

North Central Washington Libraries
Board Minutes

February 20, 2020

I. Call to Order:

Denise Sorom called to order the December meeting of the North Central Regional Library Board of Trustees at 1:00 PM February 20, 2020 at the Distribution Center, Wenatchee, WA.

II. Attendees:

The following persons were present: Board Members Gail Huntley, Katherine Meade*, Jim Brucker, Kathleen Allstot, and Denise Sorom. Barbara Walters, Executive Director, Angela Morris, Director of Public Services, Michael Macy, Director, Finance and Administration, Chad Roseburg, Associate Director of IT, Kim Neher, Project Manager, Brianna More, Director of HR, and Tim Dillman, Executive Assistant

* Attended via telephone.

III. Visitors:

Courtney Tiffany, Wenatchee Branch Manager

IV. Consent Agenda:

Chairwoman Sorom asked if there were questions for items in the Consent Agenda which included the:

- a. February Meeting Agenda
- b. Minutes of the January 16, 2020 regular board meeting
- c. Payroll & Vouchers
 - i. January Payroll for \$499,686.58 and Benefits for \$187,372.67
 - ii. January Accounts Payable for \$428,386.39
 - iii. December Accounts Payable for \$382,636.70
 - iv. Staff Reports

Jim Brucker moved to approve the Consent Agenda as presented.

Kathleen Allstot seconded the motion which passed unanimously.

V. Strategic Plan Update

Kim presented updates on the eleven 2019 goals. Of particular note:

Goal 5- FCA questionnaires have been sent out to cities and several have already been returned. Cities have been asked to complete the questionnaires by the end of February. The FCA visits will likely happen at the end of March and in mid-April.

Goal 9- New logo options were presented to the rebranding committee. 4-5 logo options will be presented to the executive team in the week to come and a new logo will be chosen. The board will be presented the new logo at the March board meeting.

Goal 23- The project team has presented a change control plan to slightly modify the scope of the project. The team is proposing adding a “Foundational Leadership” Training Plan in order to better equip managers and supervisors to support staff in their training plans.

Kim then reviewed in further detail the three phases involved with Goal 5. The first phase is the facility condition assessments, the second phase involves evaluating library interiors and overall user experience, and the third phase will evaluate materials handling and workflows. Kim explained that the original approach to Phase 2 was to have an internal staff team visit all the library facilities and grade each facility against a scoring rubric. This no longer feels like the most affective way to impact user experience. Through recent research and national conferences, staff have learned that there are many opportunities to impact user experience and overall library interior feel through low cost or no-cost efforts. The administration would now like to seek input from a library design consultant. This approach would allow for multiple on-site trainings, including several staff over the course of four months. This would result in guidelines for defining the Role and Purpose of the Facilities which is flexible for each community, as well as a staff guidebook for helping staff create user-centered customer experiences. The overall cost of the consultant services is estimated to be approximately \$60,000. The next steps would be to publish an RFP to solicit qualified and interested vendors.

Kim presented a slideshow of work done by Margaret Sullivan Studios which highlighted trends in library design as well as the type of Facilities Guidelines that could come from the proposed consulting work.

The board asked several questions about how the process would be implemented. The board affirmed the new direction for Phase 2 of Goal 5. Kathleen stated that she believes it will help develop a vision for the future of what libraries can be. Denise mentioned that the focus on overall user experience and updating of facilities reminds her of the audacious phrase in the mission statement “connecting people to *vital* resources...”

Kathleen Allstot moved to authorize the Executive Director to spend up to \$65,000 for library consultation services on a Strategic Facilities Guidelines document and a Field Guide for staff.

Gail Huntley seconded the motion which passed unanimously.

VI. Executive Director’s Report

Barbara presented the January Director's Report which was included in the board packet. Barbara gave a summary of the upcoming application window for the Commerce Department's Library Improvement Grant.

Kathleen asked if the grant funding will be available every year. Barbara said that she hopes so. Kathleen also asked if we could provide any oversight support to communities who plan to apply for the grant. Michael stated that we've reached out to a grant writer who may be able to assist communities.

Barbara asked Brianna to update the board on the status of the salary study. Brianna shared that the final draft of the salary study was received by Baker Tilly yesterday. Barbara and HR have reviewed the draft. Brianna will next meet with Michael to review the financial implications and then the full executive team will review it. Brianna will present the proposal to the finance committee next month and Baker Tilly will be available to present to the whole board in March. HR has already worked up a communication plan for presenting the results of the salary study to staff. HR plans to meet individually with each staff member affected by the changes.

VII. Wenatchee Library Update

Courtney gave an update on the progress of the Wenatchee Library remodel. The project is on track for staff to move back in late April or early May. Shelving is on order. After meeting with potential coffee vendors and conducting a walk-through of the café space with DOH Associates, this piece of the project looks to be too expensive to move forward. Courtney and Michael are planning to apply for Commerce Department grant money. They intend to apply for \$750,000 to finish the café, the maker space and the teen space. Courtney will also be applying for a Numerica grant which would help pay for added safety and security features for the bathroom door locks.

VIII. Library Facilities and Program Report

Angela reviewed the information provided on library facilities, pointing out that Mattawa had an electrical issue which was quickly resolved by hiring a contractor which the city paid for. The Omak bookmobile garage has been having issues with standing water on the floor which creates a safety hazard for the extension cord that must be plugged into the vehicle when it is parked. Michael has been actively seeking other space to rent. In Tonasket, the city has been working to find out why the new roof has still leaked.

Angela also mentioned that a new facility ticketing system is up and running. This allows for a central clearinghouse for all facility related issues and a way to track them and report on trends.

Angela gave a presentation on NCW Libraries' partnerships with Alternative Learning Experiences (ALEs) throughout the service district.

IX. Resolution 20-3: Unattended Child Policy

Angela explained the motivation and process for developing the policy and walked through some of the main points of the policy.

Jim Brucker moved to approve Resolution 20-3 as presented.

Gail Huntley seconded the motion which passed unanimously.

X. Winthrop Library

Barbara mentioned recent conversations with the leadership of Friends of Winthrop Library (FOWL) and gave an update on the Winthrop Project. Kim presented research that had been done regarding furniture and shelving costs. FOWL is asking the board to approve funds to purchase shelving, furniture and technology for the new library. The funds would not be needed in the 2020 budget year, but FOWL is looking for a pledge amount. Gail thanked Kim for all the research done and the information provided. Denise said it might be worth clarifying for future projects what the board believes should fall under furniture, fixtures, equipment (FFE).

Kathleen Allstot moved to pledge monies for the purchase of furniture and shelving for the Winthrop Library Project, not to exceed \$35 per square foot, based on 6,000 Sqft.

Jim Brucker seconded the motion which passed unanimously.

Jim Brucker moved to pledge up to \$36,000 for the purchase of technology equipment for the Winthrop Library Project.

Kathleen Allstot seconded the motion which passed unanimously.

XI. Financial Reports:

Michael Macy presented the January 2020 financials without comment. The board also reviewed the final close financial sheets for 2019. Michael reiterated the great job that managers had done with expenses. This has resulted in the managers continuing to stay very engaged and aware of their spending.

Michael reported that the Friends of the Wenatchee Library moved their money to an account at the Community Foundation of NCW which allowed NCW Libraries to set up an account there. This will provide donors another place to make their donations and create greater flexibility for investment of those donations.

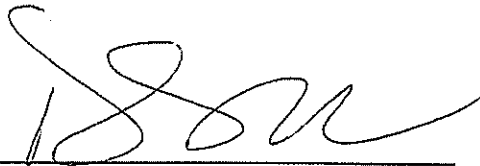
Denise asked why the 2019 budget was so far over in professional services. Michael explained that the coding for it was put in incorrect accounts but the professional services across all departments was within budget.

XII. Announcements:

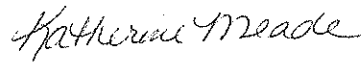
Denise asked if there were any announcements. Jim Brucker commented that in all his travels around the country recently he has been impressed with the fact that libraries are EVERYWHERE! They certainly aren't going anywhere.

The next regular meeting of the Board of Trustees is scheduled on January 16, 2020 at the Wenatchee Distribution Center located at 16 N. Columbia, Wenatchee, WA 98801. There being no further business the meeting was adjourned at 2:41 pm.

Respectfully Submitted,



Denise Sorom, Chairperson



Katherine Meade, Secretary

