

AGENDA

Regular Meeting of the Pierce County Library System Board of Trustees August 14, 2019 | 3:30 PM Key Center Library | 8905 Key Peninsula Hwy NW | Lakebay, WA 98349

3:30 pm	02 min.	Call to Order: Rob Allen, Chair	
3:32 pm	05 min.	Public Comment: <i>This is time set aside for members of the public to speak to the Board of Trustees. Unless the item you wish to discuss is of an emergency nature, the Board ordinarily takes matters under advisement before taking action. Please sign up at the time of the meeting to speak during the Public Comment period, and limit your comments to three minutes.</i>	
3:37 pm	03 min.	Consent Agenda	Action
		<ol style="list-style-type: none"> 1. Approval of Minutes of July 10, 2019, Regular Meeting 2. Approval of July 2019 Payroll, Benefits and Vouchers 3. 2019 PC Replacement Cost 4. Catalyst Purchase (Furnishings) 5. Resolution 2019-06: To Declare Furnishings and Equipment Surplus to Public Service Needs 	
3:40 pm	05 min.	Recognition	
		<ol style="list-style-type: none"> 1. WorkSource Satellite Connection Site, Jaime Prothro 	
3:45 pm	15 min.	Board Member Reports	
		<ol style="list-style-type: none"> 1. New Trustee Welcome, Georgia Lomax 	
4:00 pm	10 min.	Routine Reports	
		<ol style="list-style-type: none"> 1. Fundraising Performance Report, Dean Carrell 2. Metrics Dashboard, Melinda Chesbro 3. June 2019 Financial Report, Cliff Jo 4. Executive Director Report, Georgia Lomax 5. Branch Services Report, Jaime Prothro 	
4:10 pm	15 min.	New Business	
		<ol style="list-style-type: none"> 1. 2020 Budget and Work Plan, Melinda Chesbro, Cliff Jo, Jaime Prothro and Georgia Lomax <ol style="list-style-type: none"> a. 2019 Property Values for 2020 Tax Levy b. 2020 Planning Overview – Strategic Directions 	
4:25 pm	20 min	Board Education and Service Reports	
		<ol style="list-style-type: none"> 1. Key Center Library and Community Presentation, Corrine Weatherly <i>(Library tour will take place after adjournment)</i> 	
4:45 pm	05 min.	Officers Reports	
		<ol style="list-style-type: none"> 1. Future Libraries Project – Public Engagement 2. 2019 Work Plan Update 3. Quarterly Marketing Focus: E-books/Audiobooks 4. City of Fife LID 5. Staff Professional Development 6. Q2 Marketing/Communications Update 7. 2018 IRS Form 990 	
4:50 pm	10 min.	Executive Session	
		<i>At this time on the agenda, the Board of Trustees will recess to Executive Session per RCW 42.30.110, to discuss personnel matters.</i>	
5:00 pm	02 min.	Announcements	
5:02 pm		Adjournment	

**BOARD OF TRUSTEES
PIERCE COUNTY LIBRARY SYSTEM
MEETING MINUTES – AUGUST 14, 2019**

CALL TO ORDER

Chair Rob Allen called to order the regular meeting of the Pierce County Rural Library District Board of Trustees at 3:30 pm. Board members present were Monica Butler, Pat Jenkins, Daren Jones and Jamilyn Penn.

PUBLIC COMMENT

Danna Webster, president of the Key Peninsula Healthy Community Coalition, thanked the board for coming to Key Center.

RECOGNITION

WorkSource Satellite Connection Site – Customer Experience Director Jaime Prothro reported the Library has been awarded certification as a WorkSource Pierce Satellite Connection site at its eighteen full-service branches.

CONSENT AGENDA

1. Approval of Minutes of the July 10, 2019, Regular Meeting
2. July 2019 Payroll, Benefits and Vouchers totaling \$2,457,111.89
3. 2019 PC Replacement Cost
4. Catalyst Purchase (Furnishings)
5. Resolution 2019-06: To Declare Furnishings and Equipment Surplus to Public Service Needs

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

BOARD MEMBER REPORTS

New Trustee Welcome – Jamilyn Penn of Steilacoom was introduced. She was appointed to replace Donna Albers who completed her term. The Trustees participated in a check-in session to introduce themselves, their passion for libraries, and about their experience serving on the board.

ROUTINE REPORTS

June 2019 Financial Report – Finance and Business Director Cliff Jo reported that property tax for 2020 has just been posted. He will calculate for the Library's district and report next month. He reviewed the three stages of the Library's funding cycle.

Executive Director Report – Ms. Lomax commented that she and Deputy Director Melinda Chesbro participated in a visioning workshop with key leaders at the City of Fife. The City is interested in developing a civic center and exploring the possibility of including the Library on its campus.

NEW BUSINESS

2020 Budget and Work Plan – Ms. Lomax reviewed the Library's three strategic directions to further the impact and value of its services under the Strategic Framework. She noted the Library's outward facing strategic direction will apply the Library's expertise in literacy through a lens focused on how it can help individuals and communities build economic self-sufficiency. She added that partnerships with community organizations will be vital to the Library's work in this area. The Library will also focus inward on organizational growth and maturity, and look to the future in its capital investments on spaces and technology.

BOARD EDUCATION AND SERVICE

Key Center Library and Community Presentation – Ms. Prothro introduced Supervising Librarian Corrine Weatherly who thanked the Trustees for visiting the branch.

Ms. Weatherly introduced staff members Karen Brooks, Gig Harbor Branch Manager; Librarians Adam Jackman and Holly Smith; Storyteller Carol Dike; Senior Branch Assistants Dorothy Barelli, Carolyn Kane, Teddy Emmerich; and Page Brittany Pressey. Ms. Weatherly shared information about the Key Center community, noting it is a census designated area. She thanked those in attendance for their partnership with the Library, and shared stories about customers who have used the Library's services to get jobs and the Library's collaboration with the Food Backpacks 4 Kids program.

Delia McGinnis, president of Two Waters Arts Alliance commented on its partnership with the Library. It is an all-volunteer organization, and since 2001, has worked with the Key Center Library, offering programs and activities to the community and displaying local artwork.

Friends of the Library in attendance were Ann Campy, President; CJ Clawson, Secretary; Bill Gerald, member at large, and Rosina Vertz. Ms. Vertz commented on the Friends' strong sense of civic responsibility and their integral part in the success of the Key Center Library.

The Board thanked the Friends, community and the Key Center staff and recognized them for their personal touch and true spirit of public service.

EXECUTIVE SESSION

At 4:41 pm, Mr. Jenkins 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 4:56 pm.

ADJOURNMENT

The meeting was adjourned at 4:58 pm on motion by Ms. Butler, seconded by Mr. Jones.

Georgia Lomax, Secretary

Rob Allen, Chair

AGENDA

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Consent Agenda

**BOARD OF TRUSTEES
PIERCE COUNTY LIBRARY SYSTEM
MEETING MINUTES – JULY 10, 2019**



CALL TO ORDER

Chair Rob Allen called to order the regular meeting of the Pierce County Rural Library District Board of Trustees at 3:30 pm. Board members present were Monica Butler, Pat Jenkins and Donna Albers. Daren Jones was excused.

PUBLIC COMMENT

There was no public comment.

RECOGNITION

Statement of Support of National Guard and Reservists – Staff Experience Director Cheree Green introduced Mr. Wayne Hilton, Area Chair of Employer Support of Guard and Reserve (ESGR) who presented the Library with recognition for its support of employees serving in National Guard and Reserve units.

CONSENT AGENDA

1. Approval of Minutes of the June 12, 2019, Regular Meeting
2. June 2019 Payroll, Benefits and Vouchers totaling \$2,869,418.82
3. Resolution 2019-05: To Transfer Portions in the General Fund Balance to the Capital Improvement Fund

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

ROUTINE REPORTS

May 2019 Financial Report – Finance and Business Director Cliff Jo reported the Library refiled for the e-rate refund that was previously submitted.

Executive Director Report – Executive Director Lomax and Foundation Director Dean Carrell introduced Christina Greene, the Library's new Major Gifts Officer for Individual and Corporate Philanthropy.

Chair Allen expressed his appreciation for Ms. Albers time, service, leadership and insight during her years on the Board. Ms. Albers shared her gratitude for the Library. She said she enjoyed her role as a trustee and praised the Library and staff for the work they do. She enjoyed the traveling Board meetings, learning more about e-rate and the Library's work on leadership development and the work on creating a positive culture with the union. She expressed her pleasure supporting the work of Ms. Lomax and was pleased with her efforts facilitating a strong team of leaders who take their passion for the Library to the next level.

Ms. Lomax thanked Ms. Albers for her dedication to the Library and its communities and looks forward to her future work in support of the Library's Capital Campaign feasibility study. She expressed her appreciation for Ms. Albers' guidance and support.

NEW BUSINESS

2020 Budget and Work Plan – Mr. Jo provided an overview of the 2020 Fiscal Year calendar and the work that will be done annually during this multi-year funding cycle.

Fiscal Management Policy – Mr. Jo shared the draft policy that was updated to reflect the multi-year sustainable funding strategy developed by the Library. Ms. Lomax said the revisions recognize that the Library will not immediately use all of the funds from the restored levy but set aside some in a sustainability fund early in the cycle. Toward the end of the cycle, as costs again exceed revenue, the Library will draw funds from the sustainability fund to maintain services.

There was discussion about how the Capital Fund is used and the distinction between building projects and routine large purchases.

Ms. Butler moved to approve the Fiscal Management Policy as edited by the Board. Ms. Albers seconded the motion and it passed.

BOARD EDUCATION AND SERVICE

Core Services Report: Partnerships – University Place Branch Manager Steve Carmody, Facilities Manager Kristina Cintron, Mr. Carrell, Ms. Getchell, Ms. Green and Customer Experience Director Jaime Prothro highlighted the benefits of the Library’s partnerships and sponsorships as well as potential future partnerships.

Ms. Albers commended the Library for its work on partnerships and how staff embrace cultivating relationships.

OFFICERS REPORTS

Trustee Appointment– Ms. Lomax reported that she met with new trustee, Jamilyn Penn, for an orientation.

EXECUTIVE SESSION

At 4:55 pm, Mr. Jenkins moved to recess to Executive Session, per RCW 42.30.110, to discuss personnel matters for approximately 10 minutes. Ms. Albers seconded the motion and it was passed. The Session ended at 5:04 pm.

ANNOUNCEMENTS

The August Board Meeting will be held at the Key Center Library, located at 8905 Key Peninsula Hwy NW, Lakebay, WA 98349.

New Trustee, Jamilyn Penn, will join the Board at the August Meeting.

ADJOURNMENT

The meeting was adjourned at 5:05 pm on motion by Ms. Albers, seconded by Mr. Jenkins.

Georgia Lomax, Secretary

Rob Allen, Chair

**Pierce County Library System
Payroll, Benefits and Vouchers
July 2019**

	<u>Warrant Numbers</u>	<u>Date(s)</u>	<u>Amount</u>
Payroll Warrants	3859 - 3863	7/1/19 - 7/31/19	\$ 6,900.51
Electronic Payments - Payroll & Acct Payable		7/6/19	1,028,234.03
Electronic Payments - Payroll & Acct Payable		7/21/19	843,590.64
Accounts Payable Warrants	630763 - 630876	7/1/19 - 7/31/19	578,385.71
Total:			<u>\$ 2,457,110.89</u>

As of 8/2/2019

Check History Listing
Pierce County Library System

Check #	Bank	Date	Paid to	Status	Can/Vd Date	Pay Period Dates	Dir Dep	Amount
3859	key	07/05/2019	LORBERAU, NACHAEL	C	07/12/2019	06/16/19 - 06/30/19	0.00	627.36
3860	key	07/05/2019	GREENE, CHRISTINA	C	07/08/2019	06/16/19 - 06/30/19	0.00	2,511.33
3861	key	07/22/2019	RICKS WILDISH, MAUREEN	C	07/26/2019	07/01/19 - 07/15/19	0.00	1,053.74
3862	key	07/22/2019	VANSCOY, ALEXIS	C	07/26/2019	07/01/19 - 07/15/19	0.00	1,110.51
3863	key	07/22/2019	SMITH, MARY	C	07/31/2019	07/01/19 - 07/15/19	0.00	1,597.57
Total:							0.00	6,900.51

Checks in report: 5

Grand Total: 0.00 6,900.51

Ad-hoc bank transaction (Withdrawal)

PCL_Company

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

Contact Name: Stacy Karabotsos
 Contact Phone: 253-548-3451
 Contact e-mail: sdkarabotsos@piercecountylibrary.org
 Comments: 7/05/19 Payroll

Withdrawal Date: 07/05/19

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	60,649.31
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	51,563.63
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	51,563.63
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	480,876.60
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	12,592.48
PCL_Company	DRS (PERS) EE	237100	CC_Library_District	697-00	5100000	51,098.38
PCL_Company	DRS (PERS) ER	237100	CC_Library_District	697-00	5100000	86,062.75
PCL_Company	VOYA	237100	CC_Library_District	697-00	5100000	6,439.43
PCL_Company	H.S.A Employee Deductions	237100	CC_Library_District	697-00	5100000	1,191.60
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	-
PCL_Company	AWC (only on 6th paycheck)	237100	CC_Library_District	697-00	5100000	224,164.70
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	-
PCL_Company	WA State Support Registry	237100	CC_Library_District	697-00	5100000	2,031.52
Total Deposit						\$ 1,028,234.03

Certification:

Stacy Karabotsos
 Signature (Department Designee)

07/02/19
 Date

Comments:

Ad-hoc bank transaction (Withdrawal)

PCL_Company

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 Description: Pierce County Rural Library

Contact Name: Stacy Karabotsos
 Contact Phone: 253-548-3451
 Contact e-mail: sdkarabotsos@piercecountylibrary.org
 Comments: 7/22/19 Payroll

Withdrawal Date: 07/22/19

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	63,328.58
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	53,628.17
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	53,628.17
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	501,473.49
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	12,902.62
PCL_Company	DRS (PERS) EE	237100	CC_Library_District	697-00	5100000	55,344.85
PCL_Company	DRS (PERS) ER	237100	CC_Library_District	697-00	5100000	89,256.34
PCL_Company	VOYA	237100	CC_Library_District	697-00	5100000	6,239.43
PCL_Company	H.S.A Employee Deductions	237100	CC_Library_District	697-00	5100000	1,191.60
PCL_Company	H.S.A Employer Contribution	237100	CC_Library_District	697-00	5100000	2,250.00
PCL_Company	H.S.A Employee Fee	237100	CC_Library_District	697-00	5100000	192.80
PCL_Company	AWC (only on 6th paycheck)	237100	CC_Library_District	697-00	5100000	
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	2,127.14
PCL_Company	WA State Support Registry	237100	CC_Library_District	697-00	5100000	2,027.45
Total Deposit						\$ 843,590.64

Certification:

Stacy Karabotsos
 Signature (Department Designee)

07/18/19
 Date

Comments:

Check History Listing
Pierce County Library System

Bank code: key

<u>Check #</u>	<u>Date</u>	<u>Vendor</u>	<u>Status</u>	<u>Check Total</u>
630763	07/01/2019	005862 ELITE PROPERTY INVESTMENTS LLC	C	10,882.44
630764	07/01/2019	006331 SURPRISE LAKE SQUARE LLC	C	9,317.55
630766	07/05/2019	000363 OVERALL LAUNDRY SERV. DBA ARAMARK UNII	C	21.98
630767	07/05/2019	000830 BAKER & TAYLOR	C	3,055.36
630768	07/05/2019	001371 MOUNTAIN MIST	C	27.87
630769	07/05/2019	004822 MUSEUM OF FLIGHT	C	1,200.00
630770	07/05/2019	000323 NEWS TRIBUNE	C	1,892.28
630771	07/05/2019	000370 PIERCE COUNTY	C	240.00
630772	07/05/2019	007250 KELSEY REYNOLDS	C	50.00
630773	07/05/2019	005417 RICOH USA INC	C	333.16
630774	07/05/2019	005827 SPRAGUE PEST SOLUTIONS	C	90.67
630775	07/05/2019	007387 STATE AUDITORS OFFICE	C	312.75
630776	07/05/2019	007222 TAMARACK CRAFTS		700.00
630777	07/05/2019	007069 TRAVELING LANTERN THEATRE CO	C	445.50
630778	07/05/2019	001821 TYLER TECHNOLOGIES INC	C	480.00
630779	07/05/2019	001767 WALTER E NELSON OF WESTERN WAS	C	956.82
630780	07/05/2019	000534 WCP SOLUTIONS	C	352.28
630781	07/08/2019	000828 AFSCME AFL-CIO	C	12,830.41
630782	07/08/2019	004782 DEPARTMENT OF EDUCATION AWG	C	199.25
630783	07/08/2019	003311 DEPT OF LABOR & INDUSTRIES	C	45,628.83
630784	07/08/2019	000041 EMPLOYMENT SECURITY DEPARTMENT	V	17,186.92
630785	07/08/2019	000041 EMPLOYMENT SECURITY DEPARTMENT	V	17,262.13
630786	07/08/2019	003985 PACIFICSOURCE ADMINISTRATORS	C	1,671.75
630787	07/08/2019	001181 PIERCE CTY LIBRARY FOUNDATION	C	678.99
630788	07/08/2019	006555 SOCIAL SECURITY ADMINISTRATION		132.83
630789	07/08/2019	000830 BAKER & TAYLOR	C	22,187.37
630790	07/08/2019	000242 BUCKLEY CITY OF	C	248.26

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 Pierce County Library System

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Check #	Date	Vendor	Status	Check Total
630791	07/08/2019	000161 CENGAGE LEARNING	C	1,321.88
630792	07/08/2019	000195 FIRGROVE MUTUAL WATER CO	C	282.30
630793	07/08/2019	001643 LINGO	C	130.17
630794	07/08/2019	000243 INGRAM LIBRARY SERVICES	C	950.76
630795	07/08/2019	000352 MIDWEST TAPE	V	0.00
630796	07/08/2019	000352 MIDWEST TAPE	C	6,725.05
630797	07/08/2019	000323 NEWS TRIBUNE	C	572.00
630798	07/08/2019	000377 PUGET SOUND ENERGY	C	2,339.68
630799	07/08/2019	007445 VIVEN ROSE	C	24.95
630800	07/08/2019	000460 STEILACOOM TOWN OF	C	1,797.85
630801	07/10/2019	000895 COLUMBIA BANK	C	250.60
630802	07/10/2019	005081 EHS-INTERNATIONAL INC	C	1,287.50
630803	07/10/2019	006478 EVERGREEN MAINT LANDSCAPING	C	5,219.51
630804	07/10/2019	005275 XENIA GONZALEZ		29.84
630805	07/10/2019	006421 MARKHAM INVESTIGATION - (MIP)	C	4,662.00
630806	07/10/2019	001767 WALTER E NELSON OF WESTERN WAS	C	803.58
630807	07/10/2019	004022 US BANK	C	240,380.45
630808	07/18/2019	006913 CATHERINE MCHUGH	C	5,026.50
630809	07/19/2019	006577 CATALYST WORKPLACE ACTIVATION	C	869.73
630810	07/22/2019	000830 BAKER & TAYLOR	C	40,823.17
630811	07/22/2019	000161 CENGAGE LEARNING	C	944.44
630812	07/22/2019	000847 CENTER POINT PUBLISHING		68.31
630813	07/22/2019	007460 ALICE DARNTON	C	390.00
630814	07/22/2019	007444 FAIRVEGA LIBRARY SERVICES	C	41.76
630815	07/22/2019	000725 INFORMATION TODAY INC	C	301.53
630816	07/22/2019	000243 INGRAM LIBRARY SERVICES	C	1,280.34
630817	07/22/2019	007454 HOLLY KEEHN		6.00
630818	07/22/2019	007048 CAMERON MCKINNON		2.05

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Check #	Date	Vendor	Status	Check Total
630819	07/22/2019	000352 MIDWEST TAPE	V	0.00
630820	07/22/2019	000352 MIDWEST TAPE	V	0.00
630821	07/22/2019	000352 MIDWEST TAPE	C	23,075.44
630822	07/22/2019	007459 JAYDEN NELSON		7.99
630823	07/22/2019	000323 NEWS TRIBUNE	C	566.80
630824	07/22/2019	007443 PAN ASIAN PUBLICATIONS (USA)	C	923.04
630825	07/22/2019	000370 PIERCE COUNTY	C	2,279.13
630826	07/22/2019	000377 PUGET SOUND ENERGY	C	872.92
630827	07/22/2019	000406 RECORDED BOOKS LLC	C	338.77
630828	07/22/2019	000406 RECORDED BOOKS LLC	C	203.26
630829	07/22/2019	000451 SEATTLE TIMES SEATTLE PI	C	618.80
630830	07/22/2019	002061 SUSAN ANDERSON-NEWHAM		52.85
630831	07/22/2019	007343 ANIMAL ENCOUNTERS	C	913.50
630832	07/22/2019	000363 OVERALL LAUNDRY SERV. DBA ARAMARK UNII	C	21.98
630833	07/22/2019	000153 ASSOCIATED PETROLEUM PRODUCTS	C	9,161.44
630834	07/22/2019	006391 BERK CONSULTING INC	C	13,991.65
630835	07/22/2019	006897 BRIAN DALBALCON PHOTOGRAPHY	C	1,800.00
630836	07/22/2019	007010 BUILDINGWORK LLC	C	3,252.53
630837	07/22/2019	000182 CHUCKALS INC	C	1,562.34
630838	07/22/2019	006999 CIS		940.00
630839	07/22/2019	000895 COLUMBIA BANK	C	943.84
630840	07/22/2019	006873 DATA QUEST LLC		360.00
630841	07/22/2019	007456 FINGER LAKES LIBRARY SYSTEM	C	24.95
630842	07/22/2019	007457 BRANDI GATES	C	116.05
630843	07/22/2019	005275 XENIA GONZALEZ		54.61
630844	07/22/2019	003880 LAST LEAF PRODUCTIONS	C	1,050.00
630845	07/22/2019	007446 ABBY E MURRAY	C	150.00
630846	07/22/2019	004822 MUSEUM OF FLIGHT	C	600.00

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Check #	Date	Vendor	Status	Check Total
630847	07/22/2019	000323 NEWS TRIBUNE	C	2,207.72
630848	07/22/2019	000360 OCLC INC	C	4,059.22
630849	07/22/2019	000979 ORBIS CASCADE ALLIANCE	C	6,378.00
630850	07/22/2019	003985 PACIFICSOURCE ADMINISTRATORS	C	176.00
630851	07/22/2019	000374 POSTMASTER		234.00
630852	07/22/2019	003933 QUALITY BUSINESS SYSTEMS INC	C	1,742.21
630853	07/22/2019	005417 RICOH USA INC	C	3,400.02
630854	07/22/2019	005417 RICOH USA INC	C	4,572.48
630855	07/22/2019	007340 SAMPLES MASONRY INC		219.80
630856	07/22/2019	007338 RENEE SIMMS	C	150.00
630857	07/22/2019	005827 SPRAGUE PEST SOLUTIONS	C	354.12
630858	07/22/2019	000487 TACOMA RUBBER STAMP	C	66.90
630859	07/22/2019	000497 TILlicum COMMUNITY SERVICE CEN	C	2,019.82
630860	07/22/2019	003719 UNIQUE MANAGEMENT SERVICES	C	966.60
630861	07/22/2019	007447 COLLIN VEENSTRA		150.00
630862	07/22/2019	001767 WALTER E NELSON OF WESTERN WAS	C	1,613.15
630863	07/24/2019	003778 AFLAC		5,145.64
630864	07/24/2019	001578 COLONIAL SUPPLEMENTAL INSURANC		576.88
630865	07/24/2019	004782 DEPARTMENT OF EDUCATION AWG	C	220.46
630866	07/24/2019	003985 PACIFICSOURCE ADMINISTRATORS	C	1,671.75
630867	07/24/2019	001181 PIERCE CTY LIBRARY FOUNDATION	C	718.99
630868	07/24/2019	006555 SOCIAL SECURITY ADMINISTRATION		146.98
630871	07/25/2019	006577 CATALYST WORKPLACE ACTIVATION	C	6,813.60
630872	07/25/2019	003311 DEPT OF LABOR & INDUSTRIES	C	256.34
630873	07/25/2019	000377 PUGET SOUND ENERGY	C	2,265.40
630874	07/25/2019	007464 BLYTHE SUMMERS		36.81
630875	07/25/2019	000463 SUMMIT WATER & SUPPLY CO	C	1,511.08
630876	07/26/2019	005283 E-RATE EXPERTISE INC		1,912.50

Check History Listing
Pierce County Library System

Bank code: key

<u>Check #</u>	<u>Date</u>	<u>Vendor</u>	<u>Status</u>	<u>Check Total</u>
			key Total:	578,385.71
111 checks in this report			Total Checks:	578,385.71

MEMO



Date: July 30, 2019

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

From: Stephanie Ratko, IT Manager

Subject: 2019 PC Replacement Cost

In 2019, the library planned for two computer projects. The first is to replace some public PC's at end of life and to purchase new laptops to be used for for public check out, public classes and staff learning time at nine additional branches. The second is for some staff computers reaching end of life.

Background

Project 1: The PubTech IT Portfolio recommends the purchase of public fixed computers at an estimated cost of \$216,000.00 and the purchase of Multi-functioning laptops with charging carts at an estimated cost of \$38,000.00. This project used a matrix that balances a mix of laptops and desktop PCs to meet customer needs by geographic location.

Project 2: The StaffTech IT Portfolio recommends replacing 45 staff laptops, docking stations, and monitors at an estimated cost of \$96,000.00.

Purchasing Mechanism

In terms of process, we are asking the Board to approve the purchase order in preparation for the Library's Leadership Team to discuss these projects during its meeting on August 16. We will use the Department of Enterprise Services Washington State Master Contract for the purchase of the equipment.

ACTION: Contingent on PCLS Leadership Team approval, move to approve the purchase of computer equipment from Dell Inc. using the NASPO ValuePoint "2015-2020 Master Price Agreement for Computer Equipment, Peripherals, and Related Services" contract at \$350,000.00.

MEMO



Date: August 6, 2019

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

From: Clifford Jo, Finance & Business Director

Subject: Catalyst Furniture Payment

The Library has a number of workspace improvements being conducted this year at several facilities. We recently agreed to purchase furnishings for the IT areas in the Administrative Center & Library, which ended up costing \$50,478.27. The vendor (Catalyst Workplace Activation) required 50% payment as a deposit and the remainder due upon project completion. The project completed to our satisfaction in late July and we have an invoice due for the remaining half. Because the cost is over \$50,000, we need Board approval.

ACTION: Motion to approve the full payment of \$50,478.27 to Catalyst Workplace Activation.

RESOLUTION NO. 2019-06

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

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

WHEREAS, unless otherwise noted, each item has an estimated value of less than \$550, now, therefore,

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

The item(s) on the attached list be declared surplus and disposed, including but not limited to being sold at public auction and as trade-in value toward replacement.

PASSED AND APPROVED THIS 14th DAY OF August, 2019.

BOARD OF TRUSTEES, PIERCE COUNTY RURAL LIBRARY DISTRICT	
Robert Allen, Chair	_____
Daren Jones, Vice-Chair	_____
Monica Butler, Member	_____
Pat Jenkins, Member	_____
Jamilyn Penn, Member	_____

Total	IT Surplus Items OVER \$500 in estimated value	estimated value (each)	
1	HP Z6100ps Printer	\$550	
	IT Surplus Items UNDER \$500 in estimated value	estimated value (each)	
1	OptiPlex 790 Computer	N/A	
1	Dell Latitude 3550 Computer		
4	AT&T TrimLine telephones		
19	5610 Mitel Cordless Handsets		
1	IP DECT Stand/5610 Handset		
1	Cisco Air-OEAP6021-A-K9 Access Point		
2	Nook BNRV300 E-Readers		
2	Dell Chromebook Computers		
1	Uniden DECT 6.0 Cordless Phone		
1	JVC Camcorder		
4	Ematic FunTab3 tablets		
1	Acer G246HL Monitor		
1	Dell P190S Monitor		
1	Canon PowerShot A630 camera		
4	Dell ST 2421L monitors		
2	Star TSP643U Receipt Printers		
2	Phillips DVD Players		
1	Privatizer PSI 6500 Pressure Sealer		

Recognition

MEMO



Date: August 2, 2019

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

From: Jaime Prothro, Customer Experience Director

Subject: WorkSource Pierce Satellite Connection Site

Pierce County Library System has been awarded certification as a WorkSource Pierce Satellite Connection site at eighteen full-service branches. This partnership will improve access to partner services for jobseekers who seek training, assistance, and support during their job search process while leveraging library services like public computing, printing, study spaces and information resources.

For the past five years, PCLS has been a volunteer partner with the WorkSource Pierce network that includes Workforce Innovation and Opportunity Act (WIOA) partners like community and technical colleges, social services, non-profit agencies, and Employment Security. The library has partnered on specific technological trainings, provides presentations at partner sites, and hosts WorkSource presentations and partner services in targeted branch locations.

As a result of this official partnership, PCLS commits to:

1. Being an entry-point to partner services for individuals who have informational and skill needs that will help them with job obtainment or skill building for the next step in their career;
2. Referring customers to these partner services using the Common Referral System powered by United Way's 2-1-1;
3. Providing outstanding customer service support to those who are in need;
4. And working with partners to host trainings and disseminate information.

PCLS helps extend the reach of many workforce services through its geography throughout the county, and its strong history of providing quality job and business related services.

Board Member Reports

MEMO



Date: July 12, 2019

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

From: Georgia Lomax, Executive Director

Subject: New Trustee Welcome and Introductions

During our meeting we will welcome new trustee Jamilyn Penn. One of the Library's operating "traditions" is to start meetings with a quick check-in question. It's a simple tool in our Leadership Competency toolbox that supports "Building Trustworthy Relationships" and "Communicates Effectively".

Check-in questions get everyone participating (especially important in an industry heavy on introverts), bring our focus to the meeting and our teammates so we are productive, and we usually learn something (and definitely laugh).

With a new member joining the trustees, we thought a check-in can start to build the team, provide useful information and an opportunity to learn about each other, and give you a chance to use one of the tools that we regularly use as we do the work of the library.

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?
- For our experienced trustees – Share something you wish you'd known when you started that might help our new members.

Routine Reports



Fundraising Performance Report

Reporting Period: January 1, 2019 to June 30, 2019



Support Type

Unrestricted	Restricted	In Kind	Total
\$123,614	\$57,317	\$85,568	\$266,499

Memor Society

Reflected when received

Goal = 12 New Members

Endowment

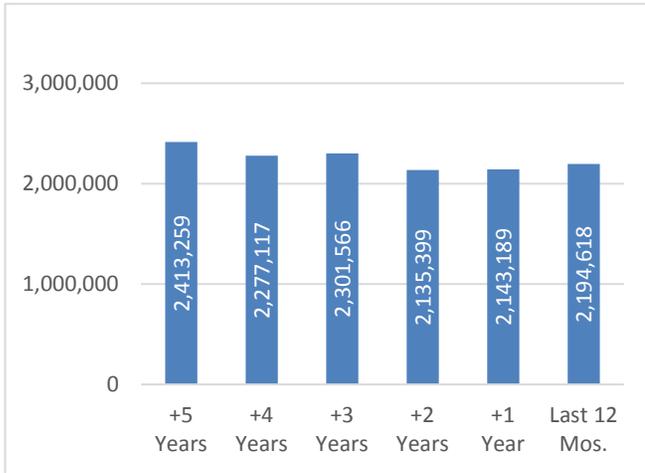
Gifts reflected when received

Capital

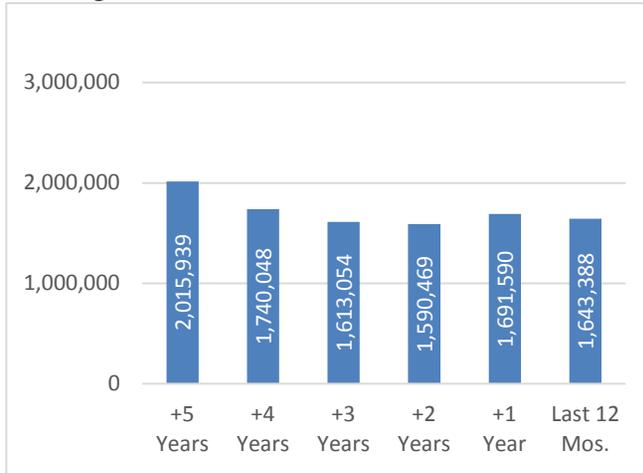
Gifts reflected when received

Customers / Visits - June 2019

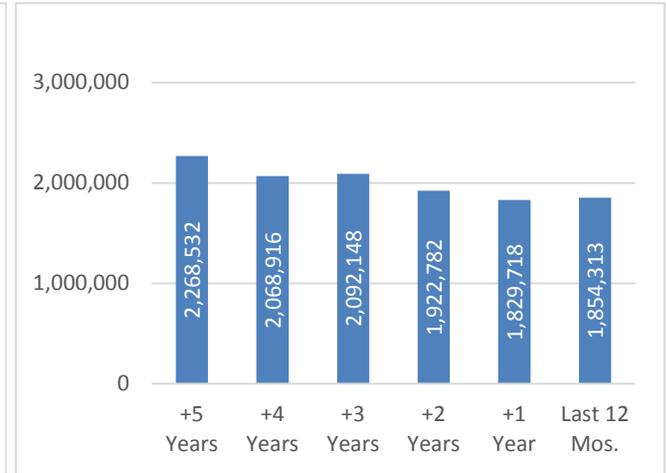
Branch Visits



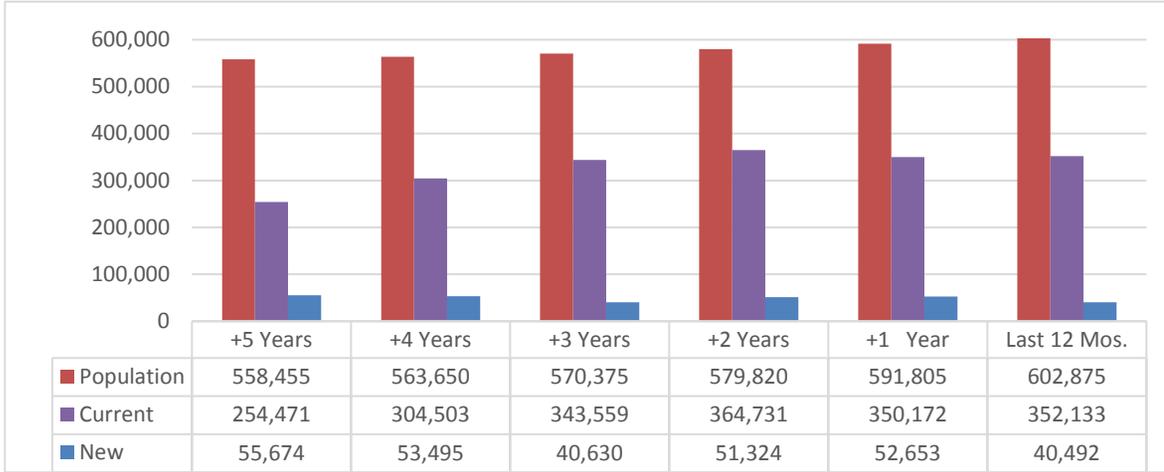
Catalog Visits



Website Visits



PCLS Cardholder Statistics



June and Rolling 12-Month Comparison

	June 2019	Rolling Last 12 Months	+1 Year	% Change Year Over Year
Branch Visits	181,479	2,194,618	2,143,189	2.4%
Catalog Visits	129,598	1,643,388	1,691,590	-2.8%
Public Website Visits	145,908	1,854,313	1,829,718	1.3%

Technology

	June 2019	Rolling Last 12 Months	+1 Year	% Change Year Over Year
PC/Laptop Sessions	27,447	347,003	401,205	-13.5%
Wi-Fi Sessions	82,166	1,024,690	866,537	18.3%

Public Spaces Usage

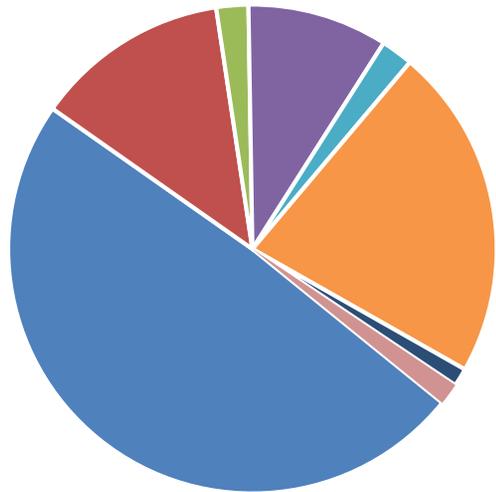
	June 2019	Rolling Last 12 Months
# of Public Meeting Uses	907	11,056
# of Attendees	10,400	136,366

Please Note:

PCLS switched to the new Communico platform for managing public meeting room scheduling in April of 2018. As such, data beyond the last 12 months of rolling historical data is not available at this time.

Collection Use - June 2019

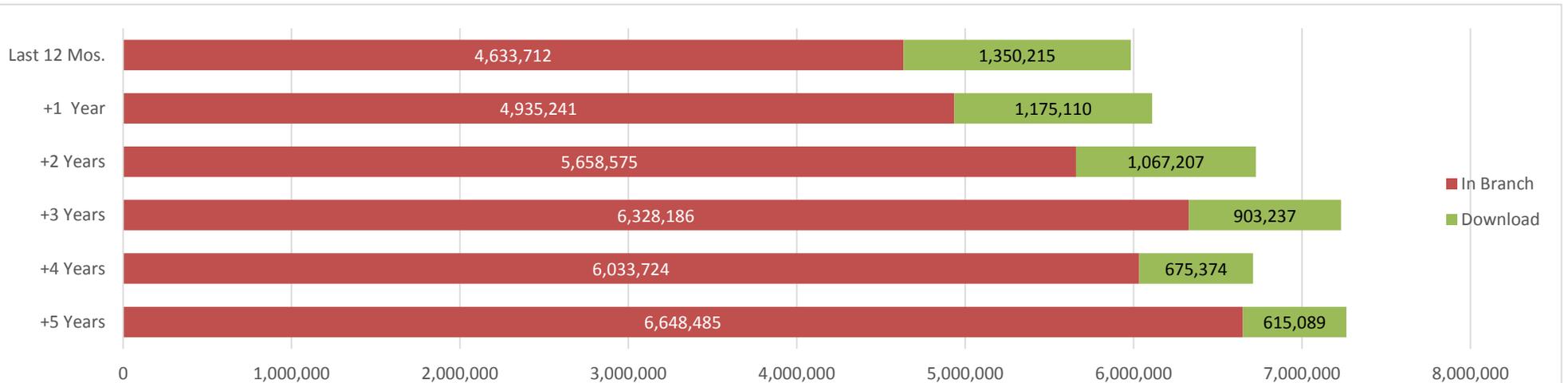
Checkouts By Format - June 2019



Data Table

Categories	May 2019	June 2019	% of Total June Checkouts	Rolling Last 12 Months	+1 Year	% Change Year Over Year
Books	221,351	241,725	48.90%	2,799,002	2,923,816	-4.27%
E-Books	63,838	63,675	12.88%	765,643	690,622	10.86%
AudioBooks (Disc)	10,533	10,473	2.12%	137,920	162,395	-15.07%
AudioBooks (Digital)	46,739	45,963	9.30%	514,134	411,572	24.92%
Music CDs (Disc)	10,334	10,485	2.12%	140,641	170,133	-17.33%
DVDs	109,704	108,965	22.04%	1,435,686	1,540,655	-6.81%
Magazines (Print)	5,905	5,906	1.19%	76,874	85,598	-10.19%
Magazines (Digital)	7,581	7,093	1.44%	70,438	36,712	91.87%
Totals:	475,985	494,285	100.00%	5,940,338	6,021,503	-1.35%

Collection Checkouts



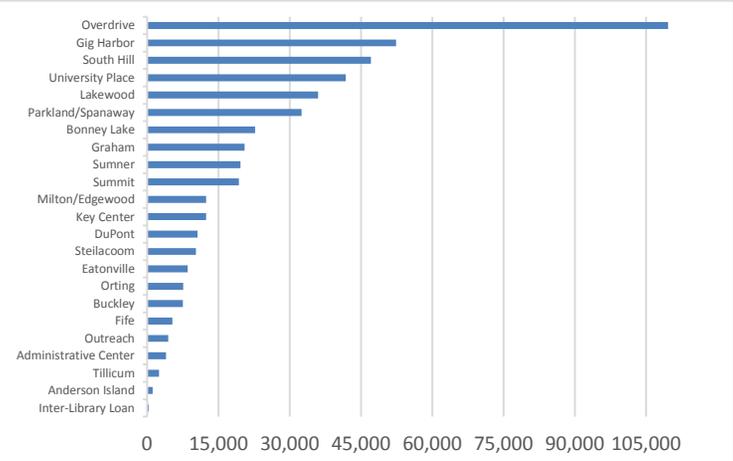
Historical Data Reporting

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

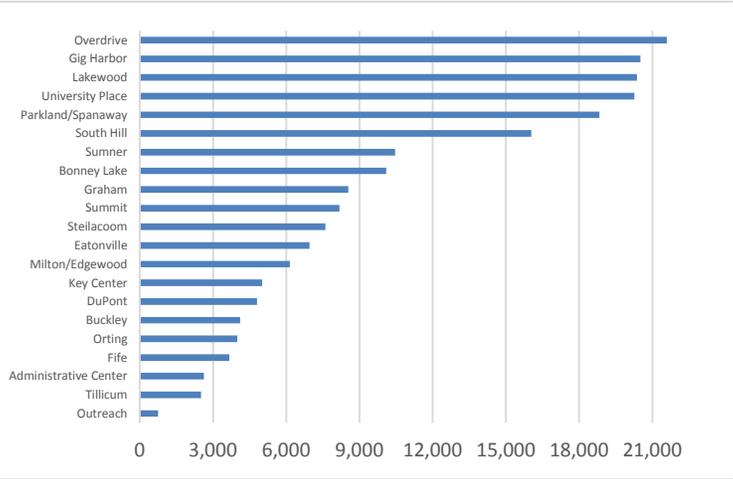
Activity - June 2019

Location	Checkouts				Visitors**			
	June 2019	Last 12 Mo.	+1 Year	% Change	June 2019	Last 12 Mo.	+1 Year	% Change
Administrative Center	3,989	71,412	68,998	3.5%	2,633	30,503	41,164	-25.9%
Anderson Island	1,164	17,395	2017 #s in Outreach		No Door Counter for Anderson Island			
Bonney Lake	22,737	270,709	278,028	-2.6%	10,093	121,740	104,510	16.5%
Buckley	7,489	89,520	87,455	2.4%	4,118	47,783	42,887	11.4%
DuPont	10,595	120,149	121,066	-0.8%	4,806	53,529	51,102	4.7%
Eatonville	8,546	108,854	108,449	0.4%	6,948	83,632	66,720	25.3%
Fife	5,293	68,502	76,624	-10.6%	3,669	41,086	50,151	-18.1%
Gig Harbor	52,380	643,125	684,540	-6.1%	20,503	230,411	250,276	-7.9%
Graham	20,486	244,750	252,285	-3.0%	8,546	97,352	97,570	-0.2%
Inter-Library Loan	359	5,173	5,797	-10.8%	No "visitors" for Inter-Library Loan			
Key Center	12,386	161,515	165,830	-2.6%	5,012	72,041	62,803	14.7%
Lakewood	36,009	461,471	528,079	-12.6%	20,364	279,359	248,979	12.2%
Milton / Edgewood	12,417	149,673	149,986	-0.2%	6,151	78,671	77,099	2.0%
Orting	7,583	91,291	95,114	-4.0%	3,993	47,422	53,699	-11.7%
Overdrive	109,638	1,279,777	1,102,194	16.1%	21,591	244,672	190,572	28.4%
Outreach	4,428	48,449	83,307	-41.8%	757	11,069	17,765	-37.7%
Parkland / Spanaway	32,521	384,083	412,317	-6.8%	18,829	252,293	194,775	29.5%
South Hill	47,119	560,947	603,358	-7.0%	16,043	182,829	197,376	-7.4%
Steilacoom	10,272	118,181	119,602	-1.2%	7,609	91,177	73,249	24.5%
Summit	19,329	230,879	250,007	-7.7%	8,182	92,069	103,097	-10.7%
Sumner	19,671	241,232	255,416	-5.6%	10,458	127,310	134,196	-5.1%
Tillicum	2,498	32,191	35,184	-8.5%	2,507	36,321	39,740	-8.6%
University Place	41,802	514,211	553,166	-7.0%	20,258	218,021	236,031	-7.6%
Total	488,711	5,913,489	6,036,802	-2.0%	203,070	2,439,290	2,333,761	4.5%

June Checkouts



June Visitors



Branch Closure Information - Last 12 Months

Location	Start Date	End Date	Duration	Location	Start Date	End Date	Duration
Full System Late Open at 11:00 AM	2/12/2019	2/12/2019	1	Bonney Lake Closed at 6:00 PM	1/23/2019	1/23/2019	1
Full System Closure	2/11/2019	2/11/2019	1	Bonney Lake Closed at 6:00 PM	1/15/2019	1/16/2019	2
Only LWD, PKS, SUM, UP Open	2/10/2019	2/10/2019	1	Sumner Closed at 2:25 PM	1/6/2019	1/6/2019	1
Full System Closure	2/9/2019	2/9/2019	1	Fife (Planned Maintenance)	12/3/2018	12/15/2018	12
Full System Early Close at 3:00 PM	2/8/2019	2/8/2019	1	Parkland / Spanaway	8/15/2018	8/16/2018	2
Full System Late Open at 11:00 AM	2/5/2019	2/5/2019	1				
Full System Closure	2/4/2019	2/4/2019	1				
Bonney Lake Closed at 6:00 PM	1/28/2019	1/30/2019	3				

** Historical Visitor Counts

In February 2018, PCLS completed a project to replace its TrafficFlow door counters with new VisiCount door counters because the old ones were no longer supported by the manufacturer, and many had needed replacement due to damage, vandalism, and battery theft.

Because of the issues with the older door counters, some of the historical visitor counts may not be accurate.

Monthly Financial Reports

June 30, 2019

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

General Fund

June

- **53505. Includes annual renewal for Polaris Catalog system.**
- **54103. Includes annual renewal for Microsoft Premier Consultant contract.**
- **00000. This is the total of group budgets for projects that have budgets but are not ready to allocate to specific line items.**

May

- 36998. We received a portion of the Erate reimbursement for 2018 Q4 and 2019 Q1. USAC is withholding the larger reimbursement of nearly \$190,000 for those quarters for reasons that we are looking into.

April

- 3111x. We received the first large deposit of property taxes in April, which confirms the levy certificate signed in late November. We are on track to receive \$39.4 million in property tax revenue this year, of which \$34.5 million will be applied to 2019 operations and an estimated \$5 million will be allocated to the Sustainability Fund.
- 36110. The County's WorkDay system is not correctly reporting investment income for April (understated). Once it is corrected in WorkDay, the investment amount will be posted in EDEN.
- 36910. Includes \$10,458 in surplus sales from DES for chromebooks and other laptops.

January – March (Quarter 1)

- 54502. We moved copier lease charges out of contracted maintenance and into Equipment Leases. The budget will be adjusted accordingly.
- 31111-31740. Total taxes received in February was nearly \$200,000 more than February 2018. The additional revenue (due to the restored mill rate) helped with cash flow.
- 31113. Separated King County property taxes from 31111. Estimated 2019 revenue is \$60,000.

Capital Improvement Projects Fund

June

- **54103.** Includes payment to BERK Consulting for Public Engagement project.
- **54100, 56400.** Budgets for these will be reallocated in the upcoming months to reflect accurate breakdowns for the PERCY/Munis (HCM/ERP) project.
- **00000.** This is the total of group budgets for projects that have budgets but are not ready to allocate to specific line items.

May

- No significant activity.

April

- 54103. Includes payment to BERK for public engagement consulting.

January – March (Quarter 1)

- 53505. Software license payment for the PERCY Project (Munis ERP/HCM) was made.

Debt Service Fund

- **No significant activity.**

Special Purpose Fund

June

- **No significant activity.**

May

- No significant activity.

April

- No significant activity.

January – March (Quarter 1)

- 55200. The cost for the election was \$268,310 and paid in February.

**PIERCE COUNTY LIBRARY SYSTEM
STATEMENT OF FINANCIAL POSITION
June 30, 2019**

	GENERAL FUND	SPECIAL PURPOSE FUND	DEBT SERVICE FUND	CAPITAL IMPROVEMENT PROJECTS FUND
ASSETS				
Current Assets				
Cash	\$ 482,335	\$ 9,738	\$ 196	\$ 14,485
Investments	\$ 13,913,000	\$ 990,000	\$ 87,000	\$ 1,395,000
Deposits Refundable	\$ 25,019	\$ -	\$ -	\$ -
Total Current Assets	\$ 14,420,353	\$ 999,738	\$ 87,196	\$ 1,409,485
TOTAL ASSETS	\$ 14,420,353	\$ 999,738	\$ 87,196	\$ 1,409,485
LIABILITIES				
Current Liabilities				
Warrants Payable	\$ 86,612	\$ -	\$ -	\$ 15,279
Sales Tax Payable	\$ 2,471	\$ -	\$ -	\$ -
Payroll Payable	\$ 170,543	\$ -	\$ -	\$ -
US Bank Payable	\$ -	\$ -	\$ -	\$ -
Total Current Liabilities	\$ 259,626	\$ -	\$ -	\$ 15,279
TOTAL LIABILITIES	\$ 259,626	\$ -	\$ -	\$ 15,279
FUND BALANCE				
Reserve for Encumbrances	\$ 953,035	\$ -	\$ -	\$ 563,571
Election Set-Aside		\$ 608,822		
Land/Property/Facility Set-Aside		\$ 630,117		
Unreserved Fund Balance	\$ 13,207,692	\$ (239,201)	\$ 87,196	\$ 830,634
TOTAL FUND BALANCE	\$ 14,160,727	\$ 999,738	\$ 87,196	\$ 1,394,205
TOTAL LIABILITIES & FUND BALANCE	\$ 14,420,353	\$ 999,738	\$ 87,196	\$ 1,409,485
BEGINNING FUND BALANCE, 01/01/19				
	\$ 7,738,394	\$ 1,255,685	\$ 86,171	\$ 1,551,840
YTD Revenue	\$ 21,749,396	\$ 12,424	\$ 1,025	\$ 16,106
Transfers In/(Out)	\$ -	\$ -	\$ -	\$ -
YTD Expenditures	\$ (15,327,063)	\$ (268,372)	\$ -	\$ (173,741)
ENDING FUND BALANCE, 06/30/19	\$ 14,160,727	\$ 999,738	\$ 87,196	\$ 1,394,205
TAXES RECEIVABLE	\$ 18,759,756	\$ -	\$ (0)	\$ -

**PIERCE COUNTY LIBRARY SYSTEM
COMPARATIVE STATEMENT OF FINANCIAL POSITION
General Fund as of June 30, 2019**

	<i>HISTORICAL</i> 6/30/2018	<i>HISTORICAL</i> 7/31/2018	<i>HISTORICAL</i> 8/31/2018	<i>HISTORICAL</i> 9/30/2018	<i>HISTORICAL</i> 10/31/2018	<i>HISTORICAL</i> 11/30/2018	<i>HISTORICAL</i> 12/31/2018	<i>HISTORICAL</i> 1/31/2019	<i>HISTORICAL</i> 2/28/2019	<i>HISTORICAL</i> 3/31/2019	<i>HISTORICAL</i> 4/30/2019	<i>HISTORICAL</i> 5/31/2019	<i>CURRENT</i> 6/30/2019
ASSETS													
Current Assets													
Cash	\$ 266,955	\$ 305,347	\$ 338,006	\$ 728,164	\$ 11,923,103	\$ 1,999,546	\$ 627,099	\$ 192,800	\$ 958,504	\$ 2,800,867	\$ 15,229,013	\$ 2,894,686	\$ 482,335
Investments	\$ 8,800,000	\$ 6,630,000	\$ 4,200,000	\$ 1,800,000	\$ -	\$ 9,250,000	\$ 7,800,000	\$ 5,650,000	\$ 3,200,000	\$ 1,700,000	\$ 1,700,000	\$ 14,100,000	\$ 13,913,000
Deposits Refundable	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 25,019	\$ 25,019
Total Current Assets	\$ 9,066,955	\$ 6,935,347	\$ 4,538,006	\$ 2,528,164	\$ 11,923,103	\$ 11,249,546	\$ 8,427,099	\$ 5,842,800	\$ 4,158,504	\$ 4,500,867	\$ 16,929,013	\$ 17,019,705	\$ 14,420,353
TOTAL ASSETS	\$ 9,066,955	\$ 6,935,347	\$ 4,538,006	\$ 2,528,164	\$ 11,923,103	\$ 11,249,546	\$ 8,427,099	\$ 5,842,800	\$ 4,158,504	\$ 4,500,867	\$ 16,929,013	\$ 17,019,705	\$ 14,420,353
LIABILITIES													
Current Liabilities													
Warrants Payable	\$ 142	\$ 142	\$ 6,629	\$ 114,808	\$ 118,663	\$ 160,876	\$ 516,769	\$ 251,432	\$ 79,752	\$ 79,533	\$ 122,578	\$ 125,580	\$ 86,612
Sales Tax Payable	\$ 1,481	\$ 2,149	\$ 2,757	\$ 2,827	\$ 2,703	\$ 2,643	\$ 241	\$ 1,438	\$ 1,967	\$ 1,997	\$ 2,319	\$ 2,516	\$ 2,471
Payroll Payable	\$ 144,913	\$ 112,963	\$ 130,996	\$ 144,004	\$ 111,920	\$ 129,840	\$ 149,007	\$ 124,676	\$ 143,867	\$ 110,110	\$ 130,627	\$ 148,517	\$ 170,543
Total Current Liabilities	\$ 146,536	\$ 115,255	\$ 140,382	\$ 261,639	\$ 233,286	\$ 293,359	\$ 666,017	\$ 377,547	\$ 225,587	\$ 191,639	\$ 255,525	\$ 276,613	\$ 259,626
TOTAL LIABILITIES	\$ 146,536	\$ 115,255	\$ 140,382	\$ 261,639	\$ 233,286	\$ 293,359	\$ 666,017	\$ 377,547	\$ 225,587	\$ 191,639	\$ 255,525	\$ 276,613	\$ 259,626
FUND BALANCE													
Reserve for Encumbrance	\$ 959,916	\$ 927,759	\$ 720,874	\$ 745,765	\$ 634,256	\$ 425,324	\$ 22,003	\$ 1,415,795	\$ 1,353,775	\$ 1,240,119	\$ 1,410,091	\$ 1,359,549	\$ 953,035
Unreserved Fund Balance	\$ 7,960,503	\$ 5,892,334	\$ 3,676,750	\$ 1,520,760	\$ 11,055,561	\$ 10,530,864	\$ 7,739,079	\$ 4,049,458	\$ 2,579,143	\$ 3,069,109	\$ 15,263,397	\$ 15,383,543	\$ 13,207,692
TOTAL FUND BALANCE	\$ 8,920,419	\$ 6,820,093	\$ 4,397,624	\$ 2,266,525	\$ 11,689,817	\$ 10,956,188	\$ 7,761,082	\$ 5,465,253	\$ 3,932,917	\$ 4,309,228	\$ 16,673,488	\$ 16,743,092	\$ 14,160,727
TOTAL LIABILITIES & FUND BALANCE	\$ 9,066,955	\$ 6,935,347	\$ 4,538,006	\$ 2,528,164	\$ 11,923,103	\$ 11,249,546	\$ 8,427,099	\$ 5,842,800	\$ 4,158,504	\$ 4,500,867	\$ 16,929,013	\$ 17,019,705	\$ 14,420,353
PROPERTY TAXES RECEIVABLE	\$ 14,597,041	\$ 14,479,270	\$ 14,311,321	\$ 14,311,321	\$ 2,404,814	\$ 695,763	\$ 603,084	\$ 39,841,794	\$ 39,155,533	\$ 36,413,384	\$ 21,545,105	\$ 18,923,154	\$ 18,759,756

**PIERCE COUNTY LIBRARY SYSTEM
STATEMENT OF REVENUE & EXPENDITURES
For the Period Ending June 30, 2019**

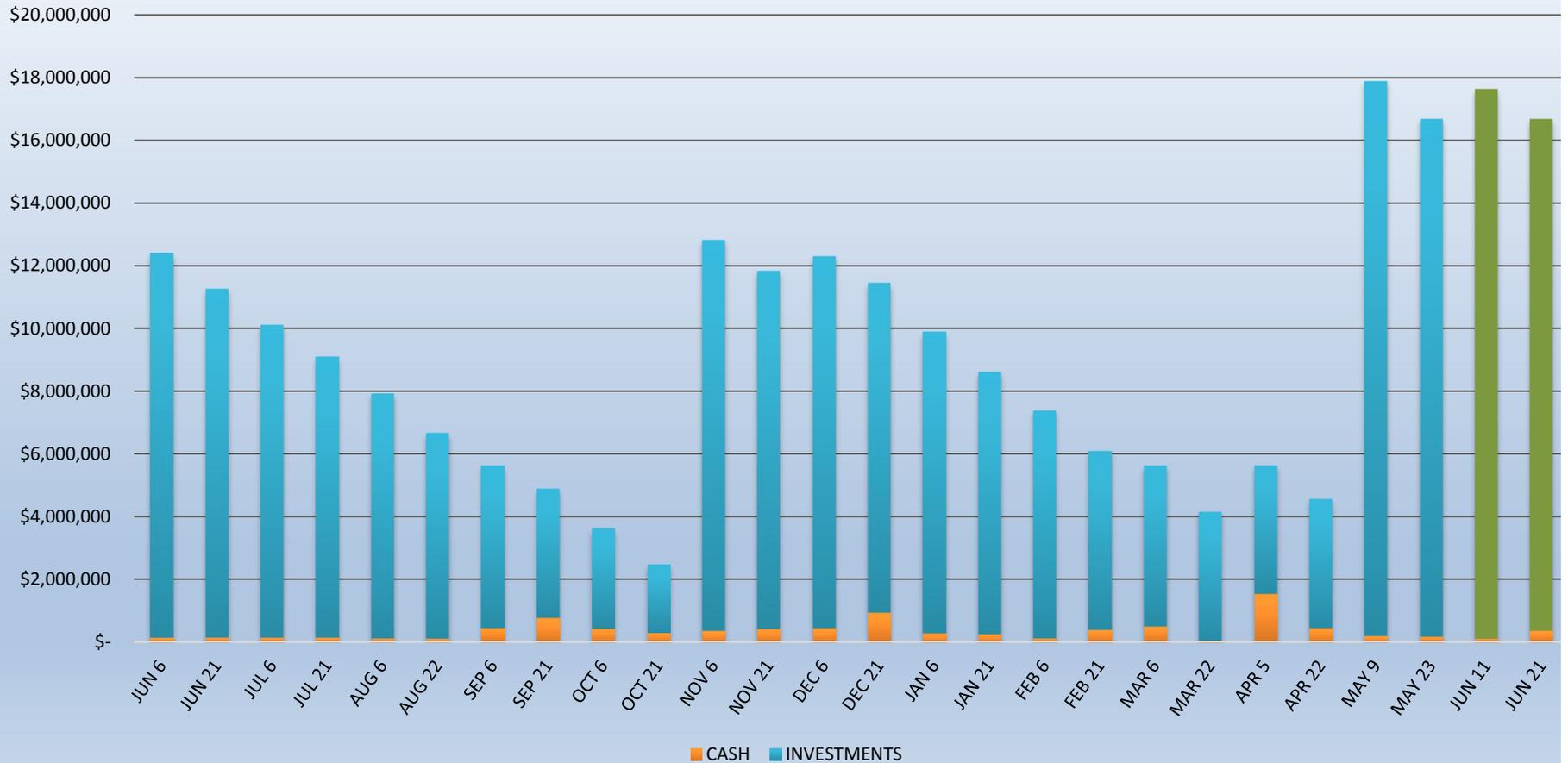
GENERAL FUND - 01	2019 BUDGET	YEAR TO DATE	ENCUMBRANCES	BUDGET BALANCE	% OF BUDGET
REVENUE					
Property Tax & Related Income	\$ 34,623,500	\$ 21,295,292	\$ -	\$ 13,328,208	62%
Other Revenue	\$ 1,750,500	\$ 454,104	\$ -	\$ 1,296,396	26%
TOTAL REVENUE	\$ 36,374,000	\$ 21,749,396	\$ -	\$ 14,624,604	60%
EXPENDITURES					
Personnel/Taxes and Benefits	\$ 24,332,700	\$ 11,756,993	\$ -	\$ 12,575,707	48%
Materials	\$ 3,805,100	\$ 1,571,848	\$ 279	\$ 2,232,973	41%
Maintenance and Operations	\$ 5,175,000	\$ 1,998,222	\$ 954,617	\$ 2,222,161	57%
Transfers Out & Reserves	\$ 3,060,000	\$ -	\$ -	\$ 3,060,000	0%
TOTAL EXPENDITURES	\$ 36,372,800	\$ 15,327,063	\$ 954,896	\$ 20,090,841	45%
Excess/(Deficit)		\$ 6,422,333			
Additional Transfers Out		-			
NET EXCESS (DEFICIT)		\$ 6,422,333			

SPECIAL PURPOSE FUND - 15	2019 BUDGET	YEAR TO DATE	ENCUMBRANCES	BUDGET BALANCE	% OF BUDGET
REVENUE					
Use of Fund Balance	\$ 625,000	\$ -	\$ -	\$ 625,000	0%
Transfers In	\$ 1,100,000	\$ -	\$ -	\$ 1,100,000	0%
Investment Income	\$ 60,000	\$ 12,424	\$ -	\$ 47,576	21%
TOTAL REVENUE	\$ 1,785,000	\$ 12,424	\$ -	\$ 1,772,576	1%
EXPENDITURES					
Election Costs	\$ 625,000	\$ 268,372	\$ -	\$ 356,628	43%
TOTAL EXPENDITURES	\$ 625,000	\$ 268,372	\$ -	\$ 356,628	43%
Excess/(Deficit)		\$ (255,947)			
Additional Transfers In		\$ -			
NET EXCESS (DEFICIT)		\$ (255,947)			

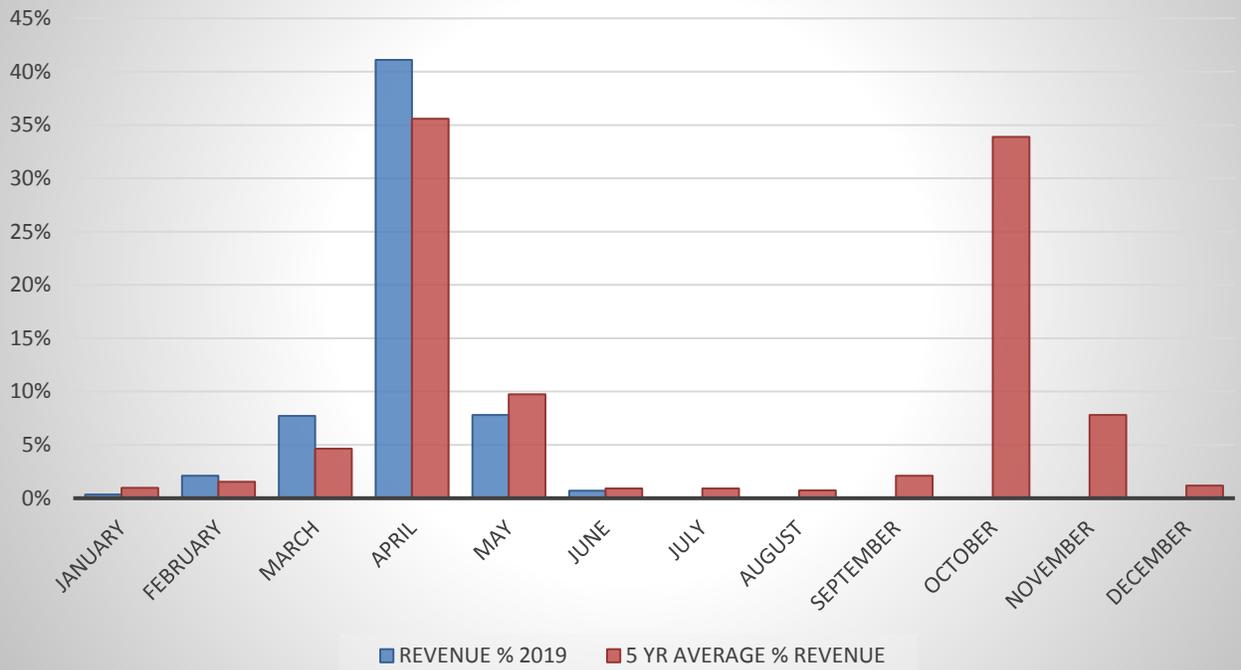
DEBT SERVICE FUND - 20	2019 BUDGET	YEAR TO DATE	ENCUMBRANCES	BUDGET BALANCE	% OF BUDGET
REVENUE					
Property Tax & Related Income	\$ -	\$ 173	\$ -	\$ (173)	-
Other Revenue	\$ -	\$ 852	\$ -	\$ (852)	-
TOTAL REVENUE	\$ -	\$ 1,025	\$ -	\$ (1,025)	-
TOTAL EXPENDITURES	\$ -	\$ -	\$ -	\$ -	-
NET EXCESS (DEFICIT)		\$ 1,025			

CAPITAL IMPROVEMENT PROJECTS FUND - 30	2019 BUDGET	YEAR TO DATE	ENCUMBRANCES	BUDGET BALANCE	% OF BUDGET
REVENUE					
Use of Fund Balance	\$ 217,085	\$ -	\$ -	\$ 217,085	0%
Transfers In	\$ 1,460,000	\$ -	\$ -	\$ 1,460,000	0%
Other Revenue	\$ -	\$ 16,106	\$ -	\$ (16,106)	-
TOTAL REVENUE	\$ 1,677,085	\$ 16,106	\$ -	\$ 1,660,979	1%
EXPENDITURES					
Capital Improvement Projects	\$ 1,415,000	\$ 173,741	\$ 563,571	\$ 677,688	52%
TOTAL EXPENDITURES	\$ 1,415,000	\$ 173,741	\$ 563,571	\$ 677,688	52%
Excess/(Deficit)		\$ (157,635)			
Additional Transfers In		-			
NET EXCESS (DEFICIT)		\$ (157,635)			

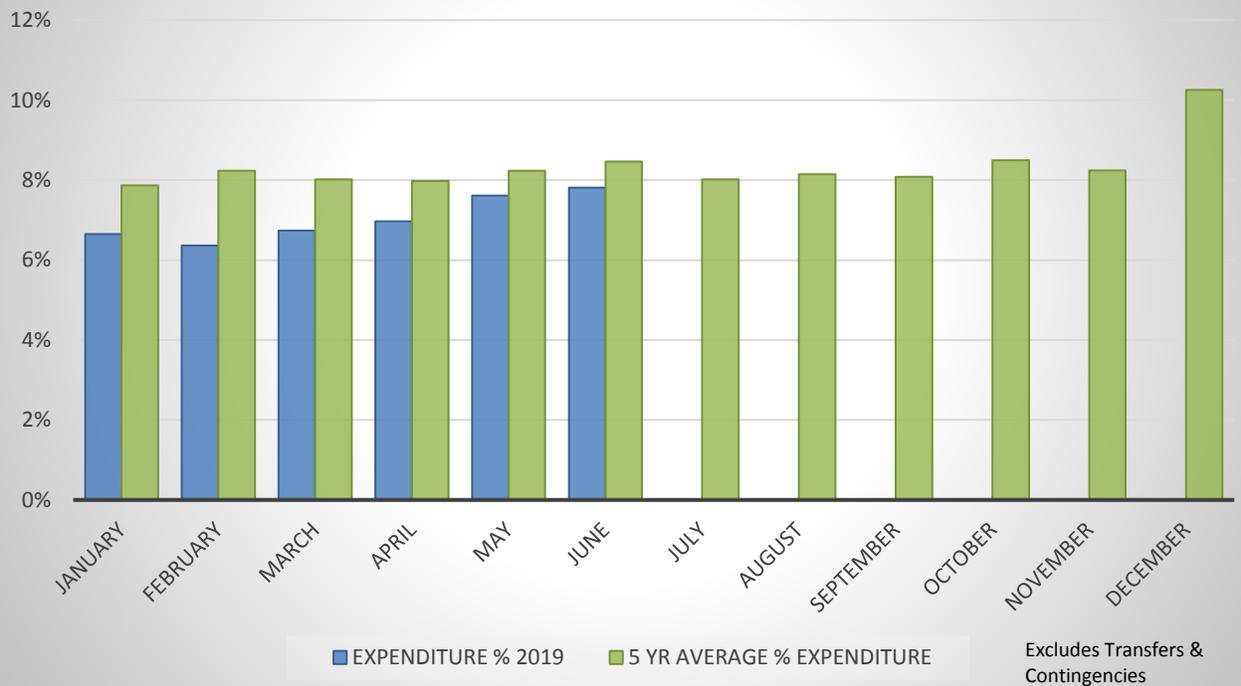
**CASH & INVESTMENTS - SEMI-MONTHLY
2019 - ALL FUNDS COMBINED (EXCLUDES DEBT SERVICE FUND)
- 13 MONTHS MOVING -**



GENERAL FUND - REVENUE TREND (%) THROUGH JUNE 2019



GENERAL FUND - EXPENDITURE TREND (%) THROUGH JUNE 2019



Pierce County Library System
 Board Report - Budget to Actual by Object
 Report as of: 6/30/2019

FUND: GENERAL FUND (01)

Object	2019 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
REVENUE ACCOUNTS						
31111 PROPERTY TAXES CURRENT	33,934,600.00	144,679.07	20,851,059.34	0.00	13,083,540.66	61.44
31112 PROPERTY TAXES DELINQUENT	424,900.00	13,029.18	261,400.71	0.00	163,499.29	61.52
31113 PROPERTY TAXES KING COUNTY	60,000.00	2,430.33	34,832.79	0.00	25,167.21	58.05
31130 SALE OF TAX TITLE PROPERTY	6,000.00	1,512.22	1,512.22	0.00	4,487.78	25.20
31720 LEASEHOLD EXCISE TAX	20,000.00	4,850.06	16,976.33	0.00	3,023.67	84.88
31740 TIMBER EXCISE TAX	63,000.00	0.00	18,622.65	0.00	44,377.35	29.56
TAXES:	34,508,500.00	166,500.86	21,184,404.04	0.00	13,324,095.96	61.39
33533 STATE FOREST FUNDS/DNR TIMBER TRU	0.00	1,953.75	11,142.25	0.00	(11,142.25)	0.00
33710 SHARED FIXED ASSETS - TIMBER	15,000.00	0.00	0.00	0.00	15,000.00	0.00
34160 COPIER FEES	30,000.00	2,818.33	17,407.93	0.00	12,592.07	58.03
34161 GRAPHICS SERVICES CHARGES	7,500.00	0.00	119.48	0.00	7,380.52	1.59
34162 PRINTER FEES	125,000.00	9,695.96	61,948.37	0.00	63,051.63	49.56
34163 FAX FEES	22,000.00	1,933.33	12,385.55	0.00	9,614.45	56.30
34193 ORTING - SERVICE FEES	3,000.00	0.00	0.00	0.00	3,000.00	0.00
34730 INTERLIBRARY LOAN FEES	0.00	0.00	800.00	0.00	(800.00)	0.00
35970 LIBRARY FINES	400,000.00	31,991.79	197,209.46	0.00	202,790.54	49.30
36110 INVESTMENT INCOME	100,000.00	29,935.89	87,760.39	0.00	12,239.61	87.76
36140 OTHER INTEREST EARNED - COUNTY	0.00	3.48	25.09	0.00	(25.09)	0.00
36200 KEY PEN HLTH DEPT FACILITY REV	1,000.00	0.00	388.31	0.00	611.69	38.83
36290 BOOK SALES	4,000.00	0.00	1,637.68	0.00	2,362.32	40.94
36700 FOUNDATION DONATIONS	350,000.00	0.00	5,450.80	0.00	344,549.20	1.56
36720 FRIENDS' REIMBURSEMENTS	30,000.00	0.00	0.00	0.00	30,000.00	0.00
36725 DONATIONS - OTHER	160,000.00	69.05	221.07	0.00	159,778.93	0.14
36910 SALE OF SURPLUS	2,000.00	0.00	10,456.92	0.00	(8,456.92)	522.85
36920 FOUND MONEY	1,000.00	126.32	280.74	0.00	719.26	28.07
36990 MISCELLANEOUS REVENUE	0.00	9.56	4,969.43	0.00	(4,969.43)	0.00
36991 PAYMENT FOR LOST MATERIALS	10,000.00	424.56	2,537.39	0.00	7,462.61	25.37
36996 JURY DUTY REIMBURSEMENT	0.00	10.00	133.00	0.00	(133.00)	0.00
36998 E RATE REIMBURSEMENT	530,000.00	0.00	92,674.89	0.00	437,325.11	17.49
36999 REBATES - PROCUREMENT CARD	75,000.00	12,414.82	33,174.55	0.00	41,825.45	44.23
CHARGES OTHER:	1,865,500.00	91,386.84	540,723.30	0.00	1,324,776.70	28.99
39510 SALE OF FIXED ASSETS (GOV)	0.00	1,792.61	11,960.34	0.00	(11,960.34)	0.00
39520 INSURANCE RECOVERIES - CAPITAL ASSE	0.00	0.00	12,308.80	0.00	(12,308.80)	0.00
TOTAL FOR REVENUE ACCOUNTS	36,374,000.00	259,680.31	21,749,396.48	0.00	14,624,603.52	59.79
EXPENSE ACCOUNTS						
51100 SALARIES AND WAGES	17,822,600.00	1,381,970.40	8,211,516.92	0.00	9,611,083.08	46.07
51105 ADDITIONAL HOURS	239,400.00	26,256.18	129,820.03	0.00	109,579.97	54.23
51106 SHIFT DIFFERENTIAL	161,200.00	14,561.03	87,912.64	0.00	73,287.36	54.54
51107 SUBSTITUTE HOURS	262,250.00	22,749.10	117,111.44	0.00	145,138.56	44.66
51109 TUITION ASSISTANCE PROGRAM	10,000.00	0.00	3,188.56	0.00	6,811.44	31.89
51200 OVERTIME WAGES	21,150.00	1,185.00	8,009.21	0.00	13,140.79	37.87
51999 ADJ WAGE/SALARY TO MATCH PLAN	(462,900.00)	0.00	0.00	0.00	(462,900.00)	0.00
52001 INDUSTRIAL INSURANCE	181,100.00	10,365.95	60,037.91	0.00	121,062.09	33.15
52002 MEDICAL INSURANCE	2,310,200.00	190,931.45	1,249,325.98	0.00	1,060,874.02	54.08
52003 F.I.C.A.	1,344,300.00	108,449.63	639,518.27	0.00	704,781.73	47.57
52004 RETIREMENT	2,254,500.00	181,186.31	1,065,331.09	0.00	1,189,168.91	47.25

Pierce County Library System
 Board Report - Budget to Actual by Object
 Report as of: 6/30/2019

FUND: GENERAL FUND (01)

Object	2019 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
EXPENSE ACCOUNTS						
52005 DENTAL INSURANCE	213,200.00	18,169.79	110,344.26	0.00	102,855.74	51.76
52006 OTHER BENEFIT	10,800.00	1,960.00	9,560.00	0.00	1,240.00	88.52
52010 LIFE AND DISABILITY INSURANCE	75,900.00	6,420.08	38,417.43	0.00	37,482.57	50.62
52020 UNEMPLOYMENT/ PAID FML INSURANCE	50,000.00	2,122.46	26,899.20	0.00	23,100.80	53.80
52999 ADJ BENEFITS TO MATCH PLAN	(161,000.00)	0.00	0.00	0.00	(161,000.00)	0.00
PERSONNEL	24,332,700.00	1,966,327.38	11,756,992.94	0.00	12,575,707.06	48.32
53100 OFFICE/OPERATING SUPPLIES	214,800.00	25,205.87	109,883.25	12,194.10	92,722.65	56.83
53101 CUSTODIAL SUPPLIES	69,000.00	5,018.37	32,309.35	21,769.35	14,921.30	78.37
53102 MAINTENANCE SUPPLIES	35,000.00	1,559.00	14,851.15	2,000.00	18,148.85	48.15
53103 AUDIOVISUAL PROCESSING SUP	16,000.00	0.00	660.89	0.00	15,339.11	4.13
53104 BOOK PROCESSING SUPPLIES	18,000.00	632.77	632.77	1,516.62	15,850.61	11.94
53200 FUEL	35,000.00	9,161.44	17,040.96	15,014.13	2,944.91	91.59
53401 ADULT MATERIALS	739,500.00	51,552.58	293,390.49	278.78	445,830.73	39.71
53403 PERIODICALS	92,000.00	62,494.97	74,766.13	0.00	17,233.87	81.27
53405 JUVENILE BOOKS	456,954.00	36,330.85	148,851.08	0.00	308,102.92	32.57
53407 INTERNATIONAL COLLECTION	45,000.00	1,988.46	5,062.41	0.00	39,937.59	11.25
53408 AUDIOVISUAL MATERIALS - ADULT	725,000.00	47,953.18	276,600.73	0.00	448,399.27	38.15
53409 AUDIOVISUAL MATERIALS - JUV	86,000.00	1,769.89	9,613.37	0.00	76,386.63	11.18
53411 ELECTRONIC INFO SOURCES	528,643.00	124,886.15	438,658.51	0.00	89,984.49	82.98
53412 REFERENCE SERIALS	11,500.00	0.00	363.71	0.00	11,136.29	3.16
53414 ELECTRONIC COLLECTION	972,003.00	0.00	269,333.77	0.00	702,669.23	27.71
53464 VENDOR PROCESSING SERVICES	148,500.00	10,032.74	55,006.14	0.00	93,493.86	37.04
53499 GIFTS - MATERIALS	0.00	0.00	201.69	0.00	(201.69)	0.00
53500 MINOR EQUIPMENT	55,500.00	1,592.98	15,142.83	759.40	39,597.77	28.65
53501 FURNISHINGS	84,000.00	4,812.09	6,521.64	25,771.52	51,706.84	38.44
53502 PC HARDWARE	241,500.00	4,386.11	6,449.69	0.00	235,050.31	2.67
53505 SOFTWARE/LICENSES/HOSTING	590,500.00	232,173.95	320,800.07	14,371.68	255,328.25	56.76
54100 PROFESSIONAL SERVICES	213,230.00	7,646.25	25,387.31	30,994.80	156,847.89	26.44
54101 LEGAL SERVICES	55,000.00	3,531.12	23,563.25	11,436.75	20,000.00	63.64
54103 CONTRACTUAL SERVICES	314,100.00	101,769.62	180,249.83	99,874.36	33,975.81	89.18
54162 BIBLIOGRAPHIC & RELATED SERVICES	46,500.00	4,033.97	23,967.32	0.00	22,532.68	51.54
54163 PRINTING AND BINDING	0.00	0.00	11,797.30	415.35	(12,212.65)	0.00
54165 ILL LOST ITEM CHARGE	2,500.00	133.53	501.03	0.00	1,998.97	20.04
54200 POSTAGE AND SHIPPING	73,000.00	75.70	1,258.25	0.00	71,741.75	1.72
54201 TELECOM SERVICES	650,400.00	3,193.43	287,666.65	288,142.71	74,590.64	88.53
54300 TRAVEL	49,900.00	1,647.86	13,412.63	(526.50)	37,013.87	25.82
54301 MILEAGE REIMBURSEMENTS	36,800.00	4,075.05	21,798.42	0.00	15,001.58	59.23
54400 ADVERTISING	94,500.00	6,307.05	28,769.71	24,066.00	41,664.29	55.91
54501 RENTALS/LEASES - BUILDINGS	421,000.00	22,211.97	146,837.72	124,179.66	149,982.62	64.37
54502 RENTALS/LEASES - EQUIPMENT	130,900.00	15,506.20	63,786.00	77,513.64	(10,399.64)	107.94
54600 INSURANCE	222,000.00	0.00	799.00	0.00	221,201.00	0.36
54700 ELECTRICITY	265,000.00	4,077.44	116,421.73	0.00	148,578.27	43.93
54701 NATURAL GAS	12,000.00	387.00	6,039.17	0.00	5,960.83	50.33
54702 WATER	30,000.00	716.62	8,326.98	0.00	21,673.02	27.76
54703 SEWER	34,000.00	2,434.25	21,153.96	0.00	12,846.04	62.22
54704 REFUSE	36,000.00	2,679.29	18,162.76	1,678.67	16,158.57	55.12
54800 GENERAL REPAIRS/MAINTENANCE	253,500.00	44,098.43	175,002.55	58,103.35	20,394.10	91.95

Pierce County Library System
 Board Report - Budget to Actual by Object
 Report as of: 6/30/2019

FUND: GENERAL FUND (01)

Object	2019 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
EXPENSE ACCOUNTS						
54801 CONTRACTED MAINTENANCE	502,450.00	20,811.29	161,964.36	145,341.33	195,144.31	61.16
54810 IT SYSTEMS MAINTENANCE	82,100.00	0.00	54,235.65	0.00	27,864.35	66.06
54900 REGISTRATIONS	62,700.00	5,480.19	16,576.56	0.00	46,123.44	26.44
54901 DUES AND MEMBERSHIPS	24,120.00	534.00	23,378.97	0.00	741.03	96.93
54902 TAXES AND ASSESSMENTS	29,500.00	74.82	20,078.91	0.00	9,421.09	68.06
54903 LICENSES AND FEES	58,300.00	2,641.12	21,658.46	0.00	36,641.54	37.15
54905 ORGANIZATIONAL REGISTRATIONS	3,000.00	100.00	972.47	0.00	2,027.53	32.42
54912 CONTINGENCY	100,200.00	0.00	0.00	0.00	100,200.00	0.00
55100 INTERGOVERNMENTAL	13,000.00	0.00	162.63	0.00	12,837.37	1.25
59700 TRANSFERS OUT - CIP	1,460,000.00	0.00	0.00	0.00	1,460,000.00	0.00
59702 TRANSFERS OUT - SPF	1,100,000.00	0.00	0.00	0.00	1,100,000.00	0.00
59703 CASH FLOW SET-ASIDE	500,000.00	0.00	0.00	0.00	500,000.00	0.00
ALL OTHER EXPENSES	12,040,100.00	875,717.60	3,570,070.21	954,895.70	7,515,134.09	37.58
00000 UNALLOCATED GRP BDGT LINE ITEMS	1,200.00	0.00	0.00	0.00	1,200.00	0.00
NEED A CATEGORY	1,200.00	0.00	0.00	0.00	1,200.00	0.00
TOTAL FOR EXPENSE ACCOUNTS	36,374,000.00	2,842,044.98	15,327,063.15	954,895.70	20,092,041.15	44.76
NET SURPLUS / DEFICIT	0.00	(2,582,364.67)	6,422,333.33	(954,895.70)	(5,467,437.63)	0.00

Pierce County Library System
 Board Report - Budget to Actual by Object
 Report as of: 6/30/2019

FUND: SPECIAL PURPOSE FUND (15)

Object	2019 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
REVENUE ACCOUNTS						
29150 USE OF FUND BALANCE-BUDGET	625,000.00	0.00	0.00	0.00	625,000.00	0.00
TAXES:	625,000.00	0.00	0.00	0.00	625,000.00	0.00
36110 INVESTMENT INCOME	60,000.00	2,033.79	12,424.36	0.00	47,575.64	20.71
CHARGES OTHER:	60,000.00	2,033.79	12,424.36	0.00	47,575.64	20.71
39700 TRANSFERS IN	1,100,000.00	0.00	0.00	0.00	1,100,000.00	0.00
TOTAL FOR REVENUE ACCOUNTS	1,785,000.00	2,033.79	12,424.36	0.00	1,772,575.64	0.70
EXPENSE ACCOUNTS						
PERSONNEL	0.00	0.00	0.00	0.00	0.00	0.00
54101 LEGAL SERVICES	0.00	0.00	10.08	0.00	(10.08)	0.00
55200 ELECTION COSTS	625,000.00	0.00	268,361.63	0.00	356,638.37	42.94
ALL OTHER EXPENSES	625,000.00	0.00	268,371.71	0.00	356,628.29	42.94
NEED A CATEGORY	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL FOR EXPENSE ACCOUNTS	625,000.00	0.00	268,371.71	0.00	356,628.29	42.94
NET SURPLUS / DEFICIT	1,160,000.00	2,033.79	(255,947.35)	0.00	1,415,947.35	(22.06)

FUND: DEBT SERVICE FUND (20)

Object	2019 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
REVENUE ACCOUNTS						
31112 PROPERTY TAXES DELINQUENT	0.00	0.00	172.55	0.00	(172.55)	0.00
TAXES:	0.00	0.00	172.55	0.00	(172.55)	0.00
36110 INVESTMENT INCOME	0.00	170.96	852.44	0.00	(852.44)	0.00
CHARGES OTHER:	0.00	170.96	852.44	0.00	(852.44)	0.00
TOTAL FOR REVENUE ACCOUNTS	0.00	170.96	1,024.99	0.00	(1,024.99)	0.00
NET SURPLUS / DEFICIT	0.00	170.96	1,024.99	0.00	(1,024.99)	0.00

Pierce County Library System
 Board Report - Budget to Actual by Object
 Report as of: 6/30/2019

FUND: CAPITAL IMPROVEMENT PROJECTS FUND (30)

Object	2019 Budget	June Actual	Year-To-Date Actual	Encumbrance s	Balance	Expend %
REVENUE ACCOUNTS						
29150 USE OF FUND BALANCE-BUDGET	217,085.00	0.00	0.00	0.00	217,085.00	0.00
36110 INVESTMENT INCOME	0.00	2,883.57	16,106.30	0.00	(16,106.30)	0.00
CHARGES OTHER:	217,085.00	2,883.57	16,106.30	0.00	200,978.70	7.42
39700 TRANSFERS IN	1,460,000.00	0.00	0.00	0.00	1,460,000.00	0.00
TOTAL FOR REVENUE ACCOUNTS	1,677,085.00	2,883.57	16,106.30	0.00	1,660,978.70	0.96
EXPENSE ACCOUNTS						
53501 FURNISHINGS	0.00	0.00	0.00	64,234.97	(64,234.97)	0.00
53502 PC HARDWARE	0.00	2,531.82	2,531.82	1,765.41	(4,297.23)	0.00
53505 SOFTWARE/LICENSES/HOSTING	25,000.00	0.00	118,823.88	7,562.28	(101,386.16)	505.54
54100 PROFESSIONAL SERVICES	150,000.00	0.00	4,188.12	0.00	145,811.88	2.79
54103 CONTRACTUAL SERVICES	155,000.00	18,462.90	28,365.55	314,306.25	(187,671.80)	221.08
54300 TRAVEL	0.00	0.00	4,969.39	55,701.25	(60,670.64)	0.00
54400 ADVERTISING	0.00	0.00	499.80	0.00	(499.80)	0.00
54800 GENERAL REPAIRS/MAINTENANCE	0.00	835.24	2,615.62	0.00	(2,615.62)	0.00
54900 REGISTRATIONS	0.00	0.00	4,750.00	0.00	(4,750.00)	0.00
54912 CONTINGENCY/RESERVE	25,000.00	0.00	0.00	0.00	25,000.00	0.00
56200 BUILDINGS & BLDG IMPROVEMENTS	520,000.00	0.00	0.00	120,001.00	399,999.00	23.08
56400 MACHINERY & EQUIPMENT	450,000.00	0.00	6,996.62	0.00	443,003.38	1.55
00000 UNALLOCATED GRP BDGT LINE ITEMS	90,000.00	0.00	0.00	0.00	90,000.00	0.00
TOTAL FOR EXPENSE ACCOUNTS	1,415,000.00	21,829.96	173,740.80	563,571.16	677,688.04	52.11
NET SURPLUS / DEFICIT	262,085.00	(18,946.39)	(157,634.50)	(563,571.16)	983,290.66	(275.18)

MEMO



Date: August 6, 2019

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

From: Georgia Lomax, Executive Director

Subject: Executive Director Report - July

In July, I had the opportunity to meet with and learn more about our newest trustee, Jamilyn Penn, and introduce her to the Library, its funding structure and the work of Trustees.

I've been meeting with students participating in the Library's Teen Volunteer League this summer. It's been a great chance to talk with and learn from the 9th through 12th graders and hear about their career interests, life as a student and their experience as a volunteer. I enjoyed sharing my own experience in my career, leadership and libraries. Spending time with our teen volunteers is a sure way to feel good about the world!

Deputy Director Melinda Chesbro and I were invited to participate with City of Fife management staff in a visioning workshop as part of their Government Center Planning process. The workshop had participants exploring ideas for how they could bring together City Hall, Police, the Court and Community Center functions on a civic campus and create a "heart" of the community. This is part of a process to consider the feasibility of bringing city facilities together in one location and to plan for growth of an urban center in anticipation of future arrival of light rail. They have been conducting a needs assessment and public process and now are exploring site concepts to develop a preferred direction for City Council to consider. With our participation, City staff learned about library services and space needs and considered how functions can share spaces, such as meeting rooms or seating, by being co-located. This was a great opportunity to learn from, and about, each other, to participate in a conceptual design process and to build relations with the City. We also got to use blocks to "build" new buildings for the city – which was a fun exercise and a lot of work.

MEMO

Date: August 2, 2019

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

From: Jaime Prothro, Customer Experience Director

Subject: Branch Services June Report

Bonney Lake: Summer is full on! A mother and her 7 or 8 yr. old daughter walked through the adult non-fiction section (500's) where staff was shelving. The mother pointed out the math and science books and the daughter said, "Mom, I don't have the brain power for that today, it's Saturday."

Buckley: The Buckley Library staff participated in the Buckley Log Show Parade again this year with an extra-special twist - Supervising Librarian, Kathy Norbeck was chosen as the community designated Parade Grand Marshal.



Eatonville: Fifteen residents attended an "All Things Medicare" session offered by Sound Outreach.

Fife: Summer Reading has started full force, and the Adult/Teen Stranger Things Escape Room drew a waitlist of over 75 people. Staff added a third session to accommodate more customers. It was a blast, and our teen volunteers helped us set up a program that customers raved about afterwards.

Gig Harbor: Youth Services Librarian Tamara Saarinen participated as a presenter during a Washington State Library webinar on readers' advisory services. This type of practitioner leadership provides great skill development for librarians across the state.

A ballot box was installed in June at the Gig Harbor branch in preparation for the August elections and as a way to provide increased ballot box access in the community.

Graham: Youth Services Librarian Lisa Cipolla visited Bethel Schools and Eatonville schools dressed as a NASA Astronaut to promote the "Universe of Stories" Summer Reading Program. A few parents have said they stopped by the library to sign up the family because their "kids said an astronaut came to the school and told them to go to the library".

Key Center: The summer residents on the key Peninsula have all been arriving and visiting the library. Often when they come into the library they comment how nice it is to be back. Staff also sees a large

number of vacationers who drop in the library to use wifi or just hang out and read and are always very thankful for our space.

Lakewood: The four-day mural creation series *The Art of Storytelling* was a success! 14 youth worked with local artist KOMIE to develop and create two panels of a mural that will be installed and displayed prominently in the library. Youth discussed collaborative storytelling, shared stories from their backgrounds and cultures, and explored what their future stories will be. These discussions informed their final piece “Mirrors” about possible visions of the future.

Staff presented to Clover Park School District librarians and teachers for professional development. Librarians asked for database presentations, assistance with primary resources, updates on book club kits, potential curriculum ties, more information about teen volunteering and job shadows, support for the High School and Beyond Plan, and opportunities for special education students. Librarians also wanted to know how schools and teachers can get involved in the conversation about Future Libraries.

A grandmother came to the Help Desk asking for pride buttons. She had heard that the library had pride buttons available and wanted to share them with her granddaughter and her granddaughter’s friend who had come out as Trans and was attending Pride for the first time to show support.

Milton/Edgewood: Idea Hatch: Space Quest was very popular, with 44 kids and adults attending. Kids were excited to try the experiments and feedback from the surveys requested additional visits from Idea Hatch. People attending appreciated the range of types of activities, which suited the mix of young and older kids.

Orting: Branch staff have ordered items for the lobby refresh, a key part of the branch’s Welcoming Space goal for 2019. New bulletin boards, walk-off mats, and brochure stands have been purchased to create a more inviting entryway to the library.

Parkland/Spanaway: Two art workshops (Sumi Painting and Alcohol Inks) were presented at the branch this month and were at full capacity – about 26-28 people each. Several adults with disabilities attended with care takers and one program brought in a family who had three generations represented.

South Hill: Tech Help at Julian Estates Retirement Home remains a popular service with solid bookings for the day. The seniors are grateful to get assistance with their cellphones, tablets, and other devices.

On June 22nd the branch hosted a Summer Reading Kickoff Carnival and were joined by almost 400 people!

Steilacoom: Branch staff and Friends of the Steilacoom Library have been successful at the Farmers Market with summer reading registration and membership recruitment.

Summit: The branch has welcomed twelve Teen Volunteer League volunteers who are assisting with a number of summer support activities, including the weekday lunch provided in partnership with the Franklin Pierce School District and United Way.

Sumner: The branch has had many public engagement activities to learn from residents if there is support for a new library building in Sumner.

Tillicum: The Summer Reading Kick-off Event took place on Saturday, June 22. There were 4 crafting tables, a building block & straw corner, face painting, creative balloon creations, a constellation viewing box, hot dogs, and a Future Libraries discussion table.

On June 5, staff assisted a customer who was struggling financially: she was trying to find assistance to help pay for rent that she was not able to keep up with much longer. Staff introduced her to United Way's 2-1-1 website and assisted her with the navigation process. She claimed to be excited to return and use more of the library resources and get a card for herself and her family.

University Place: Our Youth Services Librarians have been making the rounds in local schools. Susan Neyman, Librarian at University Place Primary, shared this kind note about Dana Brownfield's visits: *Dana shared the information about Pierce County Reading program to University Place Primary k-3 students. I want to applaud her for an excellent job. Her presentation gave background information for the children to grasp the program. The delivery of the theme, prizes and stories she read or told orally kept the children engaged. She knew techniques how to keep the students calm but excited for the Summer Reading program. I anticipate many of University Place Primary students signing up and reading.*

New Business

MEMO



Date: August 2, 2019

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

From: Clifford Jo, Finance & Business Director

Subject: 2019 Property Values for 2020 Tax Levy

As of August 2, the Pierce County Assessor-Treasurers Office has not released their annual report on residential property valuations in Pierce County. If we receive it between now and the Board meeting, I will provide an updated report during the meeting, including any impact on revenues. At this time, any changes in the revaluation report is projected to not substantially affect our 2020 property value revenues; however, it will likely change our mill rate for 2020.

Our revenues are calculated by the formula of 1% increase over 2019 property taxes plus new construction. The county will send us a preliminary certificate in early September, which will be used to adjust the 2020 budget.

MEMO



Date: August 6, 2019

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

From: Georgia Lomax, Executive Director

Subject: 2020 Planning Overview – Strategic Direction

As we develop our annual budget and work plan we start with a review of the Implementation Framework that was established during our 2017 strategic planning process. The Implementation Framework guides us to meaningfully turn the Strategic Framework into action through intentional investments of resources and energies that helps spark success in our communities.

During the previous two years, we've evaluated our services to understand how key projects support advancement toward the outcomes identified for each initiative focus area (Learning, Enjoyment, Community), and each core service (like collections, staffing, and technology). This year we revisited what we learned from residents through public engagement processes in 2016 and 2018, from staff through engagement surveys and suggestions for success over the next five years. As a result of this evaluation, the Library is introducing three Strategic Directions to serve as priorities through the multi-year funding cycle. These build on and deepen the work we are doing under the Strategic Framework and adds the next level of strategy and clarity.

Strategic Directions are multi-year endeavors that orient staff, resources and the public to a course of action the Library will take to ensure alignment of services, impact for the community, and the development of sustainable organizational growth. They describe a long-term path for what the Library seeks to accomplish through the Focus Areas and Initiatives, and answer questions such as:

- Why are we doing this?
- Who will be reached by this work?
- What is the impact we will see if we achieve this work?

As a result we've identified three Strategic Directions to further the impact and value of the library's services under the Strategic Framework:

The first is outward facing, focusing on how we provide value and impact to our communities.

We'll establish "asset limited residents" as our priority service audience and consider how the Library and its services and literacy work contribute to financially strengthening individuals and communities. Asset limited individuals are employed and earning above poverty level, but are still not able to achieve financial stability. This will build on the underlying purpose of many library services and partnerships, from technology training and job classes to preparing children to succeed in school.

The second is inward facing, focusing on organizational growth and excellence.

We'll define and begin to use a model that allows us to assess current and future levels of organizational maturity expressed through staff, technology, policies, processes, and data to most effectively manage our resources and respond to changes.

The third is future facing, focusing on how we manage capital investments in our spaces and technology.

We'll explore opportunities to expand, update or improve facilities and technology to meet population growth, projected service needs, and create a sense of place in our communities.

Continuing our work to spark success through the initiative areas of learning, enjoyment and community while adding multi-year strategic directions will focus us towards a common service vision, leverage the Library's expertise in literacy to strengthen communities, and ensure residents find value in the library. In 2020 we'll begin to explore these directions and consider them as we deliver services and undertake projects.



Your Library

PIERCE COUNTY LIBRARY SYSTEM
STRATEGIC FRAMEWORK

Implementation Framework

June 1, 2017, Updated April 2019

Introduction and Terminology

In 2016, the Pierce County Library System's planning process established a Strategic Framework to describe the organization's Strategic Planning, Guiding Principles, Focus Areas, and Core Services. The Strategic Framework is designed to provide a responsive structure that is both durable for reaching long-term Strategic Directions and flexible for development of shorter-term Strategic Goals.

This Implementation Framework is a how-to-guide for putting the Strategic Framework into action and ensuring it drives the Library's operational and financial decision making year to year. It includes:

- Overview of the terminology used.
- An implementation calendar that maps the Library's annual process for planning, doing, and sharing.
- Guidance for how the Library will operationalize each step of the process.

Guiding Principles

This aspirational statement describes the energy and impact the Library seeks to bring to its work, enabling all members of the Pierce County community to accomplish what is important to them:

We spark success for Pierce County

Guiding Principles describe how the Library approaches its work:

- **Be true to our communities:** We listen and respond to what is important to you.
- **Innovate Strategically:** We find inventive ways to serve you.
- **Provide access for all:** We serve everyone with the same degree of interest and respect.
- **Deliver convenience:** Your life is busy and we make our resources easy for you to use.
- **Play the right role:** We use our strengths as a library to get results and to support our community partners.
- **Be financially sustainable:** You trust us with public resources and we manage them for today and for tomorrow..

Roles

The Library plays four broad Roles, which provide general guidance for investment of resources: time, money, space, etc. The Library commits greater resources to areas where it is a Leader and Partner. Leadership roles are largely system-wide efforts. Partner, Support, and Host roles vary considerably by location and in response to local needs.

- **Leader:** PCLS is a leader in the district in providing x.
- **Partner:** PCLS engages with other entities in the district to provide x.
- **Host:** PCLS offers its facilities and other services as a means for x to happen.
- **Support:** PLCS provides a spectrum of support to collaborate with partner organizations and individuals so x is achieved.

Core Services

Core Services represent fundamental services offered by the Library. Library users can always count on the Pierce County Library System to deliver these services. While the availability of these services is constant, the way in which the Library delivers them changes over time. The annual planning process identifies and tracks Core Services improvements.

- **Materials:** We have the books and resources you want.
- **Staff:** Our staff connect you to the right resource at the right time.

- **Spaces:** Our libraries are welcoming and vital to your community.
- **Technology:** We meet your needs with today's technology.
- **Partnerships:** We collaborate with others to best serve you.
- **Classes & Events:** We offer interesting programs, skill-building classes, and special events.
- **Business Processes:** We make smart investments in sound and sustainable operations.

Strategic Directions

Strategic Directions are multi-year endeavors that orient staff, resources, and the public to a course of action that will be developed in order to ensure alignment and impact for the community and organizational growth. They describe a long-term path for what the Library is seeking to accomplish through Focus Areas and Initiatives, answering questions such as the following:

- Why are we doing this?
- Who will be reached by this work?
- What is the impact we will to see if we achieve this work? if we don't achieve this work?

Goals & Desired Impacts

Goals are time-bound, single or multi-year efforts to move the Library toward achieving a Strategic Direction through improving or innovating in specific aspects of Library services or operations in significant ways. In general the Library will plan Goals for the upcoming 2 years, and annually make concrete plans for the first of those years.

Desired Impacts provide an increased understanding of the Library's work and our commitment to serving people, and draw attention to the social, economic and support value created by the Library. Desired Impact statements represent a stretch in Library ambitions. In many cases, the Library cannot achieve these on its own. Community partners are often working in these areas and with combined efforts, the Library and community partners can move the needle on these big ambitions.

Focus Areas & Initiatives

Focus Areas are thematic emphases that motivate the Library's provision of Core Services. While Core Services describe the infrastructure and programs the Library delivers, Focus Areas communicate why, to what end.

- **Learning:** We support your growth and curiosity
- **Enjoyment:** We help you enjoy your free time
- **Community:** We connect and strengthen your communities

The Library advances each Focus Area through supporting Initiatives. Initiatives communicate a grouping of projects and services in a Focus Area, which are smaller scale, discrete, time-bound efforts with a specific audience or outcome.

Performance Management

The Library's approach to organizational and strategic performance management is based on:

- A balanced approach with both quantitative and qualitative measures, including data, stories, and observations.
- Measures and industry tools to balance thoroughness with an appropriate level of effort.
- Consistent communication with key stakeholders, including staff, the Library's Board of Trustees, and the public.
- Consistent project and portfolio management processes to support a collaborative approach to annual work plan and budget administration.

Plan

1. Update Situation Assessment & Resource Capacity (March and April)

To start annual planning, the Library gathers and updates contextual information necessary to identify and prioritize potential Initiatives and Core Service Improvements. This assessment includes:

- Evaluating the implementation of previous year Initiatives and Core Service improvements.
- Review of Strategic Goals and Impacts.
- Gathering and compiling community input from ongoing surveys, input forums, and biannual polls to identify what is important to the community?
- Analyzing operational context, including current staffing capacity and activities, as well as a financial projection for the coming year.
- Reviewing draft second year plans of the 2-year cycle

The Library identifies the resources needed to realistically and sustainably implement potential Focus Area Initiatives and Core Services Improvements. Resources to consider include:

- Budget
- Staff capacity and expertise
- Infrastructure capacity, including technology, buildings, and administrative supports
- The availability of political capital
- Interested partners

2. Identify and Prioritize Potential Activities (May to July)

The Library identifies, evaluates, and narrows to specific, actionable Focus Area Initiatives and Core Service Improvements that support and further Strategic Goals. This process is informed by the Situation Assessment, Resource Capacity, and multi-year commitments.

Focus Area Initiatives and Core Service improvements are prioritized using the following evaluative questions based on the Guiding Principles:

- **We spark success for Pierce County:** *Does this idea advance our aspirations? Are we serving our target audience(s)?*
- **Be true to our communities:** *Is this idea community driven? Is this something that residents are asking want, need, value? Is this an opportunity to attract additional customers? What does community data say on this topic? Have we asked anyone in the community?*
- **Innovate strategically:** *How might we arrive at a creative, innovative response? What assumptions should we test?*
- **Provide access for all:** *Does this idea strengthen our ability to serve an underserved population? Does it maintain or advance openness and access for all?*
- **Deliver convenience:** *Does this idea offer convenient and easy access to resources for busy people? Will this remove barriers?*
- **Play the right role:** *Are we positioned and resourced to do this work? Does this idea complement, not duplicate, the work of other organizations? Are we the best or most appropriate organization to do this work?*
- **Be financially sustainable:** *Is this idea sustainable? Does this idea need to be sustainable? Is this good stewardship of taxpayers' investments? Will this have ongoing support needs beyond the next year?*

3. Develop Budget and Work Plan (August and September)

The Library makes an actionable, resourced work plan to implement Focus Area Initiatives and Core Service improvements that have been identified as priorities and develops the budget to support this work plan. The Library also makes a draft plan for the year following. In doing so the Library identifies:

- Connections to other planning and implementation efforts, including the Library's capital facilities plan, technology plan, training plan, etc.
- Implications for staffing, including hiring, training, evaluation, and recognition.
- Relationships between Initiatives and Core Services. In almost all cases, Initiatives will require action in one or more of the Library's Core Services.

4. Identify Measures of Success (September and October)

Measures of success are indicators of progress, including implementation milestones and answer these questions: *How will we know we're on track, doing the activities we said we would and having an impact? Have we done what we said we would do?*

Measures of Success identify metrics that can be tracked and reported relatively easily, drawing on existing Library or community measures when possible. Types of measures include:

Input Measures: the resources required to deliver a service such as budget for materials, staff, or equipment.

Output Measures: simple counts such as the number of participants in an activity, the number of classes offered, or the number of books checked out.

Benchmark Measures: take output measures a step further, identifying targets or analyzing a proportion or trend such as percent of target audience we are reaching, comparison to best practices or benchmarks from other libraries, or year to year tracking of participation rates, showing an increasing trend.

Impact Measures: describe the impact of our work such as test results, literacy rates, employment rates.

5. Set Department Work Plans and Staff Goals (September to December)

In order to successfully achieve the proposed initiatives and improvements and translate them into action throughout all levels of the organization more detailed planning includes:

- Development of work breakdown structures
- Coordination and resolution of resource conflicts
- Development of department work plans

Department work plans incorporate Strategic Directions, Goals, Initiatives, and Core Services and are the basis for team, department, and individual goal setting so that staff at all levels and across all program areas are aligned with and connected to the Library's priorities.

7. Board adoption of budget (November and December)

The Board of Trustees annually holds public hearings on the proposed budget prior to adoption. The Board process generally reviews Focus Area initiatives and Core Service improvements in September, estimated budget in October, draft budget in November, and final budget in December.

Do

The Library ensures that projects move from plans to actions to completion by deploying thoughtful and sustainable implementation strategies that clearly identify responsible teams and individuals, deliverables, and timelines.

Below are discussion questions that the Library can use to clarify how it manages this “Do” phase.

- *How will the Library organize the work across the organization?*
- *What is expected of Leadership Team with respect to implementation of Initiatives and Core Services Improvements?*
- *What does the Executive Director need from Leadership Team to report to the Board?*
- *Who is responsible for reporting on implementation to staff? to stakeholders? to the public?*
- *What elements of the Strategic Framework should the Library assign to individuals or teams? E.g. at the Goal-level or Initiative-level?*
- *How will Initiatives and Core Services Improvements be managed?*
- *How will the Library communicate changes related to Initiatives and Core Services Improvements? Who is responsible for communicating?*
- *How will the Library celebrate success internally and with partners and the public?*
- *How can the Library build institutional knowledge?*
- *How can lessons learned be collected and shared?*
- *How does each annual round of “do-ing” inform the next year’s work?*

Share

The Strategic Framework is presented to the public in a folio document with annual progress reports and announcements of the coming year’s focus included as one-page inserts. The content about Vision, Guiding Principles, Core Services and Focus Areas is durable and unchanging. The Strategic Direction, Strategic Goals and Impact Statements and Initiatives describe the Library’s current focus. The Library also provides timely updates on specific initiatives using a variety of communication channels.

The Board receives regular updates on system-wide commitments and progress through meeting presentations, reports and dialogue.

Staff is regularly informed of the current year’s focus and implications for their work.

Board Education and Service Reports

MEMO



Date: August 2, 2019

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

From: Corrine Weatherly, Supervising Librarian, Key Center Pierce County Library

Subject: Key Center Library and Community

The Key Center Library is a small but mighty library that works hard to meet the diverse needs of all the residents on the Key Peninsula. Library staff and the entire community are delighted to welcome the Pierce County Board of Directors to the Key Peninsula.

The Key Peninsula is approximately 16 miles long and includes the towns of Wauna, Key Center, Vaughn, Home, Lakebay, and Longbranch. The Key Center Library serves customers from all these areas as well as many from nearby Kitsap and Mason Counties. Joemma Beach State Park and Penrose Point State Park are both on the Key Peninsula and 5 summer camps are located along the waterfronts making the community and library very busy throughout the summer months.

This community that is committed to helping its neighbors and the library participates in this endeavor whole heartedly. We distribute free sack lunches to children on Tuesdays and Fridays throughout the summer for Food Backpacks 4 Kids. The Angel Guild uses our meeting space and has awarded grants for the library to purchase furniture and assist with programming. The close proximity of The Mustard Seed Project makes for a great reciprocal resource. We have enjoyed an informal partnership with Two Waters Arts Alliance for many years. They regularly display their art work in the library and helped facilitate the opportunity for local artists to display their artwork in the library on a monthly basis. As a result we continuously have new art to enjoy and people often come into the library to view the displays. Throughout the years we have collaborated on many projects and look forward to many more.

Although the first library on the Key Peninsula that was founded in 1894 was for women only (in response to the newly formed Horticultural Society that was for men only), all people on the Key Peninsula enjoy their library today. 70,807 people walked through our front door in 2018 to check out 162,921 items. Our customers place approximately 600 holds per month. In the mornings, after processing the daily delivery, our holds shelves are full. When we leave for the day the majority of those items have been checked out. The year to date “You Saved” amount for Key Center Library customers in 2019 is \$1,883,527.29 and counting!

Our desktop computers, multi-function laptops, and free Wi-Fi provide many people in this rural community with much needed internet access. Our library space and customer friendly policies give residents a place to meet with their friends and neighbors, display their art work, participate in activities, and just hang out. Our collection of more than 20,000 items provides browsing opportunities for all. The Key Center Library truly is a center of the community on the Key Peninsula.

Welcome to the Key Center Library! We look forward to telling you about this great Community we have the pleasure to serve in both Learning and Enjoyment.

Officers Reports

MEMO



Date: July 18, 2019

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

From: Mary Getchell, Marketing and Communications Director

Subject: Future Libraries Public Engagement Update for August 2019

The Pierce County Library System's staff continues to engage communities in conversations about potential new libraries in Lakewood and Sumner. In July-August, through information and open houses in the Lakewood, Tillicum, and Sumner Pierce County Libraries, online, community events, and places where people meet, the Library System has been gathering the public's thoughts, ideas, and interests for replacing current libraries with new libraries in new locations. The cities of Lakewood and Sumner are also helping to share information and gather input about potential new libraries for their communities.

In all, we are scheduled to participate in approximately 10 community events or locations in Lakewood and approximately 13 events or high-traffic gathering areas in Sumner. We translated the informational materials and surveys into Korean and Spanish, and we are reaching out to community places where Korean-speaking and Spanish-speaking people gather.

In July and August we will host week-long open houses in the three libraries:

Sumner Pierce County Library, Sunday, July 28- Saturday, August 3
Lakewood and Tillicum Pierce County Libraries, Monday, August 12-Saturday, August 17

To date, nearly 800 people have completed online surveys. People are also sharing their opinions via print surveys in libraries and at community events.

In July, we distributed the second in a series of four email marketing messages to 18,000 Lakewood area residents and 8,500 Sumner area residents. Also, we sent a direct mailing to 28,600 Lakewood residences and 5,600 Sumner residences. In addition, we issued a news release to news media and continued to engage via social media marketing on Facebook and Twitter.

The public engagement activities will continue through September. We are on track to provide recommendations for next steps to the Library's Board of Trustees this fall.

MEMO



Date: August 5, 2019

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

From: Melinda Chesbro, Deputy Director

Subject: 2019 Work Plan Update for August

Collaborative Tools

This project will be using SharePoint to pilot an incident reporting system. The outcome will provide recommendations for both ongoing incident reports and for future use of SharePoint as a collaboration platform. Three branches will be participating in a 6-week pilot during October and November during which they will create all incident reports using the SharePoint system. Executive Office staff will make sure these incident reports are also reflected in our current process. So far the group has gathered user stories about needed features. These are being turned into system requirements that will be used to identify the minimum viable product, business rules and methodology for the pilot.

Envisionware Upgrade

This project is carrying out the recommendations from a study of our Envisionware software. Envisionware manages public internet sessions and printing. The implementation phase will upgrade the software and add features that provide mobile printing for Wi-Fi users. This upgrade will also streamline support for Envisionware by standardizing the configuration of the server at each branch and allowing remote configuration so that IT staff don't have to drive out to a location to make a quick fix.

PERCY Update

We are progressing through the review and analysis of the core financial modules for our migration from EDEN. The next part is to begin configuring the software. We are in the process of setting up a chart of accounts, which encompasses the budget coding we use through the financial system. We've had 2 workshops with our GFOA consultants (Government Finance Officers Association) to review approaches to structuring the chart of accounts, and more recently to review Board and Administrative fiscal policies. They will be providing us with suggested changes to reflect best practices for public agencies.

Training

In Q2 2019, 28 staff participated in Service Solutions and Safety (SeSoSa): The Elements of Positive Human Interaction. SeSoSa is a required class for all PCLS staff with regular hours. It is a comprehensive 3-class course on the elements of positive human interactions at work. Additionally, 30 staff participated in In Charge Training which is designed to give staff confidence in their ability to be an effective Person in Charge.

MEMO



Date: July 22, 2019

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

From: MaryGetchell, Marketing & Communications Director

Subject: Quarterly Marketing Focus: E-books/Audiobooks

In August, the Pierce County Library System launched its quarterly marketing focus featuring e-books and audiobooks. The following Quarterly Marketing Focus E-books/Audiobooks Marketing Plan describes how the Library System is building upon its 2018 e-book and audiobook two-month marketing effort. This year, as part of the Library System's overall Marketing and Communications Plan, the Communications Department, along with leaders from the Customer Experience and Collection Management Departments, elected to conduct focused marketing attention on e-books and audiobooks for one month. The sustained marketing highlights the Library's Strategic Focus area for Enjoyment to help people enjoy their free time and build a reading community with the Library's e-book and audiobook offerings.

The goals for this year's marketing focus on e-books and audiobooks include:

1. Engage audiences with the knowledge of the Library's e-book and audiobook offerings.
2. Strategically position Pierce County Library as a leader in inspiring imagination, fostering the love of reading, and discovering new interests through an extensive and diverse choice of e-books and online audiobooks.
3. Inform people how reading helps offset the pressures of daily life and helps reduce stress.
4. Inspire excitement and build support for and use of these services.

The marketing plan calls for focusing marketing efforts on Enjoyment in the third quarter, specifically August, with an emphasis on e-books and audiobooks and a call to action—to check out e-books and audiobooks from the Pierce County Library. We are employing a variety of marketing and communications tactics and channels to inform and engage audiences. The plan built on the marketing materials from the 2018 campaign and created four additional demographically targeted personas or themes, for use in digital advertising, Pandora advertising, and social media marketing. Those themes include reaching commuters, stressed individuals, vacationers, and retirees.

In spring-summer 2018, the Library System's focused marketing for e-books and audiobooks resulted in a significant awareness and use of the service. Overall, the campaign was a marked success using a variety of marketing tactics, with a noteworthy impact from digital ads out-performing industry standards by nearly 70%, with the end result showing a substantial increase in the number of e-book and audiobook customers and a healthy gain in checkouts of nearly a 20% year-to-year gain. Our goal this year is to increase new e-book and audiobook customers by 5% as well as grow checkouts by 5% during this one-month campaign.

Opportunity

- The Pierce County Library System conducted focused and strategic marketing of e-books and online audiobooks in 2018, as part of its Strategic Framework and Plan the Library launched in 2017.
- In 2019, the Library System built a system-wide Marketing and Communications Plan, building upon the Strategic Framework and Plan.
- The Marketing and Communications Plan outlines what and how the Library will market priorities that focus on its overall communication goals, which are based upon the Library's goals.
- This marketing plan addresses the Marketing and Communications Plan Quarterly Marketing Focus for the third quarter of 2019 and specifically the monthly marketing moment of August to promote the Strategic Plan's Focus Area of Enjoyment highlighting e-books and online audiobooks.
- **Communication timeframe:**
Sustained communications-focus highlight-emphasize the Enjoyment focus area to help people enjoy their free time and build a reading community with the Library's e-book and audiobook offerings: **Q3/August.**

Background

In spring-summer 2018, the Library System conducted focused marketing for e-books and audiobooks. Overall the campaign was a marked success using a variety of marketing tactics, with a significant impact from digital ads out-performing industry standards by nearly 70% with the end result showing a substantial increase in the number of e-book and audiobook customers and a healthy gain in checkouts of nearly a 20% year-to-year gain.

Impacts and Results

- E-book/audiobook customers--19% increase: June-August 2017: 19,674; June-August 2018: 23,477.
- Downloads/checkouts of e-books and audiobooks—18% increase: June-August 2017: 267,359; June-August 2018: 314,456.
- Videos: 2 videos, views: 6,218.
- Paid print advertising reach: 2 ad concepts; daily circulation/reach-31,000; Sunday circulation/reach-40,000, for a total of 71,000.

- Digital advertising engagement—67% of ads out-performed industry standards: 2.4 million impressions; 2,033 clicks for a .08% Click Through Rate (CTR-clicking on the message for more content). Industry standard CTR: .07%.
- Email marketing engagement: 2 messages; distribution average of each message: 150,000 email recipients; average opens of email message: 29,936 for a 14% open rate; CTR: 3,435 for a rate of .88%. Industry standard open rate: 21%; Industry standard CTR: 2.63%. PCLS emails had lower than industry standards for opens and CTR, and in 2019 PCLS expects to clean its email recipient list for improved quality communications.
- Facebook—above industry standard for engagement and CTR: 10 posts including organic (unpaid) and boosted (paid); combined reach of 13,877 Facebook accounts (average of 1,387/post); 291 total CTR (average CTR of 29/post) with a CTR rate of 2.1%; 171 total engagement (likes, shares averaged 17/post) for an engagement rate of 1.23%. Industry standard engagement: .27%; CTR: .73%.
- Twitter—above industry standard for engagement: 14 posts; combined reach of 5,527 (average of 395/post); 35 total engagements (average of 2.5/post) for an engagement rate of 0.6%. Industry standard engagement rate is 0.055%.
- Direct mail: 240,000 households/reached.

Communications Goals

1. Engage audiences with the knowledge of the Library's e-book and audiobook offerings.
2. Strategically position Pierce County Library as a leader in inspiring imagination, fostering the love of reading, and discovering new interests through an extensive and diverse choice of e-books and online audiobooks.
3. Inform people how reading helps offset the pressures of daily life and helps reduce stress.
4. Inspire excitement and build support for and use of these services.

Target Audiences

- Pierce County Library's Board of Trustees
- Pierce County Library staff
- Public-Pierce County residents, age 18+, noting parents selecting for or promoting with children and teenagers

Strategy

The marketing plan calls for focusing marketing efforts on Enjoyment in the third quarter, specifically August, with an emphasis on e-books and audiobooks and a call to action—to check out e-books and audiobooks from the Pierce County Library. Marketing will reflect the following:

- Pierce County Library is a leader in inspiring imagination through an extensive and diverse collection, so people can discover outlets to offset the pressures of daily life, reduce stress, and relax.
- The Library is a leader in fostering the love of reading.
- The Library offers opportunities to discover new interests and pursue passions, so people can live balanced lives and find joy.

Employ a variety of communications channels to inform and engage audiences. Use multiple marketing tactics to engage audiences and feature individual(s) benefiting from the use and enjoyment of e-books and audiobooks.

Continue marketing materials from the 2018 campaign. Create five additional demographically targeted themes, based upon selected marketing personas, for use in digital advertising, Pandora advertising, and social media marketing.

Primary Messengers

- All Staff

Messages/Message Elements

Note: Second and third person voice used below.

Checking out E-books/ Audiobooks

1. Checking out e-books and downloadable audiobooks is easy, fast and convenient.
2. E-books and audiobooks are the take anywhere, go anywhere book.
3. E-books are perfect for people of any age and definitely people who are aging and are looking for a light weight or large print book. E-readers are lighter than most books and you can make the print size grow to the size you want.
4. You can download anywhere, anytime, 24/7. All you need is a free Pierce County Library Card and access to the internet through a personal computer, smartphone or tablet.

5. Go to downloads.pcls.us.
6. Use Overdrive's Libby App: <https://meet.libbyapp.com/> for your mobile devices—phone, tablets. Once you download the app you will connect directly to e-book and audiobook offerings at Pierce County Library.
7. The app helps you keep track of your reading with bookmarks that can sync across all of your devices. So, if you start an e-book on your computer, then move to your tablet, and then your phone, your Overdrive account will keep track of where you are reading with an automated online bookmark.
8. You can also download to a computer (Windows or Mac) from [OverDrive.com](https://www.overdrive.com).
9. Call or go to any Pierce County Library and staff will get you started today.
10. With hundreds of thousands of e-book and audiobook titles to choose from, the Pierce County Library offers a wide selection.
11. You can choose from many genres from romance, fantasy and mysteries to non-fiction and biographies for children and adults.
12. You may check out up to 30 items at a time for 7, 14, or 21 days—it is your choice for how long you'd like to check out an online book.
13. As long as no one else is waiting for the item, you may renew items within the OverDrive catalog three days before the item is due to expire.
14. You can download or stream to save space.

Emphasize E-Readers

1. The Pierce County Library will help you learn how to download and e-book or audiobook to a laptop, mobile phone, or pad. We want to help you learn and discover the ease and fun of e-book and audiobook reading.
2. Thanks to a generous contribution from Pierce County Library Foundation, staff can take kits to community events as well as have them available in libraries to show you how to download and read e-books and audiobooks. Contact your local Pierce County Library for staff to bring the kits to your neighborhood association, PTA, or other community group.
3. The kits will show a variety of devices including Amazon Fire Tablet 7, Ematic Funtab 3, iPad 9.7, Kindle Paperwhite, Kobo Auro H20, Nook, Samsung Galaxy Tablet 8 and Nook.

Activities and Tactics

Tactic	Lead Staff	Target Date
<p>Prepare materials from 2018 campaign for 2019 campaign and provide to Mary, Jaime Prothro, Kim Archer, and Tracey Thompson for review:</p> <ul style="list-style-type: none"> ▪ Posters: for stand-up displays and window acrylics ▪ Tent cards ▪ Public web homepage ad ▪ Staff web Image ▪ Express Check screenshot ▪ Express Check receipt messages ▪ Polaris-generated email message ▪ Library’s online calendar ▪ Event Calendars ▪ Print Advertisements ▪ Digital Ads ▪ Direct mail 	<p>Carol Sheehan (Mary to provide applicable copy changes for 2019)</p>	<p>July 12, 2019-review August launch</p>

<p>Prepare materials from 2018 campaign for 2019 campaign and provide to Mary, Jaime, Kim, and Tracey for review:</p> <ul style="list-style-type: none"> ▪ Facebook and Twitter posts ▪ Google My Business profile 	Nicole Milbradt (Mary will provide updated copy)	July 12-review August launch
<p>Prepare materials from 2018 campaign for 2019 campaign and provide to Jaime, Kim, and Tracey for review:</p> <ul style="list-style-type: none"> ▪ Email Marketing Message/MailChimp ▪ Branch event script (intro only) 	Mary (will provide updated copy)	July 12-review August launch
How to download e-book, how to download audiobook video	Tracey—determined Overdrive offered. Nicole coordinating video with Daniel Gray to include with video and post on PCLS’s download page	July 26 August live
Digital ads (5 demographic persona, in addition to two generics from 2018) Pandora ads (6)	Mary/Carol	July 5—write copy (Mary) July 19—design (Carol) August—live
Facebook/Twitter messages (5 demographic persona, in addition to 2018 posts)	Nicole	July 12-31—based upon digital ads August—live
Ask IT/CM for data gathering—note comparison to August 2018 results	Mary	July 15
Launch board memo	Mary	July 18
Cover to Cover article	Mary	July 18
Results board memo	Mary	September 30

Evaluation

1. Plan implemented on time and on budget
2. Social media engagement:
 - Reach: meet or exceed industry standard
 - Engaged: Goal: meet or exceed industry standard
3. Marketing email open rate: meet or exceed industry standard
4. Digital advertising: Goal meet or exceed industry standard for Click Through Rate (CTR)
5. Inspire excitement and build support for and use of the Library's services.
6. E-book/audiobook customer increase – Goal: 5% increase compared with August 2018 (one month of 2018 campaign)
7. E-book/audiobook checkout increase – Goal: 5% increase compared with August 2018 (one month of 2018 campaign)

MEMO



Date: August 2, 2019

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

From: Clifford Jo, Finance & Business Director

Subject: City of Fife—LID

We received a notice regarding the Fife Local Improvement District No. 14-1 (LID) that extends 66th past the warehouses south to our library and connects to 26th St. E. This project has been in the works for 5 years and was anticipated; its purpose is to help mitigate traffic on 70th Ave E and 20th St E. (See attached area picture).

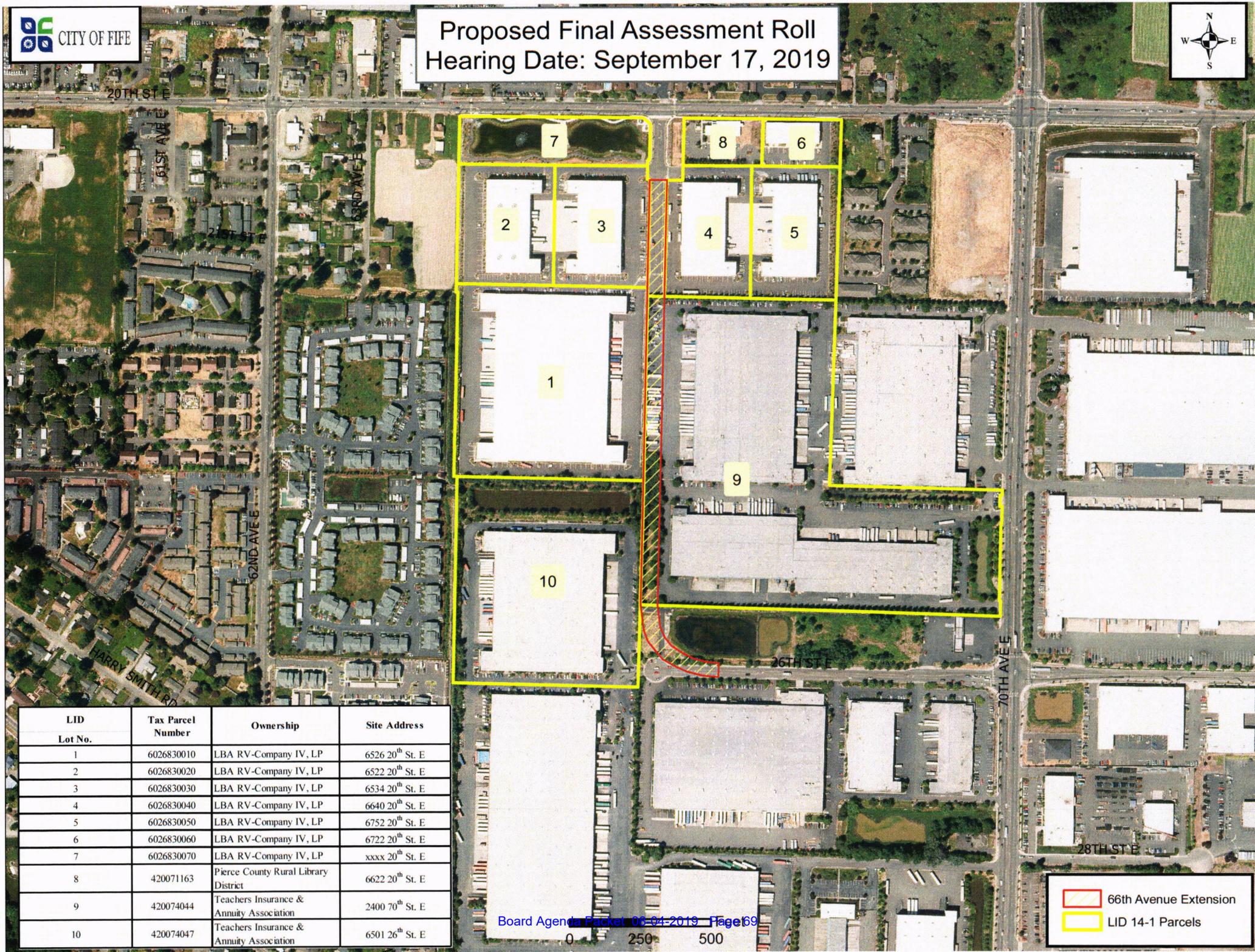
The total LID budget is projected at \$5,451,000 of which we will be assessed a fee to be specially benefited by the project, meaning our property value will increase by the amount assessed. The majority of the cost will be borne by the City. The remainder of the cost of \$2,034,000 will be paid for by 10 lots that are specially benefited, one of which is our Fife Library.

Our lot will be assessed \$1 per square foot, or \$47,000. The calculation is based on the difference between the anticipated new land value minus the current value, which the appraiser concluded as \$751,000 and \$704,000 respectively.

A hearing date is set for September 17 at 6pm at Fife City Hall to hear any objections. Based on my reading of the final assessment, it was conducted reasonable in accordance to fair market values from similar properties, and therefore we do not have any objections. However, the supervising librarian from the Fife Library will attend so that she can be informed about the project. The letter did not mention when the assessment would occur, but we will plan for it to be paid in 2020 and will budget it accordingly out of the capital fund. No board action is required.

Proposed Final Assessment Roll

Hearing Date: September 17, 2019



LID Lot No.	Tax Parcel Number	Ownership	Site Address
1	6026830010	LBA RV-Company IV, LP	6526 20 th St. E
2	6026830020	LBA RV-Company IV, LP	6522 20 th St. E
3	6026830030	LBA RV-Company IV, LP	6534 20 th St. E
4	6026830040	LBA RV-Company IV, LP	6640 20 th St. E
5	6026830050	LBA RV-Company IV, LP	6752 20 th St. E
6	6026830060	LBA RV-Company IV, LP	6722 20 th St. E
7	6026830070	LBA RV-Company IV, LP	xxxx 20 th St. E
8	420071163	Pierce County Rural Library District	6622 20 th St. E
9	420074044	Teachers Insurance & Annuity Association	2400 70 th St. E
10	420074047	Teachers Insurance & Annuity Association	6501 26 th St. E

66th Avenue Extension
 LID 14-1 Parcels

0 250 500

MEMO



Date: July 31, 2019

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

From: Melinda Chesbro, Deputy Director

Subject: Professional Development Report

Conferences & Presentations:

The 2019 OLA–WLA Conference brought together the Oregon Library Association (OLA) and Washington Library Association (WLA) on April 17–20 in Vancouver, WA. Seven staff attended:

- Kayce Austin, Customer Experience Manager; Tracy Thompson, Collection Manager; and Heather Kaufman, Senior Collection Management Librarian, presented **Changing Library Classification Systems: There & Back Again**
- Clare Murphy, Senior Collection Management Librarian, in collaboration with others, presented **Digital Accessibility: What Is It & Why Should You Care?**
- Blythe Summers, Learning Initiative Manager, in collaboration with others, participated in a panel **Healthcare Providers & Libraries Collaborating to Support Families**

The 2019 Innovative Users Group (IUG) Annual Conference was held in Phoenix, AZ, on May 5-8. Four staff attended:

- Jill Henriksen, Service Desk & System Support Administrator, and Stephanie Ratko, IT Manager, presented **Changing our generic login culture**

American Library Association (ALA) held this year's annual conference in Washington DC from June 20-25. One staff member attended for their first time with the intention of possibly participating in one or more committees in the future.

43 PCLS staff members from 13 branches and 5 departments attended the TRAIN Support Staff Conference, held at Pierce College's Fort Steilacoom campus on June 26 and 27. TRAIN is a consortium of local, state and federal agencies that partner to share training resources. PCL has participated in the consortium for the last nine years:

- David Seckman, Graham Senior Librarian, taught **Creating Better Relationships by Practicing Kindness & Gratitude**
- Steve Champion, Library Trainer, taught **Reduce Your Risk of Compassion Fatigue**
- Other classes offered include: Navigating the Multigenerational & Diverse Workforce, The Danger of a Single Story, Get Organized, Know Your Priorities, and Never Break a Sweat, and No Butterflies: Sharpen Your Public Speaking Skills

Publications:

I am pleased to share with you two recent articles published in the July 2019 issue of Alki magazine (the journal of The Washington Library Association) written by Laura Farrow, Adult Services Librarian, and Alex Byrne, Youth Services Librarian. The theme of this issue is Literacy in Libraries: Many Forms, Many Audiences, One Mission.

In “Talking, Tea, and Tough Topics: Finding Strength and Solidarity Through Community Conversations”, Laura relates direct experience and results from collaborating, planning, organizing, and facilitating conversations in public libraries on six “tough topics.”

In “The Keepers of Old Tech”, Alex asserts the technological literacy needed to support older devices isn’t that different from collection management or reference services.

A copy of both articles is attached.

Talking, Tea, and Tough Topics: Finding Strength and Solidarity Through Community Conversations

by Laura Farrow

“Scare yourself every day, and do something that makes you feel totally excited and totally terrified.”

–Jen Sincero, author of *You Are a Badass: How to Stop Doubting Your Greatness and Start Living an Awesome Life*.

For someone whose Facebook timeline is made up of fluffy puppies and faraway landscapes, facilitating conversations in the public library about “tough topics” can definitely feel like a bit of a stretch. I wasn’t well-versed in some of these topics. I didn’t have direct experience with some of them. I thought about how libraries can offer neutral spaces for discussion, yet they are not inherently neutral. How libraries should or shouldn’t be neutral was a rabbit hole I didn’t want to pretend I could solve on my own. But then, I remembered that I am a librarian. It’s not like all of us read every word of every book that we book-talk, or that we know all of the formulas in Excel before teaching a class. We are information navigators, not information know-it-alls.

Most of us did not become librarians to fit a status-quo or keep our brains in a box. I reminded myself that stretching outside my comfort zone is something I should do on a regular basis. It lets me empathize with my customers and learn about different human experiences, which in turn makes me a better librarian. After that little pep talk to myself, I was all in. No more hesitation from inexperience or fear of the unknown. It was time to stretch. This program would be about the community I serve. It would be about learning from each other. It would be about building on our strengths despite possible discomfort, and finding common ground. It would also be a little about tea.

I’d met Immaculate Ferreria at the August 2017 Sumner-Bonney Lake Coalition for Families (CFF) monthly meeting. These

“ Many people said they had never attended a community conversation before where personal pronouns were expressed. One person said it was new to them, and kind of strange, because they had never considered the impact they had on people when they assumed someone’s pronoun, but they would consider it now. ”

lively meetings are made up of community members and organizations, including churches, food banks, family resource centers, schools, libraries and others. We talk about community needs and wants, challenges and opportunities. We share what work we are doing, and we support each other. During the around-the-room segment of this particular meeting, Ferreria had shared that as a long-time resident of Sumner, she had been witnessing the need for change in the community, and that change could start by having community conversations about issues that were on the minds of the people. Despite being labeled a “troublemaker” for bringing up tough topics, Ferreria knew the positive impacts such

conversations could have, as she had seen it first hand during her prior work in Sumner and other communities.

Ferreria had extensive facilitation experience, including planning and organizing “Solidarity Café” meet-ups from Portland, OR to Vancouver, Canada. She served as Chairperson and Vice Chairperson on the ECEAP Policy Council at PSESD (Puget Sound Educational Service District). She served on a diverse panel with Youth Club: POPDAC (Prevention of Prejudice through Diversity Awareness Club) at Bonney Lake High School. Ferreria had also facilitated numerous conversations using the World Café methodology, which includes seven design principles: set the context, create a hospitable place, explore questions that matter, encourage everyone’s contributions, connect diverse perspectives, listen together for patterns and insights, and finally, share collective discoveries (www.theworldcafe.com).

In that meeting, serendipitously, my needs-list included seeking a co-facilitator for a series of talks on tough topics. I found myself wanting to stray from the many one-off programs I had been planning and instead create a series of topic-based discussion programs at the Sumner Library. But I hadn’t yet made the

Laura Farrow is an Adult Services Librarian in Pierce County Library System.

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community connections to support it, and wasn't sure exactly what it would look like. This day was different. Ferreria had told me "I am not here to change minds but to open hearts, which I think is most powerful." It was a match made in coalition heaven.

Ferreria and I started planning right away. I had told her we have to book the meeting rooms yesterday. Indeed, most of us can relate to planning our programs six months to a year ahead of time in order to wrangle venues, presenters, budgets, marketing materials and so on. We had decided that the program would be a six month series of World Café style talks, with a different topic every month, starting in February of 2018. With Ferreria's vast facilitation experience I was feeling less apprehensive to co-facilitate. She had my back on the topic content and I had a handle on the library side of things. After talking through which issues we wanted to select for this first-run, and brainstorming the pool of potential guest speakers for the talks, we landed on the following topics: The R Word (Racism); What Does an Anti-Racist Multicultural City Look Like?; Myths About Being Transgender; Exploring Views on White Privilege; But All Lives Matter!; and, Moving Forward.

Status check. We had an experienced, talented and knowledgeable community facilitator, the topics were solid, the flow was good, the rooms were booked, the World Café style was a great fit, but we needed a hook. That's when we realized that people don't just drink coffee at cafés. They also drink tea. There is a great variety of tea in the world: different colors, fragrances, textures, regions. Tea is welcoming and relaxing. Tea is one of the most common beverages humans cultivate and consume. It is nourishing, comforting and it really does taste so good. Tea was going to be our star drink of choice. Our hook. But I sure wasn't qualified to bring in and setup tea from around the world. Ferreria and I realized we happened to be lucky enough to have our very own tasty tea shop right in Sumner. After confirming that the Tea Madame would be a willing partner, Ferreria and I started getting creative with program titles. After too much wordplay fun, we came up with "*Sumner Solidari-Tea*." The flyer description read:

*Savor tea from around the world while enjoying rich conversations about subjects stirring in our community. Join in **solidarity** to have the necessary, honest and often uncomfortable conversations surrounding racism, privilege, gender equality, the importance of a multicultural city, and how we can all move forward together. Learn more about these topics and share your views and experiences with compassion and empathy.*

Marketing was like household heaters in January: hot, and on full-blast. Ferreria and I had reached out to our respective networks and sent invitations to the school district, the cities of Sumner and Bonney Lake, the CFF, the local newspapers and others. Artistic staff at Sumner Library created an attractive and thought-provoking display for the program, complete with books and

media, and they talked-up the program with customers. Pierce County Library System (PCLS) had recently launched a larger system-wide program and services initiative called *Pierce County Conversations. Get informed. Be empowered. Join the conversation.* This new initiative would be the umbrella for monthly programs and displays on topics such as housing justice, gender identity, get outside, celebrating libraries, health and wellness, and more. Solidari-Tea was a nice fit for Pierce County Conversations and we were able to get real estate on the webpage and publicize through system-wide marketing channels.

While the buzz was going around town, Ferreria was hard at work masterminding the agenda for the first topic, "The 'R' Word (Racism)." Gut-check time. Did I still have the fear? Could I really do this topic justice and engage my patrons? Luckily, my librarian-ness was still in gear, and I was more excited than anxious. The agenda outline gave me a solid foundation to prepare. I placed holds on books and media ahead of the topic to have them in the room for browsing or checkout. The same agenda template would be used for the remaining five topics. Ferreria would send me the agenda before the program, so I could review and familiarize myself with the content, and make any suggestions for changes ahead of time. The agendas included: setup time, an introduction period, a brief history on what the World Café style looks like, the sharing of community agreements (sort of like ground-rules), an introduction to the topic for the night, the three main questions for conversation, an around-the-room big share and takeaway discussion complete with door-prizes, and then clean-up time. Total agenda time was 4:00 p.m. to 9:00 p.m. with the program itself running from 6:30 p.m. to 8:30 p.m.

Setup time was ample as we wanted to make the room as warm, safe, inviting and creative as we could. Being extra welcoming to all was paramount. We put butcher paper over the tables and put out color markers so people could doodle their thoughts and notes, and draw as they were participating in conversations. We had lovely flower centerpieces. Quotes about solidarity were hung on the walls, including one from Bobby Seale, co-founder of the Black Panther Party, that read "You don't fight racism with racism, the best way to fight racism is with solidarity." The Tea Madame set up a fragrant array of world teas, and food refreshments were generously provided by the Friends of the Sumner Library.

Setup time also included hanging up the community agreements on the front wall, so they could be read aloud during the introduction. These agreements can be found in printable format on the World Café style toolkit [webpage](#). They are listed as "contribute your thinking, focus on what matters, speak your mind and heart, listen to understand, link and connect ideas, listen together for deeper insights, play-draw-doodle," and a few others. Ferreria and I also added "assume best intent, call someone in not out, and expect and accept non-closure." These agreements

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set the tone at the beginning and encouraged an atmosphere of exploration and respect. Another segment of the introduction was an around-the-room, where attendees could say their name, place of residence and a reason for why they came. People were also asked to say their preferred pronoun if they so wished. Talk about learning new perspectives before we even got to the topic of the evening! Many people said they had never attended a community conversation before where personal pronouns were expressed. One person said it was new to them, and kind of strange, because they had never considered the impact they had on people when they assumed someone's pronoun, but they would consider it now.

Ferreria's talented team of terrific, tactical teen volunteers were not only on setup duty and cleanup duty, but they played the enormously vital role of being table captains. You see, part of the World-Café style is to have people sit at table clusters. Each table cluster has a table captain. The table captain is in charge of asking the questions about the topic, and capturing the different views and thoughts of the people. For example, the agenda had listed out three questions for the topic of "The 'R' Word: Racism." The first question was, "What is your definition of racism and does racism exist in your community?" The second question was, "Why is it important to talk about race?" The third question was, "What is the next level of thinking we need to do? What would it take to create change?" Every twelve minutes or so, the people at the table clusters would get up, walk around and create a new table cluster of new people for the next question. This way, everyone had a chance to talk and share their views, questions or concerns with everyone else. Note to self: maracas from my youth services librarian made a great timing-signal. They always have the good stuff.

During the big share at the end of the conversation rotation, Ferreria, myself and any guest-speakers or facilitators for the evening would encourage participants to share their own takeaways and observations to the larger group. If participants weren't comfortable, the table captains would read aloud general notes from the conversations. This was a great way to bring everyone back together in the spirit of solidarity. No matter how many different views or opinions were expressed, we were able to find

common ground in the art of civil discussion. We were able to recognize each other as fellow neighbors. I see you. You may not have voted like me. You may not look like me. I have learned from you. I respect you even if I don't agree with you. We all make up our community. I remember one night, we had a woman who was 60+ in age, and said she was a "hippie" back in the day and she wanted to thank the youth in the room for reminding her what activism felt like and for reigniting a fire in her. She said just because she didn't see some of these issues as impacting her directly, they were impacting her community and she said not taking a stand was the same as letting them happen. Indeed, one of the takeaways on that board that night was something like "calling it out." If we don't call out racism, for example, in a way, we are allowing it to happen.

“ No matter how many different views or opinions were expressed, we were able to find common ground in the art of civil discussion. We were able to recognize each other as fellow neighbors. I see you. You may not have voted like me. You may not look like me. I have learned from you. I respect you even if I don't agree with you. We all make up our community. ”

I think one of my biggest takeaways was that I (coincidentally) had found solidarity in a group people of which many were not sure how to engage in these conversations. They had the fear, like I once did, too! Indeed, not one of the six evenings went by when people didn't ask how they could respectfully talk about what we were talking about. So, we talked about it. And the opportunity to practice the art of talking in a safe space was the overwhelming common piece of positive feedback we heard. We came, we learned, we listened and considered new and different perspectives, we enjoyed ourselves, and we found

community. The library was the catalyst for conversation, as it is for so many other things. I think I'm in the right job.

After six months and a lot of awesome work, tasty tea and hungry teens, Ferreria and I debriefed the program. In terms of numbers, the highest attended topic was "Exploring Views on White Privilege" with thirty-eight participants. For a small to midsize library with a meeting room that holds fifty people, this was a good number and a comfortable number as far as keeping the program to two hours. In total for all six programs, we had 140 participants, including Sumner City Council members, and representatives from the school district. We didn't record detailed data on the demographics of the attendees much beyond gender and age. Anyone interested in having a similar program may want to consider capturing more detailed demographics for future use in

speech. Sadly, there was no policy about art in this library. These very difficult topics have caused turmoil in many places.

Sometimes difficult issues crop up at a moment's notice and solid preparation can make all the difference. I was working in yet another library where I selected a book that got a lot of student giggles and secret gatherings. This book was on several "Best" lists and had great reviews. It deserved to be on the shelves and, yes, it caused some readers to share what they saw and read. A school staff member came in one day and asked me to help find the book. It was causing class disturbances. The staff member wanted the book placed on a different shelf or marked for special readers. I simply pointed out, "That's a form of censorship." The staff member asked to borrow the book, so I checked it out to her. A few weeks later the book was returned. I was ready, though, in case the complaint continued. I knew I had reviews and curriculum scope and sequence to back up the purchase. I was prepared with my comment and reacted in the moment to the staff member's objection. I was ready to purchase another copy of the book if it wasn't returned in a timely way. It is also critical to conduct collection audits that justify purchasing and give a true view of our own potential areas of self-censorship.

If you are not already reading and following ALA's Intellectual Freedom Blog, which links to great resources including views from experts in the field, visit it here: <https://www.oif.ala.org/oif/?p=17072>. The OIF also has a Youtube Channel: <https://www.youtube.com/channel/UCqruep4YtE-2ioLiG2MsWZg> For more info on collection audits consider these blogs and articles: <https://diversebooks.org/>, <https://bit.ly/2V7OuUU>, <https://bit.ly/2GK5c8c> Let WLA's IF section leaders know of any challenges. We are confidential and connected: <https://wala.memberclicks.net/ifs-contact-us>. 📖

evaluation of outcomes and impacts. We had the teen volunteers, and attendees in their early 20s to late 60s in ages, and a mix of genders, though there were more whose pronouns were she/her than he/him or they/them. Ferreria was paid a facilitator fee from the library. The Friends of the Library provided over \$100 in food refreshment. The Friends also covered a generous thank you dinner for all the teen volunteers at a local restaurant. Many of the teens talked about how this experience opened their eyes to the community, and how they were able to show the community who they were. In a more practical sense, they were able to get some real world facilitation experience and add that to their high school portfolios. In terms of outcomes, community members got to know each other better, practice the art of civil conversation, and they came up with many ideas for similar programs they could try within the community, including a cultural fair. Pierce County Library System Executive Director, Georgia Lomax, explains that PCLS is "moving forward in its goal of reflecting its community and building services informed by the richness of experience and thought that diversity brings, we hope that more programs like this will lead to communities engaged in thoughtful conversation and learning—together." I am eager to plan the next round of programs with this very goal in mind, whatever that may look like.

I encourage my fellow librarians to scare themselves. Whether that be with technology, public speaking, reference, readers' advisory or offering new programs you know nothing about. Your librarian superpowers will see you through. The network of support you build will see you through. Your patrons will even help see you through. Some of them will throw you through. You'll arrive on the other side with new skills, and a deeper understanding of your community and your evolving role as a librarian. 📖

Join WLA

The Washington Library Association includes some of the best and brightest members of the Washington library community.

We are united by our care for the well-being of Washington libraries. For more information, visit our website at wla.org. Explore the site and make our business your business.

Membership information is at wla.org/membership.

The Keepers of Old Tech

by Alex Byrne

Recently, libraries have been getting headlines for handwringing about staying relevant to an increasingly connected, device-mediated country. Their presence on social media platforms, maker spaces, virtual reality rigs, flexible spaces, electronic materials, and various smaller and larger automated and technological advances have expanded available times and ways for libraries to interact with the public. All of these new modes significantly broaden the definition of literacy past previous iterations that focused strongly, if not exclusively, on print. Today, literacy has evolved into a more generalized sense of being able to fluently encode and decode information about any given topic and evaluate it on various quality metrics, e.g. “information literacy.”

The speed of technological adoption means libraries (and their users) are going to be holding on to technology long after the tech world has decided they want nothing more to

do with it. As the cycle of release for new digital devices has shortened, more and more people are waking up to the reality that the shiny new thing they bought six months to a year ago has already been superseded by the next version, and that when the next device releases in another six months to a year, the manufacturer of their current device will drop official support for the device. A year after that, the device won't even exist on their website, and perhaps only a few small articles will be in their technical support forum before the articles, and mention of the device, disappear entirely. Devices no longer have to be old and busted before there's a new hotness on sale, and there seems to be a blithe assumption from manufacturers that when a customer's current device falls out of support, consumers are going to immediately buy a new device to keep up with the trends.

For library users, this speed is often highly disruptive. For public libraries, it's a familiar problem, but on an expedited time scale. Physical formats for media grow and change, from vinyl records to cassette tapes to CDs or VHS cassettes to DVDs to HD formats.

Many more products are produced digitally and will never be released in any physical form. For some time, the public library was the last place you could find such things long after they had left stores. While it's ultimately unsatisfying to tell library users “Well, Netflix decided there wasn't going to be a disc release of this show, and they're not licensing streaming to libraries, so I guess that's just part of the culture you're going to miss out on,” that's the truth for many things.

“There seems to be a blithe assumption from manufacturers that when a customer's current device falls out of support, consumers are going to immediately buy a new device to keep up with the trends.”

These issues are familiar to library workers that do or are trained in collection management. In collection management, public libraries have always needed to be literate in how to handle old technology and make decisions about balancing replacing the old with acquiring the new. Books, after all, are the oldest technology in a library.

Collection management is potentially a very fraught exercise when the public doesn't fully

grasp the idea that there's only a limited amount of space to fit everything in. Perhaps the most clear non-library example was the furor over Marie Kondo's apparent dislike of books based on her “spark joy” method in *The Life-Changing Magic of Tidying-Up*.¹ The furor took “Does it spark joy?” as a literal question of whether reading the book itself would spark joy, and neglected that joy can come from the memories associated with a book, the time of life it was acquired or read, or any number of things that come with the book that are not specifically about the book. People have strong opinions about what books and media they think a library should always have on hand. These are based on memories and associations even if they would admit to themselves and others that they, personally, wouldn't read or watch it (or wouldn't read or watch it now). Libraries that have gone out for millages, levies, or other attempts to increase their funding know their public wants assurances that their tax money is being spent wisely. “Wisely” sometimes means “in adherence what my idea of what a library should have and be.” That image almost always includes lots of books, usually coupled with insisting that there can be no removal, only addition, to the book collection.

Alex Byrne is a Youth Services Librarian in Pierce County Library System.

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There are several reasons why this idea is unsustainable in each of our collections. Most of the truly egregious examples can be found at places like Awful Library Books,² but there's usually something hiding in the back of a collection, no matter where you are, that probably should have been weeded some time ago. It doesn't matter what kind of library you are, there's almost always visible anxiety and pushback against the idea that not everything a library acquires has to stay there forever. A relatively recent example is in an AP News story from 2018, where faculty at Indiana University of Pennsylvania complained that having books on the shelves is what's important to scholars and researchers, prizing serendipitous discovery over the reality that those books weren't being looked at or checked out by current students.³

There's literacy involved in collection management as well, although it's more commonly referred to as good customer service. Being able to explain the library's collection management policy, having an idea of what happens to books after they leave the library, and knowing whether or not a book is still in print can do a lot to soothe ruffled feathers over a decision that some books are no longer relevant to the library user's needs, or that a once-beloved classic no longer circulates enough to justify its continued presence.

Several of the skills and literacies obtained in learning collection management also apply to technology management. While device manufacturers want to believe their consumers will rush out to buy a new device when their current one falls out of support, the reality is that most of their customers want to use the device they have until they physically can't anymore. The device use statistics available from those manufacturers make it clear that old devices are still going strong several years after their presumed end of life. If we look at the summary of devices running Android that Google put out on the Android Developers site, the versions of Android in use in a seven-day period ending May 9, 2019 range from Android 2.3.3 to Android 9.⁴ Android 2.3.3 was released in 2011, and yet, 0.3% of devices had it. Google proclaimed in a tweet in 2017 that there were more than two billion active Android devices.⁵ Even three-tenths of one percent means there are six million or more Android devices running an eight-year-old operating system that hasn't received support or updates in a significant amount of time.

Apple is a little cagier about the exact breakdown of iProduct users, but even they will admit to their developers that 6% of Apple devices are running an iOS version earlier than iOS 11, as of May 30, 2019.⁶ Apple told The Verge there are more than 1.4 billion Apple devices in use,⁷ so that's a cool 84 million devices that aren't on the latest two versions of iOS.

Devices don't disappear when they go out of support, nor do they stop being functional. Many library workers encounter these devices and their users when the users want electronic resources,

apps, videos, and wireless Internet access to work on these older devices. Most people working in a library are interacting with old user technology on a daily basis. The question then becomes less about whether there are older devices in the library, and more about how much library workers should be expected to help a user accomplish their goals on old technology.

Right now, how much a library worker is expected to help seems to depend on what the user asks us to do with their device. Library workers are already expected to look at a device and figure out whether it is compatible with library resources. Usually, this means going to a device's app store and downloading the correct app for their device. But what happens when it is possible to put a library-related app on a device outside of the app store? Is it unreasonable to ask a library worker to know that Amazon and Android devices can install apps that aren't in their app stores, and to further know what the process and risks are in taking that step? For example, installing Libby on the Amazon Kindle Fire series of tablets requires ticking an option marked "enable unknown sources." Library users are understandably hesitant about letting the unknown in, but they trust library workers to know what they're doing and they trust library guides describing the process.⁸ Library users may already assume that library workers are technologically literate enough to help them succeed at these tasks.

Furthermore, public libraries often become the last point of assistance for users to keep their older devices in working order. Knowing how to keep older devices working and useful often means finding unofficial resources and communities still interested in those devices. I suspect most public library users aren't aware on their own of the thriving community of developers that are doing the work of making older devices continue to work long after their official support ends. Browsing the forums of XDA Developers shows a rich community where users build versions of new Android operating systems for devices that do not receive them from their manufacturers, develop new applications for Android devices, and provide support for their creations.⁹ The iOS jailbreak community, like the r/jailbreak sub-Reddit,¹⁰ provide a similar service for the iProduct ecosystem, discussing and developing methods for older iOS devices to access the features of later iOS systems and updated versions of apps.

Jailbreaking or installing unofficial software always has some risk. There are real potential dangers to going off the official support path, including rendering a device completely non-functional ("bricking") if the attempt to install custom software or jailbreak a device fails or is imperfectly executed. Devices that have successfully migrated to non-official software can pose novel problems when connecting to library or other resources. Literacy in these cases involves absorbing new definitions, vocabularies, and methods of upgrading, diagnosing, and understanding older devices. Despite these dangers, becoming literate in how to extend

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the life of a device and embracing the role of last-resort support seems like a good idea for organizations that are looking for ways to stay relevant and serve their public.

So far, the technological literacy needed to support older devices isn't that different from collection management or reference services. It is focused primarily on finding, understanding, and interpreting technical information to the general public. With older devices, however, there's the additional complication of how legal it is to engage in jailbreaking or installing custom software onto these devices. There's a difference between temporarily turning on unknown sources to install Libby on a Kindle Fire and jailbreaking and wiping the operating system completely. The increased risk involved in the latter can create a tension between the principle that people should be able to get useful information from their libraries and those same libraries not wanting to be responsible or liable for anything that their users might do with that information.

The Digital Millennium Copyright Act (DMCA) contains anti-Digital Rights Management (DRM)-circumvention provisions, making it illegal to use security vulnerabilities or flaws in code to install unofficial software. That said, the Librarian of Congress has the power to exempt certain classes of things from the DMCA's anti-circumvention provisions. For 2018-2021, based on the plain text summary at the Copyright Office's "Frequently Asked Questions About Section 1201 Rulemaking," it looks like jailbreaking is not a violation of the DMCA.

- "Computer programs that operate the following types of devices, to allow the device to interoperate with or to remove software applications ("jailbreaking"):
 - o Smartphones
 - o Tablets and other all-purpose mobile computing devices
 - o Smart TVs
 - o Voice assistant devices"¹¹

Consult counsel before making any legal decisions, of course. But most importantly, current exemptions are not a guarantee for the

future. If public libraries are invested in keeping devices running and furnishing information to people about how to jailbreak their devices, we need to take a look at whether software filters might exclude necessary information by miscategorizing it as "hacking" or "illegal acts." Do we also need to add to our copyright law, exemptions to those laws, court interpretations, and the skill set that comes with having a juris doctorate in copyright law to our literacy toolbox? Or, at the very least, to hire someone who does? I don't know the answer to those questions, but it seems like a rich and fruitful ground for discussion in public libraries.

“Libraries have always had a need to be technologically literate, but it is only recently that the pace of technology is accelerating to the point where collection management and how to operate devices and computers are no longer sufficient for that literacy.”

Users bringing in their own technology is not the only place where public libraries find ourselves struggling with obsolescence, both natural and planned. Internet-connected computers with office software suites have become ubiquitous in public libraries over the last two decades, and self-checkout computers have increased significantly in the last decade. But the money to fund their regular replacement is not always easy to have on hand or find in a budget or grant, even with e-rate discounts and volume pricing available. Windows 7 will be reaching the end of its extended

support period in January of 2020, meaning any computer currently running Windows 7 will no longer receive official support from Microsoft.¹² Public libraries are faced with the choice to upgrade their systems to Windows 10, change the operating system on their computers completely, with the attendant costs that come with making such a change, or leave their system on Windows 7 and hope that nothing terrible happens to their computers. Desktop PCs fall out of warranty long before they stop working entirely, even if they suffer some minor breakage along the way. This quickly becomes a situation where a library must decide between spending money it may not have on replacement desktops or souring the relationship between libraries and users a tiny bit more every time a routine computer task causes an error or crashes the computer and wipes out their work without the possibility of recovery. Even fixable errors still take time and smoothing over the disruption that comes from misbehaving technology. As technology ages and budgets shrink, working in a library requires technological literacy to diagnose, interpret, and apply fixes to computers. How much of that technological literacy can be reasonably expected of a library worker is an open question that needs more discussion, but it is no longer the case that a person working in a library can expect to avoid questions about the

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library's technology and what to do when that technology breaks.

Public library technology is not immune to the same pressures on library users. New innovations, new models, or new paradigms of service put public libraries in the same dilemma as their users: purchase the new hotness, or salvage the old and busted. In the twelve years I've been a librarian, I've seen netbooks (low horsepower, high battery life compact laptops meant to be good for Internet browsing and maybe text composition) get replaced by Chromebooks, (which started as "enough computer to run a web browser and the apps that work in that web browser") as the things to have for people to use at our technology classes. Those Chromebooks were recently replaced by general-purpose laptops for use in the library building in addition to their function as class computers. Other libraries may have bought early versions of Arduino boards or Raspberry Pi computers that have since been redesigned.

There's always a question of how long a video game system for programming is going to last based on the interest in its games and controls. For example, my library location has Nintendo DS Lite gaming systems. The DS Lite had already been in production for 5 years when we purchased ours, and has been in service since then. It still checks out and is apparently still as fun as they were when we first made them available. Looking at the DS with an eye toward the future means answering several questions about what is the most cost-efficient and the most value for our investment. The costs of upgrading all of our systems to the most recent version of the DS—the 3DS—are not small, and there is a further question about where funding for such an upgrade will come from. Is this a cost the library system will bear, or will the Friends of the Library group for my branch purchase them?

There's an additional question of whether the DS line is dead, thanks to the introduction of the Nintendo Switch, and whether investing in the latter system will be the best value for our users. Weighing the pros and cons of upgrades and replacement against the available budget is not a literacy that I thought I needed when I started working in public library service, but it's become readily apparent to me that it's a vital skill. I also need to combine budget knowledge with technological literacy, collection management and customer service skills to obtain a complete picture of what effects any given technology purchase or salvage might have on library services, costs, and support requirements. The collection management part was the only part I studied in library school, as budgets and technology literacy were things meant for managers or IT folk, not librarians.

Libraries have always had a need to be technologically literate, but it is only recently that the pace of technology is accelerating to the point where collection management and how to operate devices and computers are no longer sufficient for that literacy.

Companies and corporations are focused on new products, processes, and ideas, spending only a small amount of time on supporting and improving what already exists before introducing something new. Public libraries and their users don't have the budget to keep up with this constant cycle of newness, and have to make difficult decisions about what technology to invest in with limited resources. Libraries struggling to stay relevant at the speed of device releases can find their niche and make themselves even more valuable to the community by helping them keep their old devices working for years to come, especially in places where a device purchase is something that has to be saved up for years. Moving forward, a big question is to what degree public libraries will embrace this role and its attendant literacies around diagnosis, repair, renewal, risk, replacement, and the legal implications of taking on this role. Most of the necessary skills are already present in other forms, honed from long practice with collection management and technology assistance. I think the good will, financial savings, and increased ability to help our users with their technology is a strong reason to acquire these additional literacies for all our staff. It's an opportunity to transform the idea of the library being about old things and old technology into something positive, wonderful, and relevant for library communities. 📖

NOTES

1 One of the clearer summaries of the misconception is Kathleen Keenan's Book Riot piece. Keenan, Kathleen, "No, Marie Kondo Doesn't Want You to Throw Away All Your Books," Book Riot, January 14, 2019, <https://bookriot.com/2019/01/14/marie-kondos-book-tidying-advice/>.

2 Kelly, Mary and Holly Hibner, Awful Library Books. Updated July 12, 2019. <http://www.awfullibrarybooks.net>.

3 Rubinkam, Michael, "A library without books? Universities purging dusty volumes," AP News. February 7, 2018, <https://apnews.com/3d3473e13d8441dd8b5893211c8b5398>.

4 Google, "Distribution dashboard," Android Developers, Accessed June 4, 2019, <https://developer.android.com/about/dashboards/>.

5 Twitter Post, May 17, 2017, 10:09 A.M., <https://twitter.com/Google/status/864890655906070529>.

6 Apple, "App Store," Apple Developers, <https://developer.apple.com/support/app-store>.

7 Lee, Dami, "Apple says there are 1.4 billion active Apple devices," The Verge, January 29, 2019, <https://www.theverge.com/2019/1/29/18202736/apple-devices-ios-earnings-q1-2019>.

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8 An example guide is from the Hooksett Library in New Hampshire. Hooksett Library, "How to install the Libby app on your Kindle Fire tablet," Hooksett Library, <https://www.hooksetlibrary.org/library-news/2018/06/30/how-install-libby-app-your-kindle-fire-tablet>.

9 XDA Developers, XDA Developers forum, <https://forums-xda-developers.com>.

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11 United States Copyright Office, "Frequently Asked Questions About the Section 1201 Rulemaking." Copyright.gov, <https://www.copyright.gov/1201/2018/faqs.html>.

The full rule text and reasoning as published in the Federal Register is at <https://www.govinfo.gov/content/pkg/FR-2018-10-26/pdf/2018-23241.pdf>.

12 "Windows lifecycle fact sheet," Microsoft Support, <https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet>.

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MEMO



Date: August 5, 2019

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

From: Mary Getchell, Marketing and Communications Director

Subject: 2019 Marketing and Communications Quarter Two Results

In the second quarter of 2019 (April-June), the Pierce County Library System met or exceeded nearly all of its goals outlined in the Library System's 2019 Marketing and Communications Plan.

Applying the overall evaluation measures to gauge brand awareness and preference and bolster the Library's visibility the Library System continued to advance in nearly all marketing and communications metrics. Following is a report of quarter two results and noting of some marketing and communications highlights.

For news media, the Library System exceeded its goal to achieve 50% of the news coverage it received in 2018, garnering 79 news articles, which surpassed its goal of 45 news stories by 34 stories. A Year of Reading Pierce County READS and Summer Reading Program captured the most news attention.

The Library featured Pierce County READS' June author Imbolo Mbue in digital advertising and exceeded industry standards for both click through rates (CTR), with more than 750,000 impressions and a .14% overall CTR, exceeding the industry standard of .07%.

With Facebook and Twitter, the Library System exceeded industry standards for engagement, and for Facebook the Library System surpassed its engagement compared with the second quarter of 2018.

The second quarter of 2019 was the first time period using the Library's updated email marketing distribution list, which removed non-active subscribers (any subscriber that did not open an email message from the Library System for six months). The Library System sent eight email marketing campaigns or messages to approximately 94,000 recipients in each campaign or transmittal, resulting in an average 22% open rate and .81% click through rate, exceeding industry standards of 21% for open rate.

Internal customers gave the Marketing and Communications Department high marks for both its service and timeliness with products, with 96% of survey respondents saying they were "very satisfied" with the service and 99% stating their product arrived on time.

PIERCE COUNTY LIBRARY SYSTEM
2019 Marketing and Communications Plan
QUARTER Two RESULTS, April-June 2019

Overall Evaluation Measures

- Enhance brand awareness and preference for the Pierce County Library System.
- Bolster the Library's visibility in Pierce County communities.

News Media Stories

- Goal of for News Media Stories: achieve 50% of 2018 news coverage.
- Quarter Two (Q2) 2019: 79 news stories.
- Q2 2019: 79 news stories, 93 media mentions, and 143 calendar placements.
- **Q2 Exceeded goal of 45 news media stories by 34 news stories.**

Digital Advertising

Q2 Digital Advertising for Pierce County READS Series 2.

- Goal for Digital Advertising: meet or exceed industry standards. Click Through Rate (number of times ad clicked on/opened, CTR):
 - .07% CTR targeted display ad (targeted to selected demographic characteristics).
- 750,395 Impressions (number of times ad appeared on targeted digital websites/searches)
- **.14% Overall CTR. Exceeded goal of industry standard and first quarter results.**

Email Marketing

- Goal: Meet or exceed industry standards:
 - Open rate: 21%.
 - CTR: 2.63%.
- Eight email marketing messages to an average of 94,000 subscribers.
- Average number of people who opened messages: 23,006; 22% open rate.
- Average number of people who CTR messages: 680; 0.81%.
- **Q2 Exceeded open rate goal of industry standard.**

Social Media Marketing

- Goal: Increase by 2% over 2018 engagement rate and exceed Facebook nonprofit organization's industry standard of 5.4% engagement rate and Twitter nonprofit organization's industry standard of 0.062% engagement rate.

Facebook

- Q2 2018: 5.04% engagement rate.
- Q2 2019: 7.08% engagement rate.
- **Q2 Increase of 2.04% higher engagement than 2018 and exceeded industry standard.**

Twitter

- Q2 2018: 1.67%
- Q2 2019: 1.22%
- **Q2 Exceeded industry standard.**

Workorder Satisfaction

- Goal: 90% of internal staff customers Very Satisfied with Marketing and Communications Department-produced product/service.
- **Q1 Exceeded goal with 96% Very Satisfied.**

MEMO



Date: July 19, 2019

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

From: Clifford Jo, Finance & Business Director

Subject: 2018 IRS Tax Form 990

Pierce County Library System is a nonprofit 501(c)3 organization. We file an IRS Form 990 (for nonprofits) each year. Data was submitted to the local CPA firm, Dwyer, Pemberton and Coulson, and the 990 along with required schedules are being compiled. When complete, we will ask you to review the 2018 Form 990 submission packet. All Board members are asked to sign a statement certifying they have reviewed the tax return, which is an IRS requirement, and should have been submitted to each of you who were serving as Trustee during the 2018 tax year.

Our CPA firm asks several questions concerning potential Conflicts of Interest. These questions and a copy of our Conflict of Interest policy are attached.

All statements will become integral public documents in the final tax return.

If you have any questions concerning our nonprofit tax return, feel free to contact me.

BOARD OF TRUSTEES QUESTIONNAIRE
TAX YEAR 2018 IRS FORM 990

As a Pierce County Library System (PCLS) Board Trustee during the tax year 2018, did you:

1. Have a direct business relationship with PCLS (other than as a Board Trustee)?	___ YES ___ NO
(If YES, please explain in the space provided here)	
2. Have an indirect business relationship through ownership of more than 35% in another entity that does business with PCLS?	___ YES ___ NO
(If YES, please explain in the space provided here)	
3. Have a family member who had a direct or indirect business relationship with PCLS?	___ YES ___ NO
(If YES, please explain in the space provided here)	
4. Serve as a Board Trustee or employee of an entity doing business with PCLS?	___ YES ___ NO
(If YES, please explain in the space provided here)	
5. Have a family or business relationship with any other Board Trustee of PCLS?	___ YES ___ NO
(If YES, please explain in the space provided here)	
6. Have any outstanding loans to or from PCLS with an outstanding balance as of December 31, 2018?	___ YES ___ NO
(If YES, please explain in the space provided here)	
7. Have any business transactions between PCLS and any other organization owned or controlled by you?	___ YES ___ NO
(If YES, please explain in the space provided here)	

Print Name

Title

Signature

Date

Board Policy



Conflict of Interest -- Board of Trustee and Administrative-Level Director

Policy Statement

No Trustee or administrative-level Director may engage in activity which is incompatible with the proper discharge of official duties or which may impact independence of judgment or action of such official duties.

Purpose

It is in the best interest of the Library to avoid the reality or appearance of improper influence, favoritism, and conflicts of interest. The Library establishes this policy to ensure that matters arising from family or personal relationships do not impair an employee or member of the Board of Trustee's judgment in acting in the best interest of the Library, and in the management of employees, and in their fiduciary responsibilities.

Definitions

Conflict of Interest: Any action that, in the opinion of the Library, might interfere with, or appear to interfere with, the independent exercise of judgment or performance of work duties, employee judgment or present the potential of undue influence upon actions by the employee or Trustee. Situations that may appear to be a conflict of interest include, but are not limited to:

1. Where one employee would have direct or indirect authority or practical power to supervise, schedule, appoint, remove, promote or discipline the other;
2. Where one employee would be responsible for auditing or reviewing the work of another;
3. Where the employees would be scheduled to work together without a third employee present;
4. Where circumstances exist which would place the employees in a situation of actual or reasonable foreseeable conflict between the Library's interest and their own;
5. Where the absence by both parties at the same time would create a hardship for the Library;
6. Where, in order to avoid the reality or appearance of improper influence or favor, or to protect its confidentiality, the Library must limit the employment of close relatives of policy level officers of vendors, competitors, regulatory agencies, or others with whom the employer deals.
7. Where an employee's or trustee's actions or decisions would have a financial impact upon the employee or Trustee or their relative or significant other or a legal entity in which the Trustee, employee or their relative or significant other has a significant ownership interest..
8. Where an employee or trustee would be in a position to access confidential information regarding a relative or significant other.

De minimus gift or honorarium: Shall be items with a value of \$100.00 or less, provided that the recipient reports receipt of the gift or honorarium per this policy. De minimus items shall also include conference swag, pens, books, handouts, hosted receptions, samples and such items, provided that the items are equally available to all conference participants and are not exclusively for attendees from the Pierce County Library System. De minimus items shall also include any raffle prize awards or similar

rewards which are equally available to all conference participants electing to participate in the raffle or award program. These items are referred to as “conference swag” and need not be reported.

Administrative-level Director: Executive Director of the Library System, or Deputy Director, or member of the Library’s Administrative Team.

Legal Entities as Relative or Significant Other: If a Library employee, Trustee or a relative or significant other of such employee or Trustee has a significant ownership interest, as determined by the Library, in any company doing business with the Library or is employed by any company doing business with the Library in the capacity of an officer, director, account executive, sales representative or any other individual with authority to price, manage or influence business affairs related to such company’s dealings with the Library, the conflict of interest will be regarded as if such company were a natural person and the conflict were as Relative or significant other of the Library employee or Library Trustee.

Relative or significant other: Family member or close relative such as a spouse, domestic partner, parent, child, sibling, “step” or “in-law”, grandparent, grandchild, guardian; and like relative of an employee’s spouse and any persons in a romantic or sexual relationship; or any other person residing with or legally dependent upon a Pierce County Library System employee or member of the Library Board of Trustees.

Trustee: An individual appointed by the Pierce County Executive to serve as a member of the Pierce County Library System Board of Trustees.

Policy

No Trustee or administrative-level Director may use his or her position to obtain financial or other gain for their own benefit, or to benefit a relative or significant other, or any entity in which the Trustee, employee or their relative or significant other has a significant ownership interest.

No Trustee or administrative-level Director shall accept or receive, directly or indirectly, any money, anything of value, or any promise for future benefit, from any person or entity that does business with the Library. This policy does not apply to gifts or honorariums which are de minimus or have a value of \$100 or less, provided that the receipt of such gift or honorarium is promptly reported. The report of a de minimus gift or honorarium should be made to the Library’s Staff Experience Director in writing or by e-mail and should contain “de minimus gift or honorarium report” in the subject line.

Obligation to promptly report Conflict of Interest or Receipt of Gift or Honorarium that is not de minimus.

If any Trustee or administrative-level Director perceives a possible conflict of interest position for any other Trustee or executive-level Director, the possible conflict shall immediately be brought to the attention of the Board of Trustees.

A Trustee or administrative-level Director who recognizes an actual or potential conflict of interest or receives a non-de minimus gift or honorarium must promptly disclose any financial or personal beneficial interest, direct or indirect, and abstain voluntarily from discussion, voting, or decision-making on any issue that raises such conflict of interest. The report of a non-de minimus gift or honorarium or conflict of interest should be made to the Executive Director and the chair of the Board of Trustees in writing or by e-mail and should contain “Potential Conflict of Interest Report or Report of non-de minimus gift or honorarium” in the subject line.

Remedies

The Board as a whole shall determine whether the issue represents a conflict of interest, and issue a course of action mitigating such conflict of interest, including any action related to the failure to promptly report a potential conflict of interest.

Library Responsibilities

The Executive Director shall define, stipulate, make available, and enforce administrative policies that address conflict of interest for all its employees. Such policies shall be developed in accordance with Washington State law.

**Adopted by the Board of Trustees of the Pierce County Rural Library District October 17, 2007.
Revised June 12, 2013.**

Related Policies:

Conflict of Interest – Employment (Nepotism)

Outside employment

Executive Session

Motion to recess to Executive Session per RCW 42.30.110,
for 10 minutes to discuss personnel matters.

Pierce County Library FYI Packet
Link List
August 14, 2019

Pierce County Library in the News

- [The Legacy of Washington's First Library](#) – South Sound Business (Georgia Lomax interviewed)
- [Pierce County to Study Broadband Internet on Key Peninsula](#) (watch the link to online video with video of Key Center branch) – The News Tribune
- [Lakewood library's volunteer garden provides free produce homeless](#) – KING 5 News
- [Best Summer Reading Events at the Library: Awesome Free Fun for Kids](#) – ParentMap
- [Local Students Win Regional Art Competitions](#) – Key Pen News
- [Vaughn Library Hall Restoration Underway](#) – Key Pen News
- ['Get Hired' Classes Help Job Seekers In Pierce County](#) – Pierce County Patch
- [Pierce County Library System to Host 'Get Hired' Workshops](#) – South Sound Business
- [Pierce County Library system offers job search assistance to area residents](#) – The Dispatch
- [How the Moon and Stars Affect Wildlife on Earth](#) (Summer Reading Program) – South Sound Magazine
- [Lakewood Library Update: What Do You Want In A New Library?](#) – Pierce County Patch
- [Sumner Library Update: What Do You Want In A New Library?](#) – Pierce County Patch
- [Creative Colloquy invites writers to create work inspired by Tacoma Reads selection](#) (PCLS is a supporter of the event) – Tacoma Weekly
- [Get to know your local trails on the third annual Pierce County Trails Day](#) (PCLS will be hosting a booth at the Orting event) – Courier Herald
- Library Ad in Family Directory – ParentMap (see attached PDF)

**Your
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County
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continued from page 29

Childish Things (childishresale.com) has new, bigger digs in Holman Plaza, just one block west of its former location, in North Seattle — that means more space for more great clothing. Readers like Childish Things for its policy of pricing the items you would like to sell on a walk-in basis, Monday–Saturday. You receive an offer on the spot, which you can exchange for store credit or cash. One reader says, “Amazing selection of kids’ stuff AND maternity! Easy to sell, no appointments, same-day cash.”

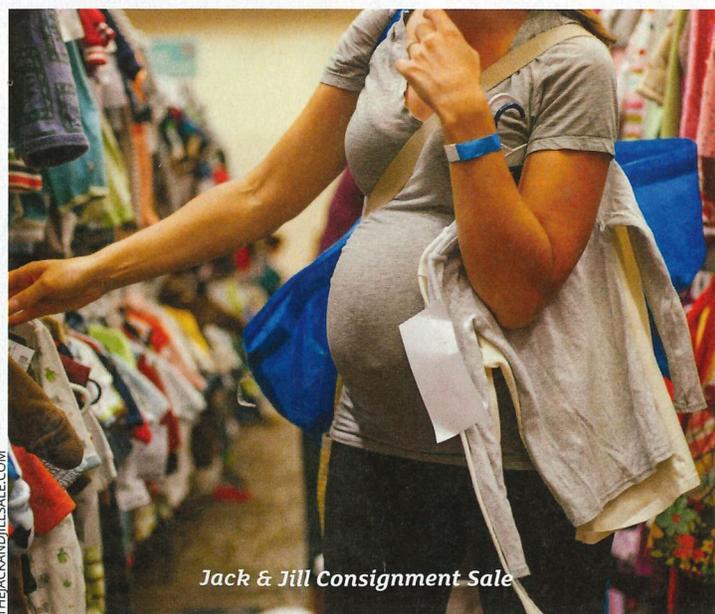
Although **Kids on 45th** (kidson45th.com) still operates a brick-and-mortar store for browsing and consigning on 45th Street in the heart of Wallingford, it also has a super-cool subscription box service you should check out. This is how it works: They source the best used clothing from around the country to fill a box with seasonal clothing in your child’s size for an average of \$3.29 per item — that’s as much as 90 percent off retail pricing. You can customize your box and order when ready — no sneaky styling or subscription fees to speak of.

Rhea Lana’s Consignment Event (rhealana.com) is an upscale children’s clothing pop-up event where parents can consign and buy gently used clothing. Readers say the prices are always reasonable, the events are well organized and the selection is huge!

**ESSENTIAL BABY
OR MATERNITY SHOP**

WINNER: Jack & Jill Consignment Sale

Readers simply adore the **Jack & Jill Consignment Sale** events (thejackandjillsale.com) that are held each fall and spring at the Lynnwood Convention Center. If you are expecting, or have had a baby, or fostered/adopted a child within the past six months, check out the New Mom Presale. One satisfied customer raves, “This event is always well organized and always offers high-quality products at great prices. I never, ever miss it!”



THEJACKANDJILLSALE.COM

Jack & Jill Consignment Sale