

North Central Washington Libraries
Board Minutes

August 20, 2020

I. Call to Order:

Denise Sorom called to order the August meeting of the NCW Libraries' Board of Trustees at 1:00 PM August 20, 2020. The meeting was held as a Zoom Teleconference and was open to the public.

II. Attendees:

The following persons were present: Board Members Denise Sorom, Katherine Meade, Jim Brucker, Kathleen Allstot, Jim Mitchell. Barbara Walters, Executive Director, Angela Morris, Director of Collections and Services, Chad Roseburg, Associate Director of IT, Tracy Hazen, Director of HR, and Tim Dillman, Executive Assistant. Charlie Miracle, Interim Director, Finance and Administration and Courtney Tiffany, Wenatchee Senior Branch Manager, attended.

* All attendees participated via Zoom.

III. Visitors:

Barbara introduced Mike Githens, NCW Libraries' recently hired Director of Finance.

III. Consent Agenda:

Denise entertained a motion to approve the consent agenda which included the:

- a. August Meeting Agenda
- b. Minutes of the July 16, 2020 regular board meeting
- c. Payroll & Vouchers
 - i. July Payroll for \$503,096.60 and Benefits for \$187,187.56
 - ii. July Accounts Payable for \$303,127.44
 - iii. Staff Reports

Jim Brucker moved to approve the Consent Agenda as presented.

Kathleen Allstot seconded the motion which passed unanimously.

IV. Wenatchee Library Project Update- Courtney Tiffany

Courtney shared that the project is getting close to completion but there have been several delays. Barbara and Courtney met with MH Construction to work on getting a reasonable completion date. The contractor will meet with subcontractors who still have work to be done and report back to NCW Libraries next Tuesday on a completion date. Courtney will be meeting with them weekly to ensure work is getting done on schedule.

The only major issue delaying staff occupying the building is the need for additional bracing on the drop ceiling "clouds".

A virtual ribbon cutting and virtual tour will be coordinated with Digital Media NW once staff is able to reenter the building.

Denise asked if the additional bracing needed for the drop ceiling will cost the library money. Courtney stated that the contractor that did the install of the drop ceilings did not follow the design and only did bracing for a traditional drop ceiling. Courtney and the owner's representative believe this will not cost NCW Libraries any additional money.

Kathleen asked if it can be assumed that the ceiling subcontractor has been contacted and is working on a timeline for completing the work. Courtney said yes, that is one of the major pieces that will be discussed when NCW Libraries meets with MH Construction next week.

V. Director's Report

Barbara announced that Kimberly Neher has accepted the position of Deputy Director. Kim will start the position in October when she returns from maternity leave.

Barbara gave an update on how the NCRL Reads virtual author event with Ijeoma Oluo went. 643 people registered and 293 attended the event.

Barbara spoke to the possibility of NCW Libraries taking over full ownership of the Wenatchee Library building. She shared a list of pros and cons that was included in her written director's report. Barbara asked Courtney to speak to the energy efficiency upgrades. Courtney shared that the estimate for utility savings is 25% based on the grants the library received. Barbara mentioned that there is already a precedent set for the Wenatchee building with the district owning half of the building.

Denise recalled that Wenatchee Public Library was never included in the City of Wenatchee's maintenance and improvements schedule. Barbara affirmed this. Barbara added that the city did a facility conditions assessment a few years ago and the library was not included in that study.

Denise asked Barbara and Angela to speak to what the fallout might be with the other libraries and communities. Barbara reiterated that because the district already owns 50% of Wenatchee the precedent is already set. Barbara also reminded the board that the city has been paying half the cost on ongoing upgrades to the building. Similar commitments to share costs would have to be asked of any other city that wanted NCW Libraries to consider purchase of the library building. Angela agreed that the arrangement has always been very different than other libraries. Angela added that the completion of the FCA report will help the board provide an answer to cities regarding questions about facilities.

Jim Brucker asked if there are any time restraints on the question of Wenatchee Public ownership. Barbara said there does not seem to be any rush on the topic. Charlie agreed that there is not a rush. He added that negotiating this some time within the next year is likely best.

Denise echoed that with as much as NCW Libraries has invested in the remodel, if the board felt taking over ownership was in the district's best interest, it should be done within six months or so. Denise added that she does worry about potential pushback from other cities if the issue is not handled wisely. Kathleen agreed with this and brought up Moses Lake being another city that may want to renegotiate terms.

Charlie reiterated that currently NCW libraries assumes all responsibility for running and maintaining Wenatchee Library. The costs incurred are then split in half and the city is billed for their half and pays NCW Libraries. The city then bills NCW libraries for rent on half of the building. These two amounts end up being roughly equivalent.

The board asked Barbara to reach out to some other library districts who own some of their buildings and lease others to compare those arrangements.

VI. Staffing and Compensation-Tracy Hazen

Tracy explained the two charts that were provided to the board which show the types of pay that have been provided to employees during the building closures.

Denise thanked Tracy for the work on the charts and explained why she had asked for some of this data. Denise reminded the board of the responsibility to steward tax dollars while trying to support staff financially. The board needs to continue to consider the best course of action as the pandemic and potential closures continue.

Barbara updated the board on the efforts that NCW Libraries has made to date to seek approval to start curbside services at branches throughout Chelan and Douglas Counties. If the district is approved to provide these services, all staff would be recalled to work, with the exception of the library assistants. Denise responded that if the district is approved for curbside then it would forestall this conversation. If the district was denied curbside service then the board would have to revisit the topic of staff compensation.

The board asked Barbara to draft a letter of thanks to Dr. Malcom Butler on behalf of the board for his consideration of the district's request for approval of curbside services.

VII. Financials- Charlie Miracle

Charlie explained the revenue for July. The revenue year to date is at 56% of budget. For expenses the July labor line item is slightly higher than most months. Charlie explained that the raises from the approved salary study is the largest reason. Benefits came in at the level they typically do each month. Salaries and Benefits will end up under budget for year end.

Supplies and Professional fees have been higher than budgeted. Total expenses are under budget and projected to stay underbudget for year end.

Charlie pointed out that the bulk of the cost for the Facility Conditions Assessment was billed in July.

Denise asked why the FCA project will be so far under budget. Kathleen answered that the project was budgeted at a higher number, but the bid came in far under the project budget.

VIII. COVID Update- Tim Dillman

Tim spoke to the trainings and guidance Ferry, Okanogan and Grant County staff received in the lead up to their return to work on July 27th. Tim described the role of Site Supervisor which Area Managers are fulfilling. The second week of the return to work in those three counties focused on preparing staff for the start of Curbside Pickup on August 13th. Tim explained the setup of the call center as well.

Jim Brucker asked if patrons would be required to wear masks when libraries reopen to the public. Tim answered that the Governor's Order on masking requires us to enforce masking. Denise asked if residents in Chelan and Douglas counties can pick up materials in other counties. Barbara replied that they can.

IX. Goal 11 Project Change Request- Chad Roseburg

Chad walked the board through a presentation on a change request for Goal 11. The proposal is for purchasing a data software that will warehouse data as well as an automated data retrieval software. The overall cost is estimated to be \$19,000 per year.

Denise asked who the audience for this data typically is. Chad said it is typically managers or the executive team.

Chad said that this solution will provide long term benefit to several departments. He gave graphics and marketing, and collections, as examples.

Chad explained that this is a very common structure that business have used for years and would bring the library "into the present".

Charlie pointed out the areas that the Strategic Initiative and the General Fund are under budget for IT and Goal 11. The board expressed their approval for Chad to move forward with this change to Goal 11.

IX. Branch Report-Angela Morris

Angela walked the board through some of the plans that have been developed for staffing coverage. The vacancy of the Area Manager position for the northern region has caused a cascading need of staffing coverage.

Curbside Service started one week ago and there have been 1,625 items checked out, 27,000 returns have been received in the last week, and 735 holds have been placed. Craft kits will be created and made available through Curbside for the next several months.

Angela reported that the Omak branch experienced a loss of HVAC for 2 days that required 4

staff to be sent home. Angela updated the board on the status of the move of the Omak Bookmobile to the Lifeline garage. The amended lease commenced on August 1st. This new arrangement will have many positive implications.

X. Douglas County Trustee Vacancy

Barbara gave an explanation on what has taken place since Deborah Moore resigned her position. Barbara met with the Douglas County Commissioners and they agreed that the board could review all the candidates that applied and make a recommendation to the commissioners for final appointment.

Denise reviewed the board skills matrix that was compiled. The board discussed the merits of each applicant to the position and agreed to forward the applications of Nancy Spurgeon and Patricia Whitfield to the Douglas County Commissioners.

XIII. Announcements

Denise and Kathleen spoke about the board by-laws and the need to update and codify some procedures. One area Kathleen mentioned that needs attention is the description of board officer positions as well as the procedures for Executive Director reviews. Denise suggested an ad hoc team of board members and NCW Libraries staff review and make recommendations for updating the by-laws to the board of trustees. Kathleen, Denise, and Jim agreed that they would serve on such a committee later in the fall.

The next meeting of the NCW Libraries' board will be September 17th, 2020 at 1:00pm via Zoom.

The meeting was adjourned at 2:57 pm.

Respectfully submitted,

Denise Sorom, Chairwoman

Katherine Meade, Secretary

