



# King County Library System Board of Trustees Meeting

KCLS Service Center  
5pm ♦ June 25, 2014

## PRESENT

### KCLS BOARD

Jessica Bonebright  
Robin McClelland  
Jim Wigfall

### KCLS Staff

Julie Acteson  
Nathan Baker  
Beth Castleberry  
Karen Daniel  
Maria Hatcher  
Holly Koelling  
Jed Moffitt  
Melissa Munn  
Bruce Schauer  
Denise Siers  
Greg Smith  
Pauline Warden

### GUESTS

Dan Butenshoen  
Rob Scholl

## MOTIONS APPROVED

1. Board Meeting agenda
2. May 28, 2014 Board meeting minutes
3. Payroll expenditures
4. General Fund #0010 expenditures
5. Construction Bond Fund 1988 #3020 expenditures
6. Capital Project Fund 2005 #3070 expenditures
7. Gift Fund #6010 expenditures

## CALL TO ORDER

President Jessica Bonebright called the meeting to order at 5:03pm.

## SAFETY & SECURITY AT KCLS LIBRARIES

Public Services Director Holly Koelling said staff is dealing with significant issues in libraries that are typically associated with urban settings. In response, KCLS has turned to community partners for support in managing issues in order to ensure a safe and welcoming environment in libraries. KCLS' collaboration with the Kent Police Department is an example of how agencies can work together successfully to solve shared problems.

Community Conduct Coordinator Melissa Munn said communities and libraries are different and each requires a unique problem-solving approach. When the Snoqualmie Valley started to see a spike in criminal behavior, KCLS responded by working closely with law enforcement and other community partners, and also made operational changes in its facilities, which decreased the level of incidents in libraries in that cluster. The Redmond Library also had an increase in incidents when a youth shelter opened. The collaboration with Friends of Youth and Redmond Police Department resulted in increased community support and a decrease in issues at that Library.

Holly introduced Cluster Manager Pauline Warden, Operations Manager Nathan Baker, Commander Rob Scholl and Sergeant Dan Butenshoen from the Kent Police Department to talk about their collaboration to address issues at the Kent Library. Commander Scholl has been with Kent Police for 26 years and supervises the department's Special Operations Unit (SOU). Sergeant Dan Butenshoen supervises the Unit's six officers.

Pauline said in the 30 years she has worked for KCLS, the partnership established with Kent Police stands out as one of best. It is based on a mutual understanding and working knowledge of each agency's mission.

Nathan Baker said that KCLS utilized an off duty police officer to patrol the Kent Library, but after the contract was discontinued at the end of 2013, large numbers of people engaging in drug dealing and aggressive panhandling began to congregate at the entrance to the Library, creating an intimidating gauntlet for patrons to navigate when entering the building. Although there were incidents that warranted response, staff was not responsible for patrolling the exterior of the building and often did not witness criminal activity, which made it difficult for police to issue trespasses.

Commander Scholl said the Department's bicycle unit was disbanded at the height of the recession. A large increase in the City's homeless population coincided with a number of problems at the Library and across downtown. When the City Council authorized a position to begin rebuilding the unit to deal

with criminal activity in downtown, the initial mission was to issue trespasses from public spaces, including the Library. KCLS and Kent Police had differing interpretations of what trespassing meant, which created tension between the two agencies and a perception that KCLS did not want to work with the police. When the two sides met to discuss how to approach the problem, officers gained an understanding of the Library's mission, including the philosophy that a trespass from one area of the City should not preclude access to the Library as long the person does not engage in criminal behavior while using the Library. In turn, KCLS learned under what circumstances police issue city-wide trespasses. KCLS agreed to put up signs at the library discouraging loitering and other intimidating behaviors, and agreed to defer to an officer's judgment for issuing city-wide trespasses. In turn, police agreed to defer to staff's judgment when issuing trespasses from the Library.

The Special Operations Unit has established positive relationships with KCLS and officers work closely with Library staff on a number of other underlying issues, including crisis management when dealing with the mentally ill. Officer Scholl said the collaboration has been successful due in part to the proximity of the Police Department being located two blocks away from the Library and department leadership that is supportive of building strong partnerships with community agencies.

Jim Wigfall thanked Commander Scholl and the Kent Police Department for taking the time to make the partnership work. Commander Scholl in turn thanked staff for making compromises in order to help officers do their job.

Robin McClelland asked what happens if someone enters the Library to evade arrest. Holly said the law always trumps the library and officers can enter the building at any time to apprehend a criminal.

Holly said Kent Police deserve a tremendous amount of credit for reaching across two diametrically opposed cultures to meet in the middle. The resulting partnership is remarkable and one she wanted to share with the Board. Management is also working with Local 1857 and 1857-S representatives to address the broader issue of safety and security in all libraries so that KCLS can address situations more rapidly and effectively when they occur. The process will include gathering input from staff to gain a better understanding of factors that are unique to each library in order to provide ongoing support and training to help staff successfully manage challenging environments.

#### **PUBLIC COMMENT**

There was no public comment

#### **APPROVAL OF AGENDA**

*Robin McClelland moved approval of the Board Meeting agenda. Jim Wigfall seconded and the motion passed unanimously.*

#### **APPROVAL OF BOARD MINUTES**

*Jim Wigfall moved approval of the May 28, 2014 Board Meeting minutes. Robin McClelland seconded and the motion passed unanimously.*

#### **FINANCE REPORT**

General Fund expenditures in May came in right at the monthly budget average of \$8.9M, and represented 8.4% of the budget. This compares to \$8.8M in May 2013 and represents a year-over-year increase of 4.7%. Expenditures are projected to continue on track as budgeted.

General Fund revenues were \$9.4M, including \$9M in additional property tax revenue received from the first semi-annual payment on April 30. Revenue received year-to-date reflects 51.5% of the total 2014 revenue budget and a 7.8% increase over the prior year.

May expenditures in the 307 Fund were \$289K, which includes \$67K for White Center Library permit and design fees, \$34K for Skyway Library permit and environmental fees, \$29K for Vashon Library project expenses, \$23K for Federal Way 320th Library artwork, and \$77K for project management fees. Capital Plan spending is \$158.7M to date, or 77.6% of the current approved total program budget of \$204.3M.

Expenditures in the 302 Fund were \$160K, which includes \$127K in architectural services and permit fees for Renton Library and \$20K in architectural fees for Renton Highlands Library.

An Inter-fund transfer of \$1.6M was for debt service payment on the bond and does not require board approval. It was not included in the board packet.

#### **PAYMENT OF BILLS**

*Jim Wigfall moved approval of Payroll expenditures for May in the amount of \$2,743,601.77: May 1-15 Ck#157791-157871; 338307-339496 and May 16-31 Ck#157872-157952; 339497-340683. Robin McClelland seconded and the motion passed unanimously.*

*Robin McClelland moved approval of General Fund #0010 expenditures for May in the amount of \$6,200,486.78: Travel Advances - Ck#1123-1128; (05/06) Ck#1064223-1064229; (05/07) Ck#1064230-1064248; (05/09) Ck#1064249-1064406; 1064407-1064432; (05/09) Ck#5003900-5003912; (05/12) Ck#1064433-1064452; (05/14) Ck#1064453-1064473; 1064474-1064582; (05/19) Ck#1064583-1064669; 5003913-5003934; (05/19) Ck#1064670-1064695; 5003935-5003939; (05/19) Ck#1064696-1064707; (05/22) Ck#1064708-1064780; 1064781-1064805; (05/23) Ck#5003940-5003956; 1064806-1064818; (05/23) Ck#1064819-1064877; (05/29) Ck#1064878-1064915; (05/30) Ck#1064916-1064977; 1064978-1064999; (06/02) Ck#1065000-1065034; (06/04) Ck#5003957-5003979; 5003980-5003984; (06/04) Ck#1065035-1065062; 1065063-1065075; (06/04) Ck#1065076-1065081; 1065082-1065125; (06/05) Ck#5003985; Voids - Ck#. Jim Wigfall seconded and the motion passed unanimously.*

*Jim Wigfall moved approval of Construction Bond Fund 1988 #3020 expenditures for May in the amount of \$159,609.04: (05/13) Ck#3020450-3020455; (05/22) Ck#3020456; (05/23) Ck#3020457 (05/29) Ck#3020458-3020459; (06/04) Ck#3020460. Robin McClelland seconded and the motion passed unanimously.*

*Robin McClelland moved approval of Capital Project Fund 2005 #3070 expenditures for May in the amount of \$630,949.12: (05/08) Ck#3072766; (05/13) Ck#3072767-3072774; (05/19) Ck#3072775-3072776; (05/22) Ck#3072777; (05/23) Ck#3072778-3072779; (05/29) Ck#3072780-3072788; (06/02) Ck#3072789; (06/04) Ck#3072790-3072794;3072795-3072796. Jim Wigfall seconded and the motion passed unanimously.*

*Jim Wigfall moved approval of Gift Fund #6010 expenditures for May in the amount of \$1,300.00: (05/21) Ck#6010544; (06/02) Ck#6010545. Robin McClelland seconded and the motion passed unanimously.*

#### **ANALYSIS OF MINORS WITH LIBRARY FINES**

During a presentation to the Planning Committee on the Boulevard Park Library Analysis, a discussion arose around a statistic indicating that 27% of minors in the Boulevard Park area have blocked library cards resulting from unpaid fines. Board members expressed concern that the policy seems to disproportionately impact minors in disadvantaged communities and questioned whether it could be modified, especially since parents are usually the ones responsible for paying fines incurred by their children.

Staff conducted a System-wide analysis of the issue along with a comparison to other library systems and determined that the 27% figure was patrons of all ages, not just minors. The analysis shows that 184,000 minors have library cards and of those, 17% (predominately school-age children) have fines, fees or both exceeding \$10. When the data was broken out further, 6% have a balance between \$10 and \$15, which is likely to be mostly overdue fines and not lost material charges. Of note, several key communities in the south end have the highest number of minors with fines in excess of \$10. The communities are sorted by zip code and don't align with any particular library.

KCLS examined five other library systems of similar size and operation for comparison: Queens Public Library, Multnomah County Library, Charlotte Mecklenburg Library, Cuyahoga County Public Library, and County of Los Angeles Public Library. KCLS' daily fine (\$0.10) is the same or lower than other systems; its maximum overdue charge per item (\$3) is lowest; and the threshold at which cards are blocked (\$10) is middle of the range. KCLS queried the other library systems about whether they have programs in place to reduce account balances for minors. Multnomah gives a \$10 summer reading prize

coupon to pay off fines. Queens has a "Read Down Your Fees" program, but it is unclear if there is a dollar limit or if the program includes lost materials charges.

Based on its fiduciary responsibility to taxpayers, KCLS cannot forgive lost materials fees, but offers minors a one-time waiver of overdue fines through the Fresh Start program, which has been in place for over a decade. The Public Services Leadership Team recommends modifying the Fresh Start program to allow waiving fines a second time for those who have already used the program, which has the potential to unblock cards for 11,000-18,000 school-age minors.

Jim Wigfall asked if parents are engaged anywhere in the process. Holly said parents or guardians receive notice from KCLS when a minor signs up for a library card, but are not contacted when fines are waived. She said adding an educational piece for parents could be considered.

Robin McClelland asked if patrons are reminded of overdue fines when they check out materials. Karen Daniel said a message pops up on screens, but 75% of patrons use Self-Check Out so opportunities for librarians to offer reminders are limited. When items are overdue for seven days, a first notice is sent by email or telephone. A second notice is mailed when items are overdue 14 days. However, all overdue notices are addressed to the patron, not parents.

Holly said staff will launch a campaign in the fall to advertise the Fresh Start program to all minors with overdue fines and will look at ways to educate school-age patrons and their parents about the financial repercussions of overdue fines on the System.

### **2013 UNAUDITED FINANCIAL STATEMENTS**

As discussed in the Finance Committee meeting, Dwayne Wilson said that KCLS' unaudited financial statements are due to the State Auditor each year by the end of May, and KCLS met the deadline again this year. KCLS contacted the State Auditor's Office to confirm expected timing of the fall audit, and is currently awaiting a response, but expects an October audit with a final audit report being issued in November or December. The *Management's Discussion and Analysis* section of the submitted financial statements shows that KCLS' Net Position increased \$4.8M in 2013 compared to 2012 (\$188.3M versus \$183.5M). KCLS' General Fund balance increased by \$1.7M to \$45.3M. The Capital Project Fund decreased by \$15.6M as bond funds continue to be spent while capital assets increased approximately \$12.0M due to construction of new libraries. Revenues decreased slightly in 2013 while expenses, mostly payroll and general expenses, increased by 1.9%.

### **CONSTRUCTION HIGHLIGHTS**

Greg Smith, Director of Facilities Management Services & Development highlighted features of recently completed, in-progress and proposed projects in KCLS' Capital Improvement Plan.

#### **Library Connection @ Crossroads**

Interior renovations were completed in January 2014 and include new furnishings, interior finishes, LED lighting and exterior/interior signage. Automated Materials Handling equipment is showcased behind windows so patrons and passersby can see how the system works and resin desktops were recycled into an LED-backlit wall sculpture.

#### **Fairwood Library**

Renovation is underway and includes a 5,000 square foot addition with bay windows; redesigned roof; energy efficient features including occupancy light sensors, repurposed mechanical system and drought-resistant plantings; improved acoustics; and new interior finishes. The Library is anticipated to reopen in early November.

#### **Kingsgate Library**

The renovation project will include maximizing the skylights to increase natural light; insulation and window upgrades, LED lighting, new mechanical systems, and installation of two small rainwater cisterns in the south garden. KCLS plans to file for permits in mid-July and expects approval to take 4-5 months.

### **Mercer Island Library**

The renovation project will include opening up the existing meeting room with a new glass wall to provide a visual connection to the rest of the library, adding a new cyber bar and exterior window; relocation of the small meeting room and addition of a study room; modifying the vestibule to increase usable space within the library; acoustical improvements; new lighting that meets energy code requirements; new furniture and finishes; and reconfiguration of the staff work room. KCLS plans to file for permits in mid-July and expects approval to take 3-4 months.

### **Renton Library**

Construction started on June 22 and the reconstructed Library will include new auger cast piles and steel brace frames; high performance wall and roof assemblies for improved energy efficiency and thermal control; a relocated main entry to improve access and river views; improvements to the plaza, paths and landscaping; and an improved interior space layout, including additional electrical service.

### **Renton Highlands Library**

The new Library will include radiant heating and cooling; skylights and solar tubes for improved day lighting; energy efficient plumbing fixtures; daylight sensors and efficient lighting fixtures; advanced shading devices to reduce glare; and bike parking adjacent to public transportation.

### **Skyway Library**

As the first new public building in the community in more than four decades, the new Library will include a curb-less parking area and adjacent public plaza designed to accommodate community events; a 20-foot high window wall with views of Mount Rainier; onsite storm water management system; use of reclaimed materials for tables, countertops, and cladding at the entry porch, and a large community study table created from the tail of a Boeing jet. A groundbreaking ceremony will be held on Wednesday, July 9.

### **Tukwila Library**

The new library will be a wood/steel structure with features that include a heating and cooling geothermal slab; motorized windows and skylights for natural ventilation; an outdoor reading area; a Community Mosaic space and a large commissioned sculpture on the southwest corner of the site. The City of Tukwila is hosting a groundbreaking ceremony for Tukwila Village on August 1 and KCLS will attend as a guest.

### **Vashon Library**

Library renovations were completed in March 2014 and include a 10,000 square foot expansion; energy efficient green roof, optimized natural day lighting, drought tolerant native plantings and low flow plumbing fixtures to conserve water.

### **White Center Library**

The new Library will include skylights, large north windows, floor-to-ceiling south windows and operable windows designed to reduce energy usage. Stacks will be designed to maximize circulation and provide improved sight lines for librarians. KCLS will try to preserve as much natural landscaping as possible to maintain the current wooded atmosphere.

### **DIRECTOR SEARCH UPDATE**

Jim Wigfall said the recruitment brochure was widely distributed and appears to have had an effective reach. Two applications have been formally submitted and the search consultants are actively talking with 8-10 others, which is a typical response for a System the size of KCLS. Although the desired timing to fill the position is as soon as possible, the start date is negotiable. KCLS' consultants will meet with the Search Committee in mid-to-late July to present the entire pool of applicants and discuss viable candidates. The Board will be updated again at the July meeting.

## DIRECTOR'S REPORT

The City of Issaquah is revitalizing its Library Advisory Board, which will include a new position for a youth member. The City and KCLS hosted an information session for interested parties.

KCLS received an Urban Libraries Council Innovation Award Honorable Mention for its Page Fellowship program. The award was presented at the Next Conference and KCLS Foundation board member Kari Glover accepted on behalf of KCLS.

KCLS was nominated for a 2014 Mayor's End Hunger Award for the food collection component of *A Place at the Table*. Nominees were recognized at an event on National Hunger Awareness Day on June 5.

KCLS received two Best of Show Awards from PR Xchange for the *A Place at the Table* program booklet and the READometer app.

Foster Library hosted a naturalization workshop on May 17 and Newcastle Library will host a naturalization oath ceremony on July 23.

## ADJOURNMENT

The meeting adjourned at 6:52pm.

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Jessica Bonebright, President

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Robin McClelland, Secretary