

### **Join the Meeting**

Dial In: 1.253.215.8782 | Webinar ID: 867 5397 1303 | Passcode: 315561

- 1. CALL TO ORDER:** Neesha Patel, Chair
- 2. PROCLAMATION 2026-01:** To Honor National Library Workers Day
- 3. PUBLIC COMMENT:** *This is time set aside for members of the public to address the Board of Trustees. Comments will be limited to three (3) minutes.*
- 4. PRESENTATION:** Comprehensive Capital Plan: Lakewood, Tillicum, DuPont – Gretchen Caserotti
- 5. CONSENT AGENDA [ACTION]:** *Routine items approved with one motion unless a member of the Board requests removal and separate discussion of an item.*
  - a. Approval of Minutes of March 11, 2026, Regular Meeting
  - b. Approval of March Payroll, Benefits, and Vouchers
  - c. Resolution 2026-06: To Declare Furnishings and Equipment Surplus to Public Service Needs
- 6. EXECUTIVE DIRECTOR REPORT**
- 7. FINANCIAL REPORT**
- 8. UNFINISHED BUSINESS**
  - a. Policy Review – Real Property **[ACTION]**
- 9. NEW BUSINESS**
  - a. SAO Annual Report Draft Review
  - b. Approval of Purchase Order for 2026 Polaris Renewal **[ACTION]**
  - c. Training and Development Update
  - d. Board Development Training Opportunity
- 10. MANAGEMENT REPORTS:** *Informational updates*
  - a. Trustee Vacancy Update
  - b. 2026 Legislative Session Summary
  - c. Strategic Implementation Plan Quarterly Update
  - d. Library Trends – Designing for People: The Inviting, Human-Centered Library
  - e. Proposed Annexation - Town of Wilkeson
- 11. CLOSING COMMENTS**
- 12. ADJOURNMENT [ACTION]**

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# MEMO



Date: March 24, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Gretchen Caserotti, Executive Director

Subject: Proclamation 2026-01: To Honor National Library Workers Day

National Library Week, April 19-25, 2026, highlights the essential role libraries and library workers play in advancing learning, access, and community well-being. I am requesting that the Board again proclaim **Tuesday, April 21, 2026, as National Library Workers Day**, marking the second consecutive year Pierce County Library System (PCLS) has formally recognized its employees.

This proclamation is especially meaningful following a year of significant challenges and change for our organization. As PCLS continues to evolve to meet community needs and advance our strategic priorities, staff have remained focused on delivering reliable service, equitable access, and meaningful learning opportunities often under complex and demanding conditions. Growth is not without difficulty, yet PCLS employees have continued to serve with professionalism, care, and resilience.

As a public library, our success depends on the expertise and commitment of staff across all roles. Together, they advance our mission by expanding access to information, supporting literacy and lifelong learning, and delivering meaningful community impact. Every position, public-facing and behind the scenes, is essential to sustaining operations and fulfilling our purpose.

With nearly two decades of public library experience, I understand the demands of this work and the importance of publicly acknowledging the people who carry it forward. National Library Workers Day is part of a broader week of advocacy that invites trustees, partners, and community members to recognize the value of libraries and the people who make them possible. I would also like to recognize our local 3787 union e-board and the WSCCCE / AFSCME Council 2 staff representative for their partnership and leadership as we continue our work together on the matters that library staff care about.

Trustees and members of the public are encouraged to participate by sharing messages of appreciation and advocacy in support of library workers and library services throughout the week. They can also recognize library workers at PCLS by sharing stories and kudos of the great work happening in our libraries by emailing [THANKYOU@piercescountylibrary.org](mailto:THANKYOU@piercescountylibrary.org). Words of impact or appreciation will be shared directly with employees.

## **Celebration Days During National Library Week:**

- **Monday, April 20:** Right to Read Day, a day for readers, advocates, and library lovers to take action to protect, defend, and celebrate the right to read.
- **Tuesday, April 21:** National Library Workers Day, a day for library staff, users, administrators, and Friends groups to recognize the valuable contributions made by all library workers.

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- **Wednesday, April 22:** [National Library Outreach Day](#) (formerly National Bookmobile Day), a day to celebrate library outreach and the dedicated library professionals who are meeting their patrons where they are.
  - **Thursday, April 23:** [Take Action for Libraries Day](#), a day to rally advocates to support libraries at the national level.

Libraries succeed because of the commitment and professionalism of library staff. I respectfully ask the Board to join me in adopting this proclamation recognizing **Tuesday, April 21, 2026, as National Library Workers Day** and honoring the dedication, compassion, and expertise of PCLS staff serving Pierce County communities.

**PROCLAMATION NO. 2026-01**

**A PROCLAMATION OF THE BOARD OF TRUSTEES  
OF THE PIERCE COUNTY RURAL LIBRARY DISTRICT  
TO HONOR NATIONAL LIBRARY WORKERS DAY**

**WHEREAS**, the Pierce County Rural Library District (the “Library”) serves as a cornerstone of knowledge and opportunity, providing essential resources, services, and programs that empower individuals to live, learn, and thrive in our communities; and,

**WHEREAS**, libraries play a vital role in fostering literacy, lifelong learning, and community engagement for all people; and,

**WHEREAS**, library workers are dedicated professionals who create welcoming, inclusive spaces where knowledge is accessible to all, treating every person with dignity, respect, and a commitment to service; and,

**WHEREAS**, library workers provide learning resources for all ages; deliver books, materials, and programs; and offer welcoming places and spaces for diverse communities to connect.; and,

**WHEREAS**, library workers in every department, location, and capacity are committed to their unique roles in contributing to providing the best service to the public; and,

**WHEREAS**, recognizing the invaluable contributions of library workers is essential to appreciating the role they play in strengthening communities, advancing learning, and ensuring free and open access to information; and,

**WHEREAS**, libraries, library workers, and library advocates across the nation join to celebrate National Library Workers Day to highlight the dedication and contributions of library professionals,

Now, therefore,

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

Tuesday, April 21, 2026, be proclaimed as “National Library Workers Day”.

All residents are encouraged to recognize the efforts of library workers, make good use of and benefit from the invaluable resources offered by libraries, and express their appreciation for the essential role libraries and their staff play in enriching communities.

**PROCLAIMED THIS 8TH DAY OF APRIL 2026.**

<b>BOARD OF TRUSTEES, PIERCE COUNTY RURAL LIBRARY DISTRICT</b>	
Neesha Patel, Chair	_____
Ryan Wheaton, Vice-Chair	_____
Pat Jenkins, Member	_____
Abby Sloan, Member	_____
Pam Duncan, Member	_____

# Presentation

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# MEMO



Date: March 31, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Gretchen Caserotti, Executive Director  
Kristina Cintron, Facilities and Capital Projects Director

Subject: Comprehensive Capital Plan Report (CCP) Presentation

At the April Board of Trustees meeting, staff will provide a presentation to guide the Trustees through the recommendations made by Gensler and Associates, covering the branch profiles for the downtown Lakewood, Tillicum, and DuPont libraries.

# Consent Agenda

- 1. CALL TO ORDER:** Board Chair Neesha Patel called the meeting to order at 3:30 pm. Vice-Chair Ryan Wheaton and Trustees Pamela Duncan, Pat Jenkins and Abby Sloan were in attendance. The meeting was conducted in person, with a remote attendance option.
- 2. PUBLIC COMMENT:** Comments were submitted by Ronald Buckbee, Jen Edwards, Jerry Layne and Meagan Rhoades.
- 3. EXECUTIVE SESSION:** Chair Patel announced that Executive Session will be held after New Business.
- 4. PRESENTATION:** Comprehensive Capital Plan Report: Gig Harbor, Key Center, Steilacoom – Executive Director Gretchen Caserotti continued the presentation on the Capital Campaign Plan recommendations, providing an overview of the recommendations on Gig Harbor, Key Center and Steilacoom. She noted the work was aligned with the Library’s Strategic Plan and best practices for libraries. She shared the design experience principles, which are common in public libraries. Space allocation of the various sized libraries was also reviewed.
- 5. CONSENT AGENDA [ACTION]:**
  - a. Approval of Minutes of February 11, 2026, Regular Meeting
  - b. Approval of February Payroll, Benefits, and Vouchers
  - c. Approval of Purchase Order for Starling Whitehead Lux Architects
  - d. Resolution 2026-02: To Declare Equipment and Furnishings Surplus to Public Services Needs

*Trustees Duncan and Wheaton moved and seconded approval of the consent agenda. All in favor. Motion carried.*

**6. EXECUTIVE DIRECTOR REPORT**

Deputy Director Connie Behe reported that offering more bilingual programming is a gap that the Library is addressing through structure and recruiting efforts.

**7. FINANCIAL REPORT**

Finance Director Mary Stimson reported the financial system software has been moved to the cloud. 2024 fiscal and accountability audit documents are being prepared.

**8. UNFINISHED BUSINESS**

- a. Trustee Vacancy 2026 – Committee Representation

*Trustees Duncan and Wheaton moved and seconded approval of Trustees Patel and Jenkins as PCLS Board representatives on the trustee selection committee. All in favor. Motion carried.*

- b. Summer Meeting Cancellation

*Trustees Wheaton and Duncan moved and seconded to approve the cancellation of the July 8, 2026, Regular meeting of the Board of Trustees. All in favor. Motion carried.*

## **9. NEW BUSINESS**

a. 2025 Budget – Year End Financial Review – Director Stimson shared a presentation of the year-end process and reported additional savings of \$31K which required amending the resolutions to reflect the income statement positive balance amount in the General Fund from \$4,304,506 to \$4,335,948.

i. Resolution 2026-03: To Rescind Resolution 2025-29 and Reduce the LSF Transfer to the General Fund.

*Trustees Jenkins and Wheaton moved and seconded approval To Rescind Resolution 2025-29 and Reduce the LSF Transfer to the General Fund as amended. All in favor. Motion carried.*

ii. Resolution 2026-04: To Transfer a Portion of the General Fund Balance to the Capital Improvement Fund

*Trustees Wheaton and Duncan moved and seconded To Transfer a Portion of the General Fund Balance to the Capital Improvement Fund as amended. All in favor. Motion carried.*

iii. Resolution 2026-05: To Close the 2025 Fiscal Year

*Trustees Duncan and Wheaton moved and seconded approval To Close the 2025 Fiscal Year as amended. All in favor. Motion carried.*

b. ClearGov Budget Book – Director Stimson reported the Library is now using an interactive, web-based platform to enable it to more transparently present financial data. She shared a demonstration of how to access and review the 2018-2026 budget information.

c. Policy Review: Real Property – Acquisition and Disposition Discussion – Director Stimson reviewed the recommended revisions to the policy. She will bring the policy before the board for approval next month.

**EXECUTIVE SESSION:** *At 5:12 pm, Trustees Jenkins and Duncan moved and seconded to recess to Executive Session, per RCW 42.30.110, to discuss current or potential litigation with legal counsel for approximately 15 minutes. All in favor. Motion carried.*

Chair Patel announced the session would end at 5:30 pm. The session ended at 5:30 pm.

## **10. MANAGEMENT REPORTS:**

- a. Library Trends – Libraries That Endure: Resilience, Shared Systems, and Future Readiness
- b. 2026 Special Election Results
- c. Wellness Program Update

**11. CLOSING COMMENTS**

Deputy Director Behe shared information on upcoming Library events in the branches. Executive Director Caserotti will give a brief presentation at Pierce County Councilmember Robyn Denson's In-District (7) meeting at the Key Peninsula at the Civic Center on April 2, 2026.

**12. ADJOURNMENT**

*Trustees Wheaton and Duncan moved and seconded for adjournment. All in favor. Motion carried.*

The meeting adjourned at 5:34 pm.

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Gretchen Caserotti, Secretary

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Neesha Patel, Chair

**Pierce County Library System  
Payroll, Benefits and Vouchers  
March 2026**

	<u>Warrant Numbers</u>	<u>Total # of Warrants</u>	<u>Date(s)</u>	<u>Amount</u>
Electronic Payments - Payroll & Acct Payable			3/6/2026	\$ 982,942.08
Electronic Payments - Payroll & Acct Payable			3/20/2026	\$ 999,851.90
Accounts Payable Warrants	709176 - 709302	127	3/5/2026 - 3/27/2026	\$ 1,193,063.23
<b>Total Amount:</b>				<b><u><u>\$ 3,175,857.21</u></u></b>

As of 4.2.2026

Ad-hoc bank transaction (Withdrawal)

PCL\_Company

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

Contact Name: Stacy Karabotsos  
Contact Phone: 253-548-3451  
Contact e-mail: [sdkarabotsos@piercecounyalibrary.org](mailto:sdkarabotsos@piercecounyalibrary.org)  
Comments: 3/06/26 Payroll

Withdrawal Date: 3/6/2026

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	\$ 81,293.71
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	\$ 66,836.15
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	\$ 66,836.15
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	\$ 636,378.19
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	\$ 19,088.27
PCL_Company	DRS (PERS) EE	237100	CC_Library_District	697-00	5100000	\$ 52,371.59
PCL_Company	DRS (PERS) ER	237100	CC_Library_District	697-00	5100000	\$ 49,623.13
PCL_Company	HSA Employee Deductions	237100	CC_Library_District	697-00	5100000	\$ 3,312.58
PCL_Company	HSA Employer Contribution	237100	CC_Library_District	697-00	5100000	\$ 3,487.63
PCL_Company	<b>FSA EE Deductions Credit 1/6 &amp; 1/21</b>	237100	CC_Library_District	697-00	5100000	\$ 3,714.68
PCL_Company	HSA & FSA Dep Care Employee Fee	237100	CC_Library_District	697-00	5100000	\$ -
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	\$ -
PCL_Company	Umqua Bank Analysis Fees (Qtrly)	237100	CC_Library_District	697-00	5100000	\$ -
					<b>Total Deposit</b>	<b>\$ 982,942.08</b>

Certification:

Stacy Karabotsos  
Signature ( Department Designee)

3/4/2026  
Date

Comments:

Ad-hoc bank transaction (Withdrawal)

PCL\_Company

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

Contact Name: Stacy Karabotsos  
 Contact Phone: 253-548-3451  
 Contact e-mail: [sdkarabotsos@piercecountylibrary.org](mailto:sdkarabotsos@piercecountylibrary.org)  
 Comments: 3/20/26 Payroll

Withdrawal Date: 3/20/2026

Company	Description	Revenue/Spend Category	Cost Center	Fund	Business Unit	Total
PCL_Company	FIT EE and EIC	237100	CC_Library_District	697-00	5100000	\$ 81,961.96
PCL_Company	FICA EE and Medicare	237100	CC_Library_District	697-00	5100000	\$ 67,873.41
PCL_Company	FICA ER and Medicare	237100	CC_Library_District	697-00	5100000	\$ 67,873.41
PCL_Company	DIR DEP	237100	CC_Library_District	697-00	5100000	\$ 646,626.43
PCL_Company	Deferred Comp. Plan	237100	CC_Library_District	697-00	5100000	\$ 19,302.40
PCL_Company	DRS (PERS) EE	237100	CC_Library_District	697-00	5100000	\$ 53,721.36
PCL_Company	DRS (PERS) ER	237100	CC_Library_District	697-00	5100000	\$ 50,920.96
PCL_Company	HSA Employee Deductions	237100	CC_Library_District	697-00	5100000	\$ 3,312.58
PCL_Company	HSA Employer Contribution	237100	CC_Library_District	697-00	5100000	\$ 3,487.63
PCL_Company	FSA EE Deductions	237100	CC_Library_District	697-00	5100000	\$ 2,580.79
PCL_Company	HSA & FSA Dep Care Employee Fee	237100	CC_Library_District	697-00	5100000	\$ 246.15
PCL_Company	Department of Revenue	237100	CC_Library_District	697-00	5100000	\$ 1,944.82
PCL_Company	Umqua Bank Analysis Fees (Qtrly)	237100	CC_Library_District	697-00	5100000	\$ -
<b>Total Deposit</b>						<b>\$ 999,851.90</b>

Certification:

Stacy Karabotsos  
 Signature ( Department Designee)

3/18/2026  
 Date

Comments:

CHECK NUMBER	CHECK DATE	VENDOR NUMBER	VENDOR NAME	OBJECT	DESCRIPTION	UNCLEARED	CLEARED	CLEAR DATE
709176	03/05/2026	314	AFSCME AFL-CIO	231920	Payroll Run 2 - Warrant 030626	0.00	14,881.00	03/26/2026
709177	03/05/2026	1810	PIERCE COUNTY LIBRAR	231930	Payroll Run 2 - Warrant 030626	0.00	375.00	03/11/2026
709178	03/05/2026	613	VOLUNTARY EMPLOYEES'	231590	Payroll Run 2 - Warrant 030626	0.00	4,185.72	03/17/2026
709179	03/06/2026	2864	AMAZON BUSINESS	531002	OFFICE/OPERATING SUPPLIES	0.00	1,845.36	03/10/2026
709180	03/06/2026	2864	AMAZON BUSINESS	531000	OFFICE/OPERATING SUPPLIES	0.00	433.14	03/10/2026
709181	03/06/2026	341	BAKER & TAYLOR	531099	Outreach Materials	0.00	121.45	03/10/2026
709182	03/06/2026	638	BUCKLEY CITY OF	547020	BUC WATER,SEWER;ACCT#1489.1;WATER,1489.0;SEWER	0.00	287.84	03/12/2026
709183	03/06/2026	657	CENGAGE LEARNING	534120	MATERIALS - Adult Large Print	0.00	1,200.30	03/11/2026
709184	03/06/2026	998	CINTAS CORPORATION	548010	ANNUAL 2026 SERVICE FOR CUSTODIAL LAUNDRY- SYS	0.00	443.09	03/19/2026
709185	03/06/2026	2908	DOW JONES & COMPANY	534505	MATERIALS - Magazines	0.00	144.00	03/11/2026
709186	03/06/2026	184	DUPONT CITY OF	549040	DUPONT ANNUAL FIRE INSPECTION & PERMIT	0.00	180.00	03/11/2026
709187	03/06/2026	374	EMPLOYMENT SECURITY	520040	ESD 000-930403-10-6 UBI 278-036-416 Q4 2025	0.00	4,037.76	03/12/2026
709188	03/06/2026	703	INGRAM LIBRARY SERVI	534110	MATERIALS - Adult & Children's Books, Adult & Youth AV - DVDs	0.00	49,313.72	03/10/2026
709189	03/06/2026	703	INGRAM LIBRARY SERVI	534110	MATERIALS - Adult & Children's Books	0.00	939.12	03/10/2026
709190	03/06/2026	2507	JOAQUIN'S TREE EXPER	548000	OLD LWD LOT TREE AND BRUSH WORK	0.00	3,082.80	03/11/2026
709191	03/06/2026	735	KING COUNTY LIBRARY	541650	Lost Items (4) from King County Library	119.95	0.00	
709192	03/06/2026	36	LOGIC INTEGRITY INC	541004	2026 EXCHANGE AND ACTIVE DIRECTORY HEALTH CHECKUP	0.00	1,761.60	03/13/2026
709193	03/06/2026	211	MIDWEST TAPE	534010	MATERIALS - Adult AV - CDS and DVD	0.00	6,499.53	03/13/2026
709194	03/06/2026	2380	NASH CONSULTING INC	541000	LEADERSHIP DEVELOPMENT	0.00	2,340.00	03/16/2026
709195	03/06/2026	240	NEW YORK TIMES	534505	MATERIALS - Magazines	0.00	547.30	03/18/2026
709196	03/06/2026	562	PIERCE COUNTY LIBRAR	549050	BOA Fees: \$867.29; KB Fees: \$135.79	0.00	1,003.08	03/13/2026
709197	03/06/2026	1037	PIERCE COUNTY SEWER	547030	ACL, LWD, SMT, UP SEWER	0.00	828.59	03/13/2026
709198	03/06/2026	61	RICOH USA INC	541630	2026 GOLD FULL SRVC & SILVER MAINT AGREEMENT	0.00	341.09	03/11/2026
709199	03/06/2026	85	SARCO SUPPLY LLC	531010	ANNUAL 2026 CUSTODIAL SUPPLIES	0.00	923.25	03/11/2026
709200	03/06/2026	2097	SENTINEL PEST CONTROL	548010	ANNUAL 2026 PEST CONTROL MONTHLY SERVICE	0.00	93.59	03/19/2026
709201	03/06/2026	1219	SONITROL PACIFIC	548010	ANNUAL 2026 MONTHLY BILLINGS	0.00	10,206.43	03/13/2026
709202	03/06/2026	272	STATE AUDITORS OFFICE	541000	2024 SAO AUDIT INVOICES	0.00	13,095.75	03/11/2026
709203	03/06/2026	283	SUMMIT LAW GROUP PLL	541040	LEGAL	0.00	4,820.00	03/10/2026
709204	03/06/2026	672	UNIVERSITY PLACE CIT	547040	CIVIC BUILDING UTILITIES; MAR 26	0.00	13.32	03/12/2026
709205	03/06/2026	618	WALTER E NELSON OF W	531010	ANNUAL 2026 CUSTODIAL SUPPLIES	0.00	1,168.66	03/12/2026
709206	03/06/2026	811	WCP SOLUTIONS	531004	COM PAPER	0.00	1,111.70	03/10/2026
709207	03/10/2026	335	AWC EMPLOYEE BENEFIT	231540	2026.03.06 AWC HEALTH INSURANCE	0.00	318,687.01	03/18/2026
709208	03/13/2026	2864	AMAZON BUSINESS	531002	OFFICE/OPERATING SUPPLIES, CUSTODIAL SUPPLIES, MATERIALS	0.00	1,877.35	03/18/2026
709209	03/13/2026	2864	AMAZON BUSINESS	531000	OFFICE/OPERATING SUPPLIES, MATERIALS	0.00	331.77	03/18/2026
709210	03/13/2026	432	CITY OF BONNEY LAKE, WA	547030	BLK WATER,SEWER;ACCT#1-99-204000-00	0	593.30	03/20/2026
709211	03/13/2026	3372	BUCHALTER	541040	2026 LEGAL SERVICES - GENERAL BUSINESS	0	110.00	03/20/2026
709212	03/13/2026	657	CENGAGE LEARNING	534120	MATERIALS - Adult Large Print	0	487.23	03/23/2026
709213	03/13/2026	998	CINTAS CORPORATION	548010	ANNUAL 2026 SERVICE FOR CUSTODIAL LAUNDRY- SYS	0.00	443.09	03/31/2026
709214	03/13/2026	124	CONSOLIDATED TECHNOL	542010	ACC#G15-000; FEBRUARY 2026	0.00	90.00	03/20/2026
709215	03/13/2026	142	CUMMINS INC	548010	ANNUAL 2026 GENERATOR TESTING & REPAIRS	0.00	1,206.36	03/23/2026
709216	03/13/2026	3007	EVERGREEN FIRE AND S	548000	INSPECTION REPAIRS-EMERGENCY REPAIRS-SERVICE CALLS	0.00	489.20	03/20/2026
709217	03/13/2026	2801	FATBEAM LLC	542012	INTERNET SERVICES - All branches	0.00	22,407.53	03/25/2026
709218	03/13/2026	482	HERMANSON COMPANY LL	548010	ANNUAL 2026 HVAC SRVC CNTRCT (1/1/26-12/31/26)	0.00	30,928.02	03/20/2026
709219	03/13/2026	703	INGRAM LIBRARY SERVI	534110	MATERIALS - Adult & Children's Books	0.00	30,741.45	03/23/2026
709220	03/13/2026	1886	LAMAR COMPANIES	544000	2026 bus ads	0.00	1,860.00	03/23/2026
709221	03/13/2026	197	MERGENT INC	534305	MATERIALS - Databases	0.00	31,235.00	03/31/2026
709222	03/13/2026	3424	MERTENS, MARGARET	541010	MAGGIE MERTENS, WOMEN WON THE MARATHON, 3/5 LWD	93.59	0.00	
709223	03/13/2026	211	MIDWEST TAPE	534010	MATERIALS - Adult AV - DVD	0.00	11,182.96	03/27/2026
709224	03/13/2026	510	OCLC INC	541620	IFM Debits & IFM Admin Fees	0.00	5.26	03/23/2026
709225	03/13/2026	522	OVERDRIVE INC	534410	MATERIALS - eBooks & eDownloadable Audio	0.00	152,020.40	03/23/2026
709226	03/13/2026	1037	PIERCE COUNTY SEWER	547030	PKS SEWER;ACCT#338176	0.00	694.23	03/18/2026
709227	03/13/2026	3419	PLEASANT, SABIAN T	541010	TRE PLEASANT, PLEASANT MOVEMENT, 2/25 LWD	0.00	550.50	03/17/2026

CHECK NUMBER	CHECK DATE	VENDOR NUMBER	VENDOR NAME	OBJECT	DESCRIPTION	UNCLEARED	CLEARED	CLEAR DATE
709228	03/13/2026	782	QUALITY BUSINESS SYS	548010	DIGITAL PRESS MAINTENENCE AND SUPPLIES	0.00	1,800.47	03/23/2026
709229	03/13/2026	61	RICOH USA INC	541630	2026 GOLD FULL SRVC & SILVER MAINT AGREEMENT	0.00	5,369.18	03/25/2026
709230	03/13/2026	3026	ROTARY CLUB OF UNIVE	549020	ANNUAL MEMBERSHIP DUES 2026	135.00	0.00	
709231	03/13/2026	2097	SENTINEL PEST CONTRO	548010	ANNUAL 2026 PEST CONTROL MONTHLY SERVICE	0.00	650.87	03/20/2026
709232	03/13/2026	284	SUMMIT WATER & SUPPL	547020	ACL & SMT WATER; 2/10-3/10/26	0.00	379.94	03/17/2026
709233	03/13/2026	618	WALTER E NELSON OF W	531010	ANNUAL 2026 CUSTODIAL SUPPLIES	0.00	21.31	03/20/2026
709234	03/13/2026	816	WESTERN WASHINGTON F	545010	ALL STAFF DAY FACILITY RENTAL	0.00	5,500.00	03/19/2026
709235	03/20/2026	2864	AMAZON BUSINESS	531002	OFFICE/OPERATING SUPPLIES, CUSTODIAL SUPPLIES, MATERIALS, TECHNOLOGY	0.00	2,016.82	03/24/2026
709236	03/20/2026	2864	AMAZON BUSINESS	531004	OFFICE/OPERATING SUPPLIES	0.00	103.16	03/24/2026
709237	03/20/2026	657	CENGAGE LEARNING	534425	MATERIALS - Adult Large Print, eHosting Fees, Magazines	0.00	2,266.75	03/25/2026
709238	03/20/2026	3210	CHILDRENS PLUS INC	534220	MATERIALS - Children's Books	0.00	476.66	03/24/2026
709239	03/20/2026	998	CINTAS CORPORATION	548010	ANNUAL 2026 SERVICE FOR CUSTODIAL LAUNDRY- SYS	0.00	443.09	03/31/2026
709240	03/20/2026	3150	CRYSTAL SPRINGS	531002	DUPONT WATER- DELIVERY & RENTAL	0.00	52.55	03/27/2026
709241	03/20/2026	2028	DAVIS DOOR SERVICE	548000	DOOR REPAIRS	0.00	301.13	03/30/2026
709242	03/20/2026	2908	DOW JONES & COMPANY	534505	MATERIALS - Magazines	0.00	44.00	03/26/2026
709243	03/20/2026	365	EBSCO	534505	MATERIALS - Magazines	0.00	747.79	03/26/2026
709244	03/20/2026	3410	ELBA, AMIRA	347902	Envisionware Printing Refund 2/23/26	26.80	0.00	
709245	03/20/2026	3007	EVERGREEN FIRE AND S	548000	INSPECTION REPAIRS-EMERGENCY REPAIRS-SERVICE CALLS	0.00	498.23	03/24/2026
709246	03/20/2026	703	INGRAM LIBRARY SERVI	534110	MATERIALS - Adult Books	0.00	430.93	03/27/2026
709247	03/20/2026	703	INGRAM LIBRARY SERVI	534110	MATERIALS - Adult & Children's Books	0.00	29,925.35	03/27/2026
709248	03/20/2026	710	IRON MOUNTAIN INC	541020	SECURE DOCUMENT DESTRUCTION AND DOCUMENT STORAGE (2018-2027)	0.00	490.42	03/26/2026
709249	03/20/2026	2338	LIBRARY IDEAS LLC	534805	MATERIALS - Children's Audiobooks	0.00	3,651.64	03/27/2026
709250	03/20/2026	211	MIDWEST TAPE	534010	MATERIALS - Adult AV - CDS & DVD	0.00	12,914.78	03/26/2026
709251	03/20/2026	3045	MONARCH LANDSCAPE WA	548010	LANDSCAPE MONTHLY SERVICES (1/1/26-12/31/26)	0.00	10,543.98	03/24/2026
709252	03/20/2026	228	MULTICULTURAL BOOKS	534740	MATERIALS - World - Tagalog	0.00	1,692.00	03/30/2026
709253	03/20/2026	1895	NEWSBANK INC	534305	MATERIALS - Databases	0.00	2,971.00	03/24/2026
709254	03/20/2026	3432	OUK, DESTINY	347902	Envisionware Refund	0.00	9.10	03/31/2026
709255	03/20/2026	522	OVERDRIVE INC	534425	MATERIALS - Databases & eHosting Fees	0.00	12,460.46	03/25/2026
709256	03/20/2026	2989	PEER WASHINGTON	541000	PEER WA 2026 PO	0.00	7,916.66	03/26/2026
709257	03/20/2026	776	PUGET SOUND ENERGY	549050	SUMNER PSE DESIGN COSTS & PERMIT	0.00	3,000.00	03/26/2026
709258	03/20/2026	61	RICOH USA INC	591720	2026 GOLD FULL SRVC & SILVER MAINT AGREEMENT	0.00	5,850.29	03/26/2026
709259	03/20/2026	61	RICOH USA INC	531000	EXPEDITED SHIPPING FOR WASTE TONER BOTTLE	0.00	49.55	03/25/2026
709260	03/20/2026	2097	SENTINEL PEST CONTRO	548010	ANNUAL 2026 PEST CONTROL MONTHLY SERVICE	0.00	556.69	03/30/2026
709261	03/20/2026	2849	SMITH, FREDDIE M	541010	FREDDIE SMITH, QUILT EXHIBIT, 2/25 GIG	490.95	0.00	
709262	03/20/2026	252	SNO-ISLE LIBRARIES	541650	Lost Item; Demon slayer 39067087749143	11.99	0.00	
709263	03/20/2026	303	TACOMA PIERCE COUNTY	549020	ANNUAL MEMBERSHIP DUES	0.00	550.00	03/24/2026
709264	03/20/2026	581	TILlicum COMMUNITY S	545030	Rent/CAM February 2026	1,806.04	0.00	
709265	03/20/2026	3130	TINSLEY, TAYLOR	541010	TAYLOR TINSLEY, AFRO-INDIGENOUS MUSIC, 2/22 GHM	289.17	0.00	
709266	03/20/2026	605	US BANK	231950	Acc# 4246 0445 5567 9202; P-CARD;3/6/2026	0.00	127,351.53	03/26/2026
709267	03/20/2026	2515	VEENSTRA, COLLIN	541010	COLLIN VEENSTRA, WINTER PAINT & SIP, 2/28, BLK	0.00	438.00	03/30/2026
709268	03/20/2026	617	WALLA WALLA UNIVERSI	541650	Lost Item: We pointed them North	0.00	90.00	03/30/2026
709269	03/20/2026	618	WALTER E NELSON OF W	531010	ANNUAL 2026 CUSTODIAL SUPPLIES	0.00	2,347.87	03/26/2026
709270	03/20/2026	810	WAYNES ROOFING INC	548000	PARKLAND GUTTER REPLACEMENT, SOUTH HILL GUTTER AND ROOF REPAIR	0.00	66,114.67	03/24/2026
709271	03/20/2026	2015	WEX BANK	532000	ANNUAL 2026 FUEL CARDS	0.00	3,096.32	03/27/2026
709272	03/25/2026	313	AFLAC	231590	2026.03.20 AFLAC	3,866.86	0.00	
709273	03/25/2026	684	COLONIAL SUPPLEMENTA	231590	Payroll Run 2 - Warrant 032026	21.16	0.00	
709274	03/25/2026	1810	PIERCE COUNTY LIBRAR	231930	Payroll Run 2 - Warrant 032026	375.00	0.00	
709275	03/27/2026	2864	AMAZON BUSINESS	531004	OPERATING/OFFICE SUPPLIES, MATERIALS	0.00	2,362.66	03/31/2026
709276	03/27/2026	2864	AMAZON BUSINESS	531000	OPERATING/OFFICE SUPPLIES	0.00	198.94	03/31/2026
709277	03/27/2026	2143	AWARDCO INC	531002	AWARDCO FEES FOR POINTS	276.00	0.00	
709278	03/27/2026	2423	BETA - LAKEWOOD LLC	591720	GROUND LEASE - 32ND PAYMENT	24,232.00	0.00	
709279	03/27/2026	427	BLACKSTONE PUBLISHIN	534020	MATERIALS - Adult AV - Audiobooks	174.70	0.00	

CHECK NUMBER	CHECK DATE	VENDOR NUMBER	VENDOR NAME	OBJECT	DESCRIPTION	UNCLEARED	CLEARED	CLEAR DATE
709280	03/27/2026	1320	BUSTOS MEDIA HOLDING	544000	Q1 MARCOM FOCUS SPANISH RADIO AND DIGITAL ADS	2,517.00	0.00	
709281	03/27/2026	1036	CATALYST WORKPLACE	535010	CAPER CHAIR STACKING CARTS	3,276.58	0.00	
709282	03/27/2026	1026	CHEMEKETA COOPERATI	541650	ILL; Do lions live on lily pads?	15.00	0.00	
709283	03/27/2026	998	CINTAS CORPORATION	548010	ANNUAL 2026 SERVICE FOR CUSTODIAL LAUNDRY- SYS	443.09	0.00	
709284	03/27/2026	670	CIS	535055	2026 ANNUAL ALBERT MONITORING WITH CIS	1,150.00	0.00	
709285	03/27/2026	370	ELITE PROPERTY INVES	591720	MARCH 2026 - LEASE, WATER, SEWER	14,005.63	0.00	
709286	03/27/2026	447	GIG HARBOR CHAMBER O	549020	ANNUAL MEMBERSHIP DUES	625.00	0.00	
709287	03/27/2026	703	INGRAM LIBRARY SERVI	534110	MATERIALS - Adult & Children's Books	10,195.98	0.00	
709288	03/27/2026	1886	LAMAR COMPANIES	544000	2026 bus ads	0.00	1,860.00	03/31/2026
709289	03/27/2026	211	MIDWEST TAPE	534010	MATERIALS - Adult AV - CDS & DVD	4,315.26	0.00	
709290	03/27/2026	520	ORTING CITY OF	591720	ORTING MPC - APRIL 2026	3,662.97	0.00	
709291	03/27/2026	765	PROQUEST INFORMATION	534305	MATERIALS - Databases	2,566.22	0.00	
709292	03/27/2026	2844	RACE FORWARD	549020	ANNUAL MEMBERSHIP DUES	1,000.00	0.00	
709293	03/27/2026	61	RICOH USA INC	541630	2026 GOLD FULL SRVC & SILVER MAINT AGREEMENT	5,162.61	0.00	
709294	03/27/2026	85	SARCO SUPPLY LLC	531010	ANNUAL 2026 CUSTODIAL SUPPLIES	0.00	1,081.96	03/31/2026
709295	03/27/2026	1891	SEATTLE PUBLIC LIBRA	541650	Lost Item; Can't be tamed	7.99	0.00	
709296	03/27/2026	2097	SENTINEL PEST CONTRO	548010	ANNUAL 2026 PEST CONTROL MONTHLY SERVICE	284.93	0.00	
709297	03/27/2026	1219	SONITROL PACIFIC	548010	ANNUAL 2026 MONTHLY BILLINGS	11,022.83	0.00	
709298	03/27/2026	272	STATE AUDITORS OFFIC	541000	2024 SAO AUDIT INVOICES	8,975.63	0.00	
709299	03/27/2026	3346	SURPRISE LAKE STATIO	591720	APRIL 2026 LEASE & CAM PAYMENT	13,184.02	0.00	
709300	03/27/2026	2365	TEKS SERVICES INC	542000	TEKS services Q1 direct mailer	26,598.48	0.00	
709301	03/27/2026	811	WCP SOLUTIONS	531004	COM PAPER	0.00	1,328.21	03/31/2026
709302	03/27/2026	3408	WEEKS, CAROL	369911	Refund for Returned Lost Item after Payment	14.99	0.00	
Count of Warrants: 127						140,943.42	1,052,119.81	1,193,063.23

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# MEMO



Date: March 27, 2026

To: Chair Neesha Patel, and Members of the Board of Trustees

From: Brian Lee, IT Director

Subject: Resolution 2026-06 – Technology Surplus and Recycling

The Library surpluses high value items, and recycles low value technology items to reduce no longer needed assets. Staff have identified technology to surplus or recycle that was either at end of support from the manufacturer, or damaged and unusable.

Equipment valued at \$50 or more and in good working order is sent to Department of Enterprise Services to be sold in an auction. Due to the age, condition and estimated value of the remaining equipment, these items are recycled through Green PC. In either case, the Board must declare the items as surplus.

See attachment for details.

***ACTION: Move to approve Resolution 2026-06: To Declare Furnishings and Equipment Surplus To Public Service Needs***

Quantity	IT Surplus Items each UNDER \$50 in estimated value
1	Dell 24" Monitor
13	Dell Docking Station
1	Dell Laserjet Printer
1	Dell Projector
1	LABELWRITER PRINTER
1	Logitech WebCam
13	MiFi
1	Motorola Cell Phone
2	Receipt Printer
1	Xbox 360

**RESOLUTION NO. 2026-06**

**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 Rural Library District (“Library”) has identified items of furnishings and equipment to surplus, and

**WHEREAS**, unless otherwise noted, each item has an estimated value of less than \$50.00 and is of no further need for public or administrative service, 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(s) 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 8TH DAY OF APRIL, 2026.**

<b>BOARD OF TRUSTEES, PIERCE COUNTY RURAL LIBRARY DISTRICT</b>	
Neesha Patel, Chair	_____
Ryan Wheaton, Vice-Chair	_____
Pat Jenkins, Member	_____
Abby Sloan, Member	_____
Pam Duncan, Member	_____

# Executive Director Report

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# MEMO



Date: March 30, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Gretchen Caserotti, Executive Director

Subject: Executive Director Report

This memo provides the Board of Trustees with an update on key organizational, community, and executive activities underway in March–April 2026. As always, I will be happy to provide information about these or other Library activities.

## **System and Organizational Updates Comprehensive Community Planning (CCP)**

The Executive Office has begun individual consultation meetings with city managers, elected officials, county representatives, and community partners throughout the service area. With 15 incorporated and annexed cities, this work is time-intensive but essential for informed decision-making and relationship building. All internal staff information sessions related to CCP recommendations have been completed, allowing the organization to move fully into planning for external engagement.

## **Federal Advocacy and Alternative Revenue**

Staff submitted applications for congressionally directed spending to the offices of Senators Cantwell and Murray, supported by letters from community leaders and partners. This effort reflects the first major action under the Executive Office’s governmental relations framework and continued pursuit of alternative revenue with staff in the Foundation department. Regardless of funding outcomes, the process has strengthened staff capacity and aligns with the system’s five-year focus on addressing critical facility needs identified through building condition assessments while long-range planning progresses.

## **Leadership Structure and Supervisor Development**

The updated leadership structure formalizing the Management Team and Supervisors Team is now in place. The systemwide Supervisors Team held its first in person kickoff at the Administrative Center, including training and activities focused on growth mindset, change management, and leadership development. This structure is designed to strengthen supervisory support, cross departmental collaboration, and staff engagement. A more detailed overview of Library operations and staffing models will be shared with Trustees at the May meeting.

## **Community Engagement and Services Community Resource Fair Pilot**

The first Community Resource Fair was piloted at the Parkland/Spanaway Library in March, connecting more than 100 community members with ten local service providers. Strong attendance and interest from 18 additional organizations confirmed demand for this model. The Community Engagement Coordinator successfully developed a scalable framework within her first three months, in close collaboration with branch staff and the Peer Services Specialist. The pilot demonstrated the Library’s commitment to transformative hospitality, strategic partnerships and inclusive community support.

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### **Facilities – New Sumner Library**

The final site review submittal for the Sumner Library has been completed, with city feedback anticipated in early April. A request for bids is being prepared so it is ready for contractor selection. Construction timelines will be finalized once permitting and contracting are complete.

### **Civic Engagement and Public Response**

Staff continue to respond to public concerns related to Library experience, staffing, and hours. Recent community meetings held by the Pierce County Sheriff in Fife and Key Center proceeded in accordance with Library policy and First Amendment protections. While protests occurred at one meeting, they remained on public property and did not obstruct access. Overall, concerns directed to the Library and Board have decreased over the past month, with individualized follow-up continuing as needed.

The Library launched a Civic Literacy series in partnership with the Washington Office of the Secretary of State in April, with plans to expand offerings through codesign with diverse civic partners as part of long-term core program development. PCLS is also participating in *One Book, One Coast* in May, aligned with Asian American and Native Hawaiians/Pacific Islander (AANHPI) Stories & Voices, as one of more than 100 partners in this new regional community read program.

### **Executive Director Activities and Looking Ahead**

Recruitment for the Marketing and Communications Director position is underway, with 309 applications received and screening advancing into interviews. The Communications department is also navigating staffing transitions due to a resignation and retirement. During this period, work has been intentionally streamlined to prioritize essential functions and examine opportunities for process improvement.

I participated in the 446th Airlift Wing Annual Awards Banquet as an Honorary Commander and have continued engagement with Pierce County Council through in-district meetings in District 7 (April 2) and District 5 (April 23). Trustees in the area are invited to attend. I am also serving on the Fife Economic Development Action Committee, sharing insights on innovations in modern library service.

# Public Services Report

## Library at a Glance: February 2026 YTD Key Performance Indicators

<p>Cardholders</p> <p><b>356,002</b></p> <p>↑ +5.7%</p>	<p>YTD Users - Physical</p> <p><b>253,943</b></p> <p>↑ +2%</p>	<p>YTD Circulation - Digital</p> <p><b>465,381</b></p> <p>↑ +4.52%</p>
<p>YTD Circulation - Physical</p> <p><b>364,883</b></p> <p>↓ -11.40%</p>		

The percentage change is a comparison of YTD from prior year 2025. Physical circulation includes renewals.

## February 2026 Service Highlights

### Financial Literacy

Pierce County Library System strengthens financial literacy and small business development through programs, partnerships, and accessible digital resources. Working with BECU, JPMorgan Chase, and Red Canoe Credit Union, the Library offers classes and workshops that equip individuals and entrepreneurs with practical financial skills.

The Library expands access with free online tools such as Mergent Intellect, SimplyAnalytics, LinkedIn Learning, and Universal Class, supporting financial growth, business development, and workforce readiness.

Through the [Ask Us](#) service, customers receive personalized help in person, online, or by phone. Staff assist with financial resources, tax information, market research, and specialized databases, ensuring customers leave with clear next steps.

In June, the Library launches its second annual [253 Connections](#) series with Pacific Lutheran University's School of Business and local author Andy Vargo, offering networking and expert-led workshops that build confidence and long-term economic success.

### Statistics

**185** financial literacy programs  
**55** 1:1 research appts. supporting financial wellbeing  
**28,500 and 21,500** courses and videos completed via LinkedIn Learning and Universal Class (respectively)  
**24,000** additional financial development articles, documents, and reports accessed online through Library-funded resources

### Stories of Impact

A [253 Connections](#) participant shared his dream of leaving his corporate management role to operate his own small business full-time. By the end of the six-month series, he was running his newly outfitted shop full-time and had successfully secured approval to bid on government contracts.

Through a one-on-one [Ask Us](#) appointment, an aspiring entrepreneur learned how to navigate the Library's databases for extensive market research to develop a data-informed business plan. Empowered by this support, he enrolled in [Washington State's Self-Employment Assistance Program](#), which achieves success rates 19 times higher than nonparticipants, significantly increasing likelihood of long-term success.

# Looking Ahead

## Events to Know About

### English Language Learning Class – A Language Literacy Program

- Wednesday, April 15, 1:00pm - 3:00pm; Parkland/Spanaway
- Wednesday, April 22, 1:00pm - 3:00pm; Parkland/Spanaway
- Wednesday, April 29: 1:00pm - 3:00pm; Parkland/Spanaway

### Master Gardeners Presents: Veggie Gardening with Ease – A Science and Sustainability Program

- Saturday, April 11, 2:00pm - 3:30pm; University Place

### Make ME! A Community Art Night – Sunday, April 12, 4:00pm - 5:30pm; Interim Lakewood

### Conversation Café: Weeknight Meal Prepping - An Arts and Culture Program

- Wednesday, April 15, 3:00pm - 4:30pm; South Hill

### Conversation Café: Current Events - An Arts and Culture Program

- Thursday, April 16, 4:30pm - 5:30pm; Parkland/Spanaway

### MultiCare WIC Clinic – Women, Infants and Children (WIC) Nutrition Program

- Monday, April 13, 1:15pm - 4:00pm; Bonney Lake
- Monday, April 13, 1:00pm - 4:30pm; Key Center
- Thursday, April 16, 11:30am - 3:30pm; Eatonville

### Free Shower Service

- Friday, April 10, 12:00pm - 5:00pm South Hill
- Friday, April 24, 12:00pm - 5:00pm South Hill

### Registration Required programs:

#### Virtual Author Talk with Brad Taylor - On Writing Action-Packed and Suspenseful Spycraft

- Tuesday, April 14, 4:00pm – 5:00pm; Virtual Pierce County Library  
<https://libraryc.org/piercecountylibrary/146221>

#### Virtual Author Talk with Miranda Cowley Heller - Lush Lyricism and Intimate Confessions

- Wednesday, April 22, 11:00am - 12:00pm; Virtual Pierce County Library  
<https://libraryc.org/piercecountylibrary/147469>

#### Virtual Drop-In Database Discussion and Help - A Virtual Information Literacy Program

- Wednesday, Monday, April 27, 5:00pm - 6:30pm; Virtual Pierce County Library  
<https://calendar.piercecountylibrary.org/event/14864737>

#### Federal Civics 101 - A Civic Literacy Program

- Tuesday, April 21, 3:00pm - 4:30pm; Orting Library  
<https://calendar.piercecountylibrary.org/event/15552099>

#### Queer Adulting 101: Money, Work & Surviving Capitalism - A Financial Literacy program

- Tuesday, April 21, 6:00pm - 7:00pm; Interim Lakewood  
<https://calendar.piercecountylibrary.org/event/15794520>

# Financial Report

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# MEMO



Date: March 26, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Mary Stimson, Finance Director

Subject: Financial Report – Month Ending February 2026

This report highlights the organization's key financial payments, financial trends, standing/ ongoing budget activities, and strategic financial planning efforts for the year.

## **Key Financial Payments**

*These payments are identified to be either significant in cost, relative to projects and priorities, or important payments relative to our normal M&O.*

### **General Fund:**

- 549020. Includes payment of \$26,819.57 to AWC Employee Benefit Trust for PCLS AWC Membership.
- 548000. Payment of \$5,018.78 made to Waynes Roofing Inc for South Hill location roof leak repair.
- 541000. Includes payment to E-Rate Expertise Inc for \$6,425.00 for E-Rate consulting.

### **Capital Improvement Fund:**

- 564200. Payment of \$27,965.80 was made to Hermanson Company LLC for emergency HVAC repair at AC.
- 541060. Includes payment to NV5 for \$15,154.03 for monitoring of preload for Sumner construction.

## **Trends**

*Percentages are indicated as percent used of the total available budget in these categories. These percentages include the Purchase Orders that have been allocated to vendors for anticipated and approved spend in 2026.*

### **Revenues:**

- **General Fund Taxes:** To date, 1.8% of the projected tax revenue has been collected. Significant revenue inflows are in April and October.

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- **Other General Fund Revenues:** Other revenues are at 16.9% of budget spent. This includes \$69.8K in FOL donations, \$78.5K in investment earnings, and \$17.5K from payment of lost materials and printing.
  - **General Fund Transfers In:** With the Board’s approval to rescind the original LSF transfer and reduce it to \$1M, the transfer was recorded effective January 1.
  - **Capital Improvement Fund Revenue:** To date, 2.2% of budgeted capital revenue has been collected, with investment earnings as the main source at this time.
  - **Capital Improvement Fund Transfers In:** Effective January 1, 2026, \$1.2M was transferred from the Property and Facility Fund to the Capital Fund to strengthen capital fund reserves.
  - **Special Revenue Funds:** No significant activity other than receipt of investment earnings in February.

#### **GF Expenses:**

- **Salaries and Wages:** On track at 15.4% of budget spent.
- **Benefits:** 14.7% of budget spent.
- **Supplies:** Currently at 16.8% for supplies, which includes current purchase orders for \$193K of anticipated spend.
- **Materials:** 11.6% of budget spent.
- **Services:** 27.3% of budget spent, with \$1.38M in encumbered POs.

#### **Capital Fund Expenses:**

- **Services:** 9% of budget spent, with \$184K in encumbered capital POs.
- **Capital Outlays:** 9.3% of budget spent, with \$375K encumbered through purchase orders (POs).

#### **Special Revenue Funds:**

- **Levy Sustainability Fund Transfers Out:** \$1M transfer from Levy Sustainability Fund to the General Fund occurred in January.
- **Property and Facility Fund Transfers Out:** \$1.2M Transfer from the Property and Facility Fund to Capital Fund in January.

#### **Financial/Budget Activities**

- **Strat 12 Fiscal Sustainability Sprint Preparation:** Began coordinating cross departmental participation for the upcoming eight-week Strat 12 sprint focused on fiscal sustainability and budgeting practices. Developed initial planning materials and aligned expectations with staff ahead of the March–May sprint timeline.
- **2025 SAO Annual Reports:** Continued work on the 2025 SAO reporting cycle for PCLS and Sumner LCFA, including reviewing balance sheets, validating transactions, and progressing through monthly reconciliations to ensure accuracy and readiness for year-end reporting.

**YEAR-TO-DATE BUDGET REPORT**

FOR 2026 02

	ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
<b>001 GENERAL FUND</b>							
01 TAXES	-47,808,210	-47,808,210	-840,785.09	-753,333.25	.00	-46,967,424.91	1.8%
02 CHARGES OTHER	-1,121,790	-1,121,790	-189,902.85	-58,954.00	.00	-931,887.15	16.9%
03 SALARIES AND WAGES	25,432,010	25,432,010	3,924,834.09	1,915,151.06	.00	21,507,175.91	15.4%
04 PERSONNEL BENEFITS	7,895,990	7,895,990	1,157,873.29	569,883.38	.00	6,738,116.71	14.7%
05 SUPPLIES EXPENSES	2,043,150	2,043,150	149,883.62	56,124.96	193,088.50	1,700,177.88	16.8%
06 MATERIALS	4,558,550	4,558,550	528,975.55	332,365.26	.00	4,029,574.45	11.6%
07 SERVICES EXPENSES	7,500,300	7,500,300	671,123.18	365,030.38	1,376,419.31	5,452,757.51	27.3%
09 TRANSFERS/SETASIDES	1,500,000	1,500,000	-1,000,000.00	.00	.00	2,500,000.00	-66.7%
TOTAL GENERAL FUND	0	0	4,402,001.79	2,426,267.79	1,569,507.81	-5,971,509.60	100.0%
TOTAL REVENUES	-51,430,000	-51,430,000	-2,030,687.94	-812,287.25	.00	-49,399,312.06	
TOTAL EXPENSES	51,430,000	51,430,000	6,432,689.73	3,238,555.04	1,569,507.81	43,427,802.46	
<b>102 LEVY SUSTAINABILITY FUND</b>							
02 CHARGES OTHER	0	0	-101,787.52	-47,891.86	.00	101,787.52	100.0%
09 TRANSFERS/SETASIDES	0	0	1,000,000.00	.00	.00	-1,000,000.00	100.0%
TOTAL LEVY SUSTAINABILITY FUND	0	0	898,212.48	-47,891.86	.00	-898,212.48	100.0%
TOTAL REVENUES	0	0	-101,787.52	-47,891.86	.00	101,787.52	
TOTAL EXPENSES	0	0	1,000,000.00	.00	.00	-1,000,000.00	
<b>103 ELECTION FUND</b>							
02 CHARGES OTHER	0	0	-7,893.23	-3,736.48	.00	7,893.23	100.0%
TOTAL ELECTION FUND	0	0	-7,893.23	-3,736.48	.00	7,893.23	100.0%
TOTAL REVENUES	0	0	-7,893.23	-3,736.48	.00	7,893.23	
<b>104 PROPERTY AND FACILITY FUND</b>							
02 CHARGES OTHER	0	0	-1,057.43	-149.96	.00	1,057.43	100.0%
09 TRANSFERS/SETASIDES	0	0	1,200,000.00	.00	.00	-1,200,000.00	100.0%
TOTAL PROPERTY AND FACILITY FUND	0	0	1,198,942.57	-149.96	.00	-1,198,942.57	100.0%
TOTAL REVENUES	0	0	-1,057.43	-149.96	.00	1,057.43	
TOTAL EXPENSES	0	0	1,200,000.00	.00	.00	-1,200,000.00	

**YEAR-TO-DATE BUDGET REPORT**

FOR 2026 02

201	ORIGINAL DEBT SERVICE FUND	APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
<b>201 DEBT SERVICE FUND</b>								
02	CHARGES OTHER	0	0	-597.07	-282.63	.00	597.07	100.0%
	TOTAL DEBT SERVICE FUND	0	0	-597.07	-282.63	.00	597.07	100.0%
	TOTAL REVENUES	0	0	-597.07	-282.63	.00	597.07	
<b>301 CAPITAL IMPROVEMENT FUND</b>								
02	CHARGES OTHER	-2,115,000	-2,115,000	-46,909.88	-22,264.56	.00	-2,068,090.12	2.2%
05	SUPPLIES EXPENSES	380,000	380,000	.00	.00	.00	380,000.00	.0%
07	SERVICES EXPENSES	2,233,000	2,233,000	16,226.53	16,226.53	184,113.12	2,032,660.35	9.0%
08	CAPITAL OUTLAYS	4,702,000	4,702,000	63,380.17	27,965.80	375,276.66	4,263,343.17	9.3%
09	TRANSFERS/SETASIDES	-5,200,000	-5,200,000	-1,200,000.00	.00	.00	-4,000,000.00	23.1%
	TOTAL CAPITAL IMPROVEMENT FUND	0	0	-1,167,303.18	21,927.77	559,389.78	607,913.40	100.0%
	TOTAL REVENUES	-7,315,000	-7,315,000	-1,246,909.88	-22,264.56	.00	-6,068,090.12	
	TOTAL EXPENSES	7,315,000	7,315,000	79,606.70	44,192.33	559,389.78	6,676,003.52	
	GRAND TOTAL	0	0	5,323,363.36	2,396,134.63	2,128,897.59	-7,452,260.95	100.0%

\*\* END OF REPORT - Generated by Olivia Bishop \*\*

# Unfinished Business

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# MEMO



Date: March 17, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Mary Stimson, Finance Director

Subject: Real Property—Acquisition and Disposition Policy – Approval

The [Real Property—Acquisition and Disposition Policy](#) was last revised in January 2023 and is currently posted on the Library’s website. This policy has been updated for Trustee consideration based on the March review.

As noted previously, the general updates to the current approved policy include:

- Added language on the ability to approve gifts of real property
- Included the RCW’s to reiterate the authority the Board has for role clarity
- Identified additional transactions that can be completed by the Executive Director or designee including renewals, amendments, and terminations of leases.
- Minor edits to for clarity and conciseness

The Library appreciates the Trustees consideration.

***Action: Move to approve the updated Real Property—Acquisition and Disposition Policy as presented.***

# Board Policy

## **Real Property—Acquisition and Disposition**

### **Policy Statement**

The Pierce County Library System Board of Trustees (the “Board”) approves real property for current and future library service needs.

### **Definition**

*Real Property:* Any land or property that is fixed in location, which may include improvements, such as a building.

### **Policy**

In accordance with RCW 27.12.210(2) or other applicable Washington State law, the Board reviews and approves transactions involving real property. Such transactions may include ownership, disposition, rent, exchange, gift receipt, and sale of real properties.

For all real property transactions, The Board authorizes the Executive Director, or designee, to conduct transactions involving real property, including but not limited to: negotiations, executions of property deeds, titles, escrow, rights-of-ways, memos of understanding, appraisals, leases and their renewals, amendments, purchase and sale agreements, lease terminations; and other legal or financial documents related to real property.

The following guidelines apply to Library transactions involving real property:

- Transactions involving real property are guided by site selection criteria developed by the Library.
- All real property agreements shall be handled in accordance to the Library’s purchasing policies.
- The Library may acquire real property for future use, including in advance of readiness to fund construction.

The Board reviews and determines by resolution whether any real property is surplus to the needs of the Library and, if so, the manner of disposition of such surplus real property. The resolution shall authorize the Library to surplus such land and any improvements, in whole or in part. Disposition methods include but are not limited to sales, leases, interlocal agreements, equitable exchanges, removal of improvements, or any other means available to or required by the Library under chapter 39.33 RCW or other applicable Washington State law.

**Adopted by the Board of Trustees of the Pierce County Library System, July 12, 2017; revised January 11, 2023.**

By the enactment of this policy the Board of Trustees of Pierce County Library System is concurrently rescinding any prior policy or procedure within PCLS that is either in conflict with or expansive of the matters addressed in this policy.

# New Business

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# MEMO



Date: March 23, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Mary Stimson, Finance Director

Subject: 2025 State Auditor's Office Annual Report Review

Over the past weeks, the Finance Department has completed the year-end close and a comprehensive review of the Library's financial reporting, reinforcing our commitment to strong stewardship of public resources. This work included detailed internal reconciliations to ensure revenues, expenditures, liabilities, and fund balances are accurately recorded and supported. Key review areas included financial statement notes, payroll and expenditure coding, compliance with GASB 87 and 96, and pension liability reporting.

In parallel, Finance staff continue to review and audit core fiscal processes including approvals, signatures, and other key control procedures, to strengthen accountability, consistency, and transparency across the organization. Departments play a critical role in this shared effort supporting accountability and audit readiness, particularly in reinforcement of internal controls, strengthening small and attractive asset practices, and adhering to established policies and guidelines.

The State Auditor Office (SAO) Annual Report for 2025 is due on May 30, 2026. Financial reports have been uploaded and validated within the SAO system, confirming alignment with prior-year balances and no system-detected errors.

Early draft preparation allows time for any necessary revisions. Draft reports will be provided under separate cover for Board review, with continued reconciliation and internal audit work underway in the Finance Department ahead of final submission. No formal action is required.

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# MEMO



Date: March 27, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Brian Lee, Director of Technology  
Mary Stimson, Finance Director

Subject: 2026 Polaris Licensing and Support Purchase Order Approval

The Library needs to renew our subscription, support and licenses for its Polaris Integrated Library System (ILS) for 2026. The renewal provides for the following elements for this system:

1. Staff user licenses
2. SIP2 Interfaces (to interface between this system and other library systems).
3. Polaris PowerPac Multilingual Subscription
4. Polaris Public Core Bundle (a bundle of services specific to public libraries)
5. Polaris Self Check Stations
6. Polaris Client Deployment Subscription (for client automation deployment)
7. Polaris Syndetics Unbound (for enhanced content linking like shareable cover art)
8. Polaris Telephone Services (for Multilingual automated telephone support services)
9. Polaris 3<sup>rd</sup> Party E-Commerce (for self-management of fees)
10. Polaris Novelist Select Subscription
11. Average off hours upgrades support assumptions

Innovative Interfaces, Inc provides managed support for the Library's ILS system. This system provides support for the Collection and Patron Management activities that drive the checkout functions for library holdings. This is a module-based system that provides additional services over the basic public bundle as outlined. Polaris support helps the Pierce County Library System (PCLS) maintain and support its Collection Management and Patron activities, systems and devices. The Polaris ILS is core infrastructure component of the Library's services.

## **Background**

This is a planned purchase identified and budgeted for each year of the PCLS Five Year Technology Roadmap, currently operating in Year 2. The IT Department recommends renewing the Polaris ILS system, the Polaris Novelist Subscription, and support at an estimated cost of \$273,000. As part of the contract, the support for the Library's Polaris systems is managed by the vendor. The Library's current Polaris Support agreement expires on May 31, 2026, and the Novelist agreement at the end of 2026.

Although \$254,000 was already budgeted towards these services, we are requesting Board approval to issue a purchase order for \$273,000, as this amount exceeds the Board's \$150,000 purchase order approval threshold. If any additional unbudgeted funding is required, specifically, more than \$31,000 through change orders, we will return to the Board for additional approval per our guidelines.

***ACTION: Move to approve a purchase order for Innovative Interfaces, Inc. for Polaris Licensing, Subscriptions, and Support in the amount of \$273,000.***

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# MEMO



Date: March 25, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

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

Subject: Training and Development Update

The Library has been transitioning staff training and development to a single point of accountability and integrating this function under the staff experience department. We identified the following goals in this transition:

- Improve skills and competencies within each classification.
- Improve training quality, consistency and sustainability.
- Align with the Library’s goals and employee development needs.
- Improve the organization’s culture, engagement and efficiencies, and
- Use an Equity, Diversity, Inclusion, and Belonging (EDIB) lens throughout.

Training and development were identified as an area for opportunity in the 2024 staff engagement survey as well. As a part of this integration, we created a comprehensive one-year training and development plan. Below are some of the results and work so far.

**Metrics- Compiled from Quarterly Reports from Q3 and Q4 of 2025, and Q1 of 2026.**

- Active Courses Available in SkyPrep (Learning Management System): 172
- Scheduled Instructor-Led Training Sessions for the remainder of 2026: 48
- Number of required course completions (Q3 & Q4 2025): 2,588
- Number of optional course completions (Q3 & Q4 2025): 299

**Initiatives Launched in the Last Year**

- Implemented SkyPrep- our staff Learning Management System.
- Implemented Easy Llama, a training content provider, within SkyPrep.
- LEAP – In 2025, we shifted from the locally accessed Polaris Staff Client to the web-based Polaris Leap.
  - After assessing all existing staff, we provided more in-depth hands-on Leap 101 training for staff.
  - In March, we launched the addition of Leap 102 hands-on training that builds on their existing skills and helps them learn ways to customize their settings and optimize their workflows.
- ServiceNow

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- As part of a larger plan to modernize and streamline the systems we are using for ticketing and tracking work in multiple departments. The first team to move into the new system was the Facilities department who were using a no longer supported system AMMS.
  - EDIB Training
    - New Employee Orientation revamp developed in 2025 and launched in January 2026
    - EDIB Training Roadmap developed in 2025 and launched in January 2026

## **Upcoming Initiatives**

- Strategy One - Customer Service Model: Training Plan
  - Modernize visitor/user experience and service delivery: Implement systemwide, updated customer service model to emphasize human-centered, hands-on learning, and experience-based approaches.
- Leadership Essentials for Employment and Development (LEED)
  - We have revamped our former New Leader Orientation learning series of seven instructor-led courses designed to help supervisors build employment knowledge and practice leadership skills in the role of a Supervisor.
- Safety Training Roadmap
  - We launched modernized online eLearning for Annual Safety and Compliance Refresher Training.
  - We developed and are in the process of implementing a year-long safety training roadmap, including required topics like Harassment Prevention, Cybersecurity and the Essentials to Prepare and Refresh annual refresher training.
- All Staff Day – October 12, 2026
  - We held the official project team kick-off for the all-staff day on March 5. We officially started research and planning back in November, and we currently have secured an event location.
- Managing with Mind and Heart (NASH Consulting)
  - Our sixth Managing with Mind and Heart cohort will begin on April 15. This cohort will include existing leaders and staff and provides training on the 15 core management skills to develop leaders.
  - We are also working with NASH Consulting to bring smaller refresher training to the Supervisor's and Manager's quarterly meetings to sustain the learning.
- Optimization
  - We continue to streamline our processes to better help our internal partners achieve our strategic goals and meet the training needs.
  - We continue to explore how we can leverage metrics and data we collect to show the impact of training on system goals and help drive future system decisions.

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# MEMO



Date: March 31, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Gretchen Caserotti, Executive Director

Subject: Board Development Training Opportunity

As part of our ongoing work to strengthen Board governance and prepare for the significant decisions anticipated in the coming years, I would like to introduce the idea of engaging Tecker International to conduct a Board training focused on Knowledge-Based Decision Making (KBDM).

[Tecker International is a consulting firm that works nationally with boards](#) and executive leaders to strengthen governance practices, especially during periods of complexity, change, or high-stakes decision making. Their Knowledge-Based Decision Making approach provides boards with a shared framework, common language, and practical tools for making thoughtful, well-supported decisions that align with mission and strategy.

As we look ahead, the Board is likely to face several significant decisions in 2027-2029. This type of training is designed to help boards prepare for that level of work by:

- Improving the quality and discipline of board decision making
- Clarifying how information is identified, assessed, and used
- Supporting constructive dialogue and healthy dissent
- Increasing trustee confidence when navigating ambiguity and trade-offs

Rather than focusing on any single decision, the training strengthens *how* the Board works together, helping Trustees apply consistent governance practices across many decisions over time with transparency.

If there is interest, one option would be to schedule this as a special meeting or study session, potentially in October, which would also allow a newly appointed Trustee to participate. Tecker typically offers workshops ranging from a half-day (up to 90 minutes) to a full-day session (5 hours), tailored to board needs and priorities. Fees vary based on scope and format, representing both a time commitment and a financial investment, which would be discussed in more detail if the Board wishes to explore this further.

We did not budget for this training in the current year. If the Board identifies it as a priority, we could explore whether any funds might be reallocated. Otherwise, as we begin the 2027 budget development later this summer, we could consider whether to include funding for a Board training workshop at that time.

I invite you to review introductory material from Tecker International, including a short video titled "[Are your governance practices supporting your strategy?](#)" and to come prepared to share your thoughts, questions, and level of interest during our next meeting. [Are your governance practices supporting your strategy?](#)

# Management Reports

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# MEMO



Date: March 26, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Gretchen Caserotti, Executive Director

Subject: Trustee Vacancy Update

In preparation for Trustee Abby Sloan's end of term, Library administrators have begun the recruitment process. On April 1, 2026, the recruitment materials for the Trustee vacancy were posted on the [Library's website](#) and local advertising efforts are now underway, including:

- Email outreach to community leaders encouraging referrals
- Posting information on the PCLS website [trustee.pcls.us](http://trustee.pcls.us)
- Issuing press release to local media outlets
- Distribution of fliers and posters in Library branches
- Running print, digital and radio ads (including Spanish radio stations)

The application form will remain open on the website until May 1, 2026. Selection committee members include Trustees Patel and Jenkins, who will represent the PCLS Board of Trustees; Jaime Smith, Chief of Staff representing Pierce County Executive Ryan Mello; Pierce County Library Foundation Board member Esmeralda Switzer; and community member Meagan Rhoades.

We invite and encourage the Trustees to share this information and opportunity with your own networks. The next action in the recruitment process will be for the Board to move forward recommendations of the selected candidate to the Pierce County Executive at the June 10, 2026, Regular meeting. Following all the necessary approval steps, the Pierce County Council will ratify the appointment of a new Trustee.

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# MEMO



Date: March 23, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Gretchen Caserotti, Executive Director

Subject: 2026 Legislative Session Summary

The Washington State Legislature adjourned the 2026 session on March 12, 2026, after completing work on policy bills and supplemental budgets. Several actions taken this year affect public libraries, including a sales tax exemption amendment, revisions to the Tax Increment Financing (TIF) statute, and a capital budget allocation for the Parkland/Spanaway Library.

## **Exemption of Sales Tax on Libraries and Schools**

The Legislature passed a bill establishing a 9.9% tax on household income above \$1 million. The bill also includes several tax reductions and expanded tax credits. The Governor has indicated he plans to sign the bill, and legal and initiative challenges are expected. If the new tax law is overturned, the sales tax exemption for libraries included in the bill would no longer apply, reverting to the current law which increases our costs by as much as \$500,000 over a 19-month period. The exemption, introduced by Rep. Mari Leavitt and adopted by both the House and Senate, removes retail sales and use taxes on specific services provided to public libraries, library districts, and library service centers. These services include information technology support, custom website development, live presentations, investigation, security and armored car services, temporary staffing, and certain software related services. Staff will continue monitoring for legal developments or guidance from the State.

## **Capital Funding for Parkland/Spanaway Library**

The 2025–27 Supplemental Capital Budget includes **\$258,000** for drainage repair and replacement for the Parkland/Spanaway Library parking lot. This was provided through Community Funding secured by Senator Conway.

## **Tax Increment Financing (TIF) Revisions**

House Bill 2451 updates how local governments may use Tax Increment Financing. These changes apply to increment areas established on or after June 2, 2026. Some key provisions include:

- Increment areas may not include land where required public improvements or construction are already underway unless additional improvements are necessary. Project analyses must show that improvements are necessary to support private development and must list improvements in priority order with timelines and funding sources.
- Increment areas end after 25 years or when revenues meet project obligations, whichever comes first.
- Construction of public improvements must begin within five years, with limited extensions.
- Project analyses must evaluate impacts on all affected taxing districts and identify appropriate mitigation. When certain conditions are met, affected taxing districts and the local government must negotiate mitigation; if no agreement is reached, mediation and then arbitration are required.

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- Local governments must notify taxing districts at least 180 days before submitting a project analysis and offer consultation within 30 days.

These changes formalize how taxing districts, including library districts, are consulted and how revenue impacts are analyzed and mitigated during the formation of new increment areas.

# MEMO

Date: March 26, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

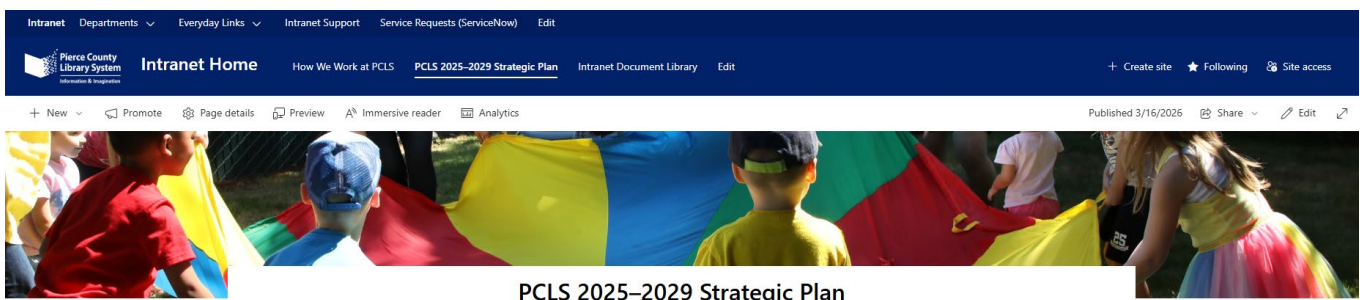
From: Connie Behe, Deputy Director

Subject: Strategic Implementation Plan Quarterly Update

This memo provides a Q1 2026 update on the implementation of the Library’s 2025-2029 Strategic Plan and reflects how implementation experience over the past year has shaped adjustments to scope, sequencing, and process. As we have built out the implementation structure, we have refined strategies to better align with organizational capacity, streamline decision-making, and reduce unnecessary complexity.

To further strengthen implementation, the team developed a new sprint team structure and process that strategy teams can use to engage a wider range of staff in focused, time-bound work. This approach breaks strategies into shorter-runway milestones with clear, discrete deliverables, allowing teams to make progress without long-term staff commitments or standing meetings. The sprint structure is intended to increase participation, clarify ownership, and accelerate learning while maintaining alignment with overall strategy goals. Finance Director Mary Stimson is piloting this sprint approach with Strategy 12, with lessons learned to inform broader use across other strategies. For the Board, this approach provides increased visibility into progress while ensuring strategic work remains paced, sustainable, and aligned with available capacity.

Additional structural updates include a new Strategic Plan SharePoint page for increased organization wide transparency and communication.



**Vision:** The community of Pierce County thrives on inclusion, curiosity, and connection.

**Mission:** To empower the people of Pierce County by advancing all forms of literacy, championing access to information, creating inclusive and inspired spaces, and enriching lives.

**Values:**

- **Cultural Humility:** We listen to and learn from each other.

**Goal Pages**

- ENHANCE LIBRARY EXPERIENCE
- WELCOMING AND INCLUSIVE SPACES AND SERVICES
- EMPHASIZE STRATEGIC PARTNERSHIPS
- BUILD A SUSTAINABLE FUTURE

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Despite ongoing capacity constraints and competing priorities, core strategic work continues, with staff focused on steady, achievable progress aligned with Board expectations and long-term sustainability.

**Key Highlights:**

- **GOAL – Enhance Customer Experience:** Improve visitor/user experience of accessibility, services and resources.

- **Strategy 1: Modernize visitor/user experience in service delivery:** Implement systemwide, updated customer service model to emphasize human-centered, hands-on learning, and experience-based approaches.

The team has worked to focus on the development of a customer service model update because it will lay the foundation for the user experience analysis and the need to let several new service approaches stabilize before review. A small focus group was convened with stakeholders from across various Library departments to gather initial input on how staff view making our values actionable. That feedback was gathered along with outside research on prominent customer service models in library systems.

The various data sets were synthesized into several model candidates. A model was eventually selected and refined from this initial work. The model is now being stress tested with a core team of organization-wide staff who will further work to refine it and begin build outs.

**Work underway includes:**

- Refining the model into a final draft state.
- Building out the model with content, personnel management expectations and trainable proficiencies.

**What's Next:**

- Finalize and develop the plan for model deployment.

- **GOAL – Welcoming and Inclusive Spaces and Services:** Create safer spaces and services.

- **Strategy 4: Become a trauma-informed library:** Implement staff training for trauma-informed approaches for libraries and implement trauma-informed space and program criteria.

Before formally launching this strategy, we took several important steps over the past few years that reflect trauma-informed approaches in our work. Including:

- Revised Code of Conduct to focus on behaviors rather than individuals, helping create clearer and more respectful expectations for everyone in our spaces.
- Partnered with Peer Kent to provide a full-time Peer Support Specialist in the Parkland community, connecting people to support and resources.
- Implemented Nonviolent Crisis Intervention de-escalation training for all staff to strengthen our ability to respond to challenging situations with calm, safety and care. These efforts helped lay important groundwork to build trauma-informed practices in our library system.

**Work completed:**

- Conducted an external scan of trauma-informed practices in other library systems and in fields such as education, healthcare and social services. This helped us

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better understand how trauma-informed principles can show up in an organization's culture, policies and services.

**What's Next:**

- Work on this strategy is paused until January 2027. As we look across the many priorities and projects currently underway in our system, we want to ensure that when we move forward with this work, we have the time and capacity to engage with it thoughtfully and meaningfully.
- **GOAL – Emphasize strategic partnerships: Focus on partnerships where working together has lasting and greater impacts.**
  - **Strategy 7: Develop and sustain strategic, high-impact community partnerships:** Develop, maintain, and strengthen partnerships with shared goals to fill existing gaps or inefficiencies in services.

**Work underway includes:**

- Internal engagement: February 2026 Focus Group: Consulted with a group of CE Coordinating Librarians and Coordinators to understand relevant experiences, gaps/needs to inform deliverables
- Introducing Strategy 7 Team and Public Services Management Team to KA McKercher's [six mindsets for co-design](#) for inspiration and to explore how it may support us as we stretch, grow new leaders across public services, and strengthen understanding (up and downstream, cross-departmentally) of this new approach to our work, relationships, and strategic partnerships
- While Strategy 7's work is still in progress, we are actively developing and strengthening partnerships with shared goals to fill existing service gaps or inefficiencies.

**What's Next:**

- Develop visuals to illustrate Strategy 7 action plan and PCLS draft strategic partnership life cycle and process
- Consult with Administrative Team Q2 on relationship definitions; Action item for department heads to complete scoped inventory exercise based on definitions (alignment check)
- **GOAL – Build a Sustainable Future: Prioritize sustainability and the future of the Library, environment, and the community the Library serves.**
  - **Strategy 11: Build resilience through emergency preparedness:** Integrate Library plans and resources into the Pierce County Emergency Management network planning.

**Work underway includes:**

- In Q1, Strategy 11 was merged with a parallel effort to stand up the Readiness and Resilience Team, allowing us to consolidate work, clarify roles, and reduce duplicative meetings and cross-communication.

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This streamlined structure has supported more focused progress, including holding an initial meeting with the Pierce County Emergency Management Network (PCEMN) to better understand alignment opportunities. We are also exploring a potential pilot project with the PCEMN, which will be discussed further at a future meeting. Additionally, the work of the Readiness and Resilience Team is being incorporated into Strategy 11, strengthening the Library's overall preparedness approach.

**What's Next:**

- Readiness and Resilience Team will create milestones and timeline for creating an incident command framework and work with PCEMN to develop a pilot project.
- **Strategy 12: Emphasize economic feasibility in sustainability:** Align budget processes to the sustainability priorities and use economic feasibility analysis in decision-making.

**Work underway includes:**

- Successfully presented and recruited for an 8-week Sprint Team
- Launched an 8-week Sprint team to conduct a SWOT Analysis with departments on current Budgeting Practices

**What's Next:**

- High- Level Analysis of Sprint Work
- Utilize GFOA and MRSC best practices and benchmark our current framework and practices against them.

Figure Table showing timeline of goals and strategies

Goal	Strategy	2026												2027											
		J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
<b>Enhance Library Experience</b>	<b>Modernize visitor/user experience and service delivery:</b> Implement system-wide, updated customer service model to emphasize human-centered, hands-on learning, and experience-based approaches.	[Active]												[Active]											
<b>Welcoming &amp; Inclusive Spaces &amp; Services</b>	<b>Become a trauma-informed library:</b> Implement system-wide staff training for trauma-informed approaches for libraries and implement trauma-informed space and program criteria.	[Active]																							
<b>Emphasize Strategic Partnerships</b>	<b>Develop and sustain strategic, high-impact community partnerships:</b> Develop, maintain, and strengthen partnerships with shared goals to fill existing gaps or inefficiencies in services.	[Active]																							
<b>Build a Sustainable Future</b>	<b>Build resilience through emergency preparedness:</b> Integrate library plans and resources into the Pierce County Emergency Management network planning.	[Active]																							
	<b>Emphasize economic feasibility in sustainability:</b> Align budget process to the sustainability priorities and use economic feasibility analysis in decision-making.	[Active]												[Active]											
<b>Organizational Development</b>	<b>Embed strategic plan MVV into the PCLS HR systems and structure:</b> Integrate new mission, vision, values into PCLS and the SE systems (i.e. selection, recognition)	[Active]																							

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# MEMO



Date: March 27, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Gretchen Caserotti, Executive Director  
Connie Behe, Deputy Director

Subject: Library Trends — Designing for People: The Inviting, Human-Centered Library

In 2025, Trustees requested ongoing insights into modern library practices in building design and operational efficiency, and this month’s focus on “Designing for People: The Inviting, Human-Centered Library” and outlines its relevance and implications for the Pierce County Library System (PCLS).

## **Purpose**

This memo introduces a key design and service trend shaping public facing institutions including libraries, museums, and civic agencies nationwide: human-centered design. This approach begins with people as they are, not as systems expect them to be, designing public spaces that feel intuitive, welcoming, and dignified because they reflect how communities truly move, gather, and engage.

For public libraries, this trend reinforces our role as “The People’s Library,” a trusted, accessible civic space that fosters connection, learning, and belonging. As with several of the trends previously reported on, human-centered design is a stated priority in the [PCLS 2025-2029 Strategic Plan](#). (Modernize visitor/user experience and service delivery: Implement systemwide, updated customer service model to emphasize human-centered, hands-on learning, and experience-based approaches.)

## **Why This Matters Now**

Human-centered design is not about aesthetics. It is about removing friction, affirming dignity, and building trust often through low or no cost changes. For example, simple changes like clearer sightlines, fewer rule-based signs, and visibly welcoming service points help patrons navigate branches with confidence, often requiring no new materials, just thoughtful simplification and rearrangement. Institutions that apply these principles are seeing:

- Increased use and longer visits
- Higher circulation and program attendance
- Improved equity of access
- Greater trust and public goodwill
- More adaptable, future ready spaces and services

**In short: well-designed experiences communicate hospitality before a single word is spoken.**

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## What Is Human-Centered Design?

Human-centered design (also referred to as user experience design or design thinking) is a structured approach that designs for and with users, rather than around internal systems, professional convenience, or historical assumptions.

Core principles include:

- Empathy and observation
- Co-creation with users and frontline staff
- Iterative testing and refinement
- Designing for clarity, not complexity

This approach is now widely used beyond digital interfaces in buildings, service delivery, collections, signage, and public engagement across sectors. Development, testing, and evaluation are intrinsically linked. While library professionals are experts in their fields, they are not fully representative of the communities they serve. To design for everyone, we must actively seek input not only from current users, but also from people who rarely or never come into the library.

## Why This Is a Defining Trend in Public Libraries

### 1. Changing Public Expectations

Community members compare library experiences to bookstores, cafés, coworking spaces, and intuitive digital tools. Institutional or confusing environments create emotional barriers that discourage use. Public libraries have an obligation to remove barriers that prevent people from accessing information and shared spaces. Human-centered design provides practical ways to lower those barriers.

### 2. Equity and Dignity

Human-centered design creates welcoming environments that advance equity and dignity by ensuring spaces and services are intuitive, accessible, and usable without requiring people to ask for help or permission to belong. Design choices can quietly level the playing field.

### 3. Civic Commons

Libraries are critical part of civic infrastructure and exist alongside other civic, nonprofit, and commercial spaces that shape how people learn, gather, and access services. By offering intuitive services, digitally and in-person, and comfortable, welcoming spaces, libraries strengthen their role as connectors, complementing and elevating the broader civic ecosystem while keeping pace with evolving expectations.

### 4. Better Outcomes Without Proportionally Higher Costs

While human-centered design does not promise direct cost savings, it consistently improves outcomes. Indirect benefits often follow through increased usage, staff efficiency, and stronger funding cases. The principles can be used in small and big ways throughout public libraries, behind the scenes and in direct service delivery, without additional budget.

Human-centered design consistently results in **simpler spaces, less visual noise, and fewer staff interventions for basic needs.**

**Public Libraries**

<b>Library Name</b>	<b>Description of their human-centered design Project or Service</b>	<b>Link to a reference or article</b>
<b>Addison Public Library (IL)</b>	Applied human-centered design to address complex patron needs by embedding licensed social workers into library services. This approach reframed behavioral challenges as unmet needs, reduced staff strain, improved safety, and strengthened the library’s role as a trusted, dignified point of access to community support.	<a href="https://onlinegrad.syracuse.edu/blog/design-thinking/">https://onlinegrad.syracuse.edu/blog/design-thinking/</a>
<b>Ann Arbor District Library (MI)</b>	Used design thinking to reimagine library collections around how people learn, create, and experiment. By lending nontraditional items such as GoPro cameras, sewing machines, tools, and kitchen equipment, the library expanded access, increased engagement, and aligned services with real world community interests.	<a href="https://www.csmonitor.com/Books/2022/0803/What-can-a-library-card-get-you-Try-a-popcorn-maker-or-ukulele">https://www.csmonitor.com/Books/2022/0803/What-can-a-library-card-get-you-Try-a-popcorn-maker-or-ukulele</a>
<b>Darien Library (CT)</b>	Reorganized the children’s picture book collection based on observed browsing behavior of children and caregivers rather than traditional cataloging. The low cost, user driven redesign resulted in over a 50% increase in children’s circulation, with youth materials accounting for more than 40% of total circulation.	<a href="https://www.slideshare.net/slideshow/darien-library-kidlit-reorg-2719879/2719879">https://www.slideshare.net/slideshow/darien-library-kidlit-reorg-2719879/2719879</a>
<b>Richland Library (SC)</b>	Embedded service design and community co-creation into both physical spaces and services. Branch renovations were tailored to neighborhood needs, leading to increased engagement, national recognition, and innovative partnerships supported by external grants.	<a href="https://americanlibrariesmagazine.org/blogs/the-scoop/pla-2020-human-centered-spaces/">https://americanlibrariesmagazine.org/blogs/the-scoop/pla-2020-human-centered-spaces/</a>  <a href="https://www.margaretsullivanllc.com/project/richlandlibrarymain/">https://www.margaretsullivanllc.com/project/richlandlibrarymain/</a>
<b>Public Libraries of Aarhus (Denmark) &amp; Chicago (IL)</b>	Codeveloped the <i>Design Thinking for Libraries</i> toolkit, now used globally. Libraries adopting this framework report clearer services, more responsive programming, and stronger staff engagement through rapid prototyping and continuous user feedback.	<a href="https://designthinkingforlibraries.com/">https://designthinkingforlibraries.com/</a>

<p><b>Tiny Library, Meridian Library District (ID)</b></p>	<p>Designed using human-centered principles to meet families where they are, the Tiny Library focused intentionally on early learners and caregivers rather than replicating a traditional branch. Through observation, rapid prototyping, and cross sector partnerships, Meridian created a flexible, welcoming early literacy space that reflects how young children and families actually move, play, and learn then documenting the process in a free toolkit for other libraries to replicate.</p>	<p><a href="https://www.ala.org/future/engage/tinylibrarytoolkit">https://www.ala.org/future/engage/tinylibrarytoolkit</a></p>
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**Cross Sector Examples**

<p><b>Helsinki Central Library Oodi (Finland)</b></p>	<p>Designed over a decade with extensive citizen cocreation, Oodi functions as a public living room rather than a traditional library. It quickly became one of the most visited civic spaces in Finland and was named <b>IFLA Public Library of the Year</b> shortly after opening. Its success is attributed directly to participatory, human-centered design.</p>	<p><a href="https://design.hel.fi/en/design-stories/central-library-oodi/">https://design.hel.fi/en/design-stories/central-library-oodi/</a></p>
<p><b>Walker Art Center (MN)</b></p>	<p>By adopting people-centered exhibition design focused on accessibility and visitor feedback, the Walker expanded engagement while exceeding ADA requirements. Accessibility was treated not as compliance, but as experience—resulting in broader participation and higher visitor satisfaction.</p>	<p><a href="https://www.aam-us.org/2025/11/24/a-holistic-and-people-centered-approach-to-accessible-exhibition-design-walker-art-center-case-study/">https://www.aam-us.org/2025/11/24/a-holistic-and-people-centered-approach-to-accessible-exhibition-design-walker-art-center-case-study/</a></p>
<p><b>U.S. Digital Service &amp; Digital.gov (Federal)</b></p>	<p>Human-centered design is now required across many federal digital services to improve accessibility, reduce confusion, and rebuild public trust. Agencies applying these standards report measurable reductions in user error and increased satisfaction.</p>	<p><a href="https://digital.gov/topics/human-centered-design/">https://digital.gov/topics/human-centered-design/</a></p>
<p><b>City Governments (e.g., Copenhagen, New York City)</b></p>	<p>Applied human-centered urban design to streets and public spaces by studying pedestrian behavior, dwell time, and everyday use. These redesigns improved safety, increased economic activity for local businesses, and strengthened civic life—demonstrating the value of designing public infrastructure around human experience rather than traffic throughput alone.</p>	<p><a href="https://www.gehlpeople.com/knowledge-hub/articles/pedestrian-friendly-streets-how-human-centered-urban-design-boosts-communities-and-local-economies/">https://www.gehlpeople.com/knowledge-hub/articles/pedestrian-friendly-streets-how-human-centered-urban-design-boosts-communities-and-local-economies/</a></p>

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## Conclusion (The Bottom Line)

Libraries remain meaningful and effective places for many people today. Those numbers are decreasing while awareness of longstanding barriers to accessing services is increasing. Human-centered design extends the sense of belonging that some people currently feel to a wider range of community members, transforming the library from a place that works for fewer and fewer into one that more people genuinely choose and value.

## Further Reading/Viewing/Following

Users at the Center of Everything; A crash course in UX for your library

<https://americanlibrariesmagazine.org/2021/03/01/user-experience-center-of-everything/>

Design Thinking for Libraries free toolkit

<https://designthinkingforlibraries.com/>

<https://designthinkingforlibraries.com/examples>

Luma System

<https://www.luma-institute.com/about-luma/luma-system/>

What Can We Learn From Libraries That Use Design Thinking?

<https://onlinegrad.syracuse.edu/blog/design-thinking/>

User Experience of Libraries; Serving the Common Good

<https://uxpamagazine.org/the-user-experience-of-libraries/>

Memphis PL Civic Commons [Can libraries help solve our connection crisis? | by Reimagining the Civic Commons | Reimagining the Civic Commons | Medium](#)

Richland PL

[Library As Studio - MSS](#)

[Pedestrian-Friendly Streets: How Human-Centered Urban Design Boosts Communities and Local Economies - Gehl](#)

OCLC <https://www.webjunction.org/news/webjunction/co-creating-library-services-human-centered-design.html>

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# MEMO



Date: March 27, 2026

To: Chair Neesha Patel and Members of the Board of Trustees

From: Clifford Jo, Business & Compliance Director

Subject: Town of Wilkeson Annexing Several Parcels in Unincorporated Pierce County

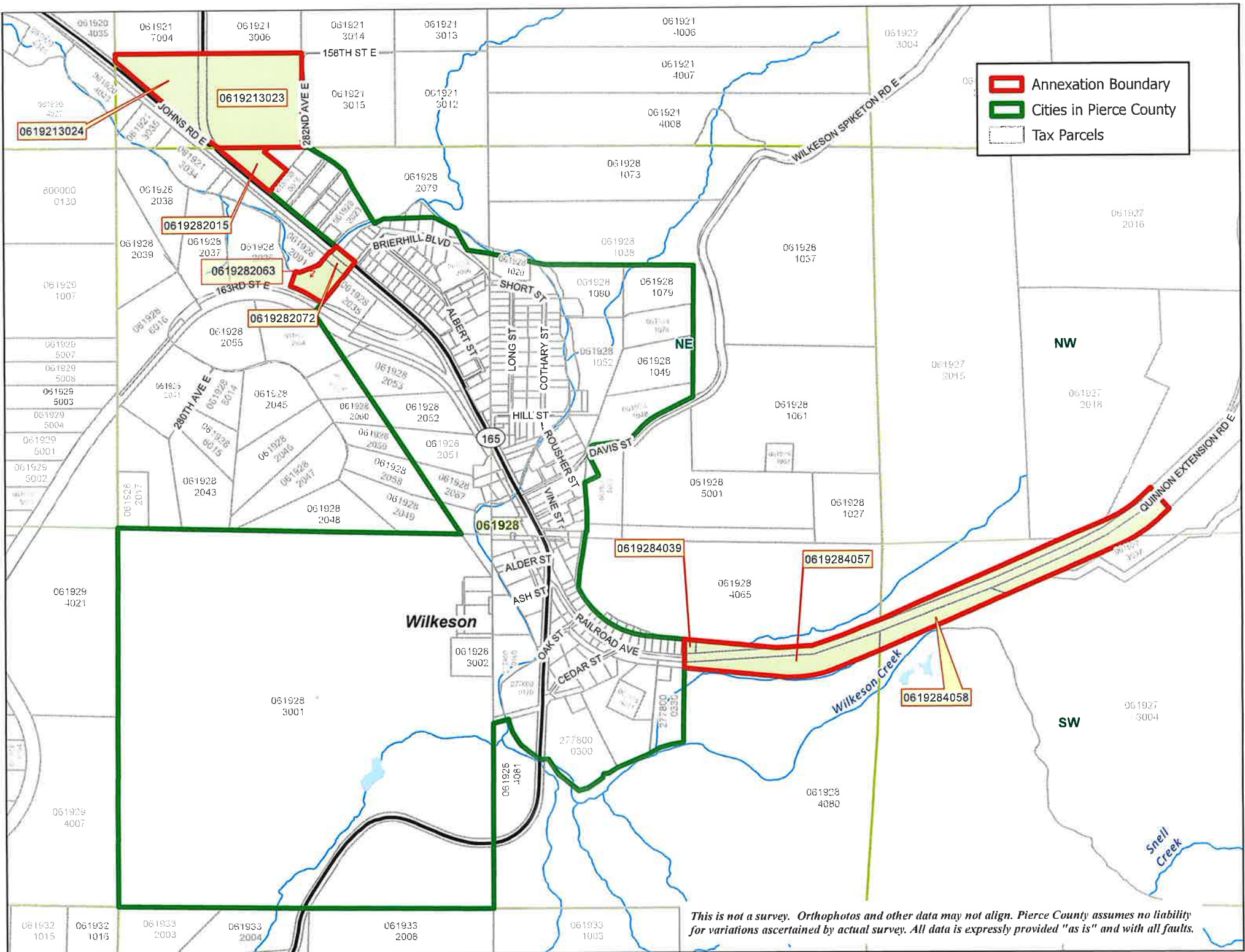
In March, we were notified that the Town of Wilkeson intends to annex a portion of unincorporated Pierce County. This is in accordance with the Town's urban growth area plan, and planning for this annexation began in 2020. The annexation involves eight parcels, most of which are for public use:

- 1 residential parcel
- 1 public use parcel for a cemetery
- 4 public use parcels that the Town Wilkeson owns
- 2 public use parcels that Pierce County owns

While the valuation wasn't provided in the notice, because the Town of Wilkeson is annexed to Pierce County Library System, there is no impact to property taxes—it simply shifts the property tax collections from unincorporated Pierce County to the Town of Wilkeson.

Once approved, the annexation will take effect this year.

Attached is a parcel map showing the annexing parcels.



- Annexation Boundary
- Cities in Pierce County
- Tax Parcels

*This is not a survey. Orthophotos and other data may not align. Pierce County assumes no liability for variations ascertained by actual survey. All data is expressly provided "as is" and with all faults.*