

AGENDA

Regular Meeting of the Pierce County Library System Board of Trustees May 13, 2020 | 3:30 PM

This Meeting will be Held via Conference Call

No physical location will be available in compliance with Governor's Proclamation 20-25

Dial+1-510-338-9438

Access code: 623 788 004 #

Attendee ID: #

3:30 pm	02 min.	Call to Order: Daren Jones, Chair	
3:32 pm	05 min.	Public Comment: <i>This is time set aside for members of the public to speak to the Board of Trustees. Unless the item you wish to discuss is of an emergency nature, the Board ordinarily takes matters under advisement before taking action. Please submit comments in writing to pmcbride@piercecounitylibrary.org by 2 pm. Comments will be read aloud to the Board. Time limit for comments is three minutes.</i>	
3:37 pm	05 min.	Consent Agenda	Action
		<ol style="list-style-type: none"> 1. Approval of Minutes of April 8, 2020, Regular Meeting 2. Approval of April 2020 Payroll, Benefits and Vouchers 3. Technology Renewals <ol style="list-style-type: none"> a. 2020 Microsoft Premier Support b. Polaris Annual Maintenance 	
3:42 pm	05 min.	Board Member Reports	
3:47 pm	10 min.	Routine Reports	
		<ol style="list-style-type: none"> 1. Metrics Dashboard, Melinda Chesbro 2. Financial Reports, Cliff Jo 	
3:57 pm	15 min.	Unfinished Business	
		<ol style="list-style-type: none"> 1. COVID-19 Update, Risk Management Team <ol style="list-style-type: none"> a. Cash Status b. Additional Service Measures during COVID c. Emergency Waiver to Purchasing Policy Threshold d. Authorize the Executive Director to Take Actions in Response to COVID-19 2. 2020 Trustee Vacancy, Georgia Lomax 	Action Action
4:12 pm	05 min.	Officers Reports	
		<ol style="list-style-type: none"> 1. Marketing and Communications Report - Q1 2. Pierce Transit Partnership Advertisements 3. Library Giving Day 4. Wellness Program Update 5. Graham Property 6. Law Library Award 	
4:17 pm	02 min.	Announcements	
4:19 pm		Adjournment	

**BOARD OF TRUSTEES
PIERCE COUNTY LIBRARY SYSTEM
MEETING MINUTES – MAY 13, 2020**



CALL TO ORDER

Chair Daren Jones called to order the regular meeting of the Pierce County Rural Library District Board of Trustees at 3:32 pm. Board members present were Pat Jenkins, Monica Butler. Rob Allen and Jamilyn Penn were excused. The meeting was conducted by telephone conference due to the Governor’s Stay Home, Stay Healthy order to slow the transmission of the coronavirus.

CONSENT AGENDA

1. Approval of Minutes of April 8, 2020, Regular Meeting
2. Approval of April 2020 Payroll, Benefits and Vouchers
3. Technology Renewals: Microsoft Premier Support, Polaris Annual Maintenance

Ms. Butler moved for approval of the consent agenda. Mr. Jenkins seconded the motion and it was passed.

ROUTINE REPORTS

Finance and Business Director Cliff Jo reported insurance costs were 15% over budget based on the estimate of actual costs which will be realized when the policy renews at the end of the year. This year includes a 3-year renewal of the mold policy, which is not renewed annually.

UNFINISHED BUSINESS

COVID-19 Update – Executive Director Georgia Lomax provided an update on the Library's response to the COVID-19 pandemic and how the Library is serving its community under the Governor’s Stay Home, Stay Healthy order.

Technology has been converted to meet the needs for remote work. The Library is using the following principles to guide its decisions during the pandemic: safety and health of staff and public; deliver valued service to the public, steward the taxpayer’s investment in the library; respond to the changing environment and knowledge.

Key areas of focus at this time are 1) providing services online and by phone while temporarily out of the buildings, 2) preparations for returning to the buildings when allowed, and 3) financial management and amending the 2020 work plan and budget.

Work currently underway includes planning for social distancing and safety protocols, developing quarantine plans for books and materials being returned, designing curbside service, and transitioning to Microsoft Teams and some elements of Office 365 to better support remote work.

The Governor’s Safe Start Washington reopening plan places libraries in Phase 3 for reopening. Until we have specific guidance on the requirements libraries must meet to reopen, we are using those developed for retail businesses to help us prepare. Reopening will be a slow process, starting with curbside service which will allow people to return their books to us, pick up their holds and begin to get physical books, movies and other materials. Curbside service will likely continue for some time as people may not be immediately comfortable going into buildings.

With reduced revenue due to the closure, the Library is working on a budget amendment to address lost revenue and new costs related to the pandemic, and to ensure cash flow through the low revenue months of October 2020 and April 2021.

The Board expressed appreciation to the Library for its efforts to maintain fiscal responsiveness.

Ms. Butler moved to authorize the Pierce County Library System, in the event there is a need for emergency expenditures and there is insufficient time to meet as per the Open Public Meeting Act requirements, or it is not possible to convene a quorum of the Board, to (1) suspend normal Board approval for purchases of \$50,000 or more and (2) to make purchases up to \$500,000 without Board approval for purposes of a COVID-19 response between May 14, 2020, through June 10, 2020. Mr. Jenkins seconded the motion and it was passed.

Ms. Butler moved to authorize the Executive Director to take timely and appropriate emergency actions which balance service to the public, staff and resource investments, and long-term sustainability in response to COVID-19, in a manner to be determined by the Executive Director. These actions may include closing buildings, reallocating resources, and paying personnel costs. This authorization expires when the Library resumes normal operations and will be effective through June 10, 2020. Mr. Jenkins seconded the motion and it was passed.

Trustee Vacancy – Applications are due May 15, 2020. Ms. Lomax reported the process will likely be conducted virtually.

OFFICERS REPORTS

Library Giving Day – Foundation Director Dean Carrell reported the event was successful. Regionally, donations have increased from last year. He expressed his appreciation to the donors for their support for the Library. The Board thanked the Foundation for its efforts given the challenges being faced by non-profit organizations.

Graham Property – Ms. Lomax reported a traffic light will be installed in front of the Library and the county has approached the library about purchasing one of the Library’s property parcels adjacent to the site.

Chair Jones thanked the Library and expressed his appreciation to staff for their hard work and perseverance during this time.

ADJOURNMENT

The meeting was adjourned at 4:10 pm on motion by Mr. Jones, seconded by Ms. Butler.

Georgia Lomax, Secretary

Daren Jones, Chair

AGENDA

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4:17 pm	02 min.	Announcements	
4:19 pm		Adjournment	

Consent Agenda

**BOARD OF TRUSTEES
PIERCE COUNTY LIBRARY SYSTEM
MEETING MINUTES – APRIL 8, 2020**



CALL TO ORDER

Chair Daren Jones called to order the regular meeting of the Pierce County Rural Library District Board of Trustees at 3:25 pm. Board members present were Pat Jenkins, Rob Allen and Monica Butler. Jamilyn Penn was excused. The meeting was conducted by telephone conference due to the Governor's Stay Home, Stay Healthy order to slow the transmission of the coronavirus.

CONSENT AGENDA

1. Approval of Minutes of March 11, 2020, Regular Meeting
2. Approval of March 2020 Payroll, Benefits and Vouchers
3. Technology Warranty Renewals – Firewall, Routers, Switches

Mr. Jenkins moved for approval of the consent agenda. Mr. Allen seconded the motion and it was passed.

UNFINISHED BUSINESS

COVID-19 Preparation and Planning – Executive Director Georgia Lomax and the Risk Management team reported on the Library's response to the COVID-19 pandemic and how the Library is serving its community under the Governor's Stay Home, Stay Healthy order.

Customer Experience Director Jaime Prothro reported on the Library's services and engagement with community partners. Public services have been modified and staff are answering questions and helping customers by telephone and email. Staff will be reporting to work remotely over the next several weeks. Library facilities have been monitored during the closure.

Deputy Director Melinda Chesbro reported the Library is maintaining critical services remotely and phasing more staff in to support important and useful work. She outlined the planning phases the Library has put in place to respond to current and future scenarios.

Ms. Lomax noted there is much work and planning taking place, using a variety of new methods, including the use of teleconference resources. She expressed appreciation of staff for their flexibility, responsiveness and creativity as they think about the needs of the community, and dealing with the challenges of the Library not being available as a physical space. She added that the Library will continue to provide services that are important to the public.

Ms. Lomax noted the Library's technology is working well due to investments in infrastructure guided by the 5-year Technology Roadmap, and quick response by the IT team. The Library does not offer Wi-Fi at this time based on recommendations of the Tacoma Pierce County Health Department and concerns about people congregating without staff on hand to ensure social distancing protocols are followed. The Library understands the difficulty for those not able to access the internet and helps direct individuals to free hotspots throughout the community.

Clifford Jo provided an update on the Library's financial position. The Library is working to understand possible changes in revenue and is evaluating likely scenarios. The property tax deadline has been extended to June 1, so the Library will not know if collections are on target or lower until then. Revenues from fines, fees and other non-tax sources will be lower, and the Library anticipates a loss of at least \$1 million in revenue. The Library will be drafting an amended 2020 budget for the Board as more information is gathered. The Library is assessing the 2020 work plan in light of the circumstances and is thinking about what the changes might be made once the public is no longer under the Stay Home, Stay Healthy order.

Mr. Allen moved to authorize the Pierce County Library System, in the event there is a need for emergency expenditures and there is insufficient time to meet as per the Open Public Meeting Act requirements, or it is not possible to convene a quorum of the Board, to (1) suspend normal Board approval for purchases of \$50,000 or more and (2) to make purchases up to \$500,000 without Board approval for purposes of a COVID-19 response between April 9, 2020, through May 13, 2020. Ms. Butler seconded the motion and it was passed.

Mr. Allen moved to authorize the Executive Director to take timely and appropriate emergency actions which balance service to the public, staff and resource investments, and long-term sustainability in response to COVID-19, in a manner to be determined by the Executive Director. These actions may include closing buildings, reallocating resources, and paying personnel costs. This authorization expires when the Library resumes normal operations and will be effective through May 13, 2020. Ms. Butler seconded the motion and it was passed.

OFFICERS REPORTS

E-Book Purchasing Changes– Collection Management Manager Tracey Thompson reported that while the E-book publishers are offering different purchasing options, pricing has not changed for the online material. She noted many vendors are finding ways to help the community and increase visibility during the pandemic. It is unclear how this will change in the future. She reported that many databases are offering 3-4 months of free access. This provides a greater opportunity for the Library to share online resources with the community.

ANNOUNCEMENTS

The 2nd Annual Library Giving Day is April 23, 2020. A total of \$20,000 in matching grants have been made by an individual donor and the Foundation Board of Directors. Donations can be made at <https://librarygivingday.org>.

The Pierce County Reads Author event has been postponed.

ADJOURNMENT

The meeting was adjourned at 4:25 pm on motion by Mr. Jenkins, seconded by Ms. Butler.

Georgia Lomax, Secretary

Daren Jones, Chair

**Pierce County Library System
Payroll, Benefits and Vouchers
April 2020**

	<u>Source</u>	<u>Warrant Numbers</u>	<u>Date(s)</u>	<u>Amount</u>
Payroll Warrants	EDEN	3905 - 3908	4/1/2020 - 4/30/2020	\$ 5,316.13
Electronic Payments - Payroll & Acct Payable	EDEN		4/6/2020	1,269,479.34
Electronic Payments - Payroll & Acct Payable	EDEN		4/21/2020	931,829.42
Accounts Payable Warrants*	EDEN	631566 - 631617	1/1/2020 - 4/30/2020**	266,308.18
Accounts Payable Warrants	MUNIS	700230 - 700326	4/1/2020 - 4/30/2020	507,353.46
Total:				\$ 2,980,286.53

* AP Out of Eden is occurring for Payroll-related payments, only (e.g., Employee contributions to additional insurance, Foundation donations, and Union dues)

** Includes 1-time catch up for Jan-Mar 2020

As of 4/30/2020

Ad-hoc bank transaction (Withdrawal)

PCL_Company

ACH Template Name in KTT : RLIBRARY
 Description: Pierce County Rural Library

Contact Name: Stacy Karabotsos
 Contact Phone: 253-548-3451
 Contact e-mail: sdkarabotsos@piercecountylibrary.org
 Comments: 4/06/20 Payroll

Withdrawal Date: 04/06/20

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	76,326.27
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	62,256.11
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	62,256.11
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	579,563.21
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	12,839.49
PCL_Company	DRS (PERS) EE	237100	CC_Library_District	697-00	5100000	64,043.23
PCL_Company	DRS (PERS) ER	237100	CC_Library_District	697-00	5100000	104,261.35
PCL_Company	VOYA	237100	CC_Library_District	697-00	5100000	7,047.00
PCL_Company	H.S.A Employee Deductions	237100	CC_Library_District	697-00	5100000	1,678.40
PCL_Company	H.S.A Employer Contribution	237100	CC_Library_District	697-00	5100000	59,250.00
PCL_Company	H.S.A Employee Fee	237100	CC_Library_District	697-00	5100000	-
PCL_Company	AWC (only on 6th paycheck)	237100	CC_Library_District	697-00	5100000	236,184.29
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	1,540.64
PCL_Company	WA State Support Registry	237100	CC_Library_District	697-00	5100000	2,233.24
PCL_Company	Columbia Bank Buffer	237100	CC_Library_District	697-00	5100000	
Total Deposit						\$ 1,269,479.34

Certification:

Stacy Karabotsos

Signature (Department Designee)

04/02/20

Date

Comments:

Ad-hoc bank transaction (Withdrawal)

PCL_Company

ACH Template Name in KTT : RLIBRARY
 Description: Pierce County Rural Library

Contact Name: Stacy Karabotsos
 Contact Phone: 253-548-3451
 Contact e-mail: sdkarabotsos@piercecountylibrary.org
 Comments: 4/21/20 Payroll

Withdrawal Date: 04/21/20

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	73,163.16
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	59,284.65
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	59,284.65
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	554,329.59
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	12,163.85
PCL_Company	DRS (PERS) EE	237100	CC_Library_District	697-00	5100000	60,673.13
PCL_Company	DRS (PERS) ER	237100	CC_Library_District	697-00	5100000	98,669.89
PCL_Company	VOYA	237100	CC_Library_District	697-00	5100000	6,997.00
PCL_Company	H.S.A Employee Deductions	237100	CC_Library_District	697-00	5100000	1,678.40
PCL_Company	H.S.A Employer Contribution	237100	CC_Library_District	697-00	5100000	750.00
PCL_Company	H.S.A Employee Fee	237100	CC_Library_District	697-00	5100000	219.80
PCL_Company	AWC (only on 6th paycheck)	237100	CC_Library_District	697-00	5100000	
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	2,387.20
PCL_Company	WA State Support Registry	237100	CC_Library_District	697-00	5100000	2,228.10
PCL_Company	Columbia Bank Buffer	237100	CC_Library_District	697-00	5100000	
Total Deposit						\$ 931,829.42

Certification:

Stacy Karabotsos

Signature (Department Designee)

04/17/20

Date

Comments:

Check History Listing
 Pierce County Library System

Bank code: key

Check #	Date	Vendor	Status	Check Total
631566	01/06/2020	000828 AFSCME AFL-CIO	C	13,243.58
631567	01/06/2020	004782 DEPARTMENT OF EDUCATION AWG	C	237.51
631568	01/06/2020	003311 DEPT OF LABOR & INDUSTRIES	C	44,659.82
631569	01/06/2020	000041 EMPLOYMENT SECURITY DEPARTMENT	V	17,564.72
631570	01/06/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,503.14
631571	01/06/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	728.99
631572	01/06/2020	006555 SOCIAL SECURITY ADMINISTRATION	C	158.34
631573	01/13/2020	000041 EMPLOYMENT SECURITY DEPARTMENT	C	17,564.72
631574	01/21/2020	003778 AFLAC	C	5,450.06
631575	01/21/2020	001578 COLONIAL SUPPLEMENTAL INSURANC	C	427.26
631576	01/21/2020	004782 DEPARTMENT OF EDUCATION AWG	C	224.92
631577	01/21/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,513.14
631578	01/21/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	774.99
631579	01/21/2020	006555 SOCIAL SECURITY ADMINISTRATION	C	149.94
631580	01/28/2020	003311 DEPT OF LABOR & INDUSTRIES	C	318.52
631581	02/06/2020	000828 AFSCME AFL-CIO	C	13,663.42
631582	02/06/2020	004782 DEPARTMENT OF EDUCATION AWG	C	365.55
631583	02/06/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,628.14
631584	02/06/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	799.99
631585	02/21/2020	003778 AFLAC	C	5,440.58
631586	02/21/2020	001578 COLONIAL SUPPLEMENTAL INSURANC	C	427.26
631587	02/21/2020	004782 DEPARTMENT OF EDUCATION AWG	C	365.38
631588	02/21/2020	008001 KING COUNTY DISTRICT COURT		292.77
631589	02/21/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,628.14
631590	02/21/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	799.99
631591	03/06/2020	000828 AFSCME AFL-CIO	C	13,128.41
631592	03/06/2020	004782 DEPARTMENT OF EDUCATION AWG	C	344.54

Check History Listing
 Pierce County Library System

Bank code: key

Check #	Date	Vendor	Status	Check Total
631593	03/06/2020	008001 KING COUNTY DISTRICT COURT		277.87
631594	03/06/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,628.14
631595	03/06/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	799.99
631596	03/06/2020	001355 VOLUNTARY EMPLOYEES' BENEFICIA	C	2,050.74
631597	03/20/2020	003778 AFLAC	C	5,399.94
631598	03/20/2020	001578 COLONIAL SUPPLEMENTAL INSURANC	C	427.26
631599	03/20/2020	004782 DEPARTMENT OF EDUCATION AWG	C	337.39
631600	03/20/2020	008001 KING COUNTY DISTRICT COURT		274.31
631601	03/20/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,628.14
631602	03/20/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	799.99
631603	04/06/2020	000828 AFSCME AFL-CIO	C	13,507.78
631604	04/06/2020	004782 DEPARTMENT OF EDUCATION AWG	C	404.88
631605	04/06/2020	003311 DEPT OF LABOR & INDUSTRIES	C	38,572.78
631606	04/06/2020	000041 EMPLOYMENT SECURITY DEPARTMENT	V	18,563.03
631607	04/06/2020	008001 KING COUNTY DISTRICT COURT		318.40
631608	04/06/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,628.14
631609	04/06/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	799.99
631610	04/06/2020	000828 AFSCME AFL-CIO	C	15.70
631611	04/21/2020	003778 AFLAC		5,423.74
631612	04/21/2020	001578 COLONIAL SUPPLEMENTAL INSURANC		404.80
631613	04/21/2020	004782 DEPARTMENT OF EDUCATION AWG	C	381.41
631614	04/21/2020	003311 DEPT OF LABOR & INDUSTRIES	C	346.88
631615	04/21/2020	000041 EMPLOYMENT SECURITY DEPARTMENT	C	18,500.93
631616	04/21/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,607.14
631617	04/21/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	799.99
key Total:				266,303.18

Check History Listing
Pierce County Library System

Bank code: key

<u>Check #</u>	<u>Date</u>	<u>Vendor</u>	<u>Status</u>	<u>Check Total</u>
52 checks in this report			Total Checks:	266,303.18

CHECK NUMBER	CHECK DATE	CHECK TYPE	VENDOR NUMBER	VENDOR NAME	UNCLEARED	CLEARED	CLEAR DATE
700230	04/01/2020	PRINTED	290	SURPRISE LAKE SQUARE LLC	0.00	9,930.90	04/08/2020
700249	04/14/2020	PRINTED	427	BLACKSTONE PUBLISHING	0.00	356.14	04/27/2020
700250	04/14/2020	PRINTED	1088	KAREN BROOKS	0.00	653.99	04/23/2020
700251	04/14/2020	PRINTED	657	CENGAGE LEARNING	0.00	1,198.81	04/21/2020
700252	04/14/2020	PRINTED	658	CENTER POINT PUBLISHING	66.51	0.00	
700253	04/14/2020	PRINTED	685	COLUMBIA BANK	0.00	250.60	04/23/2020
700254	04/14/2020	PRINTED	124	CONSOLIDATED TECHNOLOGY SERVICES	0.00	594.27	04/24/2020
700255	04/14/2020	PRINTED	147	DANGER ROOM COMICS LLC	0.00	839.53	04/24/2020
700256	04/14/2020	PRINTED	1001	DATA QUEST LLC	0.00	231.00	04/29/2020
700257	04/14/2020	PRINTED	365	EBSCO	0.00	462.56	04/22/2020
700258	04/14/2020	PRINTED	386	EVERGREEN MAINT LANDSCAPING	0.00	5,219.51	04/21/2020
700259	04/14/2020	PRINTED	390	FAIRVEGA LIBRARY SERVICES	0.00	439.60	04/21/2020
700260	04/14/2020	PRINTED	474	HANBOOKS.COM	0.00	1,725.47	04/22/2020
700261	04/14/2020	PRINTED	703	INGRAM LIBRARY SERVICES	0.00	4,050.62	04/20/2020
700262	04/14/2020	PRINTED	211	MIDWEST TAPE	0.00	11,574.29	04/24/2020
700263	04/14/2020	PRINTED	211	MIDWEST TAPE	0.00	6,548.08	04/24/2020
700264	04/14/2020	PRINTED	211	MIDWEST TAPE	0.00	5,921.84	04/24/2020
700265	04/14/2020	PRINTED	211	MIDWEST TAPE	0.00	2,364.49	04/24/2020
700266	04/14/2020	PRINTED	211	MIDWEST TAPE	0.00	2,454.67	04/24/2020
700267	04/14/2020	PRINTED	211	MIDWEST TAPE	0.00	5,542.10	04/24/2020
700268	04/14/2020	PRINTED	211	MIDWEST TAPE	0.00	8,383.02	04/24/2020
700269	04/14/2020	PRINTED	211	MIDWEST TAPE	0.00	4,021.17	04/24/2020
700270	04/14/2020	PRINTED	510	OCLC INC	0.00	4,107.34	04/23/2020
700271	04/14/2020	PRINTED	531	PAN ASIAN PUBLICATIONS (USA) INC.	1,005.44	0.00	
700272	04/14/2020	PRINTED	776	PUGET SOUND ENERGY	0.00	9,754.74	04/20/2020
700273	04/14/2020	PRINTED	792	RAINIER VIEW WATER CO INC	0.00	215.05	04/22/2020
700274	04/14/2020	PRINTED	796	RECORDED BOOKS INC	0.00	627.75	04/21/2020
700275	04/14/2020	PRINTED	61	RICOH USA INC	0.00	1,129.09	04/21/2020
700276	04/14/2020	PRINTED	105	SENTIMENTAL PRODUCTIONS	0.00	130.00	04/21/2020
700277	04/14/2020	PRINTED	595	TYLER TECHNOLOGIES INC	0.00	12,264.17	04/20/2020
700278	04/14/2020	PRINTED	605	US BANK	0.00	235,086.31	04/22/2020
700279	04/21/2020	PRINTED	1079	A'JANCE POETICS LLC	200.00	0.00	
700280	04/21/2020	PRINTED	341	BAKER & TAYLOR	0.00	23,034.37	04/27/2020
700281	04/21/2020	PRINTED	341	BAKER & TAYLOR	0.00	4,554.43	04/27/2020
700282	04/21/2020	PRINTED	432	CITY OF BONNEY LAKE , WA	0.00	272.53	04/29/2020
700283	04/21/2020	PRINTED	998	CINTAS CORPORATION LOC 461	0.00	329.66	04/30/2020
700284	04/21/2020	PRINTED	670	CIS - CENTER FOR INTERNET SECURITY	940.00	0.00	
700285	04/21/2020	PRINTED	673	CITY OF TACOMA	0.00	8,992.33	04/30/2020

CHECK NUMBER	CHECK DATE	CHECK TYPE	VENDOR NUMBER	VENDOR NAME	UNCLEARED	CLEARED	CLEAR DATE
700286	04/21/2020	PRINTED	685	COLUMBIA BANK	0.00	250.60	04/29/2020
700287	04/21/2020	PRINTED	379	E-RATE EXPERTISE INC	3,975.00	0.00	
700288	04/21/2020	PRINTED	710	IRON MOUNTAIN INC	0.00	167.19	04/29/2020
700289	04/21/2020	PRINTED	11	LAKWOOD WATER DISTRICT	0.00	193.94	04/29/2020
700290	04/21/2020	PRINTED	26	LINGO	0.00	127.57	04/29/2020
700291	04/21/2020	PRINTED	1093	JILL MERRITT	0.00	598.76	04/28/2020
700292	04/21/2020	PRINTED	211	MIDWEST TAPE	366.20	0.00	
700293	04/21/2020	PRINTED	510	OCLC INC	0.00	4,107.34	04/30/2020
700294	04/21/2020	PRINTED	520	CITY OF ORTING	0.00	163.52	04/29/2020
700295	04/21/2020	PRINTED	522	OVERDRIVE INC	69,491.58	0.00	
700296	04/21/2020	PRINTED	540	PARKLAND LIGHT & WATER	0.00	297.34	04/29/2020
700297	04/21/2020	PRINTED	552	PENINSULA LIGHT CO	0.00	548.30	04/28/2020
700298	04/21/2020	PRINTED	782	QUALITY BUSINESS SYSTEMS INC	0.00	402.61	04/27/2020
700299	04/21/2020	PRINTED	273	TOWN OF STEILACOOM	0.00	938.91	04/29/2020
700300	04/21/2020	PRINTED	285	CITY OF SUMNER	0.00	1,208.22	04/28/2020
700301	04/21/2020	PRINTED	590	TRI-TEC COMMUNICATIONS INC	0.00	4,450.95	04/28/2020
700302	04/21/2020	PRINTED	672	CITY OF UNIVERSITY PLACE	125.44	0.00	
700303	04/21/2020	PRINTED	618	WALTER E NELSON CO OF WESTERN WASHINGTON	0.00	157.62	04/29/2020
700304	04/21/2020	PRINTED	811	WCP SOLUTIONS	0.00	420.28	04/27/2020
700307	04/28/2020	PRINTED	1096	LEIANNE ATHEY	48.16	0.00	
700308	04/28/2020	PRINTED	341	BAKER & TAYLOR	157.41	0.00	
700309	04/28/2020	PRINTED	638	CITY OF BUCKLEY	240.72	0.00	
700310	04/28/2020	PRINTED	1094	JOHANNES WILLIAM QUILITZ	350.00	0.00	
700311	04/28/2020	PRINTED	363	TOWN OF EATONVILLE	801.18	0.00	
700312	04/28/2020	PRINTED	482	HERMANSON COMPANY LLP	5,283.60	0.00	
700313	04/28/2020	PRINTED	710	IRON MOUNTAIN INC	200.04	0.00	
700314	04/28/2020	PRINTED	211	MIDWEST TAPE	980.41	0.00	
700315	04/28/2020	PRINTED	216	CITY OF MILTON	598.10	0.00	
700316	04/28/2020	PRINTED	240	NEW YORK TIMES	94.00	0.00	
700317	04/28/2020	PRINTED	522	OVERDRIVE INC	2,264.50	0.00	
700318	04/28/2020	PRINTED	552	PENINSULA LIGHT CO	2,093.30	0.00	
700319	04/28/2020	PRINTED	560	PIERCE COUNTY FINANCE	20,764.12	0.00	
700320	04/28/2020	PRINTED	1037	PIERCE COUNTY SEWER	798.82	0.00	
700321	04/28/2020	PRINTED	61	RICOH USA INC	5,729.20	0.00	
700322	04/28/2020	PRINTED	61	RICOH USA INC	1,584.63	0.00	
700323	04/28/2020	PRINTED	284	SUMMIT WATER & SUPPLY CO	304.40	0.00	
700324	04/28/2020	PRINTED	595	TYLER TECHNOLOGIES INC	640.00	0.00	
700325	04/28/2020	PRINTED	618	WALTER E NELSON CO OF WESTERN WASHINGTON	905.18	0.00	

CHECK NUMBER	CHECK DATE	CHECK TYPE	VENDOR NUMBER	VENDOR NAME	UNCLEARED	CLEARED	CLEAR DATE
700326	04/28/2020	PRINTED	811	WCP SOLUTIONS	51.94	0.00	
					120,059.88	387,293.58	507,353.46

MEMO



Date: April 15, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Stephanie Ratko, IT Manager

Subject: 2020 Microsoft Premier Support renewal

The Library needs to renew Microsoft Premier Support in Q2 2020. Microsoft Premier Support is part of Microsoft Enterprise Services. Microsoft Enterprise Services is composed of digital advisors, engineers, consultants and support professionals. Microsoft Enterprise Services helps the Pierce County Library System (PCLS) implement and support Microsoft products. Microsoft products and technologies are essential components of the PCLS network infrastructure.

Background

This is a planned purchase identified and budgeted for in the PCLS Five Year Technology Roadmap. The IT Department recommends renewing Microsoft Premier Support until year 2021 at an estimated cost of \$65,000, not including tax.

Currently the all the Library's Microsoft products are under warranty support from the vendor. The Library's Microsoft Premier Support agreement expires in Q2 in 2020.

Purchasing Mechanism

With the Board's approval, we will renew the Microsoft Premier Support agreement with an authorized Microsoft reseller.

ACTION: Move to approve the purchase of Microsoft Premier Support contract not to exceed \$65,000.00, not including tax.

MEMO



Date: May 6, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Stephanie Ratko, IT Manager

Subject: 2020 Polaris Annual Maintenance Renewal

The Library needs to renew Polaris Annual Maintenance in Q2 2020. Polaris Integrated Library System (ILS) is an enterprise resource planning system for the Pierce County Library System (PCLS), used to track items owned, orders made, bills paid, and patrons who have borrowed. Polaris is an essential system for PCLS. Polaris is the library catalog.

Background

This is a planned purchase identified and budgeted for in the PCLS Five Year Technology Roadmap. The IT Department recommends renewing Polaris Annual Maintenance until year 2021 at an estimated cost of \$180,000.00, including tax.

Currently Polaris is under warranty support from the vendor. The Library's Polaris Annual Maintenance agreement expires in Q2 in 2020.

Purchasing Mechanism

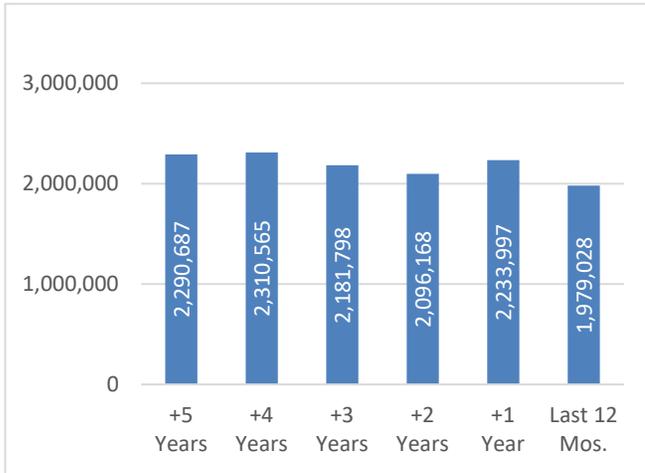
With the Board's approval, we will renew the Polaris Annual Maintenance agreement with the vendor Innovative Interfaces, Inc.

ACTION: Move to approve the purchase of Polaris Annual Maintenance agreement not to exceed \$180,000.00, not including tax.

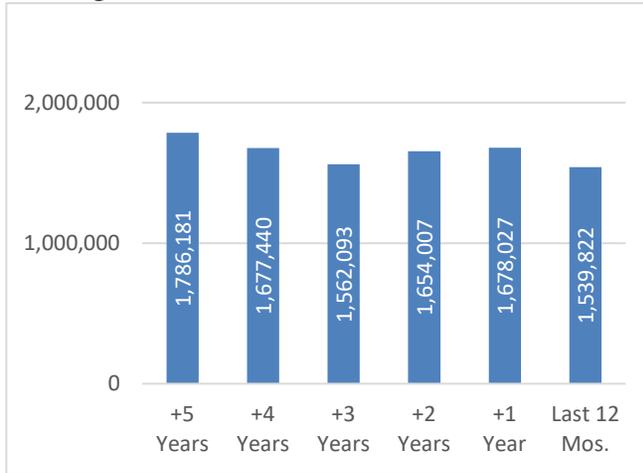
Routine Reports

Customers / Visits - March 2020

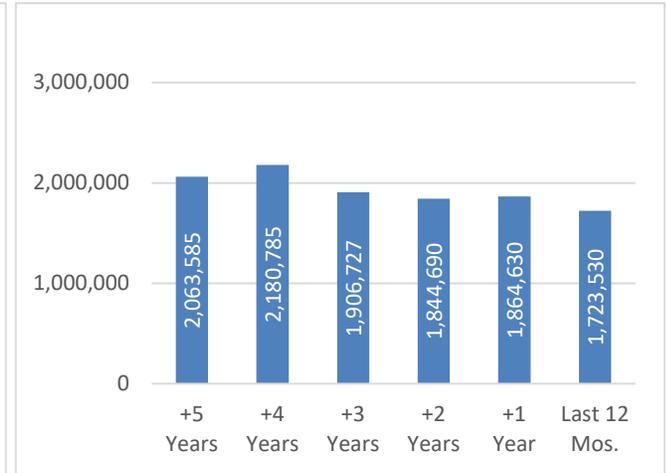
Branch Visits



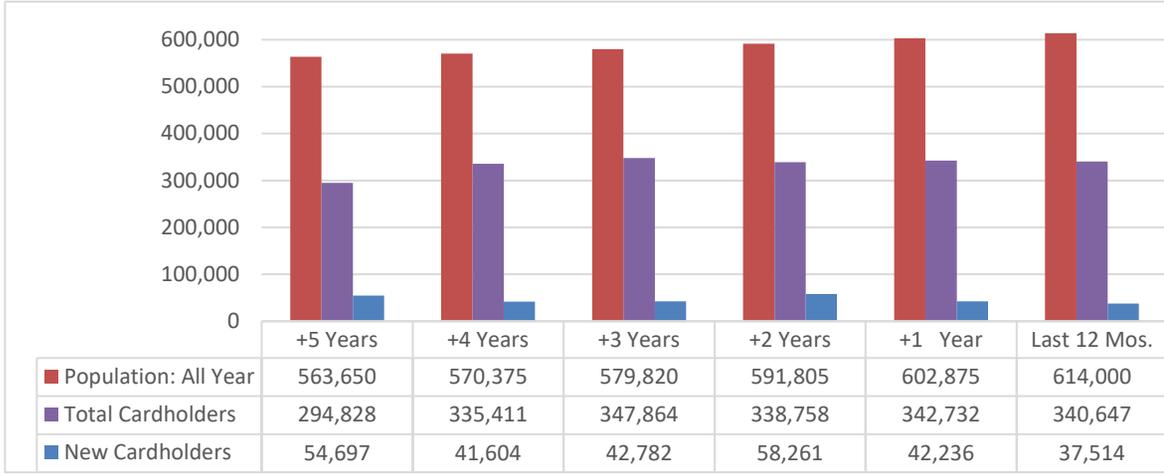
Catalog Visits



Website Visits



PCLS Cardholder Statistics



March and Rolling 12-Month Comparison

	March 2020	Rolling Last 12 Months	+1 Year	% Change Year Over Year
Branch Visits	73,005	1,979,028	2,233,997	-11.4%
Catalog Visits	94,089	1,539,822	1,678,027	-8.2%
Public Website Visits	115,175	1,723,530	1,864,630	-7.6%

Technology

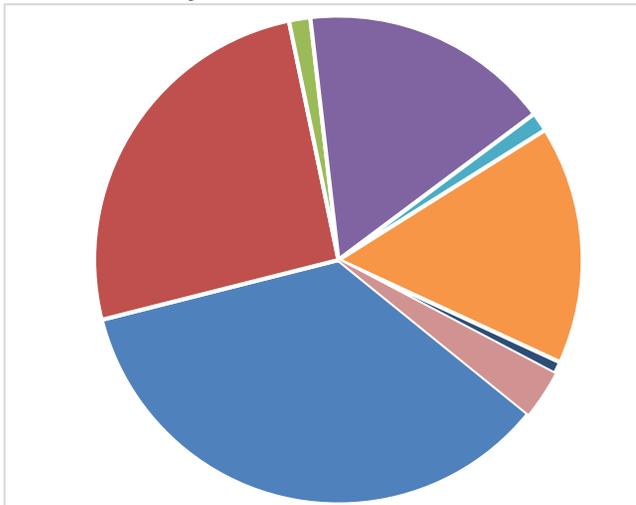
	March 2020	Rolling Last 12 Months	+1 Year	% Change Year Over Year
PC/Laptop Sessions	9,799	286,110	359,321	-20.4%
Wi-Fi Sessions	34,990	906,227	978,769	-7.4%

	March 2020	Rolling Last 12 Months	Rolling Last 12 Months	% Change Year Over Year
# of Public Meeting Uses	506	10,958	10,918	0.4%
# of Attendees	6,165	129,409	137,755	-6.1%

In response to the COVID-19 outbreak, all PCLS branches closed to the public at 6:00 PM on Friday, March 13th 2020. All branches remained closed to the public for the remainder of the month of March.

Collection Use - March 2020

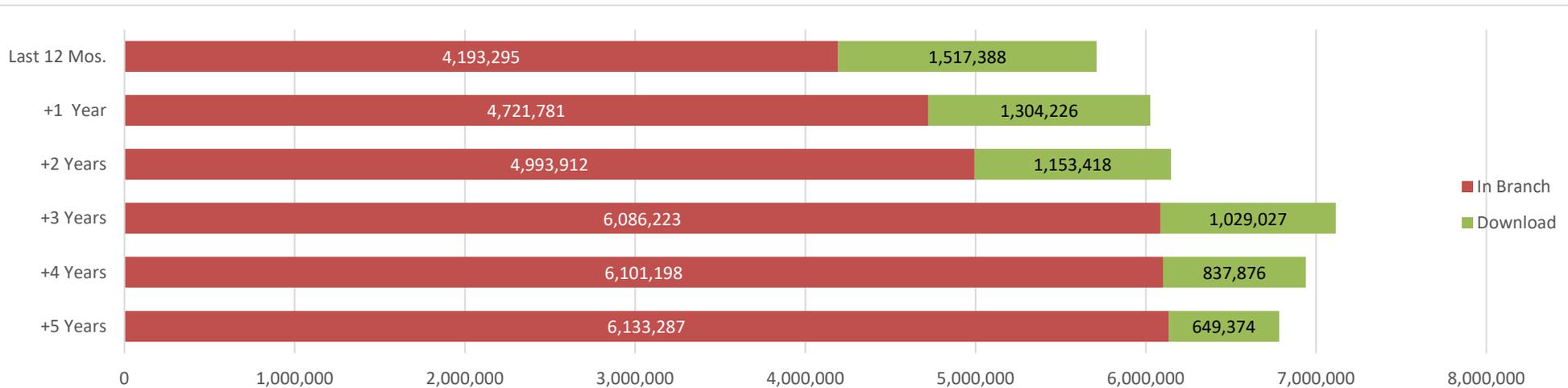
Checkouts By Format - March 2020



Data Table

Categories	February 2020	March 2020	% of Total March Checkouts	Rolling Last 12 Months	+1 Year	% Change Year Over Year
Books	212,635	109,030	35.23%	2,632,588	2,819,991	-6.65%
E-Books	67,899	79,486	25.68%	818,493	756,459	8.20%
AudioBooks (Disc)	8,270	4,361	1.41%	112,737	145,061	-22.28%
AudioBooks (Digital)	52,573	51,508	16.64%	607,557	490,298	23.92%
Music CDs (Disc)	8,832	3,937	1.27%	116,679	148,361	-21.35%
DVDs	97,826	48,933	15.81%	1,242,312	1,477,073	-15.89%
Magazines (Print)	5,173	2,542	0.82%	67,514	78,671	-14.18%
Magazines (Digital)	9,013	9,689	3.13%	91,338	57,469	58.93%
Totals:	462,221	309,486	100.00%	5,689,218	5,973,383	-4.76%

Collection Checkouts



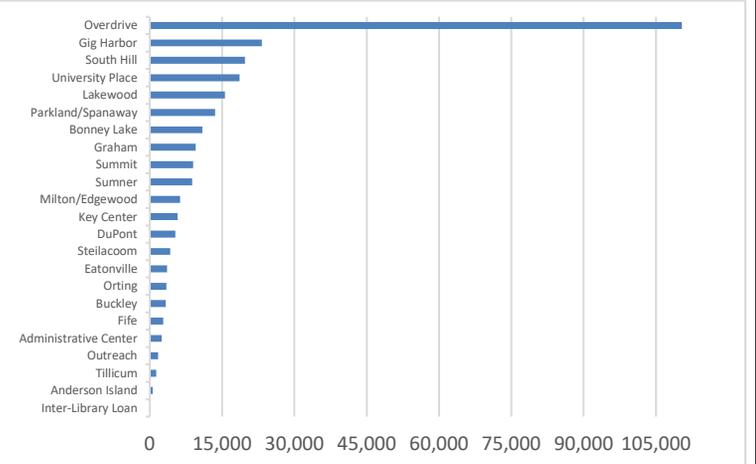
Historical Data Reporting

The numbers in the Data Table do not reflect total circulation, only the highlighted categories. In 2018, Digital Downloads were changed to only reflect downloads of materials through Overdrive, and RbDigital e-Magazines. "Other" digital content (such as TumbleBooks) was included in 2017 and earlier. The Collection Checkouts chart above includes the "other" digital content as originally reported. The table on Page 3 includes only digital content from Overdrive, and excludes digital content from all other providers, for all years reported.

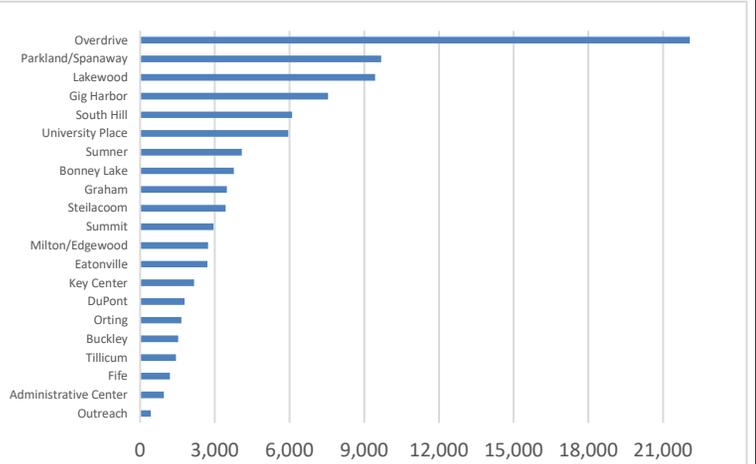
Customers / Visits - March 2020

Location	Checkouts				Visitors**			
	Mar.2020	Last 12 Mo.	+1 Year	% Change	Mar.2020	Last 12 Mo.	+1 Year	% Change
Administrative Center	2,434	61,288	71,493	-14.3%	953	28,105	30,782	-8.7%
Anderson Island	595	10,787	14,311	-24.6%	No Door Counter for Anderson Island			
Bonney Lake	10,888	259,355	274,821	-5.6%	3,759	106,965	127,689	-16.2%
Buckley	3,309	82,167	89,224	-7.9%	1,528	43,788	47,844	-8.5%
DuPont	5,313	112,237	121,254	-7.4%	1,789	49,053	54,208	-9.5%
Eatonville	3,592	92,357	110,507	-16.4%	2,699	73,680	85,825	-14.2%
Fife	2,787	62,965	71,037	-11.4%	1,191	37,309	41,914	-11.0%
Gig Harbor	23,220	579,045	656,181	-11.8%	7,550	214,907	231,823	-7.3%
Graham	9,528	226,445	247,654	-8.6%	3,486	90,871	99,189	-8.4%
Inter-Library Loan	60	4,160	5,323	-21.8%	No "visitors" for Inter-Library Loan			
Key Center	5,784	145,296	162,295	-10.5%	2,164	58,131	72,300	-19.6%
Lakewood	15,585	406,829	480,536	-15.3%	9,434	243,144	287,834	-15.5%
Milton / Edgewood	6,254	136,397	150,159	-9.2%	2,733	71,798	78,919	-9.0%
Orting	3,463	85,917	93,363	-8.0%	1,660	43,614	48,143	-9.4%
Overdrive	130,994	1,426,050	1,246,757	14.4%	22,639	269,225	232,953	15.6%
Outreach	1,746	54,250	53,883	0.7%	425	13,299	11,978	11.0%
Parkland / Spanaway	13,515	342,883	390,019	-12.1%	9,680	233,144	254,698	-8.5%
South Hill	19,755	499,688	573,981	-12.9%	6,100	165,902	186,021	-10.8%
Steilacoom	4,202	110,700	117,957	-6.2%	3,432	82,527	91,299	-9.6%
Summit	8,969	213,831	234,617	-8.9%	2,951	83,701	94,399	-11.3%
Sumner	8,813	213,398	247,510	-13.8%	4,086	115,007	129,046	-10.9%
Tillicum	1,348	30,655	31,840	-3.7%	1,438	31,163	38,800	-19.7%
University Place	18,618	462,645	523,816	-11.7%	5,947	192,920	221,286	-12.8%
Total	300,772	5,619,345	5,968,538	-5.9%	95,644	2,248,253	2,466,950	-8.9%

March Checkouts



March Visitors



Branch Closure Information - Last 12 Months

Location	Start Date	End Date	Duration	Location	Start Date	End Date	Duration
Full System Closure	3/14/2020	System closure continued into April					

MEMO



Date: May 8, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Clifford Jo, Finance & Business Director

Subject: Financial Reports

We continue to make progress on our project to convert from EDEN to MUNIS for our financial system.

For the May meeting, I am working on conjoining our two financial systems in order to create a single financial report for your review, instead of readers trying to make sense of separate financial reports. This work will take a few more days and we should have it to you prior to the Board meeting.

Unfinished Business

MEMO



Date: May 5, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Georgia Lomax, Executive Director

Subject: COVID-19 Update

The Pierce County Library System and its staff have continued to learn and adapt through another month under the Governor’s Stay Home, Stay Healthy order and efforts to slow the spread of COVID-19. Some highlights – we now have videoconferencing capability, more staff are able to successfully work from home, and families can pick up the Library’s early learning activity booklet “Wiggles, Ticks and Rhymes” through our school partners.

Pierce County Library continues serving the public while buildings are closed and staff is working remotely. Work is well underway mapping the road we’ll follow to reopen under the Governor’s Safe Start Washington plan. Libraries are included in Phase 3 reopening. The Library’s return to service will be a turning of the dial, not a flipping of the switch, and will be guided by public health and public official’s expertise and direction.

We are working on reopening scenarios, planning for social distancing and safety protocols, developing materials quarantine plans, designing curbside service, and transitioning to some elements of Office 365 to better support working remotely.

We are beginning to review the 2020 work plan and draft an amended budget to reflect impacts from the pandemic including lost/delayed revenue, new/increased costs (such as gloves and other actions for safe service), and possible service changes to serve safely and respond to changing public behaviors and interests. We expect to bring the proposed budget amendment to you in July.

We are also considering the long-term impacts of the pandemic on what people value, how they want to engage with others and with the Library, how their behaviors and expectations may change and what that means for Library services.

During the Board meeting we’ll brief you on plans in process for returning to the buildings and preparing to provide service at our locations, update you on our financial status, and answer your questions.

We’d also like to hear your thoughts on what libraries should consider as they look to service in a world changed by the pandemic. Some questions to think about:

- What will be different in a post Stay Home, Stay Healthy world and how might that impact Pierce County Library and its services?
- How might your family’s or your neighbor’s use of the Library change?
- What priorities, needs will be most important for libraries to consider as they allocate resources, evaluate service priorities, and make choices?

MEMO



Date: May 8, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Clifford Jo, Finance & Business Director

Subject: Status of Cash—update

As reported last month, the Library is paying significant attention to revenue streams and cash on hand, as well as planning for lower revenue collections of both tax and non-tax sources. Last month we reported that we had \$13.54 million in cash and investments as recorded in the County, and spread over four funds.

As of today, we have \$23.42 million in cash and investments. The increase is largely reflected in the general fund, while activities in the other funds remain minimal.

On May 1, I checked in the County's financial system how much was received from property tax revenue by April 30. The County posted \$13.7 million into our account. Along with the prior two months, total received to-date is down by 20% of anticipated revenue by April 30. At this time, the amount of revenue received is projected to sustain library operations into September, creating a significant gap in cash needs through the end of October, which is when we would be receiving the second payment of annual property taxes.

In response to the COVID-19 situation and significant impacts to county residents, Pierce County Assessor-Treasurer extended the April 30 deadline to June 1 for individual property tax payers (banks, escrow, and mortgage companies were still required to pay by April 30). I anticipate some receipts between now and June 1 but cannot make accurate projections until we are several weeks into May. Further, our second largest source of revenue—overdue fines—has had significant and permanent impact.

In response to these realities, we have begun plans for reducing the budget this year and we have restored strategies and activities that were implemented prior to the Levy Lid-Lift, when cash-flow management was necessary. In coming weeks, we will be preparing for an amended budget and will bring it to you for review and approval. The amended budget will address the revenue shortfall and cash-flow concerns, and importantly, Leadership Team will set and confirm a revised work plan for 2020.

While the amended budget addresses the remainder of 2020, we have already begun work on fiscal year 2021 finances. This is necessary due to the uncertainty surrounding cash-flow needs between November 1, 2020 and April 30, 2021, which could be significantly impacted by the economic impacts property owners may further experience.

We will keep the Board apprised during coming months both of cash and our plans for responding to the financial uncertainty.

MEMO



Date: May 1, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Mary Getchell, Marketing and Communications Director
Jaime Prothro, Customer Experience Director
Tracey Thompson, Collection Management Manager

Subject: Additional Service Measures during COVID-19

The Pierce County Library System is actively and enthusiastically serving communities during the novel coronavirus disease 2019 (COVID-19). Following is an update to highlight the many services the Library System is offering from online e-books, audiobooks, and magazines to numerous e-sources. We are using a variety of communications channels to share with the public about these valued, easily accessible services directly in people's homes as they Stay Home, Stay Healthy, and Stay Reading. Staff is actively serving customers online and on-the-phone.

Collection Management:

- In April, 1,878 new customers registered for Overdrive (e-books). This is higher than any month previously except for March which had 2,054 new users.
- April checkout of eBooks and Downloadable audio were at an all-time high of 144,595. For comparison, April, 2019 checkouts were 107,830.
- We continue to work to decrease wait time for holds. Since the Stay-at-Home Order was put in place, we have decreased the average wait time from 30 days to 22 days.
- We are frequently changing online displays for fresh content, and we've created "Reading Rooms" on the Overdrive website. Reading Rooms are dedicated spaces for a collection. We already had a reading room for kids, and we added one for teens, Mystery and Thrillers, and DIY.
- Several vendors and publishers have been generous in making their resources available to libraries at no cost during this time. We have added a page to our website with the limited time available resources listed, and we have loaded the free Duke Classics Collection into Overdrive. These book classics were checked out over 2,400 times in since March 13th.

Customer Experience

- Delivery of modified direct customer service continues to be offered Monday – Saturday with staff rotating shifts to respond to customer emails and phone calls. Since the Library's closure to the public on March 15, staff have answered 223 emails and 177 calls. Many topics relate to card accounts, technology troubleshooting, tax form assistance, research questions, assistance finding free Wi-Fi access, and even many calls just thanking us for service. Digital support for personal devices has been extremely rewarding.

-
- The Summer Reading Program is being redesigned to include online and print reading logs.
 - In-person library programming has been canceled through August 31, 2020 but programming staff is quickly shifting energies to begin remote and virtual programming.
 - TeenBookCloud was launched this month, in addition to several trial databases for at-home access. The genealogy database, Ancestry.com, is now available to customers outside of the building. Additional remote services can be found [online](#).
 - Library resource guides, Early Learning materials, and foundation-provided books have been distributed at food sites within Bethel, Franklin Pierce, and Clover Park school districts, and Centro Latino.
 - Database use statistics are indicating consistent increases after a full month of remote service. Homework Help, for example, has seen more than a 100% increase over prior months.

Communications:

- Our communications plan is in full execution.
- Internal staff communications: through regular communication channels, such as Monday Messages from Executive Director Georgia Lomax, “Cover to Cover” internal e-newsletter, and phone or video conference staff meetings all departments are informing and involving staff.
- News media: pitched to and interviewed with several news reporters as well as issued news releases highlighting the Library’s always open online services while the library buildings are closed. Print, radio, and TV news coverage resulted. In the first quarter of 2020, we garnered 55 COVID-19 news stories including coverage in The News Tribune, Seattle Times, SouthSoundTalk, KING5 and numerous other media sources.
- Social media marketing: through Facebook, Twitter, and Instagram, we continue to engage and grow followers. Responses continue to be very positive when the Library first closed to help reduce the spread of COVID-19 and as it has continued to be closed per Governor Inslee’s Stay Home, Stay Healthy order. Our social media interactions continue to exceed industry standards. One of our most prominent COVID-19 Facebook posts reached 22,232 people with 3,040 engagements, for an engagement rate of 14%, far exceeding industry standard of 5.4%.
- Email marketing messages: we issue approximately one email message a week highlighting our services with special attention to tools for students as parents have become homeschool teachers. Our email marketing messages have exceeded industry standards and far-surpassed our typical email opens and click through rates and have resulted in positive email responses. Our first quarter COVID-19 email messages yielded an average of 39,000 recipients opening each message for an open rate of 46%, exceeding industry standard of 25.17%.
- Earned paid media: we have intentionally not instituted paid media. I negotiated two earned paid media opportunities resulting in The News Tribune creating and running a free print ad and Hubbard Broadcasting (Warm 106.9, Movin’ 92.5, The Bull, AM 880 KIXI, KNUC 98.9, and KKNW 1150 AM) running free billboards/brief announcements on its stations and websites.

-
- Community relations: coordinated with communications directors at school districts and local governments to share information about our services. As a result many of them shared information with their communities through their social media, websites, and e-newsletters.
 - We have created a communications plan to prepare for staff in buildings with limited services.

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- Explore online e-sources: Learn a new language, discover your ancestry
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VCC has cared for seniors since 1928 with a passion and calling to enrich their lives through assistance with daily living. **We are pleased to announce the newest level of expertise, Memory Support, opening March 2020.**

Our Memory Support neighborhood will provide those with dementia and Alzheimer's a safe place to call home. Dedicated cognitive programming, nostalgia activities, sensory gardens, and music are a few of the activities that are part of the daily routine in our secure Memory Support. We invite you to learn more.

info@vashoncommunitycare.org
www.vashoncommunitycare.org



MEMO



Date: May 8, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Clifford Jo, Finance & Business Director

Subject: Motions for COVID-19 Response to Conducting Library Business

Extending the Emergency Waiver to Purchasing Policy Threshold

As approved by the Board in April, we are asking for the Emergency Waiver for purchasing threshold to be renewed until the next Board meeting. Since the last Board meeting, we have not had to implement any purchases under this emergency waiver.

Motion: Move to authorize the Pierce County Library System, in the event there is a need for emergency expenditures and there is insufficient time to meet as per the Open Public Meeting Act requirements, or it is not possible to convene a quorum of the Board, to (1) suspend normal Board approval for purchases of \$50,000 or more and (2) to make purchases up to \$500,000 without Board approval for purposes of a COVID-19 response between May 14, 2020, through June 10, 2020.

Extending the Executive Director's authority to take actions in response to COVID-19

As approved by the Board in April, we are asking for the second motion to be extended. As the Board of Trustees is the highest legislative authority of the Library, it affirms approval of actions by the Executive Director, both in terms of having the authority recorded and serving as documentation to be provided to the State Auditor's Office, should it be requested.

Motion: Move to authorize the Executive Director to take timely and appropriate emergency actions which balance service to the public, staff and resource investments, and long-term sustainability in response to COVID-19, in a manner to be determined by the Executive Director. These actions may include closing buildings, reallocating resources, and paying personnel costs. This authorization expires when the Library resumes normal operations and will be effective through June 10, 2020.

MEMO



Date: May 5, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Georgia Lomax, Executive Director

Subject: 2020 Trustee Vacancy

Monica Butler will complete her term on the Pierce County Library System’s Board of Trustees on August 11, 2020. Her last Board meeting will be July 8.

The Library began recruitment in April, which includes paid print and digital advertising, social media marketing, news release, flyers in Library and community locations outlining roles and responsibilities, public web page, and notices to organizations, with the intention of reaching a diverse group of candidates for consideration. Applications are due May 15 and are accepted by mail and online. We have received 15 applications to date.

Last year, the Trustees established a more conversational approach for the interviews to provide a better experience for candidates and better align with how the Board works as a team. I’d like to confirm if you would like to continue with that process.

2020 Trustee Vacancy Process Timeline	
Advertise vacancy	April/May
Applications due	May 15
Interviews	May/June
Candidate selected	by June 5
Recommendation sent to County Executive	June
County process	June/July
New Trustee orientation	July
New Trustee’s term begins	August

Officers Reports

MEMO



Date: May 1, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Mary Getchell, Marketing and Communications Director

Subject: 2020 Marketing and Communications Quarter One Results

In the first quarter of 2020 (January-March), the Pierce County Library System exceeded all of its goals and evaluation measures outlined in the Library System's 2020 Marketing and Communications Plan:

1. Enhance brand awareness and preference for the Pierce County Library System.
2. Position Pierce County Library as the spark for success for residents.
3. Bolster the Library's visibility in Pierce County communities.
4. Inspire excitement and build support for and use of the Library's services.
5. Engage communities and community leaders in support of the Library's value, contributions, and achievements.

Applying the overall evaluation measures to gauge brand awareness and preference and bolster the Library's visibility the Library System made significant progress to exceed all marketing and communications metrics. Following is a report of quarter one results which captures the following highlights.

For news media, the Library System exceeded its goal to surpass the news coverage it received in 2019, garnering 115 news articles, which topped its goal of 89 news stories by 26 articles. COVID-19, holiday events, and e-book checkouts exceeding 1 million captured the most coverage.

The Library began to feature Pierce County READS' author Amy Stewart in digital advertising, however we stopped the advertising when we postponed the author event due to COVID-19.

With Facebook, Twitter, and Instagram, the Library System exceeded industry standards. Our Own Expressions, actions and services relating to COVID-19, and Read with a Princess attained the highest engagement.

During the first quarter of 2020 the Library System distributed seven email marketing messages to its main distribution list with an average of 93,000 addressees and exceeded industry standards for open rates. The Library System has been focused on increasing its open rates for email marketing messages. Responses to email messages regarding services in response to COVID-19 and replacements of public use computers showed the highest open rates.

Internal customers gave the Marketing and Communications Department high marks for both its service and timeliness with products, with 97% of survey respondents saying they were "very satisfied" with the service and 100% stating their product arrived on time.

PIERCE COUNTY LIBRARY SYSTEM
2020 Marketing and Communications Plan
QUARTER One RESULTS, January-March 2020

Overall Evaluation Measures

- Enhance brand awareness and preference for the Pierce County Library System.
- Position Pierce County Library as the spark for success for residents.
- Bolster the Library's visibility in Pierce County communities.
- Inspire excitement and build support for and use of the Library's services.
- Engage communities and community leaders in support of the Library's value, contributions, and achievements.

News Media Stories

- Goal: Maintain or exceed 2019 news coverage, which was 89 news articles in Q1 2019.
- Quarter One (Q1) 2020: 115 news articles.
- Q1 2020: 115 news stories and media mentions and 421 calendar placements.
- **Q1 Exceeded goal of 89 news media stories by 26 news stories, a 29% increase.**

Digital Advertising

Q1 Digital Advertising for Pierce County READS launched and then stopped, due to COVID-19.

- Goal for Digital Advertising: meet or exceed industry standards. Click Through Rate (number of times ad clicked on/opened, CTR):
 - .07% CTR targeted display ad (targeted to selected demographic characteristics).

Email Marketing

- Goal: Meet or exceed industry standards:
 - Open rate: 25.17%.
 - CTR: 2.79%.
- 7 email marketing messages to an average of 93,000 addressees.
- Average number of people who opened messages: 30,156; 34.1% open rate.
- Average number of people who clicked through messages: 941; 1.29% CTR.
- **Q1 results above industry standard for open rate.**

Social Media Marketing

- Goal: Increase by 2% over 2019 engagement rate and exceed Facebook nonprofit organization's industry standard of 5.4% engagement rate, Twitter nonprofit organization's industry standard of 0.062% engagement rate, and Instagram nonprofit organization's industry standard of 1% and 3%.

Facebook

- Q1 2019: 6.91% engagement rate.
- Q1 2020: 7.83% engagement rate.
- **Q1 Increase of 13% higher engagement than 2019 and exceeded industry standard.**

Twitter

- Q1 2019: 0.95%
- Q1 2020: 1.07%
- **Q1 Increase of 0.12% and exceeded industry standard.**

Instagram

- Q1 2020: 5.93%
- **Q1 Exceeded industry standard.**

Work Order Satisfaction

- Goal: 90% of internal staff customers Very Satisfied with Marketing and Communications Department-produced product/service.
- **Q1 Exceeded goal with 96.88% Very Satisfied.**

MEMO

Date: April 15, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Mary Getchell, Marketing and Communications Director

Subject: Pierce Transit Partnership Advertisements

In March, the Pierce County Library System and Pierce Transit launched a partnership to advertise shared services. The shared services focus on the Library's free e-books and online audiobooks and Pierce Transit's free Wi-Fi on its buses. The Library System's Communications Department created the ads and Pierce Transit staff placed the ads prominently on bus shelters throughout Pierce County.

The partnership is an excellent opportunity to highlight important services for each organization and further the public's knowledge, awareness, and use of the services.



MEMO



Date: May 4, 2020
To: Chair Daren Jones and Members of the Board of Trustees
From: Dean Carrell, Foundation Director
Subject: Library Giving Day 2020

Library Giving Day began last year as a Washington State-based collaborative initiative between Seattle Public Library, King County Library System, and Pierce County Library System, and grew nationally from that base.

During the planning for Library Giving Day 2020 campaign, the COVID -19 pandemic began to impact the nation, and the first known coronavirus case presented in nearby King County. To combat the spread of the disease, Pierce County Library System closed all buildings. In this new environment, the Foundation needed to consider the impacts the virus might have on this one day fundraising campaign, and how to navigate managing the campaign plan and components, and develop new appropriate messaging to donors and cardholders.

Here are the highlights from Library Giving Day 2020:

- Our vision was to build awareness amongst existing donors, and to acquire new donors through a focused, sense of urgency online fundraising campaign.
- Our audience were current donors, prospective donors, PCLS cardholders, and PCLS customers. With unique messaging for each group, they were invited to:
 - become new donors, with matching gift funds applied to any gift over \$5;
 - increase giving with matching gift funds applied to the amount of the increase over their last gift;
 - become monthly donors, with matching gift funds applied to their annual giving total.
- We utilized website promotion, social media (Facebook, Twitter), and email to draw attention to this one day online campaign.

Our Goals

- 1st Goal: raise \$50,000 utilizing \$20,000 in matching gifts
- 2nd Goal: have 150 (total) donors participate

Our Results

	2020	2019	Change #/\$	Change %
# of donors	426	149	+278	188%
\$ raised	\$63,358	\$32,575	+\$30,783	94%
# of new donors	253	92	+161	175%
\$ from new donors	\$20,676	\$6,580	+\$14,096	214%
2019 donors who increased giving	15	*represents committed revenue including a \$10,000 match from the PCLF Board and \$10,000 from an anonymous donor. As of 4/29/2020, actual revenue received is \$40,712		
\$ from increases	\$25,457			

MEMO



Date: April 28, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Trisha Muschett, PHR, HR Analyst and Tracey Thompson, Collection Management Manager

Subject: Wellness Program Update

It has been six years since Pierce County Library System began our partnership with the Association of Washington Cities to provide an engaging Wellness Program for our employees. In 2019, we continued to expand the focus of our Wellness Program, offering multiple campaigns and other activities to promote health and wellness in our workplace. Our work in 2019 included:

- Created an operating plan to organize the work for 2019.
- Continued to focus on leadership skill development for committee members providing tools and guidance to independently plan and promote various wellness activities throughout the year.
- Committee members attended the Healthy Worksite Summit and Wellness Forum to gain insight about wellness philosophy and learn new ways to improve our Wellness program.
- We held five successful wellness campaigns. Three were AWC campaigns: Wellness Award, Step Up to the Plate, and Walk with Friends. We also created two independent programs: How to Garden and a PCLS online Cookbook.
- We developed three Bulletin Board campaigns to inform staff about health/wellness topics throughout the year.
- We promoted Wellness awareness through 42 articles written by committee members and published in our weekly Cover To Cover newsletter. The articles covered wellness topics including coping with anxiety, stress, safety tips, mindfulness, and gratitude.
- We educated employees about AWC's Healthy Decisions program and highlighted details along with FAQ's about healthcare benefits (medical, dental, vision and life) in our weekly Cover To Cover newsletters to encourage employees to take full advantage of their benefits.
- We promoted wellness activities using the Castlight app, achieving 59% participation (a 4% increase from 2018), and earned a \$1,000 mini-grant. We used the mini-grant award to make "Go Live Survival Kits" focusing on stress relief to support our year-long project to implement a new Finance/HR system which began mid-2019, and will be completed in 2020.
- Successfully completed all 40 required WellCity Standards and 91 additional points to earn the WellCity Award.

We are very excited to have completed a successful application for 2019 and to be a recipient of the Association of Washington Cities' WellCity Award for the sixth year in a row! We will receive a 2% rebate (approximately \$50,000) on next year's health care premiums.

The Wellness Committee is already at work on our 2020 campaigns and operating plan. Our work in 2020 will include:

- Creating an operating plan to organize the work for 2020. Our priorities for this year are based upon an interactive prioritization process our Wellness Committee members engaged in.
- Continue developing leadership skills in staff by adding organizational structure for Wellness Committee members to promote and engage co-workers in wellness activities in their branch/department, and manage/participate in the management of system-wide programs.
- Use \$500 mini-grant for 2020, to fund efforts to incentivize staff participation in wellness activities.
- Updated our Wellness Committee program charter.
- Launch wellness walking campaigns: “Step Into Spring” and a fall walking program (TBA).
- Promote the Castlight app (mobile & on-line program) with a variety of choices for employees to engage in healthy activities to earn their annual Wellness Award. (50% participation earns the Library a 2% discount on 2022 medical premiums).
- Attend Health Worksite Summit conference (virtual webinar) and wellness networking forums
- Offer First Aid and CPR training classes for staff.
- Submit AWC’s WellCity application for 2021.

The ongoing work of the PCLS Wellness Committee and the opportunities it provides for staff shows our continued dedication to building a workplace culture where employee health is valued and supported. Our Wellness Program continues to engage and educate staff by providing a range of activities to meet individual levels of interest and to help improve our staff’s overall health and wellbeing. Our ability to increase participation percentages in wellness activities each year demonstrates the success of our program, and shows the importance of continuing to provide education and activities focused on health/wellness. Through our program and targeted communications throughout the year, our staff have gained a better understanding of the importance of maintaining healthy habits at work and home, and they are more aware of the benefits provided by our healthcare plans. This helps the Library and AWC achieve our goal of helping to reduce the overall cost of healthcare for the Library and to the AWC Trust group.

The work and partnership on our Wellness Program has been a team effort, and our branch and department teams are appreciative of the work of our Wellness Committee and of the support of the Library.

MEMO



Date: May 8, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Clifford Jo, Finance & Business Director

Subject: Graham Property—County Purchase

For several years, Pierce County has been working on widening 224th Street E, that serves our Graham Library. Over the years, this street has become increasingly filled with traffic and presents a danger to customers crossing the road to reach the library. About two years ago, the County informed me that they were beginning to start the project, which included widening the street where the library is and also installing a stoplight. They let me know that actual construction work was to proceed no earlier than 2019. This would include acquiring a portion of our property.

The Graham property is actually a collection of 5 parcels, of which the Library is on the eastern most parcel, and all are zoned R10 (residential 1 unit per 10 acres). It was not clear why PCLS purchased all 5 parcels over 30 years ago, but one thought is that in order to build the library, and in order to abide by the zoning requirements, we purchased more land than was needed. The other 4 parcels are quite large but are not used at all. They have significant flora and trees on them and from time to time, we clear them out. Size-wise, the 4 unused parcels total 204,655 sq ft., or 4.7 acres. The parcel the Library is on is 139,392 sq ft., or 3.2 acres, which then totals 7.9 acres.

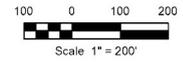
In order to complete the project, the County needs to purchase the entire westernmost parcel for a storm detention facility, and 13,720 sq ft from the other 4 parcels, which will be used for widening the road. This strip is a tapered strip along their width between from the western edge at 11' and up to 20.5' ending at the parcel the Library sits on. The County also needs an easement.

In terms of the timeline, the County would like the rights to the property by fall so that they can begin construction in early 2021 and complete sometime in 2022. They assured me that the disruption would be minimal and the Library can continue to operate.

The County has retained the appraisal services of ABS Valuation to assist in establishing a cost to which the County wishes to discuss. Their initial proposal offers \$193,000 and pays for all closing costs and related transactional fees.

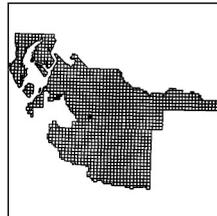
We will be working through our attorney at Gordon-Thomas-Honeywell.

During the Board meeting, we'll answer any questions you may have.



Washington State Plane Feet, South Zone
Datum: NAD83-91

0418064	0418093	0418094
0418171	0418162	0418161
0418174	0418163	0418164



DATE OF PRODUCTION: 05/31/2018
MAP NUMBER: 0418162

Pierce County
Assessor-Treasurer
2401 South 35th St. Rm 142
Tacoma, Washington 98409

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Legend

- Railroad
- Monument Line
- Private Road
- Public ROW
- Hydrographic
- Encumbrance
- Condominium
- Large Lot
- Record of Survey
- Short Plat
- Plat
- PLSS Boundaries
- City Limits



MEMO



Date: May 4, 2020

To: Chair Daren Jones and Members of the Board of Trustees

From: Mary Getchell, Marketing and Communications Director

Subject: Pierce County Law Library Collaboration Earns National Community Engagement Award

The American Association of Law Libraries (AALL) awarded the Pierce County Law Library the Excellence in Community Engagement Award for its innovative library within a library collaboration with the Pierce County Library System. The national award honors outstanding achievement in community relations activities by AALL members or affiliates.

The award highlights the Pierce County Law Library's inventive approach to serve the legal needs of residents in remote areas and offers law services for people who otherwise may not have access to such services. The recognition honors the collaboration of Pierce County Law Library and Pierce County Library System for sharing resources to establish and operate a satellite law library inside Lakewood Pierce County Library in 2019. Gig Harbor Pierce County Library opened as a satellite location in 2018.

Nearly 490,000 people visited the two libraries in 2019. The libraries recognize this service as a significant value to their overall service to the communities they serve. The Law Library's librarian offers one-on-one sessions to help people with a variety of legal questions. Earlier this year, the law library inside the Lakewood Library started offering workshops specifically targeted to help military personnel from JBLM.

In partnership with Pierce County, we issued a news release and conducted social media to inform the media and the public about the award. We also informed library staff through our internal e-newsletter Cover to Cover. We will also highlight the recognition in an email marketing message to approximately 84,000 subscribers.

Executive Director of the King County Law Library Barbara Engstrom nominated the library. The award presentation is scheduled for the AALL annual meeting in July 2020.