

**BOARD OF TRUSTEES
PIERCE COUNTY LIBRARY SYSTEM
REGULAR MEETING, SEPTEMBER 10, 2008**

CALL TO ORDER

Vice-Chair Paul Chasco called to order the regular meeting of the Pierce County Rural Library District Board of Trustees on September 10, 2008, 3:30 pm. Board members present were Eugene Matsusaka, J.J. McCament and Budd Wagner. Allen Rose was excused.

PUBLIC COMMENT

There was no public comment.

CONSENT AGENDA

1. Minutes of the August 13, 2008 Regular Meeting of the Board of Trustees
2. August 2008 Payroll, Benefits and Vouchers in the total amount of \$2,542,672.76
 - a. Payroll Warrants 2718 - 2731 dated 08/06/08 – 08/25/08 in the amount of \$6,692.49
 - b. Payroll Disbursement Voucher dated 08/06/08 in the amount of \$579,643.76
 - c. Payroll Disbursement Voucher dated 08/21/08 in the amount of \$535,064.57
 - d. Accounts Payable Warrants: 603946 - 604298 dated 08/01/08 – 08/29/08 in the amount of \$1,421,271.94

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

BOARD MEMBER REPORTS

J.J. McCament: Ms. McCament reported on her participation in the consultant interview process for the Master Facilities Plan and noted that the staff designed process worked well.

Budd Wagner: Mr. Wagner commended Peninsula Branch staff for their hard work. The branch is very busy and consistently gives good service.

OFFICER REPORTS

Library E-Newsletter: Mary Getchell reported that the first issue of the Library E-Newsletter was released. Vice-Chair Chasco agreed to write a Board report for the next issue.

Reciprocal Borrowing Statistics: Ms. Parikh noted that 25% of Puyallup Public Library circulation is from PCLS customers, although PPL's overall circulation has gone down. Regarding the agreement with Tacoma Public Library, the University Place and Lakewood branches are being heavily used by Tacoma residents. Vice-Chair Chasco asked if use had increased on Sundays. Ms. Lomax will provide that information at the next meeting. Ms. Parikh noted that PCLS is seeing a heavy increase in use of computers. There have been many positive comments from citizens who are pleased that libraries are cooperating together to provide barrier-free access to libraries.

1. University Place Project: Ms. Lomax reported on progress of the new University Place branch. The construction bid for the new civic/library building was awarded to Jody Miller Construction. Ms. Lomax noted that the Roen quality standards are part of the agreement.

Ms. McCament reported on a meeting held with Bob Jean. The intent was to express the library's wish to continue working in partnership with the city, but reiterate the Library's concern that there have been decisions made without library input, in effect treating the library as a tenant rather than as a co-owner. Mr. Jean assured Ms. McCament that the city considers the building a team effort and that the city would be more sensitive to the needs of the library. Mr. Jean wanted to assure the Board that the city is committed to working as a partner with the library and if there were issues to contact him immediately.

Bob Wagoner and Lorie Erickson will be the library's representative for the project, with Ms. Parikh serving on the Leadership Team. Agreement has been made that agendas and meetings will be produced for construction meetings. Issues that need a last minute decision will be taken to the library representatives for discussion before action is taken. The library requested access to the budget as it relates to the quality standards. The city stated that a budget has not been developed, but will share current and future cost estimates. Regarding LEED certification, it was stressed that the certification was very important to the library and asked the city to be very conscious of the standards needed for certification during construction. Regarding the atrium area, the city wishes to retain control of atrium usage. Ms. McCament stressed that the library is a co-owner of the building, not a tenant, and as the atrium is the library's primary entrance, it wishes to have a say about usage of the atrium by retail shops. This would require a shared maintenance cost agreement between the city and the library, which is acceptable to the library.

Capital Campaign: Update: Lynne Hoffman reported that the University Place Capital Campaign hosted a reception on the site of the new branch. Speaking engagements are being done with the Lions, Rotary groups, business groups and Friends of the Library. The campaign recently received a gift of \$15,000, for a total of \$292,000.

2. City of Fife Update: Ms. Parikh recently spoke with Steve Worthington, Fife City Administrator. Information from the library services survey conducted by the city has been presented to the Fife City Council. There was pro-library citizen comment during the meeting. The council feels that there is enough interest in library services to pursue it further and intends to host an open house about library services in October, followed by a public hearing in November.

3. Facilities Master Plan Update: Ms. Parikh announced that Group 4 had been selected to develop the Master Facilities Plan. Group 4 has extensive experience in development of library facilities plans and public processes. In addition, all team members are certified planners. Ms. McCament noted that Group 4 was the only firm that had such experience in library systems and she felt that as the 'public face' for the process, they had great credibility due to their experience.

An interim agreement is being developed so the firm can meet with the library immediately. The meetings will determine the structure of the process, work to be undertaken by staff members vs. work undertaken by the consultants. The firm would like to hold a vision session on November 18 with the public and members of the Board. A formal development agreement will be presented to the Board for formal adoption.

4. Peninsula Branch: Property Update: There was nothing new to report.

5. 2009 Budget: Clifford Jo reported that preliminary estimates for the 2009 budget indicate a shortfall of approximately \$304,000. Decreases in property valuations and less new construction will have an impact. Although revenues increase 2% to 4% per year, the expenditures outpaces that at 4% to 6%.

Expenditure increases include 5% COLA and step increases, 10% increase for health care contributions, 16% of revenues for the materials budget, 2% increase for maintenance and operation, 1% of revenues for contingency and 2% of revenues transferred to the capital fund. Mr. Jo will bring a proposed balanced budget to the next Board meeting. Mr. Matsusaka suggested looking at personnel levels with an eye to potential cost savings. Mr. Chasco asked for a long term projection of sustainability. Mr. Wagner asked about staff capacity as related to projects on board and in planning sessions.

Revision to Capital Improvement Budget: Mr. Jo stated his desire to overhaul the capital improvement plan and budget and asked for Board recommendations in developing the plan. Ms. McCament noted that a facilities maintenance plan is vital to protect the value of the building and the services. Currently the Board approves individual items on the plan, such as roof or carpet replacement, and when changes occur to an item, Board approval is needed. Mr. Matsusaka feels it would make more sense to approve a lump sum, allowing flexibility for staff to respond to immediate needs. Ms. McCament would like to see a method using a lump sum, with a list of priorities and criteria established for improvement projects. Mr. Chasco would like to see a timeline attached to the projects. He feels that an emergency contingency could be developed for use in emerging issues or immediate needs. Mr. Jo suggested a small percentage set as a contingency fund to be used for those kinds of emerging issues. The projects would be approved by Ms. Parikh and Ms. Lomax.

NEW BUSINESS

1. Growth Management Report: Ms. Lomax presented the library's 2009 growth management capital facilities plan to be submitted to Pierce County. The latest estimate shows the service area population growing about 25,000 in the next 5 years, setting the library's square foot deficiency at 51,000 sq. ft. in 2014. (This includes the 40,297 sq. ft. the library is currently deficient.) The report will be presented to the County Council on September 23rd. Ms. Lomax noted that the library provides service options beyond buildings.

2. Library Card Drive: Mary Getchell reported that during the month of October, the library will conduct its second annual library card drive. The goal of the drive is to advance public awareness, knowledge and interest in library services, add 8,000 card holders and encourage resident's use of library services. There are currently 201,000 cardholders, about 39% of our population. The hope is to increase and retain cardholders using a 3-prong approach: 1) a direct mailing to about 73,000 households, 2) engagement of the branches in the effort by creating of individual library card liaisons who will work directly with communities and participate in community events, and 3) visiting schools with a contest to give prizes.

3. Positioning for the Future: Observations and Ideas from Joan Frye Williams and George Needham: Ms. Parikh stated that before the library looks at facilities to be built, it is first important to know what is going to happen inside those buildings – the vision for library services in the future. Joan Frye Williams and George Needham are helping the library develop a vision for the future, looking at 'where are we now' and how do we get to where we want to be in the future. To begin the process, community planning information, survey results, planning documents, statistics and other information were sent to Ms. Williams and Mr. Needham to give them a picture of library. They visited PAC and PCLS branches to get a full picture of the library system and compare us to other libraries. They then presented their findings to library management. That PowerPoint presentation was shown to the Board.

The PowerPoint outlined various observations about Pierce County Library System. Looking at the library from a customer's perspective, the consultants identified a number of strengths, including hours/accessibility and exceptionally well-maintained and inviting grounds and facilities. They noted that the libraries were lively environments with lots of people. In addition, they noticed strengths from the staff perspective, including camaraderie and commitment to improved business processes.

The presentation then noted some areas for improvement. An emphasis on customer focus permeates the mission, vision and values, however the library needs some improvement in this area. They noted the need for staff engagement of the customer and understanding of the community we serve, more promotion of reading, integration of reference into the entire service, service for people with mobile IT devices and other areas.

They suggested additional data the library should be collecting, including branch base community profiles and customer activity data. They then noted strengths that the library can leverage to develop in the future, including merchandising, teen services, outreach, learning organization model and other areas.

They challenged the library to look more closely at our services and activate our mission. "To bring" implies that we come out from behind the desk and into the community. "The world of information and imagination"; we are doing fairly well at this, but we need to ensure that we reach **all** of the "people of our community" and become more results oriented.

ANNOUNCEMENTS

There were no announcements.

ADJOURNMENT

The meeting was adjourned at 5:40 pm on motion by Mr. Matsusaka, seconded by Mr. Wagner.

Secretary

Chair