including Critical Process Steps if Relevant:**

Staff created a team of support staff and direct service providers. We established ground rules, clearly showed support from upper management, identified a shared commitment, set clear goals and assignments, maintained strict boundaries by moving “scope creep” items to the parking lot, and were intentional about having the right people in the room. We then identified our touch stone: “Don’t diminish the product”.

Past budgets were tossed out and we started from scratch. We looked at everything. We collected usage reports and circulation statistics. We reached out to all staff and asked them to get involved by giving us all their ideas on how we can serve the customer and still reduce our spending. We looked at survey data from the past couple of years as well as Pierce County Library 2013: Facilities Master Plan,

which represents our long term projections for the next 5 – 10 years. Census data, school enrollment information – we brought all of this to our team of Selection Librarians and Customer Experience Managers to dissect.

During all of this, we communicated with staff. We communicated with staff who sent us their ideas, we gave presentations to Leadership Team, Adult and Youth Services Librarians, Branch Managers and our Library Board. By the time we did our final recommendation seven months after we began the project, teams and individuals with whom the team spoke expressed confidence in the process and agreement and support for making changes to the materials budget, which resulted in a \$1 million dollar reduction (25% of the previous materials budget).

**Achieved/Anticipated Outcomes, including Lessons Learned if Relevant:**

Lessons learned: Taking the time up front to carefully plan and craft meetings as well as spending time building the team, establishing ground rules, and creating trust made this entire process successful. Pulling in data from multiple sources gave staff and Board members confidence in the final decision.

Anticipated outcomes: We expect this reduction to have little visible impact to the public. We targeted areas to maintain while looking for the areas we could reduce. We will review collection data monthly to monitor our decisions.

Achieved outcomes: Created a clear picture of our current collection's performance and identified areas we will continue to support at the current level as well as many areas that can sustain a reduction while still remaining vibrant enough to meet customer expectations. We were, through careful and thoughtful deliberations, able to cut \$1 million and help close the budget shortfall for 2013.

## ULC Innovations Submission

**Innovation Leader:** Sally Porter Smith

**Media Access Committee:** David Durante, Jill Henriksen and Sally Porter Smith

**Category:** Customer Experience

**Title of Innovation:** Managing DVD Access and Theft

### **Synopsis**

Pierce County Library System (PCLS) addressed significant DVD theft and the poor customer service associated with missing items with a multi-faceted approach to managing DVD access while maintaining high customer satisfaction with the DVD collection and processes regulating use.

### **Challenges/Opportunity that Innovation Addresses**

DVD circulation represents 31% of total circulation for the system. Overall theft rate for DVDs was at 22% in 2010, with individual library loss rates ranging from 5.94% to 35.56% of their DVD collections. Theft was occurring in both the self-service holds pickup areas and browsing collections in the libraries. Immediate action was taken to prevent theft in holds pickup area. Customer and staff frustration with DVD theft created a shared understanding of the problem and customers signaled a willingness to adapt their usage, even accepting additional steps in the circulation process, if the end result was reliable access to DVDs.

A committee of staff formed to evaluate products and process changes to reduce DVD theft with the following objectives:

1. Provide customers access to outstanding collections, delivering breadth and depth of titles ;
2. Support customers' browsing preferences while maintaining the option to request specific titles;
3. Offer an overall satisfying customer experience, characterized as easy, simple, and quick;
4. Maintain self-service options when possible;
5. Minimize impact on public space and integrate into library furniture and floor plan; and
6. Provide an effective, affordable, and sustainable system for staff to implement and maintain.

### **Key Elements of Innovation**

1. Understand customers' preferences and priorities; solicit feedback in evaluation of products and processes, provide options to meet varying preferences and adapt processes based on customer feedback.

Through surveys and focus groups, PCLS customers have demonstrated a strong preference for browsing collections. PCLS piloted two DVD dispensing products. Based on customer and staff

feedback PCLS chose to deploy both systems. One system provided the option for customers to browse the physical cases while the other system allowed customers to browse online, place a reservation, and check out the item within a five-hour timeframe. A third strategy was initiated in two of the largest libraries by providing extensive browsing collections of DVDs and CDs within a staffed, secure area of the library. A small, collection of high demand DVDs was retained at the administrative center to fill DVD request.

2. Balance theft reduction with customer choice and convenience.

DVD dispensing units obligate staff time and the cost of units requires libraries to choose how many items to load into units. PCLS targeted reducing theft of new, high demand DVDs. Older movies and titles with less theft appeal remained available on the shelves of the library. For customers who prefer not to use the machine, they still can find a range of movies at their local library and all customers have direct access to a far larger array of titles through requests. Self-service areas where people pick up DVDs they've placed on hold represent an area of high theft. In the majority of locations PCLS requires some interaction with staff to check out DVDs they placed on hold. This change, while staff intensive, has significantly reduced theft.

**Achieved/Anticipated Outcomes**

All major objectives were met.. One style of media dispenser proved difficult to integrate into buildings. Media dispensers consume valuable floor space. In the majority of locations, placement was satisfactory; in two locations, administrative staff would categorize as acceptable.

Other objectives:

1. Significant reduction in theft of DVDs.

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- 13.62% decrease in missing DVD items.
  - Less than 1% (407) of new movies purchased in 2012 was reported missing.
- 

2. Positive customer response to movie dispensers and collection

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- 85% of survey respondents stated there was a good selection of DVDs available in machines.
  - 86% of respondents stated selection was easy; 74% said it was quick
- 

3. Improved customer service due to reduced holds' queues and wait time for requested DVDs,

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- 5,284 DVD holds automatically cancelled due to customers checking out movies from machines.
  - Wait times for DVDs people placed on hold reduced from a maximum of 803 days to a maximum 115 days in 2012.
  - Average wait for a DVD placed on hold dropped from 22 days to 13 days.
- 

4. Cost recovery realized and workload sustainable.

---

The system has paid for itself and ongoing theft reduction and prevention pays for maintenance costs. Implementing DVD security impacts staff workload for selectors, processors, IT department, and customer experience staff. While the workload is sustainable and has not required additional staff, it is a significant consideration. The workload is acceptable and is offset with the improved customer experience, gained cost savings, and more accountable use of public resources and funds.

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## 2013 INNOVATIONS SUBMISSION FORM

**Innovation Leader:** Sally Porter Smith

Customer Experience Team: Georgia Lomax, Michele Leininger, Judy Nelson and Sally Porter Smith

**Category:** Customer Experience

**Title of Innovation:** Help Desk Re-envisioned

### **Synopsis**

Pierce County Library System created a one-stop service point for customers. Leveraging branch assistants and librarians, teams collaborate to provide a range of quality service at the desk and on the library floor, while realizing staffing efficiencies and providing increased opportunities for service to the public and enhanced customer experiences.

### **Challenges/Opportunity that Innovation Addresses**

By creating and supporting teams of customer-focused librarians and branch assistants, Pierce County Library System (PCLS) supports the ongoing learning and development of branch assistants to provide core library services, including reference and reader's advisory services while developing the operational acumen of its librarians who are at times in charge of the building and overall service.

Facing ongoing budget shortfalls and compelling opportunities to extend services outside the building, branch services restructured staffing. PCLS eliminated a classification of staff, emphasized the direct service responsibilities of branch assistants and created a staffing model designed to enhance customer service. The model reduces the number of librarians needed to staff desks, enabling greater opportunities for community outreach and the ability to conduct specialized programs to meet the needs of customers of all ages, emphasizing job seekers, military families, students, young children, readers, and online customers.

Librarians have used these efficiencies to achieve significant results while maintaining a full range of branch programs and services. Branch assistants have developed their ability to engage and support customers in using the library and accessing its resources with librarians actively engaged both in providing direct library services and modeling how to provide reference and reader's advisory services. Together, they practice the elegant handover when customers' needs require expertise and skill beyond the staff member assisting a customer.

### **Key Elements of Innovation**

- *Reference Triage Training for Branch Assistants* was essential to support branch assistants in delivering the level of service required in this service model. The nine-week training, developed and taught by adult service librarians, engaged participants through classroom and online

training as well as homework to develop skills in understanding customers' questions and needs, using the catalog, collection and online resources to respond to inquiries. The course also included practical hands-on exercises and encouraged ongoing learning between librarians and branch assistants in their libraries.

- Eliminating separate reference and youth service desks and locating a centralized service point to deliver service effectively to all customers. Multiple factors impacted the location of the desk including customers' entrance into the library and points of service needs, the overall size of the library, theft, and effectiveness of self-service options. Identifying the essential activities to be conducted at the desk and the design to support the needs of customers accessing service while facilitating staff moving beyond the desk were essential in the design of the desk and the space.
- Building cohesive, collaborative teams to provide wrap around services for customers is essential in fully realizing the opportunities of the service model. Without this commitment and ongoing engagement, staff could fall back into former patterns of providing segregated circulation or reference services from a centralized desk.

### **Achieved/Anticipated Outcomes**

Primary outcomes are identified below. An external customer survey is planned for April 2013; a staff survey conducted in January 2013 reflects staff's perceptions of success in achieving outcomes (95% survey participation rate for staff across all classifications).

#### Customers find the help they need from staff working the Help Desk.

Staff surveyed showed a 92% confidence that customers' needs are being met "all of the time" or "most of the time."

#### Help Desk staff work effectively as a team to serve the customer, assisting and supporting one another in assisting customers with all types of inquiries.

Staff surveyed stated effective teamwork is demonstrated 94% of the time "all of the time" or "most of the time."

#### Centralizing help on one desk has led to more efficient deployment of staff.

Staffing efficiencies have been realized (40% improvement), but tempered by a number of factors requiring further work, including:

- Impact of covering staff absences;
- Account issues and DVD theft requiring more staff interaction;
- Staff concerns regarding the efficiency of using librarians to provide circulation and building management;
- Helping customers reluctant to access Help Desk staff; and
- Determining peak service needs and scheduling appropriately.

The shift in how service is delivered on the floor of the library is requiring new strategies in delivering service and working collaboratively as a branch team while creating opportunities with existing staff to

extend service. Much has been achieved; more will be accomplished as PCLS develops the model and methods to meet challenges identified in the survey.

## **Pierce County Library System**

### **ULC Innovations Submission (2013) Innovation Category: OPERATIONS**

#### **Paying With Credit Cards—And Making Money**

##### **Synopsis**

Several years ago PCLS implemented credit cards paying back 1% to 2% on every dollar charged. To maximize the rebate amount, we changed our processes. In 2012 the Library purchased over \$2.3 million in goods and services using credit cards and received over \$26,000 in cash rebates.

##### **Challenge/Opportunity that Innovation Addresses**

Why not make money and save money while spending money? That was the principle question Pierce County Library System asked in 2011. Returns on investing available cash continue to be at an all-time low, thus PCLS sought to try the opposite. PCLS's Finance Department employs a standard purchasing process that included purchase orders, credit cards, and reimbursements. PCLS had already noted that less paperwork was generated by using credit cards and, therefore, savings were realized by changing how we purchased routine items.

PCLS was eligible for credit card cash-back programs but the challenge was encouraging the maximum use of credit cards for as many purchases as possible—small and large—without incurring new fees or adding to existing workloads of purchasers and Finance Department staff. In addition, as part of the program, PCLS was required to, and could achieve, paying all balances within thirty days of the credit card statement date.

##### **Key Elements of Innovation, including Critical Process Steps if Relevant**

The most important element was to have managers or purchasers ask or require credit cards be accepted as payments made to companies of any kind. This included routine purchases of equipment and supplies, attorneys and consultants, large telecommunication and utility companies, and major capital acquisitions. No charge was too small or too big. The first integral step was to ask our vendors whether PCLS could pay bills with a credit card.

The second key element was to shift the Finance Department from a purchase-order process to a credit card process. Specific tasks and job duties had to be shifted and new job duties had to be assigned. With the surge in credit card use, new controls had to be implemented and the process had to be fast and efficient, and pass the scrutiny of the state auditors.

The third key element was to instill a sense of responsibility into credit card users with their extremely high credit limits—in some cases up to \$500,000 for technology purchases.

**Achieved/Anticipated Outcomes, including Lessons Learned if Relevant**

Pierce County Library System’s Finance Department transitioned successfully from the primary paper-based purchase order system to a statement-based payment system. Further refinements were made in the purchase-payment lifecycle to ensure payments made to the credit card company occurred promptly to maximize return.

One interesting outcome achieved is credit card cash-back revenue has offset historic low investment returns from available funds. In 2012 PCLS invested nearly \$12 million of available funds throughout the year and realized just under \$10,400 in returns (the Library invests in the County investment pool). This compared to \$26,000 cash-backs from using credit cards completes the irony that every dollar spent using credit cards on necessary purchases earned thirteen times more money than a dollar invested.

Lessons Learned: Due to the nuances of government-issued credit cards and authorizations occurring through financial institutions, there can be problems when purchasers go to stores to make purchases and are denied. Besides the embarrassment and frustration when a transaction is declined, finance staff must get involved with resolving issues with the credit card company (for example, a miscoded product at the store or going over credit limit). This meant finance staff had to be available, trained, and ready to make online changes to the corporate credit card accounts, and purchasers became more prepared prior to using credit cards.

To increase usage of credit cards, wherever plausible the Finance Manager checks with payees to take credit card payments. Request for proposals, contracts, and agreements were negotiated to accept credit card payments.

**Innovation Website Address (if applicable)**

N/A

**Innovation Video Web Address (if applicable)**

N/A

## **2013 Innovations Submission**

**Category:** Operations

**Innovation Leader:** Petra McBride

**Title of Innovation:** Board packet for a 21<sup>st</sup> Century Board of Trustees

### **Synopsis:**

Pierce County Library System's (PCLS) Board of Trustees adopted common, inexpensive electronic tools to conduct its monthly business meeting. A simple, cost effective digital board packet, iPads for Board members and a SmartBoard in the Board Room support 21<sup>st</sup> Century skills and operations, and the Library's efforts to be good steward of tax monies.

### **Challenge/Opportunity that Innovation Addresses:**

PCLS continually assesses its processes and practices to ensure they are meeting the public's needs and values, are an efficient and optimal use of resources, and in the best use of public funding resources. In 2012, the Board of Trustees expressed interest in exploring how technology can streamline and improve their work, and save the Library time and money.

They challenged staff to develop a method to efficiently produce and distribute materials for monthly Board meetings. The method had to be easily accessible to a wide audience and meet the needs of key customers; in this instance: Board, public, staff, and State Auditor. The method needed to support the Washington State Open Public Meetings Act and public records and external audit requirements.

The solution needed to make it quick and easy to build, prepare, post, deliver, and archive the informational packets, provide easy and reliable remote access for Board members, and ensure that Trustees would be successful in their work.

Primary target audience: Five-member Board of Trustees with varying levels of digital experience, skill and interest.

### **Key Elements of Innovation:**

Board of Trustees prepare for and conduct their meetings primarily digitally. Board materials are in electronic form and posted online. They can be downloaded to the device of choice for viewing. Trustees use iPads to read their board packets, and make notes and manage their board packets. During the meeting, a SmartBoard allows distributed documents to be displayed, and provides easy projection for staff presentations during the meeting without connecting to laptops and projectors.

Executive Office and the IT Department staff evaluated the existing paper production and distribution process; explored those of other agencies and boards; identified both fee and free solutions; created a "worst case scenario board packet" to test the online board packet; and then, recommended the online board packet process.

The Trustees began using the digital process in November 2012. They each received an iPad loaded with *Notability* and *iBook* apps for note-taking and viewing, and *Pages* for word processing and document creation. Training was developed to support the transition, including a digital sandbox for those wanting to jump in and dig around; individual computer coaching sessions for skill building and problem solving; an administrative liaison to support just-in-time learning; and basic written instructions and tips for use of equipment, apps, downloading and viewing documents, security settings, etc.

### **Achieved/Anticipated Outcomes**

- Reduced costs:
  - \$430/year (materials, postage, binding minutes)
- Reduced staff time:
  - 98 hours/year (preparing, compiling, copying, mailing packet)
- Improved accessibility:
  - All memos, documents, and materials are available online; previously only agenda and selected documents
  - Packet available to Board two days earlier
  - Available 24/7 from any location
  - Accessible using a variety of equipment and software, including mobile devices
  - Documents displayed in real-time on SmartBoard during Board meeting
  - State Auditor views documents electronically (preferred method)
  - Electronically archived
- Supports Library and Board's commitment to continual improvement for efficiency and saving money
- Data: Google analytics shows that unique views of the packet has increase from an average of 105/month to an average of 194/month.
- Customer evaluation: A recent survey of Trustees showed that most are now very comfortable with using the iPad and the download process, while comfort with using apps is rated average. Top ratings on achieving goals went to accessibility, stewardship.

One Trustee stated that in addition to saving staff time and providing better access to materials, the change "helps her understand better the changing nature of our customers' needs and preferences and the impact of technology and delivery methods in keeping the library system "relevant"."

Lessons Learned : Some documents, especially financial charts, are easier to read and work with when printed on paper. A hybrid approach of both paper and digital will help those less familiar with the technology during the transition.

### **Innovation website address**

<http://www.piercecountylibrary.org/about-us/board-trustees/board-agenda-packet/Default.htm>

**Innovation Leader:**

**David Durante**

**Innovation Category:**

Reimagining Learning

**Title**

Teen Summer Challenge: Gamification

**Synopsis (50)**

Through the introduction of gamification to Pierce County Library System's (PCLS) Teen Summer Reading Program, the Library was able to increase participation in the reading and learning program beyond the less than 1% previously participating in the Library's formal program, and also engage teens in their communities.

**Challenge( 225)**

Pierce County has approximately 40,000 teen throughout the region. The Library has offered traditional options for teens during summer reading such as reading logs, online registration and recording of reading activities. Each year time and money is invested in developing and executing this program. Materials created and printed, school visits scheduled and executed, and incentives purchased and offered, to engage teen readers. Despite these good intentions the program reached and engaged few. Less than 1% of teens in the Library's service area participated. Teens, notoriously hard to engage, and among the most diverse, ever-changing demographic so incredibly difficult to meet with a one-size-fits-all program, required a new approach and PCLS needed a way to leverage its limited staff and budget.

**Key Elements of Innovation: (275)**

In 2012 PCLS built game mechanics into the Teen Summer Reading Program and provided the program completely online. Through a partnership between Youth Services and the Virtual Services departments, PCLS developed an online game to engage teen readers.

Using Buddypress plug in for Word Press, PCLS developed a website that guided customers through several challenges in eight topic areas. The platform also allowed for interaction between players through posts.

The team focused on creating challenges in the following areas:

- Animals
- Histories & Mysteries
- Music & Dance
- Plants & Gardening
- Reading
- Science & Technology
- Sports & Games
- Visual Arts

Within each category teenagers selected challenges that engaged them with the library and their community. When a player completed a task they posted their results and the online system awarded them points that were listed on the online leader board where scores could be compared among players. Each category also included three levels of mastery: apprentice, journeyman, and master. Each task within a subject became progressively harder leading customers to different levels of mastery. When participants completed three tasks in a particular subject the online system were awarded them either a virtual or real badge, which they could pick up at their library (e.g. "Fuzzy Friend" badge in the Animals' category).

Additionally, a social component allowed players to communicate about how they were progressing toward the next badge. Customers talked about everything from sports teams to science homework and self-monitored themselves to assure compliance with the rules.

Staff acted as webmasters, beta testers, and rule monitors.

PCLS entered the top performers from the leader board in a drawing for an iPad and gift cards, provided by Pierce County Library Foundation.

### **Progress or Outcomes: (250)**

This project exceeded PCLS's expectations. Overall costs for the teen summer reading component were dramatically reduced. For 2012, PCLS created and distributed bookmarks in the libraries, included information on its website, and conducted mass and social media. No deliberate school visits were scheduled to advertise the program.

Staff wanted to determine whether this program was successful, sustainable, and whether teens would share knowledge of it through their social networking. PCLS noted four outcomes including an unexpected one:

1. The game worked and was successful.
2. Staff's capacity to manage the website workload was within target of designated staff hours.

3. Teens shared this program among themselves. Interest was high and several teens completed every task and badge and contacted staff for more activities. The category with the highest points recorded was reading. Parents told PCLS that their teens became actively engaged in their community through history, art, and volunteering, all components of the game.

4. The unexpected outcome was the result of using staff to beta test the project for one month. Gift cards for high scorers were provided by the PCL Foundation. This proved so successful that the Staff Experience Department is exploring gamification strategies for future staff learning.

4/1/12 – Beta Test with Staff – Very positive feedback

6/15/12 – Rollout to Customers (Pilot Year) – Very Positive Feedback

9/1/13 – Increased participation by 300%

Paul Allen Foundation recently awarded PCLS a \$150,000 grant to further develop this tool for more learning and engagement opportunities.

**Innovation website address:**

[teensummerchallenge.org](http://teensummerchallenge.org)

## **Innovation Leader**

**David Durante**

## **Innovation Category:**

**Civic and community engagement**

## **Innovation title**

Operation Access: A Library/Military Collaboration

**Summary of Innovation:** Through engagement with officials at the nearby Joint Base Lewis McChord, Pierce County Library System (PCLS) demonstrated a strong commitment to the local military community, which resulted in increased communication and a library presence on-base that had not been possible before.

**Problem Statement/Challenge:** PCLS was approached by Connie Lee of Joint Base Lewis McChord in early 2012. The base was experiencing budget cuts and saw in the library a way to leverage existing community resources to achieve some of the services it would have to eliminate.

The initial meeting informed PCLS of the needs of the military community. The following is a list of the services that were to be eliminated by the base.

- Test proctoring.
- Decrease in computer lab access
- Job and business counseling for military families and/or military personnel transitioning to the workforce

These were all services PCLS could offer to military customers and it was advertised to soldiers that the library was ready to serve them. PCLS found that providing computer service for military customers posed some unique problems.

The U.S. Department of Defense, understandably, has very high level security for its personnel to access online services remotely. This made it difficult for military customers to do what they needed to do on the library's public Internet computers. PCLS determined that one of the main barriers for military customers was the absence of Common Access Card (CAC) Readers.

## **Innovation:**

PCLS determined that access to CAC Readers would enable the library to meet the computing needs of military customers and allow them to access their e-mail and other services provided by the base and the Department of Defense. Working with JBLM's IT department PCLS purchased and deployed CAC readers to all 18 PCLS libraries.

**Progress or Outcomes:**

4/12/12 – Pilot starts at Lakewood Pierce County Library

12/12/12 – Rolled out to other PCLS libraries

3/29/13 – Total Lifetime Circulation - 37

Willingness, support and collaboration by Department of Defense, in seeking a method for military customers to access necessary secure information from a civilian library location.

**Website:**

<http://military.mypcls.org/>

Innovation leader  
Sharon Nichols

Category:  
Customer experience

Face to face: Video Service For Families, Soldiers And Others

Synopsis:

PCLS offers members of the community the ability to communicate with distant family, "attend" job interviews remotely by providing a Skype station. Skype is a video calling program which allows people to communicate with one another free of charge.

Challenge/Opportunity:

A large military complex, Joint Base Lewis McChord, is located in PCLS's service area. Many community members have family deployed in war zone or in different parts of the world. While most deployed soldiers have computer and internet access, not all families remaining behind do. The Library saw an opportunity to connect families by providing access to video calling technology (Skype) in the Library.

In addition, more job seekers are being asked to interview remotely, for convenience, speed and cost savings. And local families with relatives who are incarcerated then relocated to jail facilities elsewhere in the state, have an opportunity to visit when they do not have the resources, including transportation, to travel out of the local area.

Key Elements of Innovation:

While examining our local community, we identified a large number of job seekers and Military personnel. Many of these individuals and families visit the Library to use Internet stations. These stations do not have webcams, which are required to make video calls. To be able to provide Skype service, Pierce County Library System installed a computer set up for video calling, with the required hardware and software. Staff members are available to help customers set up accounts and get started.

Achieved/Anticipated Outcomes:

The Skype station enables customers to bring their families together and connect via video calling. Parents are connecting with their children, and are able to share in their family's daily activities and even help a child with homework. Grandparents are able to share time with their families, seeing their grandchildren grow and being involved with relative's lives more actively, even though they live far away. We have even watched as kids share what they have done at school or show off a new haircut.

Job seekers have been able to extend their job search opportunities beyond the local area without incurring travel expenses. The first day the Skype station was announced to the public, the Library received a call from someone wanting to reserve a timeslot to interview for a job overseas.

The Skype Station has increased communication possibilities, and Pierce County Library System is excited to provide this service to its customers, offering them increased options for communicating around the world, connecting, engaging and sharing with others.

Website

<http://www.piercecountylibrary.org/branches/central-south-county/parkland-spanaway/parkland-spanaway-library.htm>

# FREE Video Calling at your Parkland/Spanaway Pierce County Library with

- ▶ Use  to see and talk with family, friends and associates.
- ▶ Make an appointment up to a week in advance.
- ▶ Use  in a library conference room for a full hour!
- ▶ Drop-ins welcome any time  conference room is not in use.



## Visit or call:

Parkland/Spanaway Pierce County Library  
13718 Pacific Ave. S. • Tacoma 98444  
253-548-3304

**Innovation leader****Judy Nelson****Category**

Health &amp; Wellness

**Title of Innovation**

Oral Health Project

**Synopsis (50)**

Partnering with Washington Dental Service Foundation, this project created a toolkit of best practice methods and tools to help young children and families benefit through stronger oral health. Tools are tested through integration into various activities and services of member organizations of First 5 FUNdamentals, Pierce County's Early Learning Coalition.

**Challenge (225)**

Today families with young children understand the importance of having a home where each child receives regular medical attention, including check-ups, inoculations, and developmentally appropriate screening. Many programs exist to help families get the medical support they require. For low-income children, however, this often does not include oversight of their oral health.

According to the American Journal of Public Health "the rate of untreated dental disease among low-income children aged two to five years is almost five times higher than that of high-income families" yet dental disease is preventable and not merely an issue of cosmetics. More than 51 million school hours are lost each year to dental related illness (Surgeon General's report) and the pain and suffering due to untreated dental disease can lead to problems with eating, speaking, and attending to learning. Early learning environments provide a unique opportunity to promote prevention, support children's oral health and overall health in fun, engaging manners. Getting information about good oral health to at-risk children between 0 and 5 years is a priority.

Libraries, as members of early learning coalitions, are uniquely positioned in every community to spread the message of how to support positive oral health in all children through integration of oral health messages in storytimes, special activities and events, and by making sure appropriate materials are available for families and child cares to access.

**Key Elements (275)**

Eleven partners are working together to reach three outcomes. Evaluators have documented and are evaluating the work. Outcomes include:

1. Increase oral health and outreach education in Pierce County.
2. Increase the parent/caregiver and early learning system partner's knowledge of oral health, dental home, service access to and payment assistance
3. Increase the number of young children (0 – 5 years) within the targeted population that are referred to the Access to Baby and Child Dentistry program (ABCD).

The Library's role has been to increase access to quality information about good oral health for young children using existing tools and creating new tools where appropriate. An initial community health assessment of Pierce County was conducted by the Health Department to help partners identify appropriate materials and develop the final tool kit.

By meeting all outcomes, this project directly impacts children connecting them with the ABCD program, educates service providers as well as parents and caregivers about what constitutes good oral health and how to achieve it, and creates a system that will support the continuing dissemination of information for families in the future. It provides a road map for other communities to easily replicate.

The Library used the information to inform its decisions regarding types of books and other materials to purchase, booklists to create and in what format, and what materials and activities should be included in the storytime kits and kits supplied to Child Care Aware's for distribution to licensed child cares. Other partners used the assessment to set up trainings for child care providers, to integrate materials into existing preschool curriculum and to begin to train dental hygienists in adolescent dentistry best practices.

### **Achieved/Outcomes (250)**

One year of results has been reported. Overall there has been an increase in ABCD referrals of 14.4%.

The Library has completed its assigned activities. Developmentally and topic appropriate booklists, one for each age level (0 – 3, 3 – 5 years), were created. Titles were integrated into storytimes during two identified dental health months, February and October. Bookmarks were developed, that included titles and oral health tips. These targeted parents and caregivers and were made available through the Library and partner locations. An outdated, inaccurate song and rhyme booklet about oral health, for use by parents and caregivers, was rewritten.

Two oral health kits were created, one for storytime use by librarians, and one for check out either through the Library's "Ready for Books" book delivery program or through

Child Care Aware's provider resource library All created items are posted on the Library website and available for download.

Parents and caregivers were receptive to the information and materials. Librarians are integrating oral health messages into future storytimes regularly.

The greatest challenge was working out the materials approval process. Everything developed or chosen to be included needed to be reviewed by the Dental Foundation for accuracy. Once established the process ran smoothly.

During the first year of the project—2012—PCLS and its partners distributed more than 1,400 oral health bags. In the first dental month storytimes reached 128 children and 81 adults. During the second year, eighteen branches each offered two oral health storytimes. Second year data will be complete in September 2013 and will be posted on PCLS's website.

### **Website**

<http://www.piercecountylibrary.org/kids-teens/parents-caregivers/early-learning/children-oral-health.htm>

### **Photo attachments**

We have photos of the kits for inclusion

M E M O



Date: May 6, 2013

To: Chair Linda Ishem and Members of the Board

From: Holly Gorski, Staff Experience Director

Subject: Learning Organization Core Document Update

Pierce County Library System is a learning organization. The Library's Administrative Team has recently revised one of its core documents identifying the expectations of each of its employees, "PCLS as a Learning Organization."

When it was first created in 2008, this document was titled "Foundations of a Learning Organization" and it was a key communication to staff about the concept of a learning organization and the steps everyone at the Library needed to take to move towards that environment and expectation here. Now that staff are familiar with these concepts, this update was intended to simplify the document and bring it more closely in line with the idea of a learning organization as introduced in Peter Senge's work, The Fifth Discipline.

I have attached an updated version of the document for your review and further discussion during the May Board meeting.

# **PCLS as a Learning Organization**

**April 2, 2013**

Pierce County Library System is a learning organization. Employees continuously seek new information and learn in order to meet ever-changing community needs, deliver up-to-date library services, and thrive in today's environment. The process of learning is as important as the knowledge gained. As a member of a learning organization, each employee is expected to:

## **Learn as an Individual**

- ♦ Be interested in and responsible for your own learning, growth and development.
- ♦ Actively seek and acquire new skills and knowledge.
- ♦ Find the best way to learn based on your learning and motivational styles.
- ♦ Seek information.
- ♦ Reflect on and learn from mistakes.
- ♦ Learn from every day activities and experiences.

## **Learn as a Team**

- ♦ Share your knowledge.
- ♦ Help workgroups create, acquire and transfer knowledge openly and efficiently.
- ♦ Learn from your colleagues.
- ♦ Nurture creativity and curiosity.
- ♦ Help others succeed by giving honest, constructive feedback.
- ♦ Accept and consider feedback from others.

## **Be Curious**

- ♦ Explore ideas and ask questions.
- ♦ Ask and listen to understand.
- ♦ Test assumptions, apply evidence.
- ♦ Use history to inform and provide perspective.
- ♦ Challenge myths.
- ♦ Be open-minded.

## **Share the Vision**

- ♦ Understand what the Library's success looks like.
- ♦ Support and focus on achieving the Library's goals.
- ♦ Be aware of trends in the Library industry, your profession, and beyond.
- ♦ Connect your role and day-to-day work with the bigger picture

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# M E M O

Date: May 3, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Neel Parikh, Executive Director

Subject: 2013 Staff Budget Survey Further Results

Last year we surveyed staff asking them to share their ideas to help address our 2013 budget shortfall. When we responded to the survey we reported that managers were continuing to study some of the suggestions such as cost savings in ILL, the overall book budget, outreach, and open hours. In addition, staff offered suggestions and posed questions about transferring money to the capital budget and spending cash reserves. We shared the attached memo with staff to bring them up to date with the Administrative Team's responses to those to those additional ideas and questions.

In preparation for the 2014 budget, we intended to conduct another staff survey to gather suggestions. After discussion with the union we agreed that, since we are currently in negotiations, this is not the appropriate time to conduct this survey.

## **2013 Staff Survey Updates**

### **April 15, 2013**

Thank you again to those of you who responded to a survey to all staff last year to get your ideas to help address Pierce County Library System's 2013 budget shortfall. Your ideas and comments were helpful in developing the 2013 budget. You may recall that managers were continuing to study some of your suggestions. Following is an update about those suggestions.

### **Inter-Library Loan (ILL)**

The Reading & Materials Department is currently studying charging fees, placing limits on the number of items borrowed, and potential cost-saving options such as using e-readers and downloadable books to fulfill some requests that staff would have previously treated as ILLs.

- The Library is migrating to the Polaris ILL module which will allow customers to search from outside Pierce County Library and manage their own accounts.
- Customers who request ILL books will now pay for any charges from other libraries. In 2012 the Library paid \$7,000 in fees from other libraries.

### **DVDs, Freegal/Music Downloads, Lucky Day/Best Sellers, Magazines, CDs, Pierce County READS' books, E-sources/Databases and the Overall Materials Collection**

The Collection Budget Crew (a team of Selectors and Customer Experience Managers) evaluated the materials collection and budget. The team's recommendation reduced the Library's book budget by approximately \$1 million for 2013. The objective was to balance budget savings with providing customers with high quality materials and electronic content that they want and use.

- Installed security machines at 16 locations which increased overall selection and reduced theft.
- Reduced audio visual budget by 35%, primarily DVDs.
- Set caps on the number of copies purchased.
- Reduced Pierce County READS' book purchases from \$22,000 in 2012 to 17,600 in 2013, saving \$4,400.
- For more information about the collection budget changes:  
<http://staffweb.piercecountylibrary.org/page.aspx?id=1675>

## **Outreach Services**

- Following a study of Outreach Services in 2012, managers restructured Outreach Services. The 2013 budget eliminated the Outreach Branch Manager position. A Customer Experience Manager is responsible for managerial oversight of Outreach Services and the Existing Outreach Branch Coordinator oversees day-to-day operations.
- The 2013 budget eliminated Explorer Kids' Bookmobile and Family Bookmobile service. The Customer Experience Department is developing a new service model to reach students formerly serviced by Explorer for 2013.

## **Open Hours**

In 2013 managers are conducting a study of open hours, which includes an analysis of the public's use of library buildings, books and materials, computers, and services (including programs and classes) within the context of the Library's Strategic Framework and community needs.

## **Databases/E-Sources**

- Annually a staff team reviews and makes changes to our database/e-source offering. A team made recommendations to eliminate and reduce databases in 2013, which resulted in a reduction in the database budget from \$530,000 in 2012 to \$396,477 in 2013, saving \$133,523. Approximately \$82,000 in the 2012 budget prepaid for some database for 2013/2014.
- In 2013, in preparation for the 2014 budget, a team of staff is conducting a further analysis of the database usage. Using the CBC model, a 2014 database budget is being built based on customer needs. Options for funding at different levels of service will be proposed.
- For more information about database use:  
<http://staffweb.piercecountylibrary.org/page.aspx?id=822>, under "Other Reports."

## **Transferring Money to Capital**

- During summer and fall of 2012, managers extensively studied the needs for capital projects for the next five years, including repairs and replacements (e.g. vehicles and roofs).
- As a result, the Library reduced the capital transfer from 3% of revenues to 2%. This saved nearly \$250,000 from the operating budget.
- Managers will again study transferring money to the capital budget as part of the 2014 budget.

## **Cash reserves**

- The 2013 budget includes using up to \$807,000 from cash reserves to fund operations, which prevented the Library from further expenditure reductions (i.e. cuts in services.)
- However, if the Library spends the \$807,000 as planned in this year's budget this means it is spending more money than it is taking in (i.e. living beyond revenues.) That means in subsequent years the Library will need to replenish that \$807,000, which could be achieved through budget reductions.
- The Library must reserve about four months' cash to operate the Library—mostly salaries, wages, benefits—until Pierce County, which collects and manages property taxes, sends the Library tax money in late April. Board policy directs the Library to be solvent during extremely low revenue months (January through April), so the Library uses cash reserves to pay bills until property taxes are received in late April. Unlike cities and counties that have other revenue streams, such as sales tax and borrowing capabilities to help stabilize cash flow until they receive property tax monies, the Library's only means of solvency is in its cash reserves.

## **Electrical Costs, such as Turning off Computers and Lights**

The Facilities & Maintenance Department has been studying electrical costs. In 2013, to offset costs of major equipment replacements of HVACs, the Library is submitting energy savings grants that help pay for equipment that uses less energy.

## **Heating/Cooling in Buildings**

- This continues to plague some buildings and has some staff and customer comfort issues. Facilities staff is reviewing heating/cooling settings in buildings and will make changes and budget proposals for 2013, if possible, without bearing additional costs.
- The recent internal customer service survey identified heating and cooling issues. The Facilities & Maintenance Department is studying the results of the survey and will make appropriate adjustments so that staff and customers have comfortable environments in which to work or visit.
- Please contact Lorie Erickson for further information or help regarding heating and cooling.

## **Sprinklers**

- Facilities staff is currently investigating the feasibility of not watering lawns to save money in water bills.
- The Customer Experience Department conducted a survey of site supervisors and results showed a dead-even split between “don’t water” and “please water.” The 2013 water budget is \$24,500. If lawns are not watered, the preliminary estimate of savings is less than \$8,000 per year.
- Even if lawns aren’t watered, some watering must still be done for some plants.

# M E M O

Date: May 6, 2013  
To: Chair Linda Ishem and Members of the Board  
From: Neel Parikh, Executive Director  
Subject: Annual Reports to City Council Meetings

During the months of March and April I gave presentations to seven City Councils and the County Council. The intent was to present an Annual Report to those entities about the Pierce County Library System as a whole, with particular focus on information related on the individual city's library. This is the first time I have done an Annual Report of this sort. Mary and I felt it was a good idea for the Library to bring City Councils up to date on a periodic basis. Our plan is to visit a City Council once every other year. We presented to half this year and will present to the other half in 2014.

The presentations were very well received. Council members and the Mayors greeted me warmly. In many cases they had participated in our Facilities Master Planning process or remembered when I had visited their City Council in 2010 or 2011 to bring them up to date about the Facilities Master Plan.

Attached is the general Power Point as it was presented to the County Council, along with the separate data provided for each city. Note that the presentation ended with fiscal information. Part of my presentation included my comments about reducing the operating budget by \$6.4M without reducing open hours and significantly impacting service. Comments during the meetings were also quite interesting. These are noted below:

**Gig Harbor City Council (March 25)** - One Council member mentioned how he appreciated Pierce County Library System and told a story about downloading Pierce County Library System books while he was on vacation in the District of Columbia.

**Pierce County Council (March 26)** - County Council members were generally positive about the Library. Stan Fleming commented on how the Library System provides good value for the taxpayer's dollar.

**Bonney Lake (March 26)** - A Council member who is a teacher commented positively about the availability of Wi-Fi for students to use the Library with tablets. Another Council member mentioned that she never used the Library until recently. She now reserves online and appreciates the service we offer which texts her to let her know a book is due rather than overdue.

**Sumner (April 1)** - A Council member expressed pleasure in his use of downloadable audiobooks. The mayor commented on how he still regularly takes his grandchildren to the Library.

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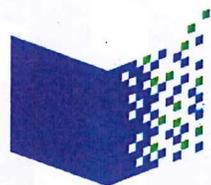
**Milton (April 8)** - Included in their comments, they hoped we were indeed the winner of the IMLS medal. One Council member apologized that he no longer donates books to the Library because his family now downloads books.

**Edgewood (April 9)** - A Council member commented on his concern that we check out R-rated DVD's to children and that children might be able to inadvertently view pornography in the Library. Another Council member asked whether we had positions for youth volunteerism in the Library (the answer is yes.)

**Orting (April 10)** - There was a comment about the need for a larger building. They also asked us about the impact of downloadable books on the Library.

**Lakewood (April 15)** - A question arose about the impact of downloadable books on the size of our collection and the size of our Libraries. In particular, the question related to whether the size of a new Library for Lakewood would be as large as we had originally projected.

I think this was a very worthwhile activity. It was important to renew the personal relationships but also keep information about the Library and the services we provide front of mind for the Councils.



**Pierce County  
Library System**

**Information & Imagination**

*Connecting communities*

*Learning opportunities*

*Enriching lives*

## Fast Facts



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- Serving Pierce County since 1946.

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## Fast Facts

- Serving Pierce County since 1946.
- 1,773 square mile service area: unincorporated Pierce County and 15 annexed cities and towns.
- Serves 555,000 people.
- 18 libraries.
- Online library 24/7.



## National Medal for Museum and Library Service Finalist

Institute of Museum and Library Services selected Pierce County Library as a finalist in the nation's highest honor recognizing museums and libraries for community service.



**2013 Finalist**  
National Medal  
for Museum and Library Service

[www.imls.gov](http://www.imls.gov)



## Serving You: Families with Children

- Prepares children to succeed in reading, school and life.
- Block play: builds language skills and science concepts.
- Supports community success.
- Saves you \$ with free books, movies and more.



## Serving You: Tweens and Teens

- Online homework help with live tutors.
- Space for independent and group projects.
- Books, movies and more for school and fun.



# Serving You: Online

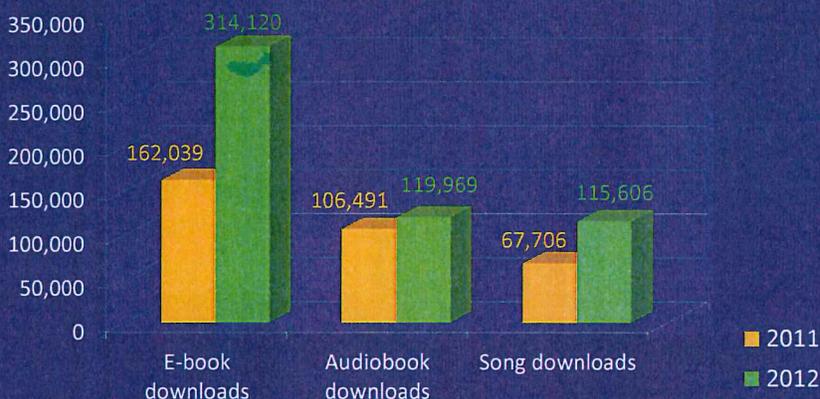
## 3 websites

- piercecountylibrary.org
- jbc.mypcls.org
- military.mypcls.org



# Serving You: Online

Downloadable e-books, audiobooks and songs.



## Serving You: Job + Business Centers

- Dedicated Job + Business Center.
- Trained and knowledgeable librarians.



## Serving You: In Your Community

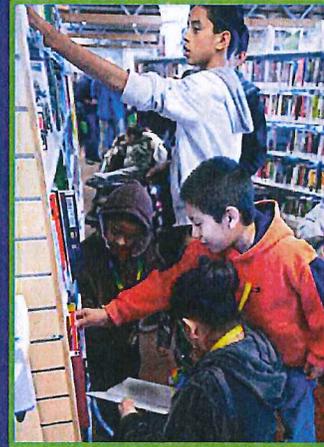
- Train child care providers and provide books and resources.
- Bring books to 71 child care centers in Pierce County.
- Bring books and more to 29 adult care facilities in Pierce County and homebound people.



## Serving Your Business Economy

Libraries are thriving, busy destinations. They:

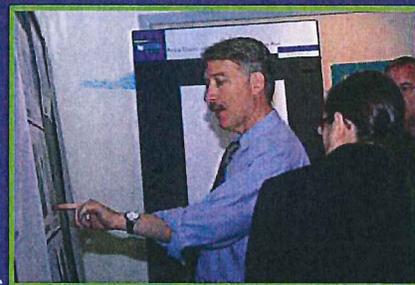
- Contribute to neighborhoods.
- Complement retail businesses and cultural locations.
- Fuel new and next economies.
- Build technology skills.
- Draw developments.



## Civic Engagement

Pierce County Library can convene, facilitate and lead civic engagement.

- Accessible.
- Respected.
- Trusted.
- Attracts partners and creates alliances.
- Knowledgeable and skilled staff.
- Meeting spaces.



## Service in 2012

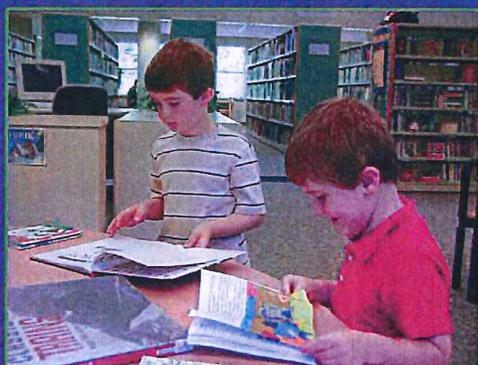


Books and other materials  
checked out:

**8,028,553**



## Service in 2012



Books, CDs, DVDs and other  
materials offered:

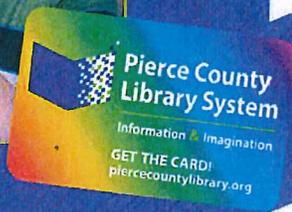
**1,193,597**



## Service in 2012



Cardholders:  
**251,034**



## Service in 2012



Visits to Pierce County Libraries:  
**2,507,764**



## Service in 2012



Hours children read during  
summer reading:

**75,450**



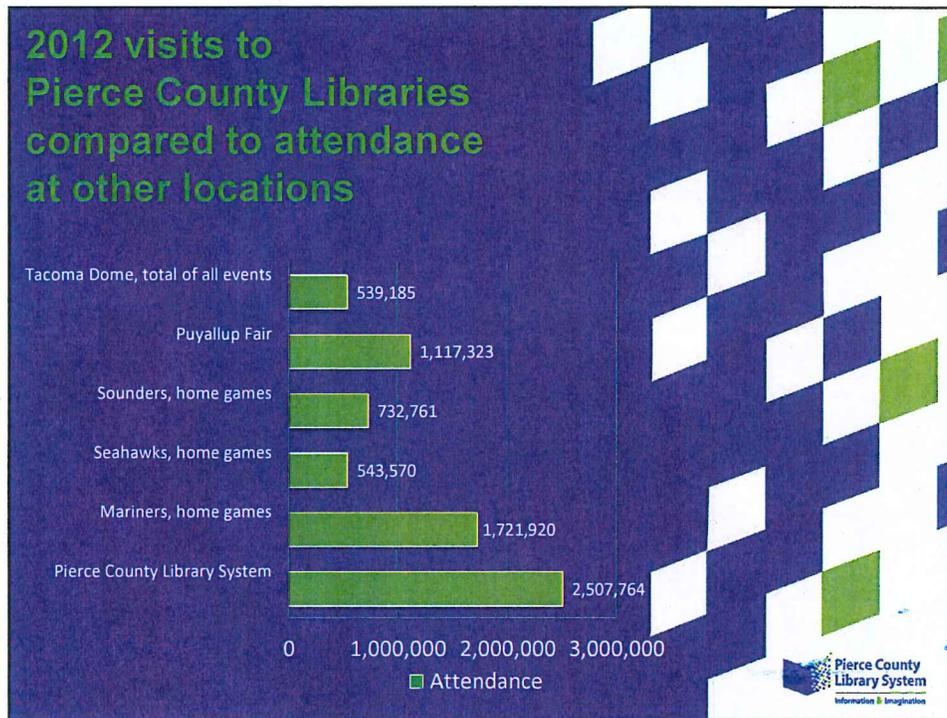
## Service in 2012



Event attendance:

**56,610**





## Pierce County Library Strategic Framework

**Pierce County** will be...

- A thriving community where knowledge grows.

**Pierce County Library System** will...

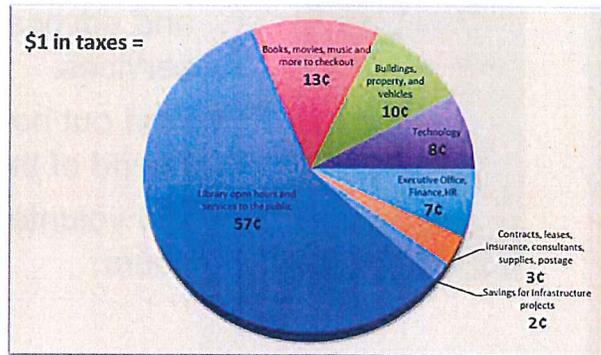
- Be a valued community asset.
- Be engaged in the life of our residents and the community.
- Make a difference one person at a time.

Pierce County Library System  
Information & Imagination

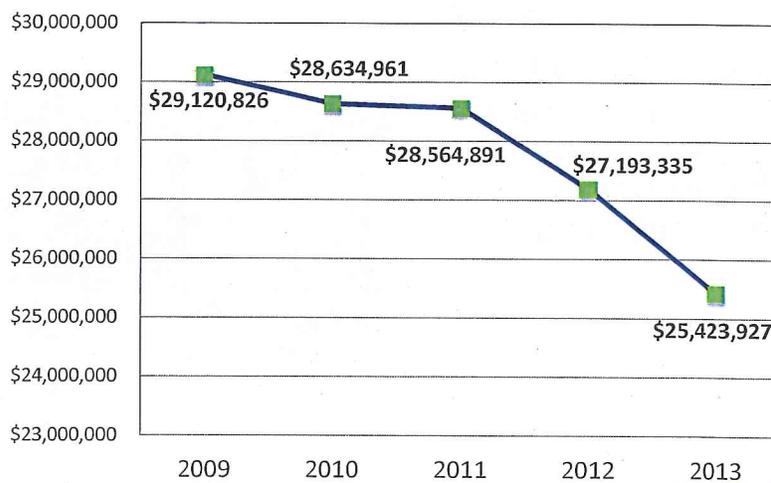
## Serving You: Good Stewards

In 2013

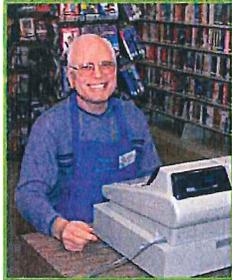
- Approximately 96% property tax funded.
- Operating budget: \$25,423,927.



## Operating Budgets



## Community Support



- Friends help raise funds and advocate for Library services.
- Find out how you can be a Friend of the Library.
- 211 volunteers gave **5,941** hours.



## Community Support

- In fiscal year 2011-12, Pierce County Library Foundation awarded **\$222,959** for library programs.



Connect with  
Pierce County Library

[piercecountylibrary.org](http://piercecountylibrary.org)

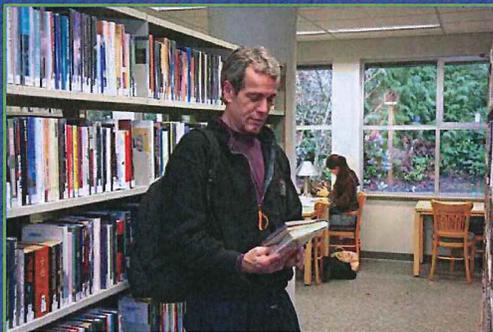


Thank you!





## Gig Harbor Library in 2012



Books and other materials  
checked out:  
**913,234** — the most checkouts  
in Library System!



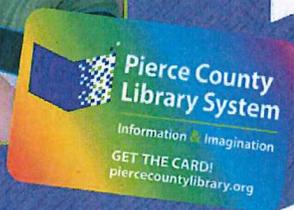
## Gig Harbor Library in 2012



Books, CDs, DVDs and other  
materials offered:  
**116,521**



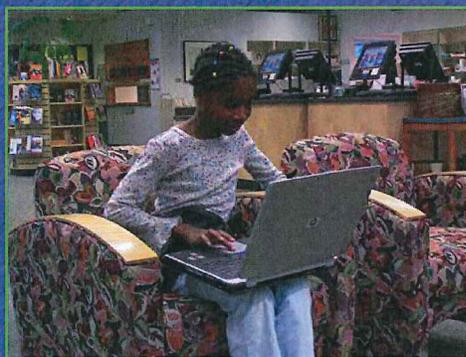
## Gig Harbor Library in 2012



Cardholders:  
**25,816 — 4th highest in  
Library System!**



## Gig Harbor Library in 2012



Visits to Gig Harbor Library:  
**241,238 — 4th highest in  
Library System!**



## 2012 Systemwide Service

Hours children read during summer reading: 75,450

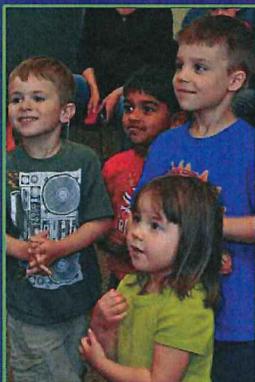


8,805 hours at Gig Harbor Library



## 2012 Systemwide Service

Event attendance: 56,610



Gig Harbor Library offers:

- Block Play, preschool.
- Chess Club, K – 8 grades.
- Fetch! Club with Ruff Ruffman, 3 – 5 grades.
- Tween Book Club, 4 – 6 grades.



## Your Gig Harbor Pierce County Library

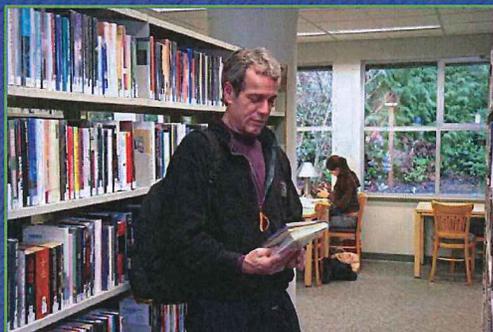


In the past two years,  
**Gig Harbor Library**  
received the following  
improvements:

- Improved customer service desk.
- Fresh paint.
- Created a new area for more DVD and CD choices.



## Bonney Lake Library in 2012



Books and other materials  
checked out:

**412,219**



## Bonney Lake Library in 2012

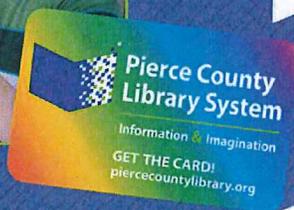


Books, CDs, DVDs and other  
materials offered:

**48,653**



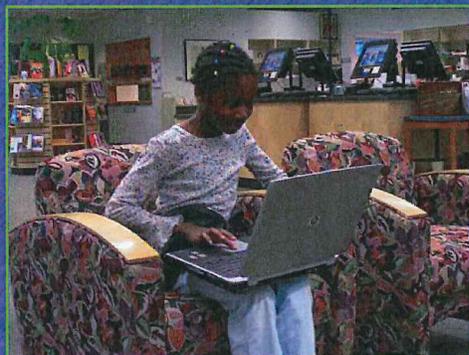
## Bonney Lake Library in 2012



Cardholders:  
**14,040**



## Bonney Lake Library in 2012



Visits to Bonney Lake Library:  
**113,847**



## 2012 Systemwide Service

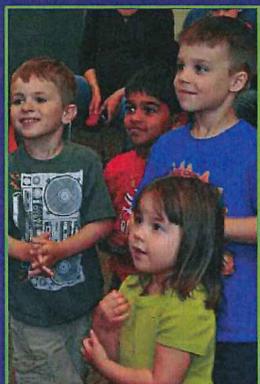
Hours children read during summer reading: 75,450



6,940 hours at Bonney Lake Library —  
3rd highest in Library System!

## 2012 Systemwide Service

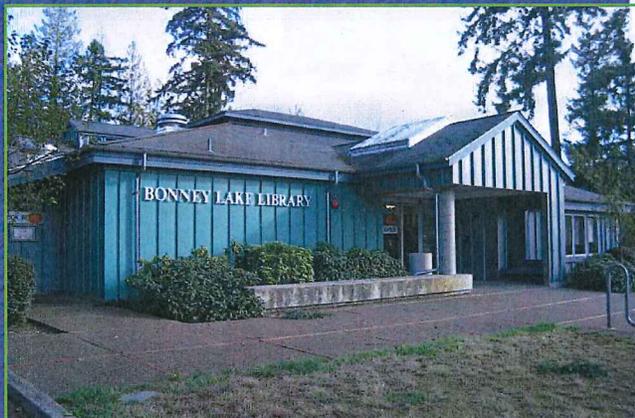
Event attendance: 56,610



Bonney Lake Library offers:

- Story times, 0-6 years.
- Books on Tapps book discussion group, adult.

## Your Bonney Lake Pierce County Library



Pierce County  
Library System  
Information & Inspiration

In the past two years,  
**Bonney Lake Library**  
received the following  
improvements:

- Improved customer service desk.
- Improved access to books and other materials.

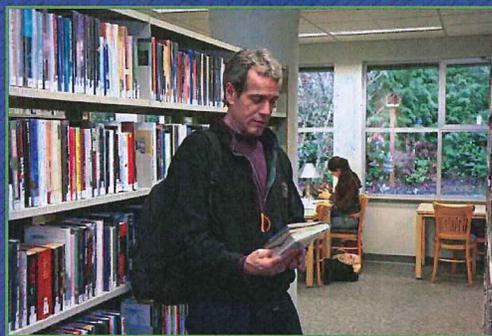
Pierce County  
Library System  
Information & Inspiration

# Your Sumner Pierce County Library



Pierce County  
Library System  
Information • Imagination

# Sumner Library in 2012

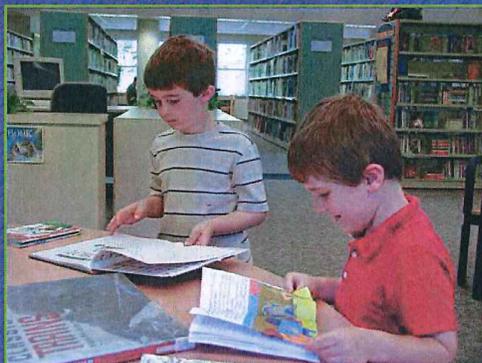


Books and other materials  
checked out:

**380,608**

Pierce County  
Library System  
Information • Imagination

## Summer Library in 2012



Books, CDs, DVDs and other  
materials offered:

**73,022**

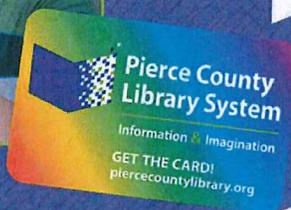


## Summer Library in 2012

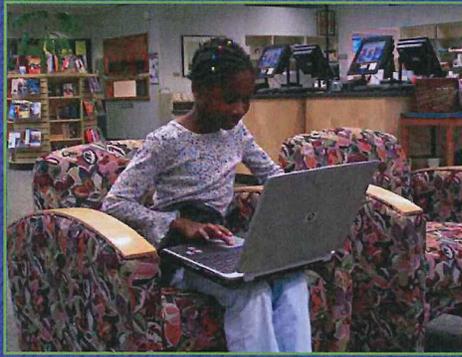


Cardholders:

**13,013**



## Sumner Library in 2012



Visits to Sumner Library:  
**133,800**



## 2012 Systemwide Service Hours children read during summer reading: **75,450**



3,110 hours at Sumner Library



## 2012 Systemwide Service

Event attendance: 56,610



### Sumner Library offers:

- Story times, 0-6 years.
- Block Play, preschool.
- Read to a dog, children.

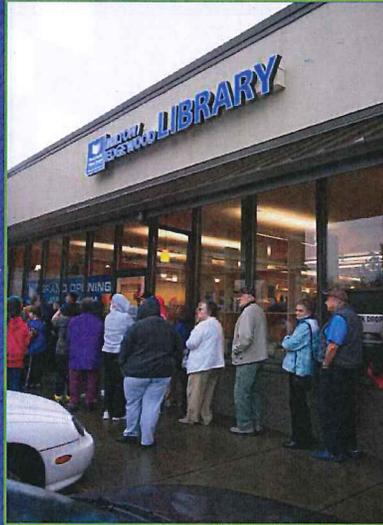
Pierce County  
Library System  
Information & Imagination

In the past two years,  
**Sumner Library**  
received the following  
improvements:

- Improved customer service desk.
- With the City of Sumner, replaced the roof and the heating and cooling system.
- Improved restroom ventilation.

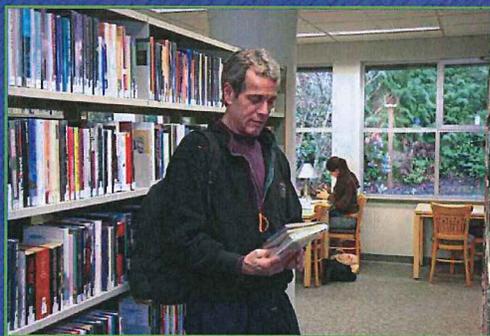
Pierce County  
Library System  
Information & Imagination

# Your Milton/Edgewood Pierce County Library



Pierce County  
Library System  
Information & Imagination

# Milton/Edgewood Library in 2012

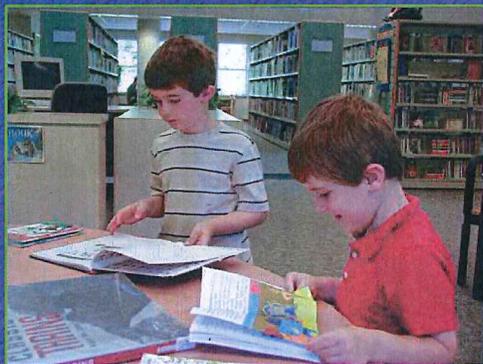


Books and other materials  
checked out:

**263,502**

Pierce County  
Library System  
Information & Imagination

## Milton/Edgewood Library in 2012



Books, CDs, DVDs and other  
materials offered:

**33,528**

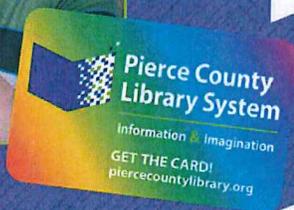


## Milton/Edgewood Library in 2012

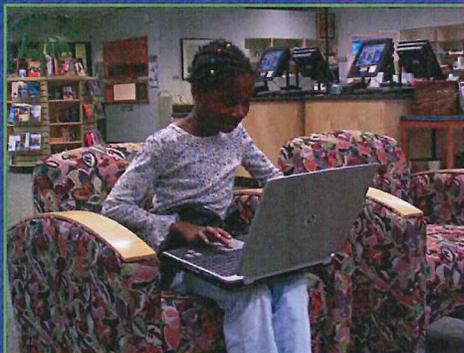


Cardholders:

**8,974**



## Milton/Edgewood Library in 2012



Visits to Milton/Edgewood Library:

**103,044**



## 2012 Systemwide Service Hours children read during summer reading: **75,450**

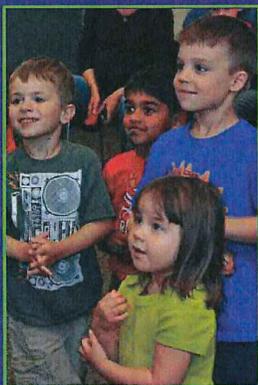


3,240 hours at Milton/Edgewood  
Library



## 2012 Systemwide Service

Event Attendance: 56,610



### Milton/Edgewood Library offers:

- Story times, babies and families
- Opera previews, adult

In 2010, Milton/Edgewood Library moved to Surprise Lake Square to better serve the area's growing communities:

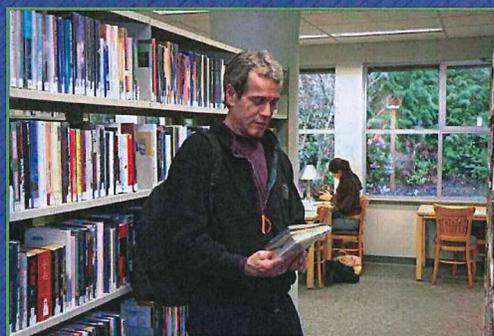
- More centrally located: 31% increase in visits.
- Twice as much space.
- Easier to find books and materials: 7% increase in checkouts.
- Meeting and conference rooms.
- More computers.
- Added space for children and teens.

# Your Orting Pierce County Library



Pierce County  
Library System  
Information • Imagination

# Orting Library in 2012



Books and other materials  
checked out:

**190,559**

Pierce County  
Library System  
Information • Imagination

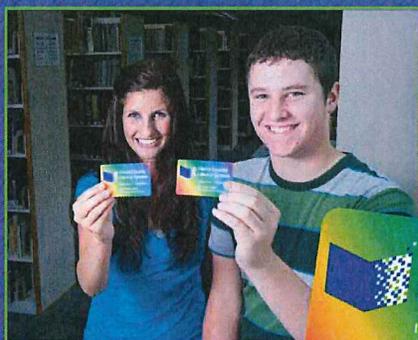
## Orting Library in 2012



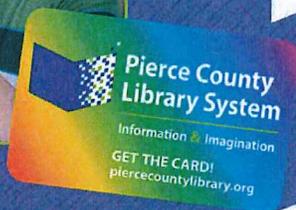
Books, CDs, DVDs and other materials offered:  
**25,177**



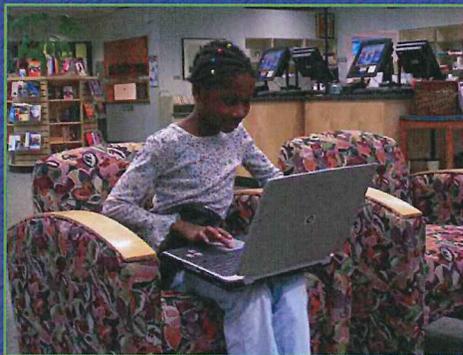
## Orting Library in 2012



Cardholders:  
**5,042**



## Orting Library in 2012



Visits to Orting Library:  
**76,024**

## 2012 Systemwide Service Hours children read during summer reading: **75,450**



**2,105 hours at Orting Library.**

## 2012 Systemwide Service

Event attendance: 56,610



### Orting Library offers:

- Lego madness  
Ages 6 and up.
- Fetch! Club with  
Ruff Ruffman,  
Grades 1 – 5.
- Kids Book Club,  
Grades 3 – 5.

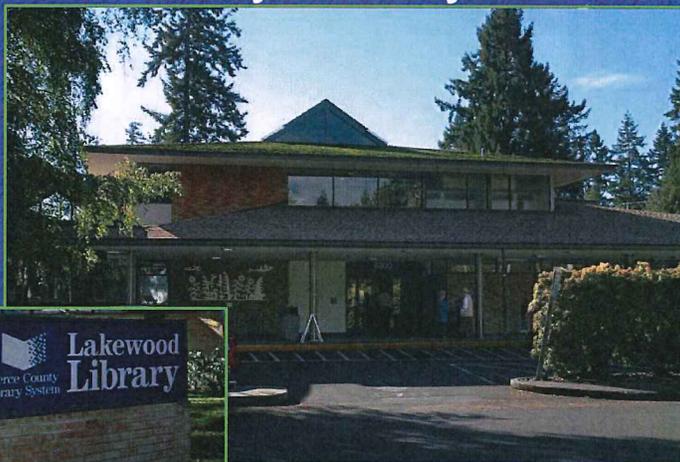
Pierce County  
Library System  
Information & Imagination

In the past two years,  
**Orting Library** received  
the following  
improvements:

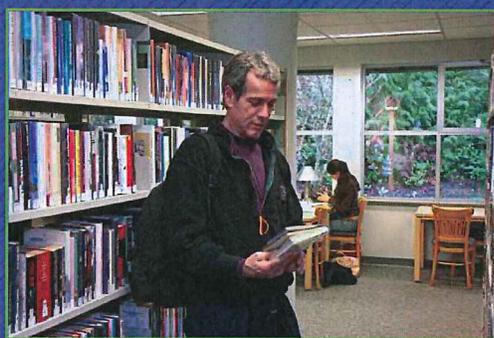
- Movie tower for improved  
access to DVDs.
- Teen area upgraded.
- Layout changes makes it  
easier to find books and  
materials.

Pierce County  
Library System  
Information & Imagination

# Your Lakewood Pierce County Library



# Lakewood Library in 2012

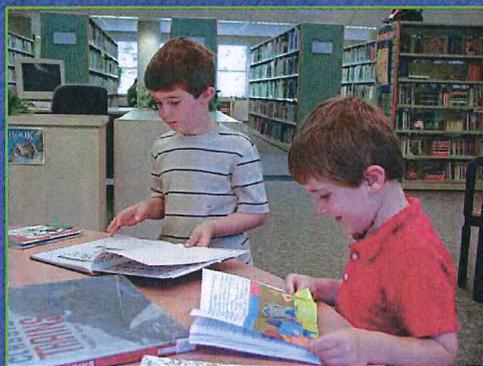


Books and other materials  
checked out:

**645,800 — 5th highest in  
Library System!**



## Lakewood Library in 2012



Books, CDs, DVDs and other materials offered:

**124,638**

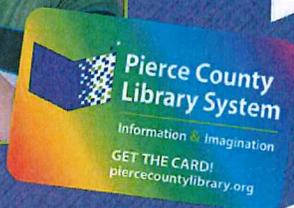


## Lakewood Library in 2012

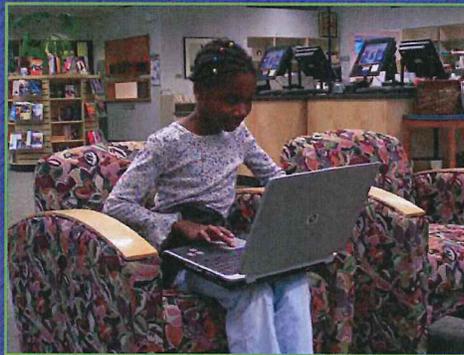


Cardholders:

**27,819 — 2nd highest in  
Library System!**



## Lakewood Library in 2012



Visits to Lakewood Library:  
**292,933** — **2nd highest in  
Library System!**



## 2012 Systemwide Service Hours children read during summer reading: **75,450**



**3,870** hours at Lakewood Library



## 2012 Systemwide Service

Event attendance: 56,610

### Lakewood Library offers:

- Lego Builders Club, children.
- Block Play, preschool.
- Fetch! Club with Ruff Ruffman, grades 3 – 5.
- Tween Book Club, ages 9 – 12.
- Teen Knitting & Crocheting for Charity, ages 12 – 18.
- All Ages Knitting & Crocheting for Charity.



Pierce County  
Library System  
Information & Imagination

In the past two years,  
Lakewood Library received the  
following improvements:

- Updated library layout.
- Better placement of noisy and quiet activities to better meet customers' needs.
- Multiple computer areas versus one central.
- Designated space for computer classes.
- Software/resources to help with homework.
- Keyboards with Korean characters.
- Improved access to movies and music.
- More places to read and study.
- Improved customer service desk to help you.

Pierce County  
Library System  
Information & Imagination



## Pierce County Library Foundation Board of Directors Regular Meeting March 26, 2013

President Michael Gordon called to order the regular meeting of the Pierce County Library Foundation Board of Directors on Tuesday, March 26, 2013 at 7:37a.m. at the Processing and Administration Center.

**Attendance 75% Present** Caireen Gordon, Michael Gordon, Jack Conway, Joan Cooley, Kari Kennard, Janice Ludwig, Adam Small, Molly Stuen, Stacy Topping, Doug Whitton, Mary Ann Woodruff. **Excused:** Cyndi Chaney, Larry Faulk, Lisa Korsmo, Jane O'Neal, Jill Purdy, Curtis Thiel, Shelia Winston.

**Staff Members:** Julie Kramer, Development Associate; Neel Parikh, Pierce County Library Executive Director; Georgia Lomax, Deputy Director; Sally Porter Smith, Customer Experience Director.

**New Board Members:** Michael Gordon introduced new board members Jack Conway, Joan Cooley, Stacy Topping and returning board member, Doug Whitton.

**Approval of Minutes:** Mary Ann Woodruff moved and Kari Kennard seconded the motion to approve the minutes from the meeting of February 26, 2013. The minutes were unanimously approved.

**Financials:** Kari Kennard informed the board that the Key Bank checking balance is currently \$122,518. We are ahead of last year's unrestricted revenues but still need \$23,000 to meet our goals by June 2013. Under temporarily restricted net assets some Summer Reading dollars have been received. In operational expenses a bill has been paid to Carl Bloom for the May direct mailing and in distributions the pay-outs to University Place, Key Center and Lakewood projects are listed under "Special Projects".

Joan Cooley moved and Mary Ann Woodruff seconded a motion to approve the February 2013 financial statements. The motion was unanimously approved.

**Summer Reading Progress:** Summer Reading sponsorships surpassed its \$20,000 projections. \$22,000 in gifts and pledged have been received to date. Mary Bridge Children's Hospital, Simpson, Wells Fargo and Union Bank are all new sponsors. There are some marquee companies on the list of sponsors that were cultivated by the board and wanted to support the community through this sponsorship. The library extends its thanks to the board members who identified, introduced and followed up with potential and returning sponsors. Mary Ann Woodruff mentioned that at a meeting of the Tacoma Education Foundation, Pierce County Libraries were mentioned four times for the work being done promoting reading.

**Board Development:** Mary Ann Woodruff encouraged everyone to continue to recruit potential board members by connecting with people you know.

**Pierce County READs Reception:** Caireen Gordon passed around a sign-up sheet for volunteers to help with the reception. This is a 45 minute event prior to the main author event with food and wine served. Donors can get their books signed prior to the main event and get front row seats.

**Library Director's Report:** Neel Parikh, Executive Director has been attending city council meetings and has a powerpoint presentation about the library in their area and the system as a whole.

Neel passed around the budget reduction summary since 2009. The Library had a revenue of \$29 million in 2009 and is at \$25 million this year. Operating costs continue to rise. So budgets had to be cut. The open hours of the Library have remained the same which was a promise made in the Levy. The book collection has been

reduced this year. A new service model was developed for the branches to attain greater efficiencies. The movie towers have saved over \$200,000 in lost materials. New programs have been created with the help of funds from the foundation.

Georgia Lomax and Sally Porter Smith talked about core services that need to be maintained; where the foundation can help “mind the gap”. There are four categories that are important to the library:

1)Seniors, age 55+

Seniors in institutional settings/care facilities. This group is increasing. The library currently services 29 care facilities which includes military facilities. The research says it is important to keep seniors intellectually stimulated and engaged.

2)Early Learning

Libraries are the only organizations in Washington State serving children under the age of 5 for free. Children are not at home all the time, most are in child care. The Library delivers books to child care facilities, trains providers and supplies special early learning programs, including block play which was funded by the Foundation. All help to prepare children for school.

3)Outreach to Schools

The foundation helped start programs for at-risk kids. Most of these kids are struggling when they start school. The outreach program has begun to work more with the schools to reach these kids. This requires smaller vans.

4)Materials Collection

The Library’s materials collection encompasses a large variety of materials and services including online homework help, job and business resources, and geneology databases. We can’t support the programs we have developed without a strong collection of materials and services. The reduction in materials this year was done with great consideration to which collections would have the least impact if reduced. Fewer copies of books and movies have been purchased so there is a longer wait. Each year the Library purchases around 70,000 book titles. Any further cuts will become more painful.

**Board Assignment:** Michael Gordon asked the board to answer the following questions by next month’s meeting:

- Is there any one of these program areas that really stands out as the one to put our funding efforts behind and why?
- Which program(s) do you want to tell your friend or neighbor about: Or tell them that it was what their donation was spent on? Why?
- Is there any target audience that resonates more with you (and our donors): Children, seniors, businesses, all of Pierce County?
- Do you think that Foundation funding should be directed at one or two programs to make the most impact or many programs to help more people?
- What is the most attractive element of each program?
- What components does a program need to receive significant funding from the Foundation:
- What will your donors ask?

The meeting adjourned at 9:23 a.m.

*The next regular board meeting is scheduled for Tuesday, April 23, at 7:30 a.m.*

## Friends' Connection Meeting Minutes

Sumner Pierce County Library, April 27, 2013

Barbara Trimble welcomed the representatives from 6 Friends groups and Library staff. She announced the National Medal for Museum and Library Service the Pierce County Library had recently been awarded. Sally Porter Smith showed a video that highlighted all of the winners. The video highlighted Pierce County Library's early learning efforts, the Job & Business Centers, cooperation with Joint Base Lewis-McChord to serve military families, work with diverse communities, and the Fife Pierce County Library. View more information at <http://www.piercecountylibrary.org/about-us/national-metalmuseum.html>.

Sally then introduced Jaime Prothro, Customer Experience Manager. Jaime introduced a new project that Pierce County Library is embarking on, called the Interactive Discovery Platform. Pierce County Library has received a grant in the amount of \$150,000.00 from the Paul G. Allen Family Foundation. The grant will allow the Library to develop an interactive learning platform to support reading and the importance of reading. Fred Weeks of the Lakewood Friends said, "If you mix books with people, you get good books and great people." This statement is the spirit of the work the staff will be doing for the grant.

Jaime asked the audience to work together in small groups and answer the question—what is the value of reading to each person? Reading means:

- Easier and More Fun
- Joy
- Expansive—Experiences
- Educational Escapism
- Life Changing
- Never too late to learn to love books

### Updates and Sharing:

DuPont Pierce County Library: Debbie Johnson announced that the Steilacoom and DuPont Libraries will jointly celebrate all area high school students who entered the Our Own Expressions contest. High schoolers who entered can present their art or read their entry at the Steilacoom Museum on May 20 at 6:30 p.m.

The DuPont Library 9th anniversary French-themed celebration will be Saturday, May 11, from 1-3 p.m.

Debbie asked the group about collaborating on activities across the county so that all branches could present programs, no matter what their income. In a related discussion, Sally Porter Smith said that the Library will be investigating creating pins for staff to wear celebrating the National Medal for Museum and Library Service. Sally's e-mail address is [SPorterSmith@piercecountylibrary.org](mailto:SPorterSmith@piercecountylibrary.org) if you would like to contact her about either of these proposals.

Sharing continued:

Lakewood Pierce County Library: Linda Tatlock reported on the Eve Abram Slavery in the Northwest program from the Humanities Washington. Linda said that the Opera events sponsored by the FRIENDS of Lakewood Library have been very popular. They also sponsored Caspar Babypants and The Harmonica Pocket. They are hosting Pierce County READS events and will also purchase 2 new AWE computer stations, one for tweens.

Sumner Pierce County Library: Steve said that many of the Sumner Friends of the Library went to the ALA mid-winter exhibits in Seattle, and that they have joined the ALA national Friends of the Libraries group. The Sumner Friends held a food drive in conjunction with their book sale. Their Pierce County READS event is journal making, and a sample of a journal was handed around. 2013's Summer Reading program is Dig into Reading. Sumner Library will give out rocks. They will also paint some rocks gold and bury them for children to find. The rhubarb display in the window wells of the meeting room were from the Downtown Association. The Friends support the Read to Dog and Block Play program.

South Hill Pierce County: Rose reported that the Friends support the teen and tween programs with food, and lots of it for these hungry groups. The teen librarian hosts a crocheting and knitting drop-in program. The items knitted or crocheted go to charity. South Hill Library had the Tacoma Art Museum's jewelry making event as part of the Pierce County READS series of library events. The South Hill Library Friends will be engaged in a local fundraising effort to increase the size of the South Hill Library teen area. A few years ago, etched glass panels with a view of Mount Rainier were one of the designs of a series of glass panels installed in bus shelters on South Hill. Because of vandalism, the panels were removed and offered to local community organizations. The South Hill Friends will be having the panels installed at the South Hill library as soon as they have been prepared for hanging.

Milton/Edgewood Pierce County Library: Dianne Kerlin reported that the children's Summer Reading programs are done by the Sumner children's librarian and will include the same rock activities. The Pierce County READS event, Travel to Paris, City of Love and Light, was held at Milton/Edgewood Library. The opera event, La Boheme was a great success. These opera events are being held at King County Libraries as well as at Pierce County Libraries, so people can attend at any library that is offering them. A member of the Milton/Edgewood Friends will be leading an event entitled Gourmet Bicycling through France on June 10. Milton/Edgewood Friends have just appointed a book sale coordinator who will organize members to assist with the in-library items for sale.

Gig Harbor Pierce County Library: Robin Clausen announced the former president of the Gig Harbor Friends, Pat West, passed away. The Gig Harbor Friends also offer the opera events. They have a member who is very interested in poetry, so poetry events are frequently held. Recently, a poetry event was held in the magazine area, so libraries without meeting rooms can do events. The Gig Harbor Library Friends purchased play carpets and toys for children, as well as a mirror, flannel board and a heat sensitive board in the children's area for early learning. Flint Knapping (making arrow heads) was Gig Harbor Library's most popular event with people asking for a repeat. Robin will send the

contact information for the presenters so that it can be shared with all Friends' groups. The Friends are also contributing to improving the landscaping at the Gig Harbor Library.

Bonney Lake Pierce County Library: Stacey handed around the book sale bookmarks that the Bonney Lake Friends provide. The Friends have already set the 2014 book sale dates, so that bookmark will be ready to print in 2014. The Friends have an impromptu book sale in the summer. It is not advertised widely, but helps reduce overflow. Bonney Lake Friends are hosting a Humanities event entitled Bones beneath My Feet about a battle on the Connells Prairie Road between Bonney Lake and Buckley. The website of Humanities Washington is [www.humanities.org](http://www.humanities.org). Stacey said she had attended a recent webinar about non-profit groups in Washington State. She learned the non-profits that are not 501(C)3 organizations should have a business license if they make less than \$5,000.00 per year. The Bonney Lake Friends purchased two DSI game systems and two games for children to check out for in-library use. The DSIs cost about \$199.00 each and the games cost about \$30.00-\$40.00 each. Popular games are Mario brothers, Donkey Kong, and racing. Judy Nelson reminded the group to check with Pierce County Library about the maturity standards we have in place for games that children may play in the library. Several branches have game modules and games that children may use in house.

Steilacoom Pierce County Library: Sally Porter-Smith reported that the Steilacoom Library Friends are funding an outdoor area with an awning so that customers may use outside space for laptops, eating and enjoying the sun.

The Sumner Friends gave each person a small jar of rhubarb jam, made by Judy and Jess Rivera.

NEXT MEETING: October 26, 2013. The site will be determined and announced at a later date.

Date: April 26, 2013  
To: Linda Ishem and members of the Board of Trustees  
Cc: Mary Getchell, Marketing & Community Relations Director  
From: Kit Thompson, Content Writer  
Subject: Library Snapshot Day 2013

During the dates of April 7-20, Pierce County Library System joined with more than 300 libraries throughout the state in Washington Library Association's Library (WLA) Snapshot Day 2013. This marks the third year Pierce County Library has participated since WLA initiated Snapshot Day in 2011. With the results of Library Snapshot Day, WLA plans to demonstrate—through pictures, statistics, and public comments—the valuable services that libraries provide.

To encourage people to come to Pierce County Libraries and have their photo taken on Library Snapshot Day, the Libraries Marketing & Community Relations Department communicated with the public via the Library's website, email/listserv, Facebook, and Twitter.

Staff members at Bonney Lake, Buckley, DuPont, Gig Harbor, South Hill, Summit, Sumner and Tillicum Pierce County Libraries took photos of library visitors, tallied attendance at events, and gathered customer comment forms. The Information Technology Department collected statistics on library visitors, checkouts, website visits, and downloads of e-books, audiobooks, and music.

After Snapshot Day, I compiled and posted photos on Facebook and Flickr for both Pierce County Library and WLA Snapshot Day. I also submitted statistics and customer comments to WLA. WLA will share results of this day with communities and decision makers to advocate for and demonstrate the importance of libraries.

Pierce County Library's Snapshot Day statistics include:

- Library visitors: 96,485.
- Checkouts: 260,820.
- Website unique visitors: 61,364.
- E-book downloads: 13,144.
- Audiobook downloads: 5,356.
- Music downloads: 4,188.

See pictures on Flickr:

- Pierce County Library Snapshot Day 2013  
<http://www.flickr.com/photos/piercecountylibrary/sets/72157633276695854/>
- Washington Library Snapshot Day <http://www.flickr.com/groups/1550187@N20/pool/>

Sample Pierce County Library customer comments:

- I would shrivel and wane without the library. Best thing since corn flakes. My daughter and I have been enjoying weekly trips to the Buckley Library since she was a baby – she is now 5. They are very friendly and it's the highlight of our week to pick out our favorite books to read.  
M.A. Rooney, Buckley
- I enjoy this library because I live a half block away. I can't afford the Internet and I can dial up here without using my car. I'm handicapped and walk with canes or walker. I also check out library materials and have them sent here. I enjoy librarians as well as the community center. I use this library at least 3X a week.  
Anonymous, Tillicum
- My granddaughter and I follow a family tradition of library patronage that my mother started when my sisters and I were very young. This is one of our favorite activities!  
Thank you Pierce County Library System!  
Wendy Thompson, Buckley
- I swung by to return a book, pick up 3 items I had on hold, and donated 15 cookbooks I no longer use to Friends of the Library. I scanned the Lucky Day shelf and picked up the latest copy of the Book Page (free to patrons thanks to Friends of the Library). I've always loved going to the library. I love the ease of managing my account online and I get a jolt of happiness whenever I come across a book I've been wanting to read on the Lucky Day shelf! Thank you Team Sumner.  
Kirstin Rich, Sumner

Date: April 9, 2013  
To: Linda Ishem and members of the Board of Trustees  
From: Mary Getchell, Marketing & Community Relations Director  
Subject: National Library Week 2013

April 14-20, 2013 marked National Library Week and April 16 staff celebrated National Library Workers' Day. Every day Pierce County Library System's approximately 350 full and part time staff deliver excellent customer service to residents throughout the county. [National Library Week](#) is a time to recognize and celebrate the many contributions of libraries and their staff and to promote library use and support. This year's theme was "Communities Matter @ Your Library."

All staff are dedicated to help make Pierce County Library System a valued community asset. From custodians keeping libraries clean; book selectors and drivers delivering great reads, movies, and other materials; to customer experience staff helping enhance the joy and experience of reading and learning, staff are making a difference one person at a time. Staff's dedication delivers a variety of services and events such as helping teens support charities through knitting; supporting military personnel and their families' transition to the workforce with job coaching and resume building; and bringing books, movies, and audiobooks to people who are homebound.

In response to research that showed Americans were spending less money on books and more on radios, televisions, and musical instruments, the American Library Association sponsored the first National Library Week in 1958.

Pierce County Library conducted the following activities to promote the week and celebrate staff: home page ad on website, advisory on home page of website, listserv message to 25,000 subscribers, social media interaction, messages on white boards in libraries, staff web bulletin board message, and memo to you, our Board of Trustees.

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M E M O



Date: May 6, 2013  
To: Chair Linda Ishem and Members of the Board  
From: Georgia Lomax, Deputy Director  
Subject: 2013 Washington Library Assn./Oregon Library Assn. Annual Conference

The 2013 WLA/OLA Annual Conference was held April 24-26, 2013, in Vancouver WA. A number of Pierce County Library System employees were involved in the conference or in presentations. Attached is a summary of participation.

**2013 Washington Library Assn./Oregon Library Assn. Conference  
Staff Participation**

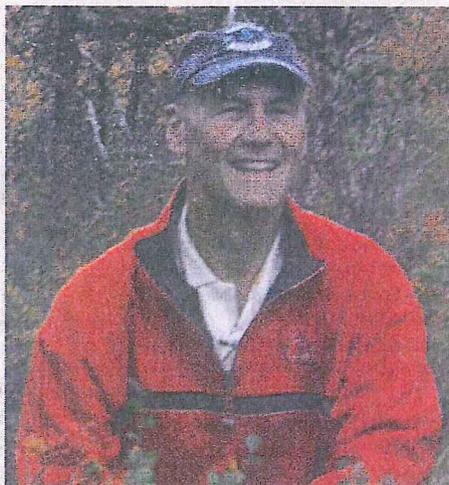
Name	Title	Work Location	Summary of Involvement
Georgia Lomax Linda Ishem	Deputy Director Board Chair	PAC	Presentation entitled “Writing Patron-Friendly Library Policies: Get Your Policy Wonk On” - How to write policies that are easily understood, flexible, and patron-friendly. Librarians, a lawyer and a library board director, spoke to their experiences and philosophies of policy writing and presentation.
Meredith Hale	Teen Services Librarian	Lakewood	<ul style="list-style-type: none"> <li>• CAYAS Chair (officially Chair Emeritus this year)</li> <li>• Volunteered at the WLA Info Table</li> <li>• CAYAS Movie Night</li> <li>• CAYAS Author Breakfast</li> <li>• Room Monitor for 2 Sessions</li> <li>• Poster Session</li> <li>• Spotlight on Success Showcase Presentation entitled "Teen Programs to Go", talking about the teen program kits</li> </ul>
Alex Byrne	Youth Services Librarian	UP	Spotlight on Success Showcase Presentation entitled “Mind The Gap – Looking For Library Users in all the ‘Wrong’ Places” - reasons why the community may not be coming to the library building and several programs, options, and solutions (many culled from the experiences of PCLS) that work for bringing library services to people where they are and when they want them.
Lauren Murphy	Sr. Librarian	Bonney Lake	<ul style="list-style-type: none"> <li>• Volunteered as a Room Monitor</li> <li>• Volunteered at Registration</li> <li>• Volunteered in Vendor’s Hall</li> </ul>
Neel Parikh	Director	PAC	<ul style="list-style-type: none"> <li>• Panel presentation entitled: “Intellectual Freedom, Privacy and Libraries: Hot Topics in the Northwest &amp; Nationally” – Wide ranging discussion about current topics and challenges related to intellectual freedom.</li> <li>• Libraries, Internet Filters, the First Amendment and the Law - Representatives from ALA’s Office of Intellectual Freedom and others provided information on how the Children’s Internet Protection Act, state laws and recent court decisions impact libraries. They also discussed best practices and options for libraries that do and do not filter internet access.</li> </ul>

Business Examiner 4/15/13

# 2013 TOP PLACES to WORK in honor of Steve Albers

(Dec. 26, 1951 - July 27, 2012)

*Believing in business, and giving back*



**Editor's note:** At this week's Top Places to Work event, the Business Examiner Media Group will honor a local luminary whose company and personal life both exemplified emphasis on helping build individual employees to their fullest potential. The result were positive for the employer as well, because any business is only as strong as its most valuable asset — the people who allow it to meet customer expectations.

When Steve Albers founded insurance brokerage firm Albers & Company in Tacoma in 1985, optimism and enthusiasm were key ingredients to growing it into a successful local business.

And Steve not only had a passion for his business; he had a passion for life. An avid athlete, traveler and father who tragically lost his life during the 152-mile Ride Around Mount Rainier in One Day cycling race last July, he was fondly commemorated at his memorial four days later by family and friends for "his intense love for play, love of family, and his big smile."

The Lakes High School graduate, who attended Washington State University and ultimately earned a business degree from the University of Puget Sound, made a positive impact on the South Sound in more ways than just business, though.

"What stands out to me was Steve's genuine passion to want to help others, which (showed) in the variety of community organizations with which he participated," said wife Donna Albers.

Her late husband didn't believe in doing anything half way in business or any other capacity, she said. Rather, he had a real passion to help

others, and to 'make the world a better place; to do the right thing.'

"That played out in the way he led us here at Albers & Company," she said. "One of his favorite mantras was, 'If you're not growing, you're dying.' Those convictions continue to drive us, along with the many who came in contact with him."

Some of the ways that Steve Albers committed his talents and energy were through service at regional nonprofit organizations like Tacoma Goodwill, the United Way of Pierce County and the Pierce County Library System.

Ultimately, Jeff Albers said that his brother has left the great legacy of a blueprint for growing a local company while simultaneously committing personal skills to help improve others' lives.

"Steve not only believed, but proved, that it's possible to build a successful and sustainable business that provides true value to clients and the community, while maintaining unquestionable, and unwavering, integrity," he said.

Added Donna: "Steve was generous with his time and expertise, feeling excited and inspired to contribute 110 percent to those organizations and people he came in contact with. And he did it all with a giant, full-toothed grin of a smile that just made you want to smile back."

To be a part of the recognition of a lifetime of achievement by Steve Albers, please join us at the event on Wednesday, April 17 beginning at 4:30 p.m. For tickets and information, visit:

[www.BusinessExaminer.com/top](http://www.BusinessExaminer.com/top)

## Storytime, Science, and Silliness: Up Close with Librarian Susan Anderson-Newham

By [Karyn M. Peterson](#) on April 25, 2013 [Leave a Comment](#)



“I think ideas are one of the things I do well,” says Susan Anderson-Newham, [2013 Library Journal Mover & Shaker](#), block play advocate, storyteller, actor, writer, and—since 2006—an early learning supervising librarian.

In the Pierce County Library System (PCLS) in Tacoma, WA, that she serves, Anderson-Newham is known as a force for foundational learning, due to both her groundbreaking B.L.O.C.K.S. program (Blocks Let Our Children Know Science) and “[Our Children are Ready for Reading](#),” a study conducted in partnership with the University of Washington that involved training home child care providers in early literacy skills. B.L.O.C.K.S. teaches critical literacy, math, and cognitive skills to even the littlest learners through hands-on play and other engaging activities, while the study earned PCLS an Urban Libraries Innovation Award. Anderson-Newham has also been lauded for her efforts to work with her peers on initiatives to meet Washington’s curricula guidelines for early childhood education.

In this sixth of a dozen planned interviews with the youth services librarians named as [Mover & Shakers](#) this year, Anderson-Newham talks to *School Library Journal* about the importance of collaboration and a good sense of humor to her work, why play is key to kids’ learning, her inspirations and passions, and her top early learning picture books of all time.

**You have a theater degree and worked as an actor/writer in New York City for 10 years before relocating to Washington and becoming a storyteller and librarian. How did you know that early learning and literacy were the right fit for you?**

My undergraduate degree was in developmental psychology. In 1999 there was a training for librarians here in the Northwest called "Amazing Minds" [led by] Judy Nelson, a librarian colleague of mine; the purpose was to bring youth services librarians up to speed on the incredible research that was beginning to coalescing on the importance of early learning. That rekindled my interest in child growth and development. The next year, [PLA/ALSC](#) launched *Every Child Ready to Read*, which gave early learning a priority for all libraries. From then on, I found my attention turning more and more to early learning and ages 0–8. There's something about those wee-ones that inspires and energize me! Their growth and development is really what I am most passionate about.

**What books are on your all-time top lists for early learning and literacy?**

*The Empty Pot* by Demi (Harcourt, 1985).

The best book about 'honesty' ever!

*How Are You Peeling? Foods with Moods* by Saxton Freymann (Scholastic, 1999).

Incredible introduction to talking about feelings and the food photographs are inspired.

*The Three Billy Goats Gruff* by Paul Galdone (Clarion, 1973).

Truly sublime retelling of the popular folktale.

*Pattern Fish* by Trudy Harris (Millbrook, 2000).

Introduces patterns, encourages interaction, and is very funny.

*Say Hello!* by Rachel Isadora (Putnam, 2010).

Repetition, diversity, humor, and child appeal.

*Blue Sea* by Robert Kalan (Greenwillow, 1979).

Perfect introduction to size differences, plus children love this book.

*Little Blue and Little Yellow* by Leo Lionni (Astor, 1959).

Color blending and emotions! Lionni was a genius.

*Shades of People* by Shelly Rottner (Holiday House, 2009).

Beautiful photographs and incredible vocabulary around skin color. I've had some wonderful discussions with children about skin color after sharing this book.

**What new books in this category are your favorites?**

*Z is for Moose* by Kelly Bingham (HarperCollins, 2009).

Making the alphabet silly and fun.

*One Gorilla* by Anthony Browne (Candlewick, 2013).

Incredibly fun, new counting book.

*Grumpy Goat* by Brett Helquist (HarperCollins, 2013).

Not only can you talk about feeling grumpy, but it celebrates the much maligned dandelion.

*This is Not My Hat* by Jon Klassen (Candlewick, 2012).

I love books that contain some wordless pages encouraging children to contribute to the story.

*The Duckling Gets a Cookie* by Mo Willems (Hyperion/Disney, 2012).

Executive Function skill-building wrapped in hilarity. Mo Willems talent is a great gift to children!

**What are you reading right now for yourself?**

I am reading three books at the moment—don't all librarians have several reads going at once? *Spirit's End* by Rachael Aaron (Orbit, 2012), the fifth book in a super fun fantasy series; *The Fault in Our Stars* by John Green (Dutton, 2012)—love him! Plus, my book group chose this as our current selection; and *Will in the World: How Shakespeare Became Shakespeare* by Steven Greenblatt. (W. W. Norton, 2004). Once a theatre wonk, always a theatre wonk.

**What were your programming goals at PCLS when you first got there?**

They had a fairly new early learning program going. I was actually terrified when I first started! I had been a children's librarian in a branch and I knew exactly how to do that. But an early learning librarian? Uncharted waters. I remember sitting down with Judy Nelson (now my boss) that first week and asking her exactly what her goals were for me, and she replied, 'I want you to grow the program.' I know I had a deer-in-the-headlights-look as I sat there thinking 'What does that mean?' The level of freedom and opportunity she was placing at my feet was terrifying. But it was also invigorating and incredibly exciting! And lucky for me, she was there to offer inspiration and support.

**What are you most proud of at PCLS?**

I'm really proud of the community partners that we have gathered and what they have taught us about early learning. And I'm *very* proud that we have inextricably woven the library into the early learning system of our county. For example, we are just finishing up a partnership on a county-wide oral health project. Cavities create huge issues for a large number of children, and our coalition worked with the Washington Dental Service Foundation to create an awareness campaign. We created kits for providers to check out from the library, bookmarks of appropriate books, a songbook of silly songs to sing, and our librarians presented oral-health themed storytimes twice a year at most of our branches, where each child received a happy teeth 'goody bag.' Our partners were very enthusiastic in their praise for our contributions and it definitely strengthened our reputation with them.

**Can you tell us more about the B.L.O.C.K.S. program?**

Judy Nelson and I both became fascinated with the learning possibilities inherent in free block play. I had attended some amazing trainings at early learning conferences about preschool math and block play and Judy presented at an Every Child Ready to Read gathering in Montana, which included a training on play and blocks. The library in Montana had a unit-block cabinet and Judy felt there had to be a way to bring blocks to our libraries. She approached a colleague at the Puget Sound Educational Service district about a potential partnership; fortunately, the idea captivated our foundation board and they generously provided the funding for us to purchase large, portable, locking block cabinets and large sets of blocks for seven of our branch meeting rooms.



Children build a zoo at a Pierce County Library System “Block Party.”

We began the project with a training for the librarians and teachers on supporting block play and then once a month, seven [ECEAP](#) classrooms (Washington State’s version of Head Start) visit the branch nearest them for a ‘Block Party.’ We do a storytime and then we build together, always looking for ways to support the children’s learning—math, engineering, social emotional, literacy and language. Blocks are amazing tools for early learning! Plus, these parties are really, really fun. We also sponsor once-a-month Block Parties that are open to the public. The librarians at those branches use the blocks for free play after storytimes as well. We’re hoping to use the ECEAP teacher’s assessments of the children’s learning to gauge the effect of focused library block play.

One unintended but delightful consequence of the partnership with ECEAP [programs] has been that some of them have used the Block Parties as their monthly parent events. Holding these events at the library has provided us with a wonderful chance to reach many families who are not library users. Coming to the branch to play with blocks is very non-threatening and fun. In fact, one of the teachers was so thrilled by the level of play and interaction occurring between parents and children at the Block Party that she’s determined to make *all* parent events play events!

**What are some of your top ways for kids to get hands-on with learning in your library?**

A few years ago, we added a play component to storytimes, creating 16 themed play boxes that circulate through our branches. The librarians do a regular storytime and then open the play boxes. Inside are games, play objects, real objects—lots of things related to the theme. We call them Story Play Times and they provide children with an opportunity to play together at the library in a hands-on, self-directed way. I had wanted to add play to storytimes for a long time; librarians do such a great job of developing literacy and language skills at storytime, and since

social emotional learning happens best during free play, adding a play component gives us a more whole-child approach.



Children build a log cabin at a Pierce County Library System “Block Party.”

In our children’s areas, our librarians have been quite creative in adding hands-on opportunities for learning: mailboxes to encourage letter writing, flannel boards for tactile learning, and housekeeping areas for free play. Plus, our libraries have been able to add incredible interactive learning structures and elements through generous donations of Friends groups and individuals.

**What advice would you give to librarians seeking to launch similar programs?**

Think seriously about what outcomes you desire and then search out and employ tools to help you measure those outcomes effectively. Libraries need to keep building in proof of our programming’s worth. I will often get very excited by a project, but when I think about how I’m going to measure its outcomes, it changes my approach. Documenting positive outcomes will help promote the great work that libraries do.

**Who do you collaborate the most with? Does that come naturally to you?**

We are very fortunate to have an actual Department of Early Learning! And we also have a vibrant early learning coalition in Pierce County (called First 5 *FUN*damentals). We collaborate with a lot of groups—[Child Care Aware](#), the educational service district, school districts, the health department, the tribes, and early learning organizations. Our early learning program also works quite extensively with child care providers, offering trainings, storytimes, and the circulation of materials and information.

**What is the feedback like from kids and parents who participate in your programming?**

We do lots of presentations for parent groups through ECEAP and Head Start, and also through MOPS groups at churches. So we converse with parents all the time; that is really what makes it

all worthwhile, connecting with children and parents and providers and sharing the wonder of reading and stories and libraries. Lately, we have been partnering with our local Child Care Aware on a series of play programs for parents and Family, Friend and Neighbor care.

After the fourth in the series—a music program, where we sang and danced with scarves and ribbons—one Spanish-speaking mother approached us and made a point of thanking us in English, telling us that the programs had been very good for her child. I felt like the luckiest person in the world that day! I get to read and play and sing and dance, and have mothers thank me for it!



Children get creative building and playing at a Pierce County Library System “Block Party.”

**What is next for you and why?**

We would like to see block cabinets in *all* of our meeting rooms. They really are perfect places for block play, what with low pile carpet and all that open space. Some of the block sets would have to be a bit smaller, but watching the children create these amazing structures in the library has been incredibly inspiring. I’m in the process of expanding the program to home child care providers. The large unit blocks are not very practical for many home child cares and these parties will also offer them a chance to network with other providers as well as give their children a chance to build.

And I have a book coming out! It’s called, *Cooking Up a Storytime*, essentially a cookbook for storytime creation being published through ALA. I’m very excited about that. My current

position has connected me with early learning professionals outside the library and I've learned so much from them, I'm hoping to share with my fellow librarians.

**What's on your career wish list? What would you love to do that you haven't done yet?**

I'd like to serve on a committee for ALA. I'd like to put together a funny and memorable library program with librarians from around the country to present at [NAEYC](#). I am very excited to continue writing.

**What was your reaction to being named a Mover & Shaker?**

It was wonderful and flattering, but so much of what I get to do here is collaborative, to be singled out made me feel like I was cheating somehow! But it made my mother and father very proud; I love that.

**You were pegged as an "Innovator." Is that how you view yourself, too?**

The advantage of having a great team [is] we toss [ideas] around—some we pursue, some we drop. Sometimes we fail, sometimes something amazing happens. But after being a youth services librarian for a long time, it seems to me that *all* youth services librarians are innovators! I'm constantly amazed at what other libraries are doing and what other librarians are creating. There is moving and shaking all over the place and I'm just proud to belong to such a group.

And truthfully, if I was to give myself a label, I think it would be 'jokester.' Silliness is my creed. Humor and fun are so much a part of who I am and have worked so well for me in the trainings that I provide and in the programs that I present. I am absolutely certain that learning happens much more effectively and memorably when you're laughing.

**What reactions and feedback have you gotten on being named?**

My daughter created a Facebook post that made me cry. It was unbelievable to read the beautiful posts from friends from my past. It made me want to celebrate people that I love even if they aren't called out as a Mover or Shaker. We get so busy with our day to day lives; we forget to tell people how great they are. And I know and work with some truly *remarkable* people!

**What are the best professional development experiences that you have ever had?**

Attending sessions at the [NAEYC](#) Institute has had an incredible influence on my work. Where once I focused almost exclusively on early literacy, attending made me realize that early learning is all bound together—literacy, math, science, social/emotional, physical; it all happens. My focus moved from the skills of early literacy to pondering the development of the *whole child*. Of course we want children to learn to read, but our ultimate goal is for them to grow up to be healthy, compassionate humans.

**What do you think are the big issues and challenges for youth services right now?**

I worry deeply about how the economy is affecting our libraries and communities. Healthy communities need infrastructure. They need investment and commitment and labor. And healthy children need healthy communities. I'm proud to pay my taxes. I cherish the community that my taxes help support: schools, parks, hospitals, and libraries! The political climate at the moment seems narrow and short sighted, in my opinion. I sincerely hope that in our rush to *acquire*, we don't lose so many of the things that give our lives fulfillment and meaning.

**What do you think youth services should look like going forward?**

I would hope that we will keep our lens focused on our humanness. That we provide space for children to come together to laugh, learn, and play—and that we strive to remain significant and caring adults in the fabric of their lives.

# UNFINISHED BUSINESS

M E M O



Date: May 3, 2013

To: Chair Linda Ishem and Members of the Board

From: Neel Parikh, Executive Director

Subject: IMLS National Medal Ceremony

On May 8, 2013, at 1:30 PM in the East Room of the White House, Pierce County Library System will receive the National Medal of Museum and Library Services presented by First Lady Michelle Obama. A reception will follow. The award will be received by Linda Ishem, Joelyne Cruz, a community member; and myself. The award presentation will be focused around Joelyne's personal story of the Library's impact on her life. Attached for your information is a personal statement she has written for the White House. Prior to the event, Joelyne and I will participate in a videotaped interview about our Library and our services.

I had the great pleasure of meeting Joelyne Cruz last night. She is a remarkable woman and an incredible representative for the Library. She is a family daycare provider. I met her in her home with her young charges. She shared with me the curriculum materials she uses to help develop the language and number skills of the children. She proudly shared with me the accomplishments of one of the children who is doing very well in school. In addition, I met her son and daughter. Her son graduates from high school this year and is already attending classes at Pacific Lutheran University. He shared with me that as a youth he used to check out stacks (his hand showed about a two foot stack) of books whenever they visited the Library. Mrs. Cruz's husband will be accompanying her on the trip and is coming to the ceremony as my guest. Both of them are very excited and in awe about the event. Ms. Cruz has wonderful things to say, not only about the Library but also about what she has learned from Susan Anderson-Newham. She is indeed a great representative for the Library.

During the Board meeting we will bring you up to date about the event itself. The event will be streamed live via White House Live [www.whitehouse.gov/live](http://www.whitehouse.gov/live) on Wednesday, May 8, at 10:30 a.m. PDT and eventually be posted on YouTube along with the interview. If these are available we will share during the Board meeting.



*Mrs. Michelle Obama*  
*requests the pleasure of your company*  
*at an awards ceremony and reception*  
*on the occasion of the presentation of the*  
*National Medal for Museum and Library Service*  
*to be held at*  
*The White House*  
*on Wednesday, May 8, 2013*  
*at one o'clock*  
*Southeast Entrance*

*Please respond to*  
*The Social Secretary*  
*The White House*  
*at your earliest convenience*  
*giving full name (first, middle and last),*  
*gender, date of birth, social security number,*  
*city and state of residence, and country of birth*  
*SocialOfficeRsvp@who.eop.gov*

## **Pierce County Library System – Impact of the Library on community member Joelyne Cruz**

It all started by taking my child on frequent trips to the library. At first, he would pick out fabulous picture books. However, his love for books deepened at the age of four, when he started reading. As a result, he is now a successful high school senior who will be attending Pacific Lutheran University on academic scholarships this fall. Currently, he takes his younger sister to the library to share his love for books; it is evident that a family tradition is emerging. I know she will be just as successful as he is, and our family is excited to witness her personal journey with books.

My parenting experience has shown that a foundation in literacy greatly impacts young children in preparation for their future. As a childcare professional, I want to support this idea, and Pierce County Library is a great resource. The Library offers informative classes that encourage school readiness in a fun and age appropriate way, and the newsletters include games and recipes for kid-friendly teaching. The children love the games, but reading stories is our favorite activity. Colorful pictures of people in foreign lands lead to discussion about multiculturalism and diversity. Number and alphabet books teach toddlers to count and recognize letters. Board books allow infants to experience turning pages and pointing out familiar pictures. For me, I love the simple act of writing down dictated stories the children create.

Finally, networking in these Library classes has expanded, leading us to create a local, informal group of child care professionals. The group comes together regularly to discuss ways to inspire creativity and resourcefulness regarding the interests of child welfare and education. We realize that we need each other to succeed. Families, child care professionals, and our Pierce County Library System are team players in this community. It is reassuring to know that the success of our children is supported by passionate people concerned about the future of our little ones.

# M E M O



Date: May 6, 2013

To: Linda Ishem and members of the Board of Trustees

From: Mary Getchell, Marketing & Community Relations Director

Subject: National Medal for Museum and Library Service Winner

The Institute of Museum and Library Services (IMLS) selected Pierce County Library System as a winner of the National Medal for Museum and Library Service! The prestigious National Medal is the nation's highest honor recognizing museums and libraries for service to the community and celebrates institutions that make a difference for individuals, families, and communities. IMLS selected Pierce County Library for its extraordinary and innovative approaches to public service and community support and involvement. IMLS announced the winners with a nationwide and statewide news release on April 23rd (attached).

Since learning of our honor approximately two months ago, we've been working closely with IMLS and Susan Davis International (SDI) public relations' staff to create and prepare communications surrounding the announcement. A significant component of the communications is a community member sharing his/her story about how the library has made a positive impact in their life. In working with staff and interviewing members of the community, we recommended two community members to IMLS. Ultimately IMLS selected Joelyn Cruz, a child care provider who has gained guidance and knowledge from the Library's early learning program and classes. Joelyn will accept the National Medal along with Neel Parikh and Linda Ishem at an awards ceremony at the White House on May 8.

We've been working with IMLS/SDI on a variety of communications products including a brochure, video, news releases, and an op-ed. Attached is Pierce County Library System's communications strategy to further promote the award announcement. Pierce County Library's communications tactics included the following: web page, web ad on our home page, email button on signatures of all staff emails, Facebook and Twitter posts, listserv messages, posters in all buildings, article in "Your Library" e-newsletter and Pierce County Library Foundation's "Bookends." In addition, direct communications with the Foundation and donors, Friends of the Libraries, and community partners. We also coordinated and conducted communications with some offices of our congressional delegation.

In all we verified 19 mass media news stories. IMLS posted two messages on its Facebook, resulting in 69 shares, 5 comments, and 78 likes. Pierce County Library posted one message on its Facebook, resulting in 19 shares, 8 comments, and 116 likes. IMLS posted two tweets, which resulted in 1 retweet and 1 mention. Pierce County Library posted one tweet, garnering 1 favorite, 2 retweets, and 6 mentions. Results attached.

Thank you to the Library's Marketing & Community Relations Department, in particular Kit Thompson and Cassie Creley, for fully executing our communications strategy from Washington DC to Washington State.

**National Medal Pierce County Library System Announcement Communications Strategy  
April 12, 2013**

Institute of Museum and Library Services will announce the National Medal winners on Tuesday, April 23, 11 a.m. EDT/8 a.m. PDT.

The national news release is near final. They will contact Cassie/Neel if any questions. SDI/IMLS will finalize and distribute April 23.

The localized news release is under development. Mary provided quote from Neel. IMLS has asked Pierce County Congressional delegation for quotes. SDI/IMLS will contact Cassie/Neel if any questions. SDI/IMLS will finalize and distribute April 23.

Mary/Cassie provided Washington State media contact list.

Community member Jo Cruz is writing 1-3 paragraphs in her own words of how PCLS has impacted her life. Cassie will coordinate finalization and transmittal to SDI by April 17.

<b>Task</b>	<b>Lead Staff</b>	<b>Date/Time</b>
PCLS's IMLS updated Web page live	Kit	4/23, 8 a.m.
Home page ad live	Kit	4/23, 8:15 a.m.
Email button change out from "finalist" to "winner"	Lauren/Steve H.	4/23, 8:15 a.m.
Email national and localized news release to: <ul style="list-style-type: none"> <li>• All staff</li> <li>• Board of Trustees</li> <li>• Foundation Board of Directors</li> </ul>	Neel	4/23, 8:30 a.m.
Post national and localized news release to home page, what's new	Kit	4/23, 8:30 a.m.
Post to Facebook, Twitter	Kit	4/23
Email news release to Pat McCarthy	Neel	4/23
Email letter writers of support: Linda Nguyen and Dave Zabell	Neel	4/23
Send listserv	Kit	4/23

Message to Site Sups re: whiteboards	Sally	4/23
Posters to change out from “finalist” to “winner” to all branches	Carol	Send in delivery 4/23, knowing change out will occur appx. 4/25
Prepared to coordinate media inquiries w/Neel, Georgia, Sally. Record and send to Mary list of reporter contacts.	Cassie	4/23+
Monitor PCLS and IMLS Facebook, Twitter <ul style="list-style-type: none"> <li>• Send any notable comments to AT and Kristin and Sara at SDI.</li> <li>• Provide interaction and copy of all comments/posts to Mary by May 1, update as needed.</li> </ul>	Kit	4/23+
Pull and distribute media coverage: print, radio, TV, including Seattle media. <ul style="list-style-type: none"> <li>• Send to LT, Kristin and Sara at SDI.</li> <li>• Record, in addition, to general coverage accounting, separate award coverage accounting. Provide to Mary by May 1, update as needed.</li> </ul>	Cassie	4/23+
Articles in “Your Library” e-newsletter	Kit	5-6/2013
Article in “Bookends” newsletter	Lynne	5-6/2013

**Notes/Preparation for May 8 ceremony:**

Brochure is near final. Susan Davis International/IMLS will contact Mary/Cassie/Neel if additional questions.

Coordinate op-ed with Susan Davis International/IMLS: Mary/Neel/Cassie. Tentative to run May 8, TNT. Potential signatures: Pat McCarthy, Dave Zabell, Linda Nguyen.

IMLS will distribute media advisory prior to May 8 ceremony.

IMLS will distribute news release May 8. Mary will coordinate and conduct PCLS web postings, listserv, social media, etc.

IMLS has conducted Congressional notifications re: announcement to Washington State U.S. Senators and Representatives with districts in Pierce County. IMLS will conduct notifications with six remaining Representatives on May 8.

Kit/Lauren will pull photos and videos from [IMLS's web page](http://www.ims.gov/about/medals.aspx) <http://www.ims.gov/about/medals.aspx> and post to Lightroom, May8+. Kit will incorporate into Facebook post and post to Web page, Flickr, YouTube. Lauren/Kit will create album for Neel.

**IMLS National Medal Winner – Facebook USIMLS – Pierce County Library System  
April 29, 2013**

**Summary: 2 posts, 69 Shares, 5 Comments, 78 Likes**

**[Institute of Museum and Library Services](#)**

[April 23](#)

Congratulations to the 2013 National Medal for Museum and Library Service Winners! Read the press release at <http://1.usa.gov/15Fb1v1>.

[Boston Children's Museum](#), Boston, Mass.

[Columbus Museum of Art](#), Columbus, Ohio

[Delta Blues Museum - Clarksdale, Mississippi](#), Clarksdale, Miss.

[Discovery Science Center](#), Santa Ana, Calif.

[Marshalltown Public Library](#), Marshalltown, Iowa

[National Czech & Slovak Museum & Library](#), Cedar Rapids, Iowa

[Pierce County Library System](#), Tacoma, Wash.

[Public Library of Cincinnati and Hamilton County](#), Cincinnati, Ohio

[Rancho Cucamonga Public Library](#), Rancho Cucamonga, Calif.

[Waukegan Public Library](#), Waukegan, Ill.

49 Shares

58 Likes

[Pierce County Library](#), [Dan Kleinman](#), [Christopher White](#), [Roxy Gonzales](#) and [54 others](#) like this.

Congratulations 2013 Winners!



National Medal  
for Museum and Library Service



[Institute of Museum and Library Services](#) shared a [link](#).

[April 23](#)

Learn more about the 2013 National Medal winners in this video produced by [History](#).

[2013 National Medal for Museum and Library Services](#)

[Honoring the recipients of the 2013 National Medal for Museum and Library Service. The National Medal is the nation's highest honor conferred on museums and ...](#)

20 Shares

26 Likes

[Pierce County Library](#), [Anh Vu Hien Nguyen](#), [Urban Libraries Council](#), [Dan Kleinman](#) and [22 others](#) like this.

[Diane Kopasz](#) Congratulations Boston Children's Museum! ACM is delighted that you are able to share this award with the children and families of Boston.

[Dawn Riggs](#) Congrats [Pierce County Library](#)!

[Sue Plummer](#) Congratulations, Cincinnati!

[Wetteland Annette](#) Marshalltown Public Library and the National Czech & Slovak Museum & Library make us Iowans mighty proud!

[Dan Kleinman](#) What a disappointment, with respect to Pierce County, given its CIPA fraud:  
<http://safelibraries.blogspot.com/2013/02/AwardingFraud.html>



[SafeLibraries: IMLS: Don't Award Fraud in Public Libraries](#)

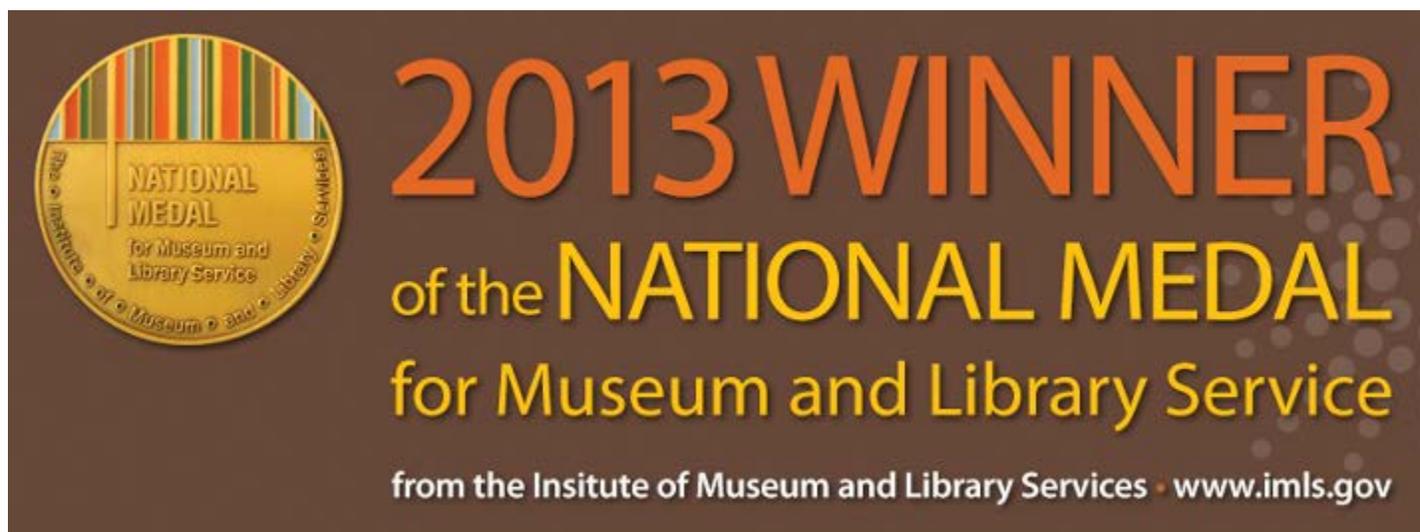
[safelibraries.blogspot.com](http://safelibraries.blogspot.com)

Educating people and politicians about who controls public libraries. Citizens s...See More

**IMLS National Medal Winner – Facebook PCLS – Pierce County Library System  
April 29, 2013**

**Summary: 19 Shares, 8 Comments, 116 Likes**

[Pierce County Library](#) updated their [cover photo](#).  
[April 23](#)



---

2 Shares  
48 Likes

[Pierce County Library](#)

[April 23](#)

Pierce County Library System is 2013 winner of the National Medal for [Institute of Museum and Library Services](#). Thank you for your support to help the Library System receive such a prestigious honor.

17 Shares

8 Comments

68 Likes

[Fife Milton Edgewood Chamber of Commerce](#), [Mary W. Hammond](#), [Laura Giddings](#) and [64 others](#) like this.

[Tacoma Weekly](#) Congratulations!

[Cecilia Fijalka-Breisch](#) I'm am proud to associate myself with the Pierce county library! They're my second home!

[Susanne Bacon](#) Congratulations!

[Jill Weatherford](#) Congratulations to a bunch of hard working people!

[Marcia Gibbons](#) What an honor! Way to go!

[Amina Crane](#) Congratulations to the best library system around!

[Rich Reyes](#) Way to go PCLS! I am so proud.

[Vanessa Stanley](#) Congrats! A well-deserved honor!!

**IMLS National Medal Winner – Twitter IMLS – Pierce County Library System  
April 29, 2013**

**Summary: 2 Tweets, 1 Retweet, 1 Mention**

[IMLS @US IMLS 23 Apr](#)

New Press Release: [@US IMLS](#) Announces Recipients of 2013 National Medal for Museum and Library Service <http://1.usa.gov/15Fb1v1>

[IMLS @US IMLS 23 Apr](#)

Learn more about the 2013 National Medal winners in this video produced by [@History](#)  
<http://bit.ly/11yUmW7>

[Rep. Adam Smith @Rep Adam Smith 24 Apr](#)

Congrats [@PierceCoLibrary](#) on earning [@US IMLS](#) National Medal Winner. They support and serve a very diverse community.

[http://www.ims.gov/news/2013\\_medals\\_pierce\\_county\\_library\\_system.aspx...](http://www.ims.gov/news/2013_medals_pierce_county_library_system.aspx...)

Retweeted by [IMLS](#)

**IMLS National Medal Winner – Twitter PCLS – Pierce County Library System  
April 29, 2013**

**Summary: 1 Tweet, 1 Favorite, 2 Retweets, 6 Mentions**

[PierceCountyLibrary @PierceCoLibrary 23 Apr](#)

Thank you for your support! You have helped Pierce County Library System become a winner of the National Medal Winner for [@US IMLS](#)

Favorited 1 time

[UrbanLibCouncil @UrbanLibCouncil](#)

**1,387** Followers

Retweeted 2 times

[Linh Vang @VangLinh](#)

**1,059** Followers

[UrbanLibCouncil @UrbanLibCouncil](#)

**1,387** Followers

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[UrbanLibCouncil @UrbanLibCouncil 23 Apr](#)

Congrats to 2013's National Medal Winners: <http://1.usa.gov/ZGyyrD> ULC member recipients are: [@PierceCoLibrary](#) [@cincylibrary](#) Visit: [@US IMLS](#)

[Holly @HollyMVG 23 Apr](#)

Congratulations [@PierceCoLibrary](#) on receiving the National Medal! Whoo-hoo!  
[#libraries](http://www.ims.gov/ims/announces_recipients_of_2013_national_medal_for_museum_and_library_service.aspx...)

[Rep. Adam Smith @Rep Adam Smith 24 Apr](#)

Congrats [@PierceCoLibrary](#) on earning [@US IMLS](#) National Medal Winner. They support and serve a very diverse community.  
[http://www.ims.gov/news/2013\\_medals\\_pierce\\_county\\_library\\_system.aspx...](http://www.ims.gov/news/2013_medals_pierce_county_library_system.aspx...)

[Dan Kleinman @SafeLibraries 25 Apr](#)

[@US IMLS](#) awards [@PierceCoLibrary #library](#) despite its CIPA [#fraud](#):  
<http://safelibraries.blogspot.com/2013/02/AwardingFraud.html...> What a disappointment.

[Encore Arts Programs @encorearts 25 Apr](#)

Congratulations, [@PierceCoLibrary](#), on being honored for a national award!  
[http://blog.thenewstribune.com/street/2013/04/23/pierce-county-library-system-wins-top-national-honor/ ...](http://blog.thenewstribune.com/street/2013/04/23/pierce-county-library-system-wins-top-national-honor/)

**Monica Kim** [@monicakim524](#) 25 Apr

Congrats! RT "[@encorearts](#): Congratulations, [@PierceCoLibrary](#), on being honored for a national award! [http://blog.thenewstribune.com/street/2013/04/23/pierce-county-library-system-wins-top-national-honor/ ...](http://blog.thenewstribune.com/street/2013/04/23/pierce-county-library-system-wins-top-national-honor/)"



**MEDIA ADVISORY**

May 2, 2013

**MEDIA CONTACT:** Sara Neumann  
(202) 414-0788 desk; (202) 262-3220 cell  
[sneumann@susandavis.com](mailto:sneumann@susandavis.com)

**First Lady to Present National Medal to Outstanding Museums, Libraries May 8**  
*White House Ceremony Celebrates Exceptional Contributions to Communities*

**WHAT:** In a White House Ceremony on May 8, First Lady Michelle Obama will join Director Susan Hildreth and the Institute of Museum and Library Services to present the 2013 National Medal for Museum and Library Service. Ten institutions from across the country will be honored. In addition to the museum and library leaders, a member from each recognized community will participate in the ceremony to highlight how the museum or library has affected their lives.

**2013 National Medal for Museum and Library Service recipients:**

- Boston Children's Museum, Boston, Mass.
- Columbus Museum of Art, Columbus, Ohio
- Delta Blues Museum, Clarksdale, Miss.
- Discovery Science Center, Santa Ana, Calif.
- Marshalltown Public Library, Marshalltown, Iowa
- National Czech & Slovak Museum & Library, Cedar Rapids, Iowa
- Pierce County Library System, Tacoma, Wash.
- Public Library of Cincinnati and Hamilton County, Cincinnati, Ohio
- Rancho Cucamonga Public Library, Rancho Cucamonga, Calif.
- Waukegan Public Library, Waukegan, Ill.

**WHO:** **First Lady Michelle Obama**  
**Director Susan Hildreth, Institute of Museum and Library Services**  
**Medal Winner Institution Directors & Community Members**  
**National Museum and Library Services Board**

**WHEN:** Wednesday, May 8, 1:30 p.m.

**WHERE:** The White House, East Room

**CREDENTIALING:** Any reporter interested in covering this event must contact Sara Neumann at (202) 414-0788 or [sneumann@susandavis.com](mailto:sneumann@susandavis.com) by **Monday, May 6 at 1 p.m. EDT** to initiate the credentialing process.

**MEDIA NOTE:** To coordinate advance or on-site interviews with IMLS Director Susan Hildreth or 2013 National Medal for Museum and Library Service recipients and community members, please contact Sara Neumann at (202) 414-0788 or [sneumann@susandavis.com](mailto:sneumann@susandavis.com).

***About the Institute of Museum and Library Services***

The Institute of Museum and Library Services is the primary source of federal support for the nation's 123,000 libraries and 17,500 museums. Our mission is to inspire libraries and museums to advance innovation, lifelong learning, and cultural and civic engagement. Our grant making, policy development, and research help libraries and museums deliver valuable services that make it possible for communities and individuals to thrive. To learn more, visit <http://www.ims.gov> and follow us on [Facebook](#) and [Twitter](#).



**FOR IMMEDIATE RELEASE**

**MEDIA CONTACT:** Kristin Drouin  
(202) 414-0781; [kdrouin@susandavis.com](mailto:kdrouin@susandavis.com)

## **Pierce County Library System to Receive 2013 National Medal for Museum and Library Service** *National Award Recognizes Exceptional Contributions of Library System in Washington State*

**WASHINGTON (April 23, 2013)** – The Institute of Museum and Library Services today announced Pierce County Library System of Tacoma, Wash., as one of 10 recipients of this year’s National Medal for Museum and Library Service. The nation’s highest honor conferred on museums and libraries for service to the community, the National Medal celebrates institutions that make a difference for individuals, families, and communities. The National Medal will be presented at a celebration in Washington, D.C. on May 8.

Pierce County Library System supports an incredibly diverse community: a growing population of children, a constant influx of new residents from Joint Base Lewis-McChord, job seekers and small business owners, active older adults, and more. Through innovative programs and partnerships, rooted in and developed as a result of research, the library system has been successful in leveraging community resources and delivering high-value services. Research informed a decision to implement one of the state’s first non-Dewey Decimal libraries to increase usability. It was an immediate success – in the first four hours, 780 visitors checked out 1,566 items. The Library System’s Early Literacy Program is a flagship program. The Early Literacy staff work in many partnerships developing successful curriculum and services with organizations including the Health Department and Child Care Aware of Tacoma/Pierce County. Pierce County Library System along with community partners provide caregivers with tools and training and help children prepare for school.

“Museums and libraries serve as centers for lifelong learning and as cornerstones for our communities. Pierce County Library System is conducting their own research and implementing authentic solutions to lead the way in early literacy, support diverse constituencies, and create meaningful partnerships. We are very proud to name Pierce County Library System one of this year’s National Medal for Museum and Library Service winners,” said Susan Hildreth, director, Institute of Museum and Library Services. “This year’s National Medal recipients demonstrate the many ways museums and libraries alike build strong communities. These institutions are educating, inspiring, and leading lifelong learning while serving as community anchors.”

“I am honored and humbled. Pierce County Library is a National Medal winner thanks to our great staff and strong community partners,” said Neel Parikh, executive director for Pierce County Library System. “Our communities, staff, and partners – together, we are the award winner. With our partners, we are a valued community asset that is making a difference one person at a time.”

Jo Cruz, a local resident who uses library programs and resources to promote early literacy as a child care provider, will travel to Washington and share the impact the Pierce County Library System has had on the community during the May 8 celebration.

This year’s honorees exemplify the nation’s great diversity of libraries and museums and include a science center, children’s museum, music museum, art museum, cultural museum, public libraries, and county library systems, hailing from seven states. Earlier this year, 33 institutions were announced as finalists for the National Medal, and community members were encouraged to share their stories about their experiences on the IMLS Facebook page.

Medal winners were selected from nationwide nominations of institutions that demonstrate innovative approaches to public service, exceeding the expected levels of community outreach. After the ceremony, StoryCorps – a national nonprofit dedicated to recording, preserving, and sharing the stories of Americans – will visit Pierce County Library System to document stories from the community.

For a complete list of 2013 recipients and to learn more about the National Medal winners, please visit [www.ims.gov/medals](http://www.ims.gov/medals).

-more-

**About the Institute of Museum and Library Services**

The Institute of Museum and Library Services is the primary source of federal support for the nation's 123,000 libraries and 17,500 museums. Our mission is to inspire libraries and museums to advance innovation, lifelong learning, and cultural and civic engagement. Our grant making, policy development, and research help libraries and museums deliver valuable services that make it possible for communities and individuals to thrive. To learn more, visit <http://www.ims.gov> and follow us on [Facebook](#) and [Twitter](#).

**About Pierce County Library System**

Pierce County Library System's 18 libraries bring people together, enrich lives and provide children and adults with opportunities to learn. Pierce County Library is the largest provider of free books and information in Pierce County. The libraries offer families and children fun, learning, and numerous events to help kids read and do their homework. The Library's mission is to bring the world of information and imagination to all people of our community. To access the Library's resources, visit <http://www.piercecountylibrary.org> and follow us on [Facebook](#) and [Twitter](#).

###



**FOR IMMEDIATE RELEASE**

**MEDIA CONTACT:** Sara Neumann  
(202) 414-0788; [sneumann@susandavis.com](mailto:sneumann@susandavis.com)

## **Institute of Museum and Library Services Announces Recipients of 2013 National Medal for Museum and Library Service**

*Nation's Highest Honor Recognizes Exceptional Contributions of Museums and Libraries*

**WASHINGTON (April 23, 2013)** – The Institute of Museum and Library Services today announced the recipients of the 2013 National Medal for Museum and Library Service. The National Medal is the nation's highest honor conferred on museums and libraries for service to the community and celebrates institutions that make a difference for individuals, families, and communities.

This year's honorees exemplify the nation's great diversity of libraries and museums and include a science center, children's museum, music museum, art museum, cultural museum, public libraries, and county library systems, hailing from seven states. The 2013 winners of the National Medal for Museum and Library Service are:

- Boston Children's Museum, Boston, Mass.
- Columbus Museum of Art, Columbus, Ohio
- Delta Blues Museum, Clarksdale, Miss.
- Discovery Science Center, Santa Ana, Calif.
- Marshalltown Public Library, Marshalltown, Iowa
- National Czech & Slovak Museum & Library, Cedar Rapids, Iowa
- Pierce County Library System, Tacoma, Wash.
- Public Library of Cincinnati and Hamilton County, Cincinnati, Ohio
- Rancho Cucamonga Public Library, Rancho Cucamonga, Calif.
- Waukegan Public Library, Waukegan, Ill.

Earlier this year, 33 institutions were announced as finalists for the National Medal, and community members were encouraged to share their stories about their experiences on the IMLS Facebook page.

"Congratulations to the 2013 winners of the National Medal for Museum and Library Service! These institutions exemplify the ways museums and libraries build stronger communities," said Susan Hildreth, director of the Institute of Museum and Library Services. "From art museums to public library systems, science centers, children's museums, neighborhood libraries, and more, the 2013 National Medal recipients make an impact. These institutions are educating, inspiring, and leading lifelong learning while serving as community anchors."

Medal winners were selected from nationwide nominations of institutions that demonstrate innovative approaches to public service, exceeding the expected levels of community outreach. The National Medal will be presented during a celebration in Washington, D.C. on May 8. After the ceremony, StoryCorps – a national nonprofit dedicated to recording, preserving, and sharing the stories of Americans – will visit each institution to document stories from the communities of the winning institutions.

To learn more about the 2013 National Medal winners, please visit [www.ims.gov/medals](http://www.ims.gov/medals).

### **About the Institute of Museum and Library Services**

The Institute of Museum and Library Services is the primary source of federal support for the nation's 123,000 libraries and 17,500 museums. Our mission is to inspire libraries and museums to advance innovation, lifelong learning, and cultural and civic engagement. Our grant making, policy development, and research help libraries and museums deliver valuable services that make it possible for communities and individuals to thrive. To learn more, visit <http://www.ims.gov> and follow us on [Facebook](#) and [Twitter](#).

**Institute of Museum and Library Service National Medal Announcement  
Mass Media Coverage  
April-May 2013**

**Total Verified: 19**

- “Pierce County Library System wins top national honor,” The News Tribune, April 23, 2013
- “Pierce County Library System honored with national award,” Peninsula Gateway, April 23, 2013
- “Pierce County Library System wins top national honor,” Bellingham Herald, April 23, 2013
- “IMLS Announces Recipients of 2013 National Medal for Museum and Library Service,” Library Journal, April 23, 2013
- “Pierce Library nationally noted for program,” Tacoma Weekly, April 23, 2013
- “Libraries get national nod,” The News Tribune, April 24, 2013
- “Pierce County libraries earn national honor,” Seattle Times, April 24, 2013
- “Pierce County Library System to receive national medal,” Suburban Times, April 24, 2013
- “Pierce County Library System earns national medal,” Business Examiner, April 24, 2013
- “Pierce County Library System to receive 2013 National Medal for Museum and Library Service,” South Puget Sound News, April 25, 2013
- “ULC Member Shout-Outs!” Urban Library Council e-News Weekly, April 26, 2013
- “Pierce County Library System wins top national honor,” Olympian, April 24, 2013
- “Pierce County Library System Receives National Medal for Museum and Library Service,” Aging & Disability Resource Center E-Newsletter, May 2013
- “Pierce County Library System receives national medal,” Puyallup Herald, May 1, 2013
- “ELPLP Member Pierce County Library System Wins Nations Highest Honor for Museum and Library Service,” Foundation for Early Learning E-Newsletter, May 1, 2013
- “First Lady Michelle Obama to present award to Pierce County Library System,” The News Tribune, May 2, 2013
- “Local librarians head for White House,” Business Examiner, May 2, 2013

Articles:

## The News Tribune

The latest news in and around Tacoma, Pierce County and South Puget Sound

### [Pierce County Library System wins top national honor](#)

Post by [Steve Maynard](#) / The News Tribune on April 23, 2013 at 11:01 am with [No Comments »](#)

The Pierce County Library System is one of 10 winners of the nation's highest honor awarded to museums and libraries for service to the community.

The library system was named today as a recipient of the national medal for museum and library service. The award from the Institute of Museum and Library Services recognizes outreach to the community.

"I am honored and humbled," said Neel Parikh, executive director of the library system.

"Our communities, staff and partners – together, we are the award winner," Parikh said in a statement. "With our partners, we are a valued community asset that is making a difference one person at a time."

Medal winners were chosen from nationwide nominations of institutions that demonstrate innovative approaches to public service, exceeding expected levels of community outreach.

The library system of was one 33 finalists for the honor from the institute, the primary source of federal funding for the nation's museums and libraries. The national medal will be presented May 8 in Washington, D.C.

The library system operates 18 libraries and serves the majority of Pierce County's readers and other library users in Pierce County. It serves the whole county except Tacoma, Puyallup and Roy, which have their own city libraries.

The institute singled out the Pierce County Library System for supporting a diverse community that includes Joint Base Lewis-McChord, a growing population of children, job seekers and small business owners, and older adults.

The library system was praised for leveraging community resources and delivering high-value services. It implemented one of the state's first non-Dewey Decimal libraries to increase

usability. It worked with community partners to provide caregivers with tools and training, helping children prepare for school.

This year's honorees include a science center, museums for children, music, art and culture, and libraries from seven states.

The other winner's of this year's national medal are:

- Boston Children's Museum.
- Columbus Museum of Art, Columbus, Ohio.
- Delta Blues Museum, Clarksdale, Miss.
- Discovery Science Center, Santa Ana, Calif.
- Marshalltown Public Library, Marshalltown, Iowa.
- National Czech & Slovak Museum & Library, Cedar Rapids, Iowa.
- Public Library of Cincinnati and Hamilton County.
- Rancho Cucamonga Public Library, Rancho Cucamonga, Calif.
- Waukegan Public Library, Waukegan Ill.

Read more here: <http://blog.thenewstribune.com/street/2013/04/23/pierce-county-library-system-wins-top-national-honor/#storylink=cpy>

# Pierce County Library System honored with national award

## The Peninsula Gateway

April 23, 2013

The Institute of Museum and Library Services announced Tuesday that the Pierce County Library System is one of 10 recipients of this year's National Medal for Museum and Library Service. The nation's highest honor conferred on museums and libraries for service to the community, the National Medal celebrates institutions that make a difference for individuals, families and communities. The National Medal will be presented at a celebration in Washington, D.C. on May 8.

Gateway news services

Published: 04/23/13 3:01 pm | Updated: 04/23/13 3:01 pm

[0 Comments](#)

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The library system was cited for several programs, including a new research-informed decision to implement one of the state's first non-Dewey Decimal libraries to increase usability. It was an immediate success – in the first four hours, 780 visitors checked out 1,566 items. Other programs include the library system's flagship Early Literacy Program. The Early Literacy staff work in many partnerships developing successful curriculum and services with organizations including the Health Department and Child Care Aware of Tacoma/Pierce County.

This year's honorees include a science center, children's museum, music museum, art museum, cultural museum, public libraries and county library systems, hailing from seven states. Earlier this year, 33 institutions were announced as finalists for the National Medal, and community members were encouraged to share their stories about their experiences on the IMLS Facebook page.

Medal winners were selected from nationwide nominations of institutions that demonstrate innovative approaches to public service, exceeding the expected levels of community outreach. After the ceremony, StoryCorps – a national nonprofit dedicated to recording, preserving, and

sharing the stories of Americans – will visit Pierce County Library System to document stories from the community.

Read more here: <http://www.thenewstribune.com/2013/04/23/2569745/pierce-county-library-system-honored.html#storylink=misearch#storylink=cpy>

# Pierce County Library System wins top national honor

## The Bellingham Herald

Published: April 23, 2013 Updated 16 hours ago

Read more here: <http://www.bellinghamherald.com/2013/04/23/2979297/pierce-county-library-system-wins.html#storylink=cpy>

By STEVE MAYNARD — Staff writer

County libraries get national nod

By Steve Maynard

Staff writer

Read more here: <http://www.bellinghamherald.com/2013/04/23/2979297/pierce-county-library-system-wins.html#storylink=cpy>

[Comments](#) | More in [General news](#), [Government](#) | Topics: [library](#), [museum](#), [Pierce County](#)

The Pierce County Library System was named Tuesday as one of 10 winners of the nation's highest honor awarded to museums and libraries for service to the community.

The library system is a recipient of the national medal for museum and library service. The award from the Institute of Museum and Library Services recognizes outreach to the community.

"I am honored and humbled," said Neel Parikh, the library system's director.

"Our communities, staff and partners – together, we are the award winner," Parikh said in a statement. "With our partners, we are a valued community asset that is making a difference one person at a time."

This year's honorees include a science center, museums for children, music, art and culture, and libraries from seven states. Pierce County's library system is the only recipient from Washington.

It was one of 33 finalists for the honor. The national medals will be presented May 8 in Washington, D.C.

The library system operates 18 libraries, serving the majority of Pierce County's readers and other library users.

The institute singled out the library system for supporting a diverse community that includes Joint Base Lewis-McChord, a growing population of children, job seekers, small business owners and older adults.

The library system was praised for leveraging community resources and delivering high-value services. It implemented one of the state's first non-Dewey Decimal libraries. It worked with community partners to provide caregivers with tools and training, helping children prepare for school.

*Steve Maynard: 253-597-8647*  
[steve.maynard@thenewstribune.com](mailto:steve.maynard@thenewstribune.com)  
[@TNTstevemaynard](http://blog.thenewstribune.com/street)

Read more here: <http://www.bellinghamherald.com/2013/04/23/2979297/pierce-county-library-system-wins.html#storylink=cpy>

# IMLS Announces Recipients of 2013 National Medal for Museum and Library Service

## Library Journal

Filed by [Gary Price](#) on April 23, 2013



From the [Institute for Museum and Library Services](#):

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### *Libraries*

- [Marshalltown Public Library, Marshalltown, Iowa](#)
- [National Czech & Slovak Museum & Library, Cedar Rapids, Iowa](#)
- [Pierce County Library System, Tacoma, Wash.](#)
- [Public Library of Cincinnati and Hamilton County, Cincinnati, Ohio](#)
- [Rancho Cucamonga Public Library, Rancho Cucamonga, Calif.](#)
- [Waukegan Public Library, Waukegan, Ill.](#)
- 

### *Museums*

- [Boston Children's Museum, Boston, Mass.](#)
- [Columbus Museum of Art, Columbus, Ohio](#)
- [Delta Blues Museum, Clarksdale, Miss.](#)

- [Discovery Science Center, Santa Ana, Calif.](#)

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<http://www.infodocket.com/2013/04/23/imls-announces-recipients-of-2013-national-medal-for-museum-and-library-service/>

## **Pierce Library nationally noted for program**

### **Tacoma Weekly**

April 23, 2013 @ 8:38 am

The Institute of Museum and Library Services, the primary source of federal funding for the nation's museums and libraries, has announced that the Pierce County Library System is one of 10 recipients of this year's National Medal for Museum and Library Service.

The nation's highest honor conferred on museums and libraries for service to the community will be presented at a celebration in Washington, D.C. on May 8.

The Pierce County Library System was chosen as a recipient for its innovative programs and partnerships that serve and support an incredibly diverse community. Jo Cruz is a local resident who uses library programs and resources, for example, to promote early literacy as a child care provider. She will travel to Washington to share the impact the Library has had on the community during the May 8 celebration.

LOCAL

## Libraries get national nod

BY STEVE MAYNARD  
*Staff writer*

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- Public Library of Cincinnati and Hamilton County.
- Rancho Cucamonga Public Library, Rancho Cucamonga, Calif.
- Waukegan Public Library, Waukegan Ill.

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## **Pierce County libraries earn national honor** **The Seattle Times**

April 24, 2013 at 10:19 AM

Posted by [Jack Broom](#)

The Pierce County Library System has been named one of 10 recipients of a national honor awarded by an agency that distributes federal support for the nation's 123,000 libraries and 17,500 museums.

The National Medal for Museum and Library Service will be presented next month in Washington, D.C.

Pierce County library programs that offer fun learning experiences for children and ones that reach out to a diverse community and a highly mobile population influenced by the presence of the Joint Base Lewis-McChord helped it earn the honor, according to The Institute of Museum and Library Services.

This year's 10 [honorees](#) span the country, from the Boston Children's Museum to the National Czech & Slovak Museum & Library in Cedar Rapids, Iowa, to the Discovery Science Center in Santa Ana, Calif.

Last year's medal-winners included the Pacific Science Center in Seattle.

# Pierce County Library System to receive national medal

## The Suburban Times

[Ben Sclair](#) | April 24, 2013 | [0 Comments](#)

The Institute of Museum and Library Services today announced Pierce County Library System of Tacoma, Wash., as one of 10 recipients of this year's National Medal for Museum and Library Service. The nation's highest honor conferred on museums and libraries for service to the community, the National Medal celebrates institutions that make a difference for individuals, families, and communities. The National Medal will be presented at a celebration in Washington, D.C. on May 8.

Pierce County Library System supports an incredibly diverse community: a growing population of children, a constant influx of new residents from Joint Base Lewis-McChord, job seekers and small business owners, active older adults, and more. Through innovative programs and partnerships, rooted in and developed as a result of research, the library system has been successful in leveraging community resources and delivering high-value services. Research informed a decision to implement one of the state's first non-Dewey Decimal libraries to increase usability. It was an immediate success – in the first four hours, 780 visitors checked out 1,566 items. The Library System's Early Literacy Program is a flagship program. The Early Literacy staff work in many partnerships developing successful curriculum and services with organizations including the Health Department and Child Care Aware of Tacoma/Pierce County. Pierce County Library System along with community partners provide caregivers with tools and training and help children prepare for school.

"Museums and libraries serve as centers for lifelong learning and as cornerstones for our communities. Pierce County Library System is conducting their own research and implementing authentic solutions to lead the way in early literacy, support diverse constituencies, and create meaningful partnerships. We are very proud to name Pierce County Library System one of this year's National Medal for Museum and Library Service winners," said Susan Hildreth, director, Institute of Museum and Library Services. "This year's National Medal recipients demonstrate the many ways museums and libraries alike build strong communities. These institutions are educating, inspiring, and leading lifelong learning while serving as community anchors."

"I am honored and humbled. Pierce County Library is a National Medal winner thanks to our great staff and strong community partners," said Neel Parikh, executive director for Pierce County Library System. "Our communities, staff, and partners – together, we are the award winner. With our partners, we are a valued community asset that is making a difference one person at a time."

Jo Cruz, a local resident who uses library programs and resources to promote early literacy as a child care provider, will travel to Washington and share the impact the Pierce County Library System has had on the community during the May 8 celebration.

This year's honorees exemplify the nation's great diversity of libraries and museums and include a science center, children's museum, music museum, art museum, cultural museum, public libraries, and county library systems, hailing from seven states. Earlier this year, 33 institutions were announced as finalists for the National Medal, and community members were encouraged to share their stories about their experiences on the IMLS Facebook page.

Medal winners were selected from nationwide nominations of institutions that demonstrate innovative approaches to public service, exceeding the expected levels of community outreach. After the ceremony, StoryCorps – a national nonprofit dedicated to recording, preserving, and sharing the stories of Americans – will visit Pierce County Library System to document stories from the community.

For a complete list of 2013 recipients and to learn more about the National Medal winners, please visit [www.ims.gov/medals](http://www.ims.gov/medals).

# **Pierce County Library System earns national medal**

## **Business Examiner**

Apr 24, 2013 - 02:47 PM

The Pierce County Library System has been chosen by the Institute of Museum and Library Services as one of 10 recipients of this year's National Medal for Museum and Library Service.

The award is the nation's highest honor given to museums and libraries for service to the community.

Pierce County was chosen as a recipient for its innovative programs, and for its partnerships that serve and support an incredibly diverse community.

The award will be presented at a celebration in Washington, D.C. on May 8.

# Pierce County Library System to receive 2013 National Medal for Museum and Library Service

## South Puget Sound News

April 25, 2013 By [News Room](#) [Leave a Comment](#)



The Institute of Museum and Library Services recently announced Pierce County Library System of Tacoma, Wash., as one of 10 recipients of this year's National Medal for Museum and Library Service. The nation's highest honor conferred on museums and libraries for service to the community, the National Medal celebrates institutions that make a difference for individuals, families, and communities. The National Medal will be presented at a celebration in Washington, D.C. on May 8.

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"Museums and libraries serve as centers for lifelong learning and as cornerstones for our communities. Pierce County Library System is conducting their own research and implementing authentic solutions to lead the way in early literacy, support diverse constituencies, and create meaningful partnerships. We are very proud to name Pierce County Library System one of this year's National Medal for Museum and Library Service winners," said Susan Hildreth, director, Institute of Museum and Library Services.

“This year’s National Medal recipients demonstrate the many ways museums and libraries alike build strong communities. These institutions are educating, inspiring, and leading lifelong learning while serving as community anchors.”

“I am honored and humbled. Pierce County Library is a National Medal winner thanks to our great staff and strong community partners,” said Neel Parikh, executive director for Pierce County Library System. “Our communities, staff, and partners – together, we are the award winner. With our partners, we are a valued community asset that is making a difference one person at a time.”

Jo Cruz, a local resident who uses library programs and resources to promote early literacy as a child care provider, will travel to Washington and share the impact the Pierce County Library System has had on the community during the May 8 celebration.

This year’s honorees exemplify the nation’s great diversity of libraries and museums and include a science center, children’s museum, music museum, art museum, cultural museum, public libraries, and county library systems, hailing from seven states. Earlier this year, 33 institutions were announced as finalists for the National Medal, and community members were encouraged to share their stories about their experiences on the IMLS Facebook page.

Medal winners were selected from nationwide nominations of institutions that demonstrate innovative approaches to public service, exceeding the expected levels of community outreach. After the ceremony, StoryCorps – a national nonprofit dedicated to recording, preserving, and sharing the stories of Americans – will visit Pierce County Library System to document stories from the community.

Other winners for 2013 include:

- Boston Children’s Museum, Boston, Mass.
- Columbus Museum of Art, Columbus, Ohio
- Delta Blues Museum, Clarksdale, Miss.
- Discovery Science Center, Santa Ana, Calif.
- Marshalltown Public Library, Marshalltown, Iowa
- National Czech & Slovak Museum & Library, Cedar Rapids, Iowa
- Public Library of Cincinnati and Hamilton County, Cincinnati, Ohio
- Rancho Cucamonga Public Library, Rancho Cucamonga, Calif.
- Waukegan Public Library, Waukegan, Ill.

# Urban Library Council e-News Weekly for April 26, 2013

## ULC Member Shout-Outs!

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This week, IMLS announced the 2013 recipients of the [National Medal for Museum and Library Service](#). Congratulations to our members who received this prestigious honor!

- [The Public Library of Cincinnati and Hamilton County](#), OH (05:44 )
- [Pierce County Library System](#), WA (05:07)

Medal winners were selected from nationwide nominations of institutions that demonstrate innovative approaches to public service, exceeding the expected levels of community outreach. The National Medal will be presented at a celebration in Washington, DC on May 8.

[Check-out the video!](#)



Apr 24, 2013 02:47 PM [Daily Biz Briefs](#)

# Pierce County Library System wins top national honor

The Olympian

STEVE MAYNARD | Staff writer • Published April 23, 2013

Read more here: <http://www.theolympian.com/2013/04/23/2517553/pierce-county-library-system-wins.html#storylink=cpy>

By Steve Maynard

Staff writer

County libraries get national nod

The Pierce County Library System was named Tuesday as one of 10 winners of the nation's highest honor awarded to museums and libraries for service to the community.

The library system is a recipient of the national medal for museum and library service. The award from the Institute of Museum and Library Services recognizes outreach to the community.

"I am honored and humbled," said Neel Parikh, the library system's director.

"Our communities, staff and partners – together, we are the award winner," Parikh said in a statement. "With our partners, we are a valued community asset that is making a difference one person at a time."

This year's honorees include a science center, museums for children, music, art and culture, and libraries from seven states. Pierce County's library system is the only recipient from Washington.

It was one of 33 finalists for the honor. The national medals will be presented May 8 in Washington, D.C.

The library system operates 18 libraries, serving the majority of Pierce County's readers and other library users.

The institute singled out the library system for supporting a diverse community that includes Joint Base Lewis-McChord, a growing population of children, job seekers, small business owners and older adults.

The library system was praised for leveraging community resources and delivering high-value services. It implemented one of the state's first non-Dewey Decimal libraries. It worked with community partners to provide caregivers with tools and training, helping children prepare for school.

*Steve Maynard: 253-597-8647*

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[blog.thenewstribune.com/street](http://blog.thenewstribune.com/street)

[@TNTstevemaynard](#)

Read more here: <http://www.theolympian.com/2013/04/23/2517553/pierce-county-library-system-wins.html#storylink=cpy>

# Aging and Disability Resources Center



## E-Newsletter

May, 2013

This newsletter may also be viewed as a PDF at [www.PierceADRC.org](http://www.PierceADRC.org) "News & Events."

### Local Services

#### **Pierce County Library System Receives National Medal for Museum and Library Service**

The Pierce County Library System has been selected as one of 10 recipients of this year's National Medal for Museum and Library Service. The National Medal celebrates institutions that make a difference for individuals, families, and communities. Pierce County Library System supports a growing population of children, a constant influx of new residents from JBLM, job seekers, small business owners, active seniors, and more. [Click here to learn more](#) about the National Medal winners.

## Pierce County Library System receives national medal

The Herald

During the 2010-11 fiscal year, following a downward economy in which many people found themselves newly unemployed, the Pierce County Library System rolled out a job and business center at six of its 17 branches.



PIERCE COUNTY LIBRARY SYSTEM/COURTESY PHOTO

Librarian Steve Lusasiak helps a patron seeking new employment at the job and business center at the South Hill branch of the Pierce County Library System.

### **ANDREW FICKES; OF THE HERALD**

#### **ANDREW FICKES**

Published: 05/01/13 12:05 am Updated: 04/30/13 9:28 pm

During the 2010-11 fiscal year, following a downward economy in which many people found themselves newly unemployed, the Pierce County Library System rolled out a job and business center at six of its 17 branches.

The centers, each with a minimum of four computer stations, have connected library patrons to potential jobs and helped them improve their skills.

“We know that people have found jobs,” said Rose Jetter, manager of the South Hill branch. “Unemployment is the most soul-emptying experience you can imagine. You lose your identity and any money coming in. It is the best thing in the world knowing that people are getting jobs from this service.”

The library system was one of 10 recipients in the nation to receive the National Medal for Museum and Library Services. The medal, distributed by the Institute of Museum and Library Services based in Washington, D.C., recognizes institutions nationwide that exemplify leadership in building strong communities through innovative programs and outreach. It comes with a \$5,000 prize, and recipients can use it to further their programs and outreach.

The job and business center is just one of the system’s innovative programs recognized by the national medal.

“Pierce County Library System is conducting their own research and implementing authentic solutions to lead the way in early literacy, support diverse constituencies and create meaningful partnerships,” said Susan Hildreth, director of the Institute of Museum and Library Services.

Neel Parikh, executive director of the library system, said the medal is a “tremendous honor.”

“It tells us that we’re doing a great job in our community,” Parikh said. “This medal is also poignant because, since 2009, we have had to cut our budget by \$6.4 million. This is an applause to all of us and our incredible partners by what an impact we can make by focusing on what we can do for our community.”

The medal recognizes the library system's outreach in areas of childhood early learning, programs for Spanish-speaking patrons, and resources for new residents from Joint Base Lewis-McChord.

Kate Savage, the adult services librarian at the Sumner branch, said the job centers focus on four cornerstones: job searching, skill building, personal finances and growing a business.

Databases and software programs tailored to job searches and skill building are on each computer. Patrons can use a computer for three hours at a time, sometimes longer if no one else is waiting in line.

In addition, there are packets that include information about job searching, resume writing and interview skills that can be checked out for three weeks at a time. A partnership with WorkSource Pierce provides tailored workshops.

“We’ve had good success,” Savage said. “People come back here to thank us a lot.”

Miguel Colon, the Sumner library's assistant branch manager, said he helps Spanish-speaking patrons with job searches.

“I know of four Hispanic-speaking patrons who have found jobs,” Colon said. “One Hispanic-speaking couple both found jobs.”

Savage said the Sumner branch is invested in its community.

“In tough economic times, we’re there for people,” she said.

Jetter said the job center is open during regular hours. Her staff members provide in-house training on job searching and other skill-based workshops, such as how to format a spreadsheet.

If you go

The Job and Business Center is located at the Sumner and South Hill branches of the Pierce County Library System, as well as Gig Harbor/Peninsula, Lakewood, Parkland/Spanaway and University Place. The center is open during

regular library hours. More than \$180,000 was donated from library partners to support the service. Resources can be accessed at [www.piercecountylibrarybc.org](http://www.piercecountylibrarybc.org). A “Comprehensive Job Seeker Strategies” workshop will be held from noon to 5 p.m. May 7 at the Sumner branch, 1116 Fryar Ave. Call Kate Savage at 253-548-3306 for more information.

Read more here: <http://www.thenewstribune.com/2013/05/01/2579416/pierce-county-library-system-receives.html#storylink=cpy>

**Foundation for Early Learning Email (Links to IMLS article in The Bellingham Herald)**

May 1, 2013

**ELPLP Member Pierce County Library System Wins Nations Highest Honor for Museum and Library Service**



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The Pierce County Library System was named Tuesday as one of 10 winners of the nation's highest honor awarded to museums and libraries for service to the community. The library system is a recipient of the national medal for museum and library service. The award from the Institute of Museum and Library Services recognizes outreach to the community.

"I am honored and humbled," said Neel Parikh, the library system's director....[continue](#)

[reading.](#)

# The News Tribune

The latest news in and around Tacoma, Pierce County and South Puget Sound

## [First Lady Michelle Obama to present award to Pierce County Library System](#)

Post by [Steve Maynard](#) / The News Tribune on May 2, 2013 at 11:03 am with [No Comments »](#)

First Lady Michelle Obama will present the national medal for museum and library service to the Pierce County Library System and nine other recipients during a White House ceremony Wednesday.

Neel Parikh, executive director of the Pierce County Library System, will receive the award from the First Lady, along with two other representatives of the library system. They are Jo Cruz, a Parkland home childcare provider who's benefited from the system's early learning programs, and library trustee chairwoman Linda Ishem.

The award from the Institute of Museum and Library Services is the nation's highest honor given to museums and libraries for service to the community. [The institute announced this year's winners on April 23.](#)

Read more here: <http://blog.thenewstribune.com/street/2013/05/02/first-lady-michelle-obama-to-present-award-to-pierce-county-library-system/#storylink=misearch#storylink=cpy>

# Local librarians head for White House

May 2, 2013 - 02:24 PM

Business Examiner

Pierce County Library System will be represented at the White House next week as one of 10 institutions across the country to receive the 2013 National Medal for Museum and Library Service.

On Wednesday, May 8, First Lady Michelle Obama and the Institute of Museum and Library Services will present these medals in a White House ceremony.

"Pierce County Library is a National Medal winner thanks to our great staff and strong community partners," said Neel Parikh, the system's executive director. "Our communities, staff, and partners – together, we are the award winner."

The national awards program noted that the South Sound-based library system "supports an incredibly diverse community: a growing population of children, a constant influx of new residents from Joint Base Lewis-McChord, job seekers and small business owners, active older adults, and more."

More detail on the local award-winning system is shown on [the website](#) for the sponsoring Institute of Museum and Library Services, the primary source of federal support for the nation's 123,000 libraries and 17,500 museums.

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M E M O



Date: May 3, 2013

To: Chair Linda Ishem and Members of the Board

From: Neel Parikh, Executive Director

Subject: IMLS National Award Congratulations

In the past week we have received many wonderful messages of congratulations and accolades from leaders locally and around the country. I couldn't help but share. Attached are the letters and notes we received.



## Pierce County

### Office of the County Executive

930 Tacoma Avenue South, Room 737  
Tacoma, Washington 98402-2100  
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**KEVIN R. PHELPS**  
Deputy Executive  
(253) 798-7477  
kphelps@co.pierce.wa.us

April 25, 2013

Pierce County Library System  
Attn: Neel Parikh, Executive Director  
3005 112<sup>th</sup> Street E.  
Tacoma, WA 98446

Dear Neel:

What a terrific honor, Neel, for you and your leadership team and the great staff for the Pierce County Library System being selected as one the 10 recipients of the 2013 National Medal for Museum and Library Service. It's an accomplishment that rings loud not only throughout our County, but across Washington State and the entire nation!

All of us in Pierce County take pride in your achievement. And it isn't just about the award, as you know. The award reflects the great service you are providing our residents, young and old; that is truly the "award." You and the Pierce County Library System have made a very positive difference in our community. The medal from the Institute of Museum and Library Services is the very well deserved icing on the cake. Great job!

Please do not hesitate to contact me if there is anything I can do to help you and Pierce County libraries be even more successful, more meaningful, than you have already made them to be.

Sincerely,

Pat McCarthy  
Pierce County Executive

cc: Linda Ishem, Chair  
Allen P. Rose, Vice Chair  
Donna Albers  
Robert Allen  
J.J. McCament



Dear Mary,

I write on behalf of the Friends of Steilacoom Library. We are delighted to see that the Pierce County Library System has won recognition nationally. Several of us toured the Fife branch library last year, and saw the innovative way in which books and other learning materials are arranged. We were favorably impressed.

Please convey our congratulations to Neel Parikh and the PCLS Board of Trustees.

We are equally delighted that the Administration and Board of Trustees have approved our proposal to add a patio to the Steilacoom branch. And we continue to be very pleased to have the wise counsel and cooperation of librarian Patti Cox, customer services manager Sally Porter-Smith, and other library staff. We are just getting to know Jaime Prothro, and look forward to working closely with her.

Sincerely,

Beverly Isenson  
President  
Friends of Steilacoom Library

*"Outside of a dog, a book is man's best friend. Inside of a dog, it's too dark to read." -- Grouch Marx*

Dear Ned,  
Congratulations on  
your well-deserved  
honor of winning the  
2013 National Medal for  
Museum & Library Service.  
We are fortunate to  
have you and your team  
working to build a stronger  
community. Thank you for  
all you do. Patricia Hart

**YOU DON'T JUST  
WEAR THE SHIRT  
YOU LIVE IT.**

**LIVE UNITED**

**THANK YOU**



NEEL & TEAM,  
CONGRATULATIONS  
ON YNR WELL-DESERVED

2 0 1 3  
IFMLS MEDAL FOR  
LIBRARY SERVICES!

KEVIN, MARK, KELLY,  
DAVID & CO.

## National Medal Congratulations

I just received the email from WLA announcing your national award and I'm so impressed. You and your staff at PCLS have been leaders in the library field and you have been very generous in assisting the rest of us to improve our own library systems. I'm really grateful for the work you have done over many years to educate us at directors' meetings and I think the award is well deserved. Bravo!

*-Pat Partovi, Director  
Spokane Public Library*

Just saw the news about the National Medal—congratulations! I am so pleased for you, your staff, and your community—it's such great validation and recognition.

*-Molly Raphael  
Immediate Past President  
American Library Association*

Congratulations Pierce County Library System!!

*-Fran Hudson, Program & Administrative Assistant  
First5Fundamentals*

Please join me in congratulating PLA Board member Georgia Lomax and Pierce County director and former PLA Board member (and current leadership coach) Neel Parikh on winning the IMLS National Medal. Congrats Neel, Georgia and staff of Pierce County, what great news!

*-Barbara A. Macikas, Executive Director  
Public Library Association*

Well deserved! Congrats to the Pierce County staff, trustees and community .....awesome

*-Sara Dallas, Librarian*

Congratulations to you for your tremendous leadership and to the staff for all their creativity, initiative and hard work!

*- Paula Barnes, Director  
North Olympic Library System*

Congratulations to you both and to your staff and Board! This is wonderful news and well deserved!

*-Carolyn A. Anthony, Director  
Skokie Public Library  
(Past IMLS Winner)*

I just read on the TNT website about the wonderful national honor which the Pierce County Library System received - congratulations for the recognition.

*-Jim Henderson , Newspapers in Education Coordinator  
The News Tribune & The Olympian*

Congratulations, what a wonderful, well-deserved honor for you and your staff!

*-Larry P. Neal, Library Director  
Clinton-Macomb Public Library*

Nice story. This is a high honor! You must be proud of your staff and the work you have done at Pierce Co.

*-Nancy Ledeboer, Director  
Spokane County Library*

Thank you for working to achieve national recognition of our outstanding library system!

*-Carolyn Else (former Director, PCLS)*

What a triumph for Neel and Pierce County. Director and system on a roll.

*-Gretchen Wronka  
Hennepin County Library*

Congratulations to you, your staff, board, and community on receiving a National Medal for Museum and Library Service! What a huge honor, and well-deserved!

*-Pamela Nyberg Kiesner, Director  
Bellingham Public Library*

Congratulations to you and your team! Budd

*-Budd Wagner, Vice President, Marketing and Communications  
Franciscan Health System  
(former Trustee)*

Wonderful news that you were named among top 10 libraries nationwide. A singular and deserved honor. Only one in NW as well.

*-Stephanie Stebich  
Tacoma Art Museum*

I just saw the item in the Business Examiner on the award the Pierce County Library system received. Hearty congratulations to you and your staff!

*-Patrick Moody  
Jayray A Place To Think*

Congratulations on the Library receiving the National Medal for Museum and Library Service. The article in the Business Examiner says this is the nation's highest honor given to museums and libraries for service to the community. This is confirmation of the good job you and your team are doing. Again, congratulations to you and all who work for or serve the Pierce County Library.

*-William E. Holt, Attorney at Law  
Gordon Thomas Honeywell*

Hi Neel, Congratulations on the National Medal for Museum and Library Service!! It is a spectacular achievement to be one of 10 museums and libraries to be recognized this year. Your hard work and leadership has paid on greatly and we are very grateful that you are part of our community. Brenda joins me in our appreciation of your tremendous efforts. I hope you celebrate heartily!!

*-Hugh Kodama  
MultiCare  
(Former Foundation Board Member)*

Congratulations on the win! How wonderful for all of you to have received such a fine honor. As both a patron and a frequent presenter at several of your branches over the past few years, I've often been so impressed by the excellent librarians, support employees, and Friends of the Library volunteers in your organization. You have worked hard to make your branches friendly, useful, accessible and helpful spaces and I couldn't be more pleased that your vision and diligence has been so publicly acknowledged. Well done!

*-Beverly Pogue  
Clear Path Organizing, LLC*

Wonderful! Congrats to all!!

*-Kay K. Runge, MLS  
KKRunge Associates (Library Consultants)*

Congratulations on your big win.

*-Catherine Rudolph  
Government Affairs Director, TPCAR*

Fantastic! Congratulations to an outstanding staff and library district! Well done,

*-Kim Hixson, MLIS, Director  
Yakima Valley Libraries*

It's great to be surrounded by such great library systems.

*-Marcellus Turner, Director  
Seattle Public Library*

Well-deserved! Proud of you, Neel. Best to all the staff.

*-Mary Anne Hodel, Director  
Orange County Library, FL*

Neel and your wonderful staff -- congratulations! So well-deserved!

*-Susan Benton, Executive Director  
ULC*

How cool is that....winner of the National Medal for Library Service. You and your team certainly have provided great service to Pierce County as well as wonderful leadership to the state of Washington. How you have turned that system around in the years you have been there.

*-Mary Jo Torgeson, Director  
Anchorage Public Library*

Way to go Georgia and Neel! Very affirming of you and your staff's hard work,

*- Alan Harkness, Director  
Assistant State Librarian, GA*

Congratulations on receiving the IMLS National Medal! You've worked very hard in Pierce County. Nice to be recognized nationally for all you've done!

*-Jeanne Goodrich, Executive Director  
Las Vegas-Clark County Library District*

This great news! Congratulations to you for being largely responsible for running a wonderful library system.

*-Mike Oman (Former Trustee)*

Yeah for Pierce County---we want photos sent from the White House!!

*-Clara N. Bohrer, Director  
West Bloomfield Township Library  
(Past IMLS Winner)*

I just read the press release about your IMLS award. Congratulations, Neel. So well deserved.

*-Eileen Simmons, Director  
Everett Public Library*

Congratulations on your library receiving one of these National Medals! You are doing such amazing things and it is great that your library is receiving this kind of well-deserved recognition.

*-Sandy Hirsh, Dean  
School of Library and Information Studies  
San Jose State University, CA*

Bravo! Congratulations!

*-Daniel S. Gottlieb  
Gottlieb Fisher PLLC*

Congratulations Neel!!!!

*-Linda Nguyen, CEO  
WorkForce Central*

Congratulations Neel.....well deserved honor!

*-Kathleen Reif, Director  
St. Mary's Library, MD*

A great honor for a great leader.

*-Ray Serebrin, Director  
Jefferson County Library*

Fabulous news! Congratulations. From my experience I know this is well deserved!!!! You're the best.

*-Eliza Dresang, Professor  
University of Washington iSchool*

Congratulations, we are just thrilled for you!

*-Jill Sells MD, Executive Director  
Reach Out and Read Washington State*

Please join me in congratulating PLA Board member Georgia Lomax and Pierce County director and former PLA Board member (and current leadership coach) Neel Parikh on winning the IMLS National Medal. Congrats Neel, Georgia and staff of Pierce County, what great news!

*-Barbara A. Macikas, Executive Director  
Public Library Association*

I just heard the fantastic news about the IMLS National Medal. That's just splendid, and only reinforces the strength and vibrancy of the library community here in the region. We all couldn't be happier for you and your staff and your community for this recognition. I hope the celebration has already begun!

*-Joe Janes, Professor  
University of Washington iSchool*

Congratulations, Neel and Georgia! You are the best!!

*-Eva Poole, Chief of Staff  
District of Columbia Public Library  
(PLA President)*

Congratulations on your award! Rob shared the great news!

*-Denise Dyer  
Pierce County Economic Development Office*

What a huge honor, Neel. Incredible. Congratulations – this is to be celebrated.

*-Beth Boggs, Executive Director  
American Leadership Forum*

CONGRATULATIONS! So deserved!

*-Julia Garnett, Director of Collective Action  
Foundation for Tacoma Schools*

Congratulations. This is so well deserved, Neel.

*-Catherine McHugh, Consultant*

I'm proud to call you both colleagues and friends.

*-Gary Shaffer, CEO  
Tulsa City-County Library System*

Woo hoo! The word is OUT - you're the best!

*-Arlene Joe  
(Attorney, Donor, Library User)*

Why am I not surprised??? Congratulations.

*-Dave Ottey  
(Library User)*

And from all of us in Alameda County - great news - well deserved - I hope you are celebrating!

*-Jean Hofacket, County Librarian  
Alameda County Library*

CONGRATULATIONS FROM ALL OF US IN HARTFORD!

*-Matthew K. Poland, CEO  
Hartford Public Library*

Congratulations on such a prestigious honor!

*-Shirley Amore, City Librarian  
Denver Public Library*

Congratulations Neel!

*-Steven V. Potter, Director  
Mid Continent Public Library, MO*

This is wonderful news! Huzzah!

*- Portia Latalladi  
Chicago Public Library*

Supercool - congrats!

*-Bev Losey, President  
Brown & Brown*

Here, Here!! Congratulations, Neel!

*-Dale Sowell  
Weyerhaeuser Co.*

Congratulations on the National Medal Neel. That's quite an honor!

*-John Sheller  
King County Library System*

I want to tell you how proud I am of your IMLS award. It is SO richly deserved. My husband jokingly said that I should fly back to DC with you to watch you accept because I was so excited for you. Please let me know if the Museum or I can do anything to help you celebrate this wonderful news.

*-Tanya Andrews, Executive Director  
Children's Museum of Tacoma*

Congratulations to Neel and Georgia. A well-deserved recognition!

*-Mario Gonzalez, Director  
Passaic County Library Consortium, NJ*

Just wanted to send our congratulations on your prestigious honor. Gotta say, it doesn't surprise me! You know I've always been a fan!

*-Judy Ferguson  
Dumas Bay Centre*

Wow, this is amazing. However I don't think you should accept this award without a chaperone with an English Accent. Oh and I am sure Sharon is busy that day. Seriously this is pretty cool.

*-Annabel Guimont  
Pierce County Library System*

Neel, well deserved! Congratulations.

*-Sari Feldman, Director  
Cuyahoga County Library*

A hearty congrats on the IMLS award. Yowsa!

*-Carson Block  
Carson Block Consulting Inc.*

Have you come down to earth yet? So here's the big question. What are you going to wear? Congratulations again on the award.

*-Clara Ladd (Donor)*

Congratulations!!!

*-Karen Strauss, Acting Chief  
Main San Francisco Public Library*

You and your staff truly deserve this award! You have been such a leader in the community and reaching out to actively partner with community groups in Pierce County. Well done and well deserved!

*-Amanda Odom  
Access to Baby & Child Dentistry*

Congratulations! This is great. I posted it and sent it out today. This is so encouraging for all us.

*-Angela McGovern  
Alliance for Youth of Pierce County*

Saw the announcement of the IMLS award! Very cool for you and your team and everyone else at PCL. Way to go.

*-Julie Ann Ouye, Youth Services Manager  
Seattle Public Library*

Congratulations from the bottom of my heart. This is the best library news I have heard in over 30 years. Years ago I asked one our managers why we weren't being more cutting edge and innovative, and I was told that, there are libraries that jump and those that crawl and we were neither. I am glad to have been here to see us jump so high under your leadership. Thank you for your leadership and your vision.

*-Behrooz Madjdi  
Pierce County Library System*

Congratulations on your latest award. The coverage in the Tribune and this week's Herald has been wonderful. It's great to see the library being recognized for all the hard work you folks do.

*-Diane Thompson  
Former Deputy Director, PCLS*

Awesome news – congrats!

*-Keri Rooney, Assistant to the Pierce County Executive*

WOO-HOO! First library system in Washington State to win. Thanks Pat McCarthy for nominating the library.

*-Al Rose, Executive Director, Justice Services  
Pierce County*

Congratulations! Really, that is amazing. While well deserved, it's so nice to get the recognition. Nationally, that's good too. Awesome. That's what comes from wonderful leadership – good job!

*-Donna Albers  
Albers & Co.*

Awesome! Congratulations, you are a 10X leader (Jim Collins – Great by Choice) and all of us benefit from that. Appluase.....

*-Dave Zabell, City Manager  
Fife*

Congratulations Neel on the honor of being the acclaimed library system in the nation under your direction.

*-Don Hansen, Incoming President  
Rotary 8*

How wonderful. Mega congratulations on the national medal.

*-Francine Fialkoff, Former Editor  
Library Journal*

M E M O

Date: May 6, 2013  
To: Members of the Board of Trustees  
From: Chair Linda Ishem  
Subject: Board self-evaluation

During the March 2013 Board meeting we reviewed the new Board self-evaluation form and agreed to rate ourselves and consolidate the responses to see where our Board's strengths are as a whole.

I have attached the compiled results for review. At the May Board meeting I'd like to discuss the results and continue the process of developing our strengths and identifying areas which present opportunity for growth in our ongoing commitment to being responsive to community needs and interests, being a learning organization, and practicing continual process improvement as members of the Board of Trustees of the organization.

**LIBRARY TRUSTEE – SELF EVALUATION FORM**

This form directly relates to duties vested in the Board by Washington State law (RCW, Title 27.12) and discussed with Trustees prior to their commitment to serve on the Board. It is anticipated that members will complete this survey once a year. Survey results will be reviewed by the Board and used as a basis for Board assessment, agenda setting, and targeted continuing education to enhance individual and collective effectiveness.

**Ratings are as follows: 1-5 = Needs Improvement    6-10 = Doing a Fair Job    11-15 = This is a Strength**

**Board Responsibilities: We**

- Adopt written policies to govern the operation and services of the Library. 13
- Approve and monitor the Library’s annual budget, ongoing fiscal health and necessary contracts. 15
- Plan for the future of the Library and set long-term strategic direction and goals. 13
- Advocate for the Library and act as liaisons to the public, organizations, and public officials. 10
- Hire and annually evaluate performance of Executive Director. 14
- Obtain land and buildings for library purposes, and ensure they are maintained. 12
- Ensure Library policy and practices are legal and maintain ethical integrity and public accountability. 15
- Ensure the Library and Board operate in accordance with state and local laws, including open meeting laws. 14
- Determine the need and authorize the library district to place levy or bond measures before the voter. 9

**Individual Responsibilities and Activities: I**

- Study community needs and interests, and insure they are addressed when considering library services and policies. 10
- Am familiar with library issues, trends, principles, standards and laws. 10
- Lend expertise to and share personal and professional networks with the Library. 9
- Attend when possible, American Library Association, Washington Library Association, or other appropriate conferences or learning opportunities related to effective library decision-making. 8
- Encourage and support Pierce County Library Foundation work and activities. 10
- Foster cooperation with other area libraries, agencies, governments, and organizations to maximize use of available resources. 8

**Individual Expectations: I**

- Am committed to freedom of expression and inquiry for all people. 13
- Am dedicated to the provision of high quality, contemporary library services. 13
- Prepare for, attend, and actively participate in scheduled board meetings, study sessions, and major library events. 13
- Have an open mind, curiosity, respect for the opinions of others and the ability to work cooperatively. 15
- Support Board decisions made in the interest of library service to the community. 14
- Maintain healthy communication between Executive Director and the Board; between the Chair and Trustees; between the Board and related public groups; and among Trustees. 14

**Other: I**

- Am familiar with the Library Overview including its Mission, Vision and Values, number of locations and service area. 13
- Visit a different library location each quarter, with a goal of visiting all 18 locations during my term as Trustee. 9

**Total** **274**

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M E M O



Date: May 3, 2013  
To: Chair Linda Ishem and Members of the Board  
From: Neel Parikh, Executive Director  
Subject: Intellectual Freedom Presentation Follow-Up

At our last Board meeting Candace Morgan presented an overview of Intellectual Freedom issues related to libraries. You received quite a lot of information, both during the presentation and in the question and answer period.

During this month's Board meeting we would like to hear if you would like more information or to have further discussion on any of the issues raised.

Attached is a list of Board policies that relate to Intellectual Freedom. We plan to begin reviewing these later this year. The list is extensive so the review will take some time. Our priority is to review the Internet Use (includes filtering) and Wi-Fi policies first. Please let us know if there are policies you are particularly interested in discussing to help us plan the review schedule.

Intellectual Freedom-related Policy Summary

		<b>Policy</b>	<b>Review</b>	<b>Adopted</b>	<b>Revised</b>	<b>Revised</b>	<b>Revised</b>
Core documents/principles	Board policy	Mission, vision and values		Apr 11, 1996	Nov 14, 2001	Sept. 14, 2005	
Core documents/principles	Board policy	WLA's Intellectual Freedom Statement		Endorsed Feb 13, 2002			
Core documents/principles	Board policy	Freedom of Access					
Core documents/principles	Board policy	Library Bill of Rights		Endorsed Apr 9, 1980			
Core documents/principles	Board policy	Free Access to Libraries for Minors		Aug 15, 1984	Dec 14, 1995		
Materials	Board policy	Provision of Public Art in Pierce County Library System Buildings	2016	Jan 21, 1988	Sept 16, 1999	Jan 12, 2011	
Materials	Administrative policy	Provision of Public Art in Pierce County Library System Buildings	2016	?Adopted by BOT –ck Jan 21, 1988	Sept 16, 1999	Jan 12, 2011	
Materials	Administrative policy	Procedures for acceptance of gifts		Adopted by bot? Jan 10, 1991	Jan 12, 1995		
Records	Administrative policy	Reporters		Effective Mar 1, 2002			

Intellectual Freedom-related Policy Summary

		<b>Policy</b>	<b>Review</b>	<b>Adopted</b>	<b>Revised</b>	<b>Revised</b>	<b>Revised</b>
Confidentiality/Privacy	Board policy	Confidentiality		Jan 11, 1975	Feb 14, 1985	Aug 19, 1992	May 9, 2005
Confidentiality/Privacy	Unofficial	Confidentiality		Effective Oct 1, 1991	Jul 14, 1997		
Materials	Administrative policy	Criteria for Library Material Selection		Effective Nov 19, 1992			
Meeting room	Board policy	Meeting Room Use		Dec 11, 1991	Aug 20, 1998		
Records	Procedure	Press/Media			Mar 2012		
Public Forum	Board policy	Campaign literature and political forums		Aug 9, 1978	Sep 19, 1984	Nov 14, 1985	Aug 22, 1991
Confidentiality/Privacy	Board policy	Service of process		Jun 11, 1987	Jul 10, 1997		
Records	Administrative policy	Service of process		Effective Jul 10, 1997			
Confidentiality/Privacy	Administrative policy	Process for a law enforcement agency to follow to obtain library patron or circulation records		Effective Jul 10, 1997			
Confidentiality/Privacy	Administrative policy	Release of library records and patron files		Effective May 9, 2005			

Intellectual Freedom-related Policy Summary

		<b>Policy</b>	<b>Review</b>	<b>Adopted</b>	<b>Revised</b>	<b>Revised</b>	<b>Revised</b>
Confidentiality/Privacy	Administrative policy	Staff as patrons		Effective Mar 1, 2002			
Public Forum	Board policy	Meeting room use		Dec 11, 1991	Aug 20, 1998		
Computers	Board policy	Website Privacy			Oct 11, 2007		
Computers	Board policy	Wi-Fi Policy	2013				
Computers	Board policy	Internet Use	2013	Jan 14, 2004			
Materials	Unofficial	Self-published materials					
Materials	Board policy	Library materials selection		Nov 11, 1992	Apr 11, 1996	Feb 13, 2008	
Materials	Board policy	Gifts		Jan 10, 1991			
Materials	Form	Comment on library materials			Jan 2008		
Materials	Board policy	Accepting Unsolicited materials		Jun 29, 1991			
Public Forum	Board policy	Programming	2013	Jul 17, 1974	May 8, 2002	Aug 31, 2009	
Public Forum	Board policy	Programming Procedure for Programming Policy	2013	Jul 17, 1974	May 8, 2002	Aug 31, 2009	
Core documents/principles	Board policy	Philosophy Statement		Jul 17, 1974			

4/23/2013

# M E M O

Date: May 3, 2013  
To: Chair Linda Ishem and members of the Board of Trustees  
From: Georgia Lomax, Deputy Director  
Subject: Conflict of Interest Policies

The Administrative Team continues to review and update the Library's existing policies and identify areas where existing practices should be formalized into written policy.

The Library has a long-standing practice of taking action, such as transferring an employee, if a conflict or potential conflict of interest may be present due to employment of relatives of present employees. Attached is a proposed new policy, "*Conflict of Interest – Employment (Nepotism)*", for your review. The Library has completed bargaining impacts of this policy with the Union and asks that the Board consider approving this at its May meeting.

In addition, the Library has an existing general "*Conflict of Interest*" policy, adopted October 17, 2007. This policy focuses on conflicts or potential conflicts of interest related to members of the Board of Trustees or executive-level staff. This policy was modeled on recommendations from the Washington State Auditor. I have attached the original policy as well as the proposed revision. The revision maintains the existing provisions, adds more definition and adds a section entitled "Obligations to promptly report ...". We recommend retitling it "*Conflict of Interest (Board of Trustee and Executive-Level Director)*".

During the Board meeting we would like you to consider approving the new policy, "Conflict of Interest – Employment (Nepotism), and approving revisions and a new title of "Conflict of Interest (Board of Trustee and Executive-Level Director)".

## Conflict of Interest – Employment (Nepotism) (Draft 3/18/2013)

### Policy Statement

The Library permits employment of qualified relatives or significant others of present employees or Board of Trustee members provided the employment does not create a business-related conflict of interest, or the appearance of a conflict of interest, as described in this policy and where restrictions do not violate any State or Federal laws or regulations.

### Purpose

It is in the best interest of the Library to avoid the reality or appearance of improper influence, favoritism, and conflicts of interest. The Library establishes this policy to ensure that matters arising from family or personal relationships do not impair an employee or member of the Board of Trustee's judgment in acting in the best interest of the Library, and in the management of employees, and in their fiduciary responsibilities.

### Definitions

“Business Day”: Shall mean Monday through Friday but shall not include any day that is a recognized Library holiday.

“Conflict of Interest”: Any action that, in the opinion of the Library, might interfere with, or appear to interfere with, the independent exercise of judgment or performance of work duties, employee judgment, or present the potential of undue influence upon actions by the employee or Trustee. Situations that may appear to be a conflict of interest include, but are not limited to:

1. Where one employee would have direct or indirect authority or practical power to supervise, schedule, appoint, remove, promote or discipline the other;
2. Where one employee would be responsible for auditing or reviewing the work of another;
3. Where the employees would be scheduled to work together without a third employee present;
4. Where circumstances exist which would place the employees in a situation of actual or reasonable foreseeable conflict between the Library's interest and their own;
5. Where the absence by both parties at the same time would create a hardship for the Library;
6. Where, in order to avoid the reality or appearance of improper influence or favor, or to protect its confidentiality, the Library must limit the employment of close relatives of policy level officers of vendors, competitors, regulatory agencies, or others with whom the employer deals.
7. Where an employee's or trustee's actions or decisions would have a financial impact upon a relative or significant other.
8. Where an employee or trustee would be in a position to access confidential information regarding a relative or significant other.

“Legal Entities as Relative or Significant Other”: If a Library employee, Trustee or a relative or significant other of such employee or Trustee has a significant ownership interest, as determined by the Library, in any company doing business with the Library or is employed by any company doing business with the Library in the capacity of an officer, director, account executive, sales representative or any other

individual with authority to price, manage or influence business affairs related to such company's dealings with the Library, the conflict of interest will be regarded as if such company were a natural person and the conflict were as Relative or significant other of the Library employee or Library Trustee.

"Relative or significant other": Family member or close relative such as a spouse, domestic partner, parent, child, sibling, "step" or "in-law", grandparent, grandchild, guardian; and like relative of an employee's spouse and any persons in a romantic or sexual relationship; or any other person residing with or legally dependent upon a Pierce County Library System employee or member of the Library Board of Trustees.

### Policy

Employment of qualified relatives or significant others of current employees or Board of Trustees members is allowed provided the employment does not create a conflict of interest or the appearance of a conflict of interest.

This policy applies to the hiring and employment of all regular, temporary, probationary, contract and substitute employees, and members of the Board of Trustees. Employment of a Pierce County Library System employee or member of the Library Board of Trustees that creates a conflict of interest shall be addressed by this policy.

The exclusion applies to the job, work area, office, location or department where the reason for exclusion exists and does not bar the person from participation in the Library work force, where the Library can eliminate the conflict of interest by changes of assignments, restricting responsibilities or other job restructuring or recusal from decisions affecting the potential for conflict of interest, unless the reason for conflict applies to the whole Library work force or the Library reasonably determines that efforts to eliminate the conflict of interest or appearance of conflict of interest would pose an undue hardship upon the Library.

### Obligation Of Employee/Trustee To Promptly Report Conflicts Of Interest

Employees and Trustees have an ongoing obligation to promptly report conflicts of interest and potential conflicts of interest to the Staff Experience Director or their designee in the Staff Experience Department.

Where employee circumstances change through development of a personal relationship, or through marriage, domestic partnership, co-habitation, or residency, or ownership of a legal entity, and a conflict of interest exists or could exist, affected employees must immediately report by writing or email the change to the Staff Experience Director.

### Remedies

In the event the Library has notice of a potential conflict of interest, the Library will notify the affected employees of the identified conflict of interest and afford the affected employees or their

representative opportunity to provide input regarding the Library's position that a conflict of interest exists.

In the case that such a situation develops between existing employees, the Library will resolve the conflict of interest to the Library's satisfaction. The affected employee or their representative shall be afforded the opportunity to provide input on proposed remedies before the Library decides how it will address the conflict of interest issue.

The Library will first consider remedies that are intended to have the least impact to the employees involved. Remedies may include one or more of the following: reassignment of responsibilities for one or both of the employees, a transfer of work location, or exclusion from participation in decisions giving rise to the conflict of interest. If the Library reasonably determines that these alternatives do not alleviate the conflict of interest or appearance of conflict of interest the Library may take other action to alleviate the conflict of interest.

In all such cases the Library shall be the sole judge of which remedy to implement and whether any hardship posed by a suggested remedy is unreasonable.

When it becomes necessary to transfer an employee between Library System work locations because of a conflict of interest, the Library will allow the affected employees or their representative to suggest in writing which of the employees should be transferred and state the rationale supporting the employee's recommendation.

The affected employees' suggestion shall be given due consideration. However, the Library shall have the final determination on which employee is transferred based upon business needs of the Library and the availability of suitable transfer positions.

#### Termination of affected employee and right to hearing

There may be circumstances where the Library determines that terminating the employment of one of the involved employees is the most reasonable solution. The Library will consider other options that allow the individual to remain employed before coming to this conclusion.

If the Library concludes that termination of employment of an employee is necessary to accomplish the purpose of this policy, the Library will notify the employee of this determination in writing and afford the affected employee or their representative an opportunity to meet with the decision-maker and provide a response as to why such action should not be taken before the decision is implemented. In such circumstances, the employee shall be provided with written notice of the proposed action and the Library's reasons for such proposed action. The employee may request a meeting with the decision-maker by submitting a request for a hearing to the Library's Staff Experience Director within five (5) business days after delivery of the notice to the employee. If no request for hearing is made by the employee within the time specified, the action may be implemented by the Library.

Upon receipt of timely request for such a hearing, the Library shall schedule the meeting as soon as practical, preferably within 10 business days of receiving the notification of request for hearing. The

Library shall provide the employee with a written decision within 10 business days of the conclusion of the hearing or after receiving the employee's written response should the employee elect to forego an in-person hearing and submit a written response in lieu of a hearing.

Any notice provided under this policy to the Library shall be submitted to the Library Staff Experience Director.

RELATED POLICIES: Conflict of Interest (Board Policy 3.17)

Draft 20130503

Board Policy

## **Conflict of Interest (Board of Trustee and Executive-Level Director)**

### **Policy Statement**

No Trustee or executive-level Director may engage in activity which is incompatible with the proper discharge of official duties or which may impact independence of judgment or action of such official duties.

### **Purpose**

Pierce County Library strives to maintain the highest ethical standards in its policies and operations and to avoid conflicts of interest and the appearance of conflicts of interest.

### **Definitions**

*Conflict of Interest:* Any action that, in the opinion of the Library, might interfere with, or appear to interfere with, the independent exercise of judgment or performance of work duties, employee judgment or present the potential of undue influence upon actions by the employee or Trustee. Situations that may appear to be a conflict of interest include, but are not limited to:

1. Where one employee would have direct or indirect authority or practical power to supervise, schedule, appoint, remove, promote or discipline the other;
2. Where one employee would be responsible for auditing or reviewing the work of another;
3. Where the employees would be scheduled to work together without a third employee present;
4. Where circumstances exist which would place the employees in a situation of actual or reasonable foreseeable conflict between the Library's interest and their own;
5. Where the absence by both parties at the same time would create a hardship for the Library;
6. Where, in order to avoid the reality or appearance of improper influence or favor, or to protect its confidentiality, the Library must limit the employment of close relatives of policy level officers of vendors, competitors, regulatory agencies, or others with whom the employer deals.
7. Where an employee's or trustee's actions or decisions would have a financial impact upon the employee or Trustee or their relative or significant other or a legal entity in which the Trustee, employee or their relative or significant other has a significant ownership interest.

8. Where an employee or trustee would be in a position to access confidential information regarding a relative or significant other.

*De minimus gift or honorarium:* Shall be items with a value of \$100.00 or less, provided that the recipient reports receipt per this policy.

*Executive-level Director:* Executive Director of the Library System, or Deputy Director

*Legal Entities as Relative or Significant Other:* If a Library employee, Trustee or a relative or significant other of such employee or Trustee has a significant ownership interest, as determined by the Library, in any company doing business with the Library or is employed by any company doing business with the Library in the capacity of an officer, director, account executive, sales representative or any other individual with authority to price, manage or influence business affairs related to such company's dealings with the Library, the conflict of interest will be regarded as if such company were a natural person and the conflict were as Relative or significant other of the Library employee or Library Trustee.

*Relative or significant other:* Family member or close relative such as a spouse, domestic partner, parent, child, sibling, "step" or "in-law", grandparent, grandchild, guardian; and like relative of an employee's spouse and any persons in a romantic or sexual relationship; or any other person residing with or legally dependent upon a Pierce County Library System employee or member of the Library Board of Trustees.

*Trustee:* An individual appointed by the Pierce County Executive to serve as a member of the Pierce County Library System Board of Trustees.

## **Policy**

No Trustee or executive-level Director may use his or her position to obtain financial or other gain for their own benefit, or to benefit a relative or significant other, or any entity in which the Trustee, employee or their relative or significant other has a significant ownership interest.

No Trustee or executive-level Director shall accept or receive, directly or indirectly, any money, anything of value, or any promise for future benefit, from any person or entity that does business with the Library. This policy does not apply to gifts or honorariums which are de minimus or have a value of \$100 or less, provided that the receipt of such gift or honorarium is promptly reported.

## **Obligation to promptly report Conflict of Interest or Receipt of Gift or Honorarium**

A Trustee or executive-level Director who recognizes an actual or potential conflict of interest or receives a de minimus gift or honorarium must promptly disclose to the Board of Trustees and the Executive Director any financial or personal beneficial interest, direct or indirect, and abstain voluntarily from discussion, voting, or decision-making on any issue that raises such conflict of interest.

If any Trustee or executive-level Director perceives a possible conflict of interest position for any other Trustee or executive-level Director, the possible conflict shall immediately be brought to the attention of the Board of Trustees.

### **Remedies**

The Board as a whole shall determine whether the issue represents a conflict of interest, and issue a course of action mitigating such conflict of interest, including any action related to the failure to promptly report a potential conflict of interest.

### **Library Responsibilities**

The Executive Director shall define, stipulate, make available, and enforce administrative policies that address conflict of interest for all its employees. Such policies shall be developed in accordance with Washington State law.

**Adopted by the Board of Trustees of the Pierce County Rural Library District October 17, 2007. Revised XXXXXX**

**Related Policies: Conflict of Interest – Employment (Nepotism)**

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# Board Policy



## **Conflict of Interest**

It is the policy of the Pierce County Library System ("Library") Board of Trustees to implement and maintain a conflict of interest policy.

### **Definitions**

*Trustee*- A member of the Pierce County Library System Board of Trustees.

*Library Director*- Executive Director of the Library System, or Deputy Director

### **Policy**

No Trustee may use his or her position to obtain financial or other gain for his or her benefit, family, or any organization associated. No Trustee shall accept or receive, directly or indirectly, any money, anything of value, or any promise for future benefit, from any person or entity that does business with the Library.

A Trustee who recognizes an actual or potential conflict of interest is expected to disclose to the Board any financial or personal beneficial interest, direct or indirect, and abstain voluntarily from discussion, voting, or decision-making on any issue that raises such conflict of interest. If any Trustee perceives a possible conflict of interest position for any other Trustee, the possible conflict should be brought to the attention of the Board of Trustees. The Board as a whole shall determine whether the issue represents a conflict of interest, and issue a course of action mitigating such conflict of interest.

### **Library Responsibilities**

The Library Director shall define, stipulate, make available, and enforce administrative policies that address conflict of interest for all its employees. Such policies shall be developed in accordance with Washington State law.

The Board of Trustees or Library Director shall review this conflict of interest policy periodically and amend it as deemed appropriate.

### **Board Policy 3.17**

**Adopted by the Board of Trustees of the Pierce County Rural Library District October 17, 2007.**

# **NEW BUSINESS**

# M E M O



Date: May 6, 2013

To: Chair Linda Ishem and Members of the Board of Trustees

From: Clifford Jo, Finance & Business Director

Subject: 2012 Year End Financial Review

Attached are the following 2012 year-end statements:

- Year End Actuals—General Fund
- Board Report—Budget to Actual by Object (Eden report)

During the Board meeting, we will highlight the financial results. Below are some analyses of the revenues and expenditures for each fund.

## - GENERAL FUND -

### Revenues

New revenues came in at 3.05% more than the original budget. Note that delinquent property taxes collected is less than anticipated (\$109,546 less) continuing the trend since 2008; all of this was offset by current property tax payments, due to a late December 2011 revised levy certificate that included more property tax revenue. During the upcoming mid-year budget, we will review our property tax calculations and make appropriate adjustments. Erate reimbursement (from prior year telecommunications services) added over \$160,000 to revenue. Total donations and related reimbursements added over \$164,000. The total revenue increase was \$814,847 above the revenues approved by the Board on December 14, 2011 for 2012 operations.

### Expenditures

Compared to the original 2012 original budget, total expenditures came in under by \$160,965, which represents a -0.62% decrease. This was after factoring in not needing to use \$175,127 of budgeted cash reserves to pay for operations. Personnel savings were \$864,000 due mostly to unfilled positions and an eliminated management position, more HSA enrollees than anticipated, and the nature of temp positions.

Collection expenditures for 2012 were slightly under budget by \$60,000, which translated to slightly lower than 16% goal, at 15.42%. *However*, it is important to note that 2012 was the last year the Library used a flat-rate goal. Beginning with 2013, the collection budget is strategically developed by applying zero-based budgeting principles to purchase items.

For maintenance and operations, the Library was over budget by \$753,159, which is 25% more than the original budget. The Library intentionally spent more on needed purchases because we

anticipated less spending for the year and anticipated more revenues than originally thought. The increase is primarily due to:

- Network data line costs not reimbursed in 2012 but will be reimbursed in 2013 (+\$203,000).
- Computer hardware necessary for implementing Windows 7 for public Internet computers and other needs (+156,000).
- Legal costs due to personnel-related matters (+120,000).
- Significant repair work to buildings (+119,000).
- Utilities came in higher than budgeted (+81,000).
- Professional Services to pay for a technology plan, coaching labs, public records training, and a new Staffweb (+78,000).
- Software purchases and software services for statistical gathering and virtualization. These were purposefully approved throughout the year (+63,000).

The net of all other line items amounted to -\$66,841.

**2012 Year-End Cash Balance (General Fund)**

The net effect for the fund balance is an increase as follows:

Beginning Cash Fund Balance (Jan 1).....	\$9,763,237
Add: Net of revenues less expenditures.....	786,965
Add: Warrants & Sales payable, benefit accruals, and other adj.....	50,770
Ending Cash Fund Balance (Dec 31).....	<u>\$10,600,972</u>

Of this \$786,965, the following items were major contributors to the savings:

Contingency set aside (planned—not added due to decreasing revs).....	\$ 0
Net of all other factors (described above in revenues & expenditures).....	786,965
Net of revenues less expenditures.....	<u>\$786,965</u>

**- CAPITAL IMPROVEMENT FUND -**

**Revenues**

New revenues were budgeted for 2012. Actual amount for all new revenues was \$498,548, which included Foundation Donations for Key Center, prior year refunds, and Erate reimbursement from the 2011 Comcast upgrade, and interest.

**Transfers**

Transfers to the Capital Improvement Fund to pay for capital projects included the reduced transfer of 2% of revenues (from 3%). Per fiscal management policy, if there were operational savings identified from 2011 operations some portion would have been transferred to the capital project to pay for current and future projects; however, none were identified.

**Transfer**

Budgeted transfer from General Fund (Dec 2012) .....	\$814,563
Savings from 2011 operations transfer .....	0
Other transfers from fund balance (e.g., mid-year savings) .....	<u>0</u>

Total transferred from General Fund to CIF.....\$814,563

**Expenditures**

The original budget for capital improvement projects was \$1,995,700, which was amended at midyear to be \$2,445,560. Total actual expenditures amounted to \$1,999,379.

By agreement with the City of Sumner, a portion of expenses paid for the Sumner Library roof were reimbursed by the City (\$118,320). Also, there were some residual shared costs paid for by the City of UP (\$62,623).

**2012 Year-End Cash Balance (Capital Improvement Fund)**

The final 2011 year-end fund balance was \$2,736,075. The Capital Improvement Fund balance is therefore recorded as follows:

Beginning Cash Fund Balance (Jan 1).....	\$3,944,415
Less: Net of revenues and transfers less expenditures.....	(686,268)
Add: Warrants payable and other adj.....	<u>(530,466)</u>

Ending Cash Fund Balance (Dec 31).....\$2,727,681

**- DEBT SERVICE FUND -**

The Debt Service Fund is used to pay debt owed, for example bond payments. The Library has been debt-free for since 2002. Any financial activity since then in this fund is due to unanticipated revenues and fees. For 2012, revenues (from delinquent taxes received and interest investment) totaled \$111 and expenditures were \$0. The Debt Service Fund balance is therefore recorded as follows:

Beginning Fund Balance (Jan 1).....	\$83,333
Add: Net of revenue less expenditures .....	<u>111</u>
Ending Fund Balance (Dec 31).....	<u>\$83,444</u>

**- TOTAL FUND BALANCES IN CASH -**

**DECEMBER 31, 2012**

The Library's total fund balance in cash is as follows:

General Fund.....	\$10,600,972
Capital Improvement Fund .....	2,727,681
Debt Services .....	<u>83,444</u>
Total Combined Fund Cash Balance .....	<u>\$13,412,097</u>

which represents a decrease of \$378,888 to total cash of all funds.

**- CASH RESERVES OUTLOOK FOR 2013 -**

Following the significantly painful reductions beginning in 2010 and judicious spending the past two years, the Library has adequate cash reserves to sustain operations in 2013. In late 2010, the Library revised its cash reserves strategy so that it addresses current fiscal realities. This was carried forward into 2013's budgeting process. A portion of cash is designated as restricted to fund ongoing operations, and a minimum threshold is set for undesignated cash.

The strategy eliminates the standard 1% set aside for cash reserves and instead uses a 2% minimum standard for undesignated cash reserves. Cash designated for operations is set at approximately 30%, which pays for the first four months of a fiscal year before receiving property taxes at the end of April. Because revenues are decreasing, the designated operating reserve decreases. Therefore, there's no need to budget set-aside cash to build up the operating reserve. In 2013, no set-aside cash was budgeted, and we don't anticipate needing to add to cash reserves for 2014.

Budgeted transfers to CIP was reduced to 2% from 3%. In 2012 the general fund cash reserves did not decrease from mid-year transfers or transfers due to other purposes (such as building a library); cash reserves increased nominally by about \$780,000. It remains a significant economic concern to sustain 2014 and 2015 operations.

During the 2013 mid-year process, we will assess our cash needs and look to fiscal year 2014 in determining whether and to what extent we will recommend transferring 2012 savings to the capital fund. We will provide an update during the mid-year budget process.

**PIERCE COUNTY LIBRARY SYSTEM  
- 2012 YEAR END -**

GENERAL FUND					% Change	
2012 YEAR-END AS OF 12/31/2012	2012 Final (12/14/11)	2012 Mid-Year	2012 YE (12/2012)	2012 Final to 2012 YE		Notes
Use of Fund Balance/Cash Reserves	175,127	0	0.00	-100.00%		Did not need to use cash reserves to pay for operations
----- NEW REVENUES -----						
31111 Property Taxes Current	24,708,421	25,039,899	<b>25,308,387.32</b>	2.43%		More received due to late December 2011 certification
31112 Property Taxes Delinquent	988,337	1,001,596	<b>878,791.41</b>	-11.08%		Delinquents came in less, but were offset by current payments
31130 Sale of Tax Title Property	3,000	3,000	<b>50.63</b>	-98.31%		Substantially less received
31210 Private Harvest Tax	50,000	50,000	<b>70,351.79</b>	40.70%		County-levied tax on timber from private/public land was more
31720 Leasehold Excise Tax	10,000	15,000	<b>17,544.16</b>	75.44%		About on budget compared to mid-year
33300 Indirect Federal Grants	5,000	0	<b>0.00</b>	-100.00%		Correction made at mid-year — no Indirect Grants received
33533 State Forest Funds			<b>5,315.22</b>	new		Payments from county's share of DNR sales
33872 Contract Fees-Cities		3,900	<b>3,240.00</b>	new		About on budget compared to mid-year
33890 Governmental Service Fees			<b>7,500.00</b>	new		LSTA grants
34160 Copier Fees	25,000	23,000	<b>25,594.64</b>	2.38%		About on budget—will likely increase in 2013
34161 Graphics Services Charges		5,000	<b>9,244.22</b>	new		Includes Foundation-related reimbursements
34162 Printer Fees	45,000	60,000	<b>66,774.31</b>	48.39%		About on budget compared to mid-year
34730 Interlibrary Loan Fees			<b>209.62</b>	new		
35970 Library Fines	615,000	615,000	<b>591,199.49</b>	-3.87%		Came in less; \$8,300 was due to Read-Down-Fines during Smr Rdg
36110 Investment Income	25,000	5,000	<b>10,393.16</b>	-58.43%		Investment rates remain significantly low
36111 Interest - State Forest Fund			<b>1.92</b>	new		
36190 Other Interest Earnings			<b>7.16</b>	new		
36200 Key Pen Hlth Dept Facility Rev		2,000	<b>1,774.59</b>	new		Reimbursements for rent/custodial to KP Health Center
36700 Foundation Donations	150,000	150,000	<b>126,237.10</b>	-15.84%		With \$126,020 recorded in CIP, total disbursement was \$252,257
36720 Friends' Reimbursements		17,000	<b>31,881.02</b>	new		Friends reimbursements came in more than anticipated
36725 Donations-Other		2,000	<b>6,362.13</b>	new		Includes \$5,110 for Youth Services program by United Way Dental
36910 Sale of Scrap and Salvage			<b>1,504.08</b>	new		Revenue from sales of 1991 van that was replaced
36920 Book Sale Revenue	40,000	15,000	<b>14,069.54</b>	-64.83%		Changed vendors; new vendor takes time to ramp up
36990 Miscellaneous Revenue		21,000	<b>59,689.51</b>	new		Includes refund from unspent funds in the Wellness Program
36991 Payment for Lost Materials	25,000	15,000	<b>14,814.61</b>	-40.74%		About on budget compared to mid-year
36994 Unclaimed Property			<b>172.99</b>	new		
36995 Collection Agency Revenue		1,000	<b>1,384.72</b>	new		About on budget compared to mid-year
36996 Jury Duty Reimbursement			<b>191.00</b>	new		
36997 Prior Year's Refunds		9,700	<b>44,855.73</b>	new		Includes \$30,288 in refunds for returned IT equipment
36998 E Rate Reimbursement		71,000	<b>160,451.03</b>	new		E-Rate reimbursements offset Telecom/Data charges
36999 Rebates - Procurement Card	5,000	22,000	<b>26,098.88</b>	421.98%		Rebate program came in much higher due to use of charge cards
39510 Sale of Fixed Assets		5,000	<b>15,283.90</b>	new		Proceeds from sales of capital assets/timber owned by munis
39520 Insurance Recoveries - Capital Assets			<b>10,229.00</b>	new		Insurance payments for copper theft at GHM & SMT
<b>TOTAL REVENUES</b>	<b>\$26,694,758</b>	<b>\$27,152,095</b>	<b>27,509,604.88</b>	<b>3.05%</b>		
Increase/decrease over previous		457,337 (1.71%)	814,847 (3.05%)			
<b>TOTAL FUNDING SOURCES</b>	<b>\$26,869,885</b>	<b>\$27,152,095</b>	<b>\$27,509,605</b>	<b>2.38%</b>		
Increase/decrease over previous		282,210 (1.05%)	639,720 (2.38%)			

**PIERCE COUNTY LIBRARY SYSTEM  
- 2012 YEAR END -**

GENERAL FUND	2012	2012	2012	% Change	
2012 YEAR-END AS OF 12/31/2012	Final (12/14/11)	Mid-Year	YE (12/2012)	2012 Final to 2012 YE	Notes
<b>----- EXPENDITURES -----</b>					
<b>PERSONNEL</b>					
51100 Salaries & Wages	13,379,902	13,159,435.00	<b>12,739,804.70</b>	-4.78%	Less spent due to vacancies and turnover, particularly:
51105 Additional Hours	239,600	212,182.00	<b>234,073.57</b>	-2.31%	More spent to cover staffing needs - Virtual Serv Librarian
51106 Shift Differential	157,066	156,045.00	<b>134,392.53</b>	-14.44%	Under budget - Elim. COS manager
51107 Substitute Hours	282,100	287,600.00	<b>299,156.68</b>	6.05%	More spent to cover staffing needs - R&M vacancies
51109 Tuition Assistance Program	12,000	5,300.00	<b>5,260.49</b>	-56.16%	Budget error corrected at mid-year - MCR graphics dsgrn.
51200 Overtime Wages	10,000	12,500.00	<b>9,099.32</b>	-9.01%	Less spent - Facilities vacancies
52001 Industrial Insurance	135,780	167,729.00	<b>168,221.05</b>	23.89%	Less spent due to fewer staff hired - Fund Development
52002 Medical Insurance	2,325,486	2,226,950.00	<b>2,058,848.44</b>	-11.47%	More employees enrolled in HSA than anticipated & fewer staff
52003 FICA	1,070,324	1,060,583.00	<b>990,180.20</b>	-7.49%	Follows Salaries & Wages
52004 Retirement	1,170,901	1,079,188.00	<b>907,639.63</b>	-22.48%	Follows Salaries & Wages
52005 Dental Insurance	242,158	232,015.00	<b>214,822.02</b>	-11.29%	Less spent due to fewer staff hired
52006 Other Benefit (Cell phones and Well Steps)	9,180	9,580.00	<b>15,738.02</b>	71.44%	Included expenditures for Well Steps program
52010 Life and Disability Insurance	25,929	19,554.00	<b>14,374.54</b>	-44.56%	Budget corrected at mid-year & less spent
52020 Unemployment Compensation	30,500	41,500.00	<b>54,807.72</b>	79.70%	Considerably more spent on Unemployment compensation
52200 Uniforms	1,300	300.00	<b>0.00</b>	-100.00%	None spent
<b>Total Personnel</b>	<b>19,092,226</b>	<b>18,670,461</b>	<b>17,846,418.91</b>	<b>-6.53%</b>	
Increase/decrease over previous		-421,765 (-2.21%)	-1,245,807 (-6.53%)		
Reduction in salaries planning budget to match projections (	<b>(381,845)</b>	<b>(373,409.00)</b>	<b>0.00</b>	100.00%	
<b>Net Personnel</b>	<b>18,710,381</b>	<b>18,297,052</b>	<b>17,846,418.91</b>	<b>-4.62%</b>	
Increase/decrease over previous		-413,329 (-2.21%)	-863,962 (-4.62%)		
<b>MAINTENANCE &amp; OPERATIONS</b>					
53100 Office/Operating Supplies	158,960	162,910.00	<b>228,261.86</b>	43.60%	Includes YS Block Grant expenses offset by grant revenues
53101 Custodial Supplies	41,000	41,000.00	<b>56,400.01</b>	37.56%	More was needed; in 2013 Facilities installed new towel dispensers
53102 Maintenance Supplies	40,000	40,000.00	<b>51,282.84</b>	28.21%	Included costs for bookmobile repairs and end panels
53103 A/V Processing Supplies	25,000	25,000.00	<b>31,882.75</b>	27.53%	More spent for branding CDs (to reduce theft)
53104 Book Processing Supplies	22,000	22,000.00	<b>14,728.91</b>	-33.05%	Less spent on Book processing supplies
53200 Fuel	65,000	55,000.00	<b>56,300.81</b>	-13.38%	About on target compared to mid-year
53500 Minor Equipment	15,300	13,500.00	<b>22,212.63</b>	45.18%	Included a new platemaker for MCR department
53501 * Furnishings	50,000	50,000.00	<b>86,214.46</b>	72.43%	Offset by LWD Friends & Foundation-sponsored purchases
53502 * PC Hardware	196,200	196,200.00	<b>352,758.85</b>	79.80%	End-of-year purchases to help Windows 7 upgrade
53503 Printers	20,000	20,000.00	<b>2,719.62</b>	-86.40%	Printers shifted to copier purchases (in CIP)
53505 Software	11,300	65,736.00	<b>74,515.38</b>	559.43%	Includes CommunityConnect & virtualization software
54100 * Professional Services	252,675	422,663.00	<b>330,866.22</b>	30.95%	Includes consulting for tech plan, coaching labs, PRA, staffweb
54101 Legal Services	20,000	50,000.00	<b>140,183.60</b>	600.92%	Considerably more was needed for personnel-related matters
54102 Collection Agency	28,200	28,200.00	<b>31,170.50</b>	10.53%	Offset by book returns and collection revenues (in fines/fees)
54161 Resource Sharing Services	25,000	25,000.00	<b>18,958.91</b>	-24.16%	Less spent than anticipated
54162 Bibliographics Services	40,000	40,000.00	<b>29,754.52</b>	-25.61%	Less spent than anticipated
54163 Printing and Binding	2,000	2,000.00	<b>4,670.39</b>	133.52%	More spent than anticipated
54165 Inter Library Loan Lost Item Charges	3,000	3,000.00	<b>2,028.62</b>	-32.38%	Less spent than anticipated
54200 Postage	45,000	45,000.00	<b>45,253.28</b>	0.56%	About on target
54201 Telephone/Data Lines	128,800	128,800.00	<b>332,051.73</b>	157.80%	Offset by Erate reimbursements (lags nearly a year)
54300 * Travel	27,950	29,950.00	<b>27,937.23</b>	-0.05%	About on target

**PIERCE COUNTY LIBRARY SYSTEM  
- 2012 YEAR END -**

GENERAL FUND					% Change	
2012 YEAR-END AS OF 12/31/2012	2012 Final (12/14/11)	2012 Mid-Year	2012 YE (12/2012)	2012 Final to 2012 YE		Notes
54301 Mileage Reimbursements	30,850	28,850.00	<b>31,338.65</b>	1.58%		About on target
54400 * Advertising	30,620	31,256.00	<b>23,906.52</b>	-21.93%		Considerably less spent
54501 * Rentals/Leases - Buildings	201,400	201,400.00	<b>89,406.02</b>	-55.61%		Less spent due to UP condo fees not paid and MIL/EDG abatement
54502 * Rentals/Leases - Equipment	69,300	69,300.00	<b>39,236.31</b>	-43.38%		Copier leases not renewed due to purchasing copiers (in CIP)
54600 Insurance	184,000	156,000.00	<b>186,440.27</b>	1.33%		About on target compare to original budget
54700 Electricity	220,000	220,000.00	<b>276,330.33</b>	25.60%		Budget was considerably off; will make adjustments in 2013
54701 Natural Gas	18,000	18,000.00	<b>18,762.78</b>	4.24%		About on target
54702 Water	25,500	25,500.00	<b>34,023.32</b>	33.42%		Budget was considerably off; will make adjustments in 2013
54703 Sewer	23,500	23,500.00	<b>31,491.70</b>	34.01%		Budget was considerably off; will make adjustments in 2013
54704 Refuse	22,500	22,500.00	<b>30,182.07</b>	34.14%		Budget was considerably off; will make adjustments in 2013
54800 * General Repairs/Maintenance	196,140	194,140.00	<b>315,386.41</b>	60.80%		Significant repairs to buildings required/some offset by insurance
54801 * Contracted Maintenance	666,900	686,900.00	<b>645,326.52</b>	-3.23%		About on target
54803 Maint. Telecomm Equipment	29,300	32,000.00	<b>33,260.41</b>	13.52%		About on target
54900 * Registrations	34,325	35,675.00	<b>25,980.48</b>	-24.31%		Considerably less spent
54901 * Dues and Memberships	30,740	30,740.00	<b>36,375.00</b>	18.33%		Includes WLA, ALA, ULC, Chamber of Commerce, et al
54902 Taxes and Assessments	27,760	29,000.00	<b>27,951.49</b>	0.69%		About on target
54903 Licenses and Fees	27,380	30,480.00	<b>26,528.89</b>	-3.11%		About on target
54904 Miscellaneous	900	900.00	<b>1,638.67</b>	82.07%		Staff logowear, entirely paid for by staff in misc. revenue
54905 Event Registration	0	288.00	<b>1,122.00</b>	new		Included Wellness-related activities
54906 Internal Training	0		<b>4,975.00</b>	new		HR-related training for staff using online resources (We Comply)
55100 Intergovernmental	1,000	850.00	<b>843.14</b>	-15.69%		About on target
<b>Total Maintenance &amp; Operations</b>	<b>3,057,500</b>	<b>3,303,238.00</b>	<b>3,820,659.10</b>	<b>24.96%</b>		

**PIERCE COUNTY LIBRARY SYSTEM  
- 2012 YEAR END -**

GENERAL FUND				% Change	
2012 YEAR-END AS OF 12/31/2012	2012 Final (12/14/11)	2012 Mid-Year	2012 YE (12/2012)	2012 Final to 2012 YE	Notes
<b>MATERIALS</b>					
534xx Materials	4,271,161	4,345,144	<b>4,238,291.80</b>	-0.77%	Maintained at 16% of revenues (includes processing fees)
53401 Adult Materials	1,000,000	1,043,174	<b>891,743.06</b>	-10.83%	"
53402 Serials	20,000	20,000	<b>16,266.22</b>	-18.67%	"
53403 Periodicals	120,000	120,000	<b>47,149.39</b>	-60.71%	"
53405 Juvenile Books	540,000	540,000	<b>590,541.07</b>	9.36%	"
53406 Professional Collection	25,000	25,000	<b>22,664.95</b>	-9.34%	"
53407 International Collection	110,000	110,000	<b>89,050.65</b>	-19.04%	"
53408 Audiovisual Materials - Adult	1,189,507	1,189,507	<b>1,166,634.06</b>	-1.92%	"
53409 Audiovisual Materials - Juvenile	130,000	130,000	<b>99,940.19</b>	-23.12%	"
53411 Electronic Info Sources	200,000	200,000	<b>401,052.24</b>	100.53%	"
53412 Reference Serials	45,000	45,000	<b>28,000.39</b>	-37.78%	"
53413 Electronic Services	255,000	255,000	<b>215,847.32</b>	-15.35%	"
53414 Electronic Collection	446,654	446,654	<b>403,683.49</b>	-9.62%	"
53464 Vendor Processing Services	190,000	190,000	<b>231,854.93</b>	22.03%	"
53490 Collection Projects	0	30,809	<b>33,863.84</b>	new	"
53499 Gifts - Materials	30,000	-	<b>2,707.04</b>	-90.98%	Includes Foundation distributions
Total Materials	<b>4,301,161</b>	<b>4,345,144</b>	<b>4,240,998.84</b>	<b>-1.40%</b>	= 15.42% of revenues (when incl. Found. distributions & gifts)
54910 ELECTION SET-ASIDE	0	0	<b>0.00</b>		Goal met; no longer need to set-aside
54912 CONTINGENCY	0	0	<b>0.00</b>		Unrestricted cash balance of 2% is met; no need to set aside
59700 TRANSFERS TO CIP	800,843	0	<b>814,563.00</b>	1.71%	Set at 3% of revenues
Total Transfers	<b>800,843</b>	<b>0</b>	<b>814,563.00</b>	<b>1.71%</b>	
<b>TOTAL EXPENDITURES</b>	<b><u>\$26,869,885</u></b>	<b><u>25,945,434</u></b>	<b><u>26,722,639.85</u></b>	<b>-0.55%</b>	
<b>REVENUES LESS EXPENDITURES</b>	<b><u>\$0</u></b>	<b><u>\$1,206,661</u></b>	<b><u>786,965.03</u></b>	<b>new</b>	

**PIERCE COUNTY LIBRARY SYSTEM  
- 2012 YEAR END -**

GENERAL FUND				% Change	
2012 YEAR-END AS OF 12/31/2012	2012 Final (12/14/11)	2012 Mid-Year	2012 YE (12/2012)	2012 Final to 2012 YE	Notes
<b>----- BUDGET SUMMARY -----</b>					
Use of Fund Balance/Cash Reserves	175,127	0	0.00	-100.00%	0.00% of use of fund balance
<b>NEW REVENUES</b>					
Taxes	25,759,758	26,109,495	<b>26,275,125.31</b>	2.00%	95.51% of new revenues
Intergovernmental	5,000	3,900	<b>16,055.22</b>	221.10%	0.06% of new revenues
Charges for Services	70,000	88,000	<b>101,822.79</b>	45.46%	0.37% of new revenues
Fines	615,000	615,000	<b>591,199.49</b>	-3.87%	2.15% of new revenues
Miscellaneous	245,000	335,700	<b>525,402.07</b>	114.45%	1.91% of new revenues
<b>TOTAL REVENUES</b>	<b>26,694,758</b>	<b>27,152,095</b>	<b>27,509,605.00</b>	<b>3.05%</b>	100.00% of new revenues
Increase/decrease over previous year		457,337 (1.71%)	814,847 (3.05%)		
<b>TOTAL AVAILABLE FUNDING SOURCES</b>	<b>26,869,885</b>	<b>27,152,095</b>	<b>27,509,605.00</b>	<b>2.38%</b>	100.00% of all funding sources
Increase/decrease over previous year		282,210 (1.05%)	639,720 (2.38%)		
<b>EXPENDITURES</b>					
Personnel	18,710,381	18,297,052	<b>17,846,418.91</b>	-4.62%	66.78% of expenditures
Maintenance & Operations	3,057,500	3,303,238	<b>3,820,659.10</b>	24.96%	14.30% of expenditures
Materials	4,301,161	4,345,144	<b>4,240,998.84</b>	-1.40%	15.87% of expenditures
Subtotal	<b>26,069,042</b>	<b>25,945,434</b>	<b>25,908,076.85</b>	<b>-0.62%</b>	96.95% of expenditures
Increase/decrease over previous year		-123,608 (-.47%)	-160,965 (-.62%)		
ELECTION SET-ASIDE	0	0	<b>0.00</b>		0.00% of expenditures
CONTINGENCY	0	0	<b>0.00</b>		0.00% of expenditures
TRANSFERS TO CIP	800,843	0	<b>814,563.00</b>	1.71%	3.05% of expenditures
Subtotal	<b>800,843</b>	<b>0</b>	<b>814,563.00</b>	<b>1.71%</b>	3.05% of expenditures
<b>TOTAL EXPENDITURES</b>	<b>26,869,885</b>	<b>25,945,434</b>	<b>26,722,639.85</b>	<b>-0.55%</b>	100.00% of expenditures
Increase/decrease over previous year		-924,451 (-3.44%)	-147,245 (-.55%)		
<b>NET OF REVS &amp; EXPS</b>	<b>\$0</b>	<b>\$1,206,661</b>	<b>\$786,965</b>	<b>new</b>	

Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 12/31/2012

**FUND: GENERAL FUND (01)**

Object	2012 Budget	December Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
31111 PROPERTY TAXES CURRENT	25,039,899.00	0.00	25,308,387.32	0.00	(268,488.32)	101.1
31112 PROPERTY TAXES DELINQUENT	1,001,596.00	0.00	878,791.41	0.00	122,804.59	87.7
31130 SALE OF TAX TITLE PROPERTY	3,000.00	0.00	50.63	0.00	2,949.37	1.7
31210 PRIVATE HARVEST TAX	50,000.00	0.00	70,351.79	0.00	(20,351.79)	140.7
31720 LEASEHOLD EXCISE TAX	15,000.00	0.00	17,544.16	0.00	(2,544.16)	117.0
<b>TAXES:</b>	<b>26,109,495.00</b>	<b>0.00</b>	<b>26,275,125.31</b>	<b>0.00</b>	<b>(165,630.31)</b>	<b>100.6</b>
33533 STATE FOREST FUNDS	0.00	0.00	5,315.22	0.00	(5,315.22)	0.0
33872 CONTRACTS FEES - CITIES	3,900.00	0.00	3,240.00	0.00	660.00	83.1
33890 GOVERNMENTAL GRANTS	0.00	0.00	7,500.00	0.00	(7,500.00)	0.0
34160 COPIER FEES	23,000.00	0.00	25,594.64	0.00	(2,594.64)	111.3
34161 GRAPHICS SERVICES CHARGES	5,000.00	0.00	9,244.22	0.00	(4,244.22)	184.9
34162 PRINTER FEES	60,000.00	0.00	66,774.31	0.00	(6,774.31)	111.3
34730 INTERLIBRARY LOAN FEES	0.00	0.00	209.62	0.00	(209.62)	0.0
35970 LIBRARY FINES	615,000.00	0.00	591,199.49	0.00	23,800.51	96.1
36110 INVESTMENT INCOME	5,000.00	0.00	10,393.16	0.00	(5,393.16)	207.9
36111 INTEREST - STATE FOREST FUND	0.00	0.00	1.92	0.00	(1.92)	0.0
36190 OTHER INTEREST EARNINGS	0.00	0.00	7.16	0.00	(7.16)	0.0
36200 KEY PEN HLTH DEPT FACILITY REV	2,000.00	0.00	1,774.59	0.00	225.41	88.7
36700 FOUNDATION DONATIONS	150,000.00	0.00	126,237.10	0.00	23,762.90	84.2
36720 FRIENDS' REIMBURSEMENTS	17,000.00	0.00	31,881.02	0.00	(14,881.02)	187.5
36725 DONATIONS - OTHER	2,000.00	0.00	6,362.13	0.00	(4,362.13)	318.1
36910 SALE OF SCRAP AND SALVAGE	0.00	0.00	1,504.08	0.00	(1,504.08)	0.0
36920 BOOK SALE REVENUE	15,000.00	0.00	14,069.54	0.00	930.46	93.8
36990 MISCELLANEOUS REVENUE	21,000.00	0.00	59,689.51	0.00	(38,689.51)	284.2
36991 PAYMENT FOR LOST MATERIALS	15,000.00	0.00	14,814.61	0.00	185.39	98.8
36994 UNCLAIMED PROPERTY	0.00	0.00	172.99	0.00	(172.99)	0.0
36995 COLLECTION AGENCY REVENUE	1,000.00	0.00	1,384.72	0.00	(384.72)	138.5
36996 JURY DUTY REIMBURSEMENT	0.00	0.00	191.00	0.00	(191.00)	0.0
36997 PRIOR YEAR'S REFUNDS	9,700.00	0.00	44,855.73	0.00	(35,155.73)	462.4
36998 E RATE REIMBURSEMENT	71,000.00	0.00	160,451.03	0.00	(89,451.03)	226.0
36999 REBATES - PROCUREMENT CARD	22,000.00	0.00	26,098.88	0.00	(4,098.88)	118.6
<b>CHARGES OTHER:</b>	<b>1,037,600.00</b>	<b>0.00</b>	<b>1,208,966.67</b>	<b>0.00</b>	<b>(171,366.67)</b>	<b>116.5</b>
39510 SALE OF FIXED ASSETS	5,000.00	0.00	15,283.90	0.00	(10,283.90)	305.7
39520 INSURANCE RECOVERIES - CAPITAL	0.00	0.00	10,229.00	0.00	(10,229.00)	0.0
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>27,152,095.00</b>	<b>0.00</b>	<b>27,509,604.88</b>	<b>0.00</b>	<b>(357,509.88)</b>	<b>101.3</b>
<b>EXPENSE ACCOUNTS</b>						
51100 SALARIES AND WAGES	13,120,731.00	0.00	12,739,804.70	0.00	380,926.30	97.1
51105 ADDITIONAL HOURS	219,732.00	0.00	234,073.57	0.00	(14,341.57)	106.5
51106 SHIFT DIFFERENTIAL	155,888.00	0.00	134,392.53	0.00	21,495.47	86.2
51107 SUBSTITUTE HOURS	279,550.00	0.00	299,156.68	0.00	(19,606.68)	107.0
51109 TUITION ASSISTANCE PROGRAM	5,300.00	0.00	5,260.49	0.00	39.51	99.3
51200 OVERTIME WAGES	12,500.00	0.00	9,099.32	0.00	3,400.68	72.8
51999 ADJ WAGE/SALARY TO MATCH PLAN	(281,613.00)	0.00	0.00	0.00	(281,613.00)	0.0
52001 INDUSTRIAL INSURANCE	167,508.00	0.00	168,221.05	0.00	(713.05)	100.4
52002 MEDICAL INSURANCE	2,223,925.00	0.00	2,058,848.44	0.00	165,076.56	92.6
52003 F.I.C.A.	1,057,572.00	0.00	990,180.20	0.00	67,391.80	93.6

Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 12/31/2012

**FUND: GENERAL FUND (01)**

Object	2012 Budget	December Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>EXPENSE ACCOUNTS</b>						
52004 RETIREMENT	1,075,842.00	0.00	907,639.63	0.00	168,202.37	84.4
52005 DENTAL INSURANCE	231,700.00	0.00	214,822.02	0.00	16,877.98	92.7
52006 OTHER BENEFIT	9,580.00	0.00	15,738.02	0.00	(6,158.02)	164.3
52010 LIFE AND DISABILITY INSURANCE	19,544.00	0.00	14,374.54	0.00	5,169.46	73.5
52020 UNEMPLOYMENT COMPENSATION	41,500.00	0.00	54,807.72	0.00	(13,307.72)	132.1
52200 UNIFORMS	300.00	0.00	0.00	0.00	300.00	0.0
52999 ADJ BENEFITS TO MATCH PLAN	(90,810.00)	0.00	0.00	0.00	(90,810.00)	0.0
<b>PERSONNEL</b>	<b>18,248,749.00</b>	<b>0.00</b>	<b>17,846,418.91</b>	<b>0.00</b>	<b>402,330.09</b>	<b>97.8</b>
53100 OFFICE/OPERATING SUPPLIES	172,960.00	0.00	228,261.86	0.00	(55,301.86)	132.0
53101 CUSTODIAL SUPPLIES	41,000.00	0.00	56,400.01	0.00	(15,400.01)	137.6
53102 MAINTENANCE SUPPLIES	40,000.00	0.00	51,282.84	0.00	(11,282.84)	128.2
53103 AUDIOVISUAL PROCESSING SUP	25,000.00	0.00	31,882.75	0.00	(6,882.75)	127.5
53104 BOOK PROCESSING SUPPLIES	22,000.00	0.00	14,728.91	0.00	7,271.09	66.9
53200 FUEL	55,000.00	0.00	56,300.81	0.00	(1,300.81)	102.4
53401 ADULT MATERIALS	1,043,174.00	0.00	891,743.06	0.00	151,430.94	85.5
53402 SERIALS	20,000.00	0.00	16,266.22	0.00	3,733.78	81.3
53403 PERIODICALS	120,000.00	0.00	47,149.39	0.00	72,850.61	39.3
53405 JUVENILE BOOKS	540,000.00	0.00	590,541.07	0.00	(50,541.07)	109.4
53406 PROFESSIONAL COLLECTION	25,000.00	0.00	22,664.95	0.00	2,335.05	90.7
53407 INTERNATIONAL COLLECTION	110,000.00	0.00	89,050.65	0.00	20,949.35	81.0
53408 AUDIOVISUAL MATERIALS - ADULT	1,189,507.00	0.00	1,166,634.06	0.00	22,872.94	98.1
53409 AUDIOVISUAL MATERIALS - JUV	130,000.00	0.00	99,940.19	0.00	30,059.81	76.9
53411 ELECTRONIC INFO SOURCES	200,000.00	0.00	401,052.24	0.00	(201,052.24)	200.5
53412 REFERENCE SERIALS	45,000.00	0.00	28,000.39	0.00	16,999.61	62.2
53413 ELECTRONIC SERVICES	255,000.00	0.00	215,847.32	0.00	39,152.68	84.6
53414 ELECTRONIC COLLECTION	446,654.00	0.00	403,683.49	0.00	42,970.51	90.4
53464 VENDOR PROCESSING SERVICES	190,000.00	0.00	231,854.93	0.00	(41,854.93)	122.0
53490 COLLECTION PROJECTS	30,809.00	0.00	33,863.84	0.00	(3,054.84)	109.9
53499 GIFTS - MATERIALS	0.00	0.00	2,707.04	0.00	(2,707.04)	0.0
53500 MINOR EQUIPMENT	13,500.00	0.00	11,272.63	0.00	2,227.37	83.5
53501 FURNISHINGS	50,000.00	0.00	86,214.46	0.00	(36,214.46)	172.4
53502 IT HARDWARE	196,200.00	0.00	352,758.85	0.00	(156,558.85)	179.8
53503 PRINTERS	20,000.00	0.00	2,719.62	0.00	17,280.38	13.6
53505 SOFTWARE	65,736.00	0.00	74,515.38	0.00	(8,779.38)	113.4
54100 PROFESSIONAL SERVICES	412,613.00	0.00	330,866.22	0.00	81,746.78	80.2
54101 LEGAL SERVICES	50,000.00	0.00	140,183.60	0.00	(90,183.60)	280.4
54102 COLLECTION AGENCY	28,200.00	0.00	31,170.50	0.00	(2,970.50)	110.5
54161 RESOURCE SHARING SERVICES	25,000.00	0.00	18,958.91	0.00	6,041.09	75.8
54162 BIBLIOGRAPHICS SERVICES	40,000.00	0.00	29,754.52	0.00	10,245.48	74.4
54163 PRINTING AND BINDING	2,000.00	0.00	4,670.39	0.00	(2,670.39)	233.5
54165 ILL LOST ITEM CHARGE	3,000.00	0.00	2,028.62	0.00	971.38	67.6
54200 POSTAGE	45,000.00	0.00	45,253.28	0.00	(253.28)	100.6
54201 TELEPHONE/DATA LINES	128,800.00	0.00	332,051.73	0.00	(203,251.73)	257.8
54300 TRAVEL	29,950.00	0.00	27,937.23	0.00	2,012.77	93.3
54301 MILEAGE REIMBURSEMENTS	28,850.00	0.00	31,338.65	0.00	(2,488.65)	108.6
54400 ADVERTISING	31,256.00	0.00	23,906.52	0.00	7,349.48	76.5
54501 RENTALS/LEASES - BUILDINGS	201,400.00	0.00	89,406.02	0.00	111,993.98	44.4

Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 12/31/2012

**FUND: GENERAL FUND (01)**

Object	2012 Budget	December Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>EXPENSE ACCOUNTS</b>						
54502 RENTAL/LEASE - EQUIPMENT	69,300.00	0.00	39,236.31	0.00	30,063.69	56.6
54600 INSURANCE	156,000.00	0.00	186,440.27	0.00	(30,440.27)	119.5
54700 ELECTRICITY	220,000.00	0.00	276,330.33	0.00	(56,330.33)	125.6
54701 NATURAL GAS	18,000.00	0.00	18,762.78	0.00	(762.78)	104.2
54702 WATER	25,500.00	0.00	34,023.32	0.00	(8,523.32)	133.4
54703 SEWER	23,500.00	0.00	31,491.70	0.00	(7,991.70)	134.0
54704 REFUSE	22,500.00	0.00	30,182.07	0.00	(7,682.07)	134.1
54800 GENERAL REPAIRS/MAINTENANCE	194,140.00	0.00	315,386.41	0.00	(121,246.41)	162.5
54801 CONTRACTED MAINTENANCE	686,900.00	0.00	645,326.52	0.00	41,573.48	93.9
54803 MAINT. TELECOM EQUIPMENT	32,000.00	0.00	33,260.41	0.00	(1,260.41)	103.9
54900 REGISTRATIONS	35,675.00	0.00	25,980.48	0.00	9,694.52	72.8
54901 DUES AND MEMBERSHIPS	30,740.00	0.00	36,375.00	0.00	(5,635.00)	118.3
54902 TAXES AND ASSESSMENTS	29,000.00	0.00	27,951.49	0.00	1,048.51	96.4
54903 LICENSES AND FEES	30,480.00	0.00	26,528.89	0.00	3,951.11	87.0
54904 MISCELLANEOUS	900.00	0.00	1,638.67	0.00	(738.67)	182.1
54905 EVENT REGISTRATION	288.00	0.00	1,122.00	0.00	(834.00)	389.6
54906 INTERNAL TRAINING	0.00	0.00	4,975.00	0.00	(4,975.00)	0.0
54914 UNALLOCATED MID YR SAVINGS	440,401.00	0.00	0.00	0.00	440,401.00	0.0
55100 INTERGOVERNMENTAL	850.00	0.00	843.14	0.00	6.86	99.2
56400 MACHINERY & EQUIPMENT	0.00	0.00	10,940.00	0.00	(10,940.00)	0.0
59700 TRANSFERS OUT	814,563.00	0.00	814,563.00	0.00	0.00	100.0
<b>ALL OTHER EXPENSES</b>	<b>8,903,346.00</b>	<b>0.00</b>	<b>8,876,220.94</b>	<b>0.00</b>	<b>27,125.06</b>	<b>99.7</b>
<b>TOTAL FOR EXPENSE ACCOUNTS</b>	<b>27,152,095.00</b>	<b>0.00</b>	<b>26,722,639.85</b>	<b>0.00</b>	<b>429,455.15</b>	<b>98.4</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>0.00</b>	<b>786,965.03</b>	<b>0.00</b>	<b>(786,965.03)</b>	<b>0.0</b>



**FUND: DEBT SERVICE FUND (20)**

Object	2012 Budget	December Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
31112 PROPERTY TAXES DELINQUENT	0.00	0.00	0.65	0.00	(0.65)	0.0
<b>TAXES:</b>	<b>0.00</b>	<b>0.00</b>	<b>0.65</b>	<b>0.00</b>	<b>(0.65)</b>	<b>0.0</b>
36110 INVESTMENT INCOME	0.00	0.00	110.14	0.00	(110.14)	0.0
<b>CHARGES OTHER:</b>	<b>0.00</b>	<b>0.00</b>	<b>110.14</b>	<b>0.00</b>	<b>(110.14)</b>	<b>0.0</b>
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>0.00</b>	<b>0.00</b>	<b>110.79</b>	<b>0.00</b>	<b>(110.79)</b>	<b>0.0</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>0.00</b>	<b>110.79</b>	<b>0.00</b>	<b>(110.79)</b>	<b>0.0</b>

**FUND: CAPITAL IMPROVEMENT PROJECTS FUND (30)**

Object	2012 Budget	December Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
29150 USE OF FUND BALANCE-BUDGET	1,630,997.00	0.00	1,630,997.00	0.00	0.00	100.0
33891 SHARED COSTS	0.00	0.00	205,919.94	0.00	(205,919.94)	0.0
36110 INVESTMENT INCOME	0.00	0.00	1,463.04	0.00	(1,463.04)	0.0
36700 FOUNDATION DONATIONS	0.00	0.00	126,020.00	0.00	(126,020.00)	0.0
36997 PRIOR YEAR'S REFUNDS	0.00	0.00	49,145.10	0.00	(49,145.10)	0.0
36998 E-RATE REIMBURSEMENT	0.00	0.00	116,000.00	0.00	(116,000.00)	0.0
<b>CHARGES OTHER:</b>	<b>1,630,997.00</b>	<b>0</b>	<b>2,129,545.08</b>	<b>0.00</b>	<b>(498,548.08)</b>	<b>130.6</b>
39700 TRANSFERS IN	814,563.00	0.00	814,563.00	0.00	0.00	100.0
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>2,445,560.00</b>	<b>0.00</b>	<b>2,944,108.08</b>	<b>0.00</b>	<b>(498,548.08)</b>	<b>120.4</b>
<b>EXPENSE ACCOUNTS</b>						
53100 OFFICE/OPERATING SUPPLIES	1,200.00	0.00	7,858.31	0.00	(6,658.31)	654.9
53500 MINOR EQUIPMENT	6,100.00	0.00	11,227.91	0.00	(5,127.91)	184.1
53501 FURNISHINGS	49,500.00	0.00	202,089.38	0.00	(152,589.38)	408.3
53502 PC HARDWARE	0.00	0.00	91,323.38	0.00	(91,323.38)	0.0
53505 SOFTWARE	0.00	0.00	86,870.00	0.00	(86,870.00)	0.0
54100 PROFESSIONAL SERVICES	227,000.00	0.00	210,971.78	0.00	16,028.22	92.9
54101 LEGAL SERVICES	700.00	0.00	18,141.23	0.00	(17,441.23)	2,591.6
54400 ADVERTISING	1,500.00	0.00	1,435.05	0.00	64.95	95.7
54600 INSURANCE	2,000.00	0.00	0.00	0.00	2,000.00	0.0
54800 GENERAL REPAIRS/MAINTENANCE	7,000.00	0.00	46,744.80	0.00	(39,744.80)	667.8
54801 CONTRACTED MAINTENANCE	0.00	0.00	17,539.25	0.00	(17,539.25)	0.0
54903 LICENSES AND FEES	3,200.00	0.00	1,764.66	0.00	1,435.34	55.1
54912 CONTINGENCY/RESERVE	65,000.00	0.00	0.00	0.00	65,000.00	0.0
56200 BUILDINGS & BLDG IMPROVEMENTS	820,400.00	0.00	424,294.53	0.00	396,105.47	51.7
56201 CONSTRUCTION	179,100.00	0.00	121,063.08	0.00	58,036.92	67.6
56202 ELECTRICAL	40,900.00	0.00	62,653.05	0.00	(21,753.05)	153.2
56203 FLOORING	26,700.00	0.00	30,669.89	0.00	(3,969.89)	114.9
56204 PAINTING AND WALL TREATMENTS	38,000.00	0.00	10,904.99	0.00	27,095.01	28.7
56205 ROOFING	161,660.00	0.00	261,957.89	0.00	(100,297.89)	162.0
56300 IMPROVEMENTS OTHER THAN BLDG	17,500.00	0.00	0.00	0.00	17,500.00	0.0
56400 MACHINERY & EQUIPMENT	442,200.00	0.00	122,047.16	0.00	320,152.84	27.6
56401 VEHICLES	61,900.00	0.00	60,197.59	0.00	1,702.41	97.2
56402 HVAC	214,000.00	0.00	209,625.57	0.00	4,374.43	98.0
56403 TELECOM EQUIPMENT	80,000.00	0.00	0.00	0.00	80,000.00	0.0
<b>TOTAL FOR EXPENSE ACCOUNTS</b>	<b>2,445,560.00</b>	<b>0.00</b>	<b>1,999,379.50</b>	<b>0.00</b>	<b>446,180.50</b>	<b>81.8</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>0.00</b>	<b>944,728.58</b>	<b>0.00</b>	<b>(944,728.58)</b>	<b>0.0</b>

M E M O

Date: May 3, 2013  
To: Chair Linda Ishem and members of the Board of Trustees  
From: Georgia Lomax, Deputy Director  
Subject: Naming Policy review

During the November 2012 Board meeting, you discussed the Library's current practices related to naming areas for donor recognition.

The University Place Capital Campaign provided opportunity to offer naming recognition for donors based on an assigned threshold donation. Lynne Hoffman, Fund Development Director, recommended that this become a regular process. During the meeting, the Board agreed and suggested that its role should be to approve campaign lists as well as any individual recognition occurring outside a campaign in order to ensure equity in naming.

Following that discussion, the existing policy, adopted in 1981 and revised in 1998, was reviewed. We found it reflected the Board's intentions, but also needed clarification related to naming as donor recognition.

Attached is a proposed revision for your review, as well as a copy of the original policy. Changes include recognizing the Foundation's role in identifying and managing naming opportunities, and ensuring the involvement of the Board in approval.

A definition of "significant contribution" has been added, and during the meeting we would like to hear from the Board how they would define that, and ask that the policy revision be considered for approval.

For your information, I have attached a list of the Library's areas named for donor recognition purposes.

## **Naming (draft 5/3/2013)**

### **Policy Statement**

Library branches are named for geographic locations that reflect the community that they primarily serve. Areas within facilities may be named in recognition of donors who have made significant contributions to the Pierce County Library.

### **Purpose**

To establish naming conventions which ensure easy understanding of facility locations for customers, and to allow opportunities for the Library to recognize significant contributions.

### **Definitions**

Significant contribution: Money, securities, real or personal property, or contributions of services that represent a major percentage of the cost of the portion of the facility named or represent a significant donation to the Pierce County Library Foundation or significant contribution to the Pierce County Library.

### **Policy**

Library branches are named for geographic locations that reflect the community that they primarily serve and are most effective in helping library users identify where library services are available and which library is more convenient for their use.

Changes in branch names will be considered if a name no longer provides a readily apparent indication of the branch's service area.

All names or changes to names applied to a facility or portion of a facility must be approved by the Board of Trustees.

### **Naming as recognition**

Persons or groups who have made a significant financial or other contribution to the Pierce County Library may be honored by applying their name to an area of a facility, such as a community room or children's area.

Not all significant contributions will be recognized by naming.

The Fund Development Director and the Library Executive Director will develop naming opportunities, guidelines and thresholds that ensure equity and consistency. Such opportunities are intended to allow the Library to show appreciation for significant contributions and to inspire significant contributions in the future.

Prior to a major capital campaign, the Board of Trustees will approve a campaign list and thresholds for naming opportunities related to the project.

Naming as recognition generally lasts for the useful life of the space or facility. The Library reserves the right to determine whether existing named spaces will be transferred when a facility is replaced or remodeled.

An exception to geographically-oriented names of branches may be considered by the Board of Trustees when a branch site and/or construction is financed through private contribution(s) and when such contribution(s) equal a significant portion of the total project cost.

**Adopted by the Pierce County Rural Library District Board of Trustees (as Policy on Branch Library Names): January 21, 1981. Revised and renamed: September 17, 1998.  
Revised: XXXXXX**

#### **Related**

Gifts  
Procedures for acceptance of gifts

### Library Areas Named in Recognition

Library	Name and Area	Date	Comments
<b>Bonney Lake</b>	Peggy Moore Meeting Room	1998	Resolution 88-17: In honor of her contribution to the level and quality of public library service in Bonney Lake
<b>Key Center</b>	Dennis Daily Garden	1990	Contributions In memory of Dennis Daily, a child
	Kenneth Brones Meeting Room	1990	Resolution 81-13: In honor of his help in provide the land for the Key Center Library and contributions to the community
<b>Lakewood</b>	Steve Albers: TBD		In recognition of his many contributions to the Pierce County Library System and Pierce County Library Foundation. Also 36 memorial gifts were received.
	William L. Bush Children's Garden	2009	Donations
	Friends Gallery	1999	Friends donation to remodel the space as an art gallery.
	Elizabeth Rennert Thomas Library Courtyard	2005	Bequest
	Note: The Friends of the Lakes District Library originally owned the building. Herman Tenzler was the primary funder. The library was named Tenzler Branch in honor of his wife and later removed. PCLS took ownership in 1991.		
<b>PAC</b>	Carolyn Else Processing and Administrative Center	1994	Resolution 94-12: In recognition of Mrs. Else's 30 years of dedicated service to the Library District
<b>Steilacoom</b>	Danae Rideout Children's Corner	1995	In memory of Danae Rideout. The family established an endowment fund to support children's programming at the Steilacoom branch.
<b>University Place</b>	University Place Capital Campaign: <ul style="list-style-type: none"> <li>• Karen Bellamy Reading Lounge</li> <li>• Ben B. Cheney Foundation Express Internet Station</li> <li>• Adriana and George Hess Conference Room</li> <li>• Terry D. Reim Spirit of Giving Donor Wall</li> <li>• Tacoma Narrows Rotary Teens</li> <li>• Fred Meyer Stores Puppet Theater</li> <li>• Gerald and Rebecca Gehring Study Room</li> <li>• Jesse Woo and Lisa Woo Study Room</li> <li>• Edgar and Betty Larson (in honor of their children and grandchildren), Children's Computer Station</li> <li>• Mary W. Hammond &amp; Family Staff Room</li> <li>• Friends of University Place Library: TBD</li> </ul>	2012	Capital campaign donations
	Michael Hedges Video Editing Station	2012	In memory of Michael Hedges. Equipment, not a permanently named space.
	In Memory of Theresa Berger Beginning Readers	2012	Materials, not a permanently named space

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# Board Policy



## Naming

Library branches are named by locations and public service areas. Names which describe geographic location are most effective in helping library users identify where library services are available and which library is more convenient for their use.

Persons or groups who have made a significant financial or other contribution to the development of library services may be honored by applying their name to a portion of a facility, e.g., a community room, children's alcove, or collection. The library not only encourages donations from the private sector, but shall also allow for some permanent recognition for significant contributions (i.e. money, securities, real or personal property) or contributions of services where appropriate. Such contributions should represent a major percentage of the cost of the portion of the facility named or represent a significant donation to the library endowment. An exception to geographically oriented names of branches may be considered by the Board when a branch site and/or construction is financed through private contribution(s) and when such contribution(s) equal a significant portion of the total project cost.

It is recognized Friends groups or the Foundation may generate major gifts which require recognition of donors.

All names or changes to names applied to a facility or portion of a facility must be approved by the Board of Trustees.

Nothing in this policy is to be construed as inflexible. The future may present new opportunities for donor recognition which cannot be foreseen.

### **Board Policy 3.16**

**Adopted by the Pierce County Rural Library District Board of Trustees, January 21, 1981.**

**Revised and renamed September 17, 1998.**