



**PRESENT**  
**KCLS BOARD**  
Judge Richard Eadie  
Charlotte Spitzer  
Wai-Fong Lee

**KCLS Staff**  
Bill Ptacek  
Jeanne Thorsen  
Nancy Smith  
Linda Glenicki  
Julie Wallace  
Denise Siers  
Bruce Schauer  
Kay Johnson  
Jed Moffitt  
Jennifer Wiseman

Laurel Steiner  
Jennie Westlund

**GUESTS**

Cory Olson  
Catherine Schaeffer  
Blythe Summers  
Jennifer Peterson  
Perry Stokes

**MOTIONS APPROVED**

1. Motion to approve Board Agenda
2. Minutes from March 24, 2004 were deemed approved
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 Capital Facility Area Fund #381
8. Motion to approve Redmond Capital Facility Area Fund #380
9. Motion to approve KCLS and Local 1652-LM Successor Agreement
10. Motion to approve the new set of Regional Disaster Plan (RDP) documents

**CALL TO ORDER**

President Richard Eadie called the meeting to order at 4:39pm (sans quorum).

**PUBLIC COMMENT**

Public comments were postponed.

**SELF-CHECKOUT PROJECT**

Laurel Steiner, Staff Development Coordinator, reported on Phase I implementation of Self-Checkout (SCKO). She explained that SCKO stations increase the public service points in community libraries and decreases lines from forming. As patrons become familiar with this new service, staff members are increasingly able to assist patrons throughout the library. She shared positive patron comments and highlighted the history of SCKO as follows:

- ❑ Shoreline, Bothell and Covington pioneered SCKO with an early 3M version
- ❑ Federal Way Regional piloted installation of the Codeco Self-Checkout machines. Valley View also received the Codeco Self-Checkout machines and later replaced it with the current modules, which feature flat screen monitors, thin client cases, barcode scanners, receipt printers and numeric keypads.
- ❑ SCKO was installed in all KCLS libraries by February 2004

A low impact installation model used, which required minimal or no facility adaptation to existing library infrastructure. One unit, or two when possible, was installed on the Circulation Desk or another visible location that facilitates workflow. A key factor contributing to the success of this project was the encouragement of staff input, involvement and overall ownership of the project. Training was developed to provide tools to assist managers in facilitation of this transition in their libraries and help staff become familiar with the equipment.

Nancy Smith highlighted the goals for Phase II:

- ❑ Optimize use of SCKO to routinely achieve 80% of all checkouts through Self-Checkout at all locations
- ❑ Assess present set ups for improvements (additions, rearrangements, etc.) and coordinate changes
- ❑ Pursue improved control of Self-Checkout/holds area to minimize theft
- ❑ Determine optimum method for handling high theft items
- ❑ Implement new Self-Checkout module of new Integrated Library System (ILS)

She also described the future of SCKO, including review of existing setups for possible improvements. She emphasized that setups at non-remodeled library buildings will mimic the setup in remodeled ones. Currently, remodeled libraries have new "pod" furniture for SCKO with one staffed "accounts" station at the new

circulation desk and one staff station in the pod for staff working in the SCKO/Holds area. In Phase II, non-remodeled libraries, which generally have SCKO on the existing circulation counter with two or more staff stations facing behind the circulation counter, will retain one staff station to serve as the "accounts" station and one staff station rotated to face the public for staff assisting in SCKO/Holds area. She noted that the new Integrated Library System (ILS) will include a new module for SCKO designed using KCLS priorities.

Laurel Steiner highlighted SCKO circulation statistics and pointed out that there are 20 libraries at 51% to 78% circulation by SCKO (8 of these are at 60% circulation or higher). The KCLS Board expressed support for future developments related to Self-Checkout (SCKO), including eCommerce and efforts to reduce theft. SCKO has served as a relief mechanism for staff; however, the increased volume of circulation and holds help staff to maintain rather than alleviate workload.

### **BOARD ESTABLISHES A QUORUM BEFORE PROCEEDING WITH ACTION ITEMS**

#### **PUBLIC COMMENT**

Cory Olson, a Friend of the Black Diamond Library, commented that reaching a mutually acceptable agreement with Local 1857 Union is imperative to passage of KCLS' Capital Replacement Bond Measure. Since a 60% supermajority is required for the measure to pass, he advised against "negative commentary" that would portray KCLS as a "poor employer and affect the vote for the Bond Issue." He emphasized the prevalence of union ties within the general voting public, and as a supporter of the Bond Measure, asked that KCLS not proceed in a manner that alienates "yes" votes. Richard Eadie noted the Board's recognition of the issue.

#### **APPROVAL OF THE AGENDA**

Charlotte Spitzer moved approval of the revised Agenda. Wai-Fong Lee seconded and the motion passed.

#### **APPROVAL OF THE MINUTES**

There having been no changes to the draft March 24, 2004 minutes, they were deemed approved.

#### **FINANCE REPORT**

Linda Glenicki reviewed the current finances noting expenditures in March were \$5.4 million versus a 2004 monthly budget average of \$6.3 million. March year-to-date expenditures were \$15.5 million or 20.3% of budget. Although the 2004 spending rate versus budget is running ahead of the 2003 rate, it is behind the 2001 and 2002 rates. The 2003 spending rate was lower than normal because the 2003 budget included a larger-than-normal annual increase from the lid lift. March year-to-date revenues of \$3.9 million represent 5.3% of the 2004 budgeted revenue. The "Other Taxes" category represents leasehold excise taxes, receipt of which is running 50% behind 2003 (the timing of these revenues is unpredictable). Grant revenue has declined due to completion of the Wallace Foundation grant and accounting procedures changes for recognizing AmeriCorps grant revenue.

Finally, Linda Glenicki called out the following General Fund expenditure items:

- **Supplies:** Major expenditures for March include \$66,000 for 675 Microsoft Office Pro licenses, \$38,000 for 80 LCD flat-screen monitors, and \$21,000 for library cards/fobs and card images.
- **Staff Development:** Expenditures show a growth rate over 2003 of 53%, driven primarily by the 2004 PLA conference attended by 192 KCLS employees.
- **Professional Services:** This category shows an increase of 87% versus last year, although the percentage of budget spent remains low at 15.7%. Expenditures include \$21,000 for Poetry Month programming, \$19,000 to the collection agency for outstanding fines and fees exceeding \$25, and \$18,000 for Labor Ready services to augment Shipping Department staff.
- **Advertising:** Expenditures include \$6,000 for radio spots on KUOW, \$4,000 for TV spots on KONG, \$2,000 for outdoor advertising and \$3,000 for advertising in publications.
- **Capital Outlay - Materials:** Expenditures of \$717,000 includes \$124,000 to Gale and ProQuest as partial payments for our subscriptions to various online databases.

Linda Glenicki explained that the "Contracts" line, which shows no year-to-date revenue, represents the semi-annual payment from the Department of Adult and Juvenile Detention. SPL payments of \$104,000 are payable to

the "Contract" line, but are not budgeted for. She also pointed out that Investment Interest has increased as rates and KCLS' fund balance have risen. Expenditures for insurance premiums are due in May.

#### PAYMENT OF BILLS

Charlotte Spitzer moved approval of Payroll Expenditures in the amount of \$1,977,868.06; Checks March 1-15<sup>th</sup> Chk#: 69247-70241; 120726-120927; and March 16-31<sup>st</sup> Chk#: 70242-71249; 120928-12114. Wai-Fong Lee seconded and the motion passed unanimously.

Wai-Fong Lee moved approval of General Fund #0010 Expenditures March 2004 in the amount of \$5,467,881.29; (Travel Advances) Chk #689-691, (3/12) Chk #61150-61294, (3/17) Chk #61295-61536; 61588-61708, (3/18) Chk #61709-61712; 61713-61715, (3/25) Chk #61716-61883, (3/29) Chk #61890-62034, (3/30) Chk #62056-62113, (4/1) Chk #62114-62206; 62227-62311; 62312-62314, (4/2) Chk #62317, (Voids) Chk #61250. Charlotte Spitzer seconded and the motion passed unanimously.

Charlotte Spitzer moved approval of Construction Bond Fund '88 #3020 Expenditures March 2004 in the amount of \$117,194.26; (3/17) Chk #61537-61578, (3/25) Chk #61884-61889, (3/29) Chk #62035-62047, (4/1) Chk #62207-62226, (4/2) Chk #62318. Wai-Fong Lee seconded and the motion passed unanimously.

Wai-Fong Lee moved approval of Gift Fund #6010 Expenditures for March 2004 in the amount of \$6,284.05; (3/17) Chk #61579-61586; 61587, (3/29) Chk #62048-62055, (4/1) Chk # 62315-62316, (4/2) Chk # 62319, (Voids) Chk # 61583. Charlotte Spitzer seconded and the motion passed unanimously.

Charlotte Spitzer moved approval of the Issaquah Library Capital Facility Area Fund #381 (ILCFA) Expenditures for March 2004 in the amount of \$758.54; (4/2) Chk #62321. Wai-Fong Lee seconded and the motion passed unanimously.

Wai-Fong Lee moved approval of the Redmond Library Capital Facility Area Fund #380 (RLCFA) Expenditures for March 2004 in the amount of \$19,475.13; (4/2) Chk #62320. Charlotte Spitzer seconded and the motion passed unanimously.

#### KCLS AND LOCAL 1652-LM SUCCESSION AGREEMENT

Bill Ptacek explained that the bargaining teams representing KCLS and Local 1652-LM began meeting in December 2003. After six meetings, a tentative agreement was reached and ratified by the bargaining unit members on March 9, 2004. Charlene Richards said this is the third contract negotiated with this union and highlighted the following changes:

- ❑ Management Rights are not subject to grievance procedures except as limited by Agreement provisions.
- ❑ Discipline of post probationary employees is for cause. Discipline will not include oral reprimand.
- ❑ The Library will provide a composite reimbursement amount for safety boots, rain gear and approved work clothing or equipment of up to \$150 for year 2004 and \$200 for years 2005 and 2006. Previous amounts were \$125 for safety boots and \$75 for other items every two years.
- ❑ Delete the Peer Review process from the Grievance Procedures and add an arbitration option following the decision of the Library Director. Electing the grievance procedure precludes use of other administrative remedies.
- ❑ Wages will increase 1% effective January 1, 2004. Effective January 1, 2005 and 2006, the salary schedule will be the same as the applicable salary schedules in effect for library employees generally (not less than 1%). Premium pay for landscaping duties will increase from \$0.60 to \$1.00 per hour and lead duties will increase from \$0.60 to \$0.75 per hour.
- ❑ The current practice of deducting bereavement leave hours from the sick leave or vacation leave banks after an employee's requested leave exceeds the allotted bereavement hours for the specific family member was incorporated.
- ❑ The probationary period for new employees will increase from six months to twelve.

Charlene Richards asked the Board to authorize the Director to sign the Agreement between KCLS and the Washington State Council of County and City Employees, AFSCME, AFL-CIO, Local #1652-LM effective upon signing through December 31, 2006. Charlotte moved approval of the KCLS and Local #1652-LM Successor Agreement as negotiated. Wai-Fong Lee seconded and the motion passed unanimously.

## REGIONAL DISASTER PLAN

The Regional Disaster Plan (RDP), composed of thirty support documents known as Emergency Support Functions (ESFs) and appendices, is a voluntary plan intended for participating organizations within King County to assist each other in disaster situations. To date, the RDP Task Force has completed the Basic Plan and Omnibus Legal & Financial Agreement, five ESFs and four appendices. As ESFs are completed each year, new sets of documentation are forwarded to the partners for review, adoption and signature. By signing, the KCLS Board demonstrates KCLS' commitment to the Regional Disaster Plan (RDP). The RDP Task Force is also focusing their efforts on training and implementation of the current completed documents. As a partner in the Regional Disaster Plan (RDP), the Board endorses KCLS' participation in the RDP training program. Charlene Richards asked that at a Board Member participate in the Third Annual Elected Officials Workshop on Monday, May 3. Wai-Fong Lee agreed to attend the workshop on behalf of KCLS. Richard Eadie, who will also attend the workshop, will attend as a representative from the King County Courts. Wai-Fong Lee moved approval of the new set of Regional Disaster Plan (RDP) documents. Charlotte Spitzer seconded and the motion passed unanimously.

## AGREEMENT WITH UNIVERSITY OF WASHINGTON iSCHOOL

Bill Ptacek presented the draft "Agreement for Services" to be made between KCLS and the University of Washington iSchool. The document outlines the "Services to be provided by the iSchool" in exchange for \$60,000 (payable in three equal installments) towards establishment of a Beverly Cleary Chair. He called out the following deliverables:

- ❑ Periodic continuing education programs to staff and/or patrons of KCLS, focused upon library services for children and youth
- ❑ An annual recruitment event (the Cleary Breakfast) to enable representatives of KCLS to meet and recruit potential employees, and to provide an opportunity for dialogue between KCLS and the iSchool concerning community needs for children and youth library services
- ❑ Opportunities to partner with KCLS on programs designed to improve library services for children and youth, and take the lead in obtaining grants and other funding for such cooperative programs
- ❑ Assistance to KCLS in undertaking programs designed to meet needs of children and youth, including without limitation, consultation on program development
- ❑ Collaboration with KCLS regarding library science research needs particularly focused on children and youth, and share the results of such research
- ❑ Coordination of access for KCLS to unique resources for library and information services for children and youth at the University of Washington
- ❑ Coordination and cooperation with KCLS in providing internship opportunities to iSchool program participants at KCLS

Bill Ptacek expressed concern over the lack of education available in librarianship for those desiring to work with youth. He emphasized the need for the public library community to be involved in selecting the "Beverly Cleary Professor of Children's and Youth Services." He explained that the agreement was drafted by attorney Dan Gottlieb, who will present the final version for Board approval next month.

## MEETING WITH PIERCE COUNTY LIBRARY BOARD OF TRUSTEES

Bill Ptacek said the Pierce County Library Board of Trustees expressed support for a joint meeting this summer. The Pierce County Board agreed to meet with the KCLS Board in August and asked that the meeting be held in a South King County community library. The following have been identified as potential discussion topics:

- ❑ Bond and Levy Lid Lift Elections
- ❑ Reciprocal Borrowing
- ❑ Relations with Cities
- ❑ Effective Communication with Legislators

The Planning Committee will proceed to solidify plans for this joint meeting. Richard Eadie suggested that an informational packet be developed prior to the meeting to be used for comparative analysis.

## COMPETENCY-BASED HIRING PROCESS

At the 2003 Board Retreat, KCLS heard from representatives from Starbucks, Experience Music Project and Washington Mutual about how they use their organization's mission and vision daily. All spoke about the need to incorporate the mission and vision into the employee recruitment and selection process. To ensure KCLS' process met the requirements of the Vision, an expert in selection processes was chosen to audit KCLS' employment process. Implementation of a competency-based hiring process, which commits the organization to "hiring the smile and training the skills," resulted from the audit.

After a committee established the essential competencies for Library Assistant, Lead Library Assistant, Librarian, Assistant Managing Librarian and Managing Librarian, about 40 staff members were trained in the competency-based interviewing process. Interviews of a sample of existing KCLS employees were then completed to help verify that the competencies identified for successful employees in each job category were applicable. Charlene Richards provided a snapshot of the strongest and weakest competencies at various staff levels. She noted that while the competencies were rated on a level of 1.0 (weakest) to 4.0 (strongest), the sample of KCLS staff interviewed rated between 3.0 and 4.0 on all competencies.

Charlene Richards outlined the recruiting, screening and hiring process:

- ❑ Interested parties complete the new, shorter employment application
- ❑ Human Resources reviews the application for the minimum qualifications
- ❑ Competency-based trained interviewers perform telephone interview to screen for general competencies
- ❑ Competency-based interviews are performed by trained interviewers to establish if the candidate possesses the required job-specific competencies
- ❑ Mini-Assessment is conducted in which candidates demonstrate competencies through a variety of selection methods such as role playing, physical ability tests, or work product demonstrations (Story Time, book talk, etc.)
- ❑ Reference Check

When the steps above have been successfully completed, applicants are invited into the hiring pool where they are eligible for substitute and/or regular employment. When a KCLS position opens, a group of qualified and screened applicants will be available to hire from. Charlene Richards explained that the process takes more time at the front end, but provides library managers with a more immediate response when position need to be filled. She said the substitute hiring pool should be ready to use by July 12 and the pools for non-substitute job categories should be ready for use by Labor Day. The competency-based evaluation process will also be incorporated into existing employees' Performance Reviews.

## DIRECTOR'S REPORT

Bill Ptacek referred the Board of Trustees to his written report but highlighted the following:

- ❑ Bill Ptacek announced Tobias Washington's resignation from the Board. His letter of resignation explains: "This was a difficult and heart wrenching decision based partly on the need to be closer to aging family members, but mostly on staffing realignments at work and the need for employment by both members of our family." Tobias Washington wanted to "communicate [his] appreciation to all of [his] fellow Board Members and to [KCLS] staff for their patience and collaboration in designing strategies to execute the KCLS mission." *KCLS requested that King County Executive Ron Sims fill this vacancy.*
- ❑ The Tukwila Library celebrated its reopening on April 10 with a steady stream of visitors, including Tukwila Library Board members and a group of Tukwila firefighters. Families in attendance seemed pleased with the changes. Invited city officials declined to participate. Bill Ptacek referenced the "Update on Library Issues" report to the Tukwila City Council that concludes by stating that the City will "give the new configuration a chance to work for a few months before they declare it a failure."
- ❑ The Bond Election Steering Team (BEST) recently concluded two months of Staff Satellite Information Sessions to inform and educate KCLS staff about the measure and to prepare them to effectively respond to patron questions and comments. A total of 24 sessions were conducted with more than 600 staff attending. As part of our effort to inform the County about the upcoming bond measure, KCLS also plans to provide similar presentations at City Council meetings for each of the cities in our service area.

- ❑ The Muckleshoot Tribe contacted the Auburn/Muckleshoot library manager to arrange a preliminary discussion, which would preclude a presentation to their Planning Committee and ultimately their Tribal Council. KCLS does not want to acquire or own tribal land, but needs the Tribe's help to lease or obtain long-term access to property near the Auburn-Enumclaw Highway for a new library. At the same time, the Bond Campaign group is seeking financial help from the political arm of the Tribe. A number of these campaign supporters already work with the Tribe.

## PUBLIC SERVICES REPORT

Nancy Smith said March circulation had increased 8% in the community libraries and 7% system-wide. She mentioned that all community libraries now have Self-Checkout, which accounted for 53% of circulation. Three libraries (Fairwood, Kent Regional and Maple Valley) achieved more than 70% of circulation via Self-Checkout.

## COLLECTION MANAGEMENT REPORT

Bruce Schauer highlighted the following CMS activities:

- ❑ CMS staff has been busy cataloging and processing materials for the Library Connection @ Southcenter opening day collection
- ❑ As part of CMS Readers' Advisory services, Maren Ostergard created a list of easy fiction new reads for the KCLS website
- ❑ Angie Benedetti attended the eBooks in Public Libraries Conference in New York and made a well-received presentation about eBooks at KCLS
- ❑ As a result of continually increasing circulation and holds volumes, the box volume in the Shipping Department also increased 23%.

## FACILITIES REPORT

Kay Johnson highlighted the following FMS activities:

- ❑ After meeting with the property owner, KCLS consultants were authorized to prepare the legal descriptions and calculations for the Robert's Drive short plat application. Bassetti Architects is working to complete the application and deliver it to the City's Planning Commission, which will determine if the documentation is complete, will schedule a hearing and prepare a notice and signs for this procedure.
- ❑ KCLS received 10 submittals from consultant teams interested in providing the condition assessment and corresponding planning documentation and reports. Four teams will proceed to be interviewed.
- ❑ The electrical inspector caused a two-day delay after demanding cable supports for the overhead distribution system, replacement of electrical wiring and UL listing labels on everything at the Library Connection @ Southcenter. With a temporary certificate of occupancy, the library will open May 7 or 8.
- ❑ The City of Redmond has made arrangements for the construction of a replacement City Hall and new parking garage. Current plans call for the former library to be demolished and made into a new parking lot. The City is to provide additional parking for library use (preliminary plans show 26 of 83 new surface parking stalls are labeled for KCLS use).
- ❑ An electrical short caused a fire in a lighted display case at the Shoreline Library. Staff promptly called the fire department and vacated the library. Damage was limited to the display case itself (\$2,500).
- ❑ The interim renovation work was completed at the Lake Forest Park Library, which was reopened in March. Space plan adjustments are underway to expand Choice Reads and the children's area.

## ADJOURNMENT

President Richard Eadie adjourned the meeting at 6:44pm.

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Richard Eadie, President

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Wai-Fong Lee, Secretary