Blaine
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Island
Lynden
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the best place to begin

whatcom county
library system

Library Board of Trustees Regular Meeting
September 17, 2013
MINUTES

Anyone requiring these minutes in an alternate format, such as large type, Braille or an audiotape, please contact the Library at 360-305-3600.

Location:	Central Services, 5205 Northwest Drive (Note: "Library" refers to the Whatcom County Library System-WCLS.)
Attendance:	**Trustees**: Deb Lambert, Chair; Jamie Amend, Vice Chair; Fred Haslam; and Lis Marshall **Staff:** Christine Perkins, Executive Director; Regan Robinson, Public Services Manager; Kyle Teeter, Administrative Services Manager; Christina Read, Human Resources Manager; Jennifer Dixey, Collection Support & Digital Initiatives Manager; Geoff Fitzpatrick, IT Services Manager; Linda Shindruk, Circulation Trainer; Dana Klootwyk, Administrative Associate **Absent With Notice:** Lizz Roberts, Community Relations Coordinator **Also Attending:** Lorraine Kituri, the Singer Group; Faye Hill, BPL Trustee
Call To Order	Chair Lambert called the meeting to order at 9:00 a.m. Quorum was determined. There were no changes to the agenda.
Open Public Comment	There was no public comment.
Staff Service Recognition: Linda Shindruk, 10 years	Jennifer Dixey introduced Circulation Trainer Linda Shindruk. Linda is an expert in WCLS circulation policies and procedures. She trains all staff in Horizon, maintains all documentation, creates and maintains paper and digital forms, substitutes as a PSA, works on the patron database, and locates missing/lost items. She also works on the ILL team and curates the staff eBooks wiki. Jennifer presented Linda with a framed word cloud of positive adjectives coworkers used to describe her. Deb presented a framed certificate with the Board's thanks.
Executive Director's Report	Christine Perkins reported recent highlights including: • "Director for a Day," which featured the amenable and engaging Spencer Henterly. • The Ferndale Groundbreaking ceremony, attended by approximately 200 people despite the threatening rain. Jamie Amend passed along thanks from the Ferndale Friends, and Deb commented that Mayor Jensen's speech was generous and kind. • All Staff Learning Day, a well-planned, high energy event; thanks to all staff involved. Susan Anderson-Newham of PCLS spoke on Early Learning. Christine has asked Children's Services to prepare an Early Learning Summit to investigate what we do systemically to address this initiative for the remaining years of our Strategic Framework. Christine thanked the Trustees for their extra support during this very busy time. Current/upcoming projects include the Compensation Study, IBB Training, Union Negotiations, and building projects. FOIL has asked for Board approval to serve champagne at an after-hours grand re-opening event. This generated some discussion on the WCLS Meeting Room and Facilities Use Policy. Regan Robinson reminded the Board that in 2010, the policy was amended and now allows flexibility in this regard. There is a difference between events

	that are sponsored by WCLS, those sponsored by library Friends groups or the Whatcom County Library Foundation, and those hosted by the public. Board members expressed consensus that alcohol may be served at library, Friends, and Foundation-sponsored events held after-hours, with advance notice to the Board. Event planners are responsible for securing a liquor license if applicable. Other news from Lummi Island is that WCLS and FOIL are working towards an early-to-mid November soft opening. South Whatcom's new manager, Karin Schulhauser, has attended her first FoSVL meeting. Karin has a rapport with children and teens, and is enthusiastic about serving this demographic. Kyle Teeter is working on an exchange of services contract, which will be presented for review at the next FoSVL meeting. Public Services staff is preparing to assist patrons with the Affordable Care Act. Enrollment begins October 1. Our library's primary role will be ensuring that patrons have email addresses and know how to access online services related to the Act. Christine will be working with Jamie and Fred to prepare for her 6-month evaluation. Deb confirmed that the Trustees will be reviewing the Executive Director's goals matrix then.
Community Relations Report	In Lizz Roberts' absence, Christine read the CRC Report, pointing out the many articles on the press table. Banners (funded by the Foundation) are up at the branches for Library Card Sign Up Month and WTA is featuring Library ads on twelve buses.
Approval of Minutes	The Board reviewed minutes of the August 20, 2013 Regular Meeting. **Fred moved to approve the minutes of the August 20, 2013 Regular Meeting. Seconded; approved.**
Financial Report: A. Expenditures	Kyle presented payroll and three sets of claims, all from the general fund. He pointed out that the agenda sent to Board members on Friday, Sept. 13 only contained two sets of claims; this has been corrected. **Fred moved to approve the claims as presented. Seconded; approved.**
Financial Report: B. 2013 Year-To-Date Budget Report	Kyle reported that things are looking good on the revenue side. There is some lag with property tax collection compared to last year, but overall, collections are still within expectations. Expenditures are also within expectations. Kyle has scheduled an initial review of the Capital Plan at the Budget Retreat next week. Fred noted that the insurance has been paid a year in advance. There were no further questions.
Public Services Report	Christine briefly mentioned that in light of the recent Navy Yard mass shooting, Public Services has posted two links on WCLSnet to remind staff how to respond to an active shooting event: "Run, Hide, Fight." In lieu of a written report, Regan showed Board members special features of the library website, WCLS.org. She highlighted several pages, including "What Do I Read Next?" the Knowledge Blog, the teen page, the ASKWA online chat service, and the Trustees page. She pointed out that any images of book covers function as clickable links to the catalogue. Fred asked about how we monitor which parts of the website are most useful to patrons. Geoff Fitzpatrick responded that while we can measure how many hits various pages receive, we can only get very limited demographic information on who is visiting our website. Regan added that statistics show that website visits are trending down, whereas online catalogue use is increasing. Library systems across the nation are working to realign their websites more closely with their catalogues.
IT Update	Geoff provided a handout detailing OverDrive Support, Wi-Fi usage, and WCLS phone traffic. The IT Department has updated the job description for the renamed Online Services Coordinator position. We are asking applicants for a robust application package which includes a remotely-presented portfolio. We have received one application so far;

	the position closes on Sept. 30. IT Services is also working on preparing for the 2014 budget retreat. Some software programs and/or contracts are near end of life and will need to be replaced. Specifically, Geoff is looking at self-checkout systems, filtering software, and copy and print options. Wiring and equipment are being prepared for Island and South Whatcom branches. Jennifer added that CS&DI, jointly with BPL, is looking at a list of candidate vendors for integrated library systems, including open source software options.
Compensation Study Update	Christina introduced Lorraine Kituri of the Singer Group. Lorraine has been working with the Labor Management Compensation Committee (LMCC) to review salary structure, ensure that wages and benefits are fair, competitive and equitable, ensure that the compensation structure is aligned with the Strategic Framework, and provide data to help inform the upcoming Union negotiations. Lorraine presented a PowerPoint presentation outlining the scope, phases of work, and constituents involved. The staff survey yielded an 86% response rate and covered compensation and benefits. The survey was anonymous, but provided some demographic detail. The compensation study drew data from comparable external organizations, including other Washington State library systems, a local non-profit, and published data sources such as Economic Research Institute (ERI), Association of Washington Cities (AWC), and the Bureau of Labor Statistics. Overall findings indicate that library positions at the lower end of the pay scale tend to be doing better in relation to the market than positions at higher pay levels. Regarding benefits, WCLS's total cost of and access to benefits is comparable to local libraries' and national standards, and WCLS's employer contribution to premiums for family and dependent coverage exceeds the level of coverage for survey respondents. Also, WCLS's investment in employee benefits exceeds by over 5% that of national and Pacific Region private industry employers. The Singer Group's recommendations to WCLS include adjusting compensation structure for higher levels to be more in line with the market, to factor in WCLS's investment in employee benefits, and to consider reviewing current Exempt and Nonexempt classifications. Regarding benefits, the Singer Group recommends that WCLS evaluate the benefits program in light of total compensation, evaluate where benefits dollars are spent and ensure that spending is aligned with organizational and employee priorities, and to regularly evaluate broker services for competitiveness. The next steps are to train key staff on implementing and maintaining the salary structure, followed by management group review and discussion, the Board's Budget Retreat, and Labor Negotiations in October. Fred questioned the validity of the Singer survey. He wondered if it has accurately captured the market, and expressed dismay that it did not address total compensation. Jamie noted that a future economic boom could make it more difficult to find and retain excellent employees. Deb commented that changing values of demographic groups also inform staffing. Lis asked how we can get a detailed analysis of our benefits system, vis-à-vis prospects of medical insurance costs rising in the future. Christina responded that no one knows precisely what healthcare reform will do to costs, but that they will certainly rise. Lorraine drew attention to page 17 of the handout packet, "Draft Compensation Philosophy." The Board members expressed a unanimous preference for more time to study the document before it is addressed at next week's Budget Retreat. The Board thanked Lorraine and the staff.

Committee Reports:	BPL: Faye reported that the BPL Board meeting scheduled for this afternoon will be focused on continuing the discussion of strategic goals. They expect to have an executive session, in which they will discuss a new building; for now, new exterior paint colors are helping to improve the atmosphere at the Central Library. Last year's bequest to the Fairhaven Library has resulted in completed renovations, and now is a great time to tour this "jewel in the crown" of Bellingham Public Library. The Board also looks forward to gaining clarity regarding a potential move of the Barkley branch. Foundation: Jamie directed the attendees to the "Read On" article highlighting the recent additions of Wilma Totten and Kathy Stauffer to the Whatcom County Library Foundation. Two more open positions remain. Personnel: Jamie reported that the Personnel Committee interviewed two candidates for the open Board of Trustees position on Monday, Sept. 16. **Jamie moved that the Board authorize the Executive Director to contact the County Executive to recommend appointment of Marvin Waschke to the Library Board. Seconded; approved.**
Announcements	The 2014 Budget Retreat will be held in the CS Conference Room from 1:00 p.m. – 3:00 p.m. next Wednesday, September 25, 2013. Fred reminded everyone of the upcoming FoSVL fundraiser, featuring Laila Biali at the Sudden Valley Dance Barn on September 28, 2013. http://www.suddenvalleylibrary.org/ai1ec_event/heres-to-the-ladies-jazz-laila-biali/?instance_id=5948 The next regular Board Meeting will be held on October 15, 2013.
Adjourn	Deb adjourned the meeting at 11:35 a.m.

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Fred Haslam, Interim Secretary | Date | Dana Klootwyk, Meeting Secretary