



King County Library System Board of Trustees Meeting

KCLS Service Center
5pm ♦ August 31, 2016

PRESENT MOTIONS APPROVED

KCLS BOARD

Angélica Alvarez
Robert Spitzer
Jim Wigfall

KCLS Staff

Julie Acteson
Beth Castleberry
Jenny Engstrom
Maria Hatcher
Holly Koelling
Tess Mayer
Cynthia McNabb
Jed Moffitt
Bruce Schauer
Greg Smith
Gary Wasdin
Wayne Wilson

1. Board Meeting agenda
2. July 27, 2016 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 Rob Spitzer called the meeting to order at 5:03pm. He noted that a quorum was not present and said no action would be taken by the Board until a third Trustee arrives. He moved ahead with non-business items on the agenda.

PUBLIC COMMENT

Council 2 representative Mary Louis said she had both good and bad news to share. The good news is that when she started as Local 1857's representative in December 2014, the relationship between Labor and Management wasn't friendly, but since that time she has been impressed by how the relationship has developed and each side's ability to work in a collaborative manner. She attributes it to Gary Wasdin's leadership and thanked him for it. She said the bad news isn't related to his directorship, but rather her knowledge that contract negotiations for the Page Unit are not making the same progress as negotiations for the Main and Maintenance Unit contracts. She said she recognizes the challenging issues that come with a finite budget, but the membership believes there needs to be an increase in the number of hours and benefited positions for Pages. She said Local 1857 surveyed the Page Unit in July 2016 to seek additional information to support the Union's position in negotiations. A total of 96 pages responded (26 percent response rate). She shared a summary of the results with the Board:

- 81 percent are interested in a 20-hour benefited position
- 67 percent are hoping for promotional opportunities
- 61 percent anticipate staying with KCLS for the next 3-5 years
- 58 percent have a bachelor's degree
- 34 percent work another job in addition to paging
- 4 percent have a MLIS

Forty-three percent have worked at KCLS for more than six years, including 26 percent who have been with the organization 10+ years. 17 percent have been with KCLS less than two years.

Sixty-eight Pages left additional comments about why a 20-hour benefited position was important to them. Many spoke about the importance of health benefits, but there were also several comments about not having to work a second job, and the impact of the current restrictions on how many hours they can work.

Pages make between \$365 to \$877 a month, depending on their salary and how many hours they work. The most a Page could make in one month without going over the hour limit for a non-benefited position would be \$946.

62 Pages left additional comments about how the hour limits for their positions have impacted them. In addition to the direct financial impact, they also spoke about needing to carefully plan their schedules months in advance to take advantage of the months they work more than 69 hours, and how the limits drastically impact gaining enough experience as an LTA substitute.

Throughout all the comments, there were many references to Pages feeling as though they are expendable employees. They are not offered the same benefits and opportunities as other KCLS staff. There were multiple examples of Pages not being invited to attend "all staff" meetings, and not receiving information that was communicated to other library staff. The ability to attend trainings and participate on committees varied widely, depending on the location and supervisor. Pages want KCLS to affirm through its actions that the Page position is important to the organization, and to value and respect them as employees.

Mary added that she was paid an \$800 a-month-stipend 25 years ago to maintain a graduate student lifestyle, and compared that to adults trying to live on that wage today.

Catherine Reece is an LTA at the Mercer Island Library and said she was addressing the Board in support of KCLS Pages. She said it is embarrassing that the largest employee group at KCLS has no benefits and said when a contract is eventually reached—and she said it is going to be—management will look back with embarrassment. She said some of the Pages had benefits in the countries from which they came but no one would expect them to return to those countries for a doctor appointment. The other problems is the hoops that Pages must jump through in order to take days off for appointments, including filling out complicated forms required by Human Resources. She said Pages are one-two punched and constantly neglected and abused, and she thinks giving them benefits is the humanitarian thing to do.

Rob Spitzer said he was sorry that the other trustees were not present to hear the public comment but said the entire Board values the work of the Pages.

Patron Gregg Teslovich submitted written comments for the record:

Over the past couple of years KCLS has greatly reduced the number of both international and U.S. produced DVD titles, both in comparison to what KCLS has historically purchased in prior years and in comparison to SPL, e.g., SPL over the past 60 days has ordered 223 DVD films while KCLS over the same period has ordered only 68. Since KCLS services a larger patron base and since DVDs are the most requested item in the catalog, this discrepancy should be addressed.

LIBRARY SECURITY

Holly Koelling said security issues in KCLS libraries are reflective of issues facing King County communities. While most behavioral or safety concerns have historically been confined to a few libraries in the south end, beginning in 2009 staff began to see a significant escalation in the number and frequency of incidents throughout the System. In 2012, KCLS created a new position—a Community Conduct Coordinator—to dedicate time and expertise to the situation by engaging staff and community partners in finding solutions that minimize reliance on law enforcement or security personnel in library buildings. Holly said that in 10 years, a huge influx of immigrants and refugees has increased King County's population by 11 percent, which is equivalent to a city the size of Bellevue or Tacoma. Greater urban density has strained already limited social services and affects how libraries are being used given KCLS' policy of open access. Holly introduced Community Conduct Coordinator Melissa Munn to give an overview of what's currently going on in libraries, what staff is doing about it, and some of the challenges KCLS continues to face.

Melissa said libraries are indeed snapshots of communities and while KCLS can't control who comes into libraries, staff can control library users' behavior. Some of the more common issues staff face include angry, verbally abusive, and disrespectful patrons. Staff are trained to deescalate volatile situations but have to deal with these situations on a daily basis. Situations involving drugs and alcohol are also increasing. Staff

frequently deals with heroin usage and, in one instance, administered AED/CPR to someone who overdosed in a library. Staff is also seeing an increase in people suffering mental illnesses; they direct those in need to appropriate services and resources in the community. Staff does a phenomenal job navigating stressful situations and demonstrating great care and compassion.

Melissa said another hot topic among staff is sleeping in the Library. The Rules of Conduct policy was relaxed three years ago after staff complained that they were spending a lot of time policing the premises for something that is not considered a safety issue. Many also complained that the policy was often inequitably enforced based on appearances, assumptions, and personal judgments. With an increase in homelessness, there are more people sleeping in libraries and taking up space with their personal belongings. An unintended consequence of the relaxed policy is that it creates a negative perception of how library space is being used and reinforces the belief by some that someone who does not pay taxes should not be allowed to sleep in the library.

Melissa said that while it is impossible to control what happens in libraries, staff has been given a variety of tools and resources with which to respond. Sharps containers have been installed to reduce risks to the public. The Joint Labor Management Collaboration (JLMC) has asked that the Rules of Conduct policy governing sleeping in the library be reviewed again, but there is a 50/50 split among staff about how best to handle the situation. Staff has also requested more robust training and additional courses have been added. KCLS also has a number of libraries with off-duty officers. However the cost is unsustainable as a long-term solution and KCLS is exploring other options. One of the most impactful solutions has been the effort to build stronger partnerships with local law enforcement. Developing a mutual understanding of each agency's mission and values has resulted in a more supportive relationship between officers and library staff.

Melissa said another hot topic for both staff and patrons is security cameras. She said staff want them and the public doesn't understand why we don't have them. There is a long history about the use and discontinued use of cameras, but a recent rash of break-ins in the new Renton Highlands Library garage has restarted the conversation among staff.

Gary Wasdin said paramedics credited staff with saving the person's life who overdosed in the library. In another incident, police were called when a patron refused to comply with a librarian, and had to be tackled and tased after resisting arrest. He said these and many other incidents illustrate the importance of giving staff the support they need to work in these environments.

Angélica Alvarez said she has seen staff in action and thanked staff for maintaining the safety of all patrons.

Rob Spitzer asked what other library systems are doing to provide security. Gary said many library systems are city or county departments, and inherently receive police support or have security cameras. There is also an increase in the number of library systems that are hiring social workers. Pima County Library is hiring nurses. KCLS is hiring a social worker at the Auburn Library as part of a pilot.

Gary said KCLS is committed to creating a welcoming environment for the entire community, so it's a problem if parents are not bringing their kids to the library out of concern for their safety. In the case of security cameras, video footage is treated like any other library record, so the challenge is how to balance the safety and security of patrons while protecting a patron's constitutional right to privacy. He said the decision to install security cameras would require review and approval by the Board.

APPROVAL OF AGENDA

Rob Spitzer noted the presence of a quorum with the arrival of Trustee Jim Wigfall and proceeded to approval of the minutes.

APPROVAL OF BOARD MINUTES

Angélica Alvarez moved approval of the July 27, 2016 Board Meeting minutes. Jim Wigfall seconded and the motion passed unanimously.

FINANCE REPORT

General Fund expenditures in July were \$9.2M compared to the monthly budget average of \$9.6M. Year-to-date expenditures of \$63.2M represent 55 percent of the budget expended compared to 58 percent of the completed budget year. Repairs and Maintenance expenditures of \$1.6M include large payments for roof repairs at the Bellevue and Covington Libraries. Year-to-date miscellaneous expenditures of \$285K primarily represent ad valorem payments to the County resulting from property-tax appeals.

General Fund revenues of \$754K includes \$108K under Contracts for reimbursement from the Youth Services Center and \$182K under Miscellaneous, the majority of which is funding from the KCLS Foundation.

Expenditures in the 307 Fund of \$683K include payments for the Mercer Island project (\$484K); and trailing expenses for the White Center (\$133K) and Kingsgate (\$28K) projects.

Expenditures in the 302 Fund of \$562K include payments for Tukwila (\$503K), trailing expenses for the Renton and Renton Highlands Libraries (\$34K) and architectural design fees for Library Connection @ Southcenter (\$25K).

QUARTERLY CAPITAL PLAN PROGRAM REVIEW

As discussed in the Finance Committee meeting, the Mercer Island and White Center Libraries have been moved to Completed Projects on the green sheet. Tukwila Library is still in progress and remains under Active Projects. Tukwila and Duvall properties are for sale and are highlighted as potential future revenue. Valley View, Southcenter, Boulevard Park and Kent East Hill are Future Projects and there are no changes in estimated project costs.

PAYMENT OF BILLS

Jim Wigfall moved approval of Payroll expenditures for July in the amount of \$2,828,945.83: Jul 1-15 Ck#161919-161990; 400806-402056 and Jul 16-31 Ck#161991-162062; 402057-403305. **Angélica Alvarez seconded and the motion passed unanimously.**

Angélica Alvarez moved approval of General Fund #0010 expenditures for July in the amount of \$6,771,780.19: Travel Advances - Ck#1225; (07/07) Ck#5006939; (07/12) Ck#5006940-5006968; 1087064-1087081; (07/12) Ck#1087082-1087221; (07/13) Ck#1087222-1087263; (07/14) Ck#1087264-1087406; (07/15) Ck#5006969-5006995; 1087407-1087424; (07/15) Ck#5006996-5007000; 1087425-1087431 (07/19) Ck#1087432-1087485; (07/21) Ck#1087486-1087512; 1087513-1087538; (07/21) Ck#5007001-5007030; 1087539-1087598; (07/25) Ck#1087599-1087613; 1087614-1087640; (07/25) Ck#1087641-1087675; (07/26) Ck#1087676-1087739; (07/27) Ck#1087740-1087767; (07/28) Ck#1087768-1087793; (07/29) Ck#1087794-1087825; 1087826-1087828; (08/01) Ck#5007031-5007065; 1087829-1087851; (08/03) Ck#1087852-1087930; 1087931-1087935; (08/03) Ck#5007066-5007070; (08/04) Ck#1087936-1087959; (08/08) Ck#5007071-5007096; 1087960-1087974; (08/09) Ck#1087975-1088032; (08/10) Ck#5007097
Voids - Ck#5006971; 5006984. **Jim Wigfall seconded and the motion passed unanimously.**

Jim Wigfall moved approval of Construction Bond Fund 1988 #3020 expenditures for July in the amount of \$562,102.98: (07/12) Ck#3020921-3020922; (07/19) Ck#3020923-3020929; (07/21) Ck#31020930 (07/26) Ck#3020931; (08/03) Ck#3020932-3020933; (08/09) Ck#3020934-3020937. **Angélica Alvarez seconded and the motion passed unanimously.**

Angélica Alvarez moved approval of Capital Project Fund 2005 #3070 expenditures for July in the amount of \$668,424.11: (07/12) Ck#3073484-3073485; (07/14) Ck#3073486-3073489; (07/19) Ck#3073490-3073505; (07/21) Ck#3073506-3073508; (07/26) Ck#3073509; (07/29) Ck#3073510-3073514; (08/03) Ck#3073515; (08/09) Ck#3073516-3073520; (08/10) Ck#3073521. **Jim Wigfall seconded and the motion passed unanimously.**

Jim Wigfall moved approval of Gift Fund #6010 expenditures for July in the amount of \$800.00: (07/07) Ck#6010686-6010687. **Angélica Alvarez seconded and the motion passed unanimously.**

DIRECTOR'S REPORT

KCLS was honored to host Congressman John Lewis, co-author Andrew Aydin and illustrator Nate Powell at the Bellevue Library on August 19 to talk about *March*, the graphic novel trilogy that tells Lewis' story of the civil rights movement and the many people who fought for freedom. The opportunity to host the authors fell into KCLS' lap when staff reached out to them at the ALA conference in Orlando and invited them to Washington.

Gary shared a snapshot of data from the annual Public Library Data Service survey that shows how KCLS performs compared to 28 peer libraries in a number of categories. As an example, total operating expenses per capita of \$80.67 places KCLS fifth among its peers, compared to Multnomah Public Library (\$88.59) and Seattle Public Library (\$98.89).

KCLS completed another successful year of Study Zone sessions. During the 2015-2016 school year, more than 11,000 students received homework help from 347 volunteers in 38 libraries. Although service is offered primarily during the school year, an additional 375 students were served during the summer session.

EXECUTIVE SESSION

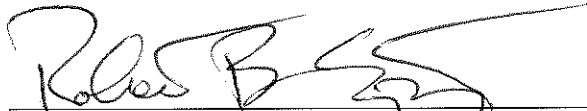
At 6:07pm, President Rob Spitzer announced the Board would convene in Executive Session to review the performance of a public employee in accordance with RCW 42.30.110, Section 1 (g). The estimated duration of the session was 45 minutes. Rob Spitzer, Angélica Alvarez, Jim Wigfall, Gary Wasdin, Carrie Rolph, Carla Hopkins, Jenny Engstrom, Holly Koelling, Julie Acteson, Beth Castleberry and Cynthia McNabb participated. Human Resources staff Danielle Perry, Kathy Tarli, Nu'u Fuavai, Shannon Unger and Logan Dilles observed.

RECONVENE REGULAR SESSION

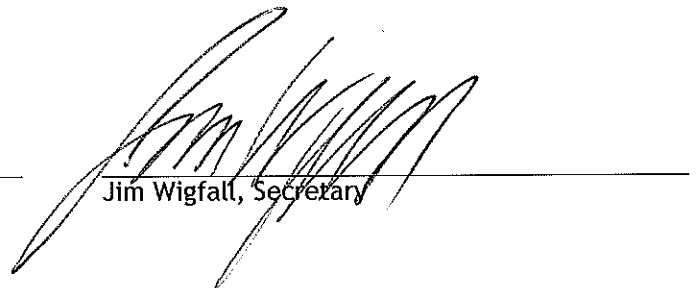
At 6:59pm, Rob Spitzer reconvened the regular session. *Angélica Alvarez moved to adjourn the meeting. Jim Wigfall seconded.*

ADJOURNMENT

The meeting was adjourned at 6:59pm.



Robert Spitzer, President



Jim Wigfall, Secretary