

**BOARD OF TRUSTEES  
PIERCE COUNTY LIBRARY SYSTEM  
REGULAR MEETING, JULY 10, 2013**

**CALL TO ORDER**

Chair Linda Ishem called to order the regular meeting of the Pierce County Rural Library District Board of Trustees July 10, 2013, 3:33 pm. Board members present were J.J. McCament, Allen Rose, Donna Albers and Robert Allen. Ms. Parikh was absent.

**PUBLIC COMMENT**

There was no public comment.

**CONSENT AGENDA**

1. Minutes of the June 12, 2013 Regular Meeting of the Board of Trustees
2. June 2013 Payroll, Benefits and Vouchers in the total amount of \$2,153,291.49
  - a. Payroll Warrants 3432 - 3435, dated 06/01/13 – 06/30/13 in the amount of \$3073.54
  - b. Payroll Disbursement Voucher dated 06/06/13 in the amount of \$563,809.94
  - c. Payroll Disbursement Voucher dated 06/21/13 in the amount of \$711,800.02
  - d. Accounts Payable Warrants 620558 - 620761 dated 06/01/13 – 06/30/13 in the amount of \$874,607.99
3. Resolution 2013-04: To Declare Equipment Surplus to Public Service Needs

Chair Ishem requested the Board report of the June minutes be corrected to include the name of her colleague, and Foundation Board Member, Jill Purdy.

Mr. Allen moved for approval of the consent agenda with correction to the minutes as noted. Mr. Rose seconded the motion and it was passed.

**BOARD MEMBER REPORT**

There were no Board member reports.

**OFFICER REPORT**

**Georgia Lomax:** Ms. Lomax welcomed Debbie Johnson, a member of the DuPont Friends of the Library, to the meeting.

Ms. Lomax informed the Board that she has offered the position of Senior Administrative Assistant to Bonnie Valens, who comes from the City of Edgewood. Petra McBride, Executive Assistant, introduced Brenda Tanksley, who has accepted a position as Temporary Administrative Specialist.

The Foundation received \$175,000 grant from Paul Allen for Science-to-Go, a STEM-related early learning proposal. The Library also received \$5,000 from the Lucky Seven Foundation which will allow it to purchase block play sets for all the remaining libraries.

Ms. Lomax shared the Honorable Mention award the Library received from the Urban Libraries Council for the work of its Collection Budget Crew in analyzing and developing the 2013 collection budget. Ms. McCament was pleased to see the announcement and the article recognizing the team. Copies of the booklet highlighting all the projects will be provided to the Board at the next meeting.

**Volunteer Improvement Program Update:** Mary Getchell, Marketing and Community Relations Director, reported that the volunteer program team is in place and making continuous improvements and upgrades to the program. Chair Ishem asked how many people inquired on the number of people who accounted for the 5,900 hours of voluntary service in 2012. Ms. Getchell indicated the Library had 210 active volunteers in 2012. She noted the Library has far more requests to volunteer than positions available. When asked which segment of the population is most interested in volunteering, Ms. Getchell indicated that although youth are the largest segment of applicants due to high school requirements for community service, placement into positions is more frequently made to older members of the community. Ms. McCament asked if there was any emphasis by the Library to look at opportunities to volunteer for tutoring programs or events such as Our Own Expressions. Ms. Getchell noted the Library has a very strong desire to place more volunteers.

**National Medal Photos:** The Library received a set of professional photos taken at the White House during the National Medal award ceremony. The photos will on display at the Processing and Administration Center.

**University Place Atrium Artwork:** The artwork has been approved for installation into the University Place atrium. Ms. Lomax shared photos of the work. More information will be provided in the future as the project progresses.

**Ashford Book Drop:** Sally Porter Smith, Customer Experience Director reported that a book drop will be installed in Ashford in the Fire station parking lot on July 11, 2013. Ms. Porter Smith will monitor use and report back to the Board in six months. Staff will participate in an all-day community event on July 27, 2013, to inform the public. Letters have been mailed to all Ashford residents informing them of the new book drop. The Board was pleased to see this small, yet effective, action was implemented to further meet the community's needs.

## UNFINISHED BUSINESS

**Ratification of Labor Agreement:** Holly Gorski, Staff Experience Director, and Joe Carrillo, the Library's Labor Negotiator, reported that the negotiations for the Collective Bargaining Agreement have ended and 97% of Bargaining Unit members voted to approve it. The COLA for 2013 will be 2.43%. For 2014, it will be set at 50% of the Consumer Price Index with a 1% floor and a 2% ceiling. For 2015, the 90% CPI formula will again be used.

Mr. Allen asked whether, aside from pay and benefits, there are any issues that will affect the budget. Mr. Carrillo stated that part time employees who do not receive benefits will receive an increased amount of vacation after seven years. The Board praised both the management and the union negotiating teams for their commitment to resolving the issues timely. Mr. Carrillo praised the Union Team for their problem solving efforts. When asked about the 3% who voted against the contract, Elise DeGuisseppi, Union President, stated they are not interested in surveying the staff considering the significant percentage of votes in favor of the contract.

Ms. DeGuisseppi introduced the members of the bargaining team to the Board. Members present were Dylan Carlson, Staff Representative; Michelle Angel, Treasurer and Lakewood Youth Services Librarian; Yuri Button, Vice President and Senior Branch Assistant (Lakewood); Aisha Womack, Secretary and

Senior Branch Assistant and Page (Lakewood); Steven Holmes, Trustee and IT Specialist. Patti Cox, Chief Shop Steward and Community Branch Supervisor (Steilacoom), was not in attendance.

Mr. Allen moved to ratify the 2013 Labor Agreement. Ms. McCament seconded the motion and it passed.

The contract was signed by the bargaining team and the Board.

**2013 Mid-Year Budget Adjustment - Operating Budget:** Ms. Lomax reported that the mid-year adjustment process has been completed. The Director's team met with department heads in June, asking them to present any necessary adjustments and assess progress on projects and if there are any reallocation opportunities or changes in expenses.

Chair Ishem asked if the Library underestimated the figure in the maintenance and operations line item. Ms. Lomax indicated it did, however it has been reset to a more realistic amount. She indicated that the difference in the legal costs was related to establishing shared operations of the University Place building and personnel costs which were higher than expected.

The Library plans to make one time technology purchases at the end of 2013, based on the technology plan recommendations. The Library also plans to purchase an additional three media towers to continue efforts to reduce theft.

**2013 Mid-Year Budget Adjustment - Capital Improvement Plan:** Ms. Lomax requested the approval of a revised Capital Improvements Plan that reduces costs for IT closet cooling and adds money for improving power feeds to media dispensers and purchasing three copiers coming off lease. The adjustment also increases the budget for the PAC HVAC project. These changes increased the capital fund by \$653,100.

In her response to the Board's concern with the HVAC costs, Ms. Lomax reported that early bids did not include the full scope of work and subsequent proposals indicated the facility's system is out of compliance with building codes. The final bid will ensure energy efficiency, provide an expanded lifespan and solve internal climate problems. The Library will also receive energy grants of \$150,000 - 200,000 to help offset costs.

The Bonney Lake projects will be eliminated at this time. Ms. Porter Smith indicated the roof was recently inspected and will not need replacement for another three years. Ms. Lomax added that Clifford Jo's report on the lifespan of major items and their replacement projections allows for sound budgeting of capital requirements. Given the current economic climate, the Library will not replace items if they are still in reasonably good condition.

Mr. Allen has requested an update of the Capital Improvement process as the Library progresses. Ms. Lomax confirmed that more information will be provided as the Library moves into the 2014 budgeting process.

Ms. McCament made a motion to approve Resolution 2013-05 to revise the Capital Improvement Plan budget. Mr. Allen seconded the motion and it was passed.

## **NEW BUSINESS**

**Workforce Partnership Agreement:** Jaime Prothro, Customer Experience Manager, reported that the Library will be participating on the WorkSource Leadership Team which provides an important opportunity to stay connected with job seekers, workers and employers. She provided the Board with the Memorandum of Understanding and clarified that, although it does not include anything beyond the

scope of existing library services, it does enhance the Library's existing partnership to engage with initiatives in support of job seekers. The Library currently has offered 50 workshops to over 300 individuals. Plans for 2014 workshops are underway. Ms. Prothro will attend a 2 hour meeting every month, which will have a minimal impact on the budget. When asked if the agreement is impacting funds received for the Job and Business Center, Ms. Prothro stated it is not and that a plan will be re-crafted for 2014.

Chair Ishem noted the importance of monitoring this partnership to see the impacts for the Library. Ms. McCament was interested in whether there was any attempt to streamline or combine partnerships. Ms. Lomax added that WorkSource spearheaded efforts to bring several organizations together in one place that are helping people with employment issues.

**2013 Assessed Property Values Report:** The Library has received the unofficial tax certification report from Pierce County Assessor's office. Ms. Lomax reported the revenue projection from 2014 property values is more favorable than earlier predictions. The Library will identify strategies to close the gap in the budget. Early indications point to no staff layoffs. She cautioned that until the official preliminary certification is received in September, these are merely projections. The Library's budgeting and expenditure philosophy strategy will be revisited. She expressed appreciation of the Board's counsel and support through the past four years during which the Library has had to make difficult decisions.

**Intellectual Freedom - Children's Internet Protection Act and Filtering:** - Ms. Porter Smith presented information on the Children's Internet Protection Act (CIPA). To provide historical perspective, she reported that in 1995 the Library introduced 4 public internet computer workstations. In 2001, that number increased to 150. In 2006, it increased to 312 and, in 2011, there were 483 public access computers. In looking at the law it is important to remember what it was like in the 1990's. CIPA was the result of the transition in society in which suddenly there was nearly unlimited and unrestricted access to an online world of ideas, information and resources, all available for viewing in the public library.

To be CIPA compliant is a choice each library makes. In order to receive e-Rate discounts, libraries must be compliant. Some libraries who are not CIPA compliant still utilize filtering, which indicates there are a variety of approaches. Many neighboring library systems operate similarly by automatically filtering access to youth 17 and younger to help reduce inadvertent viewing and predatory practices. Filtering also includes staff access to PC's.

When asked about the financial impact of the e-Rate on the budget. Kerry Nielan, IT Director indicated it was close to \$200,000, equating to approximately 60% of Telco costs.

Ms. Porter Smith indicated one concern is inadvertent viewing - library customers seeing what other customers are viewing at their computer. The different approaches libraries have taken in dealing with inadvertent viewing was discussed, including PCLS's approach to deal with behavior issues related to inadvertent viewing or moving the customer to a recessed workstation. With the increase in mobile technology libraries are facing issues with Wi-Fi not being filtered. There has been some work on legal opinions but the Library approaches inadvertent viewing as more of a behavior problem than a filter problem. Wi-Fi will need to be addressed in policies as it is not covered by CIPA. Ms. Porter Smith shared statistics that 91% of the US population has mobile technology, 56% have smart phones and 34% have tablets. According to PEW, mobile technology subscription rates are double the population in many countries. Ms. Albers asked if there are recommendations or standards currently being evaluated, noting that a balance must be struck between public relations and legal aspects. Ms. Porter Smith indicated that most customers using their own technology are very private and responses vary from different library systems, but there are no industry standards. Ms. Lomax noted the American Library Association and Public Library Association technology sectors monitor and follow decisions being made so that libraries are informed. She indicated this is an opportunity for boards and libraries to make a decision as to what they believe are their community standards.

Al Rose stressed that libraries exist due to the support of their taxpayers. He is in favor of Wi-Fi use on personal devices, adding that many low income customers have no broadband and need the access provided by the Library. Ms. Porter Smith agreed, noting that 20% of those using public Internet have no other access and are using the library 3-5 times per week for job searches, homework and government forums.

Ms. Porter Smith asked if there are specific issues the Board would like to see addressed. The Board expressed a desire to understand training of staff and how they are kept up to date. It was asked at what point the behavior responses are escalated from gentle nudging to law enforcement involvement and whether these occurrences are tracked. Ms. Lomax indicated that the instances raised to a level out of the ordinary and involving extreme measures are being tracked. The Library is proactive and has installed recessed monitors and PCs in certain areas where those customers with a history of use are seated. Mr. Allen requested tracking information on the number of wireless devices used in the system. Andrew Schultz, Network Administrator, stated there are roughly 400 concurrent connections throughout the day, adding that more data is traveling through Wi-Fi than through PC's. Total Wi-Fi users are over 60,000 per month. Mr. Allen expressed interest in whether this amount of access will impact the budget by eliminating the need to purchase as many PC's. The IT department has been forward-thinking in looking at this aspect and has ensured the Library can provide adequate bandwidth.

**Staff Web and Board Page Introduction:** David Durante, Customer Experience Manager - Virtual Services, introduced the Board to the new Board of Trustees page on the internal Staff Web. The page has been created to provide links to information on board related interests and resources. Mr. Durante will email the members a direct link to the page.

Mr. Durante also provided a demonstration of the new Staff Web which was deployed in April, noting that it offers a more user-friendly platform allowing for staff to easily input information. The new platform has been well received by staff and is evolving daily. Chair Ishem was pleased with the efficiency of the new system. Ms. Lomax also provided information on a new app called Note Suite, which may improve the Board members' experience with the digital Board packet on their iPads.

**Interactive Discovery Platform:** Mr. Durante asked the Board to authorize the Library to sign a contract with Library Times, the vendor who was awarded the bid for the interactive platform development and will further develop the concept of gamification.

Ms. McCament moved to authorize the Library to sign a contract or purchase order not to exceed \$70,000. Mr. Allen seconded the motion and it passed.

**PAC HVAC Project:** Ms. Lomax requested approval of the PAC HVAC project as part of the mid-year budget. She will discuss the project in greater detail with Clifford Jo, Finance and Business Director, and Lorie Erickson, Facilities Director, who will provide additional information at the next meeting.

Ms. McCament moved to approve the project not to exceed \$1,126,000. Mr. Allen seconded the motion and it passed.

## EXECUTIVE SESSION

At 5:45 pm, Mr. Allen moved to enter into Executive Session as per RCW 42.30.110 for 15 minutes for discussion of personnel matters. Ms. McCament seconded the motion and it passed. The session was reopened to the public at 6:02 pm.

## ANNOUNCEMENTS

Ms. Lomax announced that Holly Gorski, Staff Experience Director, will be leaving the Library on July 12, 2013. Ms. Ishem thanked Holly Gorski for her service to the Library. Ms. McCament thanked Ms. Gorski for her phenomenal work on the contract and noted that she was pleased and appreciative of her leadership in taking the Staff Experience department to a new level.

<b>ADJOURNMENT</b>
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The meeting was adjourned at 6:05 pm on motion by Mr. Allen, seconded by Ms. Albers.

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Neel Parikh, Secretary

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Linda Ishem, Chair