



King County Library System Board of Trustees Meeting

Videoconference
5pm ♦ April 29, 2020

PRESENT

KCLS Board

Pamela Grad
Ron Higgs
Robin McClelland
Anne Repass
Lalita Uppala

KCLS Staff

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

MOTIONS APPROVED

1. Board Meeting agenda
2. February 26, 2020 Board meeting minutes
3. March 13, 2020 Special Board meeting minutes
4. Monthly expenditures for February and March
5. Resolution 2020-02 Repeal of Resolution 2020-01 Levy Measure

CALL TO ORDER

President Pamela Grad called the meeting to order at 5:02pm. The meeting was held by videoconference.

APPROVAL OF AGENDA

Robin McClelland moved approval of the Board Meeting agenda. Anne Repass seconded and the motion passed unanimously.

APPROVAL OF BOARD MINUTES

Anne Repass moved approval of the February 26, 2020 Board Meeting minutes. Lalita Uppala seconded and the motion passed unanimously.

Lalita Uppala moved approval of the March 13, 2020 Special Board Meeting minutes. Ron Higgs seconded. Pamela Grad, Anne Repass, Ron Higgs and Lalita Uppala voted in favor; Robin McClelland abstained. The motion passed by majority.

PUBLIC COMMENT

The public comment period was not held. No written comments were submitted.

GOVERNOR'S PROCLAMATION

A proclamation signed into order on March 24 by Governor Jay Inslee announced measures to mitigate the impacts of COVID-19 by waiving certain requirements of the Open Public Meetings Act and Public Records Act in an effort to curb the spread of the virus. The proclamation waives the requirement of public agencies to conduct meetings in facilities where people gather to attend. Public agencies can still hold meetings remotely, but must provide options for the public to attend via telephone or the internet, and may only address "necessary and routine matters" as defined in RCW 42.30.020, or matters necessary to address the COVID-19 outbreak. The Governor also waived the requirement to post meeting notices at the agency's site.

The Public Records Act mandates that public agencies acknowledge receipt of public records requests within a five-day deadline, and also requires public agencies to provide accessible facilities to review and copy public records. While public agencies are closed due to Washington State's emergency Stay-at-Home order, these requirements are waived. However, public agencies are still expected to respond to public records requests promptly and to the fullest extent possible.

PUBLIC SERVICES UPDATE

Public Services Deputy Director Christine Schonhart said she has been impressed at how much staff has accomplished in a very short period of time in response to COVID-19, especially for an organization the size of KCLS.

In the first week after KCLS closed, staff created an online library for patrons. Online Library Services staff updated the website to include a Frequently Asked Questions section with information on extended due dates and returns, and how to reach KCLS during the closure. By the end of the second week, the Social Team had received approximately 2,300 messages - a nearly 1200% increase in volume. Registration for eCards increased 392% compared to the same period last year.

Phone reference service is offered daily from 12-5pm, and email reference service is available Monday through Friday. Chat service is offered 24/7 and staffed by a cooperative that includes KCLS staff, and other librarians from around the country and the United Kingdom. Compared to the same period last year, phone volume has remained steady, while chat sessions have increased 45% and email volume has increased 134%.

An updated K-12 webpage helps students and educators find resources quickly. It includes booklists, homework help, and links to activities and entertainment during quarantine. There has been an increase in requests for Student Account cards, which provide access to online resources and is available to all students in public school districts in KCLS' service area.

Popular library programming has shifted to virtual sessions, including Online Story Time, Socially Distant Book Club, Song and Rhyme Time, Online Cooking Demonstrations, Virtual Small Business Counseling, and Ask-A-Librarian Live!

KCLS recognizes the equity issues inherent with an online-only library, but users who are able to connect with KCLS have done so in increasing numbers. Compared to the same period last year, eCard usage was up 356% during the first full month of closure, and requests for OverDrive digital-only cards were up over 50%. In response, KCLS increased spending on digital collections by \$350K for the months of March and April. Database usage has increased dramatically, including Mango Languages (491%), New York Times (330%), Wall Street Journal (258%) and Washington Post (205%).

A staff committee is currently working on a plan for a phased reopening of libraries. During Phase One while buildings have been closed, staff has worked remotely and kept connected through online learning and development opportunities. Phase Two will involve bringing staff back to work locations but keeping buildings closed to the public. Phase Three will offer limited public services, such as curbside pickup, and a staggered reopening of buildings when deemed safe by public health and governing officials. The draft plan is currently under review by KCLS' Leadership Team, Safety Committee and Union representatives.

ADMINISTRATIVE SERVICES UPDATE

Administrative Services Deputy Director Cynthia McNabb said that there are still a number of staff who are working behind the scenes at the Service Center to maintain essential operations while libraries are closed.

Cynthia applauded the cross-functional team of managers and staff who have participated in the Human Capital Management (HCM) project. KCLS is in the process of transitioning to Ceridian Dayforce, a Cloud-based platform that will replace the ADP payroll system and several other stand-alone products currently used for scheduling, hiring and training. The modeling phase is completed, and testing and training gets underway in May. Full implementation of Dayforce is anticipated in June.

KCLS is using a town-hall format via videoconferencing to communicate with staff on broad system-wide topics during the closures, and sessions have been well-attended. Managers are also using Microsoft Teams for regular department meetings.

Information Technology Services and Facilities Management Services are working on a joint project to explore the option of installing secure lockers outside of libraries to allow patrons to pick up holds when buildings are closed.

FINANCE REPORT

General-fund revenue from property tax remained relatively stable for the first quarter of the year. Compared to the same period last year, revenue from investment interest has decreased 55%; revenue from fines and fees is 32% and 22% lower, respectively. KCLS is not collecting late fines or lost material fees while libraries are closed.

General-fund expenditures year-to-date are 23% of total expenditures with 25% of the budget year expended. Salaries, Substitute Salaries, and Benefits comprise the majority of the total expenditures budget. Staff are continuing to work and get paid, but there will be decreased spending in the Substitutes budget moving forward. Non-personnel expenditures remain on target overall, but Professional Services, Travel, and Repair and Maintenance expenditures have been scaled back.

APPROVAL OF MONTHLY EXPENDITURES

Ron Higgs moved approval of total General Fund expenditures for February in the amount of \$7,865,738.99: Payroll: (02/14) Ck#175242-175306; 070001-071228 and (02/28) Ck#175307-175366; 090001-091232. **General Fund expenditures:** Travel Advances - Ck#1415-1418; (02/13) Ck#5012205-5012208;1126115-1126117;5012209-5012214; (02/18) Ck#1126118-1126161;1126162-1126248; (02/20) Ck#1126249-1126259;1126260-1126270;1126271-1126279; (02/21) Ck#5012215;1126280-1126352;1126353-1126361; (02/26) Ck#5012216-5012269;1126362-1126394; (02/26) Ck#1126395-1126443;1126444-1126457; (02/27) Ck#5012270-5012273;1126458-1126465; (02/28) Ck#1126466-1126489;1126490-1126550;1126551-1126568; (02/28) Ck#5012274-5012293;5012294-5012331;1126569-1126571; (03/04) Ck#5012332;1126572-1126638;1126639-1126655; (03/05) Ck#1126656-1126662;5012333; Voids - Ck#.

Robin McClelland seconded and the motion passed unanimously.

Robin McClelland moved approval of total General Fund expenditures for March in the amount of \$7,718,223.83: Payroll: (03/13) Ck#175367-175425; 110001-111230 and (03/27) Ck#175426-175485; 130001-131532. **General Fund expenditures:** Travel Advances - Ck#1419; (03/06) Ck#1126663-1126675 (03/10) Ck#1126676-1126740; (03/11) Ck#5012334-5012337;1126741-1126743; (03/12) Ck#1126744-1126768;1126769-1126808;1126809-1126815; (03/17) Ck#1126816-1126848;1126849-1126856; (03/17) Ck#5012338-5012349;5012350-5012372;5012373; (03/19) Ck#1126857-1126865;1126866-1126879; (03/19) Ck#1126880-1126955;5012374-5012390; (03/23) Ck#5012391-5012402;5012403-5012429; (03/23) Ck#1126956-1126987;1126988-1127003; (03/25) Ck#1127004-1127061;5012430-5012433; (03/25) Ck#1127062-1127069; (03/27) Ck#5012434-5012444;1127070-1127087; (03/27) Ck#1127088-1127103; (03/30) Ck#1127104-1127125; (04/01) Ck#5012445;1127126-1127128;1127129; (04/03) Ck#1127130-1127190; (04/08) Ck#5012446; Voids - Ck#1127095. **Anne Repass seconded and the motion passed unanimously.**

Lalita Uppala moved approval of Capital Project Fund 2005 #3070 expenditures for March in the amount of \$95,471.56: (03/12) Ck#3074028-3074029. **Ron Higgs seconded and the motion passed unanimously.**

LEVY UPDATE

Lisa Rosenblum said that KCLS needs a levy lid lift to sustain library operations at the level the public expects, but it is not the right time to put a measure on the ballot. Lisa said the projected cost for the measure is upwards of \$2.1M and KCLS needs to invest those funds for a time when there is a chance for the measure to succeed, which is unlikely now given the financial hardship many are facing due to COVID-19. Lisa asked the Board to approve Resolution 2020-02, which repeals the preceding Resolution approved in February and withdraws the Library District's request for a levy measure on the August 4 ballot, or any other ballot for the remainder of the 2020 election year.

RESOLUTION 2020-02

President Pamela Grad asked for a motion to adopt Resolution 2020-02 to repeal Resolution 2020-01 in its entirety and rescind the Board's previous request for a levy measure on the August 4, 2020 ballot. **Anne Repass so moved. Lalita Uppala seconded.**

In response to questions from Robin McClelland, Lisa Rosenblum said the \$2.1M budgeted in 2020 for a ballot measure would be reserved. KCLS also has implemented a hiring freeze, suspended conference funding and travel, and identified other cost-saving measures that will reduce budget expenditures for the remainder of the year, and set the stage for future reductions if a levy measure appears unlikely in 2021. With no further discussion, **all voted in favor and the motion passed unanimously.**

EXECUTIVE DIRECTOR'S REPORT

Lisa Rosenblum expressed her appreciation to the KCLS Leadership Team and the entire staff who have shown resilience and the ability to adjust quickly to doing their work differently. When the Governor deems it is safe, KCLS will reopen libraries in stages, but that is unlikely to begin for at least a month.

King County Boards and Commission alerted KCLS that the appointment process for new Board members will be delayed as a result of the Governor's Stay at Home order. Lisa reminded the Trustees that their attendance is critical during this time since two of seven seats on KCLS' Board are vacant and a quorum of four is required to conduct business.

TRUSTEES REPORT

Anne Repass said she has been very impressed with the public information campaign alerting patrons that KCLS is still here, and the positive messaging about library programs and services.

Ron Higgs said it is no easy feat to conduct a public meeting via Zoom. He said it went very well and thanked everyone involved in the effort.

ADJOURNMENT

The meeting adjourned at 6:23pm.

Pamela Grad, President



Ron Higgs, Secretary