



# King County Library System

## Board of Trustees

### KCLS Service Center

4:30pm ♦ 26 February 2003

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## Motions Approved

### PRESENT

#### KCLS Board

Tobias Washington  
Jim Grayson  
Charlotte Spitzer  
Richard Eadie  
Wai-Fong Lee

#### KCLS Staff

Bill Ptacek  
Bruce Adams  
Linda Glenicki  
Jeanne Thorsen  
Julie Wallace  
Charlene Richards  
Bruce Schauer  
Nancy Smith  
Denise Siers  
Jed Moffitt  
Catherine Lord  
Susanne Woodford  
Cheryl Carrabba

### GUESTS

Eve Phillips  
Joe Phillips  
Laurel Nelson,  
King County Office  
of ER Management;  
Regional Disaster  
Plan

1. Motion to approve 29 January 2003 Board Agenda
2. Motion to approve Minutes of 18 December 2002 Board Meeting Minutes
3. Motion to approve Payroll
4. Motion to approve General Fund #0010
5. Motion to approve Construction Bond Fund '88 #3020
6. Motion to approve Gift Fund #6010
7. Motion to approve Issaquah Library Capital Facility Area Fund #381
8. Motion to approve Redmond Library Capital Facility Area Fund #380
9. Motion to approve new version/style of Board Agenda
10. Motion to approve participation in the King County Regional Disaster Plan and authorize signature of the financial agreement
11. Motion to approve a proposed resolution for presentation at the April 2003 Board meeting to authorize Linda Glenicki and Bill Ptacek to determine when/if to lock in rates for refunding 1993 bonds
12. Motion to adjourn.

## Call to Order

President Tobias Washington called the meeting to order at 4:45 pm.

## Public Comment

President Washington asked if there was any public comment. Shoreline Board member Eve Phillips thanked the Board for its support of Talk Time at the Shoreline Library.

## Approval of the Agenda

Bill Ptacek requested an addition to New Business, item #3, Vashon Library Art Committee. President Washington asked if there were any other proposed revisions or modifications. There were none.

**Charlotte Spitzer moved approval of the addition to New Business, Jim Grayson seconded and the motion was approved.**

## Approval of Minutes

Charlotte Spitzer noted a typographical error on page 1, to change "open house" to "open hours," and on page 3, next to the last line to remove the word "for" and change to "from the library."

**Wai-Fong moved approval of the Minutes with the change; Charlotte Spitzer seconded and the motion passed unanimously.**

## Finance Report

Linda Glenicki reported on the results for January 2003. Last year our average monthly budget was \$5.4 million and this year it is \$6.0 million, and in January we spent \$4.5 million. We will officially close 2002 at end of this week and report final figures next month. She noted the format of the revenue report has been changed slightly to pull some of the larger items out of the miscellaneous category. Lastly, into March, we are coming into the

period when we are low on cash and will borrow \$2 million from the LOC in March. Tobias Washington noted that property taxes show a significant increase in the 2003 budget –Linda noted this is because of the lid lift.

She also noted that in 2002 we collected a greater amount of the property taxes due to us than historically. Richard Eadie said the interest rate on delinquent property taxes is 12%, which may have had an added incentive.

## **Payment Of Bills**

**Jim Grayson** moved approval of Payroll Expenditures for December 2002 in the amount of \$1,893,975.50; dated January 1-15 check #s 42125-43053; 11426114497 and January 16-31 check #s 43054-43973; 114498-114737; Charlotte Spitzer seconded and the motion passed unanimously.

**Charlotte Spitzer** moved approval of General Fund #0010 Expenditures December 2002 in the amount of \$3,804,761.00. The following voucher/warrants are approved for payment: Checks (1/08) #42476, 42658, (1/10)#42659-42792, (1/13) #42811-42918, (1/16) #42919-43122, (1/17)#43140-43168;43169-43171 (1/21) #43173-43230; (1/23)#43233-43325, (1/24) #43347-43503, (1/29) #43504-43506;43512-43539, (1/30) #43540-43541, (1/31) #43542-43652, (2/3) #43680-43682, (4/2) #43683-43807, (2/5) #43808-43840; 43841-43843; 43846, (voids) #42540-42877;42491;43382;43383. **Wai-Fong Lee** seconded and the motion passed unanimously.

**Richard Eadie** moved approval of Construction Bond Fund '88 #3020 Expenditures December 2002 in the amount of \$78,614.19; Checks (1/10)#42793-42803; (1/16)#43123-43134; (1/21) #43231-43232; (1/23)#43326-43346; (1/29)#43507-43511; (2/5)#43844;43847. **Jim Grayson** seconded and the motion passed unanimously.

**Wai-Fong Lee** moved approval of Gift Fund #6020 Expenditures for December 2002 in the amount of \$7,634.41; checks (1/10)#42804-42810, (1/16)#43135-43139; (1/17)# 43172; (1/31) #43672-43679; (2/5)#43845;43848. **Richard Eadie** seconded and the motion passed unanimously.

**Jim Grayson** moved approval of the Issaquah Library Capital Facility Area Fund #381 (ILCFA) Expenditures in the amount of \$8,302.13; check (2/5)#43850. **Wai-Fong Lee** seconded and the motion passed unanimously.

**Charlotte Spitzer** moved approval of the Redmond Library Capital Facility Area Fund #380 (ILCFA) Expenditures in the amount of \$9,141.38; check (2/5)#43849. **Richard Eadie** seconded and the motion passed unanimously.

## **Director's Report**

**Bill Ptacek** said he met with City of Tukwila council this week. The meeting turned into more of a roast, and he was the roastee. Some members of the public were upset that the Tukwila Library would be closed when the new Tukwila Village Library opens. Bill said this is reminiscent of 12 years ago when the City came to us to consolidate the two libraries. At that time citizens from the Tukwila hill came out impassioned about maintaining both libraries. People are concerned about the potential closure of the library, and there does exist an older agreement between the Library District and City of Tukwila that states we are committed to maintaining the libraries. The City wants KCLS to sell the Foster Library property to get access for a teen center. **Bill Ptacek** said circulation costs are high at the Tukwila Library; it is not efficient nor well used. **Richard Eadie** asked what would happen to the property if the library closes. **Bill Ptacek** said the City owns the building. It is close to the Tukwila City Hall, and it is in bad condition. It may be better used as a historical museum.

Another area of controversy is Vashon Island. There is some concern about the arrangement of materials, the approach to collection development, and other areas. **Bill** noted he was scheduled to work there last week on the reference desk and spent much of the evening explaining what KCLS is attempting to do there regarding weeding of the collection.

**Bill Ptacek** noted there are many bills this year related to libraries in the legislature. At some point in time we may need Board members to weigh in on things. **Tobias Washington** said the filtering bill seems to indicate that KCLS will need to filter at levels not previously done. **Bill Ptacek** said this law would reverse the way it is currently done, and children's areas would be totally filtered unless the parent requests otherwise. The bill has since been amended to read that everything in the libraries needs to be filtered, which is contrary to the Constitution.

Jim Grayson asked if there is any movement to eliminate super majorities. Bill Ptacek said there doesn't seem to be any. It is not uncommon to require 60% for bond issues across the nation. Bill Ptacek said an excess levy for multiple years is being reviewed for areas other than libraries.

## **Public Services**

Nancy Smith reported that branch circulation was up 7% and holds increased 21% and this is one of the several successive months that it has gone up. This is a blessing and a curse. The challenge is finding space to place the holds until they are picked up. It is up 127% at Crossroads. Now, in order to shelve the holds they have had to remove materials. Charlotte Spitzer asked what the percent of holds not picked up is. Jim Grayson asked if it would be possible to route the items to the library closer to where the patron resides. Bruce Adams said that a large number holds are being made from home, and they select that site because of parking and other reasons. Even Bellevue patrons have been making this choice. Robin Rothschild reported to the Bellevue Board that there is a relationship between the two libraries. Tobias Washington said it speaks to the success of Crossroads. Bruce Adams said he was there yesterday to identify a place for more holds and believes there is short-term fix for it. Nancy Smith said they might need a bit more space to dispense holds from at the mall. Denise Siers added that 65% of holds are placed remotely, so it is a difficult situation because the number of holds will imbalance the items in the libraries and this is a system-wide issue. Nancy Smith said the materials budget increase would add more need for more space.

## **Collection Management Services**

Bruce Schauer said Choice Reads is still very successful, and the data sheet in the Board packet shows the turnover rate. Shipping activity reflects what is going on at the branches, and there is an 11% increase in the box count. CMS and ITS are looking into providing ebooks to patrons to the catalog and web page which will allow patrons to download to PDA or ebook reader. Weeding continues at the branches. A help page has been added to show patrons how to place holds in the new IPAC. Wai-Fong Lee asked whether it shows how many people have a hold on an item. Bruce Schauer said yes, as well as how many copies are available so you can see how long the wait is. You can also check online or by phone.

## **Planning Committee**

### **Board Meeting/Agenda Change**

Charlotte Spitzer said the recommendation has been made to change the arrangement of Board meetings to make good use of member time and Board time in order to get the salient business items done at the front. Bill Ptacek said if the Board wants to move forward with this, future agendas will reflect this change. Bill said the agenda sample shows the action items up front, the appropriate report/s that amend and require action. Anything that does not require action has been included under Reports or information items. There will also be other discussion items and others that are just information items for the Board. Tobias Washington said we can always change the agenda to accommodate a special condition, such as last month's Black Diamond development. Depending upon what is needed from the public, we can modify the agenda to that effect. The Board agreed that they like the change to the format.

**Charlotte Spitzer moved approval of the change to the Board Agenda; Wai-Fong Lee seconded and the motion passed unanimously.**

### **Election Results**

Linda Glenicki provided (color copies for the Board) results by legislative district and ranked by percent approval rate. Our results did not reach 60% in any district. Looking at the change in approval versus the lid lift, we dropped 11.5 points overall, and saw that drop to spread widely over the district, not concentrated in small areas.

She noted the largest 6 districts make up over two thirds of our voter base. The charts provide an overview of comparison. The third page shows that school district elections really drove the voter turnout up. One of the

questions Richard Eadie asked at the Planning Committee was how results compared to school district results. We had a theory that it drove our figures. There is not a whole lot of hard data to go on since so few school districts were on the ballot this year, but the data that does exist shows that in those areas our results lagged the school results.

Bill Ptacek said we have heard more potential reasons why we didn't pass. One is the economy (Hebert would have now predicted 48-52%) or only issue on the ballot (but we got 27% turnout, which was what the consultants had predicted.) Not having more school districts or none of the big ones was a factor. In order to have won, we would have needed to turn 13,000 no votes into "yes," or bring out the additional 32,000 yes votes. The votes occurred from 25,000 walk-in and 150,000 mail-in. We believe the absentee voters didn't have enough information – they got the ballots prior to information from radio, TV or otherwise, and they had no idea what it was going to cost them. Tobias Washington thinks there may be confusion by the public on difference between capital and operating costs. Bill Ptacek said we could have mailed informational packets to everyone in the county but we didn't know. And the media did not cover the story until about a week prior to the election. Charlotte Spitzer said the amount requested is a daunting amount – and if they had known it would only have cost on average \$24 per household it might have made a difference.

Bill Ptacek said it was not heavily promoted or advertised in the library and it cost us in the election. We have a huge number of people coming in our doors every month. The silence may have indicated it wasn't as important to us as it was. Julie Wallace said one informational piece is allowed to be produced and distributed, however it must be mailed to everyone in the county. It can be placed in the library, but you cannot hand it out. Richard Eadie said we might want to consider a mailing at another time, and provide it earlier. There are so few people that actually get their information from the editorial section. Tobias Washington said that it should be noted that we took a safe and sane approach to this capital campaign ballot more from looking internally and at our vision and may have taken on a more academic and library approach. He said to be careful to not self criticize too much. Another issue with the media is getting them to focus on what you tell them. Julie Wallace said the news reported accurately on the need and cost per household. But the information wasn't there early enough.

Bill Ptacek said the big question is what happens next. Yesterday the Bellevue Regional Library Board and Friends groups indicated they want a longer lead-time, etc and to use the Friends more, so that people have enough information to have it in context. Bill Ptacek proposed keeping the Planning Committee studying this for future. Richard Eadie commented on the many outside features that had an impact on the vote. Tobias Washington said we should give credit to all the people who helped get this prepared including staff, friends, focus groups, consultants. The friends groups want to take another run at this. Richard Eadie said we should take another look at the friends groups and ask them what they think would make a difference in the future.

### **Omnibus Legal And Financial Agreement**

Charlotte Spitzer said we agreed that we should join with the county in overall emergencies. Susanne Woodford has been taking on the task working with the safety committee and emergency response committee to create a plan. In the process we made the connection with King County, and Lauren Nelson who is project manager with the King County Office of Emergency Management. After the earthquake, we talked about how we could cooperate and both benefit with King County and the Library System will get benefit from this. Should something happen, this will provide facilities, staff, equipment and vice versa. We would assign a staff member for this project. It is collaboration between public private and non-profit. The only other state that is doing this is California. It is mandated in California. The King County project is being done so that we can collectively respond collaboratively together. Charlene Richards said they are hoping for a motion. Tobias Washington asked if this is subject to legal review. Charlene Richards said our attorney has not reviewed this. Bill Ptacek noted that is because the agreement has been approved by so many jurisdictions within the County.

**Richard Eadie moved that we approve to participate in the King County Regional Disaster Plan, and authorize signature of the financial agreement; Charlotte Spitzer seconded and the motion passed unanimously.**

## **Customer Contact**

Bill Ptacek reviewed the Customer Contact Project, by offering the major projects, dynamics and issues, the key points for project implementation and the next steps for a related group of projects focused on increasing contact between staff and patrons. Bill noted that we probably need to look at new ways of doing business internally, along with the role of administration. While we are sure that a lot of the customer service changes are appropriate, we need to do some research to confirm. If attention is not paid to the changing needs of the customer, the Library System will not be as relevant. Tobias Washington asked if this was process oriented. Bill Ptacek said we are bringing this to the Board because it all leads back to the Vision Statement. If we are going to do this, we need to move in these directions. We can't get there without doing these, or making these efforts. Charlotte Spitzer asked what the role of the Trustee would be in this activity. Bill Ptacek said we will keep the Board informed, and with all the projects, we believe there must be measurement done to see how well it is going. Jim Grayson said the Genesys procedure provides staff an opportunity to voice their opinions in the System. Bill Ptacek said we will continue with this and there will be other means to get information and opinions. Tobias Washington said this sounds as if this is staff dealing with staff, Bill Ptacek said yes, and also includes the external customer as well. This works on two different levels.

In terms of the projects identified, it signals a total process improvement approach which requires internal training to get ready for what you want to do in the organization and then to take outside the organization. Quality improvement gets people out of the defined way of thinking and working. Bill Ptacek said there are other forces that also drive this, such as self checkout. Jim Grayson asked how much technology and marketing will be a factor, and/or outside sources. Bill Ptacek said we know there are certain areas that we need to get assistance. In terms of the reference project, Bruce Adams is going outside KCLS to get help to evaluate this. Bruce Adams said that portion will also rely on new technologies. Bill Ptacek said that no Board action is required on this.

## **Finance Committee**

Linda Glenicki said the State Audit results were discussed at the January meeting and the information in the Board packet was included for the Board.

## **Refunding 1993 Bonds**

As discussed last month we wanted to wait until after the bond election to make any decisions on this matter. Now that we have that information she noted that the refunding opportunity still exists. It would provide a 7.9% net present value savings for the taxpayers, or \$583,000. The one hitch to this is that the bonds technically cannot be refunded until September. She said we would pay a 40 basis points premium for the forward refunding. This premium diminishes between now and September so there is a rationale for delaying the point at which we need to lock the interest rate of the refunding bonds. The bank's suggested approach is that the Board could sign a resolution to delegate authority to Bill Ptacek to authorize the sale of the bonds when the time is appropriate based on a specific defined threshold. If the rates remain flat, they could simply hold on until September and not pay a premium at all. It seems best to move forward with that as it allows the best chance to maximize the taxpayers savings. It will take about two months to get the paperwork together. Richard Eadie asked about forecasts of interest rates. Tobias Washington said there are a number of opinions, but he thinks that it will remain flat, and he asked Linda Glenicki when the authorization would be needed. She said it will be available for signature at the April Board meeting. Tobias Washington asked to have it reflected in the minutes as a proposal by the Finance Committee to move forward with this at the April meeting.

**Jim Grayson moved approval of authorizing KCLS to begin working with the underwriters and counsel to prepare for a refunding resolution to be presented at the April Board meeting; Richard Eadie and Wai-Fong Lee seconded and the motion passed unanimously..**

Richard Eadie asked about interest rate increase if we have a war. Tobias Washington said we might see approximately a 1%-2% movement inside a year.

## **P.E.R.S.**

Linda Glenicki noted there will be fairly significant increases in the public employees retirement plan contributions (both employee and employer shares) due to the stock market decline. Most of the staff are on the P.E.R.S. 2 plan and they will see slightly more than doubling in their contribution to the Plan. The KCLS portion will increase by slightly under double. Linda Glenicki said she anticipated this and budgeted for it for 2003. The rates are forecasted to climb over the next six years. Richard Eadie said there is House Bill 1149 which calls for the enhancement of P.E.R.S. It gives more service years and encourages people to retire early.

## **Facilities Management Services**

Kay Johnson reported that she was honored to be on the AIA/ALA Library Building Awards Jury for 2003, which ranged from very large projects to small. The Pacific NW was well represented by Seattle Public Library and the University of Washington renovation.

The Shoreline Library self-checkout project is under way and there will be four stations for the public, as well as a seating area. Richard Eadie noted that the Shoreline Library is very busy, and there wasn't a parking place available within half hour after opening. Kay said it would be helpful to acquire one of the properties in the area for additional parking. Bill Ptacek noted therein lies a problem for the System because whatever is used to purchase additional land for parking will be taken away from the materials budget.

There was a Black Diamond meeting yesterday that included our new attorney from Preston Gates & Ellis. We will be able to get a short plat on the site agreed to in January and will move forward with a site use and city council meeting within the next few months. Richard Eadie asked if we have an option on the land. Kay Johnson said yes, and the seller is very cooperative. The document will be ready within the next few weeks. Tobias Washington asked if there were any comments from the people with the alternative site, Kay Johnson said no.

## **Library Connection @ Southcenter Project Update**

Jeanne Thorsen reported that the Foundation Board thinks Southcenter will be a great place to include a library project. The mall owners are supportive of family activities and view KCLS as a quality tenant, once space becomes available. With lots of discussion from the Foundation Board, she is now approaching the mall about a temporary space. They feel it would be very heavily used and attract people to the Connection that do not currently attend other libraries. Since the bond issue did not pass, our case is even more important, as there will be no other KCLS Capital Projects in this area of the county in the foreseeable future. There are several grant requests out. The major question is securing a space at the mall. Charlotte Spitzer said that the Library Connection @ Southcenter will do a major job of bringing that community together.

## **Patriot Act Implication For Libraries**

Catherine Lord is here for any questions. Bill Ptacek noted that judge Eadie reviewed the video. The big issue is the grounds on which the federal law enforcement agencies can get patron information from the library. The need for probable cause is reduced or eliminated in some cases. Once they are in, they can do what they want. The biggest issue is access to business records. These agencies can require libraries to provide someone's use records, and the library cannot even talk about it. We can only make sure the request is appropriate. If they want to do it under the Act it basically changes the ground rules. Richard Eadie said by the nature of the act it makes it difficult to be clear if they are working with proper orders. It is important to know what the protocols are. A subpoena still allows the request to be run through the channels. Another part is emergency planning. You can have great plans, but you need to know and communicate what they are. Tobias Washington said a person's name can be run against a registry from websites as well. The implication for libraries is great and there will be a lot of discussion about it at the ALA Conference in June. The CIPA will be argued before the Supreme Court in mid March.

## **Vashon Library Art Committee**

Bill Ptacek said a Board member volunteer is needed for the Vashon Library Art Committee. This art will be a permanent installation and the Board is always involved with a say in the selection. Jim Grayson volunteered.

### **Black Diamond Library**

Bill Ptacek noted this was reported in the Finance update.

### **Foundation Update**

Jeanne Thorsen said every year the KCLS Board and the Foundation have a reception with the Board. Kari Glover has offered to have it in their new (PG&E) office downtown Seattle. It will be held in either April or May.

### **Adjournment**

President Washington asked if there was anything else to come before the Board.

Richard Eadie reported that Bill Ptacek has been appointed to the King County Governance Commission, which is to review how the county is governed. Bill Ptacek noted that only two people outside of the Seattle area have been selected as part of this committee. Richard Eadie reviewed the process of how the committee came about, noting people were selected in a group process, and one of the names unanimously adopted was Bill Ptacek's.

There was nothing further and the meeting adjourned at 7:15 pm.

**Richard Eadie moved approval of adjournment; Wai-Fong Lee seconded, and the motion passed.**

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Tobias Washington, President

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Richard Eadie, Secretary