



MOTIONS APPROVED

1. Motion to approve the Board agenda
2. Motion to approve the November 27, 2007 minutes
3. Motion to approve Payroll expenditures
4. Motion to approve General Fund #0010 expenditures
5. Motion to approve Construction Bond Fund '88 #3020 expenditures
6. Motion to approve Capital Project Fund 2005 #3070 expenditures
7. Motion to approve Gift Fund #6010 expenditures
8. Motion to approve 2008 General Wage Increase
9. Motion to authorize the Director to sign the 1857S Collective Bargaining Agreement
10. Election of 2008 Officers (President and Secretary)
11. Motion that adult accounts with a balance of \$500 or more be credit reported if not paid in full within 120 days after being sent to collections
12. Motion to approve the 2008 Budget

CALL TO ORDER

Lucy Krakowiak called the meeting to order at 5:08pm.

APPROVAL OF THE AGENDA

It was suggested that the Adoption of the 2008 Budget occur after the Public Forum. **Richard Eadie moved approval of the agenda as amended. Jessica Bonebright seconded and the motion passed unanimously.**

FINANCE REPORT

Linda Glenicki reported expenditures in November were \$6.1 million compared to a monthly budget average of \$7.2 million. This brings year-to-date expenditures to \$70.6 million or 81.7% of the budget compared to November year-to-date expenditures in 2006 of \$67.8 million, which represented 82.6% of the budget.

The following general fund items were called out:

- Supplies: Expenditures in November were \$442,000 and included \$252,000 to replace old computer equipment as part of a scheduled replacement process.
- Communications: A credit of \$41,000 in November reflects an e-rate reimbursement netted against over \$200,000 in invoices.
- Capital - Furniture/Equipment/Software: A large expenditures amount for this account of \$179,000, which includes \$160,000 for a hardware upgrade for the ILS software system.

Revenues were \$5.5 million in November. The majority of revenues were from the remainder of property tax payments, bringing year-to-date revenues to \$86.2 million or 99.9% of budget - just \$100,000 short of the budgeted revenue for 2007. Linda noted that investment interest is approximately \$450,000 over budget. She said interest rates are declining, however, and KCLS won't see this kind of overage next year. Timber revenues are \$132,000 over budget, and delinquent taxes are \$178,000 over.

Expenditures in the 307 fund were \$1.2 million in November, bringing year-to-date expenditures to \$15.6 million or 45.6% of budget for the year. Larger items included progress payments on the Fall City, Muckleshoot and Woodmont libraries. Linda mentioned that the \$143,000 in Other Construction Projects in November included remodeling and renovation work at the Des Moines, Federal Way Regional and Kirkland libraries. She explained

that although these projects are part of the Capital Plan, they were not on the 2007 Budget and started sooner than originally planned.

KCLS spent over \$500,000 in the 302 fund in November, of which the majority was for Black Diamond and the remainder for automated check-in and sortation equipment at Redmond.

Richard Eadie asked if the \$800,833 in year-to-date investment interest reflects interest in the bond fund. Linda replied that this is investment interest in the General Fund. She said KCLS is limited as to how much investment interest it can retain on the bond funds, and the interest rate is currently over the maximum.

APPROVAL OF THE MINUTES

There having been no changes to the draft November 27, 2007 minutes, they were deemed approved.

PAYMENT OF BILLS

Jessica Bonebright moved approval of Payroll Expenditures in the amount of \$2,129,890.64; Checks November 1-15th Chk#160741-161791; 138349-138522 and November 16-30th Chk#161792-162849; 138523-138731. Richard Eadie seconded and the motion passed unanimously.

Richard Eadie moved approval of General Fund #0010 Expenditures November 2007 in the amount of \$6,074,225.83; (Travel Advances) Chk #845, (11/7) Chk #109720-109761, (11/9) Chk #109762-109785, (11/14) Chk #109800-109834, (11/15) Chk #109835-109901; 109902-109992; 109997-110011, (11/16) Chk #110022-110063, (11/19) Chk #110064-110070; 110071-110123; 110134-110162, (11/20) Chk #110163-110166; 110167-110177; 110178-110186, (11/26) Chk #110187-110252, (11/27) Chk #110253; 110254-110269, (11/28) Chk #110270-110271; 110272-110298; 110301-110312; 110313-110391, (11/29) Chk #110396-110451, (12/3) Chk #110452-110501, (12/4) Chk #110515-110533; 110534-110536; 110537-110540; 110541-110550, (12/4) Chk #110551-110596, (12/5) Chk #110605-110651; 110652, (12/7) Chk #110658, (Voids) Chk #110520. Jessica Bonebright seconded and the motion passed unanimously.

Jessica Bonebright moved approval of Construction Bond Fund '88 #3020 Expenditures November 2007 in the amount of \$512,979.34; (11/9) Chk #109786, (11/14) Chk #109796, (12/3) Chk #110502-110503, (12/4) Chk #110597. Richard Eadie seconded and the motion passed unanimously.

Richard Eadie moved approval of Capital Project Fund 2005 #3070 Expenditures for November 2007 in the amount of \$1,258,476.57; (11/9) Chk #109787-109789, (11/14) Chk #109797-109799, (11/15) Chk #109993-109996, (11/16) Chk #110012-110021, (11/19) Chk #110124-110130, (11/28) Chk #110299-110300; 110392-110394, (12/3) Chk #110504-110514, (12/4) Chk #110598-110604, (12/5) Chk #110653. Jessica Bonebright seconded and the motion passed unanimously.

Jessica Bonebright moved approval of Gift Fund #6010 Expenditures for November 2007 in the amount of \$2,031.58; (11/9) Chk #109790-109795, (11/19) Chk #110131-110133, (11/28) Chk #110395, (12/5) Chk #110654. Richard Eadie seconded and the motion passed unanimously.

GENERAL WAGE INCREASE

Charlene Richards said KCLS is proposing a general wage increase of 3% effective January 1, 2008 to affect all employees. She said the 2008 preliminary budget included this increase. KCLS researched comparable libraries of similar size across the country, in Washington State and the Puget Sound area, as well as local governments within the service area for non-librarian classifications in order to remain competitive. This research, as well as local CPI data and KCLS finances, indicated that a 3% general wage increase is reasonable and will keep KCLS the top paying library both in Washington State and among libraries of comparable size throughout the country. *Jessica Bonebright moved approval of a 3% general wage increase in the 2008 salary schedule effective January 1, 2008 for all staff in non-represented and represented classifications. Richard Eadie seconded and the motion passed unanimously.*

1857S COLLECTIVE BARGAINING AGREEMENT

Charlene Richards announced that KCLS reached its first agreement with the new supervisory bargaining unit. She said the discussions with the new unit were very productive and acknowledged and thanked those present from Local 1857S who were at the discussions: Bill Keenan, Randy Barthelman, Chris Livingston and Zena

Stockinger. She said Henry Farber, KCLS' labor attorney, was also present at the discussions. Charlene, Denise Siers, Nancy Smith, Pauline Warden, Donna McMillen and Karen Daniel represented KCLS management. Charlene said the bargaining unit agreed to the 3% wage increase, which applies to all library staff. She said KCLS created a new Managing Librarian classification for managers who took over site manager, service and program responsibilities after clustering occurred. Charlene explained that because the change was unanticipated in 2008, the new classification will be incrementally implemented on each staff person's anniversary date. KCLS also gave the Supervising Library Assistant position a new title, Circulation Supervisor. Charlene said the discussions also covered the transfer of managers from one cluster to another. The agreement was reached that, within a cluster, managers could work at any library and a process was developed and incorporated into the agreement for assigning a manager to a library in a different cluster. If an agreement could not be reached between the union and management, a committee would be formed to reach a final and binding decision. Charlene said the group agreed to have quarterly rather than bi-monthly labor management communication (LMC) meetings. Dialogue will continue in months without LMC meetings between the union business representative, union president, KCLS HR Manager and a KCLS Associate Director. The agreement also included a side letter about inclement weather since closures affect employees outside of the bargaining unit. She concluded that the union ratified the agreement last Friday, and she recommended that the Board authorize the Director to sign the agreement and send it to the bargaining unit. ***Richard Eadie moved to authorize the Director to sign the Agreement between the King County Library System and the Washington State Council of County and City Employees, American Federation of State, County and Municipal Employees, AFL-CIO, Local#1857S effective upon signing by both parties and continuing through December 31, 2010. Jessica Bonebright seconded and the motion passed unanimously.***

DATES FOR 2008 BOARD MEETINGS

Bill Ptacek explained that KCLS would like to keep the schedule consistent, noting that the Board can always change the dates. Richard Eadie suggested that the Administration consider redistributing the public forums to avoid typically bad weather months.

ELECTION OF OFFICERS FOR 2008

Richard Eadie nominated Jessica Bonebright for Board Secretary in 2008. Lucy Krakowiak seconded and the nomination was passed. Jessica Bonebright nominated Lucy Krakowiak for Board President in 2008. Richard Eadie seconded and the nomination was passed.

PATRONS WITH EXCESSIVE ACCOUNT BALANCES

Jennifer Wiseman, Project Manager for KCLS' Public Services Team, explained that this issue originated from a "Write Idea" staff suggestion to restrict patrons with excessive account balances from using public workstations in the libraries. Input from staff, however, indicated that restricting computer access was not an acceptable option. As an alternative, she said KCLS recommends credit-reporting patrons with balances of \$500 or more to determine if it will assist in recovering fines or fees for lost materials. She said once patrons have accrued \$10 or more, they can no longer borrow materials from KCLS, so a large portion of the amount owed is attributable to unreturned materials. She explained that KCLS' current collection agency would manage the process and send at least one letter and make one phone call, or two if necessary, before credit-reporting a patron due to the significant impact on individuals' credit. She clarified that only adult accounts would be credit-reported. Finally, she mentioned that KCLS surveyed comparable library systems and found that while only two out of seven systems restrict computer access, credit-reporting is part of the collections process for five of the seven. Those libraries do so for patrons 18 years of age or older only and if the accounts are not paid in full within 120 to 180 days after being sent to collections.

Bruce Schauer and Nancy Smith explained that since KCLS does not have a limit on the total number of books a patron can check out, and since some books can cost \$75-100 each, it is possible to accrue a significant amount in unreturned materials. Bruce Adams clarified that the lost material fee reflects the retail cost of the item. Jennifer said when patrons sign up for a library card, the contract they sign includes information about KCLS' borrowing policy. Lucy Krakowiak said because this is a shift in policy, she encourages KCLS to make an effort to contact these patrons. She said if a phone call doesn't get through, KCLS should send a certified letter. She also suggested posting a public notice about this new process in the libraries. Discussion ensued about the correlation, if any, between adult and minor patrons with excessive account balances and the significant incentive to return materials created by the larger amounts owed by some patrons. ***Jessica Bonebright moved that adult accounts with a balance of \$500 or more be credit-reported if not paid in full within 120 days after being sent to collections. Richard Eadie seconded and the motion passed unanimously.***

PUBLIC FORUM

Lucy Krakowiak said KCLS holds a Public Forum quarterly to allow dialogue between the Board, KCLS staff, patrons and others. She said members of the public are invited to share their comments and concerns, staff is asked to respond to the main topic and the Board will take their comments under advisement. Lucy said there are no time limits to public comments, and all present are asked to be courteous, listen to others and focus on the highest good of the whole community.

Margaret Nelson said KCLS' 2008 Budget Priorities start with "Collaborate and work with schools to support student achievement," but KCLS proposes to close the Federal Way Regional Library for a year during expansion. Margaret said last year the Federal Way School Board released librarians due to budget shortfalls, which Bill Ptacek was aware of and commented on during a Board Meeting. She pointed out that there is no full-time librarian at schools like Thomas Jefferson High School, a school of 2,000 students. After school, she said, many students head for the Federal Way Regional Library. Margaret said Federal Way's Mayor, School Superintendent and School Board realize there is a problem, and have asked KCLS to continue to provide services during construction. Margaret noted that Woodmont is closed, and its patrons were referred to the Des Moines Library, which is now closed until mid-January. She said Des Moines patrons are being referred to Kent for their holds. She expressed her view that the people in South King County have been "shuffled" around, often some distance from their local libraries. Margaret said Federal Way Regional will be closed for a year and its patrons routed to the 320th Library. Last fall, she said, the 320th Library was expensively refurbished, the large reference desk was replaced by a small table and the children's desk was completely removed. She said the Library will be inundated by patrons when Federal Way Regional is closed, and the old desks would be useful when more librarians are back in the building to provide service to the additional patrons. She said Julie Brand is quoted in the Federal Way *Mirror* saying KCLS is "doing everything we can to identify some venues" for library services during the closure. Margaret asked if specific potential venues could be listed and also the people that KCLS has approached in Federal Way. Margaret said the Federal Way Regional expansion is especially needed for student study use. She asked if Mithun Architects' January plan will show a much larger space for study desks and chairs for students rather than just general seating. She pointed out the desks, chairs and carrels currently available, and asked KCLS to ensure that the architects are planning to accommodate students. Margaret then asked if KCLS administration does timeline planning to ensure that future furniture reduction projects do not occur at libraries that will have to accommodate additional patrons due to adjacent closures. Finally, she asked what KCLS will do with the Self Check-In machine at Federal Way Regional during the closure.

Bill Ptacek responded that staff at Federal Way Regional is following up on leads for alternate locations. Denise Siers added that John Sheller has been working to identify sites in Federal Way that could be used, and working with the Economic Development Director to find alternate locations. Denise said KCLS is setting up a meeting with the Federal Way School District to discuss the potential use of its sites. She explained that one of the difficulties is the amount of space required to accommodate all of Federal Way's holds. She said accommodating holds is possible on a small scale, but looking at a few hundred square feet as opposed to 1,000 is challenging. Greg Smith said KCLS is looking for alternatives in all markets where construction-related activities are occurring. He said alternatives depend on how much KCLS can afford to spend for a short-term lease and what spaces are available. Greg said the issue is timing since KCLS still is in the preliminary planning stages of the project and exact dates have not been determined. He explained that both Federal Way and Kirkland have high lease rates on retail establishments, and any payment for retail leases takes away from the funding available for construction. Denise added that in both Federal Way and Kirkland, KCLS has local community liaisons connected to social and government agencies. Bill said KCLS also is in contact with the Mayor, City Manager and Superintendent. Richard Eadie asked if the Federal Way schools still have school libraries that could meet the demand for space for students. Bill said KCLS is working with Dave Larsen of Federal Way Schools.

Margaret Nelson responded that she hopes KCLS staff will be more specific. She said she is disappointed that KCLS moves forward with closing a library before staff has a plan in place for rerouting patrons.

Greg Smith responded that Woodmont and Federal Way Regional would not be closed at the same time. He said Woodmont will be open before Federal Way closes. He said KCLS is aware that a holds location is needed before construction dates are announced. Nancy Smith said Des Moines and Woodmont will both be open before Federal Way Regional is closed. Greg added that KCLS did not have a choice about closing Des Moines due to the structural integrity of the building. He said most of the major construction should be finished at Des Moines in mid-January. Bill said seating and increased space for patrons is part of the plan at Federal Way. Denise Siers said KCLS has a process of working with staff to prioritize interior plans. She said what was presented at the meeting is conceptual and none of the furniture has been chosen because there is not yet a floor plan. Denise

said once the floor plan is determined, KCLS will work with staff on the furniture. Greg said the switch to the smaller, adjustable desk was done to accommodate staff needs and add the ability to adjust height. He said this is an ADA accommodation that KCLS is making in all libraries. It takes up a smaller footprint in the library and allows room for circulation. Denise added that since the switch, there has been a decrease in staff injuries. Regarding the Self Check-In equipment, Bill said the machine is attached to the building. He said it will not be working during construction, but when the Library is re-opened, it will be fully functional. Jed Moffitt added that while there aren't plans to put the machine anywhere else, there are plans to store the equipment safely.

Jim Bowen, speaking on behalf of the Ad Hoc Committee of patrons, said the Committee has concerns with communication, information-gathering and decision-making by the Board, and has concerns with how well, or wisely, some funds are being spent. He said the Committee has twice asked that the Planning and Finance Committee meetings be open to the public so that patrons could be better informed on the decisions that the Board makes that affect KCLS' programs and spending. He said, in retrospect, the greater need is for all five members of the Board and KCLS Administration to improve communication and information gathering so that more informed decisions can be made. Jim said the Planning and Finance Committee currently each have two Board members, which means that 60% of the Board is not directly engaged in discussion or information gathering in studying the pros and cons of critical issues. The full Board, he said, gets some information at the monthly Board meeting from members of the Planning and Finance Committee or from administration. He said in the Committee's observation, these are rarely meaningful, in-depth discussions of the pros and cons of issues in the Board meetings. Jim gave the examples of the November decision on the Newcastle Library and the March presentation on Way-finding. In fact, he said, Way-finding was in the 2007 budget approved in December 2006, but not presented until March 2007. He asked if the Board approved Way-finding without having any information or discussion. To provide for the best possible communication and information-gathering necessary for informed decision-making, Jim said the Committee requests that the Board change its policy and include all five members on both the Planning and Finance Committees or merge the two committees and include all five members on the resulting combined committee. He said this would ensure that all Board members are privy to the same information, and are able to engage in discussions and information-gathering, which should result in more informed decisions. Jim noted that the added benefit of combining the committees is that it would cause them to be open, public meetings, allowing the public to be better informed. He said the Committee requests that the Board address this request at the next Board meeting or at the Board Retreat. The Committee believes that money is not being spent well or wisely, or, if it is being spent well, then they need more information in the areas of Self Check-In Machines and Way-finding. Jim said four Self Check-In machines costing \$2.8 million, plus \$50,000 yearly maintenance, were approved for test installation, of which two have been installed: Bellevue and Federal Way Regional. He said machines are to be installed at Bothell, Redmond and Snoqualmie, and the 2008 budget calls for two more at Covington and Woodmont. Only Bellevue and Federal Way have any experience to base a test on, he said, and the usage shows that these machines will not break even for 17 and 22 years based on the current usage. Jim listed a rate of return of 39.4% for the Bellevue machine. He noted that the Federal Way test will be suspended while the Library is closed for construction for a year. Jim said since the machine's life expectancy is estimated to be 15 years, it appears that even in large libraries, KCLS will not break even. He said if the machines won't break even in two of the largest libraries in KCLS, it doesn't seem practical or financially prudent to continue service in those libraries, let alone put the systems in smaller libraries. Jim asked why additional machines were approved in the 2007 and 2008 budgets without having completed test results. He asked why a machine was installed in Snoqualmie when experience indicates that it would take 32 years to break even. Finally, he asked why a machine was installed in Federal Way when it should have been known at the time of installation that the Library was going to be closed. Jim said the Board approved four machines, and the Ad Hoc Committee recommends not approving any more unless something changes, since the first priority should be cost efficiency. He said the 2007 budget also contained \$525,000 for Way-finding, which wasn't presented to the Board until March 2007. He said at the March 2007 presentation, the question was raised about whether there were any studies to indicate libraries would benefit from this retail approach. Jim said there were not, yet apparently a half million dollars has been spent. The 2008 Budget contains \$541,000 for Way-finding, which Jim said the Committee is requesting be deleted from the budget. He asked what benefits have been realized from the expenditure of a half million dollars, soon to be over one million dollars. Jim then asked how many libraries will be retrofitted for this money. He asked how much more money it will take to install Way-finding in the remaining libraries and what will be achieved. Jim, on behalf of the Ad Hoc Committee, requested that the Board establish a policy that requires that all new projects of any monetary consequence be subject to a cost/benefit approach and that an objective cost/benefit analysis be provided before a project is approved. He said as projects go forward there should be required progress updates, which will help ensure that only those projects with a likely benefit will be approved and undertaken.

Jed Moffitt explained that when it's working, Self Check-In allows patrons to check in a book at any time of day or night, and a recent upgrade means that patrons can choose whether or not to receive a receipt. He said

libraries in San Jose, San Francisco, Minneapolis, Seattle, Denver, Las Vegas and Queens also are considering using the systems. Jed said KCLS is testing the systems to try to increase the efficiency of the back room process. Contracts are in place, he said, for the original four systems: Federal Way, Bellevue, Redmond and Bothell (originally scheduled for Shoreline). He said the vendor is helping to improve the systems, including a quieter sorter with a new design that has fewer breakable parts, and to improve the ongoing maintenance process. The next systems are scheduled for Snoqualmie, Covington and Woodmont. Jed said the Snoqualmie system has been shipped and is being stored prior to its installation beginning January 1, 2008. Covington's system is being shipped and is on schedule, to be installed in January and up and running when the new Library opens. The system at Woodmont is scheduled for a mid-year installation. Jed addressed patron use percentages at the libraries that have Self Check-In. He said at best, there is a 50/50 split between patron and staff use, with half of all items being checked in by staff and half by patrons. The system at Federal Way is averaging a 56% patron return rate, and Bellevue has a 39% average rate. Staff at both libraries are checking in 90% of their materials with the systems and 10% through manual check-in. Jed listed intangible benefits of the systems including efficiency, especially under load. He said John Sheller, Managing Librarian at Federal Way Regional, reported that the Self Check-In system processed the Thanksgiving backlog by midday Friday. This would have normally taken staff a full week to process. On the day in November when the system was down to upgrade hardware, both Bellevue and Federal Way processed the resulting backlog very quickly. Jed said when used heavily, the systems show a big influx of speed, but he is still not sure how to take advantage of that efficiency. He reported that San Jose is reporting an 87-95% patron return rate, but staff manually lock book drops during open hours. Jed said it is a given that no system is as efficient for patrons as manually dropping 20 books into a hole in the wall. He said, however, that he's had a high response rate from patrons who understand that what KCLS is trying to do with Self Check-In is save staff time, effort and injury.

Denise added the intangible benefit that instead of only being able to acknowledge that a book is checked in during open hours, Self Check-In is open seven days a week, 24 hours a day and gives a receipt showing that the book has been checked in. She also said Self Check-In speeds up work in the back room so that books get back on the shelf faster, so turnaround time has decreased from book return to book availability to patrons. Denise said even a 50% patron return rate is a win for staff, because staff can use the Self Check-In system to check in the manually returned materials. This is ergonomically better than the previous method of manual check-in, which reduces staff fatigue and creates a higher accuracy rate. The system also sorts the books for the Pages. Denise said all of these benefits mean a faster turnaround time from patron return to shelf.

Jed said KCLS is reluctant to impose the system on patrons by locking manual book drops during open hours, but the system is now at the point where it will take a book on the second try if it doesn't go through the first time. Jed said the system vendor is responsive to improvements and is currently working with KCLS to develop technology to automatically lock or unlock the manual book drop base on the status of the machine. Bill said when Self Check-In was initially discussed at Board meetings, staff who work with it said they couldn't envision now working without it. Bill said before the systems were installed, staff were never caught up with check-in work. He said since the systems were installed, staff have been caught up. He said KCLS knows that in a certain size library, Self Check-In is a benefit, and Redmond, Bothell and Covington have high enough circulation to make the system beneficial. He said rather than going ahead with the rest of the libraries, KCLS wants to test the system in a smaller library: Snoqualmie. Bill said KCLS will not move ahead with installing more Self Check-In systems until testing the system at Snoqualmie. Denise added that a modified version of the system will be installed that is smaller and offers a different type of sortation. Bill said the modified system also is less expensive.

Richard Eadie said KCLS needs to look at the process for analyzing cost/benefit analysis, but said KCLS will not spend a lot of money on something that is not worth it. He suggested KCLS could point out that there are Self Check-In systems available when sending out overdue notices.

Jim Bowen responded that the Board is doing what it should, looking at the details and evaluating the systems. He said, however, the numbers so far don't justify the cost. He said if KCLS is going to evaluate what else could improve the systems, short of making everyone use them, KCLS needs to measure the cost/benefit and factor in the intangibles. Jim said Bellevue and Federal Way are the two largest libraries in the system, and there is a point below which KCLS can't go and have the systems be cost beneficial.

Bill explained that KCLS hasn't had a chance to go back and replicate the cost/benefit evaluation of the systems, and improvements that impact the benefits are continuing to be made on the systems. He reiterated that installation at smaller libraries would be of smaller modified systems, and analysis can continue to be done as that continues.

Jessica Bonebright said if it is a question of moving forward on having systems in additional libraries, she hopes the Board can have another discussion of Self Check-In prior to another installation.

Bill explained that one of the reasons KCLS is pursuing installation at Woodmont is that the largest libraries have systems and Snoqualmie, one of the smallest, will test a small system, and that Woodmont will allow KCLS to test a medium size, 10,000-square-foot library. Greg added that it is a continued test of the systems, placing them in each library size (large, medium and small).

Lucy Krakowiak asked staff members to address Jim Bowen's concerns about Way-finding and his policy requests.

Julie Brand provided information on the background of Way-finding. She explained that it evolved out of responses from the 2005 Patron Experience Transformation Project. Julie said responses indicated that KCLS needs to make it easier for patrons to access the collection, as well as the full range of KCLS' products and services, and be better able to navigate within the library space. Way-finding was discussed during the 2007 budget presentations (in November 2006) and was identified as a budget priority under the Strategic Blueprint. She explained that KCLS formed a staff committee to further define the Way-finding project and to develop a "toolkit" of elements to help patrons find things more easily. Julie said throughout 2007, KCLS worked with a consultant, paid partially through the \$520,000 allocation, to develop Way-finding elements including signage, revisions to choice read fixtures, space for storage and more capacity for titles. KCLS also looked at making Self Check-out stations not only navigational landmarks, but also making them ADA compliant. The committee also determined that catalogue and directory stations should be placed closer to entrances so patrons coming in could more easily see them. Julie said KCLS also worked on developing elements for primary departmental pylons so patrons could locate key sections (fiction, children's and non-fiction) and shelves within the stacks to create displays and highlight areas of the collection. Julie said at the 2007 March Board meeting, the presentation made by the consultants used a lot of retail jargon and probably gave KCLS' Way-finding project a "bad name." She said KCLS took the concerns expressed following that presentation and made revisions to the "toolkit of elements" to ensure that Way-finding wouldn't make the libraries look too retail or compromise collection space Julie added that the first test or "pilot site" for Way-finding elements will be at Redmond Regional. Some of the elements are now in the fabrication phase, some of which is being paid for from the \$520,000 in the 2007 budget. Julie explained that KCLS chose Redmond because it provided an opportunity to test all the Way-finding elements. She said the intent is to implement the Way-finding elements and to then perform an evaluation of how it worked using, among other criteria, circulation numbers, patron input and turnover rate, before trying to weave it into other libraries during regularly scheduled remodels. Julie added that each library will be different, based on the size and configuration of existing buildings.

Greg Smith explained that KCLS will most likely not use all of the \$520,000 in the 2007 budget and it will go back into the General Fund. He said the Way-finding money in the 2008 budget is for implementing a portion of components at Redmond and, if Redmond is successful, to cover Way-finding elements in other projects. He said the Way-finding elements will stand out in the library to show patrons where to go when they walk in the door. Then when patrons reach a specific section, there will be displays highlighting the collection. In the stacks, elements will describe the Dewey system, and the ends will be color-coded according to different sections. Greg said the idea is to help patrons find where in the library they need to go to find what they're looking for, as well as show them things they may not have been aware of before.

Bill said KCLS needs a different approach to signage. He said Way-finding institutionalizes KCLS' signage and makes it consistent. He said KCLS already does market its collection within the library and that staff is working hard to do so, but this gives staff more tools to highlight sections of the collection. Bill said KCLS has spent a lot of time this year addressing the issues raised at the March Board meeting.

Richard Eadie said Way-finding has found its way again. Originally, it was presented in a manner that many people felt was not appropriate, but signage and finding a way around the library is something important, relevant and appropriate.

Julie said libraries across the country are looking at this, and KCLS is presenting its efforts at the PLA meeting in March on a panel with the San Jose Public Libraries.

Jim Bowen said what got his attention was the dollar amount: \$1 million and growing. Lucy Krakowiak clarified that it was not actually \$1 million since the budgeted amount for 2007 was only partially used. Greg said when KCLS planned the Way-finding project, the Library System wasn't sure of the project scope and money needed. He said the KCLS staff now has a better idea of the scope of the project and is getting bids from vendors.

Richard Eadie said having all five Board members on a combined committee is an intriguing idea that deserves exploration. He said it is the type of thing he hopes the Board will be able to discuss at the Retreat where there is ample time to explore this. Richard said in terms of the cost/benefit analysis, it's good to question that, but there will also be intangibles. Lucy said she concurs, and the Retreat would be a good place to talk about these items.

Barbara Spindel, Newport Way patron, suggested since most fines are due to unreturned materials, KCLS should have a forgiveness day during which patrons can return materials without being charged. Barbara said this is especially important for teenagers who might be afraid to bring materials back and get the bill. She said this is the third time she has asked about local library Advisory Boards and their effect on KCLS. She asked on March 27 and July 31. Barbara said the issue was on the agenda on September 25 and while there was a presentation, there was no opportunity for discussion. She said Bill went through a chart of statistics, but she still wants to know how unincorporated communities can have input in discussions regarding community libraries. Patrons of Newport Way have always had an open line with the directorate, she said, but she is concerned with a policy that doesn't give six other unincorporated areas a voice. Barbara said she's pleased to know that the Way-finding budget for 2007 wasn't entirely spent, and she hopes the 2008 budget isn't all spent at Redmond. Barbara said she was confused after listening to presentations about Way-finding. She added that at the preliminary budget hearing in Kirkland, Bill said it's just signage, but now she sees there is a balance. She asked where KCLS is in terms of placement of a new Lake Hills Library and if KCLS has signed an agreement about the proposed renovation of the shopping center.

Bill said in terms of the library advisory boards, the Board discussed that issue in the Planning Committee and Board meetings. He said historically, KCLS exists because there was a need in the 1940's to serve the unincorporated areas and that is why its legal name is the King County Rural Library District. Then when cities were able to annex into the district, they also could elect to have advisory boards. Bill said people can come to both library advisory board and friends group meetings, and the input of both groups is equally important. Denise said KCLS' community liaison works with both advisory boards and friends groups, and some cities choose not to have advisory boards. She said the purpose of the boards is to give input and serve as a liaison between city governments and KCLS. While the boards represent the community, their primary responsibility is as a city liaison that reports back to their appointing body, not to KCLS.

Barbara said she brought this issue forward almost a year ago after reading that these local library advisory boards would get special attention. She said she remembers that friends groups were outlined as supporting programs while advisory boards had input into larger issues. She suggested that there should be a way for the communities in unincorporated areas to give feedback to KCLS. Barbara said while Newport Way patrons have had that kind of communication, she interprets the policy as saying that perhaps unincorporated areas will not continue to have that kind of feedback.

Bill said after this issue was brought up previously, the Bellevue Library Advisory Board said they'd be happy to formally incorporate input from residents of the Newport area, especially since it potentially could be annexed by the City of Bellevue. He said the dilemma is who would appoint people to an advisory board in an unincorporated area.

Richard Eadie suggested that library boards are appointed by cities because the cities have a choice of whether or not to be a part of the System. The boards, he said, are a city's way of monitoring KCLS. He said on the other hand, unincorporated areas have no choice, which is why they are represented by a different group that has a different function and purpose. Richard said as he sees it, friends groups are not second class; they have a different title and should be heard by the KCLS Board of Trustees.

Phyllis Forrester said originally, there were local library boards for each library that were the conduit between the System and the local libraries. These boards, she said, have disappeared. Jane Kato said Phyllis was referring to the history of the Shoreline Library. Shoreline, she said, had a local library board in the 1960's that paid for certain functions of the Library such as librarians' salaries and facilities work - some of the things patrons now take for granted as being paid for by tax dollars.

Bill said there were similar boards in Newport and Burien, but suggested that people may be confusing boards, associations, guilds and other groups. He said the only boards KCLS now works with are those appointed by cities. Richard agreed and said this is partly a semantic issue. He said even though library advisory boards have the additional responsibility of reporting to a city, that relationship is separate from KCLS.

Nancy Smith said some communication from KCLS may have been misinterpreted. KCLS is looking to strengthen ties with library boards, but is not thinking about giving them more attention than other groups. She said when KCLS gets input for a new building, it hosts community meetings, attended by advisory boards and friends groups, and there is no differentiation as to who can give input. Nancy said community liaisons have similar conversations with the two groups and likewise there is no differentiation.

Bill said development of the new Lake Hills Library is part of the Capital Bond Improvement Plan. He said KCLS has been working with the developer of the shopping center, but there is not yet a contract. The idea, he said, is that the Library would be 10,000 square feet and the cornerstone of the development. He said KCLS would lease the structure from the developer and make tenant improvements. Greg added that KCLS is in the process of negotiating with the developer, Cosmos Development. He said Cosmos is developing the whole corner of the shopping center, including retail elements and condominiums in the design. Greg said a crucial element of the project is the relocation of the Bank of America. He said KCLS is working with its architectural group to design possible options for the interior, and once the project is more settled, KCLS will ask the community for input.

“Goodspaceguy” said libraries play a central role in increasing the standard of living, and a closed library doesn’t do anyone any good. As a heavy library user, he thinks KCLS is the best system in this area but feels Las Vegas is superior because it is open longer. Goodspaceguy said while he was a student at the University of Washington, the library was open 24 hours a day when the University was in session. He said libraries should be open at the convenience of the library user in order to raise the standard of living and quality of life. He suggested making libraries more welcoming to increase usage by putting dividers between reading chairs. Goodspaceguy also suggested moving public discussion to the end of the Board meetings so that the Board can get through the agenda first.

ADOPTION OF 2008 FINAL BUDGET - RESOLUTION 2007-09

Bill Ptacek said KCLS held four public meetings and the overall attendance was 60-70 people. He said some items that came up have been incorporated into the revised budget. Bill said there was some discussion at the meetings about the 1% property tax limitation but reinforced that the 2008 budget corresponds with the limitation. Bill reported that the levy rate is down below 40 cents per thousand dollars of assessed valuation, which KCLS will have to keep monitoring.

Linda Glenicki said Resolution 2007-09 is in the same form as it typically is, including summary sheets and the capital project budgets. She said when KCLS passed the property tax revenue increase in November, it was between the times when I-747 was declared unconstitutional and when the legislature reinstated the increase limitations. Since then, the legislature has reinstated the limitation, the 1% tax limitation applies and has been included in these budget figures. Linda said this budget shows KCLS with an ending fund balance of \$12.3 million at the end of 2008. She said KCLS generally under spends, creating an average that falls to the bottom line. Therefore, the projected ending fund balance in 2008 is just under \$17 million, which is still above the \$10 million mark KCLS wants to stay above in order to put off discussions about needing a lid lift for future years. Linda clarified that \$10 million is the figure derived by using a number of standard guidelines for how much cash balance a government entity should have at any given point. She said this is analogous to the personal finance general rule of having six months’ worth of expenditures in case something happens. For KCLS, she said, the guideline figure is about \$10 million, between one and two months of expenditures or revenue since KCLS’ revenue source is steady and predictable.

Richard Eadie said although Way-finding carries some negative connotations from the March Board presentation, Way-finding as a term exists independent of the consultants. He said it is a way of using ideas, technology and equipment to help patrons use the library efficiently even if it is their first time in the library. He said he supports Way-finding as it is described in this budget. Richard said the consultants hired to work with the Diversity Committee and Human Resources department reflect the Board’s commitment to issues of diversity in employment. He said KCLS has done a great job of supporting diversity in contracting and he is glad to see funding for diversity in other areas. Richard said this will make improving diversity in recruiting and outreach one of KCLS’ major focuses and ensure that KCLS will achieve the same success in this area as in contracting.

Jessica Bonebright moved that the 2008 budget be approved and adopted. Richard Eadie seconded and the motion passed unanimously.

SAMMAMISH LIBRARY DESIGN

Kay Johnson said KCLS is at the end of the schematic design phase of the Sammamish Library project, which has taken into consideration the review of the library staff and the constraints of the project site. KCLS is still working together with the City on completing the site, and in January or February should have a purchase and sale agreement to sign.

Amy Williams said the new Sammamish Library will be located off of the Sammamish Commons, across from the City Hall, creating an urban environment for that area. She said the project is a 19,000-square-foot Library over a 19,000-square-foot parking garage that provides a total of 69 spaces. The Library will be located to the south of the Commons plaza in the area off of 228th Avenue and SE 8th Street. It will have access to the City Hall and skate park, and the three high schools across the street ensure that it will be well attended by high school students. Amy explained that the plans being presented were not final. She showed a façade that the building will complement with natural toned materials such as glass and wood. She said the site is 15 feet lower than 228th street, and so the façade will help create a beacon to the Library.

Ryan Pasard showed site diagrams, which he explained were the first steps of designing the project. He said visibility and access are important, as is activating the plaza, engaging the public and placing critical programming with access to the plaza and street. He said the building will achieve passive thermal gain through solar orientation, which will also minimize the need for artificial daylight. Ryan said it is also critical to engage the plaza and create views to 228th Avenue and the Seattle skyline and Olympic Peninsula. The plan includes plantings to provide passive shading, landscaping that will fit with the plaza and a reflexology path. Ryan said there are also plans for collecting water and dispersing it to a rain garden. He said site water management is a difficult part of the project. Water on site will be dispersed through the rain garden, as well as a green roof, and the remainder will be taken to new and existing vaults. The green roof will include a series of plantings that will flower throughout the year to bring color to the site.

Amy presented organizing diagrams showing a model with a great room connecting to the plaza, looking westward and creating places of attraction in the Library. She said wood elements in the columns and meeting room will create warmth. She showed preliminary floor plans, with the children's area off of the entry and separated from the adult area. Amy said the meeting room will be accessible to the rest of the Library. The parking structure allows for shared use of both the City Hall and the Library. She also addressed the project's sustainable strategies such as its rain garden, green roof, hybrid ventilation and daylight harvesting. The architects are working toward LEED Gold status and the project currently has 43 credits. The Library will allow for alternative transportation measures for both patrons and staff, with showers for staff, bike storage and access to public transportation. She explained that the working fireplace is planned to be 18 square feet.

Kay said KCLS and the architects acknowledged and accepted ideas that the community brought forward and found that a 19,000-square-foot structure was more in tune with KCLS' sensibilities.

Bill said the community was asking for a much larger 30,000-square-foot library, and KCLS helped them understand that 20,000 square feet was more appropriate and in scale with the rest of the System. Bill said the community understood KCLS' efforts to achieve a library on this site and had an open discussion at the first public meeting. He said LEED Gold status is commendable.

FUTURE SERVICES PROJECT

Denise Siers said she hopes the Board Retreat will cover future services.

Amy Egger said the Future Services Project is multi-phase, intended to help KCLS identify the challenges and opportunities facing KCLS now and in the future, and allowing KCLS to continue to deliver the high level of service patrons have come to expect over the years. She said the Future Services team came together in 2006 for phase one of the project, a heavy research phase. The team researched factors influencing patron concerns and use, and the trends and pressures KCLS faces. Amy said they identified three key drivers: changing demographics, changing technology and KCLS finances. Changing demographics include baby boomer needs, the rise of the generation that came of age during the technology age and the increasing diversity of King County. Technology has changed drastically over the last decade, impacting where, when and how patrons want their services, as well as what library services patrons use. KCLS finances include the fiscal realities of operating under a 1% property tax limitation. Amy said the completion of phase one included the first draft of the Future Services Strategy report. Phase two began in May 2007. She said a broad-based and diverse committee of service

center and library staff representing the breadth and depth of staff experience met every three weeks to discuss the strategic drivers, how they impact patron needs and how they fit with KCLS' values, vision and mission. The committee has just finished draft 5.1 of the report after incorporating feedback from staff focus groups and a survey conducted throughout November. The report also identifies five key service areas as priorities:

- 1) Facilitate Early Literacy and Cultivate Young Readers
- 2) Engage and Support Teens and Children
- 3) Encourage Lifelong Learning
- 4) Provide Personalized Information Access and Assistance
- 5) Reach and Engage the County's Culturally Diverse Population

Amy said the report indicates the importance of considering how KCLS provides services in the library, beyond the library building and on-line. The committee is in the process of identifying the critical resources necessary for KCLS to fulfill the goals of the plan, both the overarching resources and the resources unique to each goal.

Bonnie Berk said the committee was a hardworking task force that met nine times for 2.5 hours each time and will be meeting a total of 12 times. She said part of the project is patron and staff outreach, and the staff outreach portion is not complete. Five staff focus groups were held across the System, 77 people who attended focus groups spent a couple of hours discussing priorities and what was missing from the drafts of the plan, and learning about the Future Service Project strategy. The on-line staff survey was open for three weeks and closed before Thanksgiving. Bonnie reported that over 300 staff members responded to the survey, which is a big percentage of staff. The committee culled and collated the survey information and staff comments, and created a 50-page report. Bonnie said the committee was able to greatly improve the strategy by talking to staff and is about to start a similar outreach effort for patrons. The on-line patron survey will be available for three weeks in January. Bonnie said there will be thousands of responses to the survey, in which KCLS asks patrons what is important to them and what services they would use in the building, beyond the library building and on-line. She said there are four patron meetings scheduled in January at Federal Way Regional, Auburn, Shoreline and Redmond libraries from 7-8:30pm. The meetings will have snacks, and the committee will try to make them fun, interactive and high energy. The committee is expecting a lot of comments, which will be incorporated into a patron outreach report and be infused into the draft plan to create version 6.0. Bill Ptacek said this draft would be the subject of the Board Retreat to ensure this process has Board input.

Bonnie said the focus groups and survey will be promoted through the website. Amy added that Julie Brand is organizing an informational campaign for the survey and focus groups with posters, flyers, press releases and tents for the library computers in order to get the word out. Bonnie said the meetings are open to as many people as possible and will be designed as open houses so people can come and go.

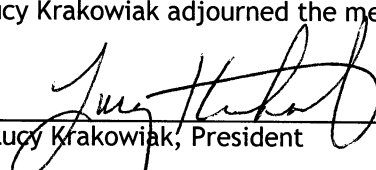
DIRECTOR'S REPORT

Bill Ptacek said the City of Seattle voted 9-0 to proceed with the annexation of White Center and Boulevard Park. He said the newspaper report that Seattle agreed to take on the libraries in those areas was based on the City's agreement with KCLS. Bill said one nice thing about this vote is that the issue won't come up in Olympia. He said he has been talking to the Deputy Mayor of Seattle, and if the City gets the legislation and the tax break, the Mayor feels there will be an annexation vote as early as next year. This vote, he said, tells him that the City is of one mind to go forward with annexation.

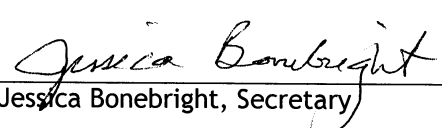
Bill said the staff Workplace Giving Campaign had an initial stretch goal of \$75,000 after raising around \$60,000 in the past. He announced that the Campaign not only reached the \$75,000 goal, but passed it and raised a total of \$77,000.

ADJOURNMENT

Lucy Krakowiak adjourned the meeting at 8:20pm.



Lucy Krakowiak, President



Jessica Bonebright, Secretary