

## AGENDA

### Regular Meeting of the Pierce County Library System Board of Trustees August 12, 2020 | 3:30 PM

***This Meeting will be Held via Conference Call***

**Dial +1-510-338-9438 | Access code: 623 788 004 # | Attendee ID: #**

- |         |         |  |               |
|---------|---------|--|---------------|
| 3:30 pm | 02 min. | <b>Call to Order:</b> Daren Jones, Chair   |               |
| 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. <b>Please submit comments in writing (including your Name, Address and Topic) to <a href="mailto:pmcbri@piercecounyalibrary.org">pmcbri@piercecounyalibrary.org</a> by 2 pm on August 12th. Comments will be read aloud to the Board. Time limit for comments is three minutes.</b></i> |               |
| 3:37 pm | 05 min. | <b>Consent Agenda</b>  | <b>Action</b> |
|         |         | <ol style="list-style-type: none"> <li>1. Approval of Minutes of July 8, 2020, Regular Meeting</li> <li>2. Approval of July 2020 Payroll, Benefits and Vouchers</li> </ol>   |               |
| 3:42 pm | 05 min. | <b>Board Member Reports</b>  |               |
|         |         | <ol style="list-style-type: none"> <li>1. New Trustee Welcome, Daren Jones and Trustees</li> </ol>   |               |
| 3:47 pm | 10 min. | <b>Routine Reports</b>   |               |
|         |         | <ol style="list-style-type: none"> <li>1. Fundraising Performance Report, Dean Carrell</li> <li>2. Metrics Dashboard, Melinda Chesbro</li> <li>3. June Financial Report, Cliff Jo</li> </ol>   |               |
| 3:57 pm | 10 min. | <b>Unfinished Business</b>   |               |
|         |         | <ol style="list-style-type: none"> <li>1. COVID-19 Update, Risk Management Team               <ol style="list-style-type: none"> <li>a. Cash Status</li> <li>b. Curbside Service Launch</li> <li>c. Services During COVID-19</li> <li>d. Communications to the Public in the Event of COVID-19 Infection</li> </ol> </li> </ol>  |               |
| 4:07 pm | 15 min. | <b>New Business</b>  |               |
|         |         | <ol style="list-style-type: none"> <li>1. 2021 Budget and Work Plan, Georgia Lomax, Melinda Chesbro and Cliff Jo               <ol style="list-style-type: none"> <li>a. 2021 Planning and Budget Overview – Strategic Directions</li> <li>b. Fiscal Management Policy Review</li> <li>c. 2020 Property Values for 2021 Tax Levy</li> <li>d. IPD for Setting 2021 Revenue</li> </ol> </li> </ol>   |               |
| 4:22 pm | 20 min. | <b>Board Education and Service Reports</b>   |               |
|         |         | <ol style="list-style-type: none"> <li>1. Racial and Social Equity, Diversity and Inclusion</li> </ol>   |               |
| 4:42 pm | 05 min. | <b>Officers Reports</b>  |               |
|         |         | <ol style="list-style-type: none"> <li>1. Q2 Marketing/Communications Update</li> <li>2. Voter Point of Assistance</li> <li>3. Lakewood CARES Act Grant</li> <li>4. Department of Labor and Industries Complaint</li> </ol>  |               |
| 4:47 pm | 02 min. | <b>Announcements</b>   |               |
| 4:49 pm |         | <b>Adjournment</b>   |               |

**BOARD OF TRUSTEES  
PIERCE COUNTY LIBRARY SYSTEM  
MEETING MINUTES – AUGUST 12, 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, Rob Allen, Jamilyn Penn and Brian Thomason. The meeting was conducted by telephone conference due to the Governor's Safe Start Washington Reopening Plan to slow the transmission of the coronavirus.

**CONSENT AGENDA**

1. Approval of Minutes of July 8, 2020, Regular Meeting
2. Approval of July 2020 Payroll, Benefits and Vouchers

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

**BOARD MEMBER REPORTS**

New Trustee Welcome - Executive Director Georgia Lomax introduced new trustee, Brian Thomason. The trustees welcomed him and expressed their pleasure in having the opportunity to serve with him.

**ROUTINE REPORTS**

Fundraising Performance Report – Foundation Director Dean Carrell reported he is developing an updated report that provides more details on donor activity. Trustees recommended additional narrative on the report and an opportunity to discuss what may be impacting fundraising outcomes.

Mr. Carrell reported the Foundation will likely not achieve the \$300,000 goal due to the pandemic. Ms. Lomax noted the amended budget approved in July addresses this.

Mr. Jenkins expressed gratitude to the donors who are supporting the Library.

Metrics Dashboard – Ms. Lomax reported the next dashboard will include metrics reflecting how the library is adapting services to limitations caused by the pandemic.

**UNFINISHED BUSINESS**

COVID-19 Update

Cash Status – Finance and Business Director Cliff Jo reported the Library recorded nearly \$1.9 million of property tax revenue, which in total for the first half of the year amounts to about a combined 1% delay. As of August 3, 2020, the Library had \$22.4 M in the bank.

Curbside Service Launch – Customer Experience Director Jaime Prothro reported the Graham, Bonney Lake and Steilacoom Libraries will be open for curbside next week. Plans are underway for outreach and out of building visits. Work will continue on how to safely, smartly and effectively adjust processes as the Library continues to how to serve the public and what their priorities for library services are at this time. The Library will continue to adjust and respond as the needs of the community change.

Ms. Penn noted her appreciation for considering equity in the planning process for how to provide access to the Library's customers.

Communications to the Public in the Event of COVID-19 Infection – Ms. Lomax reported that the Library will communicate proactively should there be a COVID-19 infection.

## **NEW BUSINESS**

2021 Budget and Work Plan – Ms. Lomax reviewed the Library’s levy sustainability plan to maintain services for at least five years per the levy promise. The Library is currently in phase 1, when revenue is more than needed for services and operations and unallocated funds are placed in the levy sustainability fund for withdrawal in the future when revenue is less than that needed for services and operations. She noted the Library will continue to develop its budget in response to the public’s service needs, interest and use.

Ms. Lomax reviewed the Implicit Price Deflator (IPD) which is projected to fall below 1% and limit the Library’s allowable revenue increase unless the Board passes a resolution of substantial need to override it. The IPD will be known in September.

Ms. Lomax asked the Board for guidance about how they would like staff to approach the 2021 budget and whether the pandemic’s impacts on individuals, businesses and the community will require different choices than normal.

Discussion ensued around the possibility of levying at a lower rate but ensuring the Library will still be able to maintain operations in the future as a result.

The trustees agreed due to the uncertainty of future impacts of the pandemic, it would be important to develop a conservative and flexible approach, while balancing the burden on taxpayers with maintaining the long term health of the Library and its services and its ability to serve the public now and in the future.

Mr. Jenkins stated the importance of having the lowest impact on communities as possible, noting the communities put their trust in the Library and are rewarded for that trust with very good stewardship of its funds.

Ms. Lomax asked the Board to share their thoughts on the Library’s service direction for next year.

The trustees recommended the Library remain flexible, monitor changing trends in what the public wants and uses, and learn how it can help those who are most affected.

Ms. Lomax said the restructured Customer Experience department now provide positions focusing specifically on workforce development and technology/digital literacy, two important service needs during the pandemic. She said there is much uncertainty about when the Library can welcome people back into its buildings so the Library will need to determine how to best serve people without technology or who do not have strong digital literacy skills so they aren’t further left behind.

Ms. Lomax added that the Library will need to listen to the public and put its resources into the services most important to the community, and deliver them in the best way to reach the customers and communities they are intended to serve.

## **BOARD EDUCATION AND SERVICE REPORTS**

Racial and Social Equity, Diversity and Inclusion – Ms. Lomax reviewed the Trustee Bylaws, key library laws in the Revised Code of Washington, and the Library’s Mission Vision and Values, stating they provide a foundation for the work of the Board as it relates to equity, diversity and inclusion. Ms. Lomax noted the Library must develop a strategy to guide the work and make decisions in the long term.

The trustees agreed on the importance of updating the Mission, Vision and Values to identify opportunities for improvement and make it more relevant to the work the Library does related to equity. Ms. Lomax will add this to the Board’s 2021 work plan.

Staff Experience Director Cheree Green provided an overview of the work the Library has been doing related to staffing diversity, equity and inclusion. This work is part of a plan that began when Ms. Lomax was selected for the Executive Director position and made this a priority for the organization.

The Library is in its third year of the 5-year strategy, having spent two years assessing demographics as they relate to the community and conducting an internal assessment to revise processes to better increase diversity. The recruiting budget was increased to broaden the pool of diverse candidates and support this strategy. The Library's goal is to continue this work approved by the Board. Plans are underway to identify and select a consultant to review the Library's work and recommend adjustments to the strategy.

There was discussion on the challenges in the library field to attract a more diverse pool of applicants into library schools. Ms. Lomax said the Library's Staff Experience department has been adapting its hiring process to be less library centric so those without library experience can see themselves working for the organization. Changes have been made to position titles and job requirements as a result of this work.

**ANNOUNCEMENT**

Pierce County Reads event featuring author Amy Stewart, is scheduled as a virtual event via Facebook Live on August 29, at 1:30 PM.

**ADJOURNMENT**

The meeting was adjourned at 5:36 pm on motion by Mr. Allen, seconded by Ms. Penn.

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Georgia Lomax, Secretary

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Daren Jones, Chair

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4:49 pm		<b>Adjournment</b>	

# Consent Agenda

**BOARD OF TRUSTEES  
PIERCE COUNTY LIBRARY SYSTEM  
MEETING MINUTES – JULY 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 3:32 pm. Board members present were Pat Jenkins, Monica Butler, Rob Allen and Jamilyn Penn. 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 June 10, 2020, Regular Meeting
2. Approval of Minutes of June 18, 2020, Special Meeting
3. Approval of June 2020 Payroll, Benefits and Vouchers

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

**ROUTINE REPORTS**

Metrics Dashboard – Executive Director Georgia Lomax noted the Library included comparisons for the same period last year to see how eBook and downloadable checkouts have increased. The Collections Management department has been purchasing more online materials to ensure customer access. The Library will learn what the appropriate balance between online and paper materials will be once they are again provided.

May Financial Report – Finance and Business Director Cliff Jo reported the special purpose fund balance is \$2.1M and the Levy Sustainability fund balance is \$5.5M.

Farewell and Thank You to Monica Butler – Ms. Lomax reported the County Council board appointments had been on hold until last week but she expects they will be taking action on the new Trustee recommendation soon.

Ms. Lomax and the Trustees thanked Ms. Butler for her insight and her commitment to the value of public libraries and serving its communities. They expressed appreciation for her stories and observations of public libraries and for making a difference for the Library and its customers.

Ms. Butler said it was an honor serving on the Board and learning about how much the Library does for the community. She praised the staff for their creativity and Ms. Lomax for her leadership, noting the Board and staff accomplished great things during her tenure. She expressed confidence that the Board and staff will rise to the occasion to all the challenges facing the Library.

**UNFINISHED BUSINESS**

COVID-19 Update – Ms. Lomax reported that the Library is moving into its fifth month operating under the pandemic. The Library will be welcoming customers back with curbside service and will then begin planning for how to provide library services and a safe experience inside buildings for the public and staff in the future under Phase 3 of the governor's reopening plan. Customers will have an opportunity to respond to a survey to help the Library understand how comfortable they think they will be inside library buildings in the future, what services they'll want to use the most, and how they'd like the Library to handle limitations required by the reopening guidelines. This survey will help the Library as it plans for various scenarios. The Library is also working on a plan in the event Pierce County is rolled back to Phase 1.

Services During COVID-19 – Customer Experience Director Jaime Prothro reported on the new curbside service delivery that will soft-launch next week at eight locations. Customers will be able to schedule a time to drive up or walk/bike up and pick up their books and other materials, and can also choose activity packs designed for a various age groups. Customers can also drop in without a reservation.

The Board thanked the Library for its work and intentionality to provide broad services to the public.

Amended 2020 Budget – The Library presented an amended budget due to the impacts of Covid-19 and subsequent changes to revenue and expenditure. The Library incorporated reduced/lost/delayed revenue into its spending plan to ensure there will be necessary cash on hand during the low revenue months of October 2020 and April 2021. Property tax revenue was delayed, but down only slightly. Any further revenue from overdue fines, printing and other use fees was eliminated, and projections for fundraising by the Foundation and Friends of the Library groups was reduced. Because of the uncertain nature of costs related to safety and revising service delivery due to the pandemic, the contingency fund was increased and funding will be allocated into appropriate budget line items as needed. While there are increased costs because of COVID, there are also savings related to the building closures, holding vacancies open, and elimination of activities such as travel. The Library has been approved for FEMA reimbursements though the timeline for receipt of those funds is not clear, and has received some funding through the CARES Act.

*Mr. Allen moved to adopt amended 2020 budget as provided. Ms. Butler seconded the motion and it was passed.*

#### **OFFICERS REPORTS**

Graham Property Update – Mr. Jo reported the Library and the County will sign an Interlocal agreement related to the County’s traffic light project, and the County will reimburse the Library for the cost of relocating the parking spaces impacted by the right-of-way.

2017 Funding Year USAC/E-Rate Audit – Ms. Lomax noted the e-rate audit has been completed.

#### **EXECUTIVE SESSION**

At 4:22 pm, Mr. Allen moved to recess to Executive Session, per RCW 42.30.110 to discuss personnel matters for approximately 10 minutes. Mr. Jones seconded the motion and it was passed. The Session ended at 4:32 pm.

#### **ADJOURNMENT**

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

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Georgia Lomax, Secretary

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Daren Jones, Chair

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

	<u>Source</u>	<u>Warrant Numbers</u>	<u>Date(s)</u>	<u>Amount</u>
Payroll Warrants	EDEN	None in July	7/1/2020 - 7/31/2020	\$ -
Electronic Payments - Payroll & Acct Payable	EDEN		7/6/2020	1,133,114.24
Electronic Payments - Payroll & Acct Payable	EDEN		7/21/2020	917,687.25
Accounts Payable Warrants*	EDEN	631632 - 631640	7/1/2020 - 7/31/2020	81,362.71
Accounts Payable Warrants	MUNIS	700479 - 700558	7/1/2020 - 7/31/2020	570,678.96
<b>Total:</b>				<b>\$ 2,702,843.16</b>

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

As of 7/31/2020

## 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](mailto:sdkarabotsos@piercecountylibrary.org)  
 Comments: 7/06/20 Payroll

Withdrawal Date: 07/06/20

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	70,143.62
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	57,226.38
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	57,226.38
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	533,303.03
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	11,609.72
PCL_Company	DRS (PERS) EE	237100	CC_Library_District	697-00	5100000	59,659.95
PCL_Company	DRS (PERS) ER	237100	CC_Library_District	697-00	5100000	96,729.28
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	1,698.40
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	-
PCL_Company	AWC (only on 6th paycheck)	237100	CC_Library_District	697-00	5100000	235,374.60
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	225.43
PCL_Company	WA State Support Registry	237100	CC_Library_District	697-00	5100000	2,170.45
<b>Total Deposit</b>						<b>\$ 1,133,114.24</b>

Certification:

Stacy Karabotsos  
 Signature ( Department Designee)

07/01/20  
 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](mailto:sdkarabotsos@piercecountylibrary.org)  
 Comments: 7/21/20 Payroll

Withdrawal Date: 07/21/20

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	72,679.17
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	58,116.40
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	58,116.40
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	546,566.15
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	11,995.32
PCL_Company	DRS (PERS) EE	237100	CC_Library_District	697-00	5100000	60,460.14
PCL_Company	DRS (PERS) ER	237100	CC_Library_District	697-00	5100000	98,594.52
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	1,698.40
PCL_Company	H.S.A Employer Contribution	237100	CC_Library_District	697-00	5100000	-
PCL_Company	H.S.A Employee Fee	237100	CC_Library_District	697-00	5100000	211.70
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	81.60
PCL_Company	WA State Support Registry	237100	CC_Library_District	697-00	5100000	2,170.45
<b>Total Deposit</b>						<b>\$ 917,687.25</b>

Certification:

Stacy Karabotsos  
 Signature ( Department Designee)

07/17/20  
 Date

Comments:

**Check History Listing**  
 Pierce County Library System

Bank code: key

Check #	Date	Vendor	Status	Check Total
631632	07/06/2020	000828 AFSCME AFL-CIO	C	13,134.63
631633	07/06/2020	003311 DEPT OF LABOR & INDUSTRIES	C	37,814.72
631634	07/06/2020	000041 EMPLOYMENT SECURITY DEPARTMENT	C	18,182.46
631635	07/06/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,398.80
631636	07/06/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	837.99
631637	07/21/2020	003778 AFLAC		5,364.52
631638	07/21/2020	001578 COLONIAL SUPPLEMENTAL INSURANC	C	404.80
631639	07/21/2020	003985 PACIFICSOURCE ADMINISTRATORS	C	2,398.80
631640	07/21/2020	001181 PIERCE CTY LIBRARY FOUNDATION	C	825.99

**key Total: 81,362.71**

9 checks in this report

**Total Checks: 81,362.71**

CHECK NUMBER	CHECK DATE	CHECK TYPE	VENDOR NUMBER	VENDOR NAME	UNCLEARED	CLEARED	CLEAR DATE
700479	07/01/2020	PRINTED	370	ELITE PROPERTY INVESTMENTS LLC	0.00	11,608.61	07/06/2020
700480	07/01/2020	PRINTED	290	SURPRISE LAKE SQUARE LLC	0.00	12,014.25	07/03/2020
700481	07/01/2020	PRINTED	762	PRINT NW LLC	0.00	33,225.26	07/08/2020
700482	07/02/2020	PRINTED	632	BRODART	0.00	4,422.37	07/10/2020
700483	07/02/2020	PRINTED	1036	CATALYST WORKPLACE ACTIVATION	0.00	10,053.08	07/07/2020
700484	07/02/2020	PRINTED	998	CINTAS CORPORATION	0.00	331.28	07/09/2020
700485	07/02/2020	PRINTED	673	CITY OF TACOMA	0.00	775.49	07/21/2020
700486	07/02/2020	PRINTED	142	CUMMINS INC	0.00	907.81	07/07/2020
700487	07/02/2020	PRINTED	155	DELL MARKETING LP	0.00	64,850.42	07/13/2020
700488	07/02/2020	PRINTED	371	ELMHURST MUTUAL POWER & LIGHT CO	0.00	784.99	07/08/2020
700489	07/02/2020	PRINTED	446	CITY OF GIG HARBOR	0.00	1,610.25	07/08/2020
700490	07/02/2020	PRINTED	710	IRON MOUNTAIN INC	0.00	167.19	07/09/2020
700491	07/02/2020	PRINTED	26	LINGO	0.00	108.06	07/14/2020
700492	07/02/2020	PRINTED	216	CITY OF MILTON	0.00	377.36	07/08/2020
700493	07/02/2020	PRINTED	227	MOUNTAIN MIST	0.00	6.56	07/08/2020
700494	07/02/2020	PRINTED	241	TACOMA NEWS INC.	0.00	1,153.90	07/09/2020
700495	07/02/2020	PRINTED	513	OFFICE DEPOT	0.00	43.03	07/09/2020
700496	07/02/2020	PRINTED	530	PACIFICSOURCE ADMINISTRATORS	0.00	185.00	07/07/2020
700497	07/02/2020	PRINTED	552	PENINSULA LIGHT CO	0.00	252.90	07/07/2020
700498	07/02/2020	PRINTED	1066	PIERCE COUNTY ALARM PROGRAM	0.00	100.00	07/13/2020
700499	07/02/2020	PRINTED	776	PUGET SOUND ENERGY	0.00	2,445.85	07/09/2020
700500	07/02/2020	PRINTED	61	RICOH USA INC	0.00	2,071.77	07/09/2020
700501	07/02/2020	PRINTED	269	SPRAGUE PEST SOLUTIONS	0.00	274.76	07/09/2020
700502	07/02/2020	PRINTED	273	TOWN OF STEILACOOM	0.00	716.56	07/08/2020
700503	07/02/2020	PRINTED	595	TYLER TECHNOLOGIES INC	0.00	2,560.00	07/07/2020
700504	07/02/2020	PRINTED	672	CITY OF UNIVERSITY PLACE	0.00	111.10	07/10/2020
700505	07/02/2020	PRINTED	618	WALTER E NELSON CO OF WESTERN WASHINGTON	0.00	1,267.69	07/08/2020
700506	07/09/2020	PRINTED	638	CITY OF BUCKLEY	0.00	265.45	07/16/2020
700507	07/09/2020	PRINTED	673	CITY OF TACOMA	0.00	1,056.36	07/22/2020
700508	07/09/2020	PRINTED	1066	PIERCE COUNTY ALARM PROGRAM	0.00	125.00	07/21/2020
700509	07/09/2020	PRINTED	1037	PIERCE COUNTY SEWER	0.00	798.82	07/17/2020
700510	07/09/2020	PRINTED	762	PRINT NW LLC	0.00	749.77	07/15/2020
700511	07/09/2020	PRINTED	61	RICOH USA INC	0.00	121.28	07/14/2020
700512	07/09/2020	PRINTED	114	SILKROAD TECHNOLOGY INC	0.00	18,405.51	07/14/2020
700513	07/14/2020	PRINTED	405	FLOHAWKS	0.00	161.85	07/23/2020
700514	07/14/2020	PRINTED	762	PRINT NW LLC	0.00	8,194.53	07/21/2020
700515	07/21/2020	PRINTED	336	ATS AUTOMATION INC	0.00	5,762.88	07/28/2020
700516	07/21/2020	PRINTED	432	CITY OF BONNEY LAKE , WA	0.00	239.93	07/28/2020
700517	07/21/2020	PRINTED	1036	CATALYST WORKPLACE ACTIVATION	0.00	2,343.20	07/29/2020

CHECK NUMBER	CHECK DATE	CHECK TYPE	VENDOR NUMBER	VENDOR NAME	UNCLEARED	CLEARED	CLEAR DATE
700518	07/21/2020	PRINTED	662	CENTURYLINK	0.00	788.10	07/28/2020
700519	07/21/2020	PRINTED	998	CINTAS CORPORATION	0.00	662.56	07/31/2020
700520	07/21/2020	PRINTED	124	CONSOLIDATED TECHNOLOGY SERVICES	0.00	585.09	07/31/2020
700521	07/21/2020	PRINTED	142	CUMMINS INC	0.00	1,203.43	07/28/2020
700522	07/21/2020	PRINTED	155	DELL MARKETING LP	0.00	66,423.40	07/27/2020
700523	07/21/2020	PRINTED	1009	DM RECYCLING CO	0.00	97.90	07/28/2020
700524	07/21/2020	PRINTED	379	E-RATE EXPERTISE INC	300.00	0.00	
700525	07/21/2020	PRINTED	363	TOWN OF EATONVILLE	0.00	440.61	07/27/2020
700526	07/21/2020	PRINTED	399	CITY OF FIFE	0.00	1,268.01	07/28/2020
700527	07/21/2020	PRINTED	402	FIRGROVE MUTUAL WATER COMPANY	0.00	221.50	07/27/2020
700528	07/21/2020	PRINTED	460	GRAY MEDIA PRODUCTIONS LLC	0.00	1,955.00	07/27/2020
700529	07/21/2020	PRINTED	475	HAROLD LEMAY ENTERPRISES INC	0.00	449.45	07/28/2020
700530	07/21/2020	PRINTED	482	HERMANSON COMPANY LLP	0.00	1,452.88	07/27/2020
700531	07/21/2020	PRINTED	174	MURREYS DISPOSAL COMPANY INC	0.00	315.41	07/28/2020
700532	07/21/2020	PRINTED	1081	NASIM & SONS INC	0.00	7,677.33	07/27/2020
700533	07/21/2020	PRINTED	510	OCLC INC	0.00	4,107.34	07/29/2020
700534	07/21/2020	PRINTED	520	CITY OF ORTING	0.00	3,538.42	07/28/2020
700535	07/21/2020	PRINTED	1029	PIERCE COUNTY REFUSE	0.00	766.05	07/28/2020
700536	07/21/2020	PRINTED	776	PUGET SOUND ENERGY	0.00	587.56	07/24/2020
700537	07/21/2020	PRINTED	782	QUALITY BUSINESS SYSTEMS INC	0.00	716.75	07/27/2020
700538	07/21/2020	PRINTED	792	RAINIER VIEW WATER CO INC	0.00	262.81	07/27/2020
700539	07/21/2020	PRINTED	61	RICOH USA INC	0.00	1,465.32	07/29/2020
700540	07/21/2020	PRINTED	269	SPRAGUE PEST SOLUTIONS	0.00	114.76	07/28/2020
700541	07/21/2020	PRINTED	594	TYLER BUSINESS FORMS	0.00	183.75	07/28/2020
700542	07/21/2020	PRINTED	605	US BANK	0.00	258,448.61	07/29/2020
700543	07/21/2020	PRINTED	618	WALTER E NELSON CO OF WESTERN WASHINGTON	0.00	82.73	07/28/2020
700550	07/31/2020	PRINTED	704	INNOVATIVE INTERFACES INC	12,362.18	0.00	
700551	07/31/2020	PRINTED	11	LAKEWOOD WATER DISTRICT	52.48	0.00	
700552	07/31/2020	PRINTED	530	PACIFICSOURCE ADMINISTRATORS	185.00	0.00	
700553	07/31/2020	PRINTED	552	PENINSULA LIGHT CO	1,005.72	0.00	
700554	07/31/2020	PRINTED	752	PITNEY BOWES BY PHONE	10,114.70	0.00	
700555	07/31/2020	PRINTED	776	PUGET SOUND ENERGY	1,441.53	0.00	
700556	07/31/2020	PRINTED	1782	BONNIE SVITAVSKY	11.00	0.00	
700557	07/31/2020	PRINTED	1764	TSAI FONG BOOKS INC	487.46	0.00	
700558	07/31/2020	PRINTED	1705	U.S. POSTAL SERVICE	254.00	0.00	
					26,214.07	544,464.89	570,678.96

# Board Member Reports

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# MEMO



Date: July 31, 2020

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

From: Georgia Lomax, Executive Director

Subject: New Trustee Welcome – Brian Thomason

Brian Thomason of Gig Harbor was appointed to the Pierce County Library Board of Trustees by County Executive Bruce Dammeier and confirmed by the Pierce County Council on July 21, 2020. He joins the Board at the August meeting.

During our meeting we will welcome him.

Here are three questions to think about when you introduce yourselves during the Board meeting:

- What inspired you to apply to serve on Pierce County Library's Board of Trustees?
- What do you bring to the Board?
- What do you wish you'd known when you started that might be helpful to know up front.
- How have you benefited by being a member of the Board?



**Brian Thomason, MBA, CPA**  
**Executive Director**  
**J.P. Morgan Chase Bank, N.A.**

Brian is a higher education specialist within J.P Morgan's Commercial Bank. He works with higher education industry leaders to understand and address the strategic treasury concerns of these organizations.

Brian has 20 years of experience in the higher education and not-for-profit industry. Prior to joining J.P. Morgan in 2018, Brian worked at various institutions of higher education, most recently as Associate Vice President of Finance and University Controller at Pepperdine University in Malibu, CA. He also oversaw the Pepperdine's student financial literacy initiative and taught undergraduate and graduate-level courses in Accounting, Finance, and Hispanic Studies.

A graduate of Abilene Christian University, Brian holds a BBA in Finance and an MBA from Auburn University. Brian has been a licensed Certified Public Accountant in California since 2009. He also serves as Treasurer of the BMW Car Club of America and has served on the Board of Directors of Global Samaritan Resources, an Abilene, Texas-based not-for-profit and several other not-for-profit entities.

Brian resides in Gig Harbor, where he attends St. John's Episcopal Church. His interests include travel, automobile restoration, cooking, writing, and of course, reading.

1 Sponsored by: Councilmember Connie Ladenburg  
2 Requested by: Executive

3  
4  
5  
6 **RESOLUTION NO. R2020-51**

7  
8  
9 **A Resolution of the Pierce County Council Confirming the Appointment of**  
10 **One New Member (Brian Thomason) to the Pierce County**  
11 **Library District Board of Trustees.**

12  
13  
14 **Whereas**, the Library District Board of Trustees was established  
15 pursuant to the Revised Code of Washington (RCW) 27.12.190 and Pierce County  
16 Resolution No. 1872; and

17  
18 **Whereas**, A vacancy will exist due to the term expiration of Monica Butler on  
19 August 11, 2020; and

20  
21 **Whereas**, Brian Thomason is an active and engaged community member with a  
22 wide range of economic, accounting and higher education experience and resides in  
23 Pierce County; and

24  
25 **Whereas**, the Executive has appointed Brian Thomason to a first term on the  
26 Pierce County Library District Board of Trustees; and

27  
28 **Whereas**, the Pierce County Charter, Section 3.30, provides that the  
29 appointment of members to boards and commissions shall be made by the Executive,  
30 subject to the confirmation by a majority of the Council; and

31  
32 **Whereas**, the Council has completed its confirmation review; **Now Therefore**,

33  
34 **BE IT RESOLVED by the Council of Pierce County:**

35  
36 Section 1. The Council hereby confirms the appointment of Brian Thomason, to  
37 his first five-year term in accordance with Chapter 27.12 (RCW) on the Pierce County  
38 Library District Board of Trustees, which will expire on August 11, 2025.

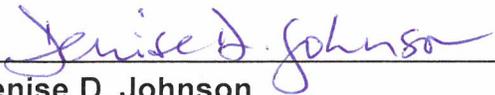


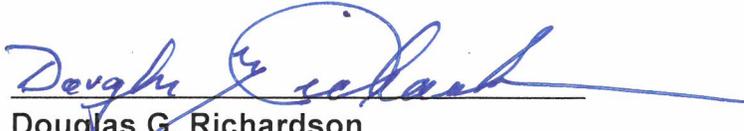
1        Section 2. The Clerk of the Council shall provide a copy of this Resolution to the  
2 member confirmed, the Executive Director of the Pierce County Library, and the County  
3 Executive.  
4

5  
6        ADOPTED this 21<sup>st</sup> day of July, 2020.  
7

8 ATTEST:

PIERCE COUNTY COUNCIL  
Pierce County, Washington

9  
10  
11  
12   
13 **Denise D. Johnson**  
14 Clerk of the Council

11  
12   
13 **Douglas G. Richardson**  
14 Council Chair



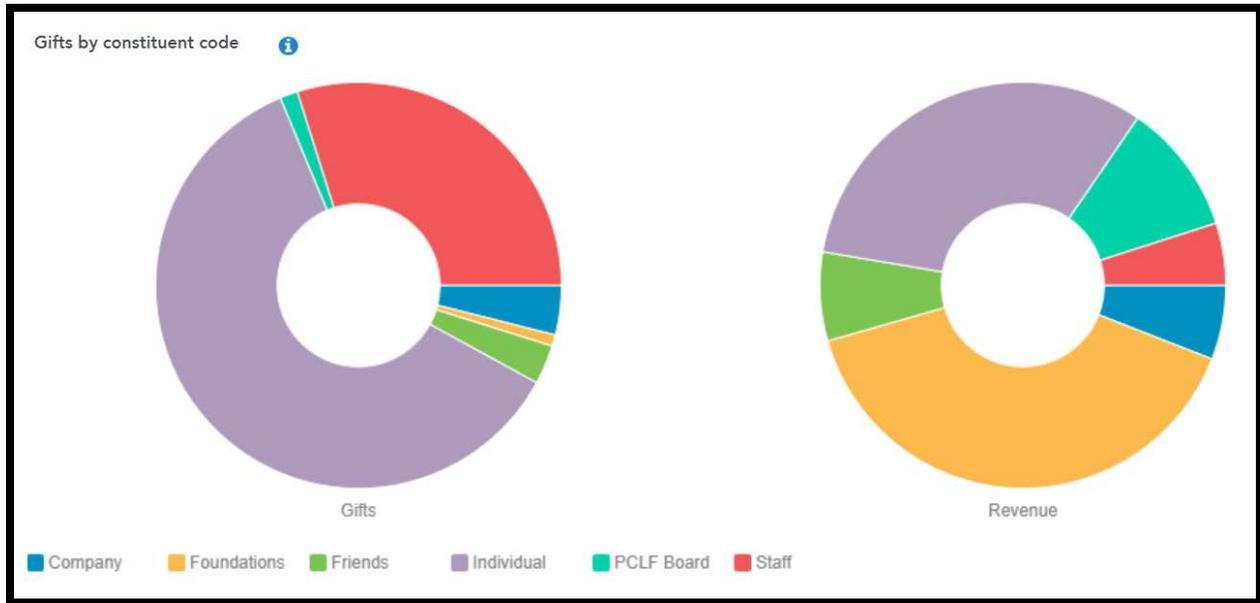
# Routine Reports

## Pierce County Library Foundation Fundraising Performance Report FY2020: January - July

Total Committed Revenue: \$256,674

- Impact Revenue: \$158,512 (Goal: \$300,000) (52.8% to goal)
- Community Support Revenue: \$98,162 (no goal)

### Constituency Giving



#### Acquired Donors (YTD)

- Donors 310
- Rate 9.35%
- Revenue \$43,396
- Rate 114.26%

#### Recaptured Donors (YTD)

- Donors 73
- Rate 4.2%
- Revenue \$6,487
- Rate 16.5%

#### Retained Donors (YTD)

- Donors 259
- Rate 20.33%
- Revenue \$204,402
- Rate 73.20%

#### LYBUNT Donors (YTD)

- Donors 1,013
- Revenue \$179,931

#### Retained Donors (1<sup>st</sup> Year)

- Donors 58
- Rate 15.63%
- Revenue \$18,400
- Rate 55.48%

#### LYBUNT Donors (1<sup>st</sup> Year)

- Donors 311
- Revenue \$25,626

In Kind Gifts \$91,539

## Fundraising Performance Report: Terms Defined

### Total Committed Revenue

- All cash gifts + pledges

### Impact Revenue

- Funds which PCLF Board commit to PCLS for agreed upon programs/services during fiscal year

### Community Support Revenue

- Designated funds (typically) from sources like Friends groups, GTCF, etc., in support of priority and/or special PCLS projects

### Constituency

- A group of donors/prospects categorized to ensure more personalized, meaningful engagement

### Constituency Gifts

- The number of gifts, not necessarily number of donors, from each donor constituency

### Constituency Revenue

- All committed revenue from each donor constituency

### Acquired Donor Rate (YTD)

- How the total number of new donors acquired in the current fiscal year compares to the number of constituents who gave over the previous five years

### Acquired Revenue Rate (YTD)

- How much newly acquired donors gave — in total — during the current fiscal year

### Retained Donor Rate (YTD)

- How the total number of donors from the previous year — as a percentage — gave again during current year

### Retained Revenue Rate (YTD)

- How retained revenue amount compares to previous year's overall giving from retained donors

### Retained Donors (1<sup>st</sup> Year)

- A donor who gave their first gift last fiscal year and gave again in the current fiscal year

### Recaptured Donor Rate (YTD)

- How the total number of donors who lapsed in their giving last year and have given again this year compares to everyone who gave two to five years ago but not last year

### Recaptured Revenue Rate (YTD)

- How recaptured revenue amount compares to the previous fiscal year's recaptured revenue

### LYBUNT (YTD)

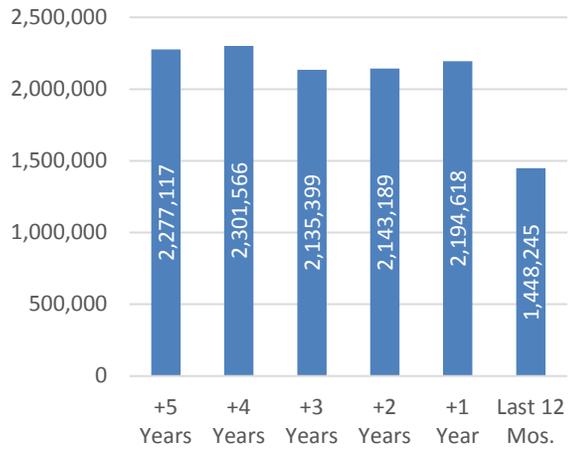
- Gifts which came in Last Year But Unfortunately Not This year

### LYBUNT (1<sup>st</sup> Year) – a subset of LYBUNTS

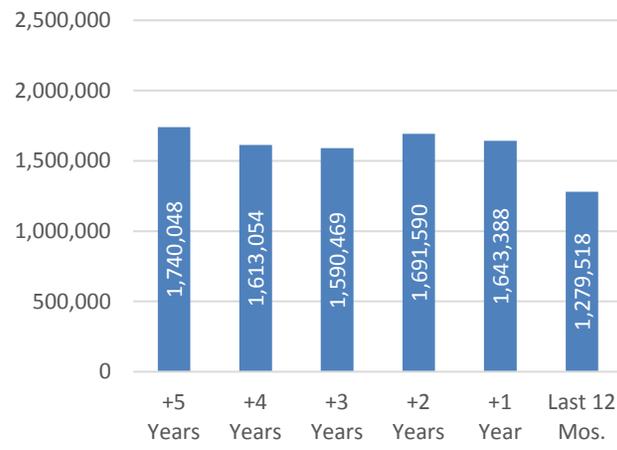
- First time gifts which came in Last Year But Unfortunately Not This year

# Customers / Visits - June 2020

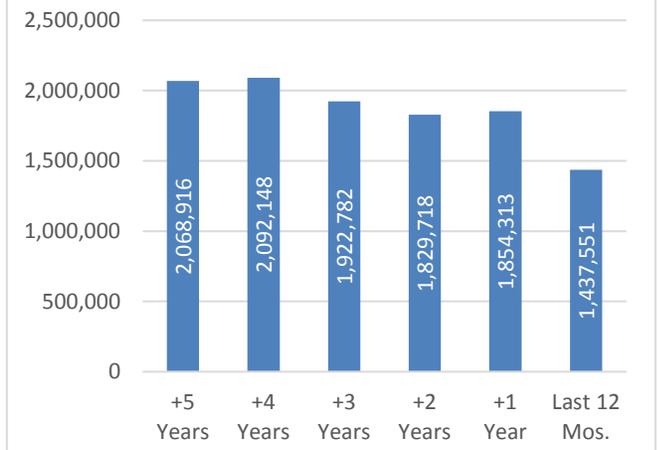
## Branch Visits



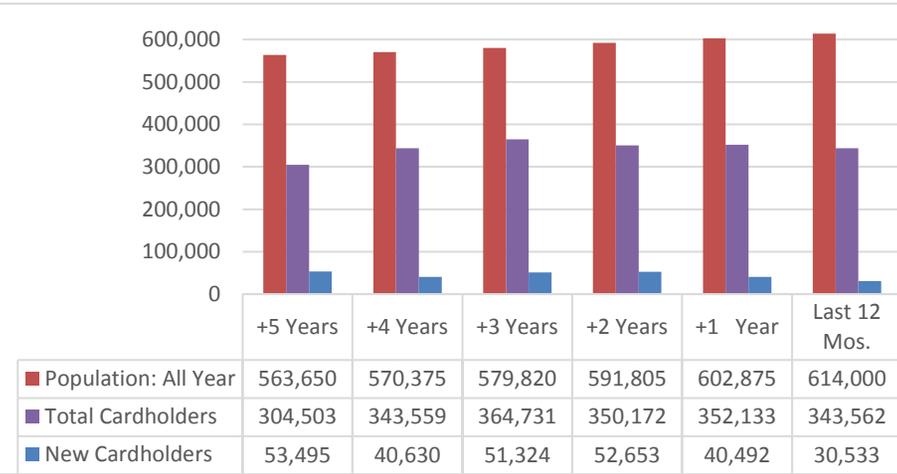
## Catalog Visits



## Website Visits



## PCLS Cardholder Statistics



## June and Rolling 12-Month Comparison

	June 2020	June 2019	% Change June Year Over Year	Rolling Last 12 Months	Rolling 12 Months +1 Year	% Change Year Over Year
Branch Visits	904	181,479	-99.5%	1,448,245	2,194,618	-34.0%
Catalog Visits	46,877	129,598	-63.8%	1,279,518	1,643,388	-22.1%
Public Website Visits	58,876	145,908	-59.6%	1,437,551	1,854,313	-22.5%

## Technology

	June 2020	June 2019	% Change June Year Over Year	Rolling Last 12 Months	Rolling 12 Months +1 Year	% Change Year Over Year
PC/Laptop Sessions	17	27,447	-99.9%	202,704	347,003	-41.6%
Wi-Fi Sessions	4,657	82,166	-94.3%	647,964	1,024,690	-36.8%

## Public Spaces Usage

	June 2020	Rolling Last 12 Months	Rolling Last 12 Months	% Change Year Over Year
# of Public Meeting Uses	0	8,077	11,056	-26.9%
# of Attendees	0	94,812	136,366	-30.5%

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, and has remained closed through June.

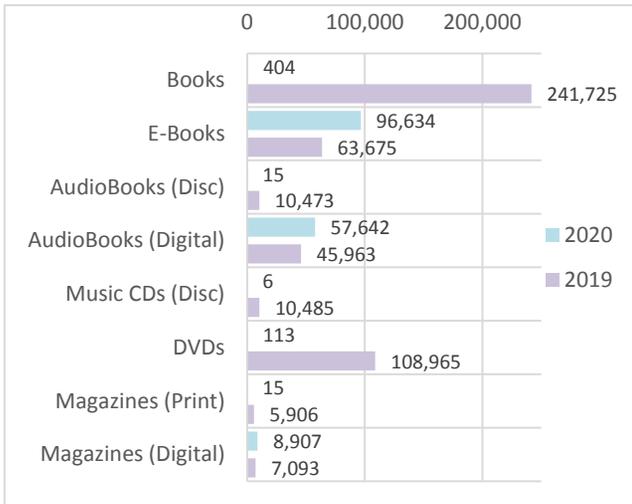
**Wi-Fi Sessions Note:** Public Wi-Fi was restored in June for customer use outside of the buildings. Branches remain closed to the public.

**Branch Visits Note:** These numbers represent staff preparing for curbside service, and performing other activities using the public entrance. It does not represent visits by the public to our buildings.

New columns have been added to the above data tables to show the year over year change between June 2019 and June 2020.

# Collection Use - June 2020

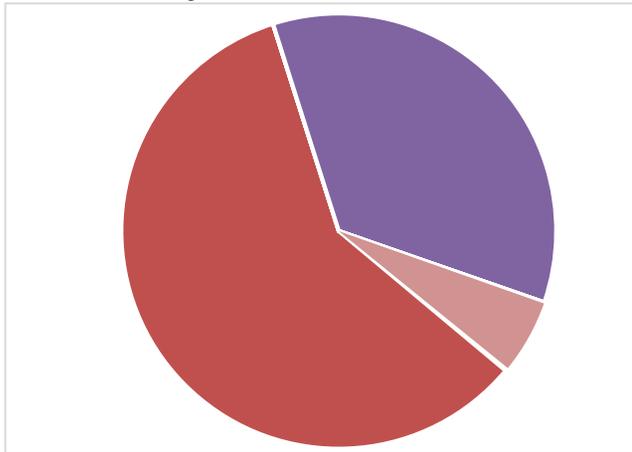
## June 2020 vs June 2019 Checkouts



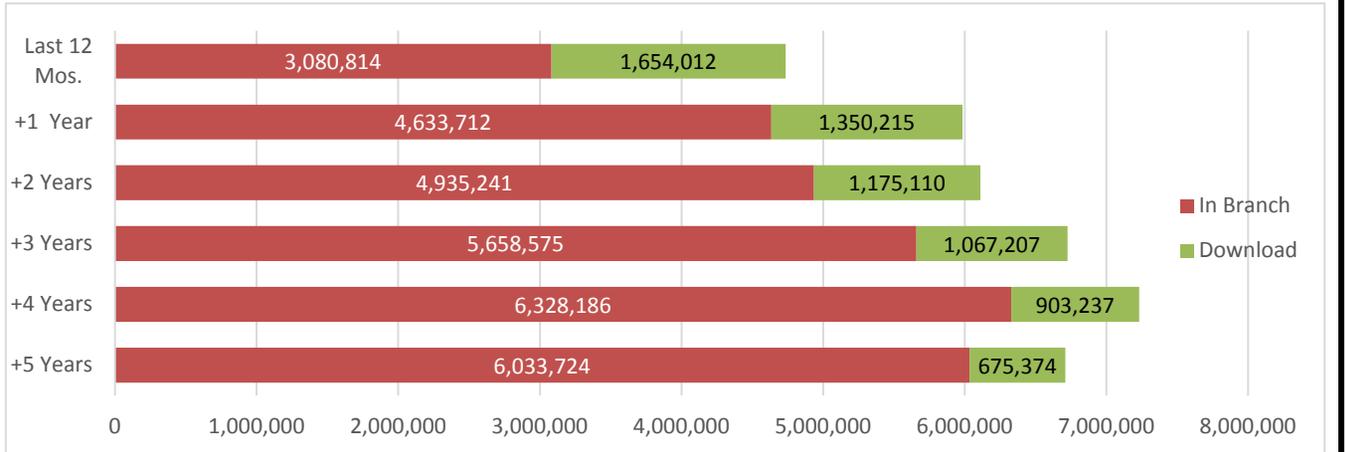
## Data Table

Categories	May 2020	June 2020	June 2019	% Change of June Year Over Year	% of Total June 2020 Checkouts	Rolling Last 12 Months	Rolling 12 Months +1 Year	% Change 12 Months Year Over Year
Books	606	404	241,725	-99.83%	0.25%	1,939,535	2,799,002	-30.71%
E-Books	99,403	96,634	63,675	51.76%	59.02%	914,084	765,643	19.39%
AudioBooks (Disc)	37	15	10,473	-99.86%	0.01%	81,070	137,920	-41.22%
AudioBooks (Digital)	58,177	57,642	45,963	25.41%	35.20%	640,326	514,134	24.54%
Music CDs (Disc)	40	6	10,485	-99.94%	0.00%	85,018	140,641	-39.55%
DVDs	293	113	108,965	-99.90%	0.07%	908,577	1,435,686	-36.71%
Magazines (Print)	4	15	5,906	-99.75%	0.01%	49,696	76,874	-35.35%
Magazines (Digital)	10,482	8,907	7,093	25.57%	5.44%	99,602	70,438	41.40%
<b>Totals:</b>	<b>169,042</b>	<b>163,736</b>	<b>494,285</b>	<b>-66.87%</b>	<b>100.00%</b>	<b>4,717,908</b>	<b>5,940,338</b>	<b>-20.58%</b>

## Checkouts By Format - June 2020



## Collection Checkouts



### Change in Data Reporting This Period

In order to highlight the impact that the system closure had had on collection use, new columns have been added to the Data Table to show the year over year change between June 2019 and June 2020. A new chart was added to the left of the data table to provide a visual of this year over year change.

While checkouts of physical media are down dramatically due to the system closure, use of digital resources continue to grow as our customers recognize the value and convenience of accessing this content while our branches remain closed.

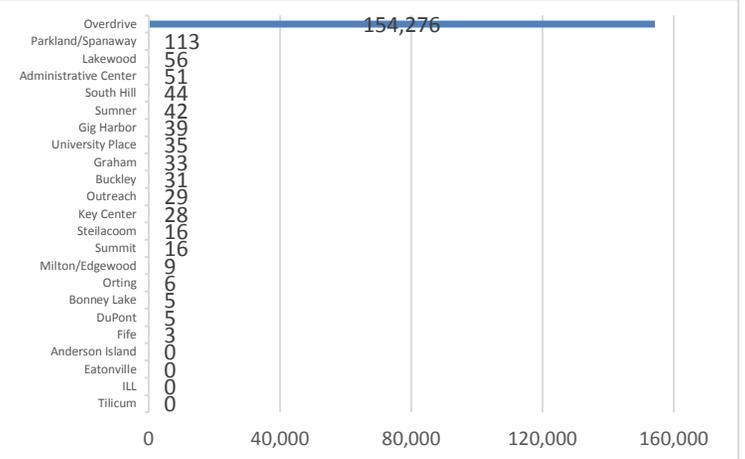
In response to the COVID-19 outbreak, all PCLS branches closed to the public at 6:00 PM on Friday, March 13th 2020. All branches remained closed to the public for the remainder of the month of March, and has remained closed through June.

Note regarding May and June Checkouts of physical media: These numbers represent renewals of previously checked out items. All due dates have been extended to 8/1/2020.

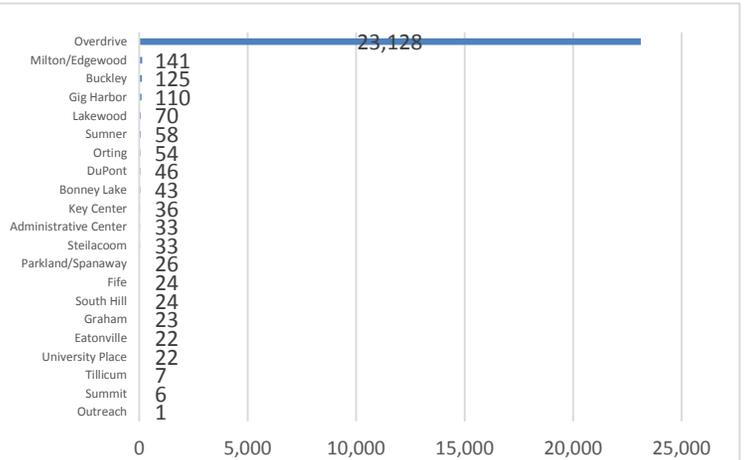
# Activity - June 2020

Location	Checkouts				Visitors			
	June 2020	Last 12 Mo.	+1 Year	% Change	June 2020	Last 12 Mo.	+1 Year	% Change
Administrative Center	51	45,011	71,412	-37.0%	33	19,851	30,503	-34.9%
Anderson Island	0	7,091	17,395	-59.2%	No Door Counter for Anderson Island			
Bonney Lake	5	193,858	270,709	-28.4%	43	78,191	121,740	-35.8%
Buckley	31	60,505	89,520	-32.4%	125	32,204	47,783	-32.6%
DuPont	5	82,866	120,149	-31.0%	46	36,006	53,529	-32.7%
Eatonville	0	66,779	108,854	-38.7%	22	53,048	83,632	-36.6%
Fife	3	46,605	68,502	-32.0%	24	26,290	41,086	-36.0%
Gig Harbor	39	425,081	643,125	-33.9%	110	155,482	230,411	-32.5%
Graham	33	168,127	244,750	-31.3%	23	66,905	97,352	-31.3%
Inter-Library Loan	0	2,871	5,173	-44.5%	No "visitors" for Inter-Library Loan			
Key Center	28	107,090	161,515	-33.7%	36	41,626	72,041	-42.2%
Lakewood	56	298,628	461,471	-35.3%	70	180,191	279,359	-35.5%
Milton / Edgewood	9	101,178	149,673	-32.4%	141	53,501	78,671	-32.0%
Orting	6	63,614	91,291	-30.3%	54	31,808	47,422	-32.9%
Overdrive	154,276	1,554,410	1,279,777	21.5%	23,128	275,435	244,672	12.6%
Outreach	29	41,381	48,449	-14.6%	1	10,606	11,069	-4.2%
Parkland / Spanaway	113	248,474	384,083	-35.3%	26	175,719	252,293	-30.4%
South Hill	44	364,174	560,947	-35.1%	24	120,463	182,829	-34.1%
Steilacoom	16	82,079	118,181	-30.5%	33	60,692	91,177	-33.4%
Summit	16	157,541	230,879	-31.8%	6	60,553	92,069	-34.2%
Sumner	42	155,408	241,232	-35.6%	58	83,686	127,310	-34.3%
Tillicum	0	22,686	32,191	-29.5%	7	22,793	36,321	-37.2%
University Place	35	339,767	514,211	-33.9%	22	138,630	218,021	-36.4%
<b>Total</b>	<b>154,837</b>	<b>4,635,224</b>	<b>5,913,489</b>	<b>-21.6%</b>	<b>24,032</b>	<b>1,723,680</b>	<b>2,439,290</b>	<b>-29.3%</b>

## June Checkouts



## June 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 June					

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, and has remained closed through June.

Note on June Visitor Counts: These visits represent custodial and other staff performing essential work at branches.

## Monthly Financial Reports

### June 30, 2020

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All bold notes refer to current month activity or updates to prior months

#### General Fund

##### June

- On June 30, the Library recorded nearly \$1.9 million of property tax revenue, which in total for the first half of the year amounts to about a combined 1% delay, which restores 2020's cash flow to near nominal levels.
- Added an "Accrued Revenue on Interest" balance sheet line item and began reconciling to the counterpart account in the County's system. This change is for reconciliation purposes only and does not affect the total amount of assets.
- 53505. Includes the renewal for Polaris library catalog system.
- 54120. Includes contract for "LEAN" consulting services.
- 54501. Includes 6 month lease payment to the City of Orting for the Orting Library building.
- 54998. Began spreading the US Bank clearing charges to the line items. January 2020 is nearly complete. Once totally caught up, in October, this line item will be \$0 and all charges will be in their correct line items.

##### May

- On May 31, the Library recorded \$3.7 million of property tax revenue, which in total for the first half of the year amounts to about a 10% reduction, an improvement over the previous month.
- 54120. Includes Microsoft Premier Support annual renewal.

##### April

- By April 30 (prior to the large receipts of property tax deposits), the Library's General Fund balance was at \$1.1 million. The Library began to implement cash flow management pre-Levy Lid Lift in anticipation of significant reductions or deferrals of revenue.
- On April 30, the Library recorded \$13.7 million of property tax revenue, which in total for the first half of the year amounts to about a 20% reduction.
- 35970. Fines and Fees have dropped considerably amounting to a permanent loss in revenue for the fiscal year.
- 54998. US Bank payments have not yet been distributed to their object codes.

##### January – March (Quarter 1)

- 54998. US Bank payments have not yet been distributed to their object codes.
- In the US Bank clearing, over half of the added \$567,000 for the month is in IT purchases that will be moved to the Capital Fund.
- Due to the Governor’s Stay at Home order, significant cash was not reinvested in case emergency funds were needed, as approved by the Board of Trustees.
- Accounts Payable is now fully utilizing Munis to pay significantly more invoices and are catching up on the backlog of payments to utilities and materials vendors.
- Most activity was personnel only, due to transitioning to Munis for Accounts Payable.
- 54998. US Bank payments have not yet been distributed to their object codes.

### Capital Improvement Projects Fund

#### June

- **No significant activity.**

#### May

- 56430. Dell networking equipment and training purchased through Xiologix, LLC (\$192,595) was part of the implementation of the 5-year technology plan. 85% of this amount was approved for E-Rate reimbursement, to occur later this year.

#### April

- A significant drop continued in planned activity occurred as a result of the Governor’s Stay at Home order.

#### January – March (Quarter 1)

- A significant drop in planned activity occurred as a result of the Governor’s Stay at Home order.
- 56280. Furnishings purchased for various projects.

### Special Purpose Fund

#### April – June

- **No significant activity.**

#### January – March (Quarter 1)

- \$5.45 million transferred to Levy Sustainability Fund in January

**Levy Sustainability Fund**

**April – June**

- **No significant activity.**

January – March (Quarter 1)

- Fund was created and Board-approved amounts transferred from set-aside of \$5.45 million temporarily carried in the Special Purpose Fund.

**Debt Service Fund**

- **No significant activity.**

**PIERCE COUNTY LIBRARY SYSTEM  
STATEMENT OF FINANCIAL POSITION  
June 30, 2020**

	GENERAL FUND	SPECIAL PURPOSE FUND	LEVY SUSTAINABILITY FUND	DEBT SERVICE FUND	CAPITAL IMPROVEMENT PROJECTS FUND
<b>ASSETS</b>					
<b>Current Assets</b>					
Cash	\$ 1,702,067	\$ 963	\$ 1,972	\$ 26	\$ 17,593
Investments	\$ 13,582,000	\$ 2,135,500	\$ 5,477,000	\$ 88,500	\$ 1,846,000
Accrued Interest on Investments	\$ 388	\$ 44	\$ -	\$ 6	\$ 56
<b>Total Current Assets</b>	<b>\$ 15,284,455</b>	<b>\$ 2,136,507</b>	<b>\$ 5,478,972</b>	<b>\$ 88,532</b>	<b>\$ 1,863,649</b>
<b>TOTAL ASSETS</b>	<b>\$ 15,284,455</b>	<b>\$ 2,136,507</b>	<b>\$ 5,478,972</b>	<b>\$ 88,532</b>	<b>\$ 1,863,649</b>
<b>LIABILITIES</b>					
<b>Current Liabilities</b>					
Warrants Payable	\$ -	\$ -	\$ -	\$ -	\$ -
Sales Tax Payable	\$ 790	\$ -	\$ -	\$ -	\$ -
Payroll Payable	\$ 166,532	\$ -	\$ -	\$ -	\$ -
US Bank Payable	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Current Liabilities</b>	<b>\$ 167,321</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL LIABILITIES</b>	<b>\$ 167,321</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>FUND BALANCE</b>					
Reserve for Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -
Election Set-Aside		\$ 940,451	\$ -		
Land/Property/Facility Set-Aside		\$ 1,130,117	\$ -		
Unreserved Fund Balance	\$ 15,117,133	\$ 65,940	\$ 5,478,972	\$ 88,532	\$ 1,863,649
<b>TOTAL FUND BALANCE</b>	<b>\$ 15,117,133</b>	<b>\$ 2,136,507</b>	<b>\$ 5,478,972</b>	<b>\$ 88,532</b>	<b>\$ 1,863,649</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$ 15,284,455</b>	<b>\$ 2,136,507</b>	<b>\$ 5,478,972</b>	<b>\$ 88,532</b>	<b>\$ 1,863,649</b>
<b>BEGINNING FUND BALANCE, 01/01/20</b>					
	\$ 9,043,433	\$ 2,125,222	\$ 5,450,000	\$ 88,086	\$ 2,182,855
YTD Revenue	\$ 22,339,855	\$ 11,285	\$ 28,972	\$ 447	\$ 11,006
Transfers In/(Out)	\$ -	\$ -	\$ -	\$ -	\$ -
YTD Expenditures	\$ (16,266,155)	\$ -	\$ -	\$ -	\$ (330,212)
<b>ENDING FUND BALANCE, 06/30/20</b>	<b>\$ 15,117,133</b>	<b>\$ 2,136,507</b>	<b>\$ 5,478,972</b>	<b>\$ 88,532</b>	<b>\$ 1,863,649</b>
<b>TAXES RECEIVABLE</b>	<b>\$ 19,590,710</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**PIERCE COUNTY LIBRARY SYSTEM  
COMPARATIVE STATEMENT OF FINANCIAL POSITION  
General Fund as of June 30, 2020**

	<i>HISTORICAL</i> 6/30/2019	<i>HISTORICAL</i> 7/31/2019	<i>HISTORICAL</i> 8/31/2019	<i>HISTORICAL</i> 9/30/2019	<i>HISTORICAL</i> 10/31/2019	<i>HISTORICAL</i> 11/30/2019	<i>HISTORICAL</i> 12/31/2019	<i>HISTORICAL</i> 1/31/2020	<i>HISTORICAL</i> 2/29/2020	<i>HISTORICAL</i> 3/31/2020	<i>HISTORICAL</i> 4/30/2020	<i>HISTORICAL</i> 5/31/2020	<i>CURRENT</i> 6/30/2020
<b>ASSETS</b>													
<b>Current Assets</b>													
Cash	\$ 482,335	\$ 321,593	\$ 577,105	\$ 1,253,381	\$ 9,491,633	\$ 2,526,528	\$ 9,222,405	\$ 878,667	\$ 1,823,571	\$ 3,212,353	\$ 14,272,498	\$ 3,713,947	\$ 1,702,067
Investments	\$ 13,913,000	\$ 10,453,000	\$ 8,143,000	\$ 5,940,000	\$ 3,890,000	\$ 10,390,000	\$ -	\$ 5,850,000	\$ 3,150,000	\$ 650,000	\$ 650,000	\$ 12,280,000	\$ 13,582,000
Accrued Interest on Investments													\$ 388
Deposits Refundable	\$ 25,019	\$ 25,888	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Current Assets</b>	<b>\$ 14,420,353</b>	<b>\$ 10,800,481</b>	<b>\$ 8,720,105</b>	<b>\$ 7,193,381</b>	<b>\$ 13,381,633</b>	<b>\$ 12,916,528</b>	<b>\$ 9,222,405</b>	<b>\$ 6,728,667</b>	<b>\$ 4,973,571</b>	<b>\$ 3,862,353</b>	<b>\$ 14,922,498</b>	<b>\$ 15,993,947</b>	<b>\$ 15,284,455</b>
<b>TOTAL ASSETS</b>	<b>\$ 14,420,353</b>	<b>\$ 10,800,481</b>	<b>\$ 8,720,105</b>	<b>\$ 7,193,381</b>	<b>\$ 13,381,633</b>	<b>\$ 12,916,528</b>	<b>\$ 9,222,405</b>	<b>\$ 6,728,667</b>	<b>\$ 4,973,571</b>	<b>\$ 3,862,353</b>	<b>\$ 14,922,498</b>	<b>\$ 15,993,947</b>	<b>\$ 15,284,455</b>
<b>LIABILITIES</b>													
<b>Current Liabilities</b>													
Warrants Payable	\$ 86,612	\$ 33,290	\$ 98,418	\$ 308,102	\$ 117,447	\$ 122,483	\$ (491)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Sales Tax Payable	\$ 2,471	\$ 3,515	\$ 2,825	\$ 2,606	\$ 4,641	\$ 2,909	\$ 6,893	\$ 8,388	\$ 9,747	\$ 10,306	\$ 10,306	\$ 787	\$ 790
Payroll Payable	\$ 170,543	\$ 126,068	\$ 148,456	\$ 171,461	\$ 130,737	\$ 152,520	\$ 172,006	\$ 131,287	\$ 154,329	\$ 174,402	\$ 130,122	\$ 146,218	\$ 166,532
<b>Total Current Liabilities</b>	<b>\$ 259,626</b>	<b>\$ 162,873</b>	<b>\$ 249,699</b>	<b>\$ 482,169</b>	<b>\$ 252,825</b>	<b>\$ 277,912</b>	<b>\$ 178,407</b>	<b>\$ 139,676</b>	<b>\$ 164,077</b>	<b>\$ 184,708</b>	<b>\$ 140,427</b>	<b>\$ 147,005</b>	<b>\$ 167,321</b>
<b>TOTAL LIABILITIES</b>	<b>\$ 259,626</b>	<b>\$ 162,873</b>	<b>\$ 249,699</b>	<b>\$ 482,169</b>	<b>\$ 252,825</b>	<b>\$ 277,912</b>	<b>\$ 178,407</b>	<b>\$ 139,676</b>	<b>\$ 164,077</b>	<b>\$ 184,708</b>	<b>\$ 140,427</b>	<b>\$ 147,005</b>	<b>\$ 167,321</b>
<b>FUND BALANCE</b>													
Reserve for Encumbrance	\$ 953,035	\$ 884,939	\$ 778,093	\$ 587,377	\$ 483,460	\$ 292,123	\$ (1,861)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unreserved Fund Balance	\$ 13,207,692	\$ 9,752,669	\$ 7,692,313	\$ 6,123,836	\$ 12,645,348	\$ 12,346,493	\$ 9,045,858	\$ 6,588,991	\$ 4,809,495	\$ 3,677,645	\$ 14,782,070	\$ 15,846,942	\$ 15,117,133
<b>TOTAL FUND BALANCE</b>	<b>\$ 14,160,727</b>	<b>\$ 10,637,608</b>	<b>\$ 8,470,406</b>	<b>\$ 6,711,213</b>	<b>\$ 13,128,808</b>	<b>\$ 12,638,616</b>	<b>\$ 9,043,998</b>	<b>\$ 6,588,991</b>	<b>\$ 4,809,495</b>	<b>\$ 3,677,645</b>	<b>\$ 14,782,070</b>	<b>\$ 15,846,942</b>	<b>\$ 15,117,133</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$ 14,420,353</b>	<b>\$ 10,800,481</b>	<b>\$ 8,720,105</b>	<b>\$ 7,193,381</b>	<b>\$ 13,381,633</b>	<b>\$ 12,916,528</b>	<b>\$ 9,222,405</b>	<b>\$ 6,728,667</b>	<b>\$ 4,973,571</b>	<b>\$ 3,862,353</b>	<b>\$ 14,922,498</b>	<b>\$ 15,993,947</b>	<b>\$ 15,284,455</b>
<b>PROPERTY TAXES RECEIVABLE</b>	<b>\$ 18,759,756</b>	<b>\$ 18,640,957</b>	<b>\$ 18,445,389</b>	<b>\$ 17,731,390</b>	<b>\$ 3,132,650</b>	<b>\$ 887,773</b>	<b>\$ 709,314</b>	<b>\$ 41,259,626</b>	<b>\$ 40,435,226</b>	<b>\$ 38,840,000</b>	<b>\$ 25,069,543</b>	<b>\$ 21,464,956</b>	<b>\$ 19,590,710</b>

**PIERCE COUNTY LIBRARY SYSTEM**  
**STATEMENT OF REVENUE & EXPENDITURES**  
For the Period Ending June 30, 2020

<b>GENERAL FUND - 01</b>	<b>2020 BUDGET</b>	<b>YEAR TO DATE</b>	<b>ENCUMBRANCES</b>	<b>BUDGET BALANCE</b>	<b>% OF BUDGET</b>
<b>REVENUE</b>					
Property Tax & Related Income	\$ 38,043,400	\$ 21,792,649	\$ -	\$ 16,250,751	57%
Other Revenue	\$ 1,700,500	\$ 547,207	\$ -	\$ 1,153,293	32%
<b>TOTAL REVENUE</b>	<b>\$ 39,743,900</b>	<b>\$ 22,339,855</b>	<b>\$ -</b>	<b>\$ 17,404,045</b>	<b>56%</b>
<b>EXPENDITURES</b>					
Personnel/Taxes and Benefits	\$ 26,432,500	\$ 12,584,532	\$ -	\$ 13,847,968	48%
Materials	\$ 3,824,800	\$ 823,515	\$ -	\$ 3,001,285	22%
Maintenance and Operations	\$ 6,406,600	\$ 2,858,108	\$ -	\$ 3,548,492	45%
Transfers Out & Reserves	\$ 3,080,000	\$ -	\$ -	\$ 3,080,000	0%
<b>TOTAL EXPENDITURES</b>	<b>\$ 39,743,900</b>	<b>\$ 16,266,155</b>	<b>\$ -</b>	<b>\$ 23,477,745</b>	<b>41%</b>
Excess/(Deficit)		\$ 6,073,700			
Additional Transfers Out		-			
<b>NET EXCESS (DEFICIT)</b>		<b>\$ 6,073,700</b>			

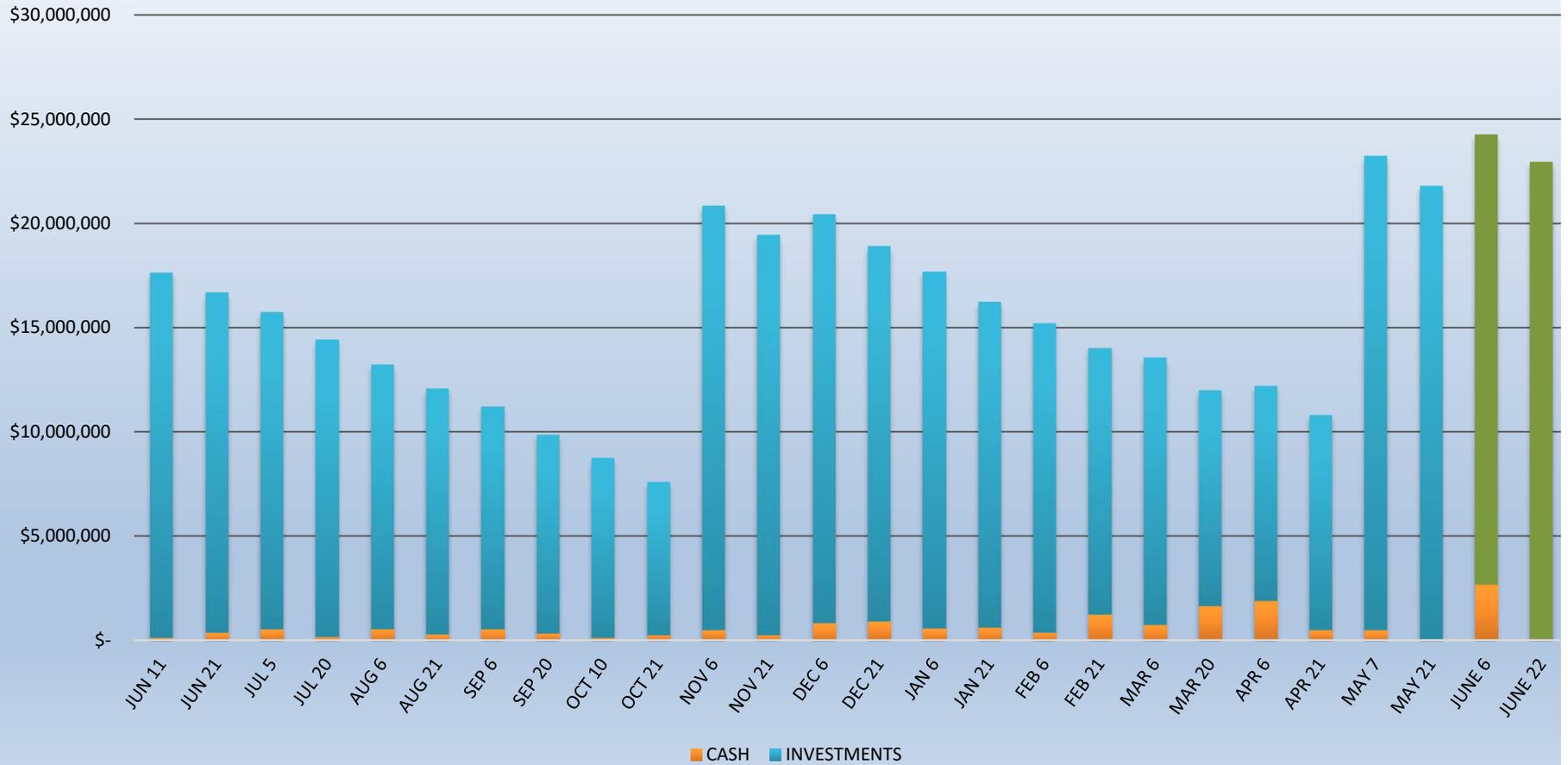
<b>SPECIAL PURPOSE FUND - 15</b>	<b>2020 BUDGET</b>	<b>YEAR TO DATE</b>	<b>ENCUMBRANCES</b>	<b>BUDGET BALANCE</b>	<b>% OF BUDGET</b>
<b>REVENUE</b>					
Use of Fund Balance	\$ -	\$ -	\$ -	\$ -	-
Transfers In	\$ -	\$ -	\$ -	\$ -	-
Investment Income	\$ -	\$ 11,285	\$ -	\$ (11,285)	-
<b>TOTAL REVENUE</b>	<b>\$ -</b>	<b>\$ 11,285</b>	<b>\$ -</b>	<b>\$ (11,285)</b>	<b>-</b>
<b>EXPENDITURES</b>					
Election Costs	\$ -	\$ -	\$ -	\$ -	-
<b>TOTAL EXPENDITURES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>
Excess/(Deficit)		\$ 11,285			
Additional Transfers In		\$ -			
<b>NET EXCESS (DEFICIT)</b>		<b>\$ 11,285</b>			

<b>LEVY SUSTAINABILITY FUND - 16</b>	<b>2020 BUDGET</b>	<b>YEAR TO DATE</b>	<b>ENCUMBRANCES</b>	<b>BUDGET BALANCE</b>	<b>% OF BUDGET</b>
<b>REVENUE</b>					
Use of Fund Balance	\$ -	\$ -	\$ -	\$ -	-
Transfers In	\$ -	\$ -	\$ -	\$ -	-
Investment Income	\$ -	\$ 28,972	\$ -	\$ (28,972)	-
<b>TOTAL REVENUE</b>	<b>\$ -</b>	<b>\$ 28,972</b>	<b>\$ -</b>	<b>\$ (28,972)</b>	<b>-</b>
<b>EXPENDITURES</b>					
Election Costs	\$ -	\$ -	\$ -	\$ -	-
<b>TOTAL EXPENDITURES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>
Excess/(Deficit)		\$ 28,972			
Additional Transfers In		\$ -			
<b>NET EXCESS (DEFICIT)</b>		<b>\$ 28,972</b>			

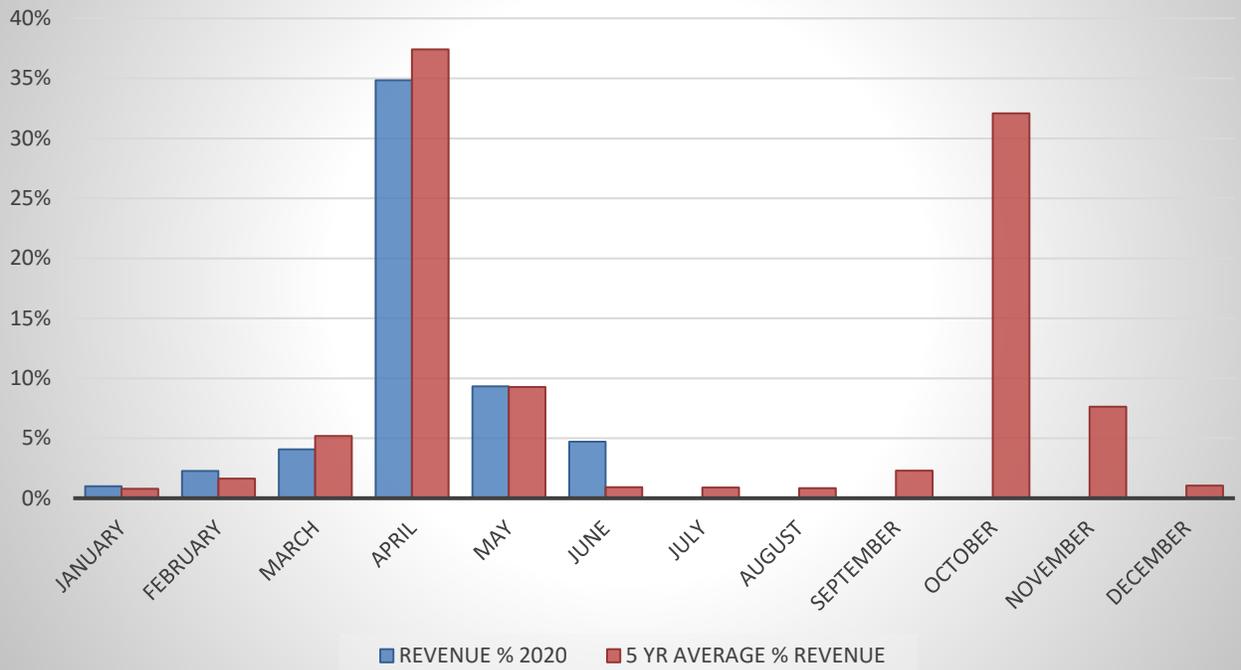
<b>DEBT SERVICE FUND - 20</b>	<b>2020 BUDGET</b>	<b>YEAR TO DATE</b>	<b>ENCUMBRANCES</b>	<b>BUDGET BALANCE</b>	<b>% OF BUDGET</b>
<b>REVENUE</b>					
Property Tax & Related Income	\$ -	\$ -	\$ -	\$ -	-
Other Revenue	\$ -	\$ 447	\$ -	\$ (447)	-
<b>TOTAL REVENUE</b>	<b>\$ -</b>	<b>\$ 447</b>	<b>\$ -</b>	<b>\$ (447)</b>	<b>-</b>
<b>EXPENDITURES</b>					
<b>TOTAL EXPENDITURES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>
<b>NET EXCESS (DEFICIT)</b>		<b>\$ 447</b>			

<b>CAPITAL IMPROVEMENT PROJECTS FUND - 30</b>	<b>2020 BUDGET</b>	<b>YEAR TO DATE</b>	<b>ENCUMBRANCES</b>	<b>BUDGET BALANCE</b>	<b>% OF BUDGET</b>
<b>REVENUE</b>					
Use of Fund Balance	\$ 845,000	\$ -	\$ -	\$ 845,000	0%
Transfers In	\$ 1,500,000	\$ -	\$ -	\$ 1,500,000	0%
Other Revenue	\$ -	\$ 11,006	\$ -	\$ (11,006)	-
<b>TOTAL REVENUE</b>	<b>\$ 2,345,000</b>	<b>\$ 11,006</b>	<b>\$ -</b>	<b>\$ 2,333,994</b>	<b>0%</b>
<b>EXPENDITURES</b>					
Capital Improvement Projects	\$ 2,345,000	\$ 330,212	\$ -	\$ 2,014,788	14%
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,345,000</b>	<b>\$ 330,212</b>	<b>\$ -</b>	<b>\$ 2,014,788</b>	<b>14%</b>
Excess/(Deficit)		\$ (319,206)			
Additional Transfers In		-			
<b>NET EXCESS (DEFICIT)</b>		<b>\$ (319,206)</b>			

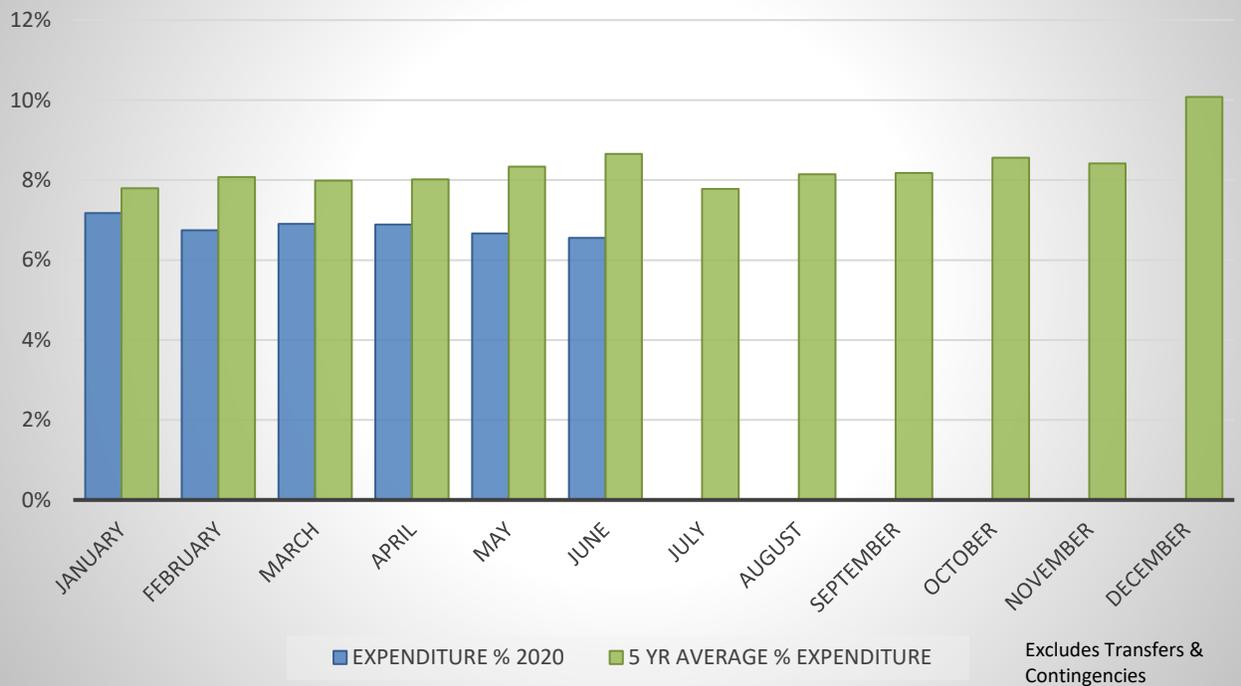
**CASH & INVESTMENTS - SEMI-MONTHLY  
2020 - ALL FUNDS COMBINED (EXCLUDES DEBT SERVICE FUND)  
- 13 MONTHS MOVING -**



### GENERAL FUND - REVENUE TREND (%) THROUGH JUNE 2020



### GENERAL FUND - EXPENDITURE TREND (%) THROUGH JUNE 2020



Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 6/30/2020

**FUND: GENERAL FUND (01)**

Object	2020 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
31111 PROPERTY TAX--CURRENT	37,207,700.00	1,799,513.13	21,343,866.49	0.00	15,863,833.51	57.36
31112 PROPERTY TAX--DELINQUENT	471,700.00	56,685.01	314,735.86	0.00	156,964.14	66.72
31113 PROPERTY TAX--KING COUNTY	60,000.00	5,274.06	43,858.24	0.00	16,141.76	73.10
31130 SALE OF TAX TITLE PROPERTY	6,000.00	0.00	597.31	0.00	5,402.69	9.96
31720 LEASEHOLD EXCISE TAX	20,000.00	2,973.71	16,510.48	0.00	3,489.52	82.55
31740 TIMBER EXCISE TAX	63,000.00	0.00	41,955.75	0.00	21,044.25	66.60
<b>TAXES:</b>	<b>37,828,400.00</b>	<b>1,864,445.91</b>	<b>21,761,524.13</b>	<b>0.00</b>	<b>16,066,875.87</b>	<b>57.53</b>
33469 STATE GRANT FROM OTHER STATE AGEN	0.00	0.00	5,000.00	0.00	(5,000.00)	0.00
33533 ST FOREST FUNDS/DNR TIMB TRST	15,000.00	0.00	0.00	0.00	15,000.00	0.00
34160 COPIER FEES	30,000.00	10.65	6,719.34	0.00	23,280.66	22.40
34161 GRAPHICS SERVICES CHARGES	7,500.00	0.00	4,300.00	0.00	3,200.00	57.33
34162 PRINTER FEES	125,000.00	10.05	24,051.32	0.00	100,948.68	19.24
34163 FAX FEES	22,000.00	5.46	5,250.26	0.00	16,749.74	23.86
34170 SALE OF MERCHANDISE: BOOKS	0.00	0.00	9.10	0.00	(9.10)	0.00
34193 ORTING - SERVICE FEES	3,000.00	0.00	0.00	0.00	3,000.00	0.00
34730 LIBRARY SERVICES FEES--ILL	0.00	0.00	90.00	0.00	(90.00)	0.00
35970 LIBRARY FINES	400,000.00	1,630.16	84,853.79	0.00	315,146.21	21.21
36110 INVESTMENT EARNINGS	200,000.00	3,982.71	26,122.41	0.00	173,877.59	13.06
36140 INTEREST INCOME--CONTRACTS & N	0.00	0.00	2.00	0.00	(2.00)	0.00
36200 RENTS AND LEASES--KPHC	1,000.00	0.00	0.00	0.00	1,000.00	0.00
36290 BOOK SALES {{OLD ACCT}}	0.00	0.00	1,109.06	0.00	(1,109.06)	0.00
36700 DONOR PROCEEDS--FOUNDATION	300,000.00	0.00	0.00	0.00	300,000.00	0.00
36720 DONOR REIMBURSEMENTS--FRIENDS	30,000.00	0.00	75,000.00	0.00	(45,000.00)	250.00
36725 DONATIONS--OTHER	0.00	0.00	616.59	0.00	(616.59)	0.00
36790 OPPORTUNITY DONATIONS	160,000.00	0.00	0.00	0.00	160,000.00	0.00
36910 SALE OF SURPLUS--GENERAL	2,000.00	0.00	0.00	0.00	2,000.00	0.00
36915 SALE OF SURPLUS--MATERIALS	4,000.00	3,067.02	12,100.24	0.00	(8,100.24)	302.51
36920 FOUND MONEY	1,000.00	0.00	135.13	0.00	864.87	13.51
36990 MISCELLANEOUS OTHER	0.00	0.00	1,020.94	0.00	(1,020.94)	0.00
36991 PAYMENT FOR LOST MATERIALS	10,000.00	64.99	1,978.16	0.00	8,021.84	19.78
36996 JURY DUTY REIMBURSEMENT	0.00	0.00	120.00	0.00	(120.00)	0.00
36998 ERATE REIMBURSEMENT	530,000.00	0.00	276,844.63	0.00	253,155.37	52.23
36999 PROCUREMENT CARD REBATES	75,000.00	0.00	49,344.93	0.00	25,655.07	65.79
<b>CHARGES OTHER:</b>	<b>1,915,500.00</b>	<b>8,771.04</b>	<b>574,667.90</b>	<b>0.00</b>	<b>1,340,832.10</b>	<b>30.00</b>
39520 INSURANCE RECOVERIES--CAPITAL	0.00	0.00	3,663.31	0.00	(3,663.31)	0.00
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>39,743,900.00</b>	<b>1,873,216.95</b>	<b>22,339,855.34</b>	<b>0.00</b>	<b>17,404,044.66</b>	<b>56.21</b>
<b>EXPENSE ACCOUNTS</b>						
51100 SALARIES AND WAGES	19,290,100.00	1,455,367.90	9,029,927.47	0.00	10,260,172.53	46.81
51105 ADDITIONAL HOURS	136,200.00	501.71	50,334.57	0.00	85,865.43	36.96
51106 SHIFT DIFFERENTIAL	180,800.00	222.40	57,095.66	0.00	123,704.34	31.58
51107 SUBSTITUTE HOURS	145,900.00	240.41	64,651.71	0.00	81,248.29	44.31
51109 TUITION ASSISTANCE	10,000.00	0.00	1,049.80	0.00	8,950.20	10.50
51200 OVERTIME WAGES	22,800.00	509.18	9,864.16	0.00	12,935.84	43.26
51999 ADJ WAGE/SALARY TO MATCH PLAN	(494,600.00)	0.00	0.00	0.00	(494,600.00)	0.00
52001 INDUSTRIAL INSURANCE	192,900.00	9,117.92	51,552.14	0.00	141,347.86	26.72
52002 MEDICAL INSURANCE	2,704,000.00	192,656.86	1,288,827.67	0.00	1,415,172.33	47.66

Pierce County Library System  
 Board Report - Budget to Actual by Object  
 Report as of: 6/30/2020

**FUND: GENERAL FUND (01)**

Object	2020 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
<b>EXPENSE ACCOUNTS</b>						
52003 FICA	1,512,800.00	108,787.09	688,582.16	0.00	824,217.84	45.52
52004 RETIREMENT	2,543,300.00	186,760.66	1,158,877.41	0.00	1,384,422.59	45.57
52005 DENTAL INSURANCE	248,700.00	19,060.03	115,343.75	0.00	133,356.25	46.38
52006 OTHER BENEFIT	9,900.00	2,200.00	12,600.00	0.00	(2,700.00)	127.27
52010 LIFE AND DISABILITY INSURANCE	82,800.00	7,075.02	42,323.10	0.00	40,476.90	51.11
52020 UNEMPLOYMENT/ PAID FML INSURANCE	30,000.00	2,137.56	13,502.03	0.00	16,497.97	45.01
52999 ADJ BENEFITS TO MATCH PLAN	(183,100.00)	0.00	0.00	0.00	(183,100.00)	0.00
<b>PERSONNEL</b>	<b>26,432,500.00</b>	<b>1,984,636.74</b>	<b>12,584,531.63</b>	<b>0.00</b>	<b>13,847,968.37</b>	<b>47.61</b>
53100 OFFICE/OPERATING SUPPLIES--DEP	224,900.00	2,060.27	19,268.86	0.00	205,631.14	8.57
53110 CUSTODIAL SUPPLIES	76,500.00	3,101.39	24,107.72	0.00	52,392.28	31.51
53120 MAINTENANCE SUPPLIES	30,000.00	0.00	0.00	0.00	30,000.00	0.00
53130 MATERIAL PROCESSING SUP	16,000.00	0.00	0.00	0.00	16,000.00	0.00
53200 FUEL	35,000.00	0.00	0.00	0.00	35,000.00	0.00
53401 ADULT AV - CDS	800,000.00	0.00	21,024.85	0.00	778,975.15	2.63
53402 ADULT AV - DVD	92,000.00	0.00	85,694.51	0.00	6,305.49	93.15
53403 PERIODICALS {{OLD}}	0.00	0.00	(15.02)	0.00	15.02	0.00
53404 ADULT AV AUDIOBOOKS	0.00	0.00	4,738.49	0.00	(4,738.49)	0.00
53405 ADULT BOOK CLUB KITS	60,000.00	0.00	445.77	0.00	59,554.23	0.74
53406 ADULT FICTION	675,000.00	0.00	72,571.96	0.00	602,428.04	10.75
53407 INTERNATIONAL COLLECTION {{OLD}}	0.00	0.00	(158.76)	0.00	158.76	0.00
53408 ADULT LARGE PRINT	1,065,800.00	0.00	13,708.65	0.00	1,052,091.35	1.29
53409 ADULT LUCKY DAY	0.00	0.00	10,499.32	0.00	(10,499.32)	0.00
53410 ADULT NONFICTION	393,000.00	0.00	69,359.27	0.00	323,640.73	17.65
53411 ADULT PAPERBACKS	0.00	0.00	5,140.02	0.00	(5,140.02)	0.00
53412 ADULT PC READS	170,000.00	0.00	375.44	0.00	169,624.56	0.22
53413 ADULT REFERENCE	0.00	0.00	124.84	0.00	(124.84)	0.00
53414 ADULT YA FICTION	0.00	0.00	10,207.38	0.00	(10,207.38)	0.00
53415 ADULT YA GRAPHIC NOVELS	0.00	0.00	8,140.46	0.00	(8,140.46)	0.00
53416 ADULT YA NONFICTION	0.00	0.00	580.86	0.00	(580.86)	0.00
53417 ADULT AV - DVDNF	487,000.00	0.00	6,649.90	0.00	480,350.10	1.37
53418 ADULT GRAPHIC NOVELS	82,000.00	0.00	3,266.21	0.00	78,733.79	3.98
53422 CHILDREN'S BOOK CLUB KITS	0.00	0.00	300.59	0.00	(300.59)	0.00
53423 CHILDREN'S COMIC BOOKS	0.00	0.00	839.53	0.00	(839.53)	0.00
53424 CHILDREN'S EARLY LEARNING	0.00	0.00	1,812.23	0.00	(1,812.23)	0.00
53425 CHILDREN'S FICTION	0.00	0.00	46,973.74	0.00	(46,973.74)	0.00
53426 CHILDREN'S GRAPHIC NOVELS	0.00	0.00	6,195.94	0.00	(6,195.94)	0.00
53427 CHILDREN'S NONFICTION	0.00	0.00	27,004.07	0.00	(27,004.07)	0.00
53428 CHILDREN'S SCIENCE TO GO	0.00	0.00	1,214.03	0.00	(1,214.03)	0.00
53429 CHILDREN'S STORYTIME	0.00	0.00	772.25	0.00	(772.25)	0.00
53430 DATABASES	0.00	35,268.00	99,514.38	0.00	(99,514.38)	0.00
53441 EBOOKS	0.00	0.00	161,342.92	0.00	(161,342.92)	0.00
53442 EDOWNLOADABLE AUDIO	0.00	0.00	87,169.13	0.00	(87,169.13)	0.00
53443 ESTREAMING BOOKS	0.00	0.00	17,200.00	0.00	(17,200.00)	0.00
53444 EHOSTING FEES	0.00	0.00	13,200.00	0.00	(13,200.00)	0.00
53450 MAGAZINES	0.00	2,070.53	3,791.55	0.00	(3,791.55)	0.00
53460 VENDOR PROCESSING	0.00	0.00	28,113.33	0.00	(28,113.33)	0.00
53464 VENDOR CATALOGING	0.00	0.00	(20.00)	0.00	20.00	0.00

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**FUND: GENERAL FUND (01)**

Object	2020 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
<b>EXPENSE ACCOUNTS</b>						
53470 WORLD - ADULT SPANISH	0.00	0.00	38.28	0.00	(38.28)	0.00
53471 WORLD - CHILDREN'S SPANISH	0.00	0.00	1,258.64	0.00	(1,258.64)	0.00
53473 WORLD - DVD	0.00	0.00	2,117.72	0.00	(2,117.72)	0.00
53476 WORLD - KOREAN	0.00	0.00	1,905.63	0.00	(1,905.63)	0.00
53479 WORLD - RUSSIAN	0.00	0.00	439.60	0.00	(439.60)	0.00
53481 YOUTH CHILDREN'S AUDIO BOOKS	0.00	0.00	8,935.12	0.00	(8,935.12)	0.00
53482 YOUTH DVD - FTY	0.00	0.00	951.41	0.00	(951.41)	0.00
53483 YOUTH YA AUDIO BOOKS	0.00	0.00	90.92	0.00	(90.92)	0.00
53500 MINOR EQUIPMENT	49,800.00	0.00	0.00	0.00	49,800.00	0.00
53502 TECHNOLOGY HARDWARE--PUBLIC	682,500.00	0.00	0.00	0.00	682,500.00	0.00
53503 TECHNOLOGY HARDWARE--STAFF	0.00	0.00	4,450.95	0.00	(4,450.95)	0.00
53505 SOFTWARE/LICENSES/HOST--APPS	841,300.00	183,876.60	228,828.10	0.00	612,471.90	27.20
53506 SOFTWARE/LICENSES/HOST--INFRA	0.00	940.00	5,640.00	0.00	(5,640.00)	0.00
53510 FURNISHINGS--PUBLIC	49,500.00	0.00	0.00	0.00	49,500.00	0.00
53515 FURNISHINGS--STAFF	0.00	3,378.76	3,378.76	0.00	(3,378.76)	0.00
54100 INDEPENDENT CONTRACTORS	266,100.00	4,162.50	11,882.50	0.00	254,217.50	4.47
54110 PERFORMER SERVICES	0.00	1,254.00	11,846.04	0.00	(11,846.04)	0.00
54120 CONTRACTUAL SERVICES	281,100.00	33,067.19	110,305.67	0.00	170,794.33	39.24
54130 COLLECTION AGENCY SERVICES	0.00	0.00	3,320.45	0.00	(3,320.45)	0.00
54140 DATA SERVICES	8,500.00	0.00	0.00	0.00	8,500.00	0.00
54150 LEGAL SERVICES	40,000.00	0.00	0.00	0.00	40,000.00	0.00
54162 BIBLIOGRAPHIC & RELATED SERVIC	0.00	4,107.34	28,751.38	0.00	(28,751.38)	0.00
54163 PRINTING AND BINDING	52,000.00	0.00	0.00	0.00	52,000.00	0.00
54165 ILL LOST ITEM CHARGE	2,500.00	0.00	586.88	0.00	1,913.12	23.48
54200 POSTAGE	73,000.00	0.00	3,426.32	0.00	69,573.68	4.69
54210 TELECOM SERVICES--PHONES	0.00	1,475.55	20,921.68	0.00	(20,921.68)	0.00
54211 TELECOM SERVICES--CELLPHONES	651,000.00	0.00	7,491.30	0.00	643,508.70	1.15
54212 TELECOM SERVICES--INTERNET	0.00	0.00	5,725.04	0.00	(5,725.04)	0.00
54300 TRAVEL AND TOLLS	63,500.00	1,819.65	4,110.70	0.00	59,389.30	6.47
54301 MILEAGE REIMBURSEMENTS	47,300.00	1,504.52	14,836.02	0.00	32,463.98	31.37
54400 ADVERTISING	76,800.00	239.00	6,364.50	0.00	70,435.50	8.29
54501 RENTALS/LEASES--BUILDINGS	474,700.00	45,325.41	242,081.57	0.00	232,618.43	51.00
54502 RENTALS/LEASES--EQUIPMENT	130,900.00	5,474.60	48,379.51	0.00	82,520.49	36.96
54600 INSURANCE	230,000.00	0.00	265,734.95	0.00	(35,734.95)	115.54
54700 ELECTRICITY	265,000.00	6,027.89	67,157.81	0.00	197,842.19	25.34
54701 NATURAL GAS	12,000.00	98.41	5,757.19	0.00	6,242.81	47.98
54702 WATER	30,000.00	2,200.53	15,418.40	0.00	14,581.60	51.39
54703 SEWER	34,000.00	2,382.35	16,494.05	0.00	17,505.95	48.51
54704 REFUSE	36,000.00	2,170.56	14,417.24	0.00	21,582.76	40.05
54800 GENERAL REPAIRS/MAINTENANCE	231,500.00	10,879.40	53,061.09	0.00	178,438.91	22.92
54801 CONTRACTED MAINTENANCE	411,300.00	2,426.26	80,896.48	0.00	330,403.52	19.67
54805 VEHICLE REPAIR AND MAINTENANCE	65,000.00	0.00	0.00	0.00	65,000.00	0.00
54810 IT SYSTEMS MAINTENANCE--APPS	73,100.00	0.00	0.00	0.00	73,100.00	0.00
54811 IT SYSTEMS MAINTENANCE--INFRA	0.00	0.00	54,235.65	0.00	(54,235.65)	0.00
54900 INDIVIDUAL REGISTRATIONS	79,300.00	0.00	(128.50)	0.00	79,428.50	(0.16)
54901 ORGANIZATIONAL REGISTRATIONS	1,000.00	0.00	0.00	0.00	1,000.00	0.00
54902 DUES AND MEMBERSHIPS	52,000.00	0.00	21,723.62	0.00	30,276.38	41.78
54903 LICENSES AND FEES {{OLD}}	0.00	217.10	2,536.86	0.00	(2,536.86)	0.00

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**FUND: GENERAL FUND (01)**

Object	2020 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
<b>EXPENSE ACCOUNTS</b>						
54904 LICENSES	11,500.00	24.00	158.00	0.00	11,342.00	1.37
54905 FEES	58,000.00	478.67	8,554.89	0.00	49,445.11	14.75
54906 TAXES AND ASSESSMENTS	44,000.00	0.00	21,051.17	0.00	22,948.83	47.84
54911 FOUNDATION IMPACT PROJECTS	300,000.00	0.00	0.00	0.00	300,000.00	0.00
54912 CONTINGENCY	300,000.00	0.00	0.00	0.00	300,000.00	0.00
54998 US BANK CLEARING	0.00	262,358.49	1,425,335.61	0.00	(1,425,335.61)	0.00
59711 TRANSFERS OUT--FUTURE ELECTION	80,000.00	0.00	0.00	0.00	80,000.00	0.00
59712 TRANSFERS OUT--FUTURE LAND, PR	1,000,000.00	0.00	0.00	0.00	1,000,000.00	0.00
59730 TRANSFERS OUT--CAPITAL PROJECT	1,500,000.00	0.00	0.00	0.00	1,500,000.00	0.00
59799 ANNUAL SUSTAINABILITY SETASIDE	500,000.00	0.00	0.00	0.00	500,000.00	0.00
<b>ALL OTHER EXPENSES</b>	<b>13,311,400.00</b>	<b>618,388.97</b>	<b>3,681,623.62</b>	<b>0.00</b>	<b>9,629,776.38</b>	<b>27.66</b>
<b>NEED A CATEGORY</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>TOTAL FOR EXPENSE ACCOUNTS</b>	<b>39,743,900.00</b>	<b>2,603,025.71</b>	<b>16,266,155.25</b>	<b>0.00</b>	<b>23,477,744.75</b>	<b>40.93</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>(729,808.76)</b>	<b>6,073,700.09</b>	<b>0.00</b>	<b>(6,073,700.09)</b>	<b>0.00</b>

**FUND: SPECIAL PURPOSE FUND (15)**

Object	2020 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
TAXES:	0.00	0.00	0.00	0.00	0.00	0.00
36110 INVESTMENT EARNINGS	0.00	654.45	11,285.05	0.00	(11,285.05)	0.00
CHARGES OTHER:	0.00	654.45	11,285.05	0.00	(11,285.05)	0.00
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>0.00</b>	<b>654.45</b>	<b>11,285.05</b>	<b>0.00</b>	<b>(11,285.05)</b>	<b>0.00</b>
<b>EXPENSE ACCOUNTS</b>						
NEED A CATEGORY	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL FOR EXPENSE ACCOUNTS</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>654.45</b>	<b>11,285.05</b>	<b>0.00</b>	<b>(11,285.05)</b>	<b>0.00</b>

Pierce County Library System  
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**FUND: LEVY SUSTAINABILITY FUND (16)**

Object	2020 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
36110 INVESTMENT EARNINGS	0.00	1,678.50	28,972.43	0.00	(28,972.43)	0.00
<b>CHARGES OTHER:</b>	<b>0.00</b>	<b>1,678.50</b>	<b>28,972.43</b>	<b>0.00</b>	<b>(28,972.43)</b>	<b>0.00</b>
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>0.00</b>	<b>1,678.50</b>	<b>28,972.43</b>	<b>0.00</b>	<b>(28,972.43)</b>	<b>0.00</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>1,678.50</b>	<b>28,972.43</b>	<b>0.00</b>	<b>(28,972.43)</b>	<b>0.00</b>

Pierce County Library System  
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**FUND: DEBT SERVICE FUND (20)**

Object	2020 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
36110 INVESTMENT EARNINGS	0.00	26.15	446.50	0.00	(446.50)	0.00
<b>CHARGES OTHER:</b>	<b>0.00</b>	<b>26.15</b>	<b>446.50</b>	<b>0.00</b>	<b>(446.50)</b>	<b>0.00</b>
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>0.00</b>	<b>26.15</b>	<b>446.50</b>	<b>0.00</b>	<b>(446.50)</b>	<b>0.00</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>26.15</b>	<b>446.50</b>	<b>0.00</b>	<b>(446.50)</b>	<b>0.00</b>

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

Object	2020 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
<b>REVENUE ACCOUNTS</b>						
29150 USE OF FUND BALANCE-BUDGET	845,000.00	0.00	0.00	0.00	845,000.00	0.00
36110 INVESTMENT EARNINGS	0.00	561.12	11,005.71	0.00	(11,005.71)	0.00
<b>CHARGES OTHER:</b>	<b>845,000.00</b>	<b>561.12</b>	<b>11,005.71</b>	<b>0.00</b>	<b>833,994.29</b>	<b>1.30</b>
39700 TRANSFERS IN	1,500,000.00	0.00	0.00	0.00	1,500,000.00	0.00
<b>TOTAL FOR REVENUE ACCOUNTS</b>	<b>2,345,000.00</b>	<b>561.12</b>	<b>11,005.71</b>	<b>0.00</b>	<b>2,333,994.29</b>	<b>0.47</b>
<b>EXPENSE ACCOUNTS</b>						
53503 TECHNOLOGY HARDWARE--STAFF	0.00	0.00	164.85	0.00	(164.85)	0.00
53505 SOFTWARE/LICENSES/HOST--APPS	0.00	0.00	7,970.88	0.00	(7,970.88)	0.00
54100 INDEPENDENT CONTRACTORS	460,000.00	0.00	1,885.00	0.00	458,115.00	0.41
54120 CONTRACTUAL SERVICES	0.00	0.00	48,236.48	0.00	(48,236.48)	0.00
54300 TRAVEL AND TOLLS	0.00	0.00	7,721.65	0.00	(7,721.65)	0.00
54400 ADVERTISING	0.00	0.00	310.80	0.00	(310.80)	0.00
54912 CONTINGENCY	250,000.00	0.00	0.00	0.00	250,000.00	0.00
56200 BUILDINGS ACQUISITIONS	120,000.00	0.00	0.00	0.00	120,000.00	0.00
56201 BUILDING IMPROVEMENTS/REFRESHE	260,000.00	0.00	0.00	0.00	260,000.00	0.00
56202 LAND & PROPERTY IMPROVEMENTS	230,000.00	0.00	0.00	0.00	230,000.00	0.00
56280 FURNITURE AND FIXTURES	200,000.00	12,475.50	71,326.53	0.00	128,673.47	35.66
56300 OTHER IMPROVEMENTS--NONBUILDIN	10,000.00	0.00	0.00	0.00	10,000.00	0.00
56400 MACHINERY & MAJOR EQUIPMENT	100,000.00	0.00	0.00	0.00	100,000.00	0.00
56430 TECHNOLOGY EQUIPMENT	715,000.00	0.00	192,595.53	0.00	522,404.47	26.94
<b>TOTAL FOR EXPENSE ACCOUNTS</b>	<b>2,345,000.00</b>	<b>12,475.50</b>	<b>330,211.72</b>	<b>0.00</b>	<b>2,014,788.28</b>	<b>14.08</b>
<b>NET SURPLUS / DEFICIT</b>	<b>0.00</b>	<b>(11,914.38)</b>	<b>(319,206.01)</b>	<b>0.00</b>	<b>319,206.01</b>	<b>0.00</b>

# Unfinished Business

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# MEMO



Date: August 3, 2020

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

From: Clifford Jo, Finance & Business Director

Subject: Status of Cash—update

Since April, we've been providing the Board an update to our cash as a result of the effects of both the Governor's Stay Home Executive Order and COVID-19's economic impacts.

Last month, we reported having \$24.48 million in cash and investments.

Today August 3, the County's financial system posted \$269,000 into our account for property tax revenues posted in July. Along with the prior five months, total received to-date is about on target of anticipated revenue by the normal April 31 deadline.

As of today, we have \$22.36 million in confirmed cash and investments recorded in the County's financial system. This balance remains adequate to sustain library operations through the end of October 2020, at which time we would receive the final large property tax deposit for the year. As reported last month, the impact to our revenue remains largely on our non-property tax revenue, which in the amended budget accounted for about a \$640,000 reduction.

While the first half of 2020 has had a manageable effect on property tax revenue, we won't know for sure until November 1 what the full amount will be for 2020. After factoring in the loss of non-property tax revenue as well as the amended budget, the amount of cash is also projected to be adequate to operate through the end of April 2021, but this could change should October's receipts be significantly lower. Regardless, we will continue to plan both a budget and cash management strategy for the foreseeable future.

We will continue to keep the Board apprised during coming months both of cash and our plans for responding to the financial uncertainty, especially as part of the 2021 budget creation.

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# MEMO



Date: August 3, 2020

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

From: Jaime Prothro, Customer Experience Director

Subject: Library Curbside Service Launch

Your Library, Reimagined has introduced Library Curbside service at fifteen of the Pierce County Library System branch locations as of August 3, 2020: Buckley, DuPont, Eatonville, Fife, Gig Harbor, Key Center, Lakewood, Milton/Edgewood, Orting, Parkland/Spanaway, South Hill, Summit, Sumner, Tillicum, and University Place. Additional plans are in the work to introduce curbside service at Graham, Bonney Lake and Steilacoom locations by August 17.

Library Curbside looks a little different at PCLS than other library locations in order to build out support for several additional services that aim to help a customer make the most out of their trip to the library. Customers may call the library or can place an online appointment to schedule a time to visit and pick up hold requests, computer printouts, book club kits, activity packs to help spark creativity, and even a grab bag of titles selected by PCLS staff. The service has been well received by community members who have been waiting to get reconnected with the library's physical collections and library staff recommendations. A new resident to Lakewood was able to visit the branch walk-up service and get electronic printout of her out of state drivers' license so she could take it to her new employer.

Service was introduced in two waves of branches (began at Fife, Gig Harbor, Lakewood, Parkland/Spanaway, South Hill, Summit, Sumner and University Place) in order to pilot the process, software, staff training, safety protocols, and more. Customers were invited early to test the service, and shared their feedback on both the online appointment experience as well as the physical drive-through experience. Much of the comments resulted in immediate changes to instruction language and staff adapted some workflows as a result. This type of iterative design approach will be used in upcoming COVID-19 Phase 3 plans).

70% of customers indicated it took less than 3 minutes to book their appointment. We continued to modify language, and made it more prevalent to call the library for help.

78% of customers found the instructions helpful or very helpful. Specific comments helped us clue into some jargon.

85% of customers found the software to be easy to use. Specific comments helped us with our FAQs and phone responses.

Customers rated their confirmation email with instructions a 4.3 out of 5 stars.

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Of 208 responses, 1 customer will not use library curbside, 4 customers will choose to phone instead of use the online booking option, 87 customers indicated they'll use it when they have a hold to pick up whereas 41 will use the full range of services, and 75 customers shared they plan to use the service all the time!

During the first two weeks of Library Curbside, we saw the following activity

- HOLDS PICKUP: 4285 appointments
- GRAB BAG: 1151 requests
- COMPUTER PRINT PICKUP\*: 159 print jobs were selected
- BOOK CLUB KIT PICKUP\*: 105 selected this option
- ACTIVITY PACKS: 891 issued
- WALK-UP/BIKE-UP: 1603 visits
- TOTAL NUMBER OF CURBSIDE APPOINTMENTS: 6702

The Customer Experience Department is very excited to reconnect with our communities, and continues to stay aware of new scientific information that will impact this new public service.

\*the initial description of these services presented some confusion for customers who selected this option but did not intend to either pick up a book club kit or to pick up their computer printout. Modifications were made to clarify.

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# MEMO



Date: July 29, 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: Service during COVID-19: End of June-July

Following is an update on some of the Pierce County Library System's service measures related to activities while the Library System is serving communities during the novel coronavirus disease 2019 (COVID-19).

## **Collection Management:**

- Collection Management has started to receive shipments of new physical materials from our vendors.
- Due to the Lean project work, the majority of the materials is processed and shipped to branches within 24 hours as compared to a previous time of 5 weeks.
- Overdrive usage and numbers of users has decreased slightly for the month of June, but it is too soon to tell if this is due nicer weather, loosening restrictions, or decreased need for electronic materials.
- Overdrive is continuing to donate simultaneous use e-book packages to libraries in response to both COVID-19 and the Black Lives Matter Movement.
  - The Community Read: Own Voices & Diversity Books for Students is a collection of 50 titles from Lerner Publishing Group and Triangle Interactive, and they will be available through August 31, 2021. The titles are listed in a carousel at [www.piercecounty.overdrive.com](http://www.piercecounty.overdrive.com)

## **Customer Experience:**

- By the end of July, Summer Reading registration included 483 Wee Readers; 2,482 Youth Readers, 490 Teen Readers, and 1286 Adult Readers. Combined, they've exceeded 1,156,996 minutes so far!
- Summer Reading virtual programs began on July 15, 2020. In addition to amazing STEAM and Storytime offerings by PCLS staff, we introduced presenters-led programs on science storytelling and a performance from the Traveling Lantern Theater Company. To date, 10 programs for children and families has brought 120 attendees and 7 attendees came to one summer-themed adult program.
- Forty readers received reading recommendation through the My Next Reads service, which has been facilitated by the readers' service prowess of PCLS' Customer Experience Assistants.

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- As staff and customers readied for the launch of Library Curbside, virtual assistance was provided to 669 customers by email and 450 customers by phone to access information and account information

**Communications:**

- By News media July 1-22: 22 news articles in 10 media sources.
- Social media marketing June 23-July 28:
  - Facebook engagement: 7.21%, exceeding industry standard of 5.4%. Total reach: 128,141 (3,286 average number of people reached per post), average engagements per post 237.
  - Twitter engagement: 2.54%, exceeding industry standard of 0.062%. Total reach: 11,045 (394 average number of people reached per post), average engagements per post 10.
  - Instagram engagement: 2.34%, exceeding industry standard of 2%. Total reach: 7,245 (290 average number of people reached per post), average engagements per post 24.4.
- Email marketing messages June 26-July 20:
  - Email marketing messages: 5.
  - Average subscribers per email: 84,202.
  - Average open rate/email message: 20,832 opens, for an average open rate of 24.4%, below industry standard of 25.17%.
  - 2.12% click through rate, below industry standard of 2.79%.

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# MEMO



Date: August 3, 2020

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

From: Mary Getchell, Marketing and Communications Director

Subject: Communications to public in event of COVID-19 Infection

As COVID-19 is now widespread in the community, the Library must be prepared for the likelihood that at some point a member of its staff will become infected either in the course of their work or in their personal activities and interactions. We want you to be aware in advance that the Library intends to be proactive in communicating such a situation should it happen.

Following is a communications strategy in preparation of a Pierce County Library System staff member becomes infected with the novel coronavirus pandemic 2019 (COVID-19) in the course of their work or personal activities and interactions. The Pierce County Library is prepared to communicate confirmed cases with staff and the public under certain conditions outlined in the plan, with the primary instance being a staff member is infected with a confirmed case of COVID-19 and worked onsite at a Library System building. The Library System will not communicate the name or specific health of the staff person, as that is private and protected by law.

The Library's Administrative Team considered the importance and weight of communicating with the public if the virus infects a staff member. It determined proactive communications with the public and staff on this important public health issue is critical. Further, the Administrative Team agreed such serious communications are important to inform and support the public for whom the Library provides services and for who pay taxes for library services. During this public health crisis, it is important to inform the public with credible, timely information that could affect their health. Further, proactive communications links to the Library's brand, identity, and reputation and connects directly to the Library's promise to be a valued asset and collaborate with communities. Transparency with such important information is an imperative to being a trusted community resource and partner to the communities the Library serves.

The communications strategy sets the framework for clear, concise, and comprehensive communications. With the importance and sensitivity of the communications, the strategy shows the cascade of communications to launch in one day during the course of four hours, using some of the Library's primary communications channels. The Library System will cascade communications to the Board of Trustees, Leadership Team, staff, and then to the public via signs posted at building(s) if closed for disinfecting, information posted to the public website, news release/media advisory, and social media message posted on Facebook and Twitter.

## **Situation**

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- Staff working at the Pierce County Library System may become infected with COVID-19 in the course of their work or personal activities and interactions.
- The Pierce County Library will be prepared to communicate confirmed cases with staff and the public in the following instance:
  - The individual with a confirmed case of COVID-19 worked onsite at the Library System within the period of potential spread of the virus and 14 days of testing positive with the virus.
  - The Library System will close and disinfect the library(s) where the staff person provided service for a (24) 72-hour period following the time of onsite work of the staff members, if the Tacoma Pierce County Health Department (TPCHD) provides such guidance or requirement. If not, the Library System will disinfect the workspace and area the staff person worked.
- The Library System will not proactively communicate with staff and the public where a confirmed COVID-19 infected staff person did not provide service to the public/work onsite at a Pierce County Library building during the period of potential spread of the virus.
  - In those instances, in concert with protocol from TPCHD, the Library System and/or TPCHD will contact Library staff identified through contact tracing who may have had contact with the individual infected with COVID-19.
  - The Library System will disinfect the work area and associated spaces the staff person worked.
- In any instance – communications with the public and/or communications with staff, the Library System will not share the staff person’s name who was infected or any additional information about a staff person’s medical condition beyond a confirmed COVID-19 infection, per Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### **Communications timeframe for proactive communications:**

- **Finalize public statement/messages:** Day 1, Hour 0-2.
- **Inform Board:** Day 1, Hour 2.
- **Inform Staff:**
  - Day 1, Hour 2.25: Email Leadership Team.
  - Day 1, Hour 2.5: Post information on Staff Web bulletin board.

➤ **Inform Public:**

- Day 1, Hour 3, if library building(s) closure: Post sign at library(s) closed for disinfecting.
- Day 1, Hour 3.25, if library building(s) closure. If no closure: Hour 3: Post on Library's public web page.
- Day 1, Hour 3.5: Issue news release.
- Day 1, Hour 4: Post social media message.

**Opportunity**

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- Proactive communications with the public on this important public health issue is critical.
- Such serious communications is important to inform and support the public for whom the Library provides services and for who pay taxes for library services.
- During this public health crisis, it is important to inform the public with credible, timely, information that could affect their health.
- Proactive communications links to the Library's brand, identity, and reputation and connects directly to the Library's promise to be a valued asset and collaborate with communities.
- Transparency with such important information is an imperative to being a trusted community resource and partner to the communities the Library serves.

**Risks**

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- Chase, follow, and respond to the message. If the Library does not share such important, potentially far-reaching information, another source likely will. As a result, the Library System would be in a chase, follow, and responder to such information.
- In response, in a reactive mode, people may not hear the Library, and people may view others as more credible and trusted messengers.
- People may view the Library as an untrusted organization.
- People may be reluctant to use the Library's services for fear of contracting the virus.

## Messages

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*Will finalize with a confirmed case where staff person served the public / worked onsite.*

1. The Pierce County Library System is sad to share one of its staff members has become infected with the novel coronavirus pandemic 2019 (COVID-19).
2. The Library System is informing the public to ensure it provides important information to the people it serves, during this difficult public health crisis. It is offering this information to be transparent about the community's library. This is an important step in the Library's overall, multi-step plans to ensure materials used by Library customers are safe.
3. The Library will not discuss the specific health of the staff person, as that is private and protected by law.
4. The Library supports the staff person as they receive any medical care needed and wishes them a healthy recovery.
5. The staff person worked at NAME Pierce County Library on DATES.
6. The Library is working with the Tacoma Pierce County Health Department as it conducts contact tracing with any staff or members of the public who may have come in contact with the staff person during that time.
7. The Library System closed NAME Library through DATE and is disinfecting the library OR The Library System disinfected the library area where the staff person worked.
8. On June 5, 2020, the Department of Health approved Pierce County's Phase 2 application, which made libraries in the county, including Pierce County Library, eligible to resume limited distribution services. With the health and safety of its staff and the public at the forefront of its planning, the Library System invested approximately six weeks developing a comprehensive reopening plan consistent with the Washington State Office of the Governor's requirements.

9. The Library System continues to take health and safety actions to ensure its staff and the public it serves are safe. From cleaning and disinfecting its buildings and sanitizing high-touch areas daily, quarantining of books and library materials for four days, wearing of masks, frequent hand washing, and social distancing, to ongoing health and safety training and information and wearing gloves when handling library materials and serving the public with contactless service.

**Prepared by Mary Getchell**

**Activities and Tactics**

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<b>Tactic</b>	<b>Audience</b>	<b>Lead Staff</b>	<b>Target Date</b>
Finalize public statement from messages and information about the case – where, when staff person worked, etc. to be used in response to inquiries and for use in other communication tactics	Public	Mary Getchell	Day 1, Hour 0-2
Email Board of Trustees	Board	Georgia Lomax	Day 1, Hour 2
Email Message to Leadership Team	Leadership Team	Cheree Green	Day 1, Hour 2.25
Bulletin Board Message	Staff	Cheree	Day 1, Hour 2.5
Post Sign at Library(s) if closure	Public	Mary-finalizes/Jaime Prothro posts	Day 1, Hour 3
Post to Public Web	Public	Mary/Nicole Milbradt	Day 1, Hour 3.25
News Release	Public/Media	Mary	Day 1, Hour 3.5
Social Media Post	Public	Mary/Nicole Milbradt	Day 1, Hour 4

# New Business

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# MEMO



Date: July 31, 2020

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

From: Georgia Lomax, Executive Director

Subject: 2021 Work Plan and Budget Overview – Strategic Direction

If there's one thing that's certain as we begin developing the 2021 work plan and budget -- it is uncertainty. We are in a period that calls on us to adapt quickly and frequently, to re-evaluate how and what we do and who we do it for, to adjust as knowledge, laws and guidance change, and to manage safety and health impacts due to COVID-19.

As we start to plan, we also look toward what is certain: Our continued commitment to the good stewardship of taxpayers' investment and the Library's multi-year levy sustainability plan, to the guiding principles of the Library's strategic framework, and to providing library services valued and used by our communities.

Because the path forward continues to shift and we can't see very far around the next bend, we approach 2021 prepared to flex and respond, and the proposed work plan and budget will be designed for course-changing when and as needed. We've prepared questions in this document to help guide your discussion and provide feedback that will guide our work in developing the budget proposal for your consideration.

As we plan 2021's budget, and in the years to come, we will explore and consider deeply the changes that are required of the Library to ensure we continue to offer the services our communities value and will use, and that we understand how their expectations of the library and of using the library evolve, by asking:

- How will our near- and long-term service priorities change to remain relevant to our customers and communities in today's world?

## Services

Due to COVID-19 library building closures and subsequent development of responsive services, much of the 2020 work plan that we created a year ago will not be completed this year. The areas in which we chartered projects remain important, but the specifics of each project need to be reviewed to ensure they are still relevant to the current situation. We are currently limited in the services that can be offered and do not know when we might return to full services. Given this context:

- Should we limit our priorities and refocus to the significant disruption and impact to lives due to COVID-19 and because of the current limits on library services?

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As we have done for the last three years, we will develop the 2021 work plan by examining our strategic directions, focus areas and core services, which remain a key part of our approach. They will be applied effectively to socially distanced staffing and customer service, customer preferences for library services at this time, community gaps and opportunities, and responsible stewardship of our resources for long-term sustainability.

## **Finances**

While a public library district's maximum levy rate is 50 cents per \$1000/assessed property value, property values across the Pierce County library district increased in 2020, which will decrease our mill rate for 2021. The maximum increase in property tax revenue available to the Library each year is an increase of 1% over the previous year's revenue, unless the Implicit Price Deflator (IPD) is less than 1%. The preliminary estimate for the IPD is .57%. We will receive the official numbers this fall.

When the IPD is less than 1%, the Board has choices about the levy amount that have implications for long-term sustainability. There is introductory information about the IPD in your packet. Following your discussion and advice this month, we will conduct scenario planning and develop options and identify implications for directions for you to consider.

In November, the Board must set the levy tax rate to support the Library's services, operations, facilities, and sustainability plan. One consideration for the Board as we begin to prepare the budget and work plan to serve our public in 2021 will be whether we should budget by accepting the maximum increase, or whether the economic environment requires some different decision making. To this end, we are seeking your thoughts around the following questions:

- Do the economic challenges our communities face ask of us to forgo increasing our budget?
- Do we fund the Library to offer excellent services that are possible during Phase 2 or Phase 3 of the Governor's opening plan, or do we continue to fund the library for Phase 4 service levels?

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# MEMO



Date: August 4, 2020

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

From: Clifford Jo, Finance & Business Director

Subject: Fiscal Management Policy Review

Please find attached the Board's Fiscal Management policy. The review serves as a reminder of the Board's and Library's fiscal philosophies and also as an opportunity to consider any revisions as the next fiscal year's budget is being prepared.

The latest revision, conducted in fall of 2019, included the concept of the Funding Cycle and authorized the creation of the Sustainability fund, as well as other minor amendments.

At this time, we have no recommendations for changes.

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# Board Policy



## Fiscal Management

### Policy Statement

The Pierce County Library System (“Library”) Board of Trustees shall implement and maintain sound financial management of the entrusted resources provided by the taxpayers and other sources of funding, consistent with the Library’s mission.

In accordance with state law, RCW 27.12.070, the Pierce County Office of the Assessor-Treasurer serves duly as the Library’s fiscal agent, and the Library implements all accounting rules and processes required by the Assessor-Treasurer.

As authorized by the State Auditor, the Library implements the cash basis of accounting, but can choose to implement modified accrual or full accrual basis of accounting. Cash basis of accounting does not conform to Generally Accepted Accounting Principles (GAAP) and the State Auditor notes this status in annual audit reports.

### Definitions

*Budget:* A statement of anticipated revenues to be used for planned expenditures.

*Capital Improvement Fund:* A fund that is set aside for major asset and system purchases, maintenance, and improvements.

*Cash:* The actual cash contained on hand or in a financial institution, to include any cash invested through the Pierce County Treasurer.

*Cash reserves:* A portion of cash that is set aside in any fund for short-term, mid-term, and long-term sustainability without needing to incur debt.

*Current Year Revenue:* A combination of new revenue, use of fund balance, and transfers from a Levy Sustainability Fund.

*Expenditure management:* A process to capture and report actual expenditures compared to the budget of planned projects and operations.

*Fund Balance:* The projected available cash after satisfying all recorded liabilities and accruals to be paid.

*Funding Cycle:* A multiyear fiscal strategy will likely have three phases that may or may not be sequential. Phase 1: The Library receives more money than is expended, and additional funds are deposited into the Levy Sustainability Fund. Phase 2: Revenue and expenditures are in balance and no funds are deposited into or withdrawn from the Levy Sustainability Fund. Phase 3: Expenditures exceed revenue and funds are withdrawn from the Levy Sustainability Fund to close the shortfall.

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# Board Policy



*General Fund:* A public sector accounting term for the primary fund to operate a governmental entity. It records all financial activities to conduct day-to-day business.

*Levy Sustainability Fund:* A Special Revenue Fund that is used to accumulate cash at the beginning of a Funding Cycle in order to balance subsequent budgets without incurring major reductions in services.

*Special Revenue Fund:* A fund that is designated by the governing body as having a restricted or committed use for specific purposes.

## Policy

The Library Board of Trustees establishes the following fiscal management policy, which requires Board Action to enforce, make decisions, make exceptions, or otherwise implement to the extent law allows:

1. Current year general fund operations are funded from current year revenues.
2. Cash may be transferred among funds.
3. Debt may be incurred as a last resort.
4. Cash reserves is a fiscal resource to stabilize long-term library sustainability. Cash reserves may be used but not as a sole substitute for budget reductions to meet economic challenges.
5. Upon declaring a need for cash reserves to address a severe emergency having effects that cannot be addressed through the existing budget, the Board may pass a motion to release cash reserves for purposes of continuity of operations and services. Examples of emergencies are a natural disaster or a virulent pandemic.
6. Cash reserves in all funds shall maintain positive fund balances that plan and account for fiscal year patterns of revenues and expenses. The General Fund shall have adequate cash reserves beginning January 1 of every fiscal year to pay for anticipated expenses until the first major property value receipt occurs on or around May 1. The Capital Improvement Fund shall have adequate cash reserves beginning January 1 of every fiscal year to pay for anticipated expenses until the General Fund transfer occurs during the fiscal year. Specific guidelines shall be managed under Library Responsibility below.
7. The Library Board of Trustees may set cash reserve balances for any Fund as circumstances require.
8. For purposes of managing the Library's finances, additional fund types may be implemented.
9. To pay for capital improvement projects, a Capital Improvement Fund is established and funded appropriately by and through General Fund transfers and other multiple funding sources including but not limited to, grants, donations and distributions from external sources such as a Foundation, restricted or unrestricted revenues, special set-asides, and other sources of revenue.

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# Board Policy



10. To pay for special purpose projects, a Special Revenue Fund called the Special Purpose Fund is established and funded appropriately by and through multiple funding sources including but not limited to, grants, donations and distributions from external sources such as a Foundation, restricted or unrestricted revenues, General Fund transfers, special set-asides, and other sources of revenue.
11. To manage funds for a funding cycle's fiscal sustainability, a Special Revenue Fund called the Levy Sustainability Fund is established and funded appropriately by and through multiple funding sources including, but not limited to, direct tax revenue receipts, General Fund transfers, and any other sources designated for fiscal sustainability.
12. When there are unanticipated revenues and savings, the Board will consider transferring all or some portion thereof to any other fund.
13. The Board approves an annual budget for revenues and expenditures in each fund, and any substantial modifications throughout the year.
14. The annual budget process anticipates the need for long-term sustainability of services and future system expansion and improvement, and allocates revenue accordingly. The Board recognizes that in the absence of new revenue sources such as annexations, levy lid-lifts, or bonds, additional services from system growth will need to be funded mostly through reductions in operational costs.

## **Library Responsibilities**

The Board expects the Library staff to carry out the following responsibilities:

1. Establish and administer a budget and expenditure management system to meet the goals of this policy.
2. Establish and maintain financial procedures for managing the Library's cash. Document, keep prudently current, and enforce such financial procedures as an implementation of this fiscal policy.
3. Establish a multiyear Funding Cycle and maintain a Sustainability Fund strategy to sustain services to the Library's communities.
4. Establish and maintain a current year cash-flow solvency strategy to sustain positive balances that ensure short-term debt is not used to pay for operations. Cash of at least four months of anticipated operating costs shall be available in the fund balance as of January 1 of each fiscal year. This four-month cash balance is calculated with all yearend payables having been satisfied.

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# Board Policy



5. Develop and manage fiscal practices and strategies so that cash reserves have at least two percent (2.00%) of the following year's anticipated revenues in addition to the amount set aside for General Fund solvency.
6. Administer a long-term cash-flow projection as an anticipatory approach to budget for and meet the Library's expenditure needs for future operations, including bill management.
7. Implement the State of Washington's Budget, Accounting, and Reporting System (BARS).
8. Furnish to the Board appropriate financial reports on a monthly basis, and deliver the annual report to the Board subsequent to filing it with the State of Washington.
9. Make efforts to reduce operational costs as part of the annual budget process anticipating that future service expansion may need to be met without significant future revenue increases.
10. Maintain a goal of 4% of average annual General Fund revenues in the year-end Capital Improvement Fund Balance over a ten-year period.
11. Bring to the board for approval purchase orders or payments above a Board-designated dollar threshold as stated in the Administrative Policy. Purchases of materials (books, movies, databases and related subscriptions, etc.) are exempt from this clause.

The Board of Trustees shall review this fiscal management policy prior to or in conjunction with considerations of the annual fiscal year budget process, and amend it as deemed appropriate.

## **Board Policy 3.15**

**Adopted by the Pierce County Rural Library District Board of Trustees, August 3, 1995. Revised and approved on: June 13, 1996; July 23, 1998; June 9, 2004; August 8, 2007; October 14, 2009, November 18, 2015, September 13, 2017, July 10, 2019, December 11, 2019**

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# MEMO



Date: August 3, 2020

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

From: Clifford Jo, Finance & Business Director

Subject: Estimated 2020 Property Values for 2021 Tax Levy

The Pierce County Assessor-Treasurers Office recently released their annual report on property revaluations in Pierce County.

Countywide the Assessor-Treasurer reports that,

- residential properties increased by a weighted average of 8.71%, and
- commercial properties increased by an unweighted average of 5.02%.

The commercial property revaluation report was released alongside the residential revaluation. These two reports offer an early and reasonably accurate glimpse for both new construction and the mill rate, which we will use as we begin budget development and until the preliminary certificate is received.

After factoring out cities in both revaluation reports that are not within our taxing district, I am estimating:

- overall property value change to land between 7.75% and 8.25%,
- 1.00% increase of \$420,000 (assuming the IPD is at least 1% or if less, the Board passes a “substantial need” resolution),
- new construction to land between \$600,000 and \$800,000, and
- our mill rate to drop from 47.0 cents per \$1,000 to between 44.0 and 45.0 cents per \$1,000 of assessed value.

In terms of the impact COVID-19 and the county’s response to the Governor’s requirements for phased stages, revaluation was largely unaffected. This is because much of the revaluation activities occurred prior to when the economic impacts were felt and prior-year construction projects that finished earlier this year.

The Assessor has until August 31 to calculate new construction, at which point the preliminary certificate is drafted. The County will send us the preliminary certificate in early September, which will be used to construct the revenue side of the 2021 budget.

Please see attached data tables for the County breakdown of property value changes for residential and commercial properties.

# Pierce County Assessor-Treasurer 2020 Residential Revaluation Report

## County-Wide Average Assessed Value(AV) Change

*Included Accounts	249,979
Prev Yr Avg AV	\$348,669
Curr Yr Avg AV	\$379,049
\$ Chg Avg AV	\$30,380
% Chg Avg AV	8.713%

\*Accounts where AV changed due to revaluation only.

## Average Assessed Value(AV) Change by Appraisal Area

Appr Area	*Included Accounts	Prev Yr Avg AV	Curr Yr Avg AV	\$ Chg Avg AV	% Chg Avg AV
01	12,370	\$302,148	\$328,366	\$26,218	8.677%
02	8,018	\$349,497	\$378,900	\$29,403	8.413%
03	12,754	\$441,676	\$475,068	\$33,392	7.560%
04	15,172	\$401,318	\$429,114	\$27,796	6.926%
05	12,480	\$359,263	\$385,659	\$26,396	7.347%
06	10,734	\$290,764	\$323,420	\$32,656	11.231%
07	14,886	\$322,305	\$351,224	\$28,918	8.972%
08	16,464	\$350,357	\$379,623	\$29,266	8.353%
09	14,530	\$342,099	\$370,125	\$28,026	8.192%
10	10,668	\$205,684	\$223,886	\$18,202	8.850%
11	8,230	\$502,372	\$541,613	\$39,242	7.811%
12	11,675	\$567,205	\$609,352	\$42,147	7.431%
13	16,104	\$353,816	\$388,918	\$35,102	9.921%
14	15,888	\$278,104	\$305,259	\$27,155	9.764%
15	15,555	\$411,999	\$448,612	\$36,613	8.887%
16	14,211	\$413,657	\$453,623	\$39,966	9.662%
17	19,560	\$264,749	\$289,610	\$24,861	9.390%
18	20,680	\$252,607	\$279,563	\$26,956	10.671%

\*Accounts where AV changed due to revaluation only.

## Average Assessed Value(AV) Change by Property Type

	*Included Accounts	Prev Yr Avg AV	Curr Yr Avg AV	\$ Chg Avg AV	% Chg Avg AV
LAND	19,879	\$90,081	\$102,647	\$12,567	13.950%
MULTI	6,881	\$379,402	\$427,390	\$47,988	12.648%
SFR	216,195	\$373,874	\$405,459	\$31,585	8.448%
TOWNHS	7,024	\$274,627	\$301,064	\$26,437	9.627%

\*Accounts where AV changed due to revaluation only.

# Pierce County Assessor-Treasurer 2020 Residential Revaluation Report

## Average Assessed Value(AV) Change by City

City	*Included Accounts	Prev Yr Avg AV	Curr Yr Avg AV	\$ Chg Avg AV	% Chg Avg AV
AUBURN	2,437	\$401,251	\$431,254	\$30,003	7.477%
BONNEY LAKE	6,653	\$389,307	\$417,579	\$28,273	7.262%
BUCKLEY	1,747	\$315,062	\$341,242	\$26,181	8.310%
CARBONADO	237	\$267,275	\$292,666	\$25,391	9.500%
DUPONT	2,765	\$334,153	\$367,629	\$33,476	10.018%
EATONVILLE	975	\$237,715	\$260,263	\$22,548	9.485%
EDGEWOOD	3,856	\$425,331	\$452,957	\$27,626	6.495%
FIFE	1,788	\$320,679	\$348,301	\$27,622	8.614%
FIRCREST	2,304	\$375,758	\$407,678	\$31,920	8.495%
GIG HARBOR	3,378	\$493,068	\$538,419	\$45,351	9.198%
LAKEWOOD	13,709	\$333,534	\$366,813	\$33,279	9.978%
MILTON	1,826	\$333,084	\$364,960	\$31,876	9.570%
ORTING	2,759	\$292,081	\$324,182	\$32,101	10.990%
PACIFIC	3	\$223,567	\$238,433	\$14,867	6.650%
PUYALLUP	10,828	\$348,277	\$375,367	\$27,090	7.778%
ROY	253	\$248,260	\$262,825	\$14,565	5.867%
RUSTON	376	\$432,571	\$475,779	\$43,208	9.989%
SOUTH PRAIRIE	119	\$210,590	\$227,378	\$16,788	7.972%
STEILACOOM	2,327	\$408,842	\$443,654	\$34,812	8.515%
SUMNER	2,509	\$344,007	\$366,792	\$22,785	6.623%
TACOMA	58,938	\$322,088	\$351,657	\$29,569	9.180%
UNINCORPORATED	120,757	\$351,279	\$381,308	\$30,028	8.548%
UNIVERSITY PLACE	9,214	\$413,024	\$451,442	\$38,419	9.302%
WILKESON	221	\$209,701	\$231,325	\$21,624	10.312%

\*Accounts where AV changed due to revaluation only.

# Pierce County Assessor Treasurer 2020 Commercial Revaluation Report

## County Wide Commercial Average Assessed Value Change

Count	18,460
2019 Assessed Value	\$1,370,924
2020 Assessed Value	\$1,415,465
Change in Average Assessed Value	\$44,541
Percent Change in Average Assessed Value	3.40%

\*Accounts where Assessed Value changed due to revaluation only.

## Commercial Average Assessed Value Change by Market Area

Market Area	Count Mean	2019 Assessed Value Mean	2020 Assessed Value Mean	Change in Average Assessed Value Mean	Percent Change in Average Assessed Value Mean
1 - West County	2,595	\$1,355,342	\$1,418,811	\$63,469	4.68%
2 - Tacoma South	2,354	\$1,287,567	\$1,323,209	\$35,642	2.77%
3 - Peninsula	845	\$1,894,212	\$1,935,849	\$41,636	2.20%
4 - Tacoma South	2,721	\$976,153	\$1,038,876	\$62,723	6.43%
5 - North County	2,709	\$1,792,037	\$1,815,036	\$22,999	1.28%
6 - East County	930	\$535,658	\$539,483	\$3,825	0.71%
7 - Tacoma CBD	1,726	\$987,721	\$1,025,682	\$37,961	3.84%
8 - Tacoma Port	1,103	\$2,366,913	\$2,430,521	\$63,609	2.69%
9 - Central County	3,477	\$1,142,713	\$1,211,718	\$69,006	6.04%

## Commercial Average Assessed Value Change by Account Type

	Count Mean	2019 Assessed Value Mean	2020 Assessed Value Mean	Change in Average Assessed Value Mean	Percent Change in Average Assessed Value Mean
Com Condo	500	\$213,588	\$219,848	\$6,260	2.93%
Com Leasehold	111	\$110,636	\$120,806	\$10,170	9.19%
Com Multi Unit	1,685	\$3,142,969	\$3,442,191	\$299,222	9.52%
Commercial	9,947	\$1,297,129	\$1,320,640	\$23,511	1.81%
Condominium	4,458	\$258,565	\$277,503	\$18,938	7.32%
Industrial	1,759	\$2,828,923	\$2,868,262	\$39,339	1.39%

# Pierce County Assessor-Treasurer 2020 Commercial Revaluation Report

## Total Assessed Value Change by City

City	Count	Total Prev AV	Total New AV	Difference	Avg % Chg
AUBURN	462	\$355,506,200	\$361,182,300	\$5,676,100	1.60%
BONNEY LAKE	301	\$563,209,400	\$562,118,200	-\$1,091,200	-0.19%
BUCKLEY	145	\$100,273,200	\$98,536,800	-\$1,736,400	-1.73%
CARBONADO	1	\$169,200	\$168,600	-\$600	-0.35%
DUPONT	321	\$748,233,700	\$791,547,700	\$43,314,000	5.79%
EATONVILLE	141	\$44,495,200	\$44,333,400	-\$161,800	-0.36%
EDGEWOOD	171	\$210,288,900	\$277,570,100	\$67,281,200	31.99%
FIFE	715	\$1,843,643,000	\$1,888,134,700	\$44,491,700	2.41%
FIRCREST	114	\$141,380,800	\$157,358,400	\$15,977,600	11.30%
GIG HARBOR	835	\$1,542,615,800	\$1,575,217,700	\$32,601,900	2.11%
LAKEWOOD	2,187	\$2,846,355,600	\$2,982,202,700	\$135,847,100	4.77%
MILTON	175	\$287,556,900	\$318,969,100	\$31,412,200	10.92%
ORTING	71	\$37,770,200	\$36,651,000	-\$1,119,200	-2.96%
PACIFIC	189	\$225,785,100	\$229,398,000	\$3,612,900	1.60%
PUYALLUP	1,498	\$3,095,298,700	\$3,179,077,700	\$83,779,000	2.71%
ROY	30	\$7,453,200	\$7,269,100	-\$184,100	-2.47%
RUSTON	137	\$131,893,700	\$143,491,900	\$11,598,200	8.79%
SOUTH PRAIRIE	41	\$17,226,500	\$17,283,800	\$57,300	0.33%
STEILACOOM	192	\$91,923,100	\$100,498,800	\$8,575,700	9.33%
SUMNER	723	\$2,309,162,800	\$2,352,080,300	\$42,917,500	1.86%
TACOMA	8,999	\$10,256,169,308	\$10,889,613,900	\$633,444,592	6.18%
UNINCORPORATED	5,418	\$5,370,905,501	\$5,767,726,600	\$396,821,099	7.39%
UNIVERSITY PLACE	842	\$875,039,322	\$1,064,555,000	\$189,515,678	21.66%
WILKESON	19	\$2,161,300	\$2,115,700	-\$45,600	-2.11%
Average	989	\$10,256,169,308	\$10,889,613,900	\$633,444,592	5.02%

\*Taxable Value Change - Exempt and State Assessed Excluded.

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# MEMO



Date: August 3, 2020

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

From: Clifford Jo, Finance & Business Director

Subject: 2020 IPD for 2021 Tax Calculations

Attached is a Municipal Research and Services Center's (MRSC) report of this year's Implicit Price Deflator (IPD). They are reporting it several weeks in advance of August 27, when the calculation is initially reported. The reason for the early issuance is to provide taxing districts additional time in order to plan their approach for tax levies for 2021. MRSC does not anticipate that the August 27 report will be substantially different from this estimate.

MRSC is anticipating the IPD to be around 0.57418%, which is significantly less than the 1% requirement for increasing tax levies without issuing a "substantial need" resolution. (Last year's IPD was 1.396%)

Washington State law limits property tax increases over the previous year to 1% or the Implicit Price Deflator, whichever is less, plus new construction. For 2021 revenue, because the IPD is less than 1%, property taxes can increase by up to 1% only if the governing body issues a substantial need resolution. Its maximum is otherwise the rate reported by the IPD.

Had the IPD been 1% or greater, the Library could increase its property taxes by \$407,000, plus new construction. (New construction is estimated to be between \$700,000 and \$800,000, and is not impacted by the IPD formula.) However, without a "substantial need" resolution, the maximum increase would be limited to around \$233,700, plus new construction.

The Board will have three options to consider this year:

1. Accept the IPD as is and increase the actual tax levy by \$233,700 plus new construction.
2. Pass a "substantial need" resolution in November and increase the actual tax levy by \$407,000 plus new construction.
3. Pass a "substantial need" resolution in November but increase the actual tax levy by less than \$407,000 plus new construction.

In option 3 (confirmed with Department of Revenue and Pierce County Assessor-Treasurer's staff), we are not increasing taxes but are setting our highest taxing authority to increase by 1% plus new construction. In this scenario, the average property owner would not see an increase in property taxes for PCLS services in 2021. However, the Library would be able to increase its taxing authority to its highest lawful amount in the future. The difference between the maximum taxing authority and the actual levied amount is called "banked capacity." In order to do this, we will need additional language in the resolution to "identify the intent of protecting or increasing the highest lawful levy for future development", which communicates our intentions to the public, the County, and Department of Revenue.

We will bring further information on these options at another Board meeting.

# Implicit Price Deflator

This page provides information on the implicit price deflator (IPD) index for personal consumption expenditures and how it affects property tax rate setting for local governments in Washington State. It includes recent IPD data, as well as sample resolutions and ordinances of substantial need if the IPD falls below 1%.

## Overview

The implicit price deflator for personal consumption expenditures is a figure used to measure inflation, and it can impact how much property tax revenue a jurisdiction can collect in any year.

The definition of "inflation" for setting a property tax levy ( [RCW 84.55.005](#)) is:

"Inflation" means the percentage change in the implicit price deflator for personal consumption expenditures for the United States as published for the most recent twelve-month period by the bureau of economic analysis of the federal department of commerce by September 25th of the year before the taxes are payable.

Under state law, no local government may increase its property tax levy more than 1% in a given year, and local governments with a population of 10,000 or more are limited to the lesser of 1% or the rate of inflation ([RCW 84.55.005](#) - [.010](#)). However, if inflation falls below 1%, a jurisdiction with a population of 10,000 or more may adopt a resolution of "substantial need" allowing it to increase the levy (or bank the excess capacity) up to the full 1 percent.

A few jurisdictions also use the implicit price deflator as an inflation index for certain fees or benefits, although it is more common to use the [Consumer Price Index](#) .

## Inflation Rate for Setting 2021 Property Taxes

The inflation rate for 2019-2020 (as of July 30, 2020) has been sharply reduced to **0.57418%**, which means local governments in Washington with populations 10,000 or greater should plan to adopt a resolution/ordinance of substantial need in order to receive the full 1% increase as allowed by statute. See below for examples.

The August 27 data release will be the final released before the September 25 statutory deadline in [RCW 84.55.005](#) According to the BEA, the August 27 numbers for Q2 2020 will be "based on more complete data." However, with the start-and-stop nature of the economy, we do not expect a rebound that will be substantial enough to offset the sharp decline resulting from COVID-19. Refer to the [BEA website](#) for

## How is the IPD Calculated?

The state Department of Revenue (DOR) calculates the IPD using the most recent quarterly numbers reported by the federal Bureau of Economic Analysis (BEA).

Every month BEA publishes an estimate of the quarterly IPD numbers. These quarterly numbers are seasonally adjusted each year in July, and these seasonal numbers form the basis for the prior year IPD personal consumption expenditure number that is used by DOR to calculate inflation. The most recent publication available on September 25 is typically the August publication.

Note that BEA uses anywhere from one to three decimal places.

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## Resolution or Ordinance of Substantial Need

If the IPD falls below one percent, local governments with a population of 10,000 or more may not increase their property tax levies above the rate of inflation (or bank the excess capacity) unless they adopt a resolution or ordinance of substantial need ( [RCW 84.55.0101](#) ).

Note that you will have to adopt a separate resolution or ordinance for every levy your jurisdiction imposes. For instance, if your county has a current expense levy, a road levy, and a conservation futures levy, and assuming you want to levy the full 1% increase for all three levies, you will need to adopt three separate substantial need findings. Likewise, if a city or a fire district has a separate EMS levy on top of its regular/general fund levy, it would need to adopt findings of substantial need for both levies.

If the local legislative body has five or more members, the resolution must be approved by a "majority plus one" supermajority for passage. If the legislative body has four members or less, it must be approved by a simple majority.

There is no clear definition of "substantial need," and it depends on the needs and requirements of each individual jurisdiction. Each jurisdiction should document its evidence to support those needs in written findings that are included within the ordinance/resolution (such as a documented increase in the costs of services in excess of current inflation factors).

Local governments with a population under 10,000 may increase their property tax levies up to 1% regardless of the latest inflation data, so they do not need to adopt a resolution or ordinance of substantial need.

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## Examples of Substantial Need Resolutions/Ordinances

Below are examples of resolutions and ordinances of substantial need from a variety of local governments in Washington.

### General Template

- [Washington Department of Revenue Example Resolution #2 \(2010\)](#) – Sample language for a resolution of

## City Regular/General Fund Levies

- Anacortes Resolution No. 1935 (2015) – Reasons cited include labor contracts, utility tax decrease, and depletion of general fund reserves
- Covington Resolution No. 15-13 (2015) – Reasons cited include increased costs and declining and unstable revenues from utility taxes, REET, and other sources
- Kirkland Resolution No. R-5167 (2015) – Reasons cited include previously adopted budget assumptions, short-term and long-term revenue losses, and addition of new firefighter position
- Lynden Resolution No. 933 (2015) – Reasons cited include 3% labor contract increases and increases in health care costs and retirement benefits

## Counties - General Fund/Current Expense

- Asotin County Resolution No. 15-40 (2015) – Reasons cited include increase in maintenance and operation expenses and anticipated reductions in state funding
- Cowlitz County Resolution No. 15-098 (2015) – Reason cited is significant revenue shortfall
- San Juan County Resolution No. 37-2015 (2015) – Reason cited is service costs increases exceeding inflation

## Counties - Road District/Fund

- Asotin County Resolution No. 15-41 (2015) – Reasons cited include significant capital cost increases, increases in costs of materials, and anticipated delays in state revenues
- Cowlitz County Resolution No. 15-099 (2015) – Reasons cited is expenses rising faster than inflation; provides specific percentage increases for health insurance, retirement contributions, and utility costs
- San Juan County Resolution No. 39-2015 (2015) – Reason cited is increased road costs

## Counties - Flood Control

- Asotin County Resolution No. 15-42 (2015) – Reason cited is significant capital cost increases due to drainage project

## Counties - Conservation Futures Fund

- Jefferson County Resolution No. 48-15 (2015) – Reason cited is service demands related to open space, agricultural, and timber lands
- San Juan County Resolution No. 38-2015 (2015) – Reasons cited include cost increases exceeding inflation, debt service requirements, and core operation requirements

## EMS Levies

- Cheney Ordinance No. W-73 (2015) – Reason cited is fire department staffing needs
- Gig Harbor Fire & Medic One Resolution No. 2015-14 (2015) – Reason cited is increased operating costs for

## Special Purpose Districts

- Klickitat County Port District No. 1 Resolution No. 2-2015 (2015) – Reason cited is expenses growing faster than inflation
- Spokane County Library District Resolution No. 15-07 (2015) – Reasons cited include limited revenue options, PERS contribution increases, medical insurance increases, and revenue reduction due to annexation; includes very detailed analysis
- Tukwila Pool Metropolitan Park District Resolution No. 2015-10 (2015) – Reason cited is costs increases

## Current Quarterly IPD Data (Base Year 2012)

The top row of data in the following table represents the preliminary and revised implicit price deflator for personal consumption expenditures published by BEA. The second row represents the cumulative percentage change in the preliminary or revised index from the second quarter. The third row represents the actual percentage change of the IPD over the preceding 12 months.

Recent Quarterly Index and Cumulative Percentage Change										
Year	2018				2019				2020	
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Index	107.481	108.077	108.498	108.885	109.039	109.722	110.104	110.525	110.878	110.352
% Change Over Previous Quarter	0.705	0.555	0.390	0.357	0.141	0.626	0.348	0.382	0.319	-0.474
% Change Over Previous 12 Months	2.02278	2.35437	2.32861	2.02007	1.44956	1.52206	1.48021	1.50618	1.68655	0.57418

Source: BLS National Income and Product Accounts (NIPA) Table 1.1.9: Implicit Price Deflators for Gross Domestic Product . See Line 2, Personal Consumption Expenditures. *Last revised on July 30, 2020. Next release date: August 27, 2020* .

## Historical IPD Increases

Below are the recent historical percentage changes in the implicit price deflator for personal consumption expenditures. Red indicates when the IPD fell below 1%, affecting the ability of local governments with a population of 10,000 or more to increase their property tax levies for the following year.

Please note that these percentage changes are the official calculations used for property tax levy setting, as declared by the Washington Department of Revenue on September 25 of each year. These inflation rates are never revised and do not reflect any adjustments to the IPD that may have been made after September 25 of each year.

Dates	Percent
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Dates	Percent
Qtr. 2 2018 to Qtr. 2 2019	1.396
Qtr. 2 2017 to Qtr. 2 2018	2.169
Qtr. 2 2016 to Qtr. 2 2017	1.553
Qtr. 2 2015 to Qtr. 2 2016	<b>0.953</b>
June 2014 to June 2015	<b>0.251</b>
June 2013 to June 2014	1.591
July 2012 to July 2013	1.314
July 2011 to July 2012	1.295
July 2010 to July 2011	2.755
July 2009 to July 2010	1.539
July 2008 to July 2009	-0.848
July 2007 to July 2008	4.527

Source: Table B-1 for years up to 2013 and NIPA Table 1.1.9 for 2014 and beyond published by the Bureau of Economic Analysis.

Last Modified: August 04, 2020

# **Board Education and Service Reports**

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# MEMO



Date: August 3, 2020

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

From: Georgia Lomax, Executive Director

Subject: Racial and Social Equity, Diversity and Inclusion

As the Pierce County Library System increases its commitment and efforts related to equity and anti-racism, the Board of Trustees held a special meeting on June 18, 2020. You asked staff to provide an overview of foundational and key documents, policies, projects, data, and activities to help gain a further understanding of the Library's current environment, work, and services in this context. To give you time for both learning and your discussion, we will bring you this information over several meetings.

Your discussions will help to develop future strategies that support our community's priorities towards an equitable Pierce County, and the Library's responsibilities as an inclusive and anti-racist organization. These efforts will be planned in support of the Board's annual calendar of work, and will provide direction for budgeting and resource allocations.

Some points to consider in review of the information:

- What does this tell you about the Library's responsibilities to the communities it serves?
- Is there work the Board of Trustees would like to undertake in their annual work plan?
- Are there topics you would like to study further or know more about?
- Where should the Library focus its priorities in the work of equity, diversity, and inclusion for the most impact?
- What are your goals for the Library and its services related to equity, diversity, and inclusion?
- What might measures of success in this work look like for the Library?

During the August meeting we will review the attached documents and hear your discussion, comments, and questions:

## Governing documents

- Bylaws of the Pierce County Library System Board of Trustees
- Revised Code of Washington Chapter 27-12 – Public Libraries
- Pierce County Library Mission, Vision, and Values

## Staff

- Staff and Leadership Demographics
- Staff Diversity and Inclusion Strategy

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Future meetings topics will include:

- Who we currently serve and the demographics of our service area
- How we serve, including the Strategic Framework and policies
- What we do, such as our current activities and processes

Throughout June and July 2020, staff were invited to share their input, perspective and ideas of how the Library might change or improve to be a more anti-racist, equitable, diverse, and inclusive organization. A short-term response team is currently summarizing what was heard and creating recommendations for immediate organizational actions to further the work. When the recommendations are complete, we'll review with you. The 2021 budget proposal will support the work, and any costs in 2020 will be reallocated from existing funds. A long-term work group will be formed to lead the development of a full strategy and long-term action plan for Racial/Social Equity, Diversity, and Inclusion.

Thank you for supporting this important work and long-term commitment to help the Library be a workplace that ensures its services are valuable to all community members, and contributes to, and supports, community efforts to end systemic racism and inequitable practices in Pierce County.

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# Board Policy



## Bylaws of the Pierce County Library System Board of Trustees

### ARTICLE I. Name

The name of the rural county library district duly established pursuant to chapter 27.12 RCW is the "Pierce County Rural Library District," but it shall do business as "Pierce County Library System" (the "Library"). The name of the governing body shall be the "Pierce County Library System Board of Trustees" (the "Board"). Individual members are referred to herein as "Trustees."

### ARTICLE II. Object

The object of the Board shall be: to perform all functions and duties of the library board of trustees as authorized by chapter 27.12 RCW, as amended and all other laws as may be applicable, or may hereafter become law. The Board shall be responsible for the provision of public library services to the residents of unincorporated Pierce County and the residents of cities that annex to or contract with Pierce County Library System for library services. The management and control of the Library is vested in the Board.

### ARTICLE III. Membership

**Section 1. Appointment:** In accordance with RCW 27.12.190, a Board of five (5) trustees will be appointed by the Pierce County Council. Any resident of the Pierce County Library System shall be eligible for membership.

**Section 2. Term:** Trustees may be appointed for five (5) year terms. No person shall be appointed for more than two (2) consecutive full terms.

**Section 3. Vacancies:** The Board shall adopt a process for recommending candidates to fill vacancies.

**Section 4. Vacancies Due to Unexpired Terms:** Vacancies shall be filled for unexpired terms as soon as possible in the manner in which Trustees are regularly chosen. A Trustee appointed to fill a vacancy shall serve the remainder of the term of the Trustee replaced. A Trustee who fills the unexpired term of another Trustee may serve an additional two full terms.

**Section 5. No Compensation; Reimbursement:** Trustees shall not receive a salary or other compensation as a trustee, but necessary expenses actually incurred shall be paid in accordance with Library policies from the Library funds.

**Section 6. Removal:** A Trustee may only be removed for just cause by the Pierce County Council. The Board may, by a majority vote of the Board, recommend to the Pierce County Council removal of a Trustee for violation of the Board Code of Ethics.

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# Board Policy



## ARTICLE IV. Officers

**Section 1. Election:** The Board shall elect from its membership a Chair and Vice-Chair at the December meeting.

**Section 2. Vacancies:** Vacancies in either such office shall be filled by vote of the Board at the next regular meeting of the Board after the vacancy occurs.

**Section 3. Term:** Officers elected shall serve January through December of the following year or until their successors are elected if later; provided, that any officer may succeed himself/herself.

**Section 4. Chair:** The Chair of the Board shall preside at all meetings of the Board, appoint all committees, act and perform all other duties necessary for the fulfillment of the objectives and decisions of the Board.

**Section 5. Vice-Chair:** The Vice Chair shall preside in the absence of the Chair and fulfill the duties of the Chair in the Chair's absence, inability to serve or removal from office.

**Section 6. Secretary:** The Library Director or her/his designate shall serve as Secretary of the Board. The Secretary shall ensure that a true and accurate record is maintained of all meetings of the Board.

## ARTICLE V. Meetings

**Section 1. Regular Meetings:** Regular meetings shall be held monthly. The date, hour and location shall be set by the Board. A resolution scheduling recurring meetings for the year will be approved at the November meeting.

**Section 2. Special Meetings, Emergency Meetings and Study Sessions:** Special meetings, Emergency meetings, and Study Sessions may be scheduled and notice given according to the laws of the State of Washington.

**Section 3. Open Public Meetings:** Notwithstanding anything to the contrary herein, all meetings of the Board, and notices thereof, shall comply with the Open Public Meetings Act, chapter 42.30 RCW.

**Section 4. Quorum:** A majority of all members of the Board shall constitute a quorum. A quorum is required for the transaction of business or to take action on any item coming before the Board.

**Section 5. Absences** When any Trustee fails to attend three (3) Board meetings in a consecutive twelve (12) month period, the County Council may be requested by the Board, by a majority vote of the Board, to replace that member by making a new appointment.

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# Board Policy



**Section 6. Teleconference or Videoconference Participation:** Trustees may participate by teleconference or videoconference in any meeting of the Board subject to reasonable technical availability at the meeting location. Such participation shall be permitted for all purposes provided by law, including for the purpose of constituting a quorum and for the purpose of voting on any motion or resolution at said meeting.

**Section 7. Form of Action:** The Board, by motion or resolution, determines all actions and decisions. Motions and seconds to motions shall be made orally and decided by voice vote. The Chair may move, second, or vote upon actions that are before the Board. A simple majority is needed to pass a motion or adopt a resolution unless otherwise specified or required by the laws of the State of Washington or these Bylaws. The Chair may call the roll on any vote when considered necessary for clarification.

**Section 8. Board Acting as a Body:** The Board shall act as a body in making its decisions and announcing them. No Trustee shall speak or act for the Board without prior authorization of the Board, except as otherwise provided for in these Bylaws.

**Section 9. Records of Board Meetings:** The proceedings of Board meetings shall be recorded in minutes, maintained in the Administrative Offices of the Library and posted on the Library's website. The minutes shall consist primarily of a record of the action taken, including members' votes. Minutes of each meeting shall be provided to all Trustees prior to the next regular meeting for their reference and correction. At the next regular meeting, the Board shall consider the minutes for approval or necessary corrections.

## **ARTICLE VI. The Library Director**

**Section 1. Appointment:** The Board shall select and employ a competent and qualified library director (the Executive Director) who shall serve at the Board's pleasure.

**Section 2. Responsibilities of the Executive Director:** The Executive Director shall manage Library operations on behalf of the Board and under its review and direction. The Executive Director shall develop, implement and administer a comprehensive library program to meet the cultural, informational, educational and recreational needs of the community. The Executive Director shall be responsible for the administration of and planning for the delivery of all library services. This shall include, but not be limited to, staff and organization structure, appropriate collections, operational systems, budget, facilities and equipment, and procedures to assure integrity and competence in public service, community relations, and optimum circulation of library materials within the budget appropriation. The Executive Director shall also represent the Library to the community.

**Section 3. Performance Evaluation:** The Board shall evaluate the Executive Director's job performance at a minimum of once a year.

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# Board Policy



**Section 4. Acting Director:** During a short-term absence, the Director may appoint a qualified staff member to carry out the duties of that position. During a period when the position is vacant or during a long-term absence, the Board shall appoint an Acting Director.

## **ARTICLE VII. Committees**

**Section 1. Committees:** Committees shall be appointed by the Chair from time to time as deemed necessary should a need be identified.

## **ARTICLE VIII. Board Policies**

**Section 1. Definition:** Board policies are those statements duly adopted by the Board to direct the activities of the Library. Additional administrative policies will be established under the authority of the Executive Director or designee and shall be consistent with Board policies.

**Section 2. Adoption or Amendment of Board Policies:** Each Board policy shall be adopted or amended by the Board by a majority vote of the Trustees in office or by a unanimous vote of a quorum. All Board policies shall be posted on the Library's website.

## **ARTICLE IX. Indemnification**

The Library will be responsible for all acts and omissions of the individual Trustees in the performance of their duties as such.

## **ARTICLE X. Amendments**

**Section 1. Process:** The Board will periodically review these Bylaws.

**Section 2. Review:** These Bylaws may be revised or amended at any regular or special meeting of the Board, with the provision that the Trustees receive copies of the proposed changes at least one (1) week prior to the meeting.

**Revised and Adopted by the Board of Trustees of the Pierce County Library System, October 15, 2014.**

Amendments to Bylaws Adopted by the Board of Trustees of the Pierce County Library System:  
January 13, 1947; March 13, 1967; June 8, 1977; July 23, 1980; June 17, 1981; September 19, 1984; November 9, 1984; July 17, 1985; October 9, 1986; May 19, 1993; March 9, 1995, May 10, 1997; October 15, 2014

# Revised Code of Washington: Title 27.12 – Public Libraries

## RCW [27.12.020](#)

### Policy of state.

It is hereby declared to be the policy of the state, as a part of its provision for public education, to promote the establishment and development of public library service throughout its various subdivisions. [ [1935 c 119 § 1](#); RRS § 8226-1. FORMER PART OF SECTION: [1941 c 65 § 2](#); [1935 c 119 § 3](#); Rem. Supp. 1941 § 8226-3 now codified as RCW [27.12.025](#).]

## RCW [27.12.270](#)

### Rules and regulations—Free use of libraries.

Every library established or maintained under \*this act shall be free for the use of the inhabitants of the governmental unit in which it is located, subject to such reasonable rules and regulations as the trustees find necessary to assure the greatest benefit to the greatest number, except that the trustees may charge a reasonable fee for the use of certain duplicate copies of popular books. [ [1935 c 119 § 13](#); RRS § 8226-13. Prior: 1909 c 116 § 9, part; 1901 c 166 § 9, part.]

NOTES:

\***Reviser's note:** Term "this act" was first used in basic act, 1935 c 119 and appeared in subsequent amendments. Chapter 119, Laws of 1935 was codified in RCW [27.08.010](#), [27.12.010](#) through [27.12.080](#), [27.12.180](#) through [27.12.210](#), [27.12.230](#) through [27.12.280](#), [27.12.290](#) through [27.12.320](#), [27.12.330](#), and [27.12.340](#).

## RCW [27.12.190](#)

### Library trustees—Appointment, election, removal, compensation.

The management and control of a library shall be vested in a board of either five or seven trustees as hereinafter in this section provided. In cities and towns five trustees shall be appointed by the mayor with the consent of the legislative body. In counties, **rural county library districts**, and island library districts, except as provided in RCW [27.12.192](#), five trustees shall be appointed by the board of county commissioners. In a regional library district a board of either five or seven trustees shall be appointed by the joint action of the legislative bodies concerned. In intercounty rural library districts a board of either five or seven trustees shall be appointed by the joint action of the boards of county commissioners of each of the counties included in a district. The first appointments for boards comprised of but five trustees shall be for terms of one, two, three, four, and five years respectively, and thereafter a trustee shall be appointed annually to serve for five years. The first appointments for boards comprised of seven trustees shall be for terms of one, two, three, four, five, six, and seven years respectively, and thereafter a trustee shall be appointed annually to serve for seven years. No person shall be appointed to any board of trustees for more than two consecutive terms. Vacancies shall be filled for unexpired terms as soon as possible in the manner in which members of the board are regularly chosen.

A library trustee shall not receive a salary or other compensation for services as trustee, but necessary expenses actually incurred shall be paid from the library funds.

A library trustee in the case of a city or town may be removed only by vote of the legislative body. A trustee of a county library, a rural county library district library, or an island library district library may be removed for just cause by the county commissioners after a public hearing upon a written complaint stating the ground for removal, which complaint, with a notice of the time and place of hearing, shall have been served upon the trustee at least fifteen days before the hearing. A trustee of an intercounty rural library district may be removed by the joint action of the board of county commissioners of the counties involved in the same manner as provided herein for the removal of a trustee of a county library.

# Revised Code of Washington: Title 27.12 – Public Libraries

[ [2017 c 134 § 1](#); [1982 c 123 § 8](#); [1981 c 26 § 2](#); [1965 c 122 § 3](#); [1959 c 133 § 2](#); [1947 c 75 § 12](#); [1941 c 65 § 7](#); [1939 c 108 § 1](#); [1935 c 119 § 8](#); Rem. Supp. 1947 § 8226-8. Prior: [1915 c 12 § 2](#); [1909 c 116 § 4](#); [1901 c 166 § 4](#). Formerly RCW [27.12.190](#) and [27.12.200](#).]

## **RCW [27.12.210](#)**

### **Library trustees—Organization—Bylaws—Powers and duties.**

The trustees, immediately after their appointment or election, shall meet and organize by the election of such officers as they deem necessary. They shall:

(1) Adopt such bylaws, rules, and regulations for their own guidance and for the government of the library as they deem expedient;

(2) Have the supervision, care, and custody of all property of the library, including the rooms or buildings constructed, leased, or set apart therefor;

(3) Employ a librarian, and upon his or her recommendation employ such other assistants as may be necessary, all in accordance with the provisions of \*RCW [27.08.010](#), prescribe their duties, fix their compensation, and remove them for cause;

(4) Submit annually to the legislative body a budget containing estimates in detail of the amount of money necessary for the library for the ensuing year; except that in a library district the board of library trustees shall prepare its budget, certify the same and deliver it to the board of county commissioners in ample time for it to make the tax levies for the purpose of the district;

(5) Have exclusive control of the finances of the library;

(6) Accept such gifts of money or property for library purposes as they deem expedient;

(7) Lease or purchase land for library buildings;

(8) Lease, purchase, or erect an appropriate building or buildings for library purposes, and acquire such other property as may be needed therefor;

(9) Purchase books, periodicals, maps, and supplies for the library; and

(10) Do all other acts necessary for the orderly and efficient management and control of the library.

[ [2011 c 336 § 703](#); [1982 c 123 § 9](#); [1941 c 65 § 8](#); [1935 c 119 § 9](#); Rem. Supp. 1941 § 8226-9. Prior: [1909 c 116 § 5](#); [1901 c 166 § 5](#).]

NOTES:

\*Reviser's note: RCW [27.08.010](#) was repealed by [1987 c 330 § 402](#). See RCW [27.04.055](#) for qualifications of librarians.

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# Board Policy



## **Mission, Vision and Values**

### **Mission Statement**

To bring the world of information and imagination to all people of our community.

### **Vision Statement**

We are the community's choice for the discovery and exchange of information and ideas.

### **We Value:**

- Customer service excellence.
- The diversity of people we serve, their opinions, capabilities, needs and interests.
- Equitable access to all library resources and services.
- Creative solutions by solving problems in innovative ways.
- Our diverse, skilled, and knowledgeable employees working in a safe and stimulating environment.
- Responsible stewardship of public funds.
- The power and worth of words and images.
- Freedom of expression and free flow of ideas.

### **Board Policy 1.2**

**Adopted by the Pierce County Rural Library District Board of Trustees, April 11, 1996.**

**Revised policy adopted on November 14, 2001, September 14, 2005.**

# Pierce County Library Staff Demographics

## Racial Diversity

### Leadership

Team	% Persons of Color
Administrative Team	43%
Leadership Team	13%
Supervisors	19%

### All Staff

Year	% Persons of Color
2005	11%
2010	12%
2017	16%
2018	16%
2019	17%
2020 (as of 8/3/2020)	19%

## Detail – Leadership

### Administrative Team (6 Female/1 Male)

Ethnicity	Ethnicity # Emp	Ethnicity %
Asian	1	14.29%
Black	1	14.29%
Hispanic	1	14.29%
American Indian	0	0.00%
Two or More	0	0.00%
Pacific Islander	0	0.00%
White	4	57.14%
<b>Total</b>	<b>7</b>	

### Leadership Team (19 Female/4 Male)

Ethnicity	Ethnicity # Emp	Ethnicity %
Asian	1	4.35%
Black	1	4.35%
Hispanic	1	4.35%
American Indian	0	0.00%
Two or More	0	0.00%
Pacific Islander	0	0.00%
White	20	86.96%
<b>Total</b>	<b>23</b>	

### Supervisors (48 Female/14 Male)

Ethnicity	Ethnicity # Emp	Ethnicity %
Asian	4	6.45%
Black	2	3.23%
Hispanic	3	4.84%
American Indian	1	1.61%
Two or More	2	3.23%
Pacific Islander	0	0.00%
White	50	80.65%
<b>Total</b>	<b>62</b>	

# Pierce County Library Staff Demographics

## Detail – All Staff

Notes:

- Census % is based on all Pierce County, including jurisdictions that are outside PCLS service area including Tacoma and Puyallup.
- Data is based on EEOC forms completed by employees at time of hire.
- PCLS% may not equal 100% due to rounding to whole numbers.

### 2020

[Census data found United States Census Bureau \(http://www.census.gov/\)](http://www.census.gov/)

PCLS percentages are based off 325 total employees.

Census Age Range	# Employees	PCLS %	*Census %
20-24	9	3%	
25-29	21	6%	
30-39	78	24%	
40-49	67	21%	
50-59	71	22%	
60-69	74	23%	
70-74	5	2%	
<b>Ethnicity</b>			
Asian	15	5%	
Black	17	5%	
Hispanic	18	6%	
American Indian	5	2%	
Pacific Islander	1	0%	
Two or More	6	2%	
Caucasian	263	81%	
<b>Gender</b>			
Females	258	79%	
Male	64	20%	
Nonbinary	3	1%	

\*(Census data for 2020 not available until July 2021.)

## Pierce County Library Staff Demographics

	2005		2010	
	# Employees	PCLS %	# Employees	PCLS %
<b>Census Age Range</b>				
17-24			24	6%
25-29			32	8%
30-39			46	11%
40-49			77	18%
50-59			170	41%
60-69 (2010: 60-72)			70	17%
70-74				
<b>Ethnicity</b>				
Asian	12	3%	18	4%
Black	10	3%	10	2%
Hispanic	9	2%	18	4%
American Indian	9	2%	5	1%
Caucasian	334	89%	368	88%
Pacific Islander				
Two or More				
<b>Gender</b>				
Female	288	77%	343	82%
Male	86	23%	76	18%
<b>Total PCLS Employees</b>	<b>374</b>		<b>419</b>	

### 2017

PCLS percentages are based off 344 total employees.

Census Age Range	# Employees	PCLS %	Census %
20-24	10	3%	10%
25-29	23	7%	12%
30-39	76	22%	21%
40-49	52	15%	18%
50-59	106	31%	19%
60-69	74	22%	15%
70-74	3	1%	5%
<b>Ethnicity</b>			
Asian	16	5%	7%
Black	15	4%	8%
Hispanic	19	6%	9%
American Indian	4	1%	2%
Pacific Islander	0	0%	2%
Two or More	1	0.3%	5%
Caucasian	289	84%	77%
<b>Gender</b>			
Females	281	82%	50%
Male	63	18%	50%

## Pierce County Library Staff Demographics

### 2018

PCLS percentages are based off 336 total employees.

Census Age Range	# Employees	PCLS %	Census %
20-24	5	1%	10%
25-29	25	7%	12%
30-39	80	24%	21%
40-49	51	15%	18%
50-59	93	28%	18%
60-69	78	23%	16%
70-74	4	1%	5%
<b>Ethnicity</b>			
Asian	16	5%	7%
Black	13	4%	8%
Hispanic	16	5%	9%
American Indian	5	1%	2%
Pacific Islander	0	0%	2%
Two or More	3	1%	5%
Caucasian	283	84%	77%
<b>Gender</b>			
Females	270	80%	50%
Male	66	20%	50%

### 2019

PCLS percentages are based off 329 total employees.

Census Age Range	# Employees	PCLS %	Census %
20-24	4	1%	10%
25-29	26	8%	12%
30-39	77	23%	22%
40-49	62	19%	18%
50-59	77	23%	18%
60-69	77	23%	16%
70-74	6	2%	5%
<b>Ethnicity</b>			
Asian	16	5%	7%
Black	13	4%	7%
Hispanic	17	5%	9%
American Indian	5	2%	2%
Pacific Islander	0	0%	2%
Two or More	5	2%	5%
Caucasian	273	83%	69%
<b>Gender</b>			
Females	269	82%	46%
Male	58	18%	46%
Nonbinary	2	1%	Not Reported

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# MEMO



Date: August 27, 2018

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

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

Subject: PCLS Employee Diversity & Inclusion Strategy

Staff Experience has developed a strategy based upon best practices to continue to increase diversity and inclusion within the Library with progressive measures projected across the next five years. This strategy was approved by our Leadership team and will be part of our 2018 and 2019 work plans.

This strategy is designed to better understand how to meet the future needs of a diverse and growing population by developing short and long terms goals that support the endeavor to grow a workplace that reflects the community PCLS serves. Specifically, the Library's diversity and inclusion strategy outlines a plan to attract and retain diverse talent that:

- Broadly reflects the community we serve
- Identifies and addresses opportunities to increase inclusion within the Library practices
- Promotes a culturally aware and inclusive workplace where individuals can work in a respectful manner with one another and the community, and
- Fosters professional development opportunities that support continual growth and change in the PCLS workforce

The strategy was designed to address these critical elements:

- Informed and committed leadership
- Comprehensive scope of goals and actions
- Dedicated resources to monitor and support goals and actions
- Integration of key activities with business planning
- Focused education and training opportunities
- Policy review and development
- Shared responsibility and accountability
- Defined measurements and evaluation of outcomes

The Library's Staff Experience department is leading each body of work in partnership with leadership and community partners to implement actions targeted to achieve this goal. In summary, the actions include:

- Studying the current diversity measures (internal and external to PCLS) and resources to establish key PCLS diversity goals by end of 2018
- Increasing current budget for support of new activities to broaden hiring practices and prepare staff and library for increased diversity and inclusion in the workplace
- Implementing specific actions to support an increasingly inclusive workplace and to increase the measures of PCLS employee against the community we serve by end of 2020
- Assess post-implementation outcomes and next phase development for continual adjustment to the plan to support this goal by end of 2022

**2018 - 2022  
Pierce County Library System  
Employee Diversity and Inclusion Strategy**

Pierce County Library System strives to embrace and encourage diversity among PCLS employees and to continue to develop the most diverse workplace inclusive of age, disability, ethnicity/national origin, family/marital status, gender, gender identity or expression, generation, language, life experiences, organizational function and level, physical/mental ability, personality type, physical characteristics, race, religion, believe and spirituality, sexual orientation, thinking and learning styles, veteran status, political affiliation, socio-economic status, ideas, thinking style, perspectives, and all other characteristics that make our employees unique.

**Business Objectives:**

To better understand how to meet the future needs of a diverse and growing population by developing short and long terms goals that support the endeavor to grow a workplace that reflects the community PCLS serves.

**Vision:**

Plan to attract and retain diverse talent that:

- 1) Broadly reflects the community we serve
- 2) Identifies and addresses opportunities to increase inclusion within the Library practices
- 3) Promotes a culturally aware and inclusive workplace where individuals can work in a respectful manner with one another and the community, and
- 4) Fosters professional development opportunities that support continual growth and change in the PCLS workforce

**Goals:**

To support this, Staff Experience will:

- 1) **Study** the current diversity measures (internal and external to PCLS) and resources to establish key PCLS diversity goals by end of 2018
- 2) More than double current budget for support of new activities to broaden hiring practices and prepare staff and library for increased diversity and inclusion in the workplace
- 3) **Implement** specific actions to support an increasingly inclusive workplace and to increase the measures of PCLS employee against the community we serve by end of 2020
- 4) Post-implementation **assessment** of outcomes and next phase development for continual adjustment to the plan to support this goal by end of 2022

**Critical Framework Elements:**

- Informed and committed leadership
- Comprehensive scope of goals and actions
- Dedicated resources to monitor and support goals and actions
- Integration of key activities with business planning
- Focused education and training opportunities
- Policy review and development

- Shared responsibility and accountability
- Defined measurements and evaluation of outcomes

**Specific Measures/Activities**

Phase	Strategy	Tactic	Target Date	Lead/Participants	Stakeholder(s)
Study	Data/Metrics	Review, as a whole, current employee population against US Census data for Pierce County Library to establish key diversity goals	1/1/2018	SE	
Implement	Required skills for all Leadership	Develop and implement PCLS Leadership training to increase understanding of diversity and inclusion in hiring decisions	1/1/2018	SE	Admin Team
Implement	Required Skills for all Employees	Develop and implement system-wide Diversity and Inclusion training (101) to provide information regarding employee accountability and resources to support a diverse and inclusive workplace.	1/1/2018	SE	Leadership Team; Union
Study	Community Outreach	Review current badge and other customer facing communications currently in place to assess and implement any opportunities to increase customer perception of PCLS employee reflection of the community we serve.	3/30/2018	SE	Mar/Comm
Study	Recruitment/Employment	Review and assess the employment practices and tools. Identify opportunities to increase diversity and inclusion in hiring practices that hold considerable risk opportunities for the organization.	6/30/2018	SE	Leadership Team

Implement	Recruitment/Employment	Increase visibility of vacancies by creating a new, more inclusive "broadcast list" to advertise Library vacancies to community organizations that represent key underrepresented demographics (based upon those currently measured) in key areas. See "Broadcast List"	7/1/2018	SE	Community Partners
Study/Implement	Recruitment/Employment	Develop a gender transition support process to proactively discuss support needs/offerings during an employee gender transition.	10/30/2018	SE	CE
Study	Data/Metrics	Identify data collection and analysis needs and build into a new HRIS system to support an on-going diversity and inclusion strategy. Collect data points available of minimum protections afforded under law (e.g. veteran status, etc.)	12/31/2018	SE	
Study	Community Outreach	Review talent market to develop key PCLS diversity hiring and promotion goals. Identify additional partnerships within the community to increase inclusion in hiring that supports alignment of employee community to match larger Pierce County community, as a whole, targeting key areas.	12/31/2018	SE	CE
Implement	Recruitment/Employment	Implement new and improved hiring practices that mitigate risks and align with best practices for increased diversity and inclusion.	1/1/2019	SE	Admin Team
Assess	Training	Offer initial training for 100% of PCLS employees (including leadership).	1/1/2019	SE	Admin Team

Study	Desired Skill for All Employees	Identify standards of practice relating to inclusion in the workplace, including leadership roles and protocols, and meeting protocols that promote inclusion in the workplace.	1/30/2019	SE	Leadership Team
Study	General Communications	Review current PCLS policies and procedures for language that may be revised to increase inclusion (includes removal of gender binary language and replacing with non-gender related language such as “the employee”, Core Skills & Qualities and Leadership Competencies)	1/30/2019	SE	Admin Team
Study	Recruitment/Employment	Review testing and screening practices. Examine and validate for job relatedness, identify any cultural, general, racial, age or other bias, determine appropriate personnel to administer assessment to avoid bias, identify physical accessibility of assessments, accommodation processes (Braille, tapes for hearing impaired) and review for any selection criteria that has unusually high factors of “personal suitability”.	7/30/2019	SE	Hiring Managers
Study	Data/Metrics	Collect additional data points available of measures of diversity beyond the minimum required by law (e.g. communication styles, etc.)	7/31/2019	SE	Admin Team
Study	General Communications	Review PCLS employee and customer related communications (beyond those above, such as web content) and diversity policies to identify opportunities to increase diversity and inclusion.	8/30/2019	SE	CE, Mar/Comm

Assess	Post-Implementation	Review outcomes of hiring authority training through feedback and other assessment methods. Determine next level approaches to increase understanding of how to build a diverse and inclusive workplace within PCLS.	1/1/2020	SE	Hiring Managers
Assess	Post-Implementation	Assess measures and results of activities above. Review surveys applicable to the workplace and talent landscape for new or innovative approaches.	7/1/2020	SE	Admin Team
Implement	Data/Metrics	Implement new data point collection to review and establish new measures of diversity and inclusion to assess measure of reflection of the Pierce County community	12/31/2020	SE	Admin Team
Assess	Post-Implementation	Inform key leadership regarding activity results and begin cycle to develop new strategic plan to increase diversity and inclusion in the workplace.	12/31/2020	SE	Admin Team
Assess	Post-Implementation	Develop “next level” training or other resources for employees.	12/31/2021	SE	Admin Team
Study	Data/Metrics	Establish a regular cycle of review of employee population and community to further align; identify key strategies	12/31/2022	SE	Admin Team

# Staff Diversity & Inclusion Project Recommendation

STAFF EXPERIENCE

AUGUST 2019

## Project Review

PCLS seeks to better understand how to meet the future needs of a more diverse and growing population and to attract and retain diverse talent. The 2019 Diversity & Inclusion Project Charter and Work Breakdown Structure detail the approved work for 2019 [here](#).

## Overview & Background

Short and long-term goals have been developed to support this work to create a workplace that reflects the community PCLS serves. For 2019, our charter included activities to follow up regarding 2018 activities as well as assessment of employment and training opportunities for changes in 2019. See charter for details.

TRAINING - Based upon the 2017 pilot, PCLS enacted a goal of 100% of PCLS employees completing the Respectful and Inclusive training session by 12/31/2018, later extended to 1/30/2019, and extended again to 6/2019, to understand fundamentals for personal accountability to support a respectful and inclusive workplace.

- It was identified and communicated to Leadership Team that 83% had completed this as of 1/30/19
- As of 6/25/2019, 97% of PCLS employees have completed this training

Based upon the 2017 pilot, PCLS enacted a goal of 100% of PCLS leaders completing the New Leader Orientation training session to understand fundamentals for personal accountability to support a respectful and inclusive workplace in a leadership role.

- It was identified and communicated to Administrative Team that 79% of PCLS leaders have completed this training as of 7/15/2019.

EMPLOYMENT PRACTICES/TOOLS - The entire PCLS employment process has not been reviewed comprehensively for analysis from an employment lens to identify opportunities and improvements that will increase inclusion and diversity in our hiring practices. This is a significant focus in the 2019 D&I project (year 2 of the 5-year plan).

Currently, there are no PCLS standardized requirements that apply to hiring criteria used to make an employment decision on behalf of PCLS by agents of the library. Some practices are somewhat consistent by position (e.g. Librarians and screening for an MLIS). However, each Hiring Manager has the latitude to screen in their own individual way (e.g. asking that question as a part of pre-application, reviewing resume, or asking at interview). This presents risk for the Library and barriers to the Diversity & Inclusion goals.

Our anticipated outcomes from the 2019 activities include:

- Significant work towards building a foundational understanding among supervisors and employees for adherence to laws relating to diversity and inclusion and personal accountability to build tools and understanding to increase inclusion in the workplace.
- Removal of first round of barriers to diversity and inclusion in our policies and practices, including hiring practices, except where true business need is established and legally sound
- Additional data for development of new training, tools, resources, policies, and practices and proposals around next level approaches to increase understanding of how to build a diverse and inclusive workplace within PCLS.

## What We Did

### Training

We worked with employees and leaders to offer additional opportunities in 2019 for training to understand the fundamentals of their role to support a diverse and inclusive workplace. Staff Experience updated content delivered in New Leader Orientation to support new leaders in learning about their role in supporting the diversity and inclusion initiative at PCLS. New Leader Orientation is mandatory for all supervisors (agents of the library). Staff Experience reviewed the feedback and best practices to identify topics for future “next” training to continue to build understanding regarding diversity and inclusion in the workplace.

### Community Partnerships and Recruitment Sourcing

Based upon our study of community partnerships in 2018 and early 2019, beginning March 1, 2019 Staff Experience implemented a new process with new community partners to newly begin sending PCLS employment opportunities on a weekly basis (community partnerships for job postings details [here](#)).

### Employment Process

We gained legal advice for the recommended priorities of evaluating our current process for future opportunities. This included what employment actions, if defended in a claim or court, should include or avoid. Additionally, we reviewed risks to identify a balance in prioritizing changes. We want our customers in this process, which includes candidates (internal and external) and those making hiring decisions, to feel well informed with the resources for success in this process.

### Standardized Hiring Criteria Pilot

Formalizing standard hiring criteria was explored in partnership with Customer Experience and ACL Supervisors to pilot two approaches to development of standardized hiring criteria for the pre-application phase. Through a series of facilitated sessions, we formalized standard pre-

application questions and criteria for all leadership positions, and for specific CE positions, most successfully Senior Branch Assistant positions. These have been used voluntarily by Hiring Managers in the interim with some modifications. This was a helpful exercise to make visible the rationale and thinking across multiple different hiring managers in the organization, and to recognize that there are two large buckets of competencies that are quite similar enough to be evaluated similarly, for leadership positions and individual contributor positions, as well as some additional technical skills that may be more unique to specific job classifications.

### **Data**

The amount of data available about the candidate or hiring manager experience in our employment process does not currently exist. We have one newly added survey, specifically for candidates who do not respond to our invitation to interview, with only a few months of data collected. This data helps us understand any challenges or barriers in our process for our candidates.

### **End to end process analysis**

We began by reviewing each step individually in the employment process, including the experience of candidates who are internal and external, applying the criteria as legally advised. We also collected feedback from employees, hiring managers, and candidates through individual experiences as they were shared directly with Staff Experience.

When we reviewed the process comprehensively through this lens, each opportunity was evaluated based upon impact of the potential change in terms of those who directly conduct the work currently: Low impact - Staff Experience and the candidate only, moderate impact - the Hiring Authority, panel and Staff Experience, or significant impact – all candidates, all those in hiring process, all employees and Staff Experience.

We then applied a risk factor for each opportunity to designate whether there are, based upon our assessment of a neutral third-party perspective, any:

- critical risks (potential exists for illegal discriminatory actions, intended or otherwise, to be made on behalf of the library),
- significant risk (potential treatment that could result in disparate treatment),
- moderate risks (process improvement opportunity that increases inclusion and adds efficiency in process)
- low risks (small changes that result in increased inclusion and support the diversity and inclusion)

### **Additional Policy & Resources**

We consulted with several other Library systems regarding their practices relating to training for hiring authority, whether and how assessments were used in the employment process, and how hiring criteria was documented (details [here](#)).

We also consulted the State of Washington Human Rights Commission Employer Self-Assessment for Compliance and Best Practices in the Guide to Sexual Orientation, Gender Identity, Discrimination and Washington State Laws (details [here](#)).

## What We Learned

### Employment

In consultation with our Legal counsel regarding our current employment practices, we have received advice to review our employment practices to ensure:

- Practices avoid disparate treatment, which is discriminatory treatment based upon protected classes
- Practices which avoid disparate or adverse impact, which are practices that appear otherwise neutral, but have a negative impact to an individual in a protected class
- Practices that only include criteria that can be defended, if challenged, through direct relation as observed by a neutral, reasonable person external to the Library that:
  - Is clearly based upon essential job functions as outlined in the position description
  - Is clearly based upon behavioral expectations or competencies set by the organization as outlined in the Core Skills & Qualities or Leadership Competencies, and as applied consistently to similar positions
  - Group interviews are fine. However, “stress interviews” should not be applied except in the very narrow circumstance where the level of stress is reasonably expected in the course of employment in the position (e.g. air traffic controller)
- Evaluations and substantive assessment methods (assessments or pre-employment testing), whether cognitive ability tests or personality tests, should be vetted for job relatedness, validity, reliability and must avoid biases such as the “similar-to-me” error, which leads the interviewer into emphasizing similarities with the candidate over actual qualifications.
- Provides protection for those making the hiring decision from information that is not necessary, and adds potential bias, to make a fair employment decision based upon sound criteria above.
- Where there are specific requirements outlined in the position description, our pre-employment screening should also align with the documentation required for these requirements.

PCLS hiring practices have developed over time and may be adjusted for a specific internal need, such as hiring manager preference or system limitations. When viewed in whole, several opportunities exist:

- Opportunities to proactively clarify roles and expectations across the system specific to the employment process
- Potential for unconscious bias to factor into an employment decision with insufficient controls, resulting in organizational risk

- No minimum or consistency requirements for candidates, criteria, evaluation, assessment, or interview participants
- No requirements to ensure criteria provides for equal opportunity for employment for those who have not worked in a library where there is not library experience required in the position
- No requirement to become well-informed about your role of agent of the library and PCLS requirements before you can make an employment decision on behalf of PCLS
- Opportunities to increase consistency of hiring criteria by type of position, which can be more widely interpreted than by classification
- Several small process improvement opportunities that provide a short term impact internally to the Library with a significant benefit to candidates
  - Small pieces of the process that, together, have the potential or unintended impact of candidates dropping from consideration for reasons such as circumstances rather than true qualifications for a position that are related to the essential job function
  - Multi-postings for an applicant to be considered for multiple similar positions and an evergreen requisition process can be options to increase the candidate pipelines and attract more talent to the Library.

## Recommendations

### Training Recommendation

- Translate existing Respectful and Inclusive Workplace training into a sustainable, long term training offered regularly and required for all staff at time of hire (could be new hire orientation) and refresher training options. Timeline – finalize a proposal by end of 2019 for implementation in 2020.
- Develop training for review and approval for the audience of PCLS leaders to understand the complexities of diversity and inclusion and accountability in the role of the agent of the library, to include specific topics (training summary details [here](#)). Timeline – finalize a proposal by end of 2019 for implementation in 2020.

### Employment Recommendation

Many opportunities serve to improve the experience of every role in the hiring process, and to shape an overall higher quality, defensible hiring decision and increase diversity and inclusion in employment.

Several changes have already been implemented in 2019 that were low impact to organization. Our next proposed activities include (see employment assessment & recommendation details [here](#)). This is a quick summary of changes:

1. Two-Step Application Process – remove the secondary application from being available to Hiring Managers. This also helps us to comply with the changes effective 7/28/2019 to the Washington Equal Pay and Opportunities Act (EPOA) which make it unlawful for employers to request a job applicant’s wage or salary history, except under certain circumstances.
2. Standardized Hiring Criteria – continue work to formalize a standard set of hiring criteria by role for all positions, and for all phases (pre-evaluation through interview)
3. Recommendation to vet current employment assessments based upon equal employment opportunity and disparate impact to standardize set of assessments by role for all positions, require clear and earlier information provided to candidates to ensure they have ample time to prepare for assessments, and sunset those, which pose high risk for the organization.
4. Day-of Interview Support – increase support for hiring manager and candidate through earlier and more clear communications to ensure consistency of information is flowing to candidate and hiring manager for an improved experience. Discontinue practice of giving list of candidates selected for interview to the front desk.
5. Interview Timeline – implement a minimum standard of 5 business days for the candidate to respond to an invitation to interview; implement a minimum standard of two interview date options for candidates to be offered
6. Interview Panel Diversity – set organizational standard that it is valuable and preferred to a) interview as early as the SLA allows, and b) have someone from outside your department participate in your interview panel to invite different perspectives
7. Require completion of additional “next level” training for hiring authority – ensure it covers additional key topics (see training details [here](#))
8. Implement Gender Transition Support Process – announce availability a new process checklist of support available through Staff Experience to consult with employees and people who work with them to clarify what support is desired, available, and to communicate expectations proactively.
9. Transfer Application – incorporate the transfer process in the applicant tracking system to make positions more widely visible and available to staff, and to require active application for a transfer to provide hiring managers with more accurate information about a candidate’s interest and qualifications for transfer
10. New Metric Collection – in new HR system, implement additional data points to provide improved information regarding employee diversity to better understand and develop new diversity and inclusion goals and options
11. Diversity & Inclusion Action Planning team – after completion of recognition, the “Team TBD” continues work to support engagement, morale, inclusion and recognition
  - a. PCLS Language Lot – identify and share a collection of PCLS words that can express inclusion or exclusion
  - b. What would remodeling the Core Skill & Quality of Diversity look like?
  - c. Celebrate our differences calendar of events and opportunities

# Strategic Plan Core Service: Staff

## From Report to the Board of Trustees 12/11/2019

Our core skills and qualities and leadership competencies are embedded in our culture throughout our recruitment, performance management, training and recognition processes.



### Diversity and Inclusion Strategy

PCLS seeks to better understand how to meet current and future needs of an increasingly diverse and growing population and to attract and retain diverse talent to create a workplace that reflects the community PCLS serves. Short (annual) and long-term goals (5 year plan) have been developed to support this work. In this process, we consulted with several other Library systems regarding their practices relating to training for hiring authority, whether and how assessments were used in the employment process, and how hiring criteria was documented. We also consulted and completed the State of Washington Human Rights Commission Employer Self-Assessment for Compliance and Best Practices in the Guide to Sexual Orientation, Gender Identity, Discrimination and Washington State Laws.

2019 Activities Included:

Training:

Based upon the 2017 pilot, PCLS enacted a goal of 100% of PCLS employees completing the Respectful and Inclusive training session.

- 99% of PCLS employees have completed this training.

Based upon the 2017 pilot, PCLS enacted a goal of 100% of PCLS leaders completing the New Leader Orientation training session to understand fundamentals for personal accountability to support a respectful and inclusive workplace in a leadership role.

- 91% of PCLS leaders have completed this training.

Both trainings have been folded into our regular orientation processes to sustain the learning.

Employment Practices and Tools:

The entire PCLS employment process had not been reviewed comprehensively for analysis from an employment lens to identify opportunities and improvements that will increase inclusion and diversity in our hiring practices. This is a significant focus in the 2019 D&I project (year 2 of the 5-year plan).

- We completed significant work towards building a foundational understanding among supervisors and employees for adherence to laws relating to diversity and inclusion and personal accountability to build tools and understanding to increase inclusion in the workplace.
- We began gathering additional data for development of new training, tools, resources, policies, and practices and proposals around next level approaches to increase understanding of how to build a diverse and inclusive workplace within PCLS.

Hiring:

- We began the removal of first round of barriers to diversity and inclusion in our policies and practices, including hiring practices, except where true business need is established and legally sound.
- We created more community partnerships and recruitment sources. Based upon our study of community partnerships in 2018 and early 2019, beginning March 1, 2019 Staff Experience

# Strategic Plan Core Service: Staff

## From Report to the Board of Trustees 12/11/2019

implemented a new process with new community partners to begin sending PCLS employment opportunities to increase and broaden sourcing on a weekly basis.

- We began formalizing standard hiring criteria in partnership with Customer Experience and leadership positions to pilot two approaches to development of standardized hiring criteria for the pre-application phase.
- We began updating our job titles to broaden our reach of candidates (i.e. Library Page to Customer Experience Clerk).



### Next Steps and Future Work:

The library will continue our comprehensive review of our current employment practices and ensure:

- Our practices avoid disparate treatment, which is discriminatory treatment based upon protected classes.
- Our practices avoid disparate or adverse impact, which are practices that appear otherwise neutral, but have a negative impact to an individual in a protected class.
- Our practices only include criteria that can be defended, if challenged, through direct relation as observed by a neutral, reasonable person external to the Library that:
  1. Is clearly based upon essential job functions as outlined in the position description
  2. Is clearly based upon behavioral expectations or competencies set by the organization as outlined in the Core Skills & Qualities or Leadership Competencies, and as applied consistently to similar positions
- Our evaluations and substantive assessment methods (assessments or pre-employment testing), whether cognitive ability tests or personality tests, will be vetted for job relatedness, validity, reliability and avoid biases such as the “similar-to-me” error, which leads the interviewer into emphasizing similarities with the candidate over actual qualifications.
- Where there are specific requirements outlined in the position description, our pre-employment screening will also align with the documentation required for these requirements.
- Additional training for PCLS leaders to understand the complexities of diversity and inclusion and accountability in the role of the agent of the library.
- Improvement in the experience of every role in the hiring process, and to shape an overall higher quality, defensible hiring decision and increase diversity and inclusion in employment and hiring.
- A gender transition support process is implemented to support employees and people who work with them to clarify what support is desired, available, and to communicate expectations proactively.
- A Diversity & Inclusion Action Planning staff team will develop to continue work to support engagement, morale, inclusion and recognition.

# Strategic Plan Core Service: Staff

## From Report to the Board of Trustees 12/11/2019

### Demographic Information Below:

	2005		2010		2018		
	# Employees	PCLS %	# Employees	PCLS %	# Employees	PCLS %	Census %
<b>Census Age Range</b>							
17-24			24	6%	5	1%	10%
25-29			32	8%	25	7%	12%
30-39			46	11%	80	24%	21%
40-49			77	18%	51	15%	18%
50-59			170	41%	93	28%	18%
60-69 (2010: 60-72)			70	17%	78	23%	16%
70-74					4	1%	5%
<b>Ethnicity</b>							
Asian	12	3%	18	4%	16	5%	7%
Black	10	3%	10	2%	13	4%	8%
Hispanic	9	2%	18	4%	16	5%	9%
American Indian	9	2%	5	1%	5	1%	2%
Caucasian	334	89%	368	88%	283	84%	2%
Pacific Islander					0	0%	5%
Two or More					3	1%	77%
<b>Gender</b>							
Female	288	77%	343	82%	270	80%	50%
Male	86	23%	76	18%	66	20%	50%
<b>Total PCLS Employees</b>	<b>374</b>		<b>419</b>		<b>336</b>		

Notes:  
 Data categories vary by Census  
 Shaded areas indicate data not collected in a particular census

# Officers Reports

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# MEMO



Date: July 22, 2020

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

From: Mary Getchell, Marketing and Communications Director

Subject: 2020 Pierce County Library System Marketing and Communications Quarter Two Results

In the second quarter of 2020 (April-June), the Pierce County Library System held strong in meeting 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 continued to make significant progress to meet and exceed nearly all marketing and communications metrics. While library service was completely online during the second quarter, the Library System continued to forge ahead using a variety of tactics to market and communicate about its dedication to serving communities during the COVID-19 pandemic. Following is a report of quarter two results, which capture the following highlights.

For news media, the Library System, garnered 67 news articles and 56 calendar mentions. Library services during COVID-19, library card design contest, Summer Reading program, and recruitment for the Library's Board of Trustees acquired the majority of the coverage.

With Facebook, Twitter, and Instagram, the Library System exceeded industry standards. During this time frame the Library made 105 Facebook posts, with a reach of more than 368,000, which amounts to an average of 3,513 people seeing each post, and more than 32,000 engagements (likes, shares, comments), for an average of 307 engagements for each post. The Library's card design contest, where were you when Mount St. Helens blew, and book drops reopen attained the highest engagement on the major social media channel, Facebook.

During the second quarter of 2020 the Library System distributed 17 email marketing messages to its main distribution list with an average of 83,000 addressees and exceeded industry standards for open rates. Responses to email messages regarding racial equity, services in response to COVID-19, and the library card design contest showed the highest open rates.

Internal customers gave the Marketing and Communications Department high marks for both its service and timeliness with products, with 100% 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 TWO RESULTS, April-June 2020

#### Overall Evaluation Measures

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- 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

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- Goal: Maintain or exceed 2019 news coverage, which was 79 news articles in Q2 2019.
- Quarter Two (Q2) 2020: 67 news articles and media mentions and 56 calendar placements.

#### Email Marketing

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- Goal: Meet or exceed industry standards:
  - Open rate: 25%.
  - CTR: 2.79%.
- 17 email marketing messages to an average of 83,000 subscribers.
- Average number of people who opened messages: 24,006; 29% open rate.
- Average number of people who CTR messages: 1,063; 1.16%.
- **Q2 Exceeded open rate goal of industry standard.**

#### Social Media Marketing

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- 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

- Q2 2019: 7.08% engagement rate.
- Q2 2020: 8.74% engagement rate.
- **Q2 Increase of 2.04% higher engagement than 2019 and exceeded industry standard.**

##### Twitter

- Q2 2019: 1.22%
- Q2 2020: 1.99%
- **Q2 Increase of 0.77% higher engagement than 2019 and exceeded industry standard.**

## Instragram

- Q2 2020: 3.31%
- **Q2 Exceeded industry standard.**

## Work Order Satisfaction

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- Goal: 90% of internal staff customers Very Satisfied with Marketing and Communications Department-produced product/service.
- **Q2 Exceeded goal with 100% Very Satisfied.**

# MEMO



Date: August 3, 2020

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

From: Jaime Prothro, Customer Experience Director

Subject: Voter Points of Assistance

Voters in Pierce County are being supported by all library systems on August 4 to support the primary elections. In partnership with the Pierce County Election's office, on Election Day our library locations serve as an outlet and conduit to the elections office. Libraries are assisting customers in a curbside manner to reprint ballots, change addresses, and register to vote. The impact of COVID-19 has resulted in modified workflows that puts the voter in direct contact with elections staff using temporary cell phones that are disinfected between uses. Staff have been trained on the new protocols and we are very glad to be able to support our community with this voting process.

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# MEMO



Date: August 3, 2020

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

From: Melinda Chesbro, Deputy Director

Subject: Lakewood CARES Act Grant

The City of Lakewood has awarded PCLS up to \$18,000 of CARES Act Coronavirus Relief Funds. We must make qualifying expenditures and apply for reimbursement by mid-October.

The award includes up to \$7,500 for Public Health expenditures including PPE for employees, cleaning supplies and changes needed to the Lakewood and Tillicum libraries once we start in-building service. In-building library service is in Phase 3 of the Governor's Safe Start plan. We do not yet have library specific guidelines for in-building services.

The award also includes up to \$10,000 for Distance Learning and Telework Capabilities. This includes supporting technology for staff: iPads, webcams, headsets and USB flash drives. It also has a component to support distance learning for students with connectivity challenges. Initiative Managers will be engaging in conversations with the school district to learn more about how these funds can support students.

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# MEMO



Date: July 31, 2020

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

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

Subject: Department of Labor and Industries- Formal Complaint

On July 16, 2020, the Washington State Department of Labor & Industries notified the Pierce County Library System that a staff person had filed a complaint stating a concern the Library System was not following state requirements and guidance regarding Library Curbside service. The Library promptly investigated the complaint. Based on the information available to the Library System, we are unaware of a violation. An employee observed a customer without a mask and reminded the customer to put one on, which the customer did. Distancing rules were followed as a general rule, and there were no instances where too many customers were present at one time. All employees confirmed they understand the distancing, mask, and customer rules. With this information, the Library System responded to the complaint on July 22, 2020. Attached is a copy of the complaint and our response.

The Library System carefully developed and implemented a plan to ensure the health and safety of its staff and the public it serves. The Library System has trained and informed staff on safely working and following requirements to serve communities with valued library resources.



**STATE OF WASHINGTON  
DEPARTMENT OF LABOR AND INDUSTRIES  
Division of Occupational Safety and Health**

**950 Broadway Suite 200, Tacoma, WA 98402**

July 15, 2020

Attn: Pierce County Library System  
3609 Market Place W Suite 100  
University Place, WA 98466

Cheree Green ,

We have received a report that your business remains open during the Coronavirus (COVID-19) outbreak located at Pierce County library / 3609 Market Place W Suite 100, University Place.

On March 23, 2020, the Governor of Washington issued Proclamation 20-25 known as the Stay Home – Stay Healthy Order, that states, "... non-essential businesses shall cease operations except for performing basic minimum operations ...". This was effective as of midnight March 25, 2020 and is in effect until midnight on August 6, 2020 unless extended beyond this date.

Non-essential business were ordered to cease operations during this time period per the Governor's order. Please comply with this order at this time.

If you are an essential business, please explain what mechanisms you are implementing to keep your employees safe during the COVID-19 outbreak. These mechanisms would include social distancing, hand washing resources, personal protective equipment, and other means. The CDC is now advising the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Surgical masks and N95 respirators must continue to be reserved for healthcare workers and other medical first responders.

At your workplace, employees are specifically concerned about: employer not following the 6ft distance, and wearing masks and having too many customers in the establishment at one time while doing curbside pickups.

Washington State Department of Labor and Industries has the authority to enforce the Coronavirus (COVID-19) guidelines put out by the Governor in reference to the protection of workers from the spread of COVID-19. We also have been acting as an information resource to encourage social distancing and proper hygiene to especially include frequent handwashing and sanitizing. We wish to emphasize the importance of following the guidelines established by the CDC as well as DOSH and Federal OSHA. We have included those links below.

### **How to notify employees of this complaint**

Post this letter and your response in a place where your employees can easily see it. Both letters are to be posted in an area where your employees can view it for a minimum of three days. Also, provide a copy of this letter and your response to any recognized union and/or safety committee in your workplace.

### **Deadline for report**

Report is due within 5 days, on **July 22th the report is due**. Please email a copy of your report and a signed copy of the enclosed Certificate of Posting to: [mama235@lni.wa.gov](mailto:mama235@lni.wa.gov)

### **The complainant's rights**

The person who filed this complaint may remain anonymous. Also, they are protected by law from any discrimination resulting from their involvement in workplace safety and health activities. More information on workplace safety & health discrimination can be found by clicking on the following links:

- [Safety and Health Discrimination in the Workplace brochure](#) (F417-244-000). / [Spanish Safety & Health Discrimination brochure](#) (F417-244-999)
- [RCW 49.17.160 – Workplace Discrimination](#). (Washington state law)
- [Discrimination](#), (Chapter 296-360, WAC) (L&I Rule)

### **Help is available**

The Department offers consultation services to employers at no cost to the employer. To discuss or request DOSH consultation services, call your local consultation program at  
Local Consultation phone number

or write to the address on the letterhead, Attention: Consultation Manager. You may also obtain information about available resources by visiting our website at: <http://www.lni.wa.gov/safety> .

We will continue to reach out and do our part to help during the COVID-19 outbreak and appreciate your commitment to safety and health. Please contact Compliance Manger's Name, Compliance Manager, at Compliance Manger's Number if you have any questions.

Sincerely,

Marcy Ortiz  
Safety Compliance  
DOSH, Region 3

Enclosure(s)

cc: Central File

### **Resources:**

Governor's Proclamation 20-25

<https://www.governor.wa.gov/sites/default/files/proclamations/20-25%20Coronavirus%20Stay%20Safe-Stay%20Healthy%20%28tmp%29%20%28002%29.pdf>

Washington State Department of Labor and Industries

<https://www.lni.wa.gov/agency/outreach/novel-coronavirus-outbreak-covid-19-resources>

Center for Disease Control and Prevention

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Occupational Health and Safety Administration

<https://www.osha.gov/SLTC/covid-19/controlprevention.html>Address

## CERTIFICATION OF POSTING

Employer Name: Pierce County Library

Complaint Number: 203407046

I certify that a copy of the letter from the Department of Labor and Industries, notifying us of a complaint about (a) possible workplace safety/health violation(s), has been posted.

The letter was posted on \_\_\_\_\_ (Employer enter date) in a place where affected employees can easily see and read it.

A copy of the letter has been given to each authorized representative (if any) of the affected employees.

The letter will be posted for a minimum of three working days, or until all hazards in this complaint, if found, are corrected.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_



SOFIA MABEE  
DID: (206) 676-7112  
EMAIL: [SofiaM@summitlaw.com](mailto:SofiaM@summitlaw.com)

315 Fifth Ave S Suite 1000  
Seattle, Washington 98104  
phone - 206.676.7000  
fax - 206.676.7001

July 22, 2020

Macy Ortiz  
Safety Compliance, Division of Occupational Safety and Health  
Washington State Department of Labor & Industries  
950 Broadway, Suite 200  
Tacoma, Washington 98402

*Sent via e-mail to: [mama235@lni.wa.gov](mailto:mama235@lni.wa.gov)*

**Re: Complaint No. 203407046**

Dear Ms. Ortiz:

We represent Pierce County Library System (PCLS) with respect to the complaint described in your letter dated July 15, 2020. Thank you for the opportunity to provide information about the steps PCLS has taken to ensure compliance with Governor Inslee's health and safety guidelines. PCLS is deeply committed to the safety of both its staff and the public as it navigates safely resuming limited services during COVID-19.

**A. Governor Inslee permitted eligible public libraries to resume limited distribution services on June 2, 2020.**

On June 2, 2020, Governor Inslee issued a memorandum that allows public libraries in Phase 2 counties to resume "limited distribution services," defined as mail orders and curbside pickup. Ex. A. In order to offer limited distribution services, public libraries must adhere to identified health and safety standards, including development of a comprehensive COVID-19 exposure control, mitigation, and recovery plan. Ex. B.

**B. PCLS implemented Governor Inslee's guidelines prior to resuming limited distribution services.**

On June 5, 2020, the Department of Health approved Pierce County's Phase 2 application, which made PCLS eligible to resume limited distribution services. With the health and safety of its staff and the public at the forefront of its planning, PCLS spent the next approximately six weeks developing a comprehensive reopening plan consistent with Governor Inslee's requirements. Among many other measures, PCLS:

- Developed a self-health assessment for employees to complete prior to reporting for work and an exposure and control process in the event a staff member tests positive for COVID-19;

- Posted signs and provided social distancing buttons and other reminders about new safety and hygiene protocols to assist staff with adopting new safety precautions;
- Developed a social distancing plan for each assigned work area at each branch that includes who and how staff access and use workspaces in a manner that adheres with distancing guidelines;
- Provides PPE for employees, including masks and gloves, and mandates its use at work;
- Requires staff to complete safety training and participate in on-site branch orientations; and
- Limits the number of customers served curbside to ensure proper social distancing.
- Publishes weekly Q&A's to answer employee questions about returning to work safely.
- Created a COVID-19 intranet site for direct employee access to the library's plans and guidelines as well as external safety and health resources including the Washington State Department of Health, CDC, and Tacoma Pierce County Health Department.
- Required that employees participate in remote training on topics including: how to use hand sanitizer; hand washing steps using the World Health Organization technique; and how to wear a cloth mask properly.

To review PCLS's complete plan, please see **Exhibit C**. *See also Exhibit D* (PCLS's Talking Points and Q&A, which is updated weekly); and **Exhibit E** (PCLS's trainings for Returning to Work Healthy).

With its health and safety plan in place, PCLS resumed limited services at some branches on July 13, 2020.

**C. PCLS's University Branch reopened on July 15, 2020.**

The complaint described in your letter is directed to PCLS's University Branch. It states that employees are concerned the library is not adhering to social distancing and mask requirements and is allowing too many customers in the establishment at one time while doing curbside pickup.

Macy Ortiz  
July 22, 2020  
Page 3

The University Branch resumed its limited distribution services on July 15 – the same day the complaint was filed. As described above, PCLS carefully developed and implemented a plan that ensures the health and safety of its staff and patrons and adheres to the Governor’s guidelines. As with all PCLS branches open for limited services, the University Branch requires staff to maintain a minimum six-foot separation and mandates cloth facial coverings. It also limits the number of patrons allowed in the parking lot to ensure staff maintain appropriate distancing. Not only have staff received training on these protocols, but reminders are posted throughout the branch.

In reviewing the circumstances at University Place on July 15, PCLS has inquired as to whether distancing, mask, and patron rules were followed that day. Based on the information available to PCLS, we are unaware of a specific violation. One employee observed a patron without a mask and reminded the person to put one on, which they did. Distancing rules were followed as a general rule, and there were no instances where too many patrons were present at one time. All employees confirmed they understand the distancing, mask, and patron rules.

PCLS takes the safety of its employees and the public very seriously. It has asked staff to raise any safety concerns, including but not limited to those described in the complaint, to a supervisor and/or administrative staff so that the library can take remedial measures. To date, staff have not reported witnessing violations at the University Place branch.

I hope this information is helpful. Please do not hesitate to contact us if you have any questions or we can provide you with additional information.

Thank you.

Sincerely,

SUMMIT LAW GROUP, PLLC



Sofia Mabee

Encl: Exhibits A-E  
Certificate of Posting

# EXHIBIT A



STATE OF WASHINGTON  
Office of the Governor

**TO:** Interested Stakeholders

**FROM:** Governor Jay Inslee

**DATE:** June 2, 2020

**SUBJECT:** Resuming Certain Library Services under Proclamation 20-25.

This memorandum serves as the criteria for resuming limited distribution services at public libraries, public library systems, institutional and governmental libraries, and libraries of higher education in Washington State in Phase 2 and is effective June 1, 2020.

After consulting with stakeholders, we have developed the following Phase 2 – “Curbside Library Services COVID-19 Requirements.” These requirements apply as long as Gubernatorial Proclamation 20-25, or any extension thereof, is in effect or if adopted as rules by a federal, state or local regulatory agency.

For purposes of this memorandum, library distribution services are limited to mail orders and curbside pick-up. In-person services other than limited curbside pick-up are not permitted, and libraries should remain closed to the public under Phase 2.

This memorandum supersedes any conflicting provision in the Appendix to Proclamation 20-25, “Essential Critical Infrastructure Workers” and stands in the place of any other omission from the document.

Library services may resume immediately with limited service operations if a specific library:

- Can meet and maintain all requirements, including providing plans, supplies, and equipment needed to comply;
- Conduct only those activities that are allowed under their county’s phase status;
- Quarantine each returned item for a minimum of 24 hours before re-distributing;
- Provide all staff with facemask and gloves and require all staff to wear facemasks and gloves when preparing orders; and
- Require all staff to maintain at least six feet of space between workstations and maintain a distance of at least six from each other at all times.

General questions about how to comply with safety practices can be submitted to the state’s Business Response Center at: <https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries>.

All other violations related to Proclamation 20-25 can be submitted at: <https://bit.ly/covid-compliance.com>.

# EXHIBIT B

# Phase 2 Curbside Library Services

## COVID-19 Requirements

**Phase 2:** All public libraries, public library systems, institutional & governmental libraries, and libraries at institutions of higher education are permitted to provide limited services to customers by supplying items through the mail, or via curbside pick-up. In-person services other than limited curbside pick-up are not permitted and libraries should remain closed to the public under Phase 2.

### **Safety and Health Requirements**

All libraries and library systems have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 organization-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, the Governor’s “Safe Start” [Proclamation 20-25.4](#), and in accordance with the Washington State Department of Labor & Industries [General Requirements and Prevention Ideas for Workplaces](#) and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>.

All libraries must specifically ensure operations follow the main L&I COVID-19 requirements to protect employees and customers:

- Educate all employees in the language in which they are most proficient about coronavirus, how to prevent transmission, and the library’s COVID-19 policies.
- **Maintain minimum six-foot separation between employees and library patrons in all interactions at all times.** When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as the use of barriers, minimizing the number of employees in narrow or enclosed areas, staggered breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. **Cloth facial coverings must be worn by every employee within the facility unless their exposure dictates a higher level of protection under Department of Labor and Industries safety and health rules and guidance.** Refer to [Coronavirus Facial Covering and Mask Requirements](#) for additional details. A cloth facial covering is described in the Department of Health guidance, <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf>.
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at the start of every shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc., until the area and equipment is cleaned and disinfected. Follow the cleaning guidelines set by the CDC to deep clean and disinfect.
- Post a sign strongly encouraging customers to wear cloth facial coverings, and prominently display it at the entrance to the business so that it is immediately noticeable to all customers entering the store. Employers are encouraged to require customers to wear cloth facial coverings, in order to protect their employees.

A building-specific COVID-19 Supervisor shall be designated by each library to monitor the health of employees and enforce the library’s COVID-19 safety plan.

An employee may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for the employer to take adverse action against an employee who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances. Additional information is available at <https://www.lni.wa.gov/agency/outreach/paid-sick-leave-and-coronavirus-covid-19-common-questions>.

1. Prior to reopening operations for mail and curbside pickup, libraries are required to develop a comprehensive COVID-19 exposure control, mitigation, and recovery plan that conforms to the requirements of this document. The plan must include policies regarding the following control measures: PPE utilization; on-location physical distancing; no-contact material returns; hygiene; sanitation; symptom monitoring; incident reporting; disinfection procedures; COVID-19 safety training; exposure response procedures and a post-exposure incident project-wide recovery plan. A copy of the plan must be available at the location for inspection by state and local authorities. Failure to meet planning requirements may result in sanctions, including forced closure of the location.

**Curbside Library Operations Specific Requirements:**

2. Indoor operations should be limited to those employees who are responsible for the tasks required to facilitate mail or curbside delivery. Employees should adhere to all social distancing, hygiene, and sanitation guidelines.
3. Interactions with library patrons may be handled through multiple channels, including by phone, over the internet, or at the point of pick-up provided that employees maintain safe distance.
4. Designated employees will deliver materials directly to the library patron through curbside drop-off. Library patrons will notify staff by text message, email, phone, or other method once they arrive. If feasible, the patron should be asked to remain in their vehicle until staff safely deliver the requested materials.
  - a. Physical materials may be placed directly into a library patron’s vehicle. If not feasible, an outdoor pickup area may be established provided that patrons and library staff maintain at least six feet of separation and all other hygiene and sanitation protocols are followed.
  - b. All delivery tools (i.e. delivery carts, dollies, etc.) shall be sanitized frequently throughout the day.
  - c. Library patrons are urged to use face coverings during delivery to the curb, residence, or business.
  - d. Libraries must use electronic or other ‘no contact’ methods to identify patrons and track borrowed materials.
5. In the case of libraries that share space with other entities permitted to conduct curbside drop-off (i.e. retail establishments), designated pickup areas may be coordinated and specified for each

individual entity. Libraries not sharing space with other entities may independently offer curbside delivery options.

- a. Drop-off areas may be color-coded or marked in a manner that allows members of the public to easily locate the delivery area.

6. Returns

- a. Libraries must develop or modify 'no contact' return policies to establish procedures for processing, handling, and disinfecting returned items such as:
  - i. Requiring returned items to be sealed, stored, and quarantined for **24 hours** before allowing them to return to active inventory for redistribution. Staff who are processing materials as they are returned must wash hands immediately after processing the returned materials.
  - ii. Employees who process returned items need proper PPE.

7. Library staff must develop individualized library guidelines based on materials offered, library footprint, location, and curbside/parking options.

**Curbside Library Specific Health Protocols:**

8. Sanitation

- a. Employees should be encouraged to regularly wash their hands, and must do so before and after using the restroom, eating, or engaging in any activity that involves exposing their hands to other bodily fluids (i.e. coughing, sneezing, blowing nose, etc.)
- b. Libraries must provide disinfectant and sanitation products for employees to clean their workspace, equipment, tools, and common areas. Alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol must be provided and utilized, but should not supplant regular hand-washing.
- c. Frequent sanitation of working surfaces should occur, particularly in high-traffic areas.
- d. No physical contact with a library patron, or other member of the public is permitted under any circumstances.
- e. Where feasible, libraries must evaluate and increase ventilation, and utilize U.V. filters with a higher MERV rating.

9. Employees

- a. Limit the number of employees in the library at one time by staggering shifts or other methods.
- b. Prohibit gatherings of employees:
  - i. Stagger break time, limit the number of people in break rooms, and rearrange break room furniture as needed to abide by distancing standards;
  - ii. Permit workers to take breaks and meals outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- c. Hold all meeting and conferences virtually, wherever possible.

**Sick Employee Plan:**

10. Screen all employees at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell. Libraries are recommended to develop a Staff Health Self-Assessment procedure for this purpose.
11. Ask employees to take their temperature at home prior to arriving at work or take their temperature when they arrive. Thermometers used shall be 'no touch' or 'no contact' to the

greatest extent possible. If a 'no touch' or 'no contact' thermometer is not available, the thermometer must be properly sanitized between each use. Any employee with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.

12. Create policies which encourage employees to stay home or leave the location when feeling sick or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer.
13. Have employees inform their supervisors if they have a sick family member at home with COVID-19. If an employee has a family member sick with COVID-19, that employee must follow the isolation/quarantine requirements as established by the State Department of Health.
14. Instruct employees to report to their supervisor if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the employee should be immediately sent home. If symptoms develop while the employee is not working, the employee should not return to work until they have been evaluated by a healthcare provider.
15. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

**Training:**

16. All on-site employees must be trained on the library's policies, these requirements and all relevant sanitization and social distancing protocols. They must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, or COVID site supervisor.

**No public libraries or library systems may operate curbside services until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.**

All issues regarding worker safety and health are subject to enforcement action under L&I's Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 [prevention advice and help](#) from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via email to [adag235@lni.wa.gov](mailto:adag235@lni.wa.gov).
- General questions about how to comply with the agreement practices can be submitted to the state's Business Response Center at <https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries>.
- All other violations related to Proclamation 20-25 can be submitted at <https://bit.ly/covid-compliance>.
- **Disclaimer:** Health and safety plans created under this guidance do not need approval or review from local government before reopening. Should additional clarity be needed or for questions, please contact L&I DOSH Safety Call Center: (1-800-423-7233) or via email to [adag235@lni.wa.gov](mailto:adag235@lni.wa.gov).

# EXHIBIT C

## STEP 3 -PCLS Buildings Open to the Public for Limited Service (curbside, etc.) FINAL

Effective July 6, 2020

### PCLS Guiding Principles for COVID Response

- Safety and health of staff and public
- Delivering valued services to the public
- Stewarding the taxpayer's investment in the Library
- Responding to changing environment

### STEP 3:

**Self Health Assessment checks required prior to reporting to work:**

#### Self-Health Assessment

Employees are required to confirm that they have conducted the following self- health assessment at home prior to working on-site for either a scheduled shift or brief visit:

**1. In the last 72 hours, have you had any of the following symptoms?**

Cough or Shortness of Breath?

Fever of 100.4 degrees or greater?

**2. Two or more of the following symptoms?**

- Chills
- Repeated Shaking with Chills
- Muscle Pain
- Headache
- Sore Throat
- New Loss of Taste or Smell
- Nausea, diarrhea or vomiting

**3. In the past 72 hours, have you come into contact with anyone who has cold or flu-like symptoms?**

**4. In the past 14 days, have you tested positive or are presumptive positive for COVID-19?**

**5. In the past 14 days, have you come into contact with anyone who has tested positive for COVID-19?**

*If the answer is YES to any of the above questions, the employee will notify their supervisor that they are unable to report to work and is encouraged to contact their health provider.*

The supervisor will contact Staff Experience to inform them that an employee has advised them that they have either been in contact with Persons Under Investigation (PUI) for COVID-19, in contact with a positive case, or has COVID-19 symptoms.

Staff Experience will provide supervisors and staff with further information about next steps.

### **Additional safety precautions**

Several signs, social distancing buttons and other reminders about new safety and hygiene protocols will be posted throughout each building to assist staff with adopting new safety precautions.

The Library provides as Personal Protective Equipment (PPE) for employees.

- Facemasks are mandatory while at work, if staff have in person contact. These will be provided by PCLS.
- Facemasks are mandatory (for both customers and staff) indoors for public places and outdoors where social distancing isn't possible.
- Employees may wear your own mask if it complies with the requirements.
- Library provided gloves are required to be used by staff while handling quarantined materials during the quarantine period and for processing high touch equipment.
- Employees may wear PPE at any time.

Safety training is required for staff to complete and posted on staff learning library for accessibility.

On-site branch orientations are being conducted upon Customer Experience staff's initial shift at the branch for instruction, walk-throughs, and identification of processes. ACL staff will also complete on-site orientations.

The library will follow our exposure control process. If a PCLS staff member has a confirmed case of COVID-19, the library will notify and follow up with all potentially exposed staff within 48 hours.

### **Staffing**

Each branch and department will have a "social distance plan" for each area of assigned work that includes who and how staff access and use workspaces to complete approved tasks and for common areas for staff to have meal and rest periods in a manner that adheres with distancing guidelines. This social distance plan includes the maximum number of staff per location/area. Minimum staffing levels at branches will be set at 2 individuals, at least one being a member of the branch leadership team.

Staff will be scheduled shifts and may be assigned to different locations and may have staggered meal and rest periods based on staffing needs and physical distancing guidelines.

The Library's telecommuting policy will be used for determining options for remote work. If staff have medical considerations, they can reach out to Staff Experience to understand what the options are. Staff Experience will follow up and work with each employee through dialogue to help navigate the options.

### **Communication**

The library will continue to keep our staff web COVID-19 page up to date and communicate any changes or updates in Cover to Cover weekly. The library will also provide a minimum of weekly huddles with

each branch and department to ensure a dynamic conversation with questions and answers can take place.

### **Materials Handling**

Library processes are modified to ensure materials will be handled with PPE and quarantined for 72 hours after being returned by customers or removed from book drops in order to mitigate any chance of COVID-19 being transmitted from items. Handling of materials during the quarantine is minimized.

Gloves are required for staff to wear while handling materials during the 72 hour quarantine period, while other PPE remains optional. Training for the proper use and disposal of gloves and proper hand hygiene will be required for completion prior to completion of these duties.

### **Curbside Service**

After establishing a quarantine process and as determined by the State of Washington, PCLS branch locations will begin offering contact-less curbside service, which can include hold pickup, a small selection from the materials stacks, and print jobs. Curbside appointments will be established for each location through library technology and will limit the number of customers served based on parking lot logistics. Each building will have a social distance plan the exterior of the building.

Staff will use PPE (gloves and masks) to provide curbside service. The library will follow the statewide mandate of masks (for both customers and staff) indoors for public places and outdoors where social distancing isn't possible. We will provide signage, using the state templates and scripts for staff to use for communicating this requirement.

### **Outreach**

Once PCLS begins modified services that include public interaction (such as curbside), some PCLS staff will be assigned to work shifts at community sites for distribution of library information, free books, or grab-and-go activities. Sites include parks, parking lots of apartment complexes, or summer daycare locations. The service model is library staff working outside of library buildings, sometimes at multiple locations in a day.

Not all locations have access to a hand-washing sink. Library staff will be provided with gloves and hand sanitizer.

Staff will bring and setup objects (portable tables, cones, chairs, etc.) at each site to serve as a barrier and provide a staff work area that maintains 6 feet of distance from the public. Furniture such as folding tables will be set up and taken down at each location, and will be disinfected.

Wherever possible, service will take place outdoors. Service at some sites may involve staff being indoors (for example, summer daycare programs). In this case staff will work with site partner to limit size to small groups.

Staff will follow all library PPE guidelines. Some partner sites may have their own additional health requirements of any visitors. Prior to scheduling any shifts at a site, supervisors will work to understand any health requirements that would be asked of library staff (such as taking temperatures), and determine whether staff can reasonably follow them.

## **Disinfectant Protocols**

Workplace disinfectant activities will continue as follows:

- Custodians are responsible for completing general disinfectant activities
- Staff will be provided with additional supplies to disinfect items/spaces an employee has personally used or routinely used workplaces, i.e. wiping their own phone or keyboard, desk spaces, cleaning up after themselves, and disinfecting frequently used surfaces.

## **Planning for STEP 4 (full public service and PCLS staff in buildings) Continues:**

We will continue working through the above as well as the following:

- Finalize modified public service plan.
- The Library anticipates a loss and delay of revenue due to non-collection of fines and fees as well as property tax collection and will amend the 2020 budget accordingly.
- Finalize cash flow plan for Oct 2020 and April 2021 revenue low points. The library anticipates a loss and delay of revenue due to non-collection of fines and fees as well as property tax collection.

# EXHIBIT D

*Please use the following talking points in talking with staff about staff working in buildings and offering limited public service (curbside and outreach).*

### **Key Messages**

- The Library will transition from providing essential work and remote operations on an “opt-in” basis to beginning limited public service (i.e. curbside service and outreach) on July 13.
- Staff engaged in delivery of curbside service will attend training and curbside-specific communication will be coming out soon, which will include how to engage in contactless customer service, Communico training, workflows, and safety expectations.
- Contact-less service creates a very limited way for customers to pick up and drop off materials that helps them use their library to imagine and stay informed. The experience is designed to eliminate unnecessary closeness.
- Contact-less service relies on staff to maintain safety standards and protocols (PPE, handwashing, social distancing) and to use multiple communication modes as appropriate to the situation to instruct the needed behaviors from customers.
- Certain libraries have been chosen to offer curbside service first due to providing the widest service area and access to our communities.
- Staff will begin to receive their schedules for providing service and operational support work over the coming week from their supervisor/leaders. Staff will receive 2 weeks’ notice for these schedules and staff can begin working the schedule sooner if mutual agreement is reached.
- This means that the “opt in” working period will begin to transition to onsite work from remote work when new schedules are issued.
- Not all libraries will be offering curbside service immediately to ensure a transition period for this change. Staff at libraries offering curbside will primarily be scheduled on-site shifts while staff at libraries not yet open will continue to have options to work remotely.
- Staff at libraries not yet offering curbside service are invited to pick up shifts at locations offering curbside service. The transition period will end once all libraries are offering curbside service.
- Staff who are interested in on-site work will have the opportunity to find and work on-site shifts.
- Staff in system support departments will begin transitioning further to on-site work schedules on July 13 or when their 2 week notice of schedule change has completed.
- The Library may assign some staff to work remotely based on business needs, available on-site work, our telecommuting policy, and social distancing considerations.
- The Library’s [telecommuting policy](#) will be used for determining options for remote work for eligible staff.
- If staff has medical or other COVID-19 impact considerations, they can reach out to Staff Experience to understand what their options. Staff Experience will follow up and work with each

employee through dialogue to help navigate the many options available. Supervisors will adjust schedules as needed to fulfill the decisions made.

- Supervisors and staff have prepared the buildings and guidelines to ensure social distancing and other safety training and protocols are in place for the safety of staff and the public. Minimum and maximum staffing levels will be assessed and will evolve and change as we learn this new service to our communities.
- The Library's Rules of Conduct extends to library grounds. Staff will use the Library Rules of Conduct Policy, situational awareness to stay aware of how the library is being used.
- Staff should continue to float throughout the building on occasion to view outside, but are not expected to police the grounds. Intervening with customer behavior in the parking lot is not recommended if social distancing isn't possible and the customer's behavior is neither illegal nor hurtful (to themselves or others).
- Staff are reminded of the OODA Loop (Observe, Orient, Decide, Act) and Person In Charge (PIC) trainings that help with strategies for how to confidently address behavior that doesn't align with library expectations.
- We are committed to safe and welcoming libraries for the public's use and in a manner that provides a safe work place for all staff and meets the state's requirements.
- We are excited to offer more Pierce County Library System services and know you are all eager to serve residents in the coming weeks and months. Information about these services will come into focus – based on new and changing details, and internal readiness through Monday Message, Cover to Cover, and CE Chapters, and, when appropriate, a system-wide email.
- Please do not offer additional services in advance of receiving supervisory instruction and approval.
- When talking on the phone or emailing with customers be sure to let them know we've missed them, and we are happy to offer them more services in the upcoming weeks.
- For now, the Library has extended all due dates for books and materials to Aug. 1, 2020.
- Given the ongoing economic burden brought on by the pandemic as well as the overall disruption to library services, we will not assess fines for overdue books and materials for the remainder of 2020.
- Free Wi-Fi service resumed for use outside of all of the library buildings in parking lots, with a continued emphasis on social distancing.
- Library staff help for exterior Wi-Fi use is unavailable at this time; customers should contact their provider or other support for their device.
- As customers use Wi-Fi, the Library Rules of Conduct apply to activity on the Library's property. People may experience connectivity issues, because Wi-Fi coverage is intended for use inside the library buildings.
- No volunteers or Friends of the Library activities will be underway during this time – we miss them!
- Book drops are open at all locations, including Ashford. The Library plans to open the book drop at Anderson Island on July 13.

- Masks are required personal protective equipment (PPE) for all employees when not working alone. Gloves are required PPE when handling materials in quarantine or high-touch equipment.
- Masks are required for the public on library grounds/property, for all people age 5 and over, per guidance of the Centers for Disease Control and Prevention and requirements from the Washington State Office of the Governor. Customers will be reminded to use their mask, and can be provided one. If customers express a medical reason, staff will attempt to accommodate service only if social distancing can be met. Customers do not need to disclose their medical reason. If staff cannot safely serve the customer, take the customer's contact information for the supervisor to follow-up with.
- Staff will be able to pick up their own holds or other library materials when the Library resumes customer checkouts. Staff should return their library materials to the outside book drops to ensure quarantine occurs.
- Additional general information is found on staff web here:  
<https://staffweb.piercecountylibrary.org/page.aspx?id=3448>
- The Library offers multiple forms of support to meet staff medical needs and other considerations during this process. Staff can inform their supervisor and/or Staff Experience who can assist them in evaluating their options based upon their needs.

Please see our [Library Curbside talking points](#) with use in talking with the public with more information about the service.

## **On-Site Work and Limited Public Service (i.e. curbside and outreach)**

Staff scheduled in Library buildings or vehicles providing limited public service and support, must follow the guidelines below.

These procedures have been developed for the protection and safety of Library employees. Please be mindful of your own self-protection and how your behaviors could affect the safety of your co-workers. Contact your supervisor if you have questions or concerns about these procedures.

Self-Health Assessment checks required prior to reporting to work and as needed throughout the shift:

### Self-Health Assessment

Employees are required to confirm that they have conducted the following self-health assessment at home prior to working on-site for either a scheduled shift or brief visit:

- 1. In the last 72 hours, have you had any of the following symptoms?**
  - Cough or Shortness of Breath?
  - Fever of 100.4 degrees or greater?
- 2. Two or more of the following symptoms?**
  - Chills
  - Repeated Shaking with Chills
  - Muscle Pain
  - Headache
  - Sore Throat
  - New Loss of Taste or Smell
  - Nausea, diarrhea or vomiting
- 3. In the past 72 hours, have you come into contact with anyone who has cold or flu-like symptoms?**
- 4. In the past 14 days, have you tested positive or are presumptive positive for COVID-19?**
- 5. In the past 14 days, have you come into contact with anyone who has tested positive for COVID-19?**

*If the answer is YES to any of the above questions, the employee will notify their supervisor that they are unable to report to work and is encouraged to contact their health provider.*

Supervisors will contact Staff Experience if an employee has advised them that they have either been in contact with Persons Under Investigation (PUI) for COVID-19, OR in contact with a positive case, OR has COVID-19 symptoms. Staff Experience will provide supervisors and staff with further information about next steps.

## When you arrive

Everyone uses the same entrance and signs in/out. At ACL, use the staff entrance in the back of the building.

- Put on your mask.
- Put on gloves **before** picking up the pen to sign in/out, feel free to pick up enough gloves to last your work day.
- Sign in where appropriate.
- Disinfect your own hands before you touch anything in the building.
- If you touch communal surfaces before you can clean your hands, backtrack and disinfect the surfaces you touched as soon as possible.
- Posters, stickers and other resources are available for your reference at each location. Refer to these often.

## As you are working

### Staff Personal Protective Equipment

- Masks are required to wear at work if you are not alone. The Library will follow these requirements and provide employees with masks or you may wear your own mask if it complies with the requirements.
- Gloves are **required** for high touch equipment (copiers, printers, phones, etc.) and handling materials that are in quarantine. Gloves are optional for other times.
- Clean or disinfect your hands frequently.
  - Custodial tasks are accomplished as staffing allows. Use provided sanitization and disinfectants as needed.
  - Disinfect shared work stations and equipment before and after you use the equipment.
  - Disinfect your own work space periodically.
- Maintain distances of at least 6 feet from others at all times. Yes, this is extremely awkward, but it is really, really important.
- Keep interior doors (including offices) open unless in a meeting.
- No shared food events.
- Don't enter anyone else's office or workspace, or touch anything unless directed to do so.
- If you absolutely must meet in person, arrange to take the conversation to a large and open space where you can adhere to maximum capacity listed, wear masks and maintain appropriate distances from each other while going and being there.
- If you drive a Library vehicle, take disinfectant materials with you in the vehicle to clean the wheel, knobs, and door handles as you enter and exit. Only one person per vehicle. If your work task requires you to carpool, you must wear a mask during this time.

## When you leave

- The people who usually close the building are not working at present. If you've turned on lights, unlocked doors, etc., remember to close up behind yourself or before you leave.
- Sign out when you leave (this will help other staff at closing, and minimize accidentally bumping into people we don't realize are in the building).
- Arm the building if you are the last to leave.

## Customer interactions

Masks or face coverings are required on library grounds/property. Staff please use these talking points when a customer is not wearing a mask:

- Thanks for coming to the library today, don't forget your mask!
- We're legally required by the Washington State Office of the Governor, to have customers wear masks to help reduce the spread of COVID-19.
- We're needing all customers to wear a mask.
- Thank you for wearing a mask.
- We have some masks available if you need one. The masks are thanks to a grant from the Pierce County Economic Development Department and Federal Emergency Management Agency.

## Q&A

Several communications highlighted in Cover to Cover have addressed specific questions or scenarios staff have brought forward. Below is a topic index to highlight questions and answers for staff review that reflect the Library's practices and guidance as of July 3, 2020. Updates will be communicated as further questions arise.

### **Topics (click link to jump to topic)**

[Pay and Leave](#)

[Returning to Onsite Work](#)

[Training](#)

[Library Operations](#)

[Staffing Curbside Services](#)

## **Pay and Leave**

### **Q1. Where can I find an overview of my pay and leave options if I am not able to work?**

A1. You can view the [Library's Pay and Leaves Flow](#) chart on Staff Web at Staff > Benefits > Families First Coronavirus Response Act. This document provides several different reasons for absence and leave possibilities. You can also contact Staff Experience directly for more information.

### **Q2. Can I use the Federal Emergency Sick Leave (code 422) if I have a balance still in my timesheet?**

A2. Yes, for eligible reasons and by submitting a [Request for Leave of Absence form](#):

- I am under shelter in place orders from a healthcare professional or government official
  - **Use pay code 422** for periods of absence during which you're unable to work
- I am sick and quarantined due to COVID-19
  - **Use code 422**
- I have COVID-19 symptoms and am seeking medical advice
  - **Use code 422**
- I am caring for someone who is sick and quarantined or my child whose school or daycare is closed
  - **Use code 423**

### **Q3. Can I use my Library leave balances, such as sick or vacation, for any absence?**

A3. Yes, you can use Pierce County Library sick leave for eligible reasons and request other leave types by submitting a [Time off Request Form](#) or [Unpaid Leave of Absence form](#). Additional information and resources on leave options can be found here: <https://staffweb.piercecountylibrary.org/page.aspx?id=3454>

### **Q4: How do I use Federal Emergency Paid Sick leave?**

A4: Every employee has a bank of hours (similar to the floating holiday bank) available for Emergency Sick Leave. This leave bank was provided to be equivalent to the amount of hours you are normally scheduled for a two-week period, i.e. if you work 20 hours a week you will have a 40 hour leave bank. Many of you have taken this leave during the Governor's Stay Home,

Stay Healthy order. You can view your current balance of this leave in your Timesheet under Leaves Balances. Under current federal law for this leave, the leave can be used for eligible reasons through Dec. 31, 2020, at which time any remaining unused balance will no longer be available.

When Emergency Paid Sick Leave is used for yourself, pay code 422, you are paid at 100% of your wages up to \$511 per day. When Emergency Paid Sick Leave is used for care of others, pay code 423, it is paid at two-thirds your wages up to \$200 per day and does not count toward retirement but you can supplement up to 100% of your wages with other Library System paid leaves. Both 422 and 423 charge the same bank of hours. Contact your HR Generalist for more information and if you have questions.

#### Increments of Use

- This leave can be used in the same increments of other types of paid leave. Hourly, non-exempt staff can record it in as little as six-minute increments. Only salaried, exempt staff must use it in full-day increments.
- Note about intermittent use:
  - Beginning June 1, 2020 individuals using this leave for their own illness and under quarantine may not be approved for intermittent use, as the Library will need to consider the safety of others in giving permission to come back to work and go home intermittently.
  - This leave can be used intermittently if you are caring for others.

Beginning June 1, 2020, you can submit the Request for Leave of Absence form to use this leave for the following reasons:

- I am under shelter in place orders from a healthcare professional or government official.
  - Use pay code 422 for periods of absence during which you're unable to work.
- I am sick and quarantined due to COVID-19.
  - Use code 422
- I am caring for someone who is sick and quarantined or my child whose school or daycare is closed.
  - Use code 423

**Q5: How does Federal Emergency Paid Sick Leave affect my retirement service credits?**

**A5:** Federal Emergency Paid Sick Leave taken for yourself (422) is counted by the Department of Retirement Services (DRS) toward your retirement. Federal Emergency Paid Sick Leave taken for the care of others (423) is not counted by DRS toward your retirement. If you supplement this leave with other paid leave, the paid leave is counted toward retirement. DRS will allow employees to purchase optional service credit.

**Q6: How does Public Health Emergency Leave (PHEL) work?**

**A6:** Any employee who has worked for the Library System for 30 or more days has access to 12 weeks of PHEL. This leave counts towards your Family and Medical Leave Act (FMLA) entitlement. The first two weeks are unpaid, but you can use your Library System paid leave or Federal Emergency Paid Sick Leave to receive pay for the first two weeks.

- A 20 hour per week employee would be eligible for 20 hours for 12 weeks (two weeks unpaid, 10 weeks paid) at two-thirds of their wages.
- A substitute employee who worked an average of 30 hours per month based on time worked in the last six months would be entitled to 7.5 hours per week for 12 weeks (two weeks unpaid, 10 weeks paid) at two-thirds of their wages.
- A 40 hours per week employee would be eligible for 40 hours for 12 weeks (two weeks unpaid, 10 weeks paid) at two-thirds of their wages.
- This leave can be used intermittently.

**Examples:**

- My child's school or daycare/childcare is closed due to COVID-19.
  - Fill out the [Request for Leave of Absence form](#).
  - **Use code 424**
  - This provides two-thirds of your wages. You can also use Library paid leave to supplement this leave to earn up to 100% of your wages. Contact SE for information on how much additional leave you may need to use to supplement this leave.
- I've used three weeks of FMLA in the last 12 months, how much PHEL do I have?
  - You would be entitled to nine weeks of PHEL which will count towards FMLA.
- I have not worked for the Library for 12 months and do not qualify for FMLA can I still use PHEL?
  - Yes. If you have worked for the Library for 30 days or more you qualify for PHEL.

Additional information and resources on leave options can be found here:

<https://staffweb.piercecountylibrary.org/page.aspx?id=3454>

**Q7: What leave is available for staff who have individual health concerns, including those who fall in the governor's newly extended order regarding High Risk categories?**

**A7:** The Library offers multiple forms of support to meet medical needs. If you are designated as a person who is at high risk under the governor's orders, and if you have a medical condition or other circumstance that is a concern for you working onsite in a library building, please contact Staff Experience regarding the multiple forms of support the Library provides to meet staff medical needs.

**Q8: Can people can be reimbursed for their travel time and mileage based upon their home location as their designated worksite if they travel to the PCLS locations during this opt-in period?**

**A8:** Yes. An overview of what mileage is eligible for reimbursement, and what travel time is eligible to be paid time, and the forms to request mileage reimbursement is available here:

<https://staffweb.piercecountylibrary.org/page.aspx?id=2324>

During this remote work phase, each PCLS employee whose assigned shifts to work from home uses their home address as their designated worksite during this remote work phase.

- If someone is assigned to work in a PCLS location, and starts their day there, then goes home to work remotely, their designated worksite is then the PCLS location.

- If someone is assigned to work from home, and starts their day there, then goes to a PCLS location for work related reasons, their designated worksite is their home address.
- If someone starts their day at their designated worksite (home or PCLS location) and does not travel for work related purposes during their shift, no reimbursement is available.

Supervisors can and should work with staff who have not yet claimed reimbursement for mileage or paid travel time to complete a retroactive payment or “prior cycle correction”. Payroll or Staff Experience can assist with questions around this process.

## Returning to Onsite Work and Limited Public Services

**Q1: Am I required to accept a shift right now?**

**A1:** The Library will begin the transition from providing essential work and remote operations to beginning limited public service (i.e. curbside service and outreach) on July 13th.

Staff will begin to receive their schedules from their supervisors for providing service and support over the coming week. Staff will receive 2 weeks’ notice for these schedules, staff can move to the schedules sooner if mutual agreement is reached. This means that the “opt in” remote working period may begin to transition to onsite work on July 12<sup>th</sup> or when the 2 weeks’ notice has completed.

**Q2: What happens if someone has COVID-19 symptoms? What do supervisors do?**

**A2:** Staff should take the [Self-Health Assessment](#) if they feel they are developing symptoms of COVID-19 while at work and follow the guidance. If they answer yes to the questions. Staff should go home or isolate until they can leave the workplace. The supervisor should contact SE for guidance.

**Q3. I have a non-COVID-19 health condition that causes me to have one of the COVID-19 symptoms, but I’m pretty sure it’s not COVID-19. Can I return to work?**

**Q3.** Our standard process for any person who answers “yes” to the questions on the [Self-Health Assessment](#) and/or if you begin to exhibit symptoms of COVID-19 while at onsite work will be that the employee needs to take the steps to ensure that they are not COVID-19 positive prior to returning to onsite work, and that includes providing us with a healthcare provider’s note to indicate that it is not due to COVID-19.

We can be flexible about the documentation in that **any note** from a healthcare provider that indicates the symptoms are not due to COVID-19 will work.

**Q4. What can I expect when I return to onsite work? Is there anything I need to do differently?**

**A4.** When returning onsite work, you will work differently than in the past for everyone’s safety. This includes the following steps:

1. Prior to returning to onsite work you must complete the required [COVID-19 Safety Orientation](#). Your supervisor will provide additional onsite instructions as well.
2. Prior to arrival each day you must complete the [Self-Health Assessment](#).

3. Upon arrival you must sign-in/out, don a face mask, work in a manner that distances yourself a minimum of six feet, and follow other [Library System guidelines for building and vehicle use](#).
4. When working with materials, you must wear gloves and follow [Materials Handling Protocols](#).
5. At any time your health status changes, follow the [Safe Work Scenario Protocols](#).

**Q5. What can I expect if there is a potential COVID-19 exposure in the workplace?**

A5. We have a plan in place for multiple scenarios for staff to work safely, and to self-isolate if needed. Please review the [Safe Work Scenario Protocols](#) to learn more about what to expect.

**Q6. Will I be expected to sanitize something someone touched or enter a confined area with less than a six foot distance with staff who are presumed COVID-19 positive?**

A6. When someone is onsite who believes they are COVID-19 positive, they are to immediately leave the worksite or self-isolate in a designated isolation room under the [Safe Work Scenario Protocols](#). Under the [Safe Work Scenario Protocols](#) the Isolation Room appropriate use states that explicitly “Telephone is the **preferred** communication method from this room.” The isolation procedure limits the number of people that can be in the isolation room to an employee (who is potentially COVID-19 positive) and the Isolation Coordinator, with only the addition of an emergency service personnel if necessary.

From there, an Isolation Coordinator, Staff Experience, and Risk Management committee will assess every incident of possible COVID exposure that happens in the Library’s workplace to take appropriate and immediate and longer term actions for safety and communication with those who may have been exposed and to maintain confidential information appropriately. This includes discussion about the incident and what to do with items touched by someone who was COVID positive, how and who will disinfect, and potential quarantine of spaces and items as necessary.

**Q7: If my work is available at a location that isn’t my assigned location, how will that happen?**

A7: You will be notified by your supervisor or the supervisor of the location you are assigned to work where shifts are available.

**Q8: When will substitutes be offered shifts? When will additional hours be offered?**

A8: Substitutes will be offered shifts when the Library System needs substitutes to cover priority library services. Additional hours will be offered when the Library System needs additional hours based upon Library priorities for coverage.

**Q9. Will I be asked to disinfect items or areas in which I work?**

A9. Yes. As a preventive measure, each employee should generally be disinfecting their workspace more regularly when returning to onsite work. If determined that someone was at work while presumed COVID-19 positive, we will partner with Facilities services to determine appropriate disinfecting protocols. In this situation, you may be instructed to follow specific disinfecting guidelines for specific areas or items before you can use them.

**Q10. Who will be responsible to ensure that my work area is cleaned after someone who is COVID-19 positive has used my work area?**

A10. Facilities services will conduct a heightened general cleaning regime for the foreseeable future as a preventive measure. If someone is at work and reports having been at work and COVID-19 positive, we will be asking that person what items/areas they most recently touched and the Isolation Coordinator will be working with other staff including consulting with Facilities services to ensure the area is disinfected appropriately before use.

**Q11. If I don't feel comfortable disinfecting an area, can I call Facilities Services?**

A11. If you have a general safety concern with an assigned task, please report this to your Supervisor and/or the Isolation Coordinator as applicable to discuss solutions and to continue to contain any areas of potential exposure in the interim. If your reason is due to a personal medical condition, you can consult with Staff Experience regarding an accommodation based upon your need to be excused from this task due to your medical reasons.

**Q12. I'm more comfortable working on my own laptop, can I bring my personal laptop on-site and use it?**

A.12. No, You must use PCLS technology when you work at a PCLS location. The only exception to this is the use of your personal cell phone in case of emergency if a PCLS phone is not immediately available. Using your personal technology when working remotely became an option due to COVID-19. Use of personal equipment for PCLS work is subject to change as conditions change.

**Q13. How is technology cleaned?**

A13. At the end of each shift, please clean the technology you have used. Use the Envirox heavy duty cleaner (Red Bottle). It kills 99.9% of germs and viruses. This is safe to use on all surfaces and IT equipment. Spray on a paper towel and not directly onto equipment as it can cause damage if sprayed directly.

**Q14. I'm worried that coming back to work will place me at high risk for being exposed to COVID-19. What should I do?**

A14. It is reasonable to be concerned with preventing COVID-19 exposure in all areas of our lives as more businesses and places begin to open. Any of us may become an asymptomatic carrier of COVID-19 who could spread it unknowingly to others. However, in the workplace we can ensure a high level of safety through adhering to our new ways of working, our increased disinfecting protocols, through our requirements to wear masks, socially distance from others while onsite, good hygiene practices of thoroughly washing our hands, and to ensure that we are making personal decisions about our health that reflect our consideration for the health of others.

If you are designated as a high risk individual under the governor's orders, and if you have a medical condition or other circumstance that places you at higher risk in coming back to onsite work, please contact Staff Experience regarding the multiple forms of support the Library provides to meet staff medical needs.

**Q15. I'm worried that I'm unable to return to work, how do I understand my options?**

A15. The Library offers a variety of support options to meet staff medical and other needs, including time off and alternative work possibilities. Please talk with your supervisor and/or you can contact Staff Experience to confidentially discuss your concerns.

People who reach out to Staff Experience can expect to receive an email that provides a summary of the menu of options detailed on Staff Web, as well as a follow up phone call to talk through options and to connect to resolve any questions you may have. Some questions are easily answered on the spot, others require more information. If we are unable to answer your question at that time, we will let you know that and follow up with you once we have further information.

**Q16. If I have a cough, am I required to provide accommodation or FMLA paperwork?**

A16. Generally, no. Every employee is required to conduct the [Self-Health Assessment](#) daily and to follow the [Safe Work Scenario Protocols](#). Our standard process for any person who answers “yes” to the questions on the [Self-Health Assessment](#) and/or if you begin to exhibit symptoms of COVID-19 while at onsite work will be that the employee needs to take the steps to ensure that they are not COVID-19 positive prior to returning to onsite work, and that includes providing us with a healthcare provider’s note to indicate that it is not COVID-19. However, we can be flexible about the documentation in that any note from the healthcare provider may indicate the symptoms are not due to COVID-19 will work. It is not required to be a full FMLA or Accommodation certification.

**Q17. If I want to request to work from home for a period of time instead of returning to onsite work, what do I need to do?**

A17. If your request to work from home is due to medical reasons, you complete the Accommodation Request Forms available on Staff Web with the Accommodation policy overview here: <https://staffweb.piercecountylibrary.org/page.aspx?id=3322>

Otherwise, if your request to work from home is not due to medical reasons, you can complete the Proposal for Telecommuting Arrangement under policy found here: <https://staffweb.piercecountylibrary.org/page.aspx?id=2417>

**Q18. If I have a specific way that I prefer to work onsite due to medical reasons, what do I do?**

A18. The Library provides support to meet medical needs for a variety of different ways to work, including special equipment or other accommodations, regularly across PCLS. Please inform your supervisor and/or Staff Experience of your needs so we can have confidential discussions with you about solutions we can explore for your safe return to work within your healthcare provider’s recommendations. You can find the Accommodation policy overview here: <https://staffweb.piercecountylibrary.org/page.aspx?id=3322>

**Q19: Which classification can be an Isolation Coordinator? Only BLT members?**

A19: A Supervisor or the scheduled person “In Charge” is responsible for taking appropriate action when accidents, incidents and/or potential exposures in the workplace occur, and that includes the Isolation Coordinator responsibilities. That may typically be the BLT member onsite at a PCLS location, but can also be other classifications. A person who holds a position such as Librarian or Specialist could be in a position to serve as person “In Charge”, and therefore Isolation Room Coordinator, if no supervisor is onsite.

**Q20: I am a Supervisor or someone who could be assigned as person “In Charge” and I am uncomfortable handling workplace COVID exposures. What do I do?**

A20: A designated supervisor or person “In Charge” will be scheduled to be onsite for all open hours during this curbside service phase, to ensure an Isolation Coordinator is readily available. At the time you are informed of your schedule for onsite, likely in advance of your shift (or it can be done earlier) you can inform your supervisor that you are requesting to not be assigned Isolation Coordinator responsibilities, and the reasons.

If due to medical reasons, we have a process to support people who need modifications to their tasks due to medical reasons. You or your supervisor would connect with SE for next steps, and the Supervisor will move to an alternative person.

If you would like to decline for other (non-medical) reasons, you can request time off via the Time Off Process as alternative and the Supervisor can find alternative staffing.

The earlier you do this, the better able your Supervisor will be able to ensure alternative staffing is in place to continue serving our customers.

**Q21: Are Staff Members required to tell us they have COVID?**

A21: An employee’s medical condition is confidential. Employees who request time off for medical reasons can be required to provide documentation that discloses their medical condition.

In the workplace, employers must inform employees who have been exposed to workplace hazards. Staff who test positive for COVID and were at work while having it must inform their employer to take appropriate actions, which include disinfecting and making appropriate notifications.

This does not have to be made to a supervisor or Person In Charge. This can be made directly to Staff Experience per the Isolation Coordinator protocols and contact list.

**Q22: I’m not sure whether the space at the branch will work as an Isolation Room, and whether my creative solutions are okay. How can I find help?**

A22: The isolation room needs to be clearly marked and available for someone to isolate without disturbance (people coming into or through the space). It can be multi-purpose space.

Please contact your Branch Manager or CEM to explore solutions for Isolation Rooms and equipment.

**Q23: Is an accident form required if the staff person simply goes home?**

A23: Yes, if the employee was at work and reports they had COVID while onsite, an Accident Report is required, even if the person goes home. This is consistent with our process for exposures or potential exposures in the workplace in the [Accident Report Form process](#), which states:

If a work-related injury, illness, potential exposure, or a near miss of an injury, illness or exposure does occur while conducting Pierce County Library business, employees are required to complete an [Accident Report – Employee](#) ...within 24 hours.

**Q24: If I want to leave because I think another coworker has COVID, even if I don’t have official information from PCLS that I was potentially exposed to COVID, can I leave the worksite?**

A24: An employee can inform their supervisor and submit a Time Off Request through the Time Off Request process to take leave, and/or take sick leave for eligible reasons, such as to seek medical consultation.

In the event of an exposure or potential exposure in the workplace to a confirmed case of COVID-19, an employee will receive notification from PCLS as soon as possible. Notices will be based upon information gathered in the Accident Reporting process around when and with whom someone worked during the period of potential spread to others.

**Q25: If someone in the building is confirmed to have COVID 19, and other staff have been exposed, are those staff required to quarantine/isolate as well?**

Q25: Yes, this falls under Scenario B in the [Safe Work Protocols](#) document. You would take the same immediate steps to first self-isolate in some form or fashion regardless of whether you got the news based on an exposure to COVID in the workplace or beyond the workplace.

Beyond that initial self-isolation onsite at PCLS, and depending on the nature of the exposure event, health status of the individual, etc., a healthcare provider's recommendations may vary as to whether further quarantine by the individual is recommended. There could also be other recommendations.

**Q26: Does this mean I can no longer "opt" to work from home?**

A26: Once you receive notice from your supervisor that you are scheduled to work onsite, you are expected to work onsite. Exceptions to do otherwise are approved through library processes like Time Off, Leave of Absence, Telecommute or Accommodation arrangements.

## Training

**Q1: Will there be training offered for staff on returning to work safely?**

A1: Yes, required training for all staff is available currently on Staff Web here: [https://staffweb.piercecountylibrary.org/workgroup\\_announcements.aspx?workgroup=3&announcement=84&post=6511](https://staffweb.piercecountylibrary.org/workgroup_announcements.aspx?workgroup=3&announcement=84&post=6511)

**Q2. Where can I learn how to work as safely as possible onsite?**

A2. The Library has several recommended practices for COVID-19 exposure prevention as well as general guidelines for preventing exposure in the workplace. You can find general information available [here](#). Specific to COVID-19, we have requested staff sanitize before and after touching things to prevent further spread along with following other [COVID-19 Safety Orientation](#) protocols.

## Library Operations

**Q1: Are we following the latest Centers for the Disease Control and Prevention (CDC) guidelines for ventilation in our buildings?**

A1: Facilities is doing thorough work to ensure all of our buildings meet the CDC requirements.

**Q2: Am I required to wear a mask when I am working in Library buildings?**

**A2:** Generally, yes. The state has provided requirements for businesses during this phase of Safe Start Washington that all employees must wear a cloth facial covering, except when working alone. That has led to the question of how we assess when we are alone in our workspace. We will be using this definition that the Washington State Department of Labor & Industries has provided for employers:

“Employee working where at least 6-foot distance is always maintained and only broken in passing once or twice a day.”

The Library is making facial masks available for staff to use, and you may wear a personally supplied mask if you prefer. If you have a medical consideration regarding this requirement, please inform your supervisor and contact Staff Experience.

**Q3: What are expectations for staff in regards to incidents that may occur outside the buildings once Wi-Fi is turned back on?**

**A3:** Our Library Rules of Conduct will apply. We will encourage customers to practice social distancing. Staff is not responsible for reminding customers to use social distancing in parking lots.

**Q4: What if Wi-Fi doesn't reach outside my building, will it still be turned on?**

**A4:** We are turning on Wi-Fi at all locations once we are ready. Signs will let customers know that the service wasn't designed for out of building use so customers may experience spotty access and in-person/onsite tech support will not be provided due to limited onsite staffing.

**Q5: Are customers required to wear a mask?**

**A5:** Masks will be required for customers when inside of our public buildings. Masks will be required for customers when outside and unable to socially distance.

**Q6: Will fines be eliminated permanently?**

**A6:** We have a project that is studying fines and fees. For now, we will not assess fines for the remainder of 2020.

**Q7: I reviewed Dr. Anthony Chen's blog [post](#) indicating for Pierce County that "Our Grip on Phase 2 is slipping" and I am concerned the Library is going to assign me work in a way that doesn't align with Dr. Chen's desired state for Pierce County to regain a grip on Phase 2.**

**Q7:** The Library is deliberately and methodically planning for onsite work that can be done in a way that aligns with the Governor's orders as well as Dr. Chen's framework for Pierce County in our current Phase 2. Phase 2 began and the Library is one of the last Library's to offer curbside services in the area because we want to ensure thoughtful planning is in place for everyone's safety, including safety of staff and the customers we serve.

Understanding the encouragement to limit travel and minimize contact, Dr. Chen makes no recommended changes to the library curbside services or similar work afforded within Phase 2.

To achieve that result, we all must expect to return to onsite work in a different manner than how you've worked previously. Working under the Phase 2 to provide contactless curbside

services requires ingenuity, diligence and changes in the way we work with our customers in future. Work is under way across PCLS to develop plans to support that so everyone understands what can be expected in returning to onsite work, specific to the work we do.

**Q8 When providing Library Curbside, what if the driver, pedestrian, or bicyclist isn't wearing a mask?**

If a customer doesn't have a face covering, we will deliver to their trunk, retaining six feet social distancing or near the rear of the vehicle. If a customer needs a Walk up or Bike up service, they will be reminded of the need for a mask and offered a mask. If the customer does not express a medical reason for not wearing a mask, staff will politely refuse service. Customers who express a medical reason should be reasonably accommodated if social distancing can be maintained, and referred to a supervisor if this doesn't maintain contact-less service.

# EXHIBIT E

## Staff Learning Library: Returning to Work Healthy Best Practices for a Healthy Workplace

**REQUIRED TO VIEW & SUBMIT FEEDBACK WITH FULL NAME FOR CREDIT.** Face touching: [Stop Touching Your Face](#) - Video, 2m 04s (St Luke's University Health Network: 3-13-20) ID#20114 Views: 243. Rating (1-5): 3.7. [Give Feedback](#)

- Did you know, the average person touches their face approximately 23 times per hour...and most do it without even realizing it! Why is this a problem you ask? Because touching your face is one of the leading ways you can make yourself susceptible to the flu and other viruses. All day long, we touch surfaces like elevator buttons and doorknobs where these viruses can live for several days. If your hands are not properly washed, you can easily transfer these viruses to your nose mouth or eyes, the gateways to your viral vulnerability! But no need to panic my friends, because we are here to help you keep your mitts off your mug!

**REQUIRED TO VIEW & SUBMIT FEEDBACK WITH FULL NAME FOR CREDIT.** Hand sanitizer: [How to use hand sanitizer](#) - Video, 0m 36s (Babylon Health: 3-6-20) ID#20115 Views: 238. Rating (1-5): 3.6. [Give Feedback](#)

- Using alcohol-based hand sanitizers is a good way to prevent infection and the spread of germs including coronavirus. Hand sanitizer is a convenient alternative to hand washing, if there's no soap or water available, and as long as your hands aren't visibly dirty. Watch this video to make sure you're using hand sanitizer correctly.

**REQUIRED TO VIEW & SUBMIT FEEDBACK WITH FULL NAME FOR CREDIT.** Hand-washing: [Hand-washing steps using the WHO technique](#) - Video, 1m 25s (Johns Hopkins Medicine: 3-26-20) ID#20116 Views: 234. Rating (1-5): 3.6. [Give Feedback](#)

- Proper hand hygiene is the most important thing you can do to prevent the spread of germs and to protect yourself and others from illnesses. When not done carefully, germs on the fingertips, palms and thumbs, and between fingers, are often missed. This video demonstrates the World Health Organization (WHO) technique for hand-washing. Watch the video to be sure you are washing your hands thoroughly.

**REQUIRED TO VIEW & SUBMIT FEEDBACK WITH FULL NAME FOR CREDIT.** Mask-wearing: [How to wear a cloth mask properly](#) - Video, 1m 42s (Consumer Reports: 4-18-20) ID#20117 Views: 228. Rating (1-5): 3.6. [Give Feedback](#)

- In the midst of the coronavirus pandemic, the Centers for Disease Control and Prevention and some states are now advising that most people wear cloth face coverings in situations where social distancing cannot be maintained consistently. Here are some simple steps to make sure you do so correctly.

**REQUIRED TO READ & SUBMIT FEEDBACK WITH FULL NAME FOR CREDIT.** Return to Work: Health Protections - Information sheets in PDF, 1-2 pages each (Tacoma-Pierce County Health Department: 2020) ID#20111 Views: 216. Rating (1-5): 3.7. [Give Feedback](#)

- Tacoma Pierce County Health Department is providing poster-like information sheets aiding public and commercial employees on their return to work. The sheets below would apply to the PCLS workplace.
  - [Return to Work](#)
  - [Share your space? Cover your face](#)
  - [Health check](#)

**OPTIONAL READING & FEEDBACK.** Cleaning: [Differences between cleaning, sanitizing, and disinfecting](#) - Article, 1 page (PCLS, Cameron McKinnon: 5-22-20) ID#20119 Views: 43. Rating (1-5): 4.1. [Give Feedback](#)

- This outline was created to help understand the differences between cleaning, sanitizing and disinfecting. Just having the basic knowledge can be reassuring at a time when trying to research all of the different methods, chemicals and recommendations can be overwhelming

OPTIONAL VIEWING & FEEDBACK. [Exposure Control Plan](#) - Web page (PCLS: 9-1-2019) ID#20121 Views: 21. Rating (1-5):

3.7. [Give Feedback](#)

- Pierce County Library System is committed to providing a safe and healthful work environment for our entire staff. This is our plan to eliminate where possible, or minimize to the extent possible, occupational exposure to blood borne pathogens ("BBP") and other potentially infectious materials ("OPIM"). This plan may also be applied where there is damage to library property that is reasonably believed to be exposed or result in exposure to Library staff or others.

OPTIONAL VIEWING & FEEDBACK. Hand-washing: [Which is better: Soap or hand-sanitizer?](#) - Video animation, 5m 36s (TED-Ed, Alex Rosenthal & Pall Thordarson: 5-x-20) ID#20112 Views: 41. Rating (1-5): 4.3. [Give Feedback](#)

- Your hands, up close, are anything but smooth. With peaks and valleys, folds and rifts, there are plenty of hiding places for a virus to stick. If you then touch your face, the virus can infect you. But there are two extraordinarily simple ways you can keep that from happening: soap and water, and hand sanitizer. So which is better?

OPTIONAL VIEWING & FEEDBACK. Mask-wearing: [How to properly use & re-use a mask](#) - Video, 5m 03s (Sarasota Memorial Health Care System: 4-2-20) ID#20118 Views: 29. Rating (1-5): 4.2. [Give Feedback](#)

- In order for a mask to offer protection — rather than becoming a vehicle for COVID-19 germ-spreading — it must be handled, worn and stored properly. This step-by-step video on mask-wearing covers the how-tos and the do's and don't's of mask use, with tips from Sarasota Memorial nurse Jennifer Sorensen, RN.

OPTIONAL READING & FEEDBACK. Removing PPE: [Sequence for removing personal protective equipment \(PPE\)](#) - Information Sheet, 1 page (Daily Mail: 10-8-14) ID#20120 Views: 28. Rating (1-5): 3.6. [Give Feedback](#)

- This information sheet uses text and graphics to demonstrate proper PPE removal. The sheet includes gloves, goggles/face shields, gowns, and masks. Work locations may want to print and post this sheet.

OPTIONAL READING & FEEDBACK. [Basic employee training on Covid-19 infection prevention](#) - PowerPoint, 15 slides (WA State Dept of Labor & Industries, 6-x-20) ID#20122 Views: 6. Rating (1-5): 3.8. [Give Feedback](#)

- In a brief slide show format, L&I explains answers to some questions commonly asked by employees returning to the workplace including: what is Covid-19, how is it spreads, who is at risk, how can you protect yourself, and what must employers do?

OPTIONAL VIEWING & FEEDBACK. [What is a coronavirus?](#) - Video animation, 4m 56s (TED-Ed, Elizabeth Cox: 5-x-20) ID#20113 Views: 29. Rating (1-5): 4.6. [Give Feedback](#)

- For almost a decade, scientists chased the source of a deadly new virus through China's tallest mountains and most isolated caverns. They finally found it in the bats of Shitou Cave. The virus in question was a coronavirus that caused an epidemic of severe acute respiratory syndrome, or SARS, in 2003. So what exactly is a coronavirus, and how does it spread?

**Pierce County Library FYI Packet**  
**Link List**  
**August 12, 2020**

**Pierce County Library in the News**

- [Drive up to a Pierce County Library and pick up books, movies and more](#) – News release posted in Tacoma News Tribune, Tacoma Weekly, Suburban Times
- [Pierce County Library System Seeks Public Input](#) – South Sound Business
- [Pierce County residents asked to complete library survey](#) – Dispatch (+Macaroni Kid)
- [Pierce County libraries begin to reopen some services after COVID 19 closures](#) – Tacoma News Tribune
- [Pierce County Library System Opens Book Drops at all Locations](#) – South Sound Talk
- [City Council allocates CARES Act funds to local partners](#) – Pierce County Patch (Originally from City of Lakewood’s City Manager weekly bulletin)
- [How Pierce County libraries are remaining vital during the pandemic](#) – Tacoma News Tribune
- [Music video answers questions about Pierce County Libraries](#) – Tacoma News Tribune
- [Pierce County Library Summer Program \(FREE\)](#) – Macaroni Kid
- [Pierce County Library for Families with Kids](#) – Macaroni Kid
- [WA Libraries Find Ways to Help Public Despite Pandemic](#) – Public News Service
- [Kids and Teenagers – Your Design Could be on Thousands of Library Cards](#) – South Sound Talk
- [Join the Pierce County Library System Board of Trustees](#) – Pierce County Patch
- [Pierce County Libraries Enrich At-Home Experience](#) – South Sound Magazine
- [Eatonville community staying strong during pandemic](#) – Dispatch
- Pierce County Library 2019 Annual Report – See attached PDF

# Your Learning, Enjoyment, Community Resource



Pierce County  
Library System

Information & Imagination

## Restored Levy

2019 marked the first year the Pierce County Library System operated with funding from a restored levy approved by voters in 2018. With the public's investment, the Library System continues supporting residents' growth and curiosity, offering excellent reading choices, and working to connect and strengthen growing and changing communities.

The restored levy is maintaining services residents value including open hours; books and other materials; staff to support learning; computers and technology; and community spaces.



ANNUAL REPORT  
TO THE  
COMMUNITY 2019

# Significant Accomplishments and Unique Advances in 2019

The Library's Strategic Framework guides service through Learning, Enjoyment, and Community initiatives. Following are some of the significant accomplishments and unique advances in 2019.



## LEARNING

The Library supports growth and curiosity, so children enter kindergarten ready to learn and people of all ages can navigate the real world and meet their goals.

### Our Community Adventure

The Library inspired civic engagement for families through Our Community Adventure's activities for young children. In this community scavenger hunt, families learned together through an interactive game board and activities. Puyallup Public Library and Tacoma Public Library collaborated with Pierce County Library to provide this learning opportunity, and the Pierce County Library Foundation sponsored the service.



Our Community Adventure

### KBTC Public Television's Journey to Jobs

KBTC and PBS selected the Pierce County Library's Job + Business Center as a featured story in a nationally televised series "Journey to Jobs." The public television stations highlighted the Library System's services for job seekers and small business owners/want-to-be owners along with other organizations offering similar services throughout the U.S.



### Check Out Washington

With local State Park maps, field guides, binoculars, and a Discover Pass to Washington State Parks, the Check Out Washington backpack helped Pierce County residents explore state parks. The Library offered the service

in partnership with Washington State Parks, Washington State Parks Foundation, and Washington State Library.



# 3,867,493 VISITS

2,090,412 to 20 libraries

1,777,081 to website



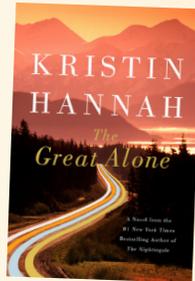
## ENJOYMENT

Pierce County Library helps people enjoy their free time, so they discover outlets to offset the pressures of daily life, relax, and live balanced lives.



### A Year of Reading

The Pierce County Library proclaimed 2019 a Year of Reading, starting with Pierce County READS showcasing bestselling author Kristin Hannah, author of “The Great Alone” and “The Nightingale.” Thousands of people participated in the community one-book reading event, with 850 attending a conversation with Ms. Hannah.



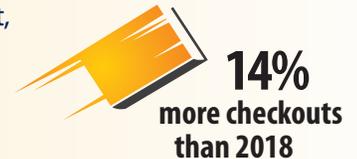
A Year of Reading focused on growing a community of readers with good stories and amazing authors, personal reading shoppers in libraries and online, e-newsletters with reading recommendations, Read with a Dog to build children’s reading skills, and other ways to engage and connect people with reading.

The Library System partnered with Puyallup Public Library and Tacoma Public Library to bring bestselling authors to Pierce County. The Pierce County Library Foundation sponsors many of the Library’s reading events.



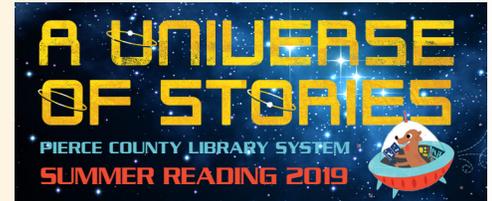
### E-books and Online Audiobooks

For the third consecutive year, Pierce County Library was one of 73 public library systems worldwide to make the 1 million digital checkout list. In August 2019, the Library System focused on ensuring the community knows about this convenient, free resource.



### Summer Reading Program

Tens of thousands of people of all ages read, earned prizes, and learned about the universe in the Library’s Summer Reading Program. The 2019 theme, A Universe of Stories, inspired by the 50th anniversary of the July 1969 moon landing, shaped the program with a series of space-themed events and activities to boost learning and enjoyment.



Summer Reading helps children move from summer into fall while retaining their learning and reading skills while having fun as they continue to build literacy skills all summer.

### Summer Reading minutes read





# COMMUNITY

The Pierce County Library connects and strengthens communities, so people are engaged in thriving communities and are optimistic about their future.

## Voter Points of Assistance

The 27 Pierce County Library, Tacoma Public Library, and Puyallup Public Library locations volunteered to be Points of Assistance on Election Days as part of a pilot program with the Pierce County Auditor's Office. Under the new Points of Assistance service, people may get help at a Pierce County Library on Election Day and register to vote, update voter registration, get a ballot and vote, and replace ballots that have been lost. The successful pilot is moving to full operations in 2020 and serving communities during five elections.



## Mobile app

Pierce County Library launched a convenient mobile app, giving people quicker and easier access to services such as finding books, materials, and events; accessing and using the online catalog; viewing e-books, audiobooks, and online magazines, as well as using online e-sources such as Lynda.com, Consumer Reports, and homework help.

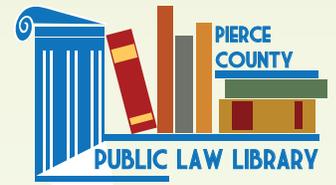


## Mobile printing

The Library System has long offered printing from shared library computers, and in 2019 it launched mobile printing from individuals' personal computers and devices such as laptops, tablets, and smartphones. Now, people may print remotely and pick up their printed items when they arrive at the library.

## Law Library Kiosks at Gig Harbor and Lakewood Pierce County Libraries

In partnership with Pierce County Law Library, the Library System opened a second law library kiosk inside Lakewood Library providing easy access to legal resources to residents.



In 2018, in partnership with Pierce County Law Library, the Library System opened its first law library kiosk inside Gig Harbor Library. The legal library includes free access to online and print resources for use in criminal and civil litigation and materials to help with common personal and business legal needs.



# 5,918,248

books/materials  
checked out



## Teen Volunteer League

2019 marked the second summer with the Teen Volunteer League serving the Library System and communities.

Teens learned hands-on job skills, gained leadership experience, earned community service, and spruced up their job or college applications.

A significant outcome of the program is the teenagers seeing how they can give back valued service to their community.



## MakerFest

More than 2,000 people of all ages participated in MakerFest featuring nearly 50 exhibitors from coding, technology, robotics, and health to arts and crafts, homesteading, upcycling, and emergency preparedness. The community event inspired inner scientists, engineers, and artists, while bringing people together to connect around shared interests. Pierce County Library presented the county's largest maker event with Puyallup Public Library and Tacoma Public Library. The Pierce County Library Foundation sponsored MakerFest.



**122 teens**  
**1,716 hours** 



# Thank you for investing in the Pierce County Library System

With a restored levy voters approved in 2018, the Library System promised to use the funding to deliver library services for at least five years. In order to fulfill this stewardship, the Library created a Fiscal Sustainability Plan. The plan sets aside a portion of the current levy revenue to fund services in future years when operating costs are projected to exceed revenue.

In 2019, property taxes provided 95% of the funds to operate the Library System. With voters' approval of a one-time permanent levy lid lift in 2018, in 2019, the Library System collected 50 cents per every \$1,000 of a property's assessed value, which is the maximum amount allowed by Washington State Law.

**Total 2019 revenues: \$35,610,000.**

**Total 2019 expenditures: \$34,307,000.**

## Core Services

The Library System continually strengthens its core services to operate effectively and carefully use tax payer's investment. Here are some of its 2019 improvements.



**Spaces.** The Library spoke with many residents in Lakewood, Tillicum, and Sumner to learn their interest about potential new libraries in new locations to better serve those communities.

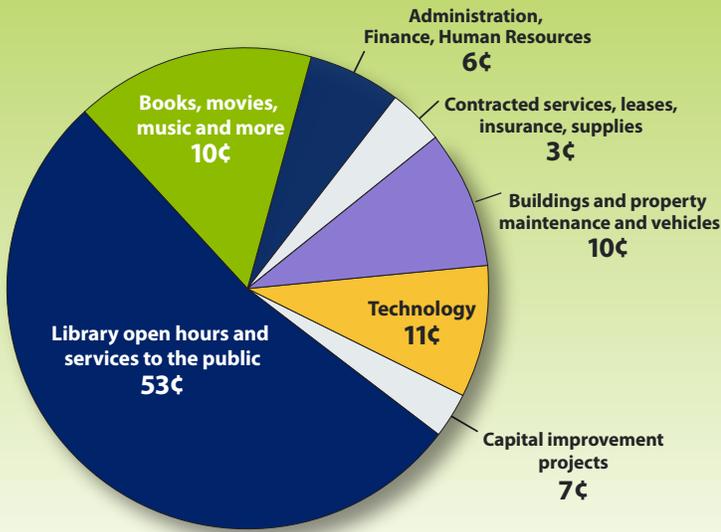


**Partnerships.** As a civic leader, the Library System is committed to strategic partnerships with numerous organizations – including for-profit, nonprofit, and public agencies/governments. Partnerships are critical to

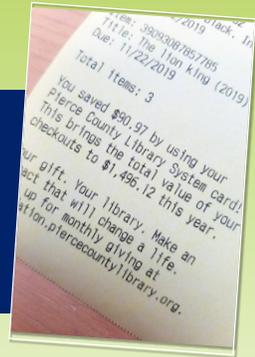
advance the Library's services and serve all people. In 2019, the Library gave a concerted effort to reviewing its policies involving partnerships, reviewed its partnerships, and provided an overview of its partners to the Library's Board of Trustees. Partnerships enrich service to Pierce County communities and connect people of all ages. Often partnerships create unique opportunities to reach new audiences and cross promote library services, while raising awareness of the Library's offerings.

**84% of Lakewood survey respondents are interested in new libraries in Lakewood.**

**88% of Sumner survey respondents are interested in a new library in Sumner.**



In 2019, the Library shared with people the money each person saves with their check outs of books, movies, and other items. Last year, **people saved \$96.7 million** by checking out materials from the Library versus buying the items at a retail store.



Full budget at: [piercescountylibrary.org/about-us/administration/finance](http://piercescountylibrary.org/about-us/administration/finance)

## Library System's Continued Commitment in 2020

As the Library System was preparing this document, the world and communities the Library serves were changing in response to the novel coronavirus pandemic 2019 (COVID-19). In response, the Library changed to provide library services our communities need and value, and in this case, during a pandemic.

Following is an overview of some of the services the Library planned to do during 2020.

### Learning...encouraging lifelong learning:

- 

► **STEAM-Science to Go.** The Library will introduce coding backpacks for school-age students, as part of its STEAM services (science, technology, engineering, art, and mathematics).
- 

► **STEAM-Mobile Maker.** This service enhances the Library's workshops and events with hands-on STEAM activities for people of all ages. The types of activities the Library will employ have proven to reduce frustration they may have when learning and make people more resilient to the constant changes facing them.

### Enjoyment...inspiring the love of reading:

- **Library Curbside pick-up** for books, movies, and printing remotely to library printers.
- **Poetry in the Park.** With signs featuring selected poems in parks in Pierce County, people may stimulate their minds and ignite their curiosity through reading, writing, and nature. The Library System partners with the Tahoma Audubon Society for this program.
- **Pierce County READS.** Celebrating 12 years of bringing the community together to engage, read, and talk about great books. 2020 features bestselling author Amy Stewart's "Girl Waits with Gun." Canceled due to COVID-19.



### Community...engaging with residents:

- Refresh interior of the Parkland/ Spanaway Pierce County Library.
- Inspire civic engagement for families through Our Community Adventure's activities for 2 to 5 year olds.



# OVERVIEW of the Pierce County Library System

- ▶ Established in 1946.
- ▶ Includes unincorporated Pierce County and 15 annexed cities and towns.
- ▶ Serves approximately 614,000 people through 20 locations and with mobile and online services.
- ▶ Operates as an independent taxing district and reports to a volunteer Board of Trustees.



## Thank you to Foundation and Friends for 2019 Contributions

The Pierce County Library Foundation supported many important programs including Pierce County READS and Summer Reading, keeping thousands of students and adults reading all summer. Hundreds of donors participated in the Foundation's first-ever Library Giving Day, which was a one day online fundraising campaign for people throughout the country to give to their library. Also, in 2019, the Foundation hosted its first Trivia Bee where teams competed and had a lot of fun fundraising for the Foundation's support of the Library System.

Thank you for the many generous contributions from thousands of individuals, corporations, and private foundations to Pierce County Library Foundation and Friends of the library organizations for their support for valued library services.



**\$353,959**  
from **1,267 Donors**

**\$88,202**  
In-kind from **6 Donors**

**\$111,537**  
from **17 Friends  
Organizations**

# FAST FACTS 2019



**3,867,493 Visits**

2,090,412 to 20 libraries and 1,777,081 to website



**5,918,248 books/materials checked out**

**4,461,625**  
from shelves

**1,456,579**  
from online e-books and audiobooks

Iridescent  
Northwest Trek Wildlife Park



**1,485,579**

Uses of online databases/e-sources



**115,045**

**Event and Class Attendance**



**9,555**  
**Public meeting room bookings**



**362,779**  
**cardholders**





# 2019 DONORS

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American Endowment Foundation  
 Dimmer Family Foundation  
 Greater Tacoma Community Foundation  
 The Hyde Family Foundation  
 D.V. and Ida J. McEachern Charitable Trust  
 The Norcliffe Foundation

## Library Champions



The Puyallup Tribe



## Company \$2,500+



## Company \$1,000-\$2,499

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 Puyallup Public Library  
 Tacoma Public Library

## Company \$500-\$999

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