



King County Library System Board of Trustees Meeting

KCLS Service Center
5pm ♦ November 20, 2019

PRESENT

KCLS BOARD

Pamela Grad
Max Harned
Ron Higgs
Robin McClelland
Anne Repass

KCLS Staff

Julie Acteson
Jenny Engstrom
Maria Hatcher
Nicholas Lee
Tess Mayer
Cynthia McNabb
Jed Moffitt
Lisa Rosenblum
Bruce Schauer
Christine Schonhart
Greg Smith

MOTIONS APPROVED

1. Board Meeting agenda
2. October 30, 2019 Board meeting minutes
3. Payroll expenditures
4. General Fund #0010 expenditures
5. Capital Project Fund 2005 #3070 expenditures

CALL TO ORDER

Secretary Pamela Grad called the meeting to order at 5:04pm.

APPROVAL OF AGENDA

Anne Repass moved approval of the Board Meeting agenda. Max Harned seconded and the motion passed unanimously.

APPROVAL OF BOARD MINUTES

Pamela Grad asked for an amendment to the minutes to show that she presided over the October meeting, not Lalita Uppala.

Max Harned moved approval of the October 30, 2019 Board Meeting minutes as amended. Ron Higgs seconded and the motion passed unanimously.

PUBLIC COMMENT

There was no public comment.

DIGITAL LITERACY

Project Specialist Félix Reyes said that the Tech Tutor program aligns with KCLS' strategic initiatives to build communities of inclusion and belonging. It provides responsive, inspirational service and supports economic empowerment by offering patrons opportunities to improve digital literacy, which the American Library Association defines as the cognitive and technical skills to use information and communication technologies. Formerly known as NetMaster, a program that taught patrons how to navigate the internet, Tech Tutor was established in 2012 to provide a broader scope of hardware and software training. The program utilizes volunteers to facilitate classes and one-on-one help sessions, and includes under its umbrella online databases like Lynda.com to provide optimal learner experiences. It has evolved to also include avenues for obtaining software certifications, such as Microsoft Office, Adobe, and Python (a programming language). In 2019, there were 57 active Tech Tutor volunteers providing 809 total sessions at 26 participating libraries. Of the more than 1,500 patrons who participated in Tech Tutor programming, 70% took advantage of one-on-one help.

KCLS measures the success of the Tech Tutor program by how well learner outcomes are achieved as reported by participants, including increased knowledge and skill using software applications, and increased confidence in one's ability to use technology at work, school and in everyday life. Felix shared comments from one patron, who cited the "tremendous benefits of Tech Tutor as a low-barrier, no cost program" that helped the participant maintain professional status through recertification as a legal transcriber.

GREEN INITIATIVE UPDATE

Information Technology Services Director Jed Moffitt said that KCLS' decision to implement Pay-to-Print services is in response to budgetary pressures due to increasing costs of toner, paper, hardware and maintenance. Pay-to-Print establishes consistent and equitable printing and copying services, and promotes environmentally sustainable practices that align with KCLS' Green Initiative.

The Pay-to-Print kiosk system eliminates antiquated and redundant processes by replacing three separate systems: 1) stand-alone cash registers that only allow transactions by cash or check for payment of fines and fees, and require manual reconciliation and reporting; 2) public printers that have limited output options; and 3) copiers that only accept cash. The new system utilizes self-service kiosks where patrons can print or make copies, including double-sided, legal or tabloid sized pages, and pay fines and fees during the same transaction. It automates financial reconciliation processes, reducing staff time and errors, and also provides more self-service kiosks while at the same time reducing the overall equipment footprint in libraries by roughly one-third.

Starting in September 2018, communication to staff has included emails, Intranet articles, and a centralized web page with current updates and FAQs. Staff participated in focus groups early in the project that included "Six Hat Thinking" idea generation and "Lessons Learned" sessions midway through installations. Trainings have included "Work Like a Patron Day," drop-in practice session at the Service Center and a variety of online tutorials, classes and peer-to-peer support.

Patrons have been using the new equipment successfully since the soft launch earlier in the year. Of the nearly 1,200 patron who paid for print services in October, 982 paid for their transaction at a kiosk rather than a cash register and used a credit card in 70% of all transactions.

KCLS anticipates that all cash registers and kiosks will be installed by the end of January. Library Document Stations will be upgraded to include document feeders for rapid scanning and additional paper drawers to accommodate legal and tabloid printing. Starting in the first quarter of 2020, patrons will receive a \$1.50 per week allowance for printing, which is the equivalent of 10 black and white pages per week, or 520 black and white pages per year. The amount of free prints will vary if a patron uses any portion of their allowance for color printing. Patrons also have the ability to pay beyond their weekly printing limit, and staff will continue to have the discretion to waive a patron's limit on a case-by-case basis.

FINANCE REPORT

October revenues year-to-date were \$118.6M, and reflect 94.6% of the total revenues budget. Year-over-year revenues increased \$4.46M, or 3.9% over the prior year.

October expenditures year-to-date were \$99.9M, representing 77% of the total expenditures budget with 83.33% of the budget year completed. Year-over-year expenditures increased \$1.4M, or 1.5%.

Expenditures in the Capital Investment Program (CIP) in October were 61.0% of the total CIP budget, and include expenditures in the following categories: Major Maintenance (38.1% category budget expended); New Construction/Remodels (58.3%); and Replacements (73.8%).

As of October 2019, total project budgets expended for the Kent Panther Lake and Boulevard Park Libraries are 86.3% and 100%, respectively.

APPROVAL OF MONTHLY EXPENDITURES

Robin McClelland moved approval of Payroll expenditures for October in the amount of \$2,960,852.48: Oct 1-15 Ck#174657-174731; 410001-411239 and Oct 16-31 Ck#174732-174800; 430001-431226. Ron Higgs seconded and the motion passed unanimously.

Ron Higgs moved approval of General Fund #0010 expenditures for October in the amount of \$5,635,853.02: Travel Advances - Ck#1396; (10/04) Ck#1122224-1122302; (10/07) Ck#5011570-5011594;1122303-1122333; (10/09) Ck#1122334-1122467; (10/10) Ck#5011595-5011597;1122468-1122472; (10/14) Ck#1122473-1122557; (10/15) Ck#5011598-5011627;1122558-1122593; (10/17) Ck#1122594-1122676; (10/18) Ck#5011628;1122677-1122744;5011629; (10/21) Ck#5011630;5011631; (10/22) Ck#5011632-5011652;1122745-1122781; (10/22) Ck#1122782-1122898;

(10/24) Ck#5011653-5011655;1122899-1122904; (10/24) Ck#1122905-1122934; (10/25) Ck#1122935-1122979; (10/30) Ck#1122980-1123063; (11/01) Ck#1123064;1123065-1123099; (11/01) Ck#5011656-5011689;1123100-1123162; (11/04) Ck#5011690; Voids - Ck#5011629. *Max Harned seconded and the motion passed unanimously.*

Max Harned moved approval of Capital Project Fund 2005 #3070 expenditures for October in the amount of \$9,446.19: (10/30) Ck#3074020-3074021. Anne Repass seconded and the motion passed unanimously.

RESOLUTION 2019-06 PROPERTY TAX REVENUE INCREASE

As discussed in the Finance Committee meeting, *Max Harned moved approval of Resolution 2019-06 Property Tax Revenue Increase. Ron Higgs seconded and the motion passed unanimously.*

RESOLUTION 2019-07 PROPERTY TAX LEVY

As discussed in the Finance Committee meeting, *Anne Repass moved approval of Resolution 2019-07 Property Tax Levy. Max Harned seconded and the motion passed unanimously.*

APPROVAL OF BOARD MEETING SCHEDULE

Robin McClelland moved approval of the 2020 Board meeting schedule. Max Harned seconded. Ron Higgs asked the Board to consider scheduling meetings and public forums in community library locations to make the meetings more accessible to the public. Robin McClelland concurred, noting that holding meetings at various locations would allow the Board to hear about the local programs staff offer in their communities. Pamela Grad called for a vote on the meeting dates and said the Board can approve locations at a later date. *All voted in favor and the motion passed unanimously.*

DIRECTOR'S REPORT

The King County Regional Census Committee is comprised of leaders who will focus efforts on ensuring an accurate census count in 2020. Lisa Rosenblum is a committee member and KCLS staff are actively participating on subcommittees. KCLS has offered some of its libraries as counting places during the 2020 Census.

KCLS will continue to provide contracted library service at the new King County Children and Family Justice Center, which replaces the Youth Services Center. Furniture and shelving were recently installed, and library service at the new facility will begin soon.

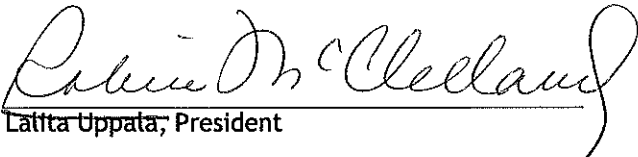
KCLS has received media attention both locally and nationally as more and more libraries across the country have joined its boycott of Macmillan Publishers. KCLS will continue to boycott the purchase of eBooks until Macmillan reverses its decision.

TRUSTEES REPORT

Pamela Grad said that as a public school librarian, her colleagues also oppose Macmillan's decision to impose an embargo on eBooks, but smaller libraries don't carry the weight of KCLS. She thanked Lisa Rosenblum for her efforts on the issue and expressed appreciation for carrying the torch on behalf of all libraries.

ADJOURNMENT

The meeting adjourned at 6:31pm.


Lalita Uppata, President

Pamela Grad, Secretary