



King County Library System Board of Trustees Meeting

Videoconference
5pm ♦ August 26, 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. July 29, 2020 Board meeting minutes
3. Payroll expenditures
4. General Fund #0010 expenditures
5. Resolution 2020-03 Disposition of Surplus Real Property (Vehicle)

CALL TO ORDER

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

APPROVAL OF AGENDA

Ron Higgs moved approval of the Board Meeting agenda. Robin McClelland seconded and the motion passed unanimously.

APPROVAL OF BOARD MINUTES

Anne Repass moved approval of the July 29, 2020 Board Meeting minutes. Robin McClelland seconded and the motion passed unanimously.

PUBLIC COMMENT

There was no public comment.

KCLS STRATEGIC INITIATIVE: DIVERSITY, EQUITY AND INCLUSION

Cynthia McNabb, Deputy Director of Administrative Services, said that Diversity, Equity and Inclusion (DEI) was identified as a core value when KCLS engaged staff and patrons in 2016 to refresh KCLS' mission, vision, and values. In 2018, the DEI Strategic Values Project Team was established to explore three questions: 1) How is DEI an essential part of KCLS? 2) How does KCLS define DEI values and make them understood by staff? and 3) How are DEI values put into action? After four months gathering feedback from staff through facilitated meetings and surveys, the staff team presented 75 recommendations to the KCLS Leadership Team (KLT) in October 2018, which KLT prioritized and incorporated into a five-year strategic planning cycle.

In 2019, KCLS began incorporating DEI awareness into its hiring processes, employee orientation and handbook, and performance management guidelines. DEI recommendations with budgetary impacts, such as DEI consultant services and a new DEI director-level position, were incorporated into the 2020 Budget.

In January 2020, KCLS began working with Fran Partridge and Marlon Brown of Racial Equity Consultants to conduct organizational assessments and address staff's recommendations to help KCLS become a more accessible and inclusive organization. Racial Equity Consultants (REC) created a structure that would allow every person in the organization to have a voice around racial equity at KCLS. Listening sessions were held for staff who participated; they were conducted in two separate spaces: one for people of color and another for people who are white. This provided a place where people of color could share their personal experiences at KCLS without feeling vulnerable. Likewise, a similar space allowed for open dialog among people who are white while mitigating potential harm to people of color that could arise from cross-racial conversations. The sessions were an opportunity for

staff members to hear how others in the organization talk about race and racism, learn common vocabulary, and recognize how racism presents in our daily lives.

In-person listening sessions that were interrupted when KCLS closed due to COVID-19 were replaced with an online survey. In total, 489 staff provided feedback either in person or online. Eight key recommendations that surfaced from the feedback were presented to the Board of Trustees for review. One recommendation, for a new Director of DEI, has been prioritized and the hiring process is underway. Other recommendations, such as DEI training for staff at all levels, have been incorporated into the 2021 budget.

The Listening Sessions Report is appended to the August 26 Board meeting agenda at <https://w3.kcls.org/board/2020/08262020/boardagenda.pdf>.

CAPITAL INVESTMENT PROGRAM: FACILITIES

Greg Smith, Director of Facilities Management Services, said KCLS' Capital Investment Program (CIP) is a five-year plan to cover major repair and replacement of KCLS' capital assets. KCLS has continued to focus on CIP projects this year and has been able to complete some projects more efficiently while buildings have been closed, such as painting and re-carpeting.

Projects are prioritized based on four criteria: health and safety standards; urgency; projects that support new or expanded services; and condition of the capital assets. There are 17 projects scheduled in 2020, ranging from HVAC upgrades to roof repairs, and 13 are anticipated to be completed by the end of the year, including four vehicles used by Buildings and Grounds staff that will be replaced in November. Four projects are on hold.

Greg noted that the Washington State Department of Commerce, in consultation with the Library Capital Improvement Program committee, is soliciting applications for a statewide competitive grant to assist libraries to acquire, construct, or rehabilitate facilities. The grants would reimburse up to 50% of a library's project costs. KCLS submitted six qualifying CIP projects. Awards will be announced in early 2021.

COMMUNICATION STRATEGY AND RESULTS

Communication Relations and Marketing Director Julie Acteson said there are four elements to KCLS' communication strategy and showed how each has been used since the Library System closed on March 16.

Earned Media is content that is published by third parties at no cost to KCLS, and has included nearly 5,000 KCLS events that were posted by media outlets to online calendars through the end of July. Partnerships with community newspapers, magazines, and local television has resulted in 507 Mentions in other media between March 16 and July 31, with an audience reach of 203.6 million.

Owned Media is branded content controlled by KCLS. It includes KCLS' website, social media channels and blogs, email newsletters, and signage. KCLS currently publishes eight System-wide newsletters and 19 local library newsletters reaching a monthly audience of more than 115,000 and 45,000 readers, respectively. KCLS' website has had more than four million views and includes links to blogs posted by KCLS' Executive Director and staff. Owned Media is measured by audience size, link clicks, engagements, and impressions, and KCLS has seen triple-digit percentage increases in 2020 compared to 2019.

Paid Media refers to television, radio and print advertising. As of July 31, KCLS aired a total of 452 television commercials, 510 radio spots, and ran 37 print ads, creating more than \$80,000 in leveraged value.

Other Communication is directed to key library stakeholders, such as elected officials, Friends groups, and Rotary clubs. It has included presentations regarding library services and additional COVID-related information during the closure.

FINANCE REPORT

General Fund revenue year-to-date through July is \$67.7M, which represents 52.2% of the total revenue budget. By category, property-tax revenue is ahead of target at 52.9% of budget. Other revenue, which includes fines, fees, and investment interest, is below target at 34.6% of budget. Year-over-year revenue is down 0.7%.

General Fund expenditures year-to-date are \$65.2M and below target at 49.2% of the total expenditures budget. By category, personnel expenditures are 53.2% of budget. Other expenditures are 44.5% of budget.

Total Capital Investment Program (CIP) expenditures year to date are 25.8% of budget. By category, total Facilities-CIP project expenditures are 16.4% of budget; total Information Technology Services-CIP expenditures are 51.4% of budget.

APPROVAL OF MONTHLY EXPENDITURES

Lalita Uppala moved approval of Payroll expenditures for July in the amount of \$2,786,886.39: (07/10) Ck#00200060-00200088; 330304936-330306339; (07/24) Ck#00200089-00200117; 332982787-332984118. Anne Repass seconded and the motion passed unanimously.

Robin McClelland moved approval of General Fund #0010 expenditures for July in the amount of \$5,372,831.62: (07/07) Ck#1128205-1128232; (07/09) Ck#5012487-5012490; 1128233-1128235; (07/09) Ck#1128236-1128300; (07/14) Ck#5012491-5012493; 1128301-1128308; (07/14) Ck#1128309-1128366; (07/16) Ck#1128367-1128410; (07/21) Ck#1128411-1128487; (07/23) Ck#1128488-1128510; 1128511-1128516; (07/23) Ck#5012494-5012497; (07/28) Ck#1128517-1128605; (07/30) Ck#5012498-5012502; 1128606-1128620; (07/30) Ck#1128621-1128695; (08/04) Ck#1128696-1128785; (08/06) Ck#5012503. Ron Higgs seconded and the motion passed unanimously.

RESOLUTION 2020-03 DISPOSITION OF SURPLUS REAL PROPERTY (VEHICLE)

As discussed in the Finance Committee meeting, one vehicle is beyond its useful life and is declared surplus. *Ron Higgs moved approval of Resolution 2020-03. Lalita Uppala seconded and the motion passed unanimously.*

DIRECTOR'S REPORT

Lisa Rosenblum said that since March 16, there have been only two positive COVID-19 cases among 1,300 staff, yet recent library closures due to possible exposure has created a perception that warrants explanation. When staff returned to buildings in Phase 2, the health screening protocol created by the CDC included a broad series of questions that did not account for other pre-existing conditions that could create symptoms not actually caused by COVID-19. Without authority to make a distinction, staff were frequently being sent home. Whenever two or more staff from the same building are sent home, KCLS closes the building immediately for cleaning and sanitizing. The CDC has since modified its health screening questions to take into account pre-existing conditions and possible exposure to COVID, resulting in fewer people being sent home. Additionally, KCLS' janitorial staff has determined that spaces can be cleaned and sanitized to standard overnight, so staff can safely return to buildings the next day rather than three days later under the previous cleaning schedule.

The King County Library System Foundation has a new Executive Director, who starts on September 8 and who will be introduced to the KCLS Board of Trustees at their next meeting. Lisa thanked Kristin Barsness for serving as Interim Executive Director much longer than originally anticipated.

Public Services Director Tess Mayer has accepted the position of Director of the Berkeley (CA) Public Library. Lisa thanked Tess for the work she had done over the past five years to make KCLS a better library system and wished her well in her new position.

TRUSTEES REPORT

Pamela Grad expressed thanks and congratulations to Tess Mayer on behalf of the Board.

Ron Higgs expressed his thanks to Lisa Rosenblum for all the things KCLS has done in recent months, and everything she has dealt with as she continues to navigate the Library System through uncharted territory.

ADJOURNMENT

The meeting was adjourned at 6:54pm.

Pamela Grad, President



Ron Higgs, Secretary