

**BOARD OF TRUSTEES  
PIERCE COUNTY LIBRARY SYSTEM  
REGULAR MEETING, MAY 13, 2015**

**CALL TO ORDER**

Chair Robert Allen called to order the regular meeting of the Pierce County Rural Library District Board of Trustees at 3:30 pm. Board members present were Donna Albers, J.J. McCament, Allen Rose and Linda Ishem.

**PUBLIC COMMENT**

There was no public comment.

**CONSENT AGENDA**

1. Approval of Minutes of the April 13, 2015, Regular Meeting
2. April 2015 Payroll, Benefits and Vouchers
  - a. Payroll Warrants 3605-3607, dated 04/01/15 - 04/22/15 in the amount of \$2798.64
  - b. Payroll Disbursement Voucher dated 04/06/15 in the amount of \$681,936.28
  - c. Payroll Disbursement Voucher dated 04/20/15 in the amount of \$597,434.94
  - d. Accounts Payable Warrants 624190-624292 dated 04/01/15 – 04/22/15 in the amount of \$935,037.07

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

**BOARD REPORTS**

Ms. McCament congratulated the PC Reads committee for their work on this year's event. She attended the Jewish athletes program at Parkland Library, noting it was very well done. She reported she gave her Read and Release copy of *Boys in the Boat* to a Major at Joint Base Lewis McChord.

Mr. Rose attended three PC Reads events in Puyallup, culminating with the author event at the McGavick Center, noting this was a great book and would be hard to beat.

Chair Allen noted that he released his book in California.

Ms. Lomax thanked the committee and staff involved in the successful event.

Linda Ishem reported the April edition of *American Libraries Direct* included a National Geographic story on the homeless in libraries. She said it was an amazing photo-journalistic piece portraying the library as an equalizer.

**OFFICER REPORTS**

Ms. Lomax shared a poster created by Mike McKenney, IT Software Engineer, for a presentation on the "A Card in Every Hand" campaign. Mr. McKenney was thanked by the Board for his work.

**Dashboard** - Ms. Ishem was interested in knowing if the Library knows of any correlation between expansion space and customer use patterns. Ms. Lomax said this will be addressed when work begins on the facilities master plan. Mr. Rose said this would be very difficult to do as use of libraries has changed greatly in the past ten years.

Discussion ensued on innovative ways to draw customers to the library. Ms. Lomax shared photos of the Florence Davis Reading Lounge which depicts the changing needs of the community.

**April 2015 Financial Report** - Dale Hough, Finance Manager, reported revenue is typically low in April. Tax revenue year to date was \$1.6 million and is currently \$11,880,000. Chair Allen said this highlights cash flow and the need for the Library to maintain its reserves.

**IRS Tax Form 990** - Mr. Hough asked the Trustees to complete the questionnaire.

**Executive Director Activities** - Ms. Lomax said she continues to enjoy the high volume of community visits and hearing how eager people are to partner with the Library and the value they feel it brings. She is renewing relationships and continues to work building new ones and learning about community needs.

**Wellness Program Update** - Trisha Muschett, HR Generalist, reported the Library has earned the Association of Washington Cities WellCity Award. She said the program is very well received and staff is highly engaged. The focus for 2016 will be on the consumerism of healthcare. Ms. Muschett noted staff have the ability to work with health coaches, counselors and nutritionists.

There was discussion on proactive health care. Ms. Albers noted she was pleased to learn the Library is building a culture of wellness. Ms. Lomax said the emphasis on supporting and encouraging wellness was one of the reasons the Library selected AWC.

**ULC Innovations Initiative** - Ms. Lomax said she will be attending the ULC Annual Forum during which the winners are announced.

**Administrative Center Library Update** - Jennifer Patterson, Customer Experience Manager, said plans are underway to make the public more aware of the Library, which is open from 7:30 AM - 5:00 PM. She said these hours are advantageous because most nearby branches do not open before 10:00 AM. Library card holders in the nearby apartments are being targeted. The biggest audience is the meeting room user.

**Summer Reading Program** - Judy Nelson, Customer Experience Manager, gave an update on the program which begins June 20, 2015. She noted Youth Services Librarians are beginning to book talk at schools. An adult program has also been added this year. Ms. Lomax stressed that partnerships are a big part of this program. Nelson said this is the first year the Library is working with Mid-County Leadership subcommittee for Summer Learning Tacoma-Pierce, which covers the Bethel, Franklin Pierce and Clover Park school districts.

**ERate Summary** - Ms. Lomax reported as a result of the work and the analysis done on the program, the Library received \$1 million in equipment for \$140,000. Bandwidth will increase by ten times at half the cost paid in previous years. She said the Library's strategy was to lock in prices for five years.

Mr. Allen said this shows how the Library is thinking of the IT infrastructure and how it is a foundational aspect of how the Library delivers services. Ms. Lomax credited Karim Adib, Digital Experience Director, and his team for their serious and intentional thinking behind the process. Mr. Adib said the Customer Experience Managers and other departments have made significant contributions as well.

**Lakewood MakerFest** - Jaime Prothro, Customer Experience Manager, reported that changing the season and time of year improved attendance. She noted staff throughout the Library System participated in the event. Ms. McCament noted she recently spoke with Congressman Denny Heck, who shared his positive views of the event. Mr. Allen said this DIY event has received great reviews in his HAM radio club.

**Board of Trustees Library Visit Checklist** - Chair Allen said the form was a great tool to feed into the Capital Facilities planning process. He requested a breakdown by branch of physical facility needs, operational needs, and programming needs. Ms. Lomax said that is what the Facilities Master Plan will provide.

## UNFINISHED BUSINESS

**Fife Library Update** - Lorie Erickson, Facilities Director, reported power has been installed underground. She said developers are working with the Library to do much of their work after hours. She plans to go out to bid for the work within the next two weeks.

**Board Vacancy** - Ms. McCament noted there were five applicants. The interview committee selected two finalists but there was no clear cut choice. They recommended both candidates be brought back for an interview by the remaining Trustees prior to the June meeting. The committee requested Ms. Lomax design several behavioral questions for the candidate's second interviews.

**PC Reads 2015 Results** - Lynne Hoffman, Foundation Director, reported the event was a success. 130 guests attended the donor reception. Linda Farmer, Communications Director, reported the first video clip from the event has been uploaded onto the Library's Facebook page.

Ms. Lomax thanked the Board members for attending.

## NEW BUSINESS

**Digital Literacy** - Jaime Prothro provided a presentation outlining several programs funded by Digital Skills, Literacy and Workforce grants. The Library is offering free Microsoft certification for servicemen and women exiting the military. The Workforce grant provided new technology, new labs, Chrome books and a Digital Literacy Coordinator. Ms. Prothro said the Job Track program was an experimental course that saw 50% attrition, however, assessments completed at the end of the course showed an increase in scores by the participants.

Chair Allen asked how staff are responding to the need to increase their own digital skills. Ms. Prothro said staff members spent approximately 2.5 days in training as part of the grant and are adjusting their skillsets accordingly.

Sally Porter Smith, Customer Experience Director, reported unique users growth rate is higher than on any other learning database used. Lynda.com reports 549 unique users logging 1000 hours. Treehouse reports 150 users studying over 250 tracks.

**2015 Laptop Labs** - Andrew Schulz, Network Systems Administrator, provided an overview of the newly deployed laptop labs process. He said this model reflects the standardization and consolidation of services throughout the department. Mr. Schulz's focus was to rework the process and re-engineer the network. Barbie Swayze, Sr. IT Technician, worked with branch staff to familiarize them with the new process. Mr. Adib added that Mr. Schulz was in charge of the ERate efforts. He added Ms. Swayze is to be commended for her of customer service, most notably bringing the layer of art to the science of the work of IT department.

Ms. Porter Smith noted the IT department worked with staff to create a new desktop image for reliability on all PCs. She added branch staff appreciate the updates to the service and the professionalism displayed by the department.

Ms. Lomax noted the vision IT is developing is one of reliable technology and personal service.

**2014 Year-End Financial Review** - Clifford Jo, Finance and Business Director, reviewed the document with the Board. He noted the cash balance is just over \$10.6 million. The Library's goal is to keep \$1 million in the Capital fund for the next several years. The ERate reimbursement was not budgeted for last year and will be moved to the IT budget at mid-year so expenditures will be offset by the ERate rebate. For 2015, the budgeted transfer to the Capital Improvement fund was restored to 3% to help build the Capital fund.

Ms. Albers asked how much information on the Library's financial situation is shared with staff. Ms. Lomax said all of the information is available for staff and the public to see. She added the Library has been purposeful about communicating its financial situation with staff and they are very interested in it and very smart about it. Staff understands where the Library funding comes from. Ms. Albers stressed the importance of both staff and the community to know the direction the organization must go. Chair Allen said the budget must compensate for the foreseeable future.

Mr. Jo said the Library must add more to cash reserves. Chair Allen said the same is true with capital reserves, stressing the importance of identifying how to operate sustainably.

**Wave Enterprise Network Contract** - Mr. Adib reported the Library has been in talks with Wave Broadband to add a second broadband fiber connection to its branches in addition to the connections provided by Comcast. Part One of contract guarantees delivery of the Internet connection. Part Two provides a connection to all branches. The contract contains a 6-month performance notification clause which provides Wave the time to determine whether or not they can perform Part Two work. Mr. Adib noted the Library will pay only for service. Wave is responsible for any build-out and installation charges.

McCament asked if Wave has worked with any public library systems. Mr. Adib said Sno-Isle uses them as their primary provider. He added the Library could have the service as early as this year at all branches or by the first quarter of 2016.

Mr. Adib asked the Board for approval to enter into the five year contract.

*Ms. Albers made a motion to authorize the Information Technology department to enter into a five year contract with Wave Business Solutions, LLC, for network products and services listed under Attachment A - Wave E-LAN contract and Attachment B - Wave MSA. Ms. McCament seconded the motion and it was passed.*

## EXECUTIVE SESSION

At 5:45 pm, Ms. McCament moved to recess into Executive Session, per RCW 42.30.110, for 10 minutes to discuss personnel issues. Mr. Rose seconded the motion and it passed. The session was reopened to the public at 6:03 pm.

## ANNOUNCEMENTS

There were no announcements.

## ADJOURNMENT

*The meeting was adjourned at 6:04 pm on motion by Ms. McCament, seconded by Ms. Ishem.*

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**GEORGIA LOMAX, SECRETARY**

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**ROBERT ALLEN, CHAIR**