

**BOARD OF TRUSTEES  
PIERCE COUNTY LIBRARY SYSTEM  
REGULAR MEETING, APRIL 9, 2014**

**CALL TO ORDER**

Chair Linda Ishem called to order the regular meeting of the Pierce County Rural Library District Board of Trustees at 3:30 PM. Board members present were Allen Rose, J.J. McCament and Donna Albers. Rob Allen arrived at 3:40 PM.

**PUBLIC COMMENT**

There was no public comment.

**CONSENT AGENDA**

1. Approval of Minutes of the February 12, 2014 Regular Meeting
2. Approval of February 2014 Payroll, Benefits and Vouchers
3. Approval of the March 2014 Payroll, Benefits and Vouchers

Moved by Ms. McCament, seconded by Mr. Rose, to approve the consent agenda. Motion carried.

**BOARD MEMBERS REPORT**

There were no Board Member reports.

**OFFICERS REPORT**

**February Dashboard** - Georgia Lomax, Deputy Director, responded to questions from the Board. Chair Ishem noted the decrease in military use. Ms. Lomax suspects this is, in part, due to the removal of approximately 90,000 Stryker Brigade troops. Ms. McCament noted the Job & Business Center figures are declining as well. Ms. Lomax stated this is typical when the employment outlook improves and the need for this service is not as great.

**March 2014 Financial Report** - Dale Hough, Finance Manager, briefed the Board on the item, noting he expects receipt of approximately \$9 million at the end of this month.

**Teen Summer Challenge Makes Top 25** - David Durante, Customer Experience Manager, informed the Board that Pierce County Library ranked #7 in Clickipedia's top 25 list of popular gamification websites and was the only library on the list to receive this recognition.

**Tacoma Community House Partnership Award** - Neel Parikh, Executive Director, shared the award the Library received from Tacoma Community House (TCH) on April 4, 2014. The award was for support the Library provides for immigrants and for citizenship classes Pierce County

Library System provided to the community in partnership with TCH. Ms. Parikh stated it was a true honor to be recognized as a valued partner of the organization.

**United Way Community Conversation** - Ms. Parikh reported that several United Way Community Conversation events would be held in the Library's public meeting rooms at Lakewood and Parkland. She recently met with Dona Ponapinto, the new CEO of United Way, who was very impressed with how Pierce County Library System serves its communities.

**Gig Harbor Energy Efficiencies** - Ms. McCament stated the report from Lorie Erickson, Facilities Director, was helpful and noted the environmental considerations have made a positive impact on the budget.

**March Board Packet Recap** - Ms. Parikh provided a brief recap of several items on the March 12, 2014 agenda since the meeting was canceled due to a lack of quorum.

**Library Journal Design Institute Seminar** - Ms. Parikh invited Board members to attend the event with her. She noted Pierce County Library System is significantly limited by space and capacity and this seminar would give the Board an opportunity to see what is being done in the field of library design. Tours of several libraries will be conducted. Discussion ensued about various redesigned libraries in the region.

## UNFINISHED BUSINESS

**Technology Plan Update** - Clifford Jo, Finance and Business Director, recapped the goals of the plan and provided an overview on the 23 objectives under each of the three goals, which address the changes occurring in the organization. Ms. Parikh said the transition is being made from treating technology as though it is a tool and making the Digital Experience Director a strategic member of the Administrative Team. She noted that the Library extended an offer to a candidate for the Digital Experience Director position, but it was turned down. Pre-recruitment work is underway and the job posting will go out April 29, 2014. The Technology Plan is moving forward in areas where it makes sense to do so without the new Director in place.

Mr. Allen inquired as to how the library plans to marry the hardware and artistic-oriented cultures identified in the plan. Sally Porter Smith, Customer Experience Director, stated the Library has already been modeling these interactions in areas such as the Teen Summer Reading Challenge. She added the Technology Planning team brought together the IT, Virtual Services and Customer Experience staff and helped define the culture by having the crucial conversations that were necessary. One of the next steps is to have the IT and Virtual Services departments logistically closer to one another within the facility. Chair Ishem stated it was a wise decision to put such thought into the process of merging the two departments.

**Executive Director Search Firm** - Mr. Allen reported on the selection process that was undertaken by himself, Bill Holt and Mr. Jo. References for each firm were contacted and calls were made to organizations that had previously hired the firms. WebEx interviews were also conducted with the finalists. The selection team recommended the Library hire Bradbury Associates/Gossage Sager Associates. Ms. McCament complimented Mr. Allen's representation of the Board and stated she was impressed with the thoroughness of the process.

Mr. Allen moved to authorize Library management to negotiate a contract with Bradbury Associates/Gossage Sager Associates to search for a new Executive Director substantially

pursuant to their proposal dated January 28, 2014, for a flat fee of \$26,000, all subject to review by himself and Bill Holt, and to authorize the Library Director to execute the formal contract. Ms. McCament seconded the motion and it was passed.

Ms. Parikh asked when the firm would make the first site visit. Mr. Allen noted the firm wants to add to the work already done on succession planning and familiarize itself with the organization. He added the search firm recommends using the ALA conference as an opportunity to speak with potential candidates.

Discussion ensued regarding the marketing and advertising methods that will be employed by the search firm.

Ms. Parikh said Chereé Green, Staff Experience Director, will transition onto the committee. Mr. Allen noted some consideration must be given to whether they are a committee of the whole or a select committee because the Open Public Meeting Act must be given consideration if they are of the whole.

## **NEW BUSINESS**

**Access Policy** - Ms. Porter Smith and Judy Nelson, Customer Experience Manager, asked for feedback on the revised policy that now addresses minors. Discussion ensued regarding definitions. Mr. Rose was interested in seeing the old language reinserted in place of “in loco parentis” concerning minors. Ms. Nelson will revise the policy and bring it to the Board for approval next month.

**Board Self-Evaluation** - Chair Ishem suggested using the same form as last year. She recommended shifting the category ranges so only totals of 14 and 15 are strengths. Discussion ensued over whether the evaluation should be taken again this year. The Board agreed to take it again with the acknowledgement that the Board will be more intentional about identifying strategies for areas that could be improved upon.

**2013 Reciprocal Borrowing Report** - Ms. Parikh summarized the data presented on borrowers who are using Pierce County Library System as well as Pierce County Library System cardholders who are using other libraries. She noted of people outside our service area, 50% are Tacoma Public Library cardholders. Kitsap library users are using the Gig Harbor branch. Kitsap use of Pierce County Library System is increasing whereas Puyallup's use of Pierce County Library System is decreasing and leveling off. King County Library cardholders are heavily using Milton/Edgewood. She discussed the impacts on branches, noting 20% of the checkouts at University Place Library are from Tacoma residents.

Ms. Parikh added that 1/3 of Puyallup Public Library users are Pierce County Library System cardholders. Ms. Lomax reminded the Board that while Pierce County Library System's use of Puyallup Public Library looks high when you view their circulation numbers, if checkouts at Puyallup, Tacoma and Seattle Public Libraries made by Pierce County Library System residents were compared to Pierce County Library System's circulation statistics, it would only reflect about 4% of our total checkouts.

Mr. Allen noted this information may play into the discussion on capital facilities and could mean making decisions about upgrading existing facilities or considering new locations, such as Fredrickson.

Ms. McCament questioned whether there would be any value in surveying reciprocal users to understand what they like about Pierce County Library System and why they are using other libraries. Ms. Parikh will follow up on this.

**Emergency Capital Project: Diesel Generator** - Mr. Jo informed the Board that the diesel generator, which was installed in 2002, needs to be upgraded. The Library began noticing last summer that the diesel generator and UPS battery systems were not communicating well to support the increased energy load. Vendors have determined the power drawn by the servers exceeds the amount available from the battery. The Library is currently renting a generator at \$4,000 per month. Kevin Birch, owner of Birch Electric, informed the Board he designed a plan that will be the most cost effective and beneficial to the Library. It involves reworking panels and transfer switches and increasing the size of generator. This will incorporate cooling of servers. Ms. Erickson noted coordination of the work well in advance would prevent minimal system shutdown and make the transition seamless. Mr. Jo indicated he will be better able to create a budget for this expense once testing of the system is complete. He indicated he hopes to bring a proposed budget to the Board next month and estimated it would be less than \$200,000.

Ms. McCament asked if this is a replacement, an upgrade or a patch. Mr. Jo stated it is all of the above and involves an intricate system ranging from lines of equipment to the outlets. Mr. Allen asked, considering the Technology Plan, how the Library is thinking about overhead beyond what is being done today. Mr. Jo indicated one example is that the Library is pursuing reducing number of servers by purchasing servers that provide more power.

**Facilities Master Plan Overview** - Ms. Parikh stated she would like the Board to be prepared to address issues about population growth and changes prior to her retirement. She presented a PowerPoint on the planning process and development of the Facilities Master Plan, which incorporated predicted population growth, square footage per capita and stakeholder input to determine the need for new or expanded facilities. Her presentation depicted the need to revise the plan because square feet per capita have already exceeded projections. Some elements of the original plan were implemented with the opening of University Place, Fife and Milton. She asked the Board which additional topics they would like to learn about in future meetings.

Ms. McCament expressed an interest in learning about additional trends on how the libraries are used. She is also interested in seeing an inventory of land owned by the Library to identify what it has to work with regarding future expansion.

Mr. Allen expressed interest in election basics and gaining a better understanding of the elements they would need to prepare for and how those elements affect operating and capital budgets in the future.

Chair Ishem would like to know what industry best practices are, with a critical eye focused on balancing the metrics of the Facilities Master Plan and what is reasonable to ask of the citizens.

Mr. Rose expressed concern about getting the votes needed to pass a bond. He encouraged the Library to focus on how to bring services to the community at a lower cost before asking for votes.

Ms. Albers expressed an interest in further evaluating the sharing of resources and community centered facilities.

Ms. Parikh recommended the Board revisit the plan and apply what is relevant today to decisions that will need to be made in the future. It was decided the Board would conduct a study session to continue the conversation.

**EXECUTIVE SESSION**

There was no Executive Session.

**ANNOUNCEMENTS**

There were no announcements.

**ADJOURNMENT**

Moved by Ms. McCament, seconded by Mr. Allen to adjourn the meeting at 6:26 PM. Motion carried.

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Neel Parikh, Secretary

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Linda Ishem, Chair