



King County Library System Board of Trustees Meeting

Videoconference
5pm ♦ September 30, 2020

PRESENT

KCLS Board

Pamela Grad
Ron Higgs
Robin McClelland
Anne Repass
Lalita Uppala

KCLS Staff

Julie Acteson
Angelina Benedetti
Jenny Engstrom
Maria Hatcher
Nicholas Lee
Cynthia McNabb
Jed Moffitt
Danielle Perry
Lisa Rosenblum
Ken Ryals
Bruce Schauer
Greg Smith

MOTIONS APPROVED

1. Board Meeting agenda
2. August 26, 2020 Board meeting minutes
3. Payroll expenditures
4. General Fund #0010 expenditures
5. Resolution 2020-04 Disposition of Surplus Real Property (Vehicle)

CALL TO ORDER

President Pamela Grad called the meeting to order at 5:02pm.

APPROVAL OF AGENDA

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

APPROVAL OF BOARD MINUTES

Anne Repass moved approval of the August 26, 2020 Board Meeting minutes. Lalita Uppala seconded and the motion passed unanimously.

PUBLIC COMMENT

There was no public comment.

MYLIBRO

Angela Nolet said KCLS was awarded a LYRASIS grant in 2019 to explore ways to use voice assistant technology to improve patron interactions with the library. KCLS signed a contract with Conversight.ai for their myLIBRO app and had already begun working on integrating it into Evergreen prior to the pandemic. Conversight.ai developers had already added a curbside pickup module to myLIBRO by the time KCLS began offering the service, and KCLS regularly offers suggestions for other product enhancements to improve the user interface for both the public and staff.

Patrons can use the myLIBRO app or fill out a web form on kcls.org. They also can schedule a time to pick up holds by either calling or visiting a library in person to make a reservation. The web form is least preferred by KCLS as it gives patrons the ability to make a reservation before actually having any items to pick up. Staff prefer that patrons use myLIBRO, as it pulls account details directly from Evergreen and prevents patrons from securing a reservation if items are not yet ready for pickup.

Using myLIBRO, patrons choose their preferred day and time and also have the option to request a surprise bag. Once an appointment is made, the reservation is visible on the My Schedules page in myLIBRO. If a patron does not pick up their holds by the end of the day, the items are checked back into the system and processed for the next person on the waiting list.

The number of scheduled reservations peaked in August as the majority of users scheduled reservations in advance versus walk up. That trend is expected to continue as patrons may be even less likely to want to wait outside to make a walk-up reservation when the weather changes. Staff also has reported that Thursday mornings at 10am is the busiest period of Curbside service across all locations. That trend also is expected to remain consistent.

CIRCULATION UPDATE

Collection Development Coordinator Zack Mooney provided a year-over-year comparison of circulation data between March and August to align with the time period that libraries have been closed to the public due to COVID-19. Library closures have had a significant impact on circulation, as expected. Compared to 2019, physical item circulation in 2020 dropped dramatically (84%) while downloadable circulation increased 42%. Overall, total circulation dropped by 45% compared to the same period in the prior year. For the month of August only, physical item circulation decreased by almost two-thirds (63%), while physical item holds decreased 19%. Circulation of physical items is expected to rebound once libraries fully reopen, but it may not reach previous levels. Downloadable usage has risen steadily for years. A greater focus on online collections during the pandemic has accelerated that growth.

2020 STRATEGIC INITIATIVES

Organizational Performance Project Manager Lisa Fraser gave an update on key projects that were completed or launched in 2020 that achieve KCLS' four strategic goals: Responsive, Inspirational Service; Communities of Inclusion and Belonging; Organizational Excellence; and Strategic Communication. All projects align with strategic initiatives identified within each goal area, ranging from STEM Learning and Economic Empowerment, to Diversity, Equity, and Inclusion initiatives. Overall, 14 projects were slated for 2020 and another 16 were added or adapted in response to the pandemic. An overview of KCLS' strategic initiatives and key projects can be found at <https://kcls.org/strategy/>.

KCLS STAFFING UPDATE

Human Resources Director Danielle Perry described how staffing has been impacted by the coronavirus. In 2020, KCLS has 1,315 individual employees or 873.92 Full-time Equivalent budgeted positions. When libraries closed in March, KCLS implemented an immediate hiring freeze for all vacant positions, but shifted to a controlled hiring to allow vacancies to be filled for approved, critical-need positions. Two such positions, the KCLS Foundation Executive Director and a new Director of Diversity, Equity and Inclusion, were posted externally and have been filled. Pre-pandemic, KCLS had 115 individual vacancies as of February 28, an 8.7% vacancy rate. Six months later, there are 163 individual vacancies (12.4%). Of those, 72% are vacancies in libraries and predominately in Page positions; 28% are non-library positions.

Between March 1 and August 31, total separations in 2020 were 68 compared to 90 for the same period in 2019. Separations do not include terminations, resignations or positions inactivated due to unauthorized hours. Locations with separations across multiple positions include the Materials Distribution Services Center (Preston), Collections Management Services, and the Bellevue, Federal Way and Sammamish Libraries.

Reasons given for separation include retirement (33%); other employment (23%); personal/health (20%); and relocation (11%). Other reasons given less frequently include education (3%); end-of-assignment (3%); death (3%); work environment (2%); job abandonment (1%); and No Reason (1%).

FINANCE REPORT

General Fund revenue year-to-date through August is \$68.7M, which represents 53% of the total revenue budget. By category, property-tax revenue is ahead of target at 53.4% of budget. Year-over-year revenue is down 0.7%.

General Fund expenditures year-to-date are \$71.9M and below target at 49.4% of the total expenditures budget with 66.7% of the budget year completed.

Total Capital Investment Program (CIP) expenditures year-to-date are 37.6% of budget. By category, total Facilities-CIP project expenditures are 30.3% of budget; total Information Technology Services-CIP expenditures are 57.5% of budget.

APPROVAL OF MONTHLY EXPENDITURES

Lalita Uppala moved approval of Payroll expenditures for August in the amount of \$2,727,796.07: Aug 1-15 Ck#00200118-00200149; 335657090-335658419 and Aug 16-30 Ck#00200150-00200178; 338331271-338332605. Anne Repass seconded and the motion passed unanimously.

Robin McClelland moved approval of General Fund #0010 expenditures for August in the amount of \$5,443,066.61: (08/05) Ck#1128786-1128800; (08/06) Ck#5012504-5012507; 1128801-1128803; (08/10) Ck#1128804; (08/13) Ck#1128805-1128869;5012508; (08/17) Ck#1128870-1128903; (08/19) Ck#1128904-1128962; (08/20) Ck#5012509-5012512;1128963-1128969; (08/20) Ck#5012513-5012514;1128970-1128991; (08/24) Ck#1128992-1129059; (08/25) Ck#1129060;1129061-1129065; (08/26) Ck#1129066-1129142; (08/27) Ck#1129143; (08/28) Ck#5012515;1129144-1129177; (09/01) Ck#5012516-5012530;1129178-1129283; (09/01) Ck#1129284-1129311; (09/03) Ck#1129312-1129362;5012531-5012534; (09/03) Ck#1129363-1129366; (09/04) Ck#5012535. Ron Higgs seconded and the motion passed unanimously.

RESOLUTION 2020-04 DISPOSITION OF SURPLUS REAL PROPERTY (VEHICLE)

One vehicle is beyond its useful life and is declared surplus. *Anne Repass moved approval of Resolution 2020-04. Lalita Uppala seconded and the motion passed unanimously.*

DIRECTOR'S REPORT

Lisa Rosenblum said KCLS has hired Dominica Myers as the new Director of Diversity, Equity and Inclusion. She starts October 12, and will be introduced at the next Board meeting.

Lisa also welcomed Ken Ryals as the new Executive Director of the KCLS Foundation and Angie Benedetti, Interim Director of Library Outreach, Programs and Services.

Ken said he is excited to lead the Foundation and serve the community. He grew up in Lakewood and for over 20 years has lived in King County, where he and his wife have raised their family. He has a BA from Pacific Lutheran University and an MBA from Northwestern University in Evanston, Illinois. His career has intersected with business and philanthropy, most recently at Microsoft Philanthropy. His passion for the Foundation's mission to promote learning, literacy and libraries, and also to be part of one of the leading library systems in the country, drove his decision to join KCLS.

Angie Benedetti said she welcomes the opportunity to work with her colleagues to find new ways for KCLS to have an even greater impact on patrons. She has worked for KCLS for 24 years, starting first as a Teen Services Librarian, then as Manager of Selection and Order, and most recently as a Regional Manager in the West Region, serving the Burien, SeaTac, Tukwila and White Center communities. She taught Intellectual Freedom as an extended faculty member at the University of Washington Information School and wrote an online column for Library Journal for many years. In her personal life, she is a parent and an active community volunteer serving on the Board of the Renton Regional Community Foundation, and was recently appointed to the Renton City Council.

Lisa acknowledged Bruce Schauer, who is retiring in October after nearly 46 years with KCLS. She said Bruce has served under four library directors during his career and knows the history of KCLS better than anyone. He has been an anchor and she wished him the best in retirement.

Bruce thanked the KCLS Board, Leadership Team, staff, patrons, and volunteers for their support and commitment to libraries. He said KCLS has been a great place to work and staff can expect to continue to see him as a patron at the Shoreline Library.

Pamela Grad congratulated Bruce and thanked him for all he's done for KCLS. Lalita Uppala and Robin McClelland also extended thanks on behalf of the Board.

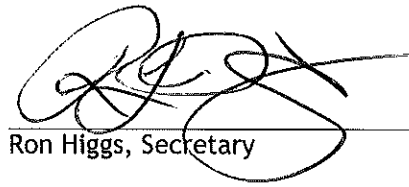
TRUSTEES REPORT

There were no Trustee reports.

ADJOURNMENT

The meeting was adjourned at 7:02pm.

Pamela Grad, President



Ron Higgs, Secretary