



King County Library System Board of Trustees Meeting

Videoconference
5pm ♦ July 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
Greg Smith

MOTIONS APPROVED

1. Board Meeting agenda
2. June 24, 2020 Board meeting minutes
3. Payroll expenditures
4. General Fund #0010 expenditures

CALL TO ORDER

President Pamela Grad called the meeting to order at 5pm.

APPROVAL OF AGENDA

Anne Repass moved approval of the Board Meeting agenda. Ron Higgs seconded and the motion passed unanimously.

APPROVAL OF BOARD MINUTES

Robin McClelland moved approval of the June 24, 2020 Board Meeting minutes. Anne Repass seconded and the motion passed unanimously.

PUBLIC COMMENT

A community member who signed up for public comment ceded their time.

STAFF REPORTS

FIND FINANCIAL ASSISTANCE

Community Engagement and Economic Development Manager Audrey Barbakoff said the Find Financial Assistance service helps communities weather the impacts of COVID-19 by providing a "one-stop shop" for individuals and businesses to access the financial assistance resources they need. Many relief programs have sprung up, but navigating the information is complex. KCLS developed the program to ensure equitable access, especially for marginalized communities that are disproportionately impacted by the disease. Individuals fill out a web form, or call Ask KCLS, and answer a few simple questions. A trained staff member will then create a fully customized list of resources for the patron, which also can be translated to almost any other language. The service connects users to financial resources for a variety of needs, such as rent or food assistance, unemployment benefits, small business loans, tuition assistance, and transportation, to name a few. Since the program launched May 21, most requests have come from the City of Renton, and approximately 10% of users have requested information in a language other than English.

KCLS FOUNDATION UPDATE

KCLS Foundation Interim Executive Director Kristin Barsness said that many of the Foundation's core assumptions for 2020 have been affected by the pandemic. What was likely to be one of the most successful Literary Lions fundraising galas was cancelled just 72 hours before its scheduled date of March 7. Likewise, the KCLS Foundation Board had expected to name a new Executive Director by the end of March, but the position has remained open as recruitment has slowed. Donors have remained strong supporters. Year-to-date donor contributions are 71% of goal with 60% of the year completed. Earned income from vending machine and book sales are down as expected. The budget for Foundation grants has been modified to reflect a shift from reduced programming to emerging needs. Since March, planning has continued for next year's Literary Lions Gala, which will be held online in 2021. After the 2020 Gala was cancelled, staff did a tremendous job notifying ticketholders and

soliciting donations for a reimagined challenge match that was held virtually. The Foundation exceeded its \$25K goal, raising over \$80,000. Donors have continued to come forward, including a \$100,000 unrestricted donation that was originally intended as an estate gift. A second successful Library Giving Day campaign resulted in a 47% increase in the number of gifts. Interviews have been conducted for the Executive Director position, and the Foundation Board is hopeful that a selection will be made in the next few weeks. The Foundation continues to work on creating a simpler and more streamlined funding process, which includes a focus on securing unrestricted gifts for maximum flexibility.

KCLS LOCKERS

Information Technology Services Director Jed Moffitt said that KCLS is always looking for opportunities to provide service in different ways. While libraries remain closed, KCLS began to research the possibility of installing lockers as a way to get library books back into the hands of patrons quickly and safely. The use of lockers in libraries is not widespread, but is becoming more popular as the public becomes accustomed to the model used by Amazon and other retailers. KCLS began exploring the idea and found that four library industry companies provide locker systems in addition to other commercial products that already exist. KCLS talked with staff from other library systems that currently use lockers, including one that installed them adjacent to the library and another that installed lockers at a senior living facility. In both places, the lockers have been popular with patrons, easy to use and used to capacity. Heaviest usage at the library was the two hours before opening and after closing.

KCLS issued a Request for Proposal and received five responses: four from companies within the library industry and one from a commercial vendor. Library companies were preferred due to compatibility with KCLS' library software infrastructure. Costs of the products were comparable. The winning bid was Lyngsoe Systems, which is the company that manufactures and supports KCLS' Automated Material Handling System. KCLS has partnered with Lyngsoe for 15 years. Their software is compatible with KCLS' catalog and their local technicians are already familiar with KCLS systems, which results in significantly lower annual maintenance costs.

KCLS plans to install 90 lockers each at the Bothell and Covington Libraries and anticipates they will be ready for use in October. The two pilot locations were selected based on circulation volume, building readiness, parking lot capacity, and equitable access for patrons in north and south King County. Patrons will specify their preferred pickup location when they place their holds and will receive notifications by text and email when their items are ready. Jed thanked the Graphics department staff for designing the image "Unlock Your Next Read" that will wrap the lockers, and gave special thanks to the KCLS Foundation for providing the funding to make the service possible.

PHASE TWO SERVICES

Library Operations Director Jenny Engstrom said that after operating as an online library for three months, KCLS moved to a modified Phase One with some staff returning to work locations on June 10. Shortly after, beginning the week of June 21, KCLS opened books drops at 17 locations, and reactivated "Suggest a Purchase" and interlibrary loan requests. The following week, Curbside to Go service for existing holds was launched at the same 17 locations and full interlibrary loan service resumed. Two weeks later, book drops were opened at 27 more locations; Curbside service was expanded to two new locations; modified mobile outreach services was launched; return hours were expanded at 16 locations; suspended holds and "Place a Hold" service was reactivated; curbside service added new holds pickup and surprise bags, and no-contact delivery/returns began at the Children and Family Justice Center. By August 5, KCLS plans to bring back all staff for full shifts and will expand Curbside to Go service to 41 locations with extended evening and weekend hours.

Demand was significant when KCLS reactivated "Place a Hold" service on July 15. More than 48,000 holds were placed on the first day compared to approximately 16,000 normally. Curbside to Go service has been equally busy. Bothell Library staff reported 200 individual appointments scheduled during one 90-minute window of service. Jenny applauded staff for shouldering a large volume of work while continuing to plan for Phase Three services.

FINANCE REPORT

General fund revenue year-to-date through June is \$65.9M, which represents 50.8% of the total revenue budget. By category, Property-tax revenue is ahead of target at 51.9% of budget. Other revenue, which includes fines, fees, and investment interest, is below target at 21.1% of budget. Year-over-year revenue is down 1.7%.

General fund expenditures year-to-date are \$55.6M and below target at 42% of the total expenditures budget. By category, personnel expenditures are 45.5% of budget. Other expenditures are 38.3% of budget despite some sub-categories running ahead of pace, including Advertising (73.9%) and Insurance (85%).

Total Capital Investment Program (CIP) expenditures year to date are 16.7% of budget. By category, total Facilities-CIP project expenditures are 10.2% of budget; total Information Technology Services-CIP expenditures are 34.5% of budget.

APPROVAL OF MONTHLY EXPENDITURES

Anne Repass moved approval of Payroll expenditures for June in the amount of \$4,219,163.66: (06/05) Ck#175629-175659; 230001-231236; (06/19) Ck#175660-175689; 250001-251234; (06/26) Ck#175690-175719; 260001-261232. Ron Higgs seconded and the motion passed unanimously.

Ron Higgs moved approval of General Fund #0010 expenditures for June in the amount of \$4,470,219.66: (06/11) Ck#1127855-1127923; (06/12) Ck#5012475; (06/16) Ck#1127924-1127940; (06/18) Ck#5012476-5012479;1127941-1127945; (06/18) Ck#1127946-1127991; (06/23) Ck#1127992-1128000; (06/25) Ck#5012480-5012483;1128001-1128002; (06/25) Ck#1128003-1128040;1128041-1128078; (06/30) Ck#1128079-1128089; (07/02) Ck#1128090-1128187;1128188-1128204; (07/03) Ck#5012484; (07/07) Ck#5012485;5012486. Robin McClelland seconded and the motion passed unanimously.

DIRECTOR'S REPORT

Lisa Rosenblum said there is nothing like a crisis to test one's mettle, and applauded staff for making the best of an unforeseen situation. Everything that has been implemented - from online programming to curbside service to lockers - has been forward-thinking and shows that KCLS is made up of a well-run team of professionals at every level.

As a large and influential library system, KCLS is doing its part to provide a vital service by supporting King County's effort to distribute 25 million masks to more than 600 faith-based and nonprofit organizations throughout the county. Masks were delivered to the Materials Distribution Services Center in Preston and KCLS drivers delivered them to eight library locations where they were distributed to various organizations. Lisa thanked Government Relations Manager John Sheller for working with King County to coordinate the effort.

KCLS is promoting the state-wide "Mask Up" campaign through social media channels by challenging patrons to post photos of themselves wearing masks while reading a book.

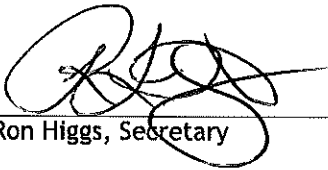
TRUSTEES REPORT

There were no Trustee reports.

ADJOURNMENT

The meeting was adjourned at 6:41pm.

Pamela Grad, President



Ron Higgs, Secretary