

**BOARD OF TRUSTEES
PIERCE COUNTY LIBRARY SYSTEM
REGULAR MEETING, AUGUST 14, 2013**

CALL TO ORDER

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

PUBLIC COMMENT

There was no public comment.

CONSENT AGENDA

1. Minutes of the July 12, 2013 Regular Meeting of the Board of Trustees
2. July 2013 Payroll, Benefits and Vouchers in the total amount of \$2,173,33.19
 - a. Payroll Warrants 3436 - 3452, dated 07/01/13 – 07/31/13 in the amount of \$4456.09
 - b. Payroll Disbursement Voucher dated 07/05/13 in the amount of \$523,085.20
 - c. Payroll Disbursement Voucher dated 07/22/13 in the amount of \$918,054.72
 - d. Accounts Payable Warrants 620762 - 620919 dated 07/01/13 – 07/31/13 in the amount of \$727,717.18

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

BOARD MEMBER REPORT

Chair Ishem: Chair Ishem recently visited the Boston Public Library, known as the oldest library in the country. She noted the incredible murals and artwork. She also noted that although the facility was located in the center of the downtown commerce district, many youth and teens were inside enjoying the space and engaging in the books.

OFFICER REPORT

Georgia Lomax: Ms. Lomax introduced Bonnie Valens, who has recently started as Senior Administrative Assistant. Ms. Valens, who comes from the City of Edgewood, is a strong library proponent.

June Dashboard: Chair Ishem asked if it is time to be alarmed by downward movement of the trend lines on checkouts. Ms. Lomax remarked that the two-year trend of decreased use is likely a result of the spike in use during the recession. Further analysis of the recent reduction of the collection budget is also in progress. Ms. Parikh indicated this is a national trend and that libraries across the country are trying to determine how to capture usage information and get a viable metric for the new ways people use libraries. Mr. Allen suggested an index of library activities combined into a more comprehensive measure may give a better indication. Ms. Lomax stressed that library Directors are all interested in determining what the unifying measurement is.

STEM Grants: Judy Nelson, Customer Experience Manager, reported that the Pierce County Library Foundation has secured several new grants which will allow the Library to provide additional block play programs in all of its locations. Mr. Allen inquired whether the usage statistics are being measured. Ms. Nelson indicated that WAKids has provided some baseline data.

Ms. Ishem was interested in understanding how the Library plans on integrating the Paul Allen program with the children's Science-to-Go program. Ms. Nelson replied that as curriculum is built for what goes into the theme bags, they will be tied to the Library's website via QR code. She added that as the programs are built more details will be available.

Gig Harbor Landscaping: Ms. Parikh reported that she is pleased with the upgraded landscaping. This is the 2nd time the Gig Harbor Friends have funded improvements at the branch. The Board expressed appreciation for the volunteer project. Ms. McCament was pleased with the visibility of the sign and its professional appearance.

Ms. Parikh reported the Library has sold Gertie, the oldest bookmobile. Lorie Ericson, Facilities Director reported that plans for delivery of the vehicle are underway.

University Place Condominium Association: Ms. Parikh attended a meeting on August 12, 2013, during which Lianna Collinge presented contracts authorizing management of the building by her firm, Association Management, Inc. All contracts related to the building will be transferred to Ms. Collinge's firm. Insurance will also be obtained by her firm. The Board opened operating and reserve accounts. The 2013 budget was approved and all contracts signed.

Department Head Searches: The Director's Team will be interviewing six candidates for the Staff Experience Director position on August 20, 2013. Ms. Parikh has invited staff and union members to participate in the public presentation portion of the interview process. Joe Carrillo, the Library's Labor Negotiator is assisting in the process. The Marketing and Community Relations Director position has been advertised. Interviews are tentatively scheduled for the 25th of September.

Urban Libraries Council Partners Conference: Ms. Parikh encouraged the Board to attend the upcoming conference held in Seattle on November 12-14, 2013. She indicated that ULC typically provides high quality programs during these events. She reminded them that the early bird registration deadline is September 13, 2013.

UNFINISHED BUSINESS

PAC HVAC: Clifford Jo, Director of Finance and IT, reported the final dollar amount for the HVAC system is \$1,126,000. Both repairs and replacement of the system were considered. Ms. Erickson reported that the costs rose to that amount because the original estimate was to merely repair the system. It became clear that it would not be prudent to repair the system since the units would need to be brought up to date later. Upon a recommendation from Roen, who provided estimates for in the Library's 2030 Facilities Master Plan, the Library hired a consultant who prepared a second budget. The Library then issued an RFQ, at which time Mechanical & Control Services Inc. was selected. The focus was on looking for units with the longest life, energy savings, and rebates. With the system selected, the Library expects over \$72,000 in energy rebates. In addition, the units have 320KW/hr. savings per year. Conversion to natural gas will not take place since there are no rebates available and lines would also need to be upgraded. Ms. Erickson indicated the facility will be operational during installation, the permit is currently being reviewed at the County and she hopes to have approval to put the project out to bid by end of the week.

Mr. Jo indicated that the number in the budget does not include offsetting rebates, but it does include the units, controls and design. The cost of renting a boiler in case there is a need to heat the facility in the interim has been built in to the budget.

Mr. Jo noted that in the future the Library will get accurate engineering quotes first rather than a ball park estimate. Ms. Erickson added that the Library has studied electrical capacity and is looking at all recovery options. The HVAC system is state of the art technology and is widely used in Europe. She has spoken in depth with those who have the system in place, as well as MCS, and has had any concerns alleviated.

2014 Budget - Calendar and Process: Mr. Jo reported that the 2014 fiscal year budget process has begun. The calendar has been presented. The levy certificate will be issued mid-September. Budget instructions have been given to department heads.

2014 CPI-U: Mr. Jo reported that the CPI-U was 1.4%. Under the new labor contract the COLA formula is set at 50% of the CPI-U with a floor of 1%. As a result of this calculation, the 2014 COLA for represented employees is 1%.

NEW BUSINESS

Intellectual Freedom and Pierce County Library System Practices: Sally Porter Smith, Customer Experience Director, presented the third in a series of informational sessions on Intellectual Freedom. In response to the Board's inquiry of staff training she noted that staff surveys were conducted in which they answered specific questions including what technological training opportunities they would like. Of those surveyed, 55 staff responded. Participation in the survey was not mandatory. Three staff members indicated they wanted more CIPA training. Some wanted more formalized training for new employees as well as a schedule of training.

Ms. McCament expressed favor with the Library's hiring process which asks applicants if they can abide by the provisions of the Intellectual Freedom process. Mr. Allen appreciated seeing the responses from the survey and found Ms. Porter Smith's information helpful and informative.

Ms. Nelson explained the review process when considering unblocking internet sites for youth. The types of sites most frequently identified are those with forums or chat rooms which can be partially unblocked. The team reviews security processes and terms of service to determine if it is appropriate under CIPA. Ms. Nelson reviews the guidelines based on CIPA'S documentation on annual basis. The Library has chosen to meet minimal blocking levels and reviews the blocked categories to ensure they are focused and specialized.

Ms. Lomax indicated the next step in Intellectual Freedom training for the Board will involve identifying questions they have and ensuring the Library's policies are in line with expectations.

Board Visioning of the Library's Future: Ms. Parikh introduced Catherine McHugh, a Library consultant who has been working with the organization for several years. Ms. McHugh has provided Executive coaching to members of the Library's administrative team, coaching training to top level managers and supervisors and has conducted training on the customer-supplier model.

Ms. McHugh reviewed the results of her report based on recent conversations with the Board identifying their vision of the future of Pierce County Library System.

When asked to identify the strengths that will hold the Library together, the members responded with good reputation, constant solicitation of customer data, well maintained facilities, clear messaging about internal and external relationships, well-managed budgets, and a strong investment in staff development.

When asked what the members perceive will remain the same, responses included working within budget constraints, cost of living, technological changes which will require responsiveness and an ongoing focus on succession planning and talent development in all positions.

In response to Ms. McHugh's question about what shifts are foreseen in the external environment, the members noted uncertain economic decisions causing Pierce County Library to feel pressured to provide more with less, demographic shifts, library space, more service demands, greater desire for access to technology, viewing the library as a gathering place and customers' desire for more mobile and digital resources.

Ms. McHugh asked for comments from the Board as they reflected on the summarization of the report.

Ms. Albers commented on the public's perception that libraries are not necessary; noting it is imperative to help them to understand there is still a need for libraries.

Ms. McCament remarked that the public libraries are the cornerstone of democracy. She added that there is a need for good early education, teen programs, civic engagement and partnerships with those who see the greater good of the library.

Mr. Rose agreed that libraries are called to provide early learning. Ms. Parikh reiterated that libraries must provide services that add value and clearly communicate that message. He added that since the marketplace also dictates service considerations with entertainment vendors such as Red Box, it will be important to find a niche when convenience and universal availability are considered.

Mr. Allen agreed, stating that all of these needs tie libraries to the community and noted the importance to communicate the library's relevance.

Chair Ishem stressed the importance of measuring and capturing the nuances of the roles that only libraries play. She added that libraries must articulate their value message with clarity. As shifts occur it is important to keep the message current and relevant to audiences.

In summarizing what was of importance to the Board when identifying internal issues and challenges faced by the Library, Ms. McHugh identified limited funding, maintaining the leadership DNA, an aging workforce, loss of organizational knowledge, maintaining strong relationships with the Union and the need to continue to build leadership talent.

Ms. Albers noted there are considerations regarding upgrading systems in the Library's facilities and that it would be useful to look for opportunities to partner with other library systems to work for the greater good of the community.

Mr. Rose commented that given the challenges of having to provide more services in a financially constrained environment, the Library must revisit alternatives that have been disregarded in the past.

Mr. Allen stressed the importance of keeping the Library an interesting and rewarding place to work, noting the need and value of developing and maintaining the culture.

Ms. McHugh asked the Board what near-term priorities they envision a new Director will face. Responses included the importance of transitioning them successfully and weaving them into leadership teams, developing and building a web of external relationships, understanding the status of facilities maintenance needs, readdressing the Capital Facilities Plan, embracing visions to navigate change and the turnover, training and onboarding of the Board.

Ms. McHugh stated that although changes will add challenges, the Library is in a good position to welcome a new Director. In addition to her conversations with the Board members and the Administrative

and Customer Experience teams she will be speaking with key stakeholders in the community over the next several weeks and will share the outcome with the Board at the October meeting.

EXECUTIVE SESSION

At 5:28 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 5:46 pm.

ANNOUNCEMENTS

There were no announcements.

ADJOURNMENT

The meeting was adjourned at 5:47 pm on motion by Ms. McCament, seconded by Mr. Allen.

Neel Parikh, Secretary

Linda Ishem, Chair