

LWV Observer Report
NEILL PUBLIC LIBRARY BOARD - 6/12/2019
OBSERVER - Zuma Lee Staba

Members present: Kris Boreen (Chair), Dan LeBeau,, Jann Hill, Ann Park (ex-officio, City Council rep), Lori Lewis (Administrative Assistant, Meeting Secretary), Joanna Bailey (Director) Friends of Neill Public Library (FNPL) representative Absent: Beth Hindman, Mary Jane Neill (both excused)

Kris Boreen opened the meeting beginning with the normal approvals of Minutes (5/8/19), Expenditures, and Salary Warrants for May and part of June (Expenditures). Lori reminded the group about the **fraudulent charges last month** from a stolen Library charge card (caught almost immediately) many of which are reversed on the May Expenditure Report with a few more still to be processed.

Joanna presented the **Director's Report**. The various Statistical categories continue to indicate **positive trends**: Downloadable Books (almost 19% of circulation), Total Circulation, Monthly Visits (Art Walk participation helped), Public Reference Assistance (Adult and Youth now combined to a single Reference Desk across from the Circulation counter), and Public Computing (Friends pay for up to 3 print pages, so those are free to patrons). There is a new system for Downloadables that can be used from outside the Library. The System automatically returns the item. Responding to a Trustee's question, Joanna explained that one can adjust the settings to return any Downloadable after one, two, or three weeks. Many items come from a Consortium serving the entire state, so the wait lists may include 50 people or more. Even if the Library could purchase more on the Advantage account for its own account, the Library also must purchase some from the Consortium - on a limited Library budget.

Joanna met with Carolyn Peterson, a WA State Library representative, to discuss both our and the State Library's activities and what may be in the pipeline. Apparently the **State tends to roll out new initiatives/programs in phases**. Joanna suggested they should get feedback and then review/make suggested changes identified in the first round before starting the Phase 2 rollout.

Adam Lincoln (City Supervisor) would like to create an Innovation Team across at least 12 City Departments to look for ways to improve procedures and operations as Joanna has done at the Library with the LEAN project (reducing the time to process new purchases from receipt to the shelf from about a month or more to ten to fourteen days). This effort involved reviewing the process through a number of departments. One change involved encouraging those who purchase items to try to spread orders throughout the year rather than bunching most towards the last quarter thus spreading the processing more evenly throughout the year. As part of the project, Joanna created a short video to explain the process including a number of the participating employees in the video. Joanna met with Adam, Police Chief Gary Jenkins and Ron Morey from Profound Results who will lead the City's first Innovation effort. About 12 employees (including Joanna) from multiple City Departments - the Innovation Team - will learn to be facilitators by training to work with City Department teams in developing mission statements, selecting projects, involving all the affected people in the discussions until the projects have been completed.

On June 18, Joanna will present the **Library's 2018 Annual Report** to the City Council. On Saturdays in June the Community Actions Center is presenting a Food Assistance Workshop series explaining CAC programs such as SNAP and Senior Meals (does not conflict with Meals on Wheels). CAC hopes to "spread the word" about their programs to more people who might benefit.

The annual **Summer Reading Program (SRP)** begins June 14 with a lot of support (monetary and volunteer time) from the Friends. They are hoping to attract a lot of children with a variety of activities.

Lori provided the **Financial Reports** showing about 45% of the annual budget spent to date. In addition to the fraudulent charges with refunds, there will be about 6 more in July. Otherwise the expenditures cover normal activity.

Friends (FNPL) representative Meghan reported they have been working on creating **prizes** such as bookmarks for their popular prize wheel at the Lentil Festival. Their Secretary, Laura, has returned to school so Lindsey Smith (moved here from Utah) has volunteered to take over the Book Sale Section. (She's also writing a cooking column for the *Lewiston Tribune*.) She's creative and bubbling over with ideas including wrapping some of the mystery novels in plain paper to add to the intrigue. ****The FNPL wanted to spread awareness of the new Library Logo by selling *Tote Bags (\$20.00) and mugs (\$15.00) or \$30.00 for both.*** These are now available for purchase at the Circulation Desk.

Joanna presented her ***NPL 2018 Annual Report*** that is quite impressive. One of her ongoing goals is to increase the number of Pullman residents with Library cards, now about 37% of Pullman's population but 80% of NPL cardholders out of 15,683 accounts. The Library is a City Department funded by revenue from the General Fund with a 2018 operating budget of \$1,726,735 or 7.6% of the General Fund. The Library experienced 293,231 visits (+5%). It has a comprehensive collection of 119,836 titles of which 41,688 are downloadable (17%) of circulation with 311,123 physical titles and 61,148 downloadable titles checked out. Public computing sessions increased by 22% to 12,901 sessions. The Library sponsored or provided space for 492 programs with 12,607 participants. Volunteers donated 2,276 service hours (Board, Special Projects, and Friends of NPL). The approximate total for Reference conversations was 14,476 - a 14% increase. Improvements toward customer-centric service included: Easier, intuitive online and on-shelf browsing with new items available at least 36% sooner; no wait time with self-service pick-up and check-out; a new on-line catalog; an email notification process telling patrons that their book on Hold was available; and patrons can request (phone/email) items which will be ready for them at the self-service pick-up area. The Library now has 3 ukuleles available for circulation. This is a brief summary of Library services and activities in 2018.

To accommodate various Board members schedules, the **July meeting has been changed to Thursday, July 11 at 4:00 pm.** They hope to have a **response from the City Attorney about the proposed Meeting Room policy** by then. The meeting was adjourned at 4:12 pm.