

BOARD OF TRUSTEES MEETING AGENDA

February 15, 2024 - Wenatchee, WA

HYBRID MEETING: Live meeting held at NCW Libraries Administrative Offices, 16 N. Columbia St, Wenatchee, WA
*Zoom Call-in Meeting: Call in Number-1 253 215 8782 | Meeting ID- Meeting ID: 811 3419 4997, Passcode: 563817
*Please note this conference call line will be in "listen-only" mode for members of the public except for public comment.

1. Call to order 1:00 PM
2. Introduction of visitors & public comment
3. Consent agenda – **motion required*
 - Meeting agenda
 - Minutes of January 18, 2024, Board meeting
 - Payroll & vouchers
 - i. January payroll for \$611,218.07 and Benefits for \$210,807.37
 - ii. January Accounts Payable \$379,556.14
 - iii. Staff Reports
4. January Financials-Mike
5. Travel, Meal, and Lodging Reimbursement Policy – Mike
6. Resolution 24-01: Adopting a Travel, Meal, and Lodging Reimbursement Policy
7. Reimagining Spaces Report-Tim
8. Community Libraries Report – Alicia
9. Programs & Resources Report – Summer
10. IT Report and Year in Review – Aaron
11. HR Report – Sheila
12. Board Discussion
13. Adjournment – 3:00 p.m.

North Central Washington Libraries**January 18, 2024****I. Call to Order**

Kathleen Allstot called to order the January 2024 meeting of the NCW Libraries Board of Trustees at 1:02 p.m. on January 18, 2024. The meeting was held in person at the NCW Libraries Board Room with an option to attend virtually.

II. Attendees

Attending Board members included Nancy Churchill, Kathleen Allstot, Jill Sheley (attended virtually), Denise Sorom, Melva Calloway, and Nancy Spurgeon. Also in attendance were Barbara Walters, Executive Director; Sheila Callihan, HR Director; Mike Githens, Interim Director of Finance (attended virtually); Summer Hayes, Associate Director of Programs and Resources; Aaron Floyd, Director of IT; and Tim Dillman, Executive Assistant.

Guest attendees- Alicia O'dell, Adult Services Manager

Public Comment

No public comment provided.

III. Consent Agenda Items

- a. January Meeting Agenda
- b. Minutes of the December 21, 2023 Board meeting
- c. Payroll & vouchers
 - i. December payroll for \$610,931.63 and Benefits for \$214,606.68
 - ii. December Accounts Payable for \$1,063,202.30

Nancy C. moved to approve the Consent Agenda, with correction to the amounts listed on the agenda for December payroll.

Nancy S. seconded the motion. The motion passed unanimously.

IV. Financial Report

Mike notified the board that he is working with the State Auditor's Office to gather high level details in preparation for the audit and reviewing 2022-2023 financial approvals.

The December 2023 accounts payable were high at over \$1 million. Mike plans to work with budget code managers in 2024 to ensure spending is spread out more evenly throughout the year. Mike gave the board a brief recap on how the approval and internal controls for accounts payable works.

The 2023 property tax revenue came in at 95.2% of budget. The district collected nearly 100% of the taxes to which it is entitled. The difference is in the budget amount that was set (with assessed value approximated) and the actual amounts collected. Overall the district collected about 97% of revenue that was budgeted.

Under expenses, personnel expenses came in at 92% of budget. Administrative Services was slightly over budget. Liability insurance came in at 131% of the budgeted amount. Overall the district was at 93% of the budget for total expenses.

Jill asked about the insurance rates and how often the district's risk level is assessed. Mike explained that the library district is in an insurance pool. The pool goes out to bid with similar industries, then the district

is rated based on its specific risk and/or claims. Beyond that, the district is at the whim of structural and contents coverage due to its location in an area of high fire risk. Mike also commented that the district receives cyber-security coverage which can be hard to get. Mike added that one thing the district can do to potentially lower costs is to improve upon employee training, as well as reassess deductible amounts.

Mike reviewed Fund 647 which budgets for the Reimagining Spaces projects. The fund had expenses of \$300,000 in 2023. The fund earned \$430,000 in revenue through interest earnings.

V. Executive Director Report

Barbara gave a recap to the board on the status of getting new Building Use and Maintenance Agreements signed and spoke to some of the consistent misperceptions cities have had with the agreement and the role of the district and the building owner.

Barbara attend the grand opening for the newly remodeled Brewster library with Area Manager Michael McNeil. Jill was also able to attend. Denise asked if there were any before and after pictures for the Brewster Library that could be shared with the board. Jill added that it would be beneficial to have “before” pictures at a branch for future grand openings.

VI. Review of Board By-Laws

Barbara walked the board through the key changes to the board by-laws. Kathleen asked that the phrase “expired term” be changed to “vacancy”. Nancy C. asked if the language in section 6.3 included reviewing other members of the staff. Barbara said that it only applies to the Executive Director.

Nancy C. moved to approve the Board By-Laws as presented with the suggested change to vacancy language.

Denise seconded. The motion passed.

VII. Board Committee Assignments

Volunteers and recommendations were solicited for the board committees of Personnel Committee and Finance Committee. As 2024 Board Chair, Kathleen will be a member of both committees. Jill and Denise volunteered to continue to serve on the Finance Committee.

Nancy Spurgeon and Nancy Churchill volunteered to serve on the Personnel Committee.

VIII. Adult Services Report

Adult Services Manager Alicia O'dell shared a presentation highlighting the work of the Adult Services Department in 2023, with discussion of desired outcomes for programs and successes in reaching priority audiences.

Nancy C. said it was wonderful to hear about the diversity of presenters and the different formats of both in-person and digital. She thanked the staff at the district for freeing up local branch staff to do programs, saying it has been very well received in Ferry County.

Summer Hayes gave a brief overview of the Uncataloged Outreach Collection that is being piloted. This collection will allow for paperback materials to be borrowed by patrons at select branches, as well as incarcerated teens and adults. Warden and Peshastin will be getting Spanish materials as part of the pilot to help support current outreach efforts.

Denise asked how the impact of this program will be measured. Summer answered that the collections team

is partnering with the Warden Librarian Jean Russell and the Bilingual Outreach Specialist with the Warden School District to track the success of the program. It will be a combination of qualitative and quantitative data, as well as some anecdotal information. Branch staff at the pilot branches will be given some guiding questions to ask the public. Denise responded that it seems that part of the goal of the program is to break down barriers and get people into the library. Summer agreed with this statement.

IX. Board Discussion

Nancy C. reiterated that she is very happy to see programming starting back up in her local libraries and there has been lots of positive response from patrons.

Jill requested that the administration start providing regular check-ins on the strategic directions at every meeting and tracking the districts progress and corresponding data.

X. Adjournment

The meeting was adjourned at 2:24 PM.

Kathleen Allstot, Chair

Jill Sheley, Secretary

**NCW Libraries
February 15, 2024**

We, the undersigned of the NCW Library District do hereby certify that the labor and services hereinafter specified have been received and that January Payroll in the amount of \$611,218.07 and January Fees in the amount of \$210,807.37 are approved for payment.

January Payroll \$611,218.07

CLAIMANT	PURPOSE	AMOUNT
Social Security & Medicare	Employers Contribution	\$45,971.33
Dept. of Labor & Industries	Industrial Insurance	\$4,756.06
Dept. of Retirement Systems	Employers Contribution	\$53,238.86
Benefit Solutions, Inc.	Employers Contribution	\$198.32
Employment Security Dept	Employers Contribution	\$1,291.71
UNUM Life Insurance	Employers Contribution	\$799.44
WCIF	Employers Contribution	\$104,321.01
Payroll Fees	Payroll Fees	\$230.64

January Fees \$210,807.37

APPROVED BY:



Mike Githens, Finance Director
NCW Libraries

Kristy Kanning

Kristy Kanning, Payroll & Benefits Manager
NCW Libraries

Approved January 31, 2024

APPROVED BY:

Trustee

Trustee

Trustee

Trustee

Trustee

Trustee

Trustee

Approved February 15, 2024

Edit Listing
Accounts Payable Approval
January 2024

We, the undersigned Board of Trustees of the North Central Regional Library do hereby certify that the merchandise or services specified have been received and that vouchers are approved for payment in the amount of **379,556.14**.

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Michael Githens
Michael Githens, Finance Director

02-10-24
Date:

Signed on this 15th day of February 2024

Trustee

Trustee

Trustee

Trustee

Trustee

Trustee

Trustee

NCW Libraries
Check Listing for January 2024

Check Date	Check Number	OK To Post	Vendor Name	Amount
1/26/2024	935836		ADOBE INC	\$6,235.16
1/26/2024	935838		AL'S GLASS SERVICE INC	\$428.18
1/19/2024	935339		AMERICAN LIBRARY ASSOCIATION	\$1,484.00
1/19/2024	935342	P	AT&T MOBILITY	\$453.87
1/12/2024	934930	P	AUTOSPA OF CENTRAL WA	\$51.89
1/12/2024	934939	P	BRISBINE, AUBREY	\$100.00
1/12/2024	934940	P	BRODART CO	\$6,950.14
1/19/2024	935352		BRODART CO	\$2,291.67
1/26/2024	935847		BRODART CO	\$433.86
1/12/2024	934942	P	BRUCKNERS TRUCK & EQUIPMENT	\$107.61
1/26/2024	935849		BRUCKNERS TRUCK & EQUIPMENT	\$925.85
1/26/2024	935850		BUILDINGWORK LLC	\$6,388.38
1/12/2024	934943	P	CANON FINANCIAL SERVICES INC	\$3,026.21
1/12/2024	934944	P	CASCADE NATURAL GAS CORP	\$13.78
1/12/2024	934946	P	CASCADE QUALITY WATER	\$19.57
1/12/2024	934950	P	CENGAGE LEARNING INC / GALE	\$114.90
1/19/2024	935374	P	CHELAN VALLEY MEDIA GROUP	\$770.00
1/12/2024	934959	P	CHURCHILL, NANCY	\$275.15
1/26/2024	935854		CHURCHILL, NANCY	\$280.10
1/12/2024	934963	P	CITY OF WENATCHEE	\$554.28
1/12/2024	934964	P	COLEMAN OIL COMPANY	\$658.95
1/12/2024	934967		COLUMBIA BASIN MEDIA GROUP	\$113.86
1/19/2024	935388		COLUMBIA BASIN MEDIA GROUP	\$201.37
1/12/2024	934968		COMIT	\$79.00
1/12/2024	934969	P	CONNECT TELECOM LLC	\$3,516.13
1/12/2024	934971	P	COPIERS NORTHWEST	\$58.59
1/19/2024	935392		COPIERS NORTHWEST	\$3,280.00
1/12/2024	934973	P	CURLEW CIVICS CLUB	\$50.00
1/12/2024	934974	P	DBA SXM MEDIA, PANDORA MEDIA LLC	\$3,000.00
1/26/2024	935858		DIGITAL DOCUMENTS INC	\$50.00
1/12/2024	934978	P	DILLMAN, TIM	\$108.00
1/12/2024	934981		EBSCO INFORMATION SERVICES	\$58.74
1/19/2024	935416	P	ENTERPRISE FM TRUST	\$53,649.33
1/12/2024	933102		E-RATE EXPERTISE INC-VOID #933102	(\$1,000.00)
1/12/2024	935332	P	E-RATE EXPERTISE INC	\$1,000.00
1/26/2024	935866		E-RATE EXPERTISE INC	\$1,000.00
1/12/2024	934987	P	FAIRVEGA RUSSIAN LIBRARY SVCS	\$626.11
1/26/2024	935868		FAIRVEGA RUSSIAN LIBRARY SVCS	\$626.69
1/12/2024	934991	P	FISH FINATICS	\$97.74
1/12/2024	934996		GALAXY COMICS	\$399.95
1/12/2024	935002	P	HIGH-TECH AUTOMOTIVE	\$442.35
1/12/2024	935009	P	INGRAM LIBRARY SERVICES	\$33,191.62
1/19/2024	935444	P	INGRAM LIBRARY SERVICES	\$13,790.96
1/26/2024	935879		INGRAM LIBRARY SERVICES	\$3,646.70
1/12/2024	935010	P	INPRINT PRINTING INC	\$672.70
1/12/2024	935011		INSIGHT PUBLIC SECTOR INC	\$65.29
1/12/2024	935012	P	IPRO BUILDING SERVICES	\$9,862.00
1/12/2024	935015	P	KANOPY INC	\$1,406.00
1/19/2024	935457	P	KBSN/KDRM RADIO	\$2,000.00
1/12/2024	935016	P	KCDA PURCHASING COOPERATIVE	\$240.65
1/19/2024	935458	P	KCDA PURCHASING COOPERATIVE	\$302.11

NCW Libraries
Check Listing for January 2024

1/26/2024	935882		KCDA PURCHASING COOPERATIVE	\$439.09
1/12/2024	935018		KELLEY CREATE	\$134.26
1/19/2024	935464	P	KEYHOLE SECURITY INC	\$15.78
1/26/2024	935883		KEYHOLE SECURITY INC	\$13.38
1/12/2024	935023	P	KWIK LUBE & TUNE	\$130.33
1/12/2024	935026	P	LIBERTY MUTUAL INSURANCE	\$1,981.00
1/12/2024	935027	P	LIBRARY IDEAS	\$480.73
1/12/2024	935028	P	LIFELINE AMBULANCE INC	\$1,638.00
1/12/2024	935030	P	LOCALTEL COMMUNICATIONS	\$2,330.59
1/12/2024	935036		MARCIVE INC	\$1,560.60
1/12/2024	935040	P	MCKINSTRY LOCKBOX	\$3,392.96
1/12/2024	935041	P	METHOW VALLEY NEWS	\$76.50
1/26/2024	935894		METHOWNET.COM	\$167.00
1/12/2024	935046	P	MIDWEST TAPE	\$16,893.57
1/19/2024	935487		MIDWEST TAPE	\$31,272.99
1/12/2024	935054	P	NATIVE NETWORK INC	\$254.85
1/12/2024	935055	P	NCI DATA.COM INC	\$869.00
1/19/2024	935490	P	NCI DATA.COM INC	\$105.00
1/26/2024	935896		NCR LIBRARY REVOLVING FUND	\$1,431.08
1/12/2024	935056		NEXTIVA INC	\$3,629.36
1/26/2024	935897		NEXTIVA INC	\$3,633.02
1/12/2024	935058	P	NORTH CASCADES BROADCASTING	\$651.00
1/12/2024	935060	P	ODP BUSINESS SOLUTIONS LLC	\$629.94
1/19/2024	935493		ODP BUSINESS SOLUTIONS LLC	\$306.43
1/26/2024	935900		ODP BUSINESS SOLUTIONS LLC	\$301.68
1/19/2024	935495		OKANOGAN CO HISTORICAL SOCIETY	\$240.00
1/19/2024	935496	P	OKANOGAN VAL GAZETTE TRIBUNE	\$240.00
1/19/2024	935497		OMAR'S RV PARTS & SERVICE	\$211.42
1/12/2024	935066	P	OVERDRIVE INC	\$32,577.77
1/19/2024	935501		OVERDRIVE INC	\$8,374.03
1/26/2024	935903		OVERDRIVE INC	\$8,761.75
1/12/2024	935072	P	PINNACLE INVESTIGATIONS CORP	\$42.50
1/19/2024	935510	P	PINNACLE INVESTIGATIONS CORP	\$143.97
1/26/2024	935908		PINNACLE INVESTIGATIONS CORP	\$57.99
1/19/2024	935514		PROQUEST LLC	\$12,090.10
1/12/2024	935077	P	PUD # 1 OF CHELAN COUNTY	\$2,397.99
1/12/2024	935087	P	REPUBLIC CHAMBER OF COMMERCE	\$35.00
1/19/2024	935544		STAPLES	\$131.85
1/26/2024	935927		STATE AUDITORS OFFICE	\$499.59
1/26/2024	935930		TELEVISION ASSOC OF REPUBLIC	\$50.00
1/19/2024	935548		THE METHOW NATURALIST	\$30.00
1/12/2024	935102	P	THE SPOKESMAN REVIEW	\$259.48
1/12/2024	935103	P	THE WENATCHEE WORLD	\$2,609.86
1/26/2024	935932		UKG INC	\$20,707.88
1/19/2024	935550		ULINE	\$924.80
1/26/2024	935933		ULINE	\$1,091.48
1/12/2024	935106	P	UPS	\$102.00
1/19/2024	935553	P	UPS	\$30.00
1/26/2024	935934		UPS	\$32.88
1/12/2024	935107	P	UPS SUPPLY CHAIN SOLUTIONS INC	\$10,489.33
1/19/2024	935554		UPS SUPPLY CHAIN SOLUTIONS INC	\$5,390.47
1/26/2024	935935		UPS SUPPLY CHAIN SOLUTIONS INC	\$1,547.32

NCW Libraries
Check Listing for January 2024

1/12/2024	935108	P	US BANK	\$12,911.35
1/12/2024	935109	P	US POSTAL SERVICE	\$354.00
1/12/2024	935112	P	VALVOLINE	\$122.24
1/12/2024	935113		VERIZON WIRELESS	\$2,637.33
1/12/2024	935116	P	VOYAGER FLEET SYSTEMS INC	\$3,132.40
1/12/2024	935122	P	WARDEN DEVELOPMENT COUNCIL	\$50.00
1/12/2024	935123	P	WASTE MANAGEMENT CORP SVCS	\$1,015.98
1/12/2024	935124		WENATCHEE CHAMBER OF COMMERCE	\$250.00
1/12/2024	935127	P	WHITEBIRD INC	\$13,575.80
111				\$379,556.14

North Central Washington Libraries
January 2024 Revenue Financial Statement

General Fund 644

BARS	Description	2024 Budget - Adopted Dec. 2023	January 2024 Revenues	Revenue Total To Date	Percent of Revenue to Date
Property Taxes and Other Taxes					
311.10	Property Taxes	15,615,192	112,279	112,279	0.72%
	Taxes subtotal	15,615,192	112,279	112,279	0.72%
Intergovernmental Revenues					
332.15	PILT Fish & Wildlife Service	10,000	-	-	0.00%
333.00	Federal Indirect Grant-STAR Net	10,000	-	-	-
335.02	Forest Excise Tax	12,000	8,064	8,064	67.20%
336.02	DNR PILT	21,000	2,731	2,731	13.01%
337.07	Leasehold Excise Tax	167,000	17,658	17,658	10.57%
	Intergovernmental Subtotal	220,000	28,454	28,454	12.93%
Charges for Services					
341.81	Print/Duplication Services	14,000	1,434	1,434	10.24%
347.20	Library Use Fees-General	450	10	10	2.22%
347.20	Town of Coulee City-Contract	12,046	-	-	0.00%
347.20	City of Ephrata-Contract	184,901	-	-	0.00%
347.20	City of Omak-Contract	108,920	-	-	0.00%
347.20	City of Warden-Contract	86,640	937	937	1.08%
347.20	Town of Wilson Creek-Contract	3,636	-	-	0.00%
	Charges for Services Subtotal	410,593	2,382	2,382	0.58%
Fines					
359.70	Lost/Damaged Materials	18,000	2,257	2,257	12.54%
	Fines Subtotal	18,000	2,257	2,257	12.54%
Miscellaneous Revenue					
361.11	Investment Interest	30,000	20,443	20,443	68.14%
367.11	Gifts, Pledges, Grants from Private Sources	8,000	900	900	11.25%
367.11	Gift-Moses Lake Library Shelving Project	100,000	-	-	0.00%
367.11	E-Rate	20,000	-	-	0.00%
369.10	Sale of Scrap/Junk	34,000	5,910	5,910	17.38%
369.90	Other Miscellaneous Revenue	64,000	1,063	1,063	1.66%
	Miscellaneous Revenue Subtotal	256,000	28,316	28,316	11.06%
				-	
	Subtotal New Revenue	16,519,785	173,688	173,688	1.05%
	Prior Year Ending Balance Carried Forward	50,000	-	-	-
	Grand Total 2023 Revenue	16,569,785	173,688	173,688	1.05%

NCW Libraries
January 2024 Expenditure Financial Statement

General Fund 644

BARS	Description	2024 Budget - Adopted Dec. 2023	January 2024 Expenditures	Expenditures Total To Date	Percentage of Budget Spent To Date
Personnel					
572.10	Salaries and Wages	8,009,134	611,218	611,218	7.63%
572.20	Benefits-Medical	1,410,033	96,289	96,289	6.8%
572.20	Benefits-FICA	612,928	45,971	45,971	7.5%
572.20	Benefits-PERS	801,602	53,239	53,239	6.6%
572.20	Benefits-WA PFML	17,886	1,292	1,292	7.2%
572.20	Benefits-Dental	105,778	6,994	6,994	6.6%
572.20	Benefits-Vision	13,623	847	847	6.2%
572.20	Benefits-L&I (Workers' Comp)	55,522	4,756	4,756	8.6%
572.20	Benefits-LTC, Life, EAP	27,812	1,189	1,189	4.3%
572.25	Unemployment	90,000	-	-	0.0%
Personnel Subtotal		11,144,318	821,795	821,795	7.4%
Administration					
572.30	Supplies	12,500	-	-	0.0%
572.40	Services	125,000	8,250	8,250	6.6%
Administration Subtotal		137,500	8,250	8,250	6.0%
Public Service					
572.30	Supplies	274,645	11,739	11,739	4.3%
572.30	Supplies-Carry forward LatinX	9,000	-	-	0.0%
572.30	Library Materials	1,643,776	200,855	200,855	12.2%
572.35	Information Technology-Software/ Support	254,750	27,103	27,103	10.6%
572.35	Information Technology-Hardware	164,680	661	661	0.4%
572.40	Professional Services	234,250	8,212	8,212	3.5%
572.40	Prof Services-Carry forward Youth	5,000	-	-	0.0%
572.40	Prof Services-Carry forward LatinX	11,500	-	-	-
572.40	Prof Svcs-Carry forward Wage Study	30,000	-	-	-
572.42	Phone & Internet	127,885	14,305	14,305	11.2%
572.42	Postage	202,000	23,353	23,353	11.6%
572.43	Mileage	9,000	188	188	2.1%
572.44	Advertising	75,000	7,321	7,321	9.8%
572.45	Rentals & Leases	85,100	13,703	13,703	16.1%
572.46	Insurance - Liability	242,400	2,156	2,156	0.9%
572.49	Miscellaneous	8,820	279	279	3.2%
Public Services Subtotal		3,377,806	309,875	309,875	9.2%
Organization of Materials					
572.30	Supplies	148,000	17,463	17,463	11.8%
572.40	Services	62,200	-	-	0.0%
Organization of Materials Subtotal		210,200	17,463	17,463	8.3%
Training					
572.30	Supplies	6,800	-	-	0.0%
572.40	Services	93,720	1,405	1,405	1.5%
Training Subtotal		100,520	1,405	1,405	1.4%
Facilities					

NCW Libraries

General Fund 644

January 2024 Expenditure Financial Statement

572.30 Supplies & Fuel	89,165	5,440	5,440	6.1%
572.35 Small Equipment	68,043	-	-	0.0%
572.35 Small Equipment-Moses Lake Donation	93,600	-	-	0.0%
572.35 Sm. Eqpmt.-Carry Fwd Telehealth Bth	15,000	-	-	0.0%
572.40 Professional Services	215,280	21,052	21,052	9.779%
572.47 Utilities	62,900	3,996	3,996	6.35%
572.45 Rentals & Leases	12,000	-	-	0.0%
572.48 Repairs & Maintenance	181,400	5,978	5,978	3.3%
572.48 Contributions to Cities	413,050	-	-	0.0%
Facilities Subtotal	1,150,438	36,466	36,466	3.2%
Transfer out to Capital Replacement Fun	284,503			
Transfer out to Election Reserve Fund	235,000			
Grand Total Expenditures	16,640,285	1,195,254	1,195,254	7.2%

BARS	Description	2024 Adopted Budget	Jan. 2024	2024 Totals	Percent of Budget
Revenue:					
361.11	Investment Interest	150,000	39,838	39,838	27%
397.00	Transfers In (from internal Fund 643)	44,959	-	-	0%
	Revenue Subtotal	194,959	39,838	39,838	20%
EXPENSES:					
General Project					
572.10	Salaries and Wages	148,797	-	-	0%
572.20	Benefits-Medical	24,196	-	-	0%
572.20	Benefits-FICA	11,383	-	-	0%
572.20	Benefits-PERS	14,180	-	-	0%
572.20	Benefits-WA PFML	312	-	-	0%
572.20	Benefits-Dental	1,402	-	-	0%
572.20	Benefits-Vision	378	-	-	0%
572.20	Benefits-L&I (Workers' Comp)	1,092	-	-	0%
572.20	Benefits-LTC, Life, EAP	435	-	-	0%
572.25	Unemployment	12,000	-	-	0%
572.31	Supplies-Materials Handling	37,300	-	-	0%
572.31	Supplies-General	8,466	696	696	8%
572.35	Small Equipment-Wide Format Printer	5,800	-	-	0%
572.41	Professional Services-Grant Writer	20,000	-	-	0%
572.41	Professional Services-Exterior Signage	75,000	-	-	0%
572.41	Professional Services-Architect	99,834	21,519	21,519	22%
572.41	Professional Services-General	1,693	-	-	0%
572.43	Travel-General	45,150	158	158	0%
572.45	Rental-General	1,129	-	-	0%
	General Project Subtotal	508,547	22,373	22,373	4%
Brewster Project					
572.35	Small Equipment-FF&E	3,000	-	-	0%
572.50.41	Professional Services-Contractor	1,000	13,576	13,576	1358%
	Brewster Project Subtotal	4,000	13,576	13,576	339%
Bridgeport Project					

NCW Libraries

Financial Statement

North Central Washington Libraries

Jan. 2024

Reimagining Spaces-Fund 647

572.35 Small Equipment-FF&E	24,016	-	-	0%
572.41 Professional Services-Architect	72,048	-	-	0%
Bridgeport Project Subtotal	96,064	-	-	0%
Cashmere Project				
572.31 Supplies	19,903	-	-	0%
572.35 Small Equipment-FF&E	345,600	-	-	0%
572.41 Professional Services -Architect	69,930	7,867	7,867	11%
572.50.41 Professional Services-Contractor	51,934	-	-	0%
Cashmere Project Subtotal	487,367	7,867	7,867	2%
Chelan Project				
572.35 Small Equipment-FF&E	221,854	-	-	0%
572.41 Professional Services -Architect	110,927	-	-	0%
572.50.41 Professional Services-Contractor	110,927	-	-	0%
Chelan Project Subtotal	443,708	-	-	0%
Curlew Project				
572.31 Supplies	14,000	-	-	0%
572.35 Small Equipment-FF&E	57,640	-	-	0%
572.35 Small Equipment-Other	9,940	-	-	0%
572.41 Professional Services -Architect	15,000	2,656	2,656	18%
572.41 Professional Services-Other	39,180	-	-	0%
Curlew Project Subtotal	135,760	2,656	2,656	2%
Ephrata Project				
572.31 Supplies	15,966	-	-	0%
572.35 Small Equipment-Other	332,736	-	-	0%
572.41 Professional Services -Architect	100,642	15,285	15,285	15%
572.50.41 Professional Services-Contractor	182,414	-	-	0%
Ephrata Project Subtotal	631,758	15,285	15,285	2%
Grand Coulee Project				
572.41 Professional Services -Architect	68,298	-	-	0%
572.31 Supplies-Lighting	13,500	-	-	0%
572.41 Professional Services-Lighting	13,500	-	-	0%
Grand Coulee Project Subtotal	95,298	-	-	0%
Manson Project				
572.35 Small Equipment-FF&E	69,133	-	-	0%

NCW Libraries
Financial Statement

North Central Washington Libraries
Jan. 2024

Reimagining Spaces-Fund 647

572.41 Professional Services -Architect	34,567	-	-	0%
572.50.41 Professional Services-Contractor	34,567	-	-	0%
Manson Project Subtotal	138,266	-	-	0%
Mattawa Project				
572.41 Professional Services -Architect	52,418	-	-	0%
Mattawa Project Subtotal	52,418	-	-	0%
Omak Project				
572.35 Small Equipment-FF&E	81,206	-	-	0%
572.41 Professional Services -Architect	243,618	-	-	0%
Omak Project Subtotal	324,824	-	-	0%
Oroville Project				
572.35 Small Equipment-FF&E	42,860	-	-	0%
572.41 Professional Services -Architect	128,580	-	-	0%
Oroville Project Subtotal	171,440	-	-	0%
Peshastin Project				
572.31 Supplies	15,000	-	-	0%
572.35 Small Equipment-FF&E	76,800	-	-	0%
572.41 Professional Services -Architect	5,158	5,837	5,837	113%
572.50.41 Professional Services-Other Facilities	104,239	-	-	0%
Peshastin Project Subtotal	201,197	5,837	5,837	3%
Royal City Project				
572.35 Small Equipment-FF&E	201,235	-	-	0%
572.41 Professional Services -Architect	67,078	-	-	0%
572.50.41 Professional Services-Other	67,078	-	-	0%
Royal City Project Subtotal	335,392	-	-	0%
Soap Lake Project				
572.31 Supplies	14,043	-	-	0%
572.35 Small Equipment-Other	122,726	-	-	0%
572.41 Professional Services -Architect	35,425	3,985	3,985	11%
572.50.41 Professional Services-Contractor	63,618	-	-	0%
Soap Lake Project Subtotal	235,812	3,985	3,985	2%
Waterville Project				
572.41 Professional Services -Architect	48,151	-	-	0
Waterville Project Subtotal	48,151	-	-	0

Expenditures Subtotal		3,910,002	71,579	71,579	2%
Month:	Dec. 31, 2023 Ending Fund Balance	12,092,177			
	2024 Total Revenue	39,838			
	2024 Total Expenses	71,579			
	2024 Monthly Ending Fund Balance	12,060,437			
Year:	2023 Projected ending fund balance	12,200,000			
	2024 Projected Revenue-[budget]	194,959			
	2024 Projected Expenses-[budget]	3,910,002			
	2024 Projected ending fund balance	8,484,957			

TRAVEL, LODGING, AND MEAL REIMBURSEMENT POLICY

Purpose:

NCW Libraries (the "Library") recognizes that there is a benefit to the Library to have employees and trustees attend conferences, offsite or out of town meetings, seminars, and other educational events related to the employee's or trustee's official duties. To encourage attendance, support will be provided for eligible expenses related to such travel subject to budget and stewardship of public funds.

Scope:

This policy applies to all NCW Libraries employees and trustees who are authorized to travel on library-related business. Unless the words or context provides otherwise, any reference to "employee" herein means and includes library trustees.

Internal Revenue Service Compliance:

At all times, NCW Libraries will follow the Washington Office of Financial Management (OFM) rules, regulations or other directives regarding payment and reimbursement of travel and meal expenses for public agencies.

- Per Diem rates for travel in the State of Washington shall be reimbursed at the State of Washington Office of Financial Management (OFM) Per Diem rate.
- Per Diem rates for travel in the rest of the United States shall be reimbursed at the U.S. General Services Administration (GSA) Per Diem rate

Authorization:

The Library is authorized to pay employee and trustee business and travel expenses. Employees' expenses must be authorized by their respective supervisor while trustees will coordinate travel with NCW Libraries Executive Assistant. Employees and Trustees must provide receipts for expenses excluding per diem and mileage.

Business and travel expenses incurred outside of the normal course of performing work duties must be approved by a supervisor in advance. To obtain authorization, employees must complete the 'Travel & Training Request Form' prior to the activity or travel.

Responsibilities:

Traveler:

- Ensure the timely completion and submission of all required documentation. Ensure all information provided is accurate and complete.
- Seek clarification on travel policies and expense reimbursement procedures if needed prior to submission.
- Adhere to all library policies and guidelines related to travel, including booking, allowable expenses, and documentation requirements.
- Promptly inform supervisor of any changes in travel plans or expenses.
- Submit travel reimbursement forms and any required documentation to their supervisor within 30 days of the travel end date.

Approvers (managers, supervisors, or their designees):

- Verify the business purpose of the expense.
- Provide guidance and support to employees in planning and executing travel, including clarification on policies and procedures.
- Collect proof of attendance and participation in the event or training for which the travel was authorized. This may include attendance certificates, badges, or other relevant documentation.
- Review and approve post-travel reports and expense claims, ensuring they are in line with the approved travel plan and library expense policies.

Policy:

General Provisions:

- **Expense Limits:** Reasonable limits will be set on individual expenses for travel and training. NCW Libraries may partially cover these expenses in cases where budget constraints exist, or when doing so allows more employees to participate.
- **Needs of the Library or Department:** The need to travel within or outside of NCW Libraries service area is based upon the requirements of a specific position or department.
- **Expense Reimbursement:** Travel expenses will be reimbursed to the employee on a reasonable and prudent basis, as approved by the Finance Department.
- **Cost-Sharing:** When multiple employees attend the same function or event, they must share transportation whenever feasible. Any additional expenses incurred by employees for their convenience will not be reimbursed.
- **Commute Expenses:** Travel to and from an employee's residence to their regularly assigned work site is not a reimbursable travel expense. However, travel will be reimbursed for the portion of miles that exceeds the normal commuting distance between the employee's residence and their regular work location.
- **Travel Funded by Another Agency:** If another organization agrees to cover out-of-area travel expenses for Library employees, reimbursement will be according to that organization's travel policies.

Allowable Reimbursable expenses:

- **Mileage Reimbursement:**
If a Library-owned vehicle is available for official use, employees must use it instead of a privately-owned vehicle. If a Library-owned vehicle is not available, Library Employees will be reimbursed for mileage at the current State of Washington Office of Financial Management Private Owned Vehicle Mileage: <http://www.ofm.wa.gov>. The purpose of such reimbursement is to cover costs of gas, oil, maintenance, and insurance. **State law requires that owners of motorized vehicles carry an established amount of liability insurance. Employees who fail to do so while using their personal vehicle for Library business may have travel expenses related to the use of their personal vehicle denied.*
- **Airfare:**
NCW Libraries will determine the best price for air travel and make reservations based on dates and destinations.
- **Transportation:**
Allowance for rail or bus travel will be authorized on a coach fare basis. Every effort should be made to obtain the lowest reasonable rate and to take advantage of special fare discounts. Rail or bus fare should not exceed airfare. Actual cost will be reimbursed.

Use of public transportation, taxi, shuttle or rideshare services will be reimbursed at the actual reasonable rate. If needed, and preapproved, a rental car may be reimbursed at the lowest reasonable rate for a midsize or compact car.
- **Meal Expenses:**

Employees may be reimbursed for meal expenses using applicable per diem rates without the need for receipts when any of the following are true:

- The employee travels on library business outside NCW Libraries service area.
- The employee is authorized to represent NCW Libraries at a community function.
- The employee travels overnight for library business.
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- Meals will be paid at the current Washington state per diem rate for each locale as determined by the OFM. The rates are set annually for each county by the OFM and shall be adopted by NCW Libraries.
- Per diem rate includes taxes and tips; as such, employees will not be reimbursed separately for those items.
- When the expense of a meal is included in a registration fee for a training or conference, the per diem allowance must be deducted by the fixed allowance for the respective meal. A person choosing not to attend a meal prepaid in the registration fees shall not be reimbursed for the cost of a substitute meal.

- **Actual Expense Reimbursement:**

In the event of unforeseen travel, employees may receive reimbursement for actual travel related meal expenses that are otherwise authorized by this policy. Requests for reimbursements of travel-related expenses must be submitted on a Personal Expense Reimbursement Form. These forms must be submitted to the Finance Department within two weeks after the trip is completed.

Reimbursement of travel-related meal expenses is based on documentation of reasonable and actual expenses supported by the original, itemized receipts where required.

- **Lodging Expenses:**

Reasonable expenses for overnight lodging are allowable expenses for NCW Libraries. The actual cost of hotel, motel, or rental property accommodations, including lodging taxes and parking fees included in any hotel or motel bill, shall be paid.

Receipts are required for all hotel/motel/rental stays. The following guidelines are used in determining reimbursable lodging expenses:

- The cost of reasonable accommodation, as defined by the OFM per diem rates, within the destination area, will be used as the benchmark for the cost of reasonably priced lodging. Airbnb and other home sharing and rental options are acceptable when competitively priced.
- For travel to urban areas, NCW Libraries may favor the value of proximity to the venue over the savings afforded by staying further away. (For example, a conference center hotel or hotel adjacent to the venue).
- If a hotel/motel accommodation includes a non-NCW Libraries traveler, reimbursement will only be for that portion of the expense attributable to the NCW Libraries traveler claiming reimbursement.

- **Incidental travel expenses:**

Employees may be reimbursed for incidental travel expenses including but not limited to parking fees, toll fees, or baggage fees related to official library business.

Non-reimbursable Expenses:

- Airline club memberships & airline upgrades
- Business class for domestic flights or first class for all flights.
- Childcare, babysitting, house-sitting, or pet-sitting/kennel charges.
- Costs incurred by travelers' failure to cancel travel or hotel reservations in a timely fashion.
- Evening or formal wear expenses
- Fines, forfeitures, tickets, or penalties.
- Laundry and dry cleaning.

- Passports, vaccinations, and visas when not required as a specific and necessary condition of the travel assignment.
- Personal entertainment expenses including: in-flight movies, headsets, health club facilities, hotel pay-per-view movies, in-theater movies, social activities, and related incidental costs.
- Travel Insurance.
- Other expenses not directly related to the library business travel.

Cancellation of travel or failure to attend:

Attendance at training and conferences is a privilege and should be undertaken with the utmost effort to make the most of the experience. In the event an employee fails to use any pre-paid transportation, conference registration or hotel reservation, the employee may be required to reimburse NCW Libraries for any expenses paid on their behalf.

NORTH CENTRAL WASHINGTON LIBRARIES
RESOLUTION 24-01

A RESOLUTION OF THE BOARD OF TRUSTEES OF NORTH CENTRAL WASHINGTON LIBRARIES ADOPTING A TRAVEL, LODGING, AND MEAL REIMBURSEMENT POLICY; REPEALING ANY PRIOR INCONSISTENT RESOLUTIONS; AND, SETTING AN EFFECTIVE DATE

WHEREAS, the Washington State Office of Financial Management (OFM) and the U.S. General Services Administration (GSA) set rules, regulations, and other directives regarding payment and reimbursement of travel and meal expenses for public agencies; and

WHEREAS, the Board of Trustees has a fiduciary responsibility to ensure all staff and trustees are reimbursed at OFM and GSA established rates and only for authorized library-related business; now, therefore

THE BOARD OF TRUSTEES OF NORTH CENTRAL WASHINGTON LIBRARIES HEREBY RESOLVES AS FOLLOWS:

Section 1. The Board of Trustees of the North Central Washington Libraries hereby adopts the Travel, Lodging, and Meal Reimbursement Policy attached to this Resolution as Exhibit "A" and incorporated herein by this reference as if set forth in full.

Section 2. Any prior inconsistent Resolutions of the NCW Libraries is hereby repealed.

Section 3. This Resolution shall be effective immediately upon passage by the Board of Trustees.

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DATED AT WENATCHEE WASHINGTON this 15th day of February, 2024

BOARD OF TRUSTEES
NORTH CENTRAL WASHINTON LIBRARIES

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EXHIBIT A

TRAVEL, LODGING, AND MEAL REIMBURSEMENT POLICY

Purpose:

NCW Libraries recognizes that there is a benefit to the Library to have employees and trustees attend conferences, offsite or out of town meetings, seminars, and other educational events related to the employee's or trustee's official duties. To encourage attendance, support will be provided for eligible expenses related to such travel subject to budget and stewardship of public funds.

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Strategic Directions:

1. Meet critical community needs.
2. Enhance customer experience.
3. Strengthen organizational health.
4. Maximize community investment.

BOARD STAFF REPORT

To: Board of Trustees

From: Executive Director

Date: February 2024

Board of Trustees Meeting

Subject: Executive Director Board report

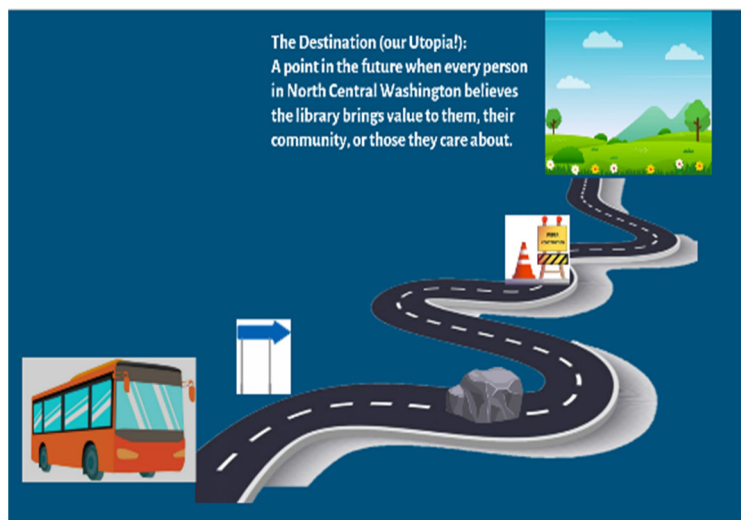
Report Summary: ☒ Informational only ☐ Board action required

Building Maintenance and Use Agreements: 4

The majority of city Building Use and Maintenance Agreements are signed, but the district is still awaiting signatures for Brewster, Coulee City, East Wenatchee, and Ephrata. District staff have been in regular contact with these cities and are aware of extenuating circumstances that have delayed the adoption of the new agreement. The Executive Director's office has clearly communicated that signed agreements must be in place if the city is to be reimbursed for any expenses. The board approves payments to building owners at the June and November board meetings.

Strategic Direction Update 1-4:

On February 1st, the Executive Leadership Team (ELT) presented the strategic directions to Senior Leadership, comprising all NCW Libraries employees who oversee a department or personnel. Following the meeting, we distributed a survey to participants to gather feedback and to better understand their needs from Administration – including methods for tracking progress on goals. Based on their input, the ELT will develop a work plan for staff to utilize to organize projects and priorities under each of the strategic directions. Leadership will be expected to report quarterly updates on progress towards 2024 goals.



PloW Bi-Annual Meeting:

The Public Libraries of Washington (PloW), comprising Library Directors from across the state, met on Thursday, February 7th to 8th at KCLS Burien Library. I participated virtually due to scheduling constraints. Topics included:

- Library Capital Improvement Program update - Mara Isaacson, Department of Commerce
- Artificial Intelligence (AI) From Holy Crap to Hold My Beer – Dr. David Lankes
- Trauma in Libraries:
- Report from the Washington State Librarian, Sara Jones
- Report from Abby Moore – Public Library Legislative Update
- Washinton State Library Association Update

Executive Director's Activities for January & February - 3&4

- Met with Ephrata City officials to discuss BM&U Agreement
 - Attended a Cashmere City Council meeting
 - Met with the staff in Moses Lake
 - Met with Dr Sue Kane, CEO of NCW Tech Alliance, to discuss funding set aside for the Library to expand Wi-Fi
 - NCW Libraries Audit Entrance Conference
 - PloW bi-annual meeting (attended virtually)
 - NCW Digital Access and Equity Coalition
 - Public Libraries of Washington (PLW) Legislative Update w/ Abby Moore (held weekly)
 - Check-ins with all direct reports (twice a month)
 - Executive leadership team meeting (held weekly)
 - Leadership team meeting (held monthly with all managers and supervisors)
-

Financial Implications:

Attachments: [OBJ]

☐ Yes

☒ No

Legal Review: [OBJ]

☐ Yes

☒ No



BOARD STAFF REPORT

To: Board of Trustees

From: Facilities Department

Date: February 15, 2024

Proceeding Type: Board of Trustees Meeting

Subject: Reimagining Spaces Update

Staff Report Summary:



Informational only



Board action required

The Facilities Department has been diligently working to progress the Reimagining Spaces Project and to move the Wenatchee Public Library Phase II Modernization into the implementation phase. Both projects have seen some significant progress since the January 2024 Board Meeting.

Discussion/Analysis:

General Reimagining Spaces Status:

Below is a table that outlines the phase of progress that each branch scheduled to begin this year is in. In addition to progress with these branches, our team has a few other exciting updates:

1. Project Coordinators: The project was started with a plan for two temporary “Project Coordinators” to support the project. Our team hired the second position and they started on 2/5/24. Their job title “Operations Technician” and they will focus on physical improvements performing duties such as moving, demolition, framing, painting, etc.
2. Warden Shelving: We were able to take the shelves that were replaced in Brewster to our Warden location and give that branch quite the update! Staff and patrons are very grateful to have better functionality and metal shelves in lieu of old wooden ones.
3. Materials Handling: Ten totes were ordered so they could be trialed at a branch location.

Branch	Planned to Start in 2024	Community Engagement	Design	Bidding	Construction	Completion
Brewster						X
Curlew				X		
Peshastin				X		
Ephrata			X			
Soap Lake			X			



Cashmere	X					
Royal City			X			
Chelan		X				
Manson		X				
Oroville	X					
Omak	X					
Bridgeport	X					

Wenatchee Public Library Update:

Construction has been underway for about 5 weeks. Demolition is complete. Floor layout, framing, and installation of mechanical, electrical and plumbing is underway. The project remains on schedule and on budget. Our target opening date is mid-late June 2024.

Staff Recommendation:

N/A

Financial Implications:

N/A

Attachments:

☐

Yes

☒

No

Requested Board Action:

Legislative Information (if applicable):

History:

Requested Board Action:

Legal Review:

☐

Yes

☒

No



BOARD STAFF REPORT

To: Board of Trustees

From: Alicia Gomori

Date: 2/15/2024

Proceeding Type: Board of Trustees Meeting

Subject: Board report - Community Libraries

Staff Report Summary: ☒ Informational only ☐ Board action required

NCW frontline staff and Area Managers strive to provide experiences, resources, and engagement in all our thirty locations. Through the strategic plan they are working to strengthen our core services, advance community partnerships and align our resources to continue to build the future of NCW Libraries. These are several wonderful examples of their efforts and commitment to our communities.

Enhance Innovation and Curiosity:

Katie, our Teen Library Associate at WPL led a great program that provided teens with a houseplant to care for with a pot for them to decorate, sharing with them the benefits of greenery. The teens were excited.

Deidre, our Chelan Branch Librarian, has started a drop-in class with the local health organization for nursing mothers to be able to come and talk about their experience, concerns, and challenges. It has been a wonderful way to connect with young mothers and help build a solid foundation of collaboration between nursing mothers and the local health organization.

Enhance User Experience:

WPL considered options to move the Spanish collection to make it easier to find and more accessible to our Spanish-Speaking patrons. It now lives on the first rows of the nonfiction section. They also expanded the number of shelves for the collection to include more titles.

All our Northwest Region Area Libraries have finished their weeding projects and are up to date on the collection check-in timeline. This work will make sure our catalog is accurate and weed out any damaged materials that may have been missed during other processes. James Parrott our Collection Development Manager has been a great support.

Actively listen and Respond:

Murray, our Winthrop Branch Librarian, and Robert our Customer Service Technician have opened the Winthrop Library maker space to allow patrons to use it without reservations. Passive crafts are



available. Many patrons have been asking for more accessibility to the space and so far, the new process is working well.

Michelle, our Bridgeport Branch Librarian, has started a regular Friday Storytime in response to local family's needs. There are several families that travel between Bridgeport, Brewster, and Pateros for Storytimes on different days so their kids can have multiple experiences. She is doing an excellent job.

Cultivate Community Partnerships:

Our Peshastin Branch Librarian, Clare, has cultivated a strong and consistent partnership with the local elementary school as well as head start. Clare visits our young head start patrons for monthly Storytimes while also visiting and hosting monthly Storytimes with our elementary school. This strong partnership reinforces the bonds we aim to create with our teachers, students, and families.

Moses Lake is busy with community partners (new and old) who are reaching out for programming and/or tabling opportunities soon. These include Rural Resources, Boys & Girls Clubs of the Columbia Basin, and various private citizens for language classes, and more.

Strengthen Organizational Health:

Our monthly Leaders meeting and quarterly Branch Librarian meetings foster staff interaction, collaboration, and idea sharing.

Collections training has been appreciated, and the systemwide approach of clear guidelines and expectations around the logistics of collection maintenance.

Discussion/Analysis:

N/A

Staff Recommendation:

N/A

Financial Implications:

N/A

Attachments:

☐ Yes

☒ No

If yes, name(s) of attachment(s):

Requested Board Action:

N/A

▪ Legislative Information (if applicable): N/A

History:



Requested Board Action:

- Legal Review: ☐ Yes ☒ No
If yes, name(s) of attachment(s)

BOARD REPORT

PROGRAMS AND RESOURCES

FEBRUARY 2024

Meet Critical Community Needs

Engaging Young Readers

[Prime Time Family Reading Program](#) is a grant-funded literacy program from Humanities Washington that partners schools and public libraries to serve families with elementary-school aged children who could benefit from participating in a reading program. During six weekly sessions Claudia Bovee, Latinx Services Manager, and Wenatchee artist Martha Flores engage families to foster a love of reading and connect literature to themes such as greed, doing the right thing, kindness, and self-confidence. The partnership is led by the Wenatchee School District and launched in November 2023 with nearly 50 students and family members students from Mission View and Lincoln Elementary schools. In the program's second iteration the Latinx Services department is working with approximately 20 families from Lewis & Clark, Columbia, and Newberry Elementary schools. Families have already read five different bilingual books over two sessions and can register for library cards and check out materials during the program.

Supporting English Language Learning

Our Latinx Services and STEM departments are collaborating to increase ESL offerings in Chelan. Through contracting with an ESL instructor from WVC and supplying refurbished iPads already owned by NCW Libraries, students will be able to complete academic assessments and access digital curricula during the classes. The instructor will also be developing a toolkit and curricula that will enable Librarians to host Talk Time/English conversation groups in other branches.

Sponsoring Civic Engagement Through Naturalization

We are currently partnering with Hand in Hand Immigration Services to offer free, self-paced citizenship study support at our Moses Lake Library. Our first 10-week session is wrapping up on 2/20, with a second session beginning on 2/27. Hand in Hand staff will visit the branch in March to meet with students and discuss individual immigration cases. We plan to expand this partnership in 2024 by offering sessions in more branches and adding paid tutors to better support students.

Connecting First Generation College Students with Library Resources and Unique, Culturally Relevant Opportunities

Our Latinx Services staff are working closely with WVC's College Assistance Migrant Program (CAMP) to provide students from migrant and seasonal farmworker backgrounds with enriching experiences and resources that will foster community connections and educational support. Building on successful orientation visits started in 2023, collaboration with CAMP will expand in 2024 to include Latinx presenters, poetry and literature workshops, and student tours at Wenatchee Public Library.

Enhance Customer Experience

Increasing Collection Visibility

We are embarking on several projects aimed at increasing accuracy and browsability across our collections. Branch staff began a full collection check in January 2024 and the number of lost items has already decreased by more than 6,000. We are continuing to standardize how collections are shelved across the district to improve in-person patron experiences and, beginning in late February, will begin using social media to promote a weekly list of new titles that will be linked directly to the catalog, making it very easy for patrons to view and place holds on the latest and greatest titles.

Strengthen Organizational Health

Developing Tools and Training for Staff

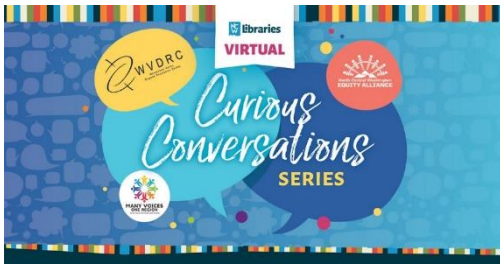
With public libraries across the country facing an increasing number of requests to remove and restrict materials, it is imperative that our staff fully understand the importance of defending our patron's rights to read, view, and listen to materials that meet their individual needs and interests. To ensure our staff can articulate and support the principles of Intellectual Freedom, a committee was formed at the beginning of 2023 to build necessary tools and training materials for all public-facing staff. We are publishing a comprehensive Intellectual Freedom manual this month and a two-part training plan will follow in March.

Maximize Community Investment

Prioritizing Expansion to Spanish-Speaking Communities

Starting February 12, 2024 we are launching a robust marketing and awareness campaign with *La Zeta*, a Spanish radio station serving Chelan, Douglas, and Grant counties. Radio ads promoting NCW Libraries will play Monday-Friday during the station's popular lunch-time program, which has the highest number of daily listeners. The library's programs and services will be highlighted at the beginning, middle, and end of the program and the on-air personality will incorporate specific talking points developed by MarCom and Latinx Services.

Building Community While Expanding Our Reach



Curious Conversations is a 6-part series in partnership with [Wenatchee Valley Dispute Resolution Center](#) (WVDRC) and endorsed by [NCW Equity Alliance](#) and [Our Valley, Our Future](#). In this educational series, participants learn listening and communications skills, study conflict dynamics and styles, and practice conflict resolution techniques for de-escalation and peaceful communication. We offered this series during autumn 2023 at Wenatchee Public Library, and WVDRC agreed to translate the series to a virtual format due to significant local interest and requests from communities across our service area.

Forty participants from Cashmere, East Wenatchee, Ephrata, Grand Coulee, Leavenworth, Manson, Moses Lake, Omak, Plain, Tonasket, Twisp, Warden, and Wenatchee joined us for the first session. The age of participants ranged from 18-65+; a dramatic shift from our in-person program where most participants identified as 55 or older. We also saw a noticeable increase in Latinx participation, with 33% identified as Latinx during the virtual sessions as compared to only 10% in the in-person series. The virtual format is very engaging and features several breakout rooms during each session that allow participants to practice new skills in the moment as they connect with others. We see this as an opportunity to build relationships across the system.

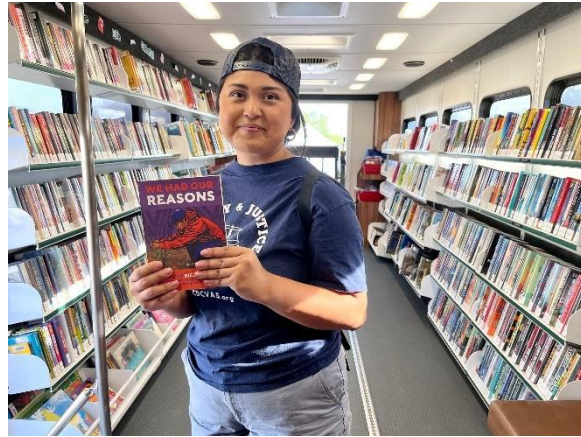
More information about this program series is on our [blog](#). The series is in drop-in format and all are welcome to join any of the remaining sessions.

Prioritizing Low-Income Communities

Each year, Columbia Valley Community Health (CVCH) hosts a Back-to-School Health Fair in partnership with Serve Wenatchee and Saddle Rock Evangelical Presbyterian Church. This year Bookmobile was invited to promote services to the approximately 500 families attend this event each year to receive backpacks, clothing, and school supplies for school-aged children.

We had three staff people on hand for the event and offered a variety of resources to families in English, Spanish, and Russian. In addition to checking out materials, Bookmobile staff offered a "backpack tag" craft, which was a big hit. Staff also used the outreach event to connect parents and students with a range of library services and resources, including upcoming events such as story time and Habla Conmigo, an informal conversation group for English language learners. They also demonstrated our online resources available to cardholders, such as Rosetta Stone.

Community events like this are also an excellent opportunity for NCW Libraries to become better connected with social service agencies and potential partner organizations, several of whom asked for more information about library programs and bookmobile routes. One vendor even referred an event participant to the bookmobile to learn about borrowing blood pressure monitor kits, which we lend through a partnership with Action Health Partners.



In all, staff connected with over 350 individuals throughout the event, checked out 86 items, and registered 20 new cardholders. Bookmobile was so popular that they still had a line of patrons after all the other service agencies had packed up and left for the day.



BOARD STAFF REPORT

To: Board of Trustees
From: Aaron Floyd
Date: 2/10/2024
Proceeding Type: Board of Trustees Meeting
Subject: IT Department Board Report

Staff Report Summary: ☒ Informational only ☐ Board action required

Please see the attached IT 2023 Year in Review report.

Discussion/Analysis:

Staff Recommendation:

Financial Implications:

Attachments: ☐ Yes ☒ No

If yes, name(s) of attachment(s):

Requested Board Action:

Legislative Information (if applicable):

History:

Requested Board Action:

Legal Review: ☐ Yes ☒ No

If yes, name(s) of attachment(s)

IT 2023 YEAR IN REVIEW

I wanted to provide you all with a summary of the IT Department's work in 2023. The data in this report was made possible by reconfiguring our help desk system over a year ago and setting it up for improved data collection. I am a firm believer in the value of good data, analytics, and the role it plays in healthy decision making for our department and for the entire organization. It is worth mentioning that a Datawarehouse and Reporting Solution is on our 2024 IT Project list. Much of the infrastructure work my team has accomplished in the last 3 years has led to this critical solution being feasible.

In 2023 the IT Department:

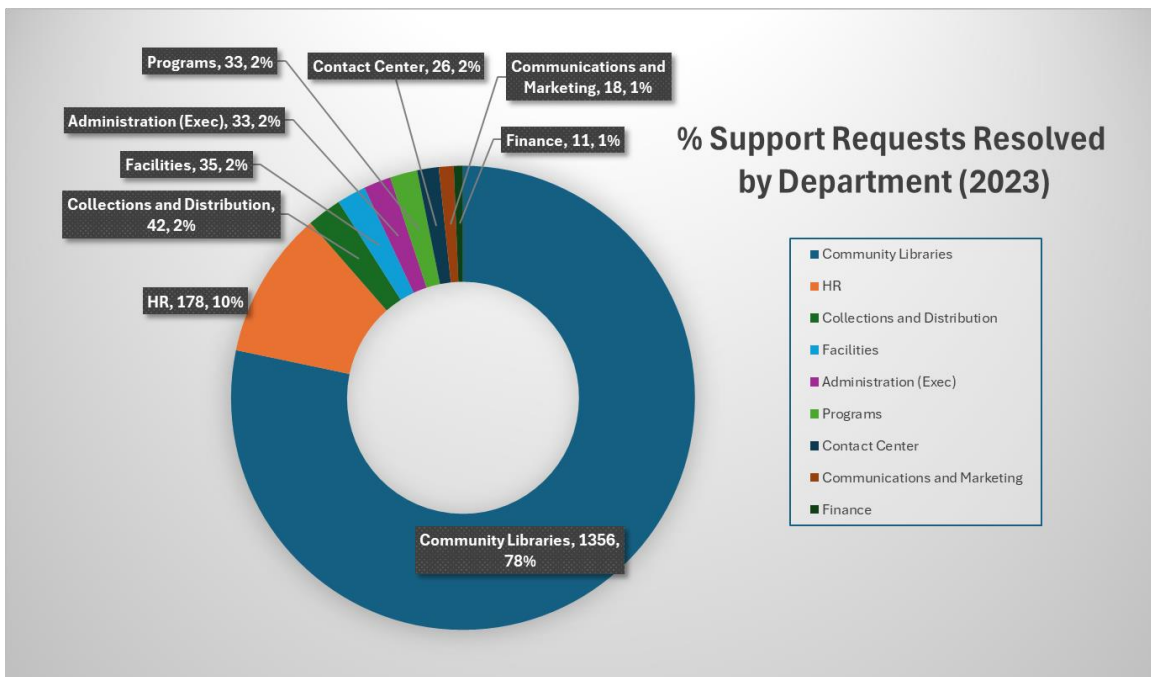
Received **1,840** Support Tickets

Resolved **97% (1,787)** of those Support Tickets

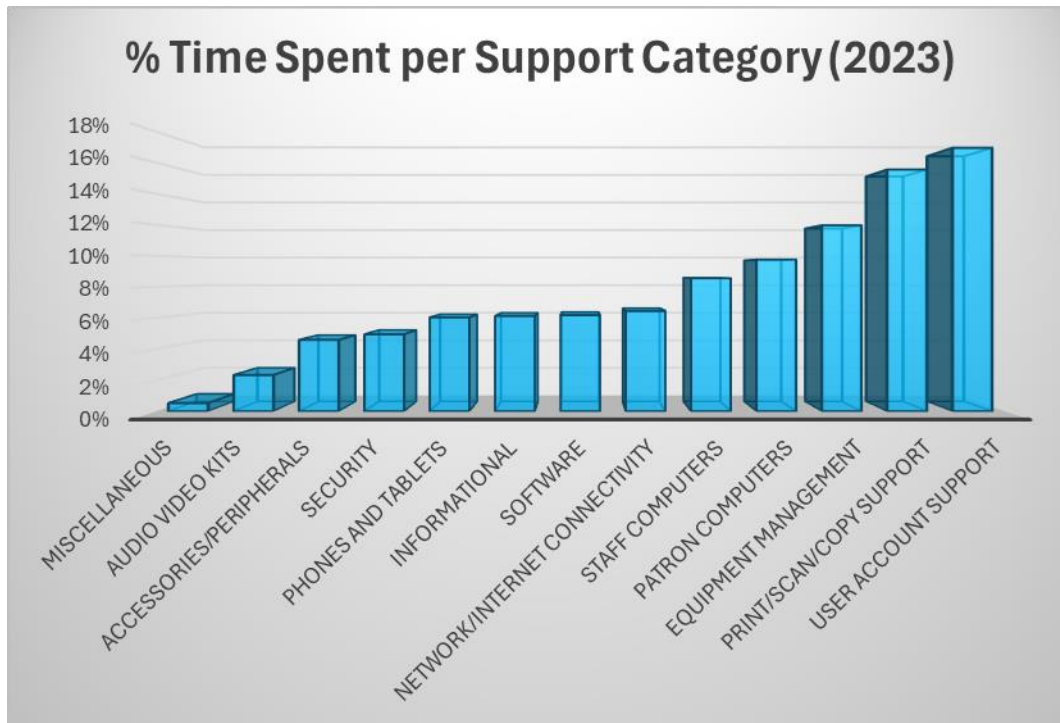
Completed **12** Major Projects including:

- Migration from the Google Suite business platform to Microsoft 365.
- Replacement of all Copier Services to include color, fax, scan-to-email, and copy print services.
- Overhaul and expansion of A/V Kit resources for programming and events across our district.
- Building a new Teleservices Pilot solution for Telehealth and other services.
- Managed full IT infrastructure upgrades for two branches (Brewster Reimagining, and Waterville Relocation).
- Upgraded Video Security systems at 7 of our facilities.

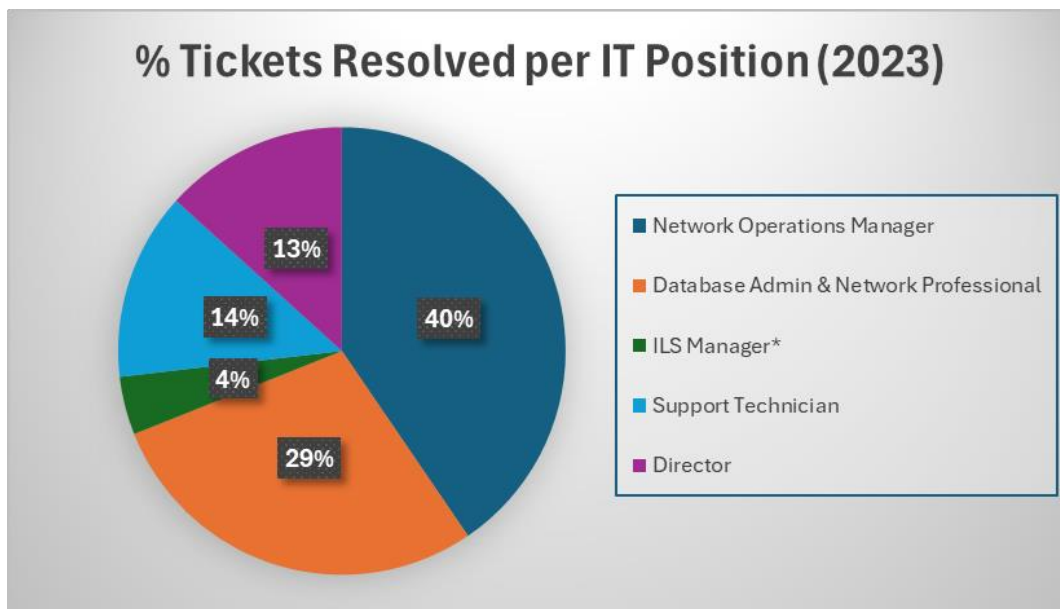
Here are a few additional insights into the work the IT Department has been doing:



Note how much of our work is prioritized towards the successful operation of our community libraries.

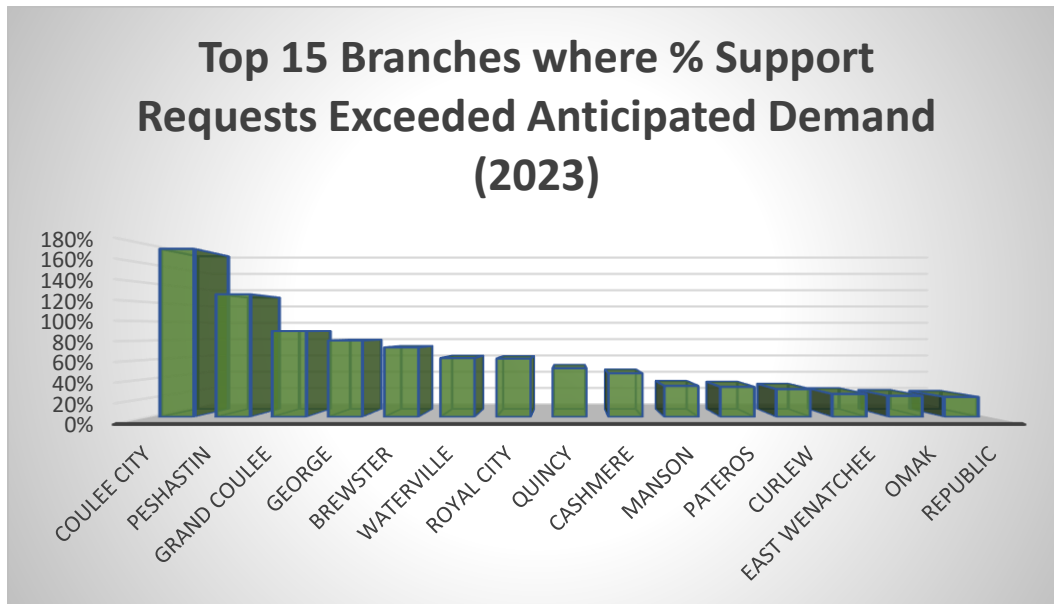


You can see the support impact of the Microsoft Migration and Copier Services Projects



*Our ILS Manager (Sarah Fletcher) became a part of the team in the second half of 2023.

Note the demand on our higher level IT Team members.



Calculated using support requests, foot traffic and circulation per branch.

Note how Brewster and Waterville were in the top six due to Reimagining and relocation projects.

There are a few final bits of information I want to share -

We have closed out services and contracts from Google, Slack, and Kelley Connect now that we've migrated to Microsoft, Teams, and Copiers Northwest. This has resulted in roughly \$85,000 in annual savings.

The IT Department was able to accomplish what we did last year even though we were without a support technician for more than 6 months. Currently our department is working through a 40% increase in support demand when looking at these last 3 months versus the same period the year prior. This makes it much more difficult for us to move projects forward when the support demand is so high.

Since I began working for NCW Libraries 3 years ago, we have completed 80 of the 115 estimated projects, all while continuing to provide day-to-day support for our staff. I cannot tell you how impressed I am with the team I have, their resilience, and all they have achieved for the benefit of the organization and the communities we serve. I am also grateful for the positive, patient, and constructive support of our Executive Leadership Team.

Thank you,

Aaron Floyd, Director of IT



BOARD STAFF REPORT

To: Board of Trustees

From: Sheila Callihan, HR Director

Date: February 9, 2024

Proceeding Type: Board of Trustees Meeting

Subject: Board report

Staff Report Summary: ☐ Informational only ☒ Board action required

Filled Positions:

New Hires:

Branch Librarian, Leavenworth- Hannah Kwon, effective 02/5/2024

Facilities Operations Tech (Temp for Reimagining Spaces) Jeff Mauch, effective 02/05/2024

Internal Transfers/Promotions:

Resignations:

Customer Service Technician, Brewster- Alex Olvera- effective 02/21/2024

Retirement:

Open Positions:

Future Start Dates:

Posted Positions:

Area Manager- North Region - Open until filled

Branch Librarian, Tonasket - Open until filled

Branch Librarian, Curlew - Open until filled- actively interviewing

Branch Librarian, Brewster- Open until filled

Discussion/Analysis:

N/A

Staff Engagement and Growth:

Branch Visits: Leavenworth, Moses Lake, Ephrata and Quincy

Financial Implications:

Other:

Proposal of an MOU to revise the language of Article 8- Holidays to guide application to better align with the intent of the Collective Bargaining Negotiation Committee. The Union is taking it to vote this week, with ballots due back next week. To expedite final authorization, we ask that the Board approve the Executive Director as signatory to the MOU if passed by membership vote.

Attachments:



Yes



No

If yes, name(s) of attachment(s):

Proposed changes to Article 8

Requested Board Action:

Motion:

"I move to approve the Executive Director signing authority on a Memorandum of Understanding between the Library and Local 846-L which will clarify language for application of Holiday use, which better aligns with the intent of the Collective Bargaining Negotiating Committee."

Legislative Information (if applicable):

History:

Requested Board Action:

Legal Review:



Yes



No

If yes, name(s) of attachment(s)

ARTICLE 8 - PAID HOLIDAYS

8.1 Paid Holidays

The following are the paid legal holidays and all NCW Library locations shall be closed on the holidays listed below. Employees shall receive holiday pay based on their scheduled shift on the day the holiday occurs. If the holiday falls on the Employee's Day off they shall be allowed to take the holiday in accordance with Article 8.2 and will be granted the day off designated as their holiday based on their scheduled work shift.

New Year's Day	First day of January
Martin Luther King, Jr.'s Birthday	Third Monday of January
Presidents' Day	Third Monday of February
Memorial Day	Last Monday of May
Juneteenth	Nineteenth day of June
Independence Day	Fourth day of July
Labor Day	First Monday of September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday of November
Day after Thanksgiving	Fourth Friday of November
Christmas Eve	Twenty-fourth day of December
Christmas Day	Twenty-fifth day of December
Two Floating Holidays	At Employees Choice, subject to Supervisor approval

8.2 Holiday Options

a. Should a holiday fall on an Employee's regularly scheduled day off, the Employee shall have the option to receive pay at their straight time rate in addition to compensation for their regularly scheduled work week. In this instance, holiday pay shall be eight (8) hours for full-time employees, part-time employees holiday pay shall be prorated based on the eight (8) hour Full-Time Equivalent. The compensated holiday hours will not be used for computing overtime for the workweek.

b. Should a holiday fall on an Employee's regularly scheduled day off, the Employee may elect to take a day off during the current pay period. In this instance, holiday pay shall be eight (8) hours for full-time employees, part-time employees holiday pay shall be prorated based on the eight (8) hour Full-Time Equivalent.

8.4 Floating Holiday

Employees shall be entitled to two (2) paid floating holidays per calendar year. Floating holiday pay shall be eight (8) hours for full-time employees, part-time employees floating holiday pay shall be prorated based on the eight (8) hour Full-Time Equivalent.

JANUARY 2024

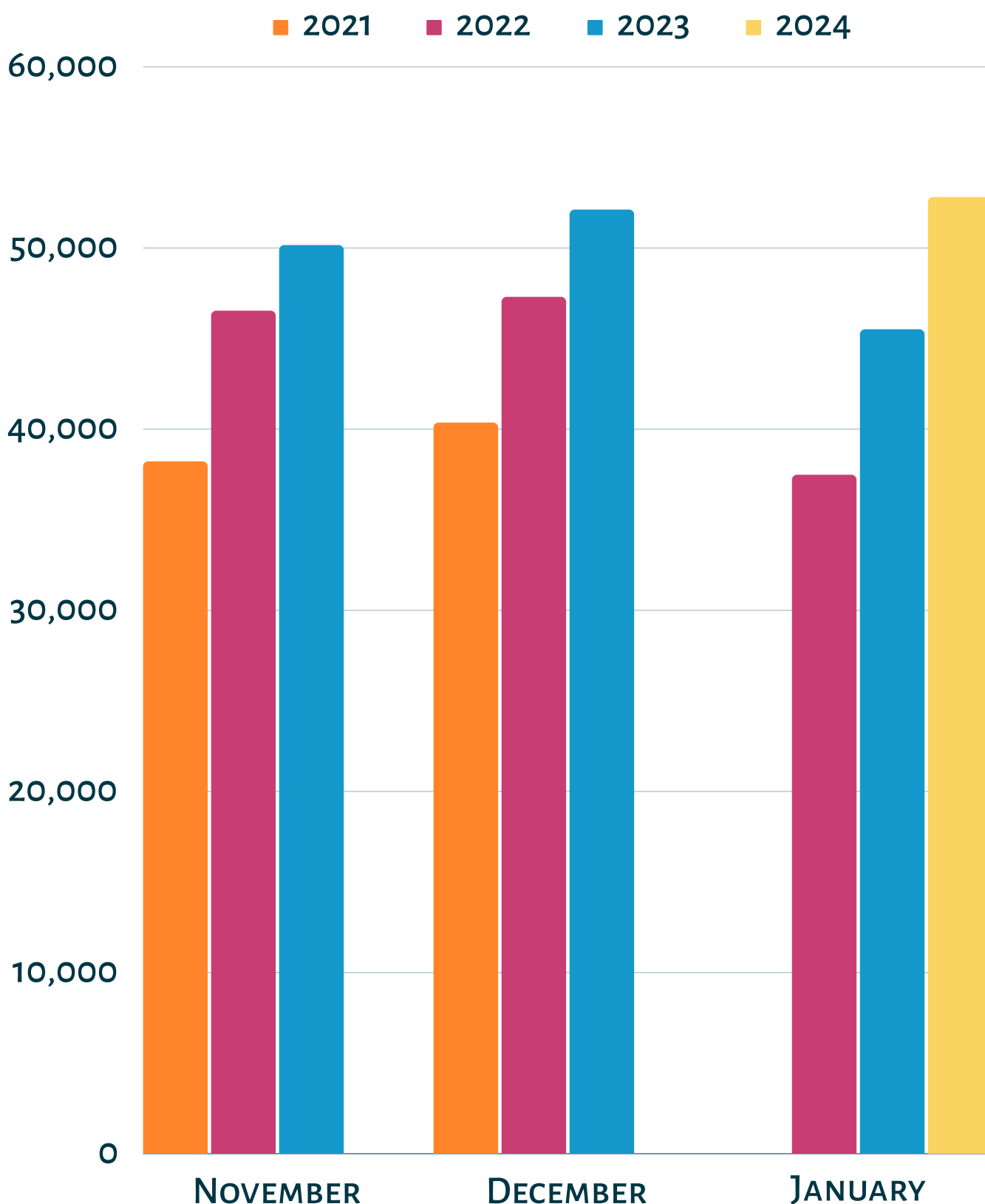
LIBRARY DATA REPORT



FEBRUARY 15, 2024

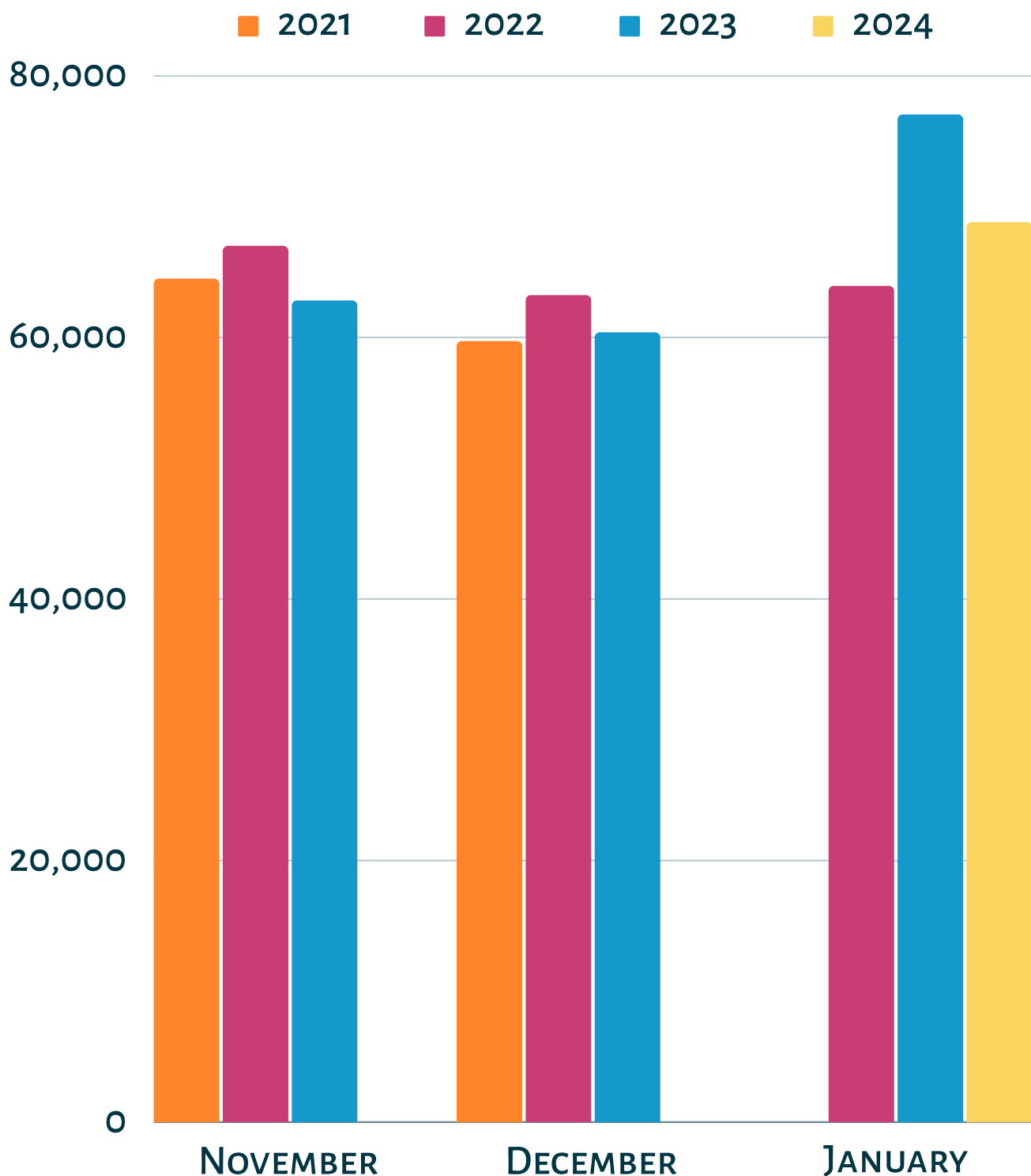
FOOT TRAFFIC

The number of people counted walking into one of our 30 branch libraries using Vea Web people counting software.



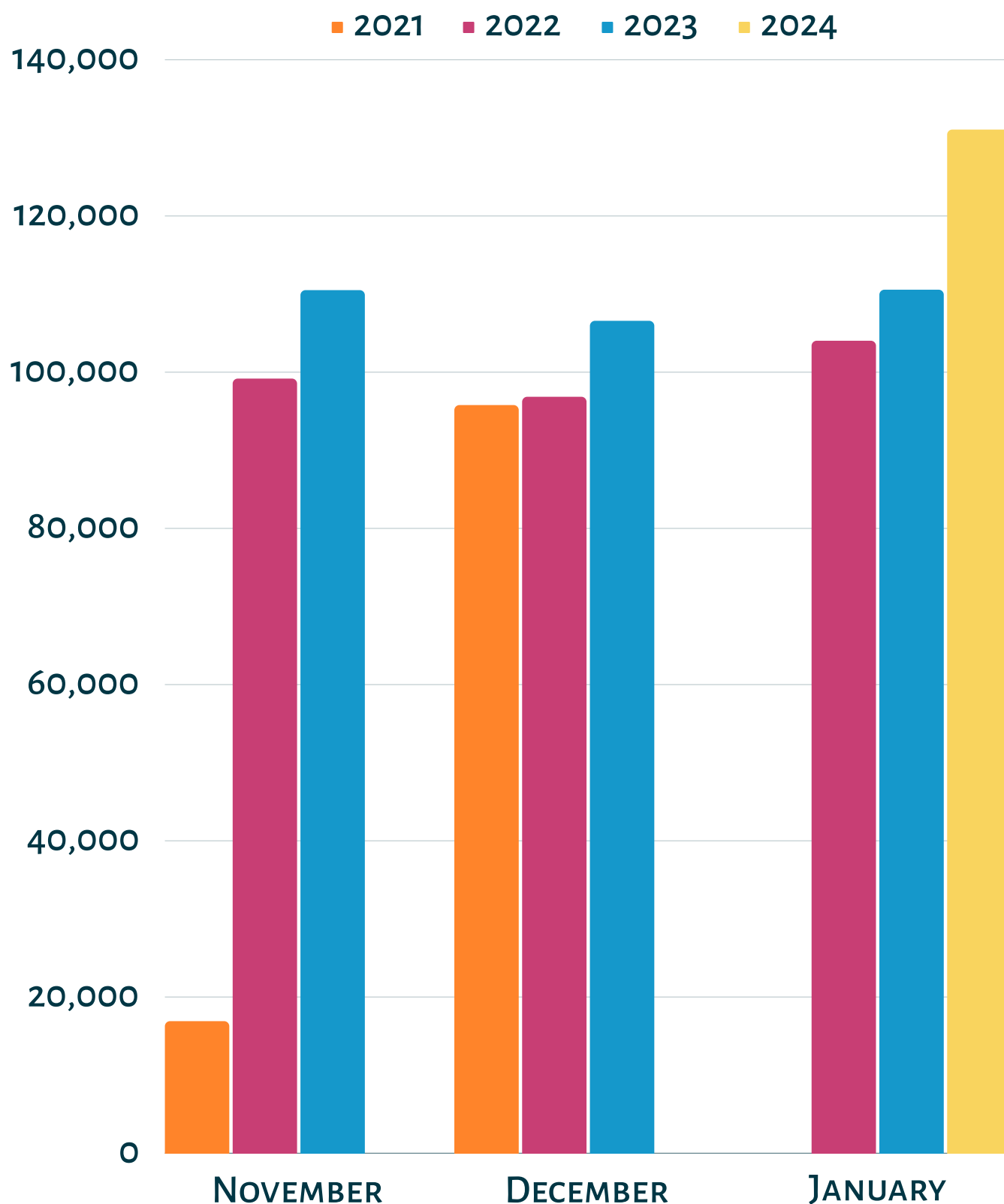
CIRCULATION OF PHYSICAL MATERIALS

The number of physical materials borrowed by the public. Physical materials include traditional items like books and DVDs as well as non-traditional items like snowshoes and blood pressure monitor kits.



ONLINE CATALOG VIEWS

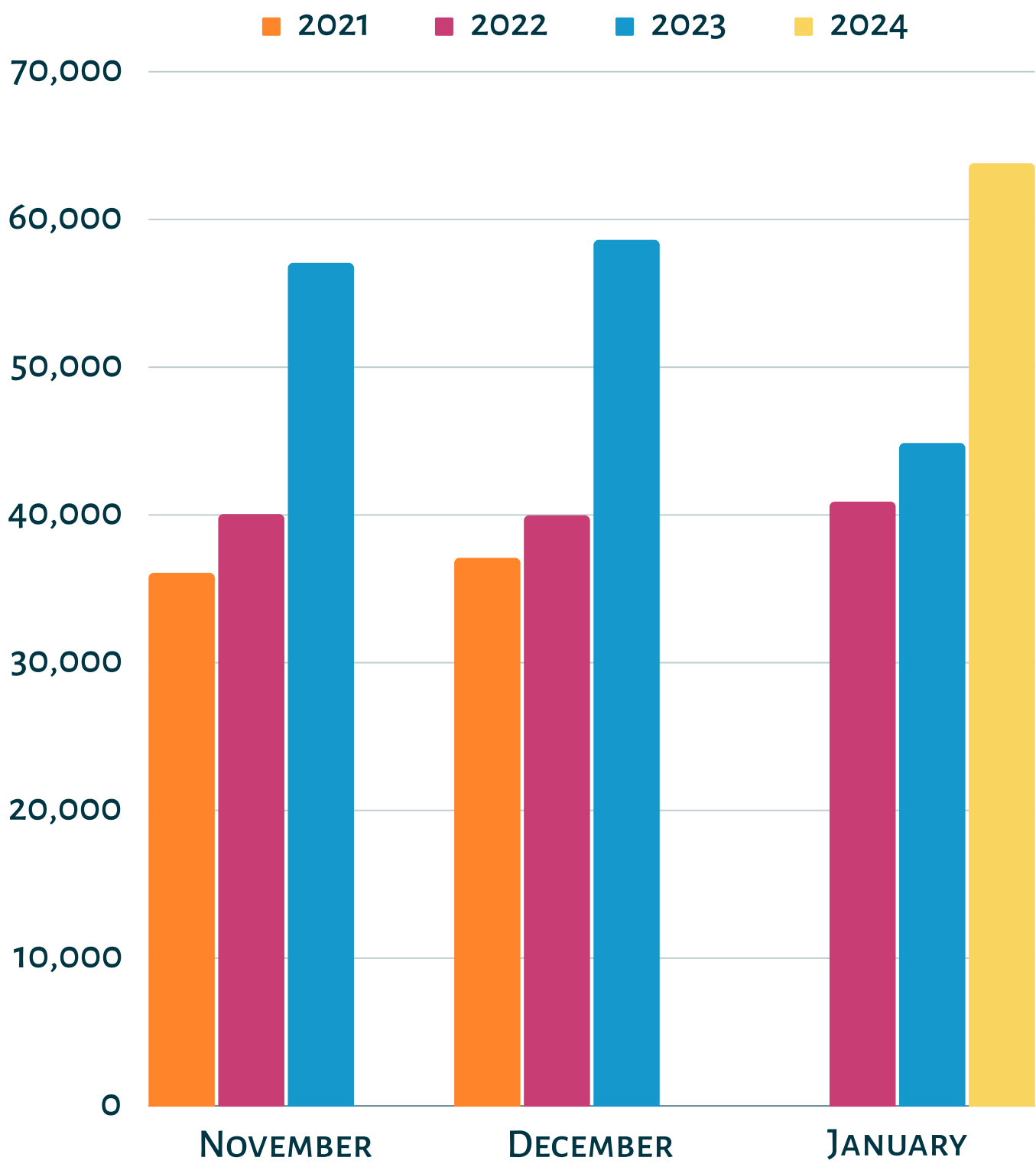
The new online public access catalog (OPAC) soft-launched to the public on October 18, 2021.





CIRCULATION OF DIGITAL MATERIALS

The number of digital materials borrowed by the public via Hoopla, Kanopy, and OverDrive. Digital materials include eBooks, eAudiobooks, and online music and video streaming.



NEW LIBRARY CARDS

The number of library cards issued to newly registered members of the public using Koha library software. Card types include: Computer, eCard, Educator, Fee, NCW Libraries (standard), Outreach, Owns Property, and Reciprocal.

