

**BOARD OF TRUSTEES  
PIERCE COUNTY LIBRARY SYSTEM  
REGULAR MEETING, AUGUST 13, 2008**

**CALL TO ORDER**

Chair Allen Rose called to order the regular meeting of the Pierce County Rural Library District Board of Trustees on August 13, 2008, 3:35 pm. Board members present were Paul Chasco, and J.J. McCament. Budd Wagner was excused. Eugene Matsusaka was absent.

**PUBLIC COMMENT**

There was no public comment.

**CONSENT AGENDA**

1. Minutes of the July 9, 2008 Regular Meeting of the Board of Trustees
2. July 2008 Payroll, Benefits and Vouchers in the total amount of \$2,384,315.30
  - a. Payroll Warrants 2704 - 2717 dated 07/07/08 – 07/21/08 in the amount of \$5,597.11
  - b. Payroll Disbursement Voucher dated 07/07/08 in the amount of \$534,440.15
  - c. Payroll Disbursement Voucher dated 07/21/08 in the amount of \$531,473.71
  - d. Payroll Disbursement Voucher dated 07/22/08 in the amount of \$582.27
  - e. Accounts Payable Warrants: 603585 - 603945 dated 06/30/08 – 07/31/08 in the amount of \$1,312,222.06
3. Resolution 2008-09: Declare Furnishings and Equipment Surplus to Public Needs
4. 2008 – 2009 Insurance Renewal

J.J. McCament moved for approval of the consent agenda. Mr. Chasco seconded the motion and it was approved.

**BOARD MEMBER REPORTS**

**Paul Chasco:** Mr. Chasco complimented Clifford Jo for his work on renewal of PCLS insurance policies. He also complimented Chair Rose on his article in the first issue of the library's e-newsletter.

**Al Rose:** Chair Rose reported on the positive conversations he's had with Puyallup residents about the reciprocal borrowing agreement between the libraries and the online live homework help. He also noted that the libraries are doing a good job of getting the message out to residents.

**OFFICER REPORTS**

**David Kennicott:** Mr. Kennicott announced his upcoming retirement and that this would be his last Board meeting. He thanked the Board for the amazing job they do and stated that it had been a pleasure working with them. Ms. Parikh noted that Mr. Kennicott had been with the Library for 21 years, starting as Managing Librarian of Lakewood Library and retiring as the Branch Services Director. He has made many contributions to the library and will be greatly missed.

**Tacoma Cardholders:** Ms. Parikh reported that there were 596 Tacoma residents who are now PCLS cardholders and they have checked out over 5,000 items since July 1<sup>st</sup>. She has received many positive comments from Tacoma residents about the reciprocal use agreement.

**Balanced Scorecard and Levy Implementation Quarterly Reports:** Georgia Lomax reported that the focus placed on teenagers and children during the levy program is really beginning to show results. At six months, the checkout of children and teen materials has already passed the total annual use of those materials in pre-levy 2006 by nearly 90,000 items. PCLS has gone from 95 public PC workstations in 2006 to a total of 239 at mid-year 2008. While a significant improvement, this is still much lower than most benchmark libraries and is an area the library will want to examine further. Ms. Lomax noted that the library is continuing its efforts to develop appropriate benchmark measures, such as counting the children who attend programs rather than the number of programs. In response to a question about staff turnover, Ms. Lomax noted that the staff turnover target is 8% and that there has only been 3.3% turnover. Ms. Parikh stated she was impressed by number of unique customers (how many individual cardholders came into the library and checked something out). In first quarter it was 20% of the population, which is half of the people who have library cards.

**Surveys:** The Board was sent the Report and Analysis from the Focus Group of Non-Customers and the Library Card Drive Survey. Mary Getchell briefly reviewed the data from the focus group survey, noting the intent was to dig deeper into why people don't visit the library. She said the focus groups provided revealing information and there was a good dialog about libraries. The primary messages from the groups were to bring the library to the people, not the people to the library, although ultimately they wanted both. Interest was expressed in downloads and a kiosk concept, where a patron could place a hold and pick up/return it at a conveniently located kiosk. Focus group members were impressed by the range and level of services offered by the library. Ms. Getchell noted that the library staff need to make a concerted effort to take part in community gatherings to share information about library services.

**OCLC Report:** OCLS released its "From Awareness to Fund: A Study of Library Support in America". The report supports PCLS survey information which indicates that voters do use the library. The report also speaks to library support coming from people who believe that libraries transform lives. People support the library if they know the librarian, which is part of the reason PCLS is making an effort to get more library staff involved and visible in community groups.

## UNFINISHED BUSINESS

**1. University Place Project:** Georgia Lomax and Lorie Erickson reported on the progress toward building a new library in University Place. Ms. Erickson noted that the key topics under discussion were defining issues on AV, HVAC and raised floors. Decisions have not yet been made. Of specific concern is the size of the HVAC unit that was selected without input from PCLS. PCLS would prefer a stand-alone HVAC unit. Beginning discussions have been held regarding an operating agreement for the atrium and promenade. The furnishings budget is being prepared. Ms. Parikh reported that the city will be opening bids shortly and hopes to award the contract on August 25<sup>th</sup>. Mr. Jean believes there is a favorable bidding climate.

*Capital Campaign: Update:* Lynne Hoffman reported that the campaign had received a \$10,000 gift from Mary Hammond (a friend of the library) and that Gerald Gehring had donated \$15,000. There is a total of \$270,000 in gift and pledges.

Ms. Parikh reported that the City of University Place has proposed to act as the general contractor for the civic/library building. J.J. McCament, Lorie Erickson, Bob Wagoner, Bill Holt and Ms. Parikh met to review the proposal. The library's agreement with the city does not prohibit the city from taking this role, as long as the building meets the standards and quality of the plans and specifications. The library's intent is to continue working on the project in a collaborative, cooperative manner. Ms. Parikh distributed a letter sent to the city regarding the proposal, noting there needed to be clarification of roles and responsibilities. Ms. Parikh noted specific areas of concern:

- Rather than requiring 'like-to-like', the building needs to adhere to the plans and specifications.

- There will be weekly meetings, with meeting notes produced.
- The library will be consulted for signing off on specific items.
- The budget for the project be reviewed by the library to make sure it adheres to the quality of the plans and specifications.
- The library's role in ensuring quality of construction.
- Concerns related to the lack of experience of the project manager for the city, with the recognition that the city has the right to choose the project manager.
- A request that a site superintendent be retained.
- Acknowledgement that the library construction will retain elements needed to meet LEED qualifications.

Ms. Parikh and Ms. McCament were directed to meet with Bob Jean to review the concerns and issues.

**2. City of Fife Update:** Ms. Parikh reported that the City of Fife was conducting a survey related to library services and she should have those results available at the next board meeting.

**3. Facilities Master Plan Update:** Ms. Parkih reported that 5 proposals had been received in response to the Request for Qualifications for a Facilities Master Plan. Ms. McCament participated in the review of the proposals and two firms were selected for interview: Fletcher Farr Ayotte, Inc. from Portland, Oregon and Group 4 from San Francisco, California. Interviews will be held on August 21 and Ms. McCament will serve on the interview panel.

In anticipation of planning for libraries in the future, consultants Joan Frye Williams and George Needham have been contacted to work with the library to develop a vision for future library services. The consultants will tour the library system and meet with the Executive Team for two days in August, and in October conduct two ½ workshops with library staff to develop future visioning. Ms. Parikh requested that Board members attend one of the two visioning sessions, and Board members agreed to attend the October 31<sup>st</sup> session.

*Approval of Personal Services Contract: Work with the Library to Create a Vision for the Future and a Plan for Implementation:* The Board had previously been sent the draft contract with Joan Frye Williams. Chair Rose stated that in regard to the provision on Intellectual Property, a section needs to be included that the library will comply with Washington State Law regarding public disclosure laws. Ms. Parikh will revise the draft contract.

Ms. McCament moved to approve a personal services contract, as revised this date, in the amount of \$26,500 to Joan Frye Williams to create a vision for the future and a plan for implementation. Mr. Chasco seconded the motion and it passed.

<b>NEW BUSINESS</b>
---------------------

**1. Peninsula Branch: Intent to Purchase Contract:** Ms. Parikh reported that the library has been studying the possibility of acquiring land next to the Peninsula Branch in order to provide additional parking and allow for expansion of the branch. The Peninsula Fellowship Church has been hesitant to sell the property. They also wish to expand and particularly, do not want to lose their visibility.

Ms. Parikh and Helen McGovern, realtor, recently met with the pastor and treasurer of the church to discuss the land acquisition. The discussion was positive and a Letter of Intent was signed by both PCLS and Peninsula Fellowship Church. An appraisal will be done before an actual offer will be made. The letter of intent gives the library 60 days to prepare a purchase offer. Ms. Parikh noted that the Peninsula branch is one of the system's busiest. She also reported that Ms. McGovern will not charge a commission for her work, but instead asked that the commission be considered as a contribution to the Pierce County Library Foundation.

**2. 2009 Budget Process and Preliminary Calendar:** Mr. Jo reported on the 2009 budget calendar process. At this time, it appears that there will be a shortfall of about \$300,000, but firm figures won't be available until September. The shortfall relates to new construction. Department Heads are currently working on their 2009 department budgets and requests. Mr. Jo will be bringing an amendment to the capital improvement budget to the Board next month after negotiations are concluded with facilities master plan consultants.

**3. Outreach Services:** Sally Porter-Smith, Outreach Services Coordinator, gave a presentation on the library's Outreach Services. Components of the service are the family bookmobile, Explorer bookmobiles, care facilities, homebound services and the Diverse Communities program. Circulation statistics from Outreach Services have exploded, particularly in the Explorer bookmobile program.

The family bookmobile has over 6,600 active customers and serves 21 community stops. The bookmobile has begun to serve the Anderson Island elementary school and it's a bit of a challenge because the Explorer isn't available for that service. Letters were sent to parents saying that the family bookmobile was visiting. There are 22 children in the school and that may not be enough children to keep the school open for the next year. The family bookmobile costs approximately \$28,000 a year for maintenance, repair and fuel. (The figure does not include staffing costs.) In response to a question about cost standards, Ms. Smith noted that standards are not available for bookmobile services and a PCLS team is working on creating benchmarks using both US and Australian bookmobile programs.

The Explorer bookmobile is a service for children and serves 31 school and summer stops. The service is very successful and well utilized. There is a high demand for Explorer and PCLS is unable to meet the needs. Grant monies from the City of Lakewood and Bethel School District enable service to their specific programs.

Service is provided to 29 adult care facilities, including the American Lake Nursing Home and the Soldiers' Home in Orting. Bruce Weathers is introducing books on tapes and playaways to veterans at American Lake Blind Rehabilitation Clinic. Service to care facilities includes serving those who are mobile in the facility at a central location (such as a recreation room) and going to room to room to serve those who are immobile. One of the results from the Tacoma reciprocal agreement is that the department has been receiving requests to serve Tacoma care facilities and must refuse as there is no comparable service offered by Tacoma.

The department serves 82 homebound patrons. Ms. Smith noted that the department is starting to get referrals from community organizations who serve the same population. However, she feels that more needs to be done to reach this population. The library needs to have alliances with agencies who are also serving the homebound.

A new program began with a \$20,000 grant from the Foundation to introduce library services to Spanish and Korean speaking populations. The library needed to go out to their communities and transition them into their local library and assist branch staff in serving those communities. The older nursing home van was renovated to become the "More Than books Van" and is used to visit places where people gather, such as local events and markets. Staff members are bi-lingual in Spanish and Korean. The response has been terrific. Since May, the program has gained 100 customers and circulated 6,000 items. The library is also collaborating with the Pierce County ESL program to visit each ESL site.

An assessment of Outreach Services will be taken in 2009 to determine if Outreach services is providing the right library services to people living in remote and isolated communities, providing relevant services to the people we seek to serve, utilizing the correct service delivery methods and forming partnerships that allow us to expand our range of service.

**4. King County Library System: Reciprocal Borrowing Agreement:** Ms. Parikh reported on discussions held related to a reciprocal borrowing agreement with King County Library System. Although

there has been a cooperative use agreement in place between the libraries since 1971, KCLS is reviewing the issue of reciprocal borrowing. The KCLS Board wants to ensure that there is no imbalance in the service and that KCLS taxpayers are not subsidizing library service to non-residents. The PCLS concept has been that reciprocal borrowing is a public good. KCLS has requested formal agreements with both Pierce County Library and Sno-Isle Regional Library.

In meetings held with the Directors and legal counsel, it was agreed that imbalances could be handled by changing service policy rather than a monetary remedy. For instance, a library could choose not to allow holds. Dan Gottlieb is developing an agreement for review, consistent with the Board's philosophy, including a provision to review usage every five years.

**ANNOUNCEMENTS**

In response to a question about security at the Lakewood Branch, Ms. Erickson noted that the library is working on a security proposal. Parkland/Spanaway has the highest number of incidents, so the library contracted for a security guard in the summer months. A proposal will be brought to the Board at a later date.

**ADJOURNMENT**

The meeting was adjourned at 5:30 pm on motion by Mr. Chasco, seconded by Ms. McCament.

---

Secretary

---

Chair