

North Central Washington Libraries

June 16, 2022

I. Call to Order

Nancy Spurgeon called to order the June meeting of the NCW Libraries Board of Trustees at 1:01 p.m. June 16, 2022. The meeting was held in person at the NCW Libraries Board Room with an option to attend virtually.

II. Attendees

Attending virtually were Board members Nancy Churchill, Jill Sheley and Lisa Karstetter, and those Board members who attended in person included Nancy Spurgeon, Denise Sorom, and Jim Mitchell. Board member Kathleen Allstot was absent. Also in attendance were Barbara Walters, Executive Director; Kim Neher, Deputy Director; Mike Githens, Director of Finance; Aaron Floyd, Director of IT; and Tim Dillman, Director of Branch Operations (Acting).

Guests

NCW Libraries legal counsel was present during the executive session. Director of Communication and Engagement Amanda Brack, Graphics Manager Aaron Payne, and Facilities Manager Amanda Lawson attended for a portion of the meeting.

III. Executive Session

Jim made a motion to move into Executive Session for 10 minutes until 1:12 p.m. Denise seconded the motion. The motion passed unanimously.

IV. Return to Open Session

The Board returned to open session at 1:12 p.m.

Tim read a public statement submitted by a member of the public.

V. Consent Agenda Items

- a. June 16, 2022, Meeting Agenda
- b. Minutes of the May 19, 2022, board meeting
- c. Payroll & vouchers
 - i. May payroll for \$535,094.87 and Benefits for \$191,851.75
 - ii. May Accounts Payable for \$435,075.60
 - iii. Staff Reports

Denise moved to approve the Consent Agenda as presented.

Jim seconded the motion. The motion passed unanimously.

VI. Executive Director Report

HR Update: Mike shared that we continue to be busy with hires and are getting good quality applicants. There is a good choice of candidate at the Branch Librarian level. The administrative team and HR are talking about trying to get some more capacity with onboarding. One suggestion has been to pair new staff with a mentor staff member.

Personnel Update: The new Latinx Services Manager, Claudio Bovee, has started. Mike spoke about the new shared part time Customer Service Technician at the East Wenatchee and Wenatchee branches.

This week we are in 2nd round interviews for the open Area Manager position. We are in 1st round interviews for the Associate Director of Community Libraries, with 3 candidates moving to 2nd round interviews.

Jill asked Mike to what he attributes the recruiting success. Mike explained that NCW Libraries compensation is competitive and that we are advertising and competing in new ways to get the word out about open positions.

Kim added that 4 out of 6 candidates who interviewed for the Associate Director had viewed the web site and strategic plan and felt the district's strategic direction aligned with their passions. Mike is pleased that, thanks to the ease of virtual platforms, we can do early interviews in a more cost-effective way which saves time and money.

Nancy C. expressed concern that the term "Latinx" sounds disrespectful and condescending. Kim said we began using it to adopt what others in the library world use. One of the first tasks for Claudia in the new role will be to take time to explore with what terminology regional residents most closely identify. Lisa said they have the same issue at Microsoft. Feedback in town halls in Grant County found the term to be cold and generic. People from Guatemala and South America identify as Latin or Hispanic. Jill explained that Latinx is a neutral term as Latino and Latina refer to male and female respectively.

Denise would like a copy of an organizational chart showing what positions are vacant and still being recruited.

Nash Consulting Presentation: Barbara walked the Board through the Nash Consulting presentation that had been provided.

Denise asked who will be sitting down with individuals and giving feedback on the 360 reviews. Barbara said she will sit with all members of the executive team and Tim will review with all Area Managers.

Denise asked if the 360-review information will become the basis for the performance reviews in the future. Barbara said that is on the back burner for now. We will need to have capacity after onboarding Associate Director and an HR Director.

Barbara and Nancy Spurgeon reviewed the chart on additional charges for future work with Nash Consulting earlier in the week, and Barbara is asking for approval for the bottom 3 charges.

Nancy Spurgeon asked for clarification on if this would get us to the end of the year Barbara said yes, and then in the future it would be budgeted in NCW Libraries training budget.

Nancy C. stated that she does not think the work is a great use of the district's funds and is feeling conservative about authorizing additional expenditures, and that we should take what we've gotten from Nash thus far.

Jim shared that he thinks this is a worthwhile and long term investment.

Nancy S. shared that she has been through something like this before and found that investing in leadership training can pay dividends in other areas of the organization.

Denise added that we are 95% through the process and these are the final things needed. To cut it off now would feel premature and we would be good stewards to complete the investment.

Jill stated that she is unsure and agrees with Denise and Nancy C. She has not heard clearly when we will transition away from utilizing a consultant for this type of work. Barbara said the transition is already happening and will be done within the year. Funds will be spent out of this year's budget. Mike clarified that it is within the capacity of this year's budget.

Jill said she supports the Phase 2 workshops but not the ED review and coaching and thinks this can be done by the Board.

Nancy expressed concern that it would be a big job to pull all this information together and we won't be able to do it with current board capacity.

Denise concurred with Nancy and added that we do not have a review committee with the terminology and management philosophy that Nash is using. It would be a lost opportunity this year to not use Nash and make it cohesive.

Jill asked what will happen next year. Nancy S. answered that we will take what we used this year and apply it to subsequent years.

Nancy C. asked the board to consider which item out of the three presented could be eliminated. She said she would encourage the Board to not approve all three expenditures. Denise said she would not parse them out.

Lisa said she is fine approving all of them. Reflecting back on some of the concerns heard a year and a half ago from managers, she doesn't want to see any of those 3 things cut.

Lisa moved to approve the Executive Director review, Managing with Heart and Mind for new onboarded leaders, and the Phase II 3-day workshop.

Jim seconded the motion. 5 board members approved; Nancy C. opposed. The motion passed.

Barbara returned to her Executive Director report and spoke about the WLA book awards and her visits to the county commissioners meetings.

VII. Marketing Campaign

Amanda Brack and Aaron Payne introduced the first major marketing campaign that rolled out this month, the goal of which is brand saturation and inspiring visits to the library or web site.

The goal is to help patrons to know they have access to their own local library as well as a larger system. The marketing and communications departments are tracking the campaign by looking at estimated impressions.

“Borrow Locally” is the phrase adopted for the campaign. The estimated overall impressions for billboards is over 1 million.

In the interest of time, the remainder of this presentation was tabled until a later date.

VIII. Financial Report

Mike reported that revenues are looking good. Investment revenue shows \$4600 earned on one month.

Expenditures:

- Expenses are down in personnel
- Will bring budget amendment to the Board
- Starting to talk about 2023 budget
 - Anticipate being fully staffed in 2023
 - Revenue constraints will drive some tough decisions as the 2023 budget is developed

IX. Facility Improvement Plan Update

Kim shared that the Winthrop Library opened on Saturday, June 11. The timeline for shelving set up at Winthrop went from 3 weeks to about 3 days.

Amanda was in attendance and added that the Winthrop project serves as a learning opportunity for future projects.

Waterville – Work has begun on the branch however the contractor is on vacation until mid-July. We may be able to occupy current space until October.

Brewster – Expecting 90% Construction Document set tomorrow.

Cashmere – We had a positive meeting with the city. The city is drafting an MOU.

Wenatchee – Phase 2, we are working with an architect on a fee proposal and contract schedule.

X. Branch Report

In the interest of time, Tim did not provide a verbal report but encouraged board members to review the written report provided, particularly the details about the virtual storytimes.

XI. IT Report

Aaron reported that the Winthrop opening went smoothly for IT. IT is handling many new tech requests for the Summer Program. As of today, the phone system project is complete.

XII. Announcements

Denise asked for a round of applause for Jill and the amazing work that FOWL did to fundraise and build an incredible new library in Winthrop.

Jill mentioned that she has been so impressed by NCW Library Staff in getting the project through to opening.

V. Adjournment

Meeting was adjourned at 2:59 p.m.

Nancy L Spurgeon
Nancy L Spurgeon (Aug 9, 2022 00:50 PDT)

Jim Mitchell
Jim Mitchell (Aug 8, 2022 15:57 PDT)