



PRESENT

KCLS BOARD
Judge Richard Eadie
Wai-Fong Lee
Charlotte Spitzer

KCLS Staff
Bill Ptacek
Linda Glenicki
Kay Johnson
Charlene Richards
Bruce Adams
Denise Siers
Bruce Schauer
Nancy Smith
Julie Wallace
Jeanne Thorsen
Jed Moffitt
Jennifer Wiseman
Tom Joselyn
Elsa Steele
Nancy Henkel
Cindy Richardson

GUESTS
Will Knedlik
Sonia Scarseth

MOTIONS APPROVED

1. Board Agenda was deemed approved
2. Minutes from June 30, 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

CALL TO ORDER

President Richard Eadie called the meeting to order at 4:34pm.

PUBLIC COMMENT

Will Knedlik, a local taxpayer and avid library user, said he will lead the preparation of the statement opposing the September 14th bond measure for inclusion in the Voters Pamphlet. He said sale of bonds is ill-advised at this time and mentioned that he plans to write and submit opinion pieces to the major daily and weekly newspapers, as well as send notices or make presentations to numerous community groups in King County. He thanked KCLS staff for helping him obtain the information needed to "fairly present key fiscal issues in an opposition statement."

APPROVAL OF THE AGENDA

There having been no changes to the agenda, it was deemed approved.

APPROVAL OF THE MINUTES

There having been no changes to the draft June 30, 2004 minutes, they were deemed approved.

FINANCE REPORT

Linda Glenicki reviewed the current finances noting expenditures in June were \$6.6 million versus a 2004 monthly budget average of \$6.3 million. June expenditures include nearly \$1.0 million in one-time costs related to technology projects. June year-to-date expenditures are \$33.7 million or 43.3% of budget. Year-to-date expenditure growth is at 8.8%. June revenues were \$1.0 million, bringing year-to-date revenues to \$38.6 million or 51.9% of the 2004 budgeted revenue of \$74.4 million. KCLS received \$39,000 in leasehold excise taxes in June bringing KCLS to 71% of budget in that category. Investment interest is running 13.7% behind 2003, due to lower interest rates from the County Pool than last year, as the Pool's average duration declines. While this year's rates are lower, the Pool still earns KCLS more than ¾ of point higher than the 90-day Treasury bill rate. Linda Glenicki called out the following General Fund expenditure items:

- ❑ **Supplies:** Expenditures include expenses for upgrading staff computers at the Service Center (\$60,000 for computers, \$14,000 for LCD monitors and \$12,000 for software).
- ❑ **Repairs & Maintenance:** Expenditures include \$175,000 for normal monthly maintenance expenses. Other large expenditures include \$21,000 for HVAC work at Bellevue Regional and the Service Center, \$12,000 for roof repairs at Foster and \$11,000 for pavement sealing at the Kent Regional.
- ❑ **Capital Outlay - Furniture and Equipment:** The full-year budget for this category of \$2.7 million reflects the \$1.5 million budget revision approved by the Board at the June meeting. June expenditures

include \$674,000 to Crisplant for the initial down payment for the Automated Materials Handling (AMH) system. An additional \$307,000 reflects two progress payments for the new Integrated Library System.

PAYMENT OF BILLS

Wai-Fong Lee moved approval of Payroll Expenditures in the amount of \$1,981,937.91; Checks June 1-15th Chk#: 75270-76288; 121983-122193; and June 16-30th Chk#: 76289-77302; 122194-122404. Charlotte Spitzer seconded and the motion passed unanimously.

Charlotte Spitzer moved approval of General Fund #0010 Expenditures June 2004 in the amount of \$6,647,440.13; (Travel Advances) Chk #703; 704; 705; 706; 707; 708, (6/3) Chk #64773-64905; 64946; 64947-65000, (6/8) Chk #65001-65011, (6/9) Chk #65012-65115, (6/11) Chk #65116-65248; 65281-65358, (6/21) Chk #65359-65362; 65363-65374, (6/22) Chk #65375-65601; 65602; 65603-65681, (6/24) Chk #65711, (6/25) Chk #65714-65809; 65811-65940, (6/30) Chk #65965; 65966-65976; 65977-65980, (7/1) Chk #65981-66107, (7/2) Chk #66127-66260; 66261, (Voids) Chk #64979; 64896; 65189. Wai-Fong Lee seconded and the motion passed unanimously.

Wai-Fong Lee moved approval of Construction Bond Fund '88 #3020 Expenditures June 2004 in the amount of \$188,502.93; (6/3) Chk #64906-64938, (6/11) Chk #65249-65273, (6/22) Chk #65682-65709, (6/24) Chk #65712-65713, (6/25) Chk #65810; 65941-65958, (7/1) Chk #66108-66126, (7/2) Chk #66262, (Voids) Chk# 65263. Charlotte Spitzer seconded and the motion passed unanimously.

Charlotte Spitzer moved approval of Gift Fund #6010 Expenditures for June 2004 in the amount of \$19,433.43; (6/3) Chk #64939-64945, (6/11) Chk #65274-65279, (6/25) Chk #65959-65964, (7/2) Chk# 66263. Wai-Fong Lee seconded and the motion passed unanimously.

Wai-Fong Lee moved approval of the Issaquah Library Capital Facility Area Fund #381 (ILCFA) Expenditures for June 2004 in the amount of \$6,242.38; (6/11) Chk #65280, (7/2) Chk #66265. Charlotte Spitzer seconded and the motion passed unanimously.

Charlotte Spitzer moved approval of the Redmond Library Capital Facility Area Fund #380 (RLCFA) Expenditures for June 2004 in the amount of \$5,741.01; (6/22) Chk #65710, (7/2) Chk #66264. Wai-Fong Lee seconded and the motion passed unanimously.

KIRKLAND COMMUNITY STUDY

Tom Joselyn, Managing Librarian of the Kirkland Library, presented the Kirkland Library Community Study, which was provided in print format. Tom Joselyn summarized the geography, history and demographics and Denise Siers introduced some of the following recommendations:

Education, Youth and Reading Initiatives:

- Promoting usage of World Language collections to schools with the greatest need
- Introduce multicultural story times in Asian languages
- Explore partnership with Evergreen Hospital to promote early literacy
- Introduce browsers to Reader's Advisory tools and provide dedicated PCs in the fiction stacks
- Coordinate an unobtrusive survey of fiction readers' browsing habits with the iSchool
- Expand assistance to local book clubs and host a book club open house
- Implement Roving Reference, including reference desk reconfiguration and new phone equipment

Collection:

- Increase collection of attractive media titles, DVDs, CDs and audio books
- Evaluate the size and scope of the reference collection
- Increase popular fiction, non-fiction and homework titles to coincide with patron use

Technology:

- Install dedicated PCs in the fiction area (Reader's Advisory) and the non-fiction area (Roving Reference)
- Install Internet Café counters in window alcoves and expand broadcast of Wi-Fi from the library

Facilities:

- Create a more friendly environment by identifying and installing an acoustical solution
- Improve physical layout, including a small reference desk, improved signage and quiet adult reading area

Community:

- ❑ Be pilot site for the Customer Experience Project by using the norms of Customer Service mapping
- ❑ Develop relationships with local colleges (i.e. Lake Washington Technical College)
- ❑ Resurrect the Kirkland Library Arts Committee

Tom Joselyn explained that a 5,000-square-foot expansion of the library is dependant on passage of the September 14th bond election.

2004 CAPITAL REPLACEMENT BOND ELECTION EFFORTS

Role of the Bond Liaison and Branch Happenings

With 49 days until the bond election, Nancy Henkel explained she has been serving as the Bond Election Liaison, or point of contact for staff and patrons regarding the bond election. She is currently coordinating with staff to ensure the bond information gets into patrons' hands. She has conducted 21 library visits through which she answers questions, identifies library displays to be duplicated and gauges public reaction to the bond election. She also continues to speak at KCLS staff meetings and community events. Nancy Henkel shared photos of displays at various libraries and said the most frequently asked questions regarding the bond deal with annexation, tax boundaries, and organization of the plan or issuance of the bonds.

Bond Election Steering Team (BEST) Strategic Plan

Grounded in the demonstration of value, KCLS has been employing the following implementation strategies:

1. **Key focus and emphasis on educating library users, staff and stakeholders on the value of KCLS.**
BEST was responsible for conducting two months of Satellite Information Sessions to educate staff about the measure and prepare them to effectively respond to patron questions and comments. A total of 24 sessions were conducted with more than 600 staff attending. The bond election public information went live on www.kcls.org in early April and the public information materials arrived in libraries in May. Banners announcing the election date have also been hung at most community libraries.
2. **Conduct direct outreach to key communities to expand reach of information and build broader knowledge base among voting populations.**
More than 140 community outreach presentations have been made to ensure the communities are aware of the election and understand the need for, cost and benefit of the measure. Presentations have and continue to be made to city councils, chambers of commerce, school boards and local service clubs and community organizations (i.e. Kiwanis, Rotary, Lions, etc.).
3. **Conduct outreach to key local and regional media and serve as a resource to local media.**
While substantial media coverage has been printed in daily, weekly and local community papers, KCLS representatives will proceed to meet with local editorial boards during August.

Election Filing Update

Julie Wallace said KCLS filed the appropriate election materials with King County, Pierce County (Algona-Pacific) and Snohomish County (Bothell). The official ballot title and language was approved by the prosecuting attorney. The explanatory statement, prepared by KCLS' attorney for inclusion in the Voter's Pamphlet, was also approved. The pro statement was finalized by People for Libraries. The bond election postcards will be sent to every household in King County around August 17 (about one week before absentee ballots).

Other

In addition to KCLS' public information effort, a campaign group has organized primarily directed by members of the KCLS Foundation (*People for Libraries*, www.peopleforlibraries.com).

EARLY LITERACY

After showing a video titled "Every Child Ready to Read @ the Library," Bruce Adams highlighted the efforts being made in the area of early literacy. Recent research demonstrates that 80% to 90% of children who are failing reading at the end of 1st grade will still be struggling at the end of the 4th grade. As a result, the Public Library Association (PLA) in partnership with the Association for Library Service to Children and the National

Institute of Child Health & Human Development, developed action plans for libraries with specific curriculum for teaching parents how to teach pre-kindergarten children to read before they get to school. KCLS has also formed an Early Literacy Committee to plan a system-wide focus to include:

- ❑ ***Orienting and training staff about early literacy:*** Staff needs to understand the importance of early literacy and its practical application to their work.
- ❑ ***Public Awareness:*** Develop a significant public awareness campaign for 2005 geared towards parents and childcare providers, including non-English speakers and non-library users. In the interim, bookmarks and posters are being developed to familiarize staff and parents with early literacy.
- ❑ ***Outreach:*** ABC Express will distribute promotional materials and offer parent trainings. Staff will be encouraged to form partnerships with agencies that provide services to parents and young children.
- ❑ ***Programming:*** Provide programs to educate parents about the importance of early literacy and provide them with practical applications. Children's librarians would incorporate early literacy skills into story times and regularly point them out to parents.

The Early Literacy Committee will begin the process by identifying community organizations with a stake in early literacy (i.e. United Way, SOAR, Talaris Institute, etc.) and determine how KCLS can compliment and/or supplement these organizations' activities. The committee is working with a consultant during the discovery phase to help identify target audiences for marketing. Bruce Adams emphasized that the message isn't complicated, but it will be hard to get the attention of parents in order to share the message.

KCLS has partnered with the Foundation for Early Learning, the United Way of King County, the Washington Alliance for Better Schools and the Seattle Public Library (SPL) on a grant application for an Early Learning Opportunity Act project. This 17-month grant would provide funds to allow librarians to attend "neighborhood team meetings," perform workshops for parents and childcare providers, conduct additional story times, and meet with neighborhood kindergarten teachers. The established neighborhood teams include the school principal, kindergarten teacher, parent leaders, etc. from seven schools in Kent, Lake Hills and Shoreline. Successful implementation of this grant program could be expanded system-wide in the future.

CITY OF TUKWILA - PROPOSAL FOR LIBRARY SERVICE

Bill Ptacek presented the most recent letter from the City of Tukwila asking the Board to consider changes in library service at the Tukwila Library. He said the proposed changes occur at a level of operation not typically dealt with by the Board and emphasized that KCLS does not maintain service agreements with cities in KCLS' service area. When cities annex, it is understood that KCLS is responsible for the provision of library services. As recommended by the Planning Committee, KCLS staff developed a response letter highlighting the following:

- ❑ KCLS is proud of the changes made at the Tukwila Library and has received numerous compliments from patrons and local educators.
- ❑ While KCLS spent about \$381,206 on the Tukwila Library and \$841,299 on the Foster Library in 2003, versus \$1.7 million in property tax revenue, the addition of operating expenditures for the Library Connection @ Southcenter, distributed across the same tax base, exceeds the amount of revenue contributed by Tukwila residents.
- ❑ The level of library service in Tukwila has not decreased, merely changed in form. Adequate adult programs and materials are available at the Foster Library and the Library Connection @ Southcenter.
- ❑ Circumstances have changed drastically since KCLS entered into the 1991 Interlocal Agreement.
- ❑ Clarify the role of the Library District in determining library service and encourage the City of Tukwila to participate in providing feedback through identified venues.
- ❑ Tukwila residents have found and begun using the Foster Library, where circulation rose 25% in June (the second highest increase in the System). The Library Connection @ Southcenter also circulated nearly 12,000 items in June, nearly that of the Valley View Library during the same month.
- ❑ The Valley View Library is comparable in size and collection scope to the Foster Library. The small building housing the Tukwila Library (only 1,920-square-feet) cannot approximate the collection housed in the 6,500-square-foot Valley View Library. Foster fulfills that role in Tukwila.

Bill Ptacek said representatives from the City of Tukwila have expressed interest in attending the August meeting. Richard Eadie will make minor edits to the letter before sending it to the Tukwila Mayor.

LIBRARY CLUSTERS

Nancy Smith discussed the creation of library clusters, a practice which has evolved across the country in large library systems as a management strategy to achieve consistency of service and more effectively use staffing dollars and management talent. Generally, one large library is paired with two or more smaller libraries as a cluster. Scheduling and service areas are managed by function rather than by building, so staff can be shared within the cluster. The following libraries are currently clustered:

- ❑ Foster, Tukwila and Skyway
- ❑ Woodinville and Duvall
- ❑ Covington, Maple Valley and Black Diamond
- ❑ Auburn, Muckleshoot and Algona-Pacific
- ❑ Kenmore and Lake Forest Park
- ❑ Lake Hills and Library Connection @ Crossroads
- ❑ Valley View and Library Connection @ Southcenter

Nancy Smith mentioned that in a large System like KCLS, where clustering is a fairly new but increasing practice, there are challenges to overcome, including staff resistance to the change. She presented the following statements of purpose intended to help stabilize the clustering process and achieve consistency:

The purpose of clustering community library operations is to improve customer service through the following outcomes:

1. Implement a consistent application of policies and practices across all KCLS libraries.
2. Promulgate the best practices in operations and customer service.
3. Develop a regional approach to programming, community contacts and promotion of library services.
4. Increase flexibility in assigning staff where they are most needed to meet customer demand.
5. Improve the overall management of community libraries by having fewer managers with a wider scope of responsibility.
6. Provide more variety and a larger range of activities for staff.
7. Provide a wide array of staff to create positive library experiences for the greatest number of patrons.
8. Develop the flexibility and efficiency to support the long-term expansion of KCLS services.

In order for clusters to succeed the following principles and values are essential to the execution of these new configurations:

1. All scheduling should be done for the need of the library to best serve the patrons.
2. Libraries will standardize operations and activities so staff can move easily among the libraries.
3. KCLS' quality service will be consistently available at any size library.
4. An equitable application of scheduling and work requirements will be applied.
5. Clusters will be formed in geographic areas where the libraries are in close proximity.
6. Staff members work well together, respecting differences, supporting KCLS goals and showing a willingness and ability to meet required change.

Clusters will be organized in the following manner:

1. The overall organization of the management will come from the cluster manager.
2. The staff will be organized by function and not location. Staff in the cluster will be familiar and experienced in the operation of all libraries in the cluster.
3. Every staff member will have a work schedule at least two weeks in advance with changes made only as urgent, unexpected circumstances occur.
4. Every cluster will have someone designated to be responsible for:
 - Youth Services
 - Reference Services and Collection Development
 - Scheduling of Librarians
 - Community Relations, including liaison with Friends and Local Advisory Board(s)
 - Circulation Functions and Oversight of Library Assistants
 - Supervision and Scheduling of Pages

Because KCLS plans to continue clustering KCLS libraries, Bill Ptacek emphasized the need for these directional statements, which reiterate and enforce consistent practices amongst the clusters.

DIRECTOR'S REPORT

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

- ❑ The *Bellevue Chamber of Commerce* unanimously endorsed KCLS' bond measure stating that, "there is no other agency we can support that does so much for so many people." The Redmond, Newcastle and Southwest King County Chambers of Commerce have also endorsed the measure.
- ❑ Five *City Councils* have passed resolutions of support for the bond measure, including the cities of Burien, Carnation, Kirkland, North Bend and Snoqualmie.
- ❑ The King County Council voted unanimously on July 27 to confirm the executive's appointment of *Judge LeRoy McCullough* to the KCLS Board of Trustees. At the same meeting, the King County Council also voted to establish the date for a special election regarding annexation of the *Town of Yarrow Point*.

PUBLIC SERVICES REPORT

Nancy Smith said 32 branches reached double digit increases in checkouts in June, resulting in a 17% rise in circulation. System-wide checkouts rose 9%. June marked the highest number of holds filled this year with a 24% increase (18% system-wide growth). Self-Checkout accounted for 56% of circulation in June. More than 8,700 new patron registrations were recorded for June, including 506 from the Library Connection @ Southcenter. This represents a 14% increase over June 2003. She noted the continued increase in usage at the Library Connection @ Southcenter, which circulated almost 12,000 items in June (nearly that of the Valley View Library).

COLLECTION MANAGEMENT REPORT

Bruce Schauer highlighted the following CMS activities:

- ❑ Team weeds occurred at the Auburn, Bellevue Regional, Shoreline and Valley View
- ❑ Angie Benedetti published an article title "Crossing Over" in the June issue of *School Library Journal*
- ❑ Anna Seaberg, Angie Benedetti and Bruce Schauer responded to questions regarding the CD price-fixing settlement. The CDs received will be sold by bLogistics with proceeds going to the KCLS Foundation.

FACILITIES REPORT

Kay Johnson mentioned that revised site plans were prepared and resubmitted to the City of Black Diamond. The City Administrator should approve the package with the condition that KCLS provide a bond sufficient to cover the development costs of public infrastructure improvements including water, sewer and roadwork. This is in lieu of providing the engineering and construction of these public works before the issuance of the short plat. KCLS could complete the purchase agreement and begin the design process by September 2004.

ADJOURNMENT

President Richard Eadie adjourned the meeting at 6:47pm.

Richard Eadie, President

Wai-Fong Lee, Secretary