AGENDA
Regular Meeting of the Pierce County Library System Board of Trustees
March 13, 2013
3:30 – 6:00 pm

3:30 pm	02 min.	**Call to Order:** *Linda Ishem, Chair*	

3:32 pm 05 min. **Public Comment**: *This is time set aside for members of the public to speak to the Board of Trustees. Unless the item you wish to discuss is of an emergency nature, the Board ordinarily takes matters under advisement before taking action. Please sign up at the time of the meeting to speak during the public Comment period, and limit your comments to three minutes.*

3:37 pm 03 min. **Consent Agenda**   *Action*
        1. Approval of Minutes of the February 13, 2013 Regular Meeting
        2. Approval of February 2013 Payroll, Benefits and Vouchers

3:40 pm 10 min. **Board Members Report**

3:50 pm 15 min. **Officers Reports**
        1. January Dashboard, *Georgia Lomax*
        2. February 2013 Financial Report*, Dale Hough*
        3. Key Center Opening Day, *Sally Porter Smith*
        4. IMLS Award Finalist, *Mary Getchell*
        5. PC Reads, *Mary Getchell*

Unfinished Business
4:05 pm 30 min.   1. Reciprocal Borrowing, *Neel Parikh*
        a) Policy   *Action*
        b) 2012 Report
     15 min.   2. Customer Satisfaction Surveys, *Jennifer Patterson*
     30 min.   3. Board Self-Evaluation, *Linda Ishem*
     05 min.   4. UP Condominium Update, *Neel Parikh*

New Business
5:25 pm 20 min.   1. Libraries and the Legislature, *Neel Parikh*
        a) Library Legislative Day
        b) PCLS Project in Governor's Capital Budget
        c) 2013 Legislation of Interest to Libraries
        2. May Board Meeting - Requesting a Change, *Neel Parikh*   *Action*

5:45 pm 20 min. **Executive Session:** *At this time on the agenda, the Board of Trustees will recess to Executive Session, per RCW 42.30.110, to discuss labor negotiations.*

6:05 pm 05 min. **Announcements**

6:10 pm **Adjournment**

American Disability Act (ADA) Accommodations Provided Upon Request

CONSENT AGENDA

BOARD OF TRUSTEES
PIERCE COUNTY LIBRARY SYSTEM
REGULAR MEETING, FEBRUARY 13, 2013

CALL TO ORDER

Chair Linda Ishem called to order the regular meeting of the Pierce County Rural Library District Board of Trustees February 13, 2013, 3:33 pm. Board members present were J.J. McCament, Allen Rose and Donna Albers. Robert Allen was excused.

PUBLIC COMMENT

There was no public comment.

Chair Ishem recognized and thanked Executive Assistant Storm Reyes for her service of over 31 years working for the Pierce County Library System. Ms. Reyes will be retiring on February 28, 2013. Chair Ishem commented that Ms. Reyes's retirement will be a tremendous loss for the Library, the community and the Director, for whom she worked for the last 31 years. She added that Ms. Reyes has been a font of knowledge and that so much of the background of the Library is instilled in her memory.

In a poignant speech, Ms. Reyes thanked Chair Ishem for her comments, noting that until this day, she had been calm about retiring. She noted that she has attended 432 Board meetings and prepared 435 Board packets. In 31 years, Ms. Reyes has only missed 3 meetings.

Ms. Reyes told the Board that even though they are behind the scenes and don't have face to face contact with the public, she wanted to remind them that the Board makes a daily difference in lives of the people the library serves. Although Ms. Reyes never received a high school diploma, she raised a college graduate son. She cited this as an example of how the library affects every life beyond the immediate generation. Ms. Reyes thanked the Board for all their time, effort and dedication. She hopes that they feel the appreciation by all for their time, vision and drive. She closed by stating that the Board made it possible for the library to become something amazing and made a major impact in the lives of many.

Ms. Albers recalled reading Ms. Reyes's stories in the Tacoma News Tribune when she was guest editor at the paper. She noted they were very interesting and had great impact.

Ms. McCament shared that she cannot imagine Pierce County Library without Ms. Reyes. She praised her astounding work ethic. Ms. McCament added that Ms. Reyes is a special person with a bright mind and a balanced individual with intellect and caring for others. She thanked Ms. Reyes for her service and concluded that she has been wonderful to work with.

Mr. Rose commented that Ms. Reyes's history was a testament to the impact of the Library and how libraries reach out to give hope to children outside the school system, adding that however libraries can touch those children is special.

Ms. Reyes acknowledged that although the safety nets that were there in the past may not be the same, the library being free and non-judgmental has not changed.

In summary, Ms. Reyes shared her sentiments toward Director Parikh, noting that she and Ms. Parikh are a great team, that she has learned enormously from Ms. Parikh and that her vision and genius are seen daily.

1. Minutes of the January 9, 2013 Regular Meeting of the Board of Trustees
2. January 2013 Payroll, Benefits and Vouchers in the total amount of $2,854,823.73
    a. Payroll Warrants 3383 - 3394, dated 01/01/13 – 01/31/13 in the amount of $19,692.36
    b. Payroll Disbursement Voucher dated 01/07/13 in the amount of $542,553.89
    c. Payroll Disbursement Voucher dated 01/22/13 in the amount of $836,647.74
    d. Accounts Payable Warrants 619494 - 619717 dated 01/01/13 – 01/31/13 in the amount of $1,455,929.74
3. Resolution 2013-01: To Declare Equipment Surplus to Public Service Needs

Ms. McCament moved for approval of the consent agenda. Mr. Rose seconded the motion and it was passed.

BOARD MEMBER REPORT

Chair Ishem: Ms. Ishem attended the ALA midwinter conference with Ms. Parikh and Foundation Board Chair Michael Gordon. They attended a workshop on effective communication. It was informative and focused on how executive Board members talk to one another. Some of the questions that emerged made it clear it is necessary to work through the very real difficulties. She commented that it was wonderful to be a part of such an effective team.

Chair Ishem reported that she attended in a webinar hosted by the Washington State Library. She will identify key points made during the webinar and share them with the Board at the next meeting. Ms. Parikh added that she will share them with staff also.

Ms. Parikh noted that she wanted to give an Intellectual Freedom orientation to the Board members in the near future. She invited Candace Morgan to present it. She would like to schedule the session in March or April of this year.

OFFICER REPORT

1. **January 2013 Financial Reports**
Dale Hough provided an interim December report which showed all Pierce County tax revenue. The January report shows expenditures are on track. Ms. Ishem had a question on the Comparative Statement of Financial Position, asking Mr. Hough to explain the 2012 Anticipated Property Tax Revenue figures. Mr. Hough explained that Pierce County provides a statement to Pierce County Library showing what is available. It is not our budget and not a certificate; rather a cumulative of what is available to the library that we have not received. That figure will reduce every month through the year and every January it will increase and show what the library can draw on for that year. It is a moving balance which could include delinquent property tax payments.

2. 2013 Legislation of Interest to Libraries
Ms. Parikh reported that there are several items of interest which have appeared in the legislature. The first substitute bill of House Bill 1128 has been passed. This bill proposes that Open Public Meeting Act training. Pierce County Library staff recently completed Public Records training. Mr. Rose commented that it is a matter of customer service and if we help the public get what they want, it can be a smooth process.

The city of Spokane's legislation authorizing the formation of municipal library districts is not moving forward this year. Recently, the city of Spokane asked voters for a levy lid lift. They received a 66% passage rate. Chair Ishem asked if the lift was permanent. Ms. Parikh stated it would be for 4 years.

Microsoft IT Academy: Microsoft has created a proposal to fund online Microsoft Certification Training for all public libraries in Washington. Secretary of State Kim Wyman has taken a strong interest in libraries. She is supportive of the legislation and is lobbying for it in the legislature. Ms. Getchell indicated that there is, however, no budget for this proposal.

Ms. Parikh informed the Board that Library Legislative Day will take place on Friday, February 15, 2013 and several Managers will be attending. Ms. Parikh will provide information packets for each legislator serving a district in which a PCLS branch exists.

3. University Place Condominium Declaration Amendment
Ms. Parikh presented the Board with the corrected Amendment to the Condominium Declaration. She received call from UP City Manager, Steve Sugg regarding payment of the Condominium bills. She has instructed the Finance Department not to pay invoices until an agreement on percentages of the City and Library's responsibilities was reached. However, Library attorney Bill Holt advised that the library should figure out what is owed and pay. She is hopeful that it works out since there is currently no budget for the Association.

Ms. McCament noted that typically if a budget is not prepared within 60 days of the new year the past year's budget must remain in effect. Since there is no prior budget, she recommends urging University Place to get this figured out as soon as possible. She would like the Condominium Declaration implemented as agreed. That means a strict adherence to the schedule and to include expenditures established in the various categories. She would also like the responsible parties to take action. She asked who in the city is the lead on this matter. Ms. Parikh shared she did not know.

Mr. Jo stated that they are at the early stages of creating the budget. The city created a draft budget but the allocations between the common area, parking and atrium need to be examined. The Library is examining invoices that were used to create the budget to assure correct charges for the different areas.

Ms. McCament indicated she is confident the library team is working through the issues. She expressed her desire to have correspondence sent to the responsible parties in University Place stressing that this is a critical issue to the Library since it spent 10 years on this project and it is important that it be finalized. Ms. McCament also suggested to Ms. Parikh that she encourage the University Place team to stay within the parameters set forth in the contract including the calendar and schedules of the agreements. She suggested the Library creates a checklist to track adherence and compliance. Ms. McCament also recommended the Library contact Leana Collinge, a consultant with experience on the Foss waterway project, who could assist in these efforts.

Ms. Parikh stated that another point of concern is that the city of University Place does not want to agree to maintain separate checking accounts. Mr. Rose expressed disappointment that the process has to go to this step.

4. 2013 Finalist, National Medal for Museum and Library Service
Mary Getchell announced that PCLS is being recognized as one of thirty-three finalists for the National Medal for Museum and Library Service. The medal is the nation's highest honor for museums and libraries that make exceptional contributions to their communities. Of the finalists, sixteen are libraries and seventeen are museums. King County Library System is the other finalist from Washington State. For the first time in the over ten year history of the award, IMLS has hired a public relations firm to highlight the finalists and share their stories. Final winners of the award will be announced in late April, with a ceremony held in Washington D.C. on May 8, 2013. There is also a $5000 monetary award for the winner.

5. PCLS Budget Shortfalls 2010-2013
Ms. Parikh shared a document to show the Board how many cuts the library has made over the past three years and how these cuts have impacted service. Chair Ishem stated it was nice to capture this piece of history. Mr. Rose was most impressed by how the Library identified in depth how it managed the shortfalls with little impact. He praised the analytical process.

6. Reflecting on the Future of Academic and Public Libraries
Ms. Parikh discussed the chapter of the book highlighting Pierce County Library System and showing the scenarios the Library has used to conduct facilities planning. She found it most interesting how relevant the surveys were today even thought they were conducted in 2008, especially the results showing how people wanted to use the Library though mobile technology.

UNFINISHED BUSINESS

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1. Key Center Branch Opening
Opening Event - Sally Porter Smith, Customer Experience Director, reported that she was pleased with the entire remodeling project and acknowledged Facilities Director Lorie Erickson for her coordination of the job and completing the job on budget and 30 days earlier than scheduled. She thanked Foundation Director Lynne Hoffman for her fundraising efforts and Marketing and Communications Director Mary Getchell and staff for their design work on the donor plaque and the signage. The donor plaque will be unveiled at the grand opening. Ms. Porter Smith was pleased to report that people are already coming in to visit the branch even before the grand opening. She also commented that this was the first time library users had ability to experience the self-service features now available at the branch.

Ms. Parikh added that the reception was well attended and successful. Ms. McCament was astounded by the way the space was utilized. Ms. Parikh agreed that the Library now looks bigger and brighter.

Georgia Lomax, Deputy Director, was speaking to a civic group earlier in the day. There were two audience members from Key Center in the group and they invited fellow members to visit their newly remodeled library. She was happy to hear them sing the praises of the Library System.

Ms. Erickson shared a story of a community member volunteering her services in the preparation for the opening so they could open the library sooner.

Fundraising Campaign - Ms. Hoffman reminded the Board that the Key Center remodeling project was a partnership between the Friends and the Library. She reported that at the donor reception everyone involved felt good and was pleased to be a part of the project. She especially wanted to recognize Maureen Reilley, Friends of Key Center Library president, and Carolyn Wiley, Board Member, for their efforts. They provided a lot of enthusiasm and contacts and, as a result, people supported the library generously. Prior to this project, Key Center had 4 donors. As a result of these efforts the number of donors has increased to 50.

2. EBook Blockage Campaign
Ms. Getchell shared statistical results of the campaign. She credits the raised awareness to the amount of activity on social media sites as well as the local newspaper. The library with continue to share this information with other libraries, who are excited about the campaign and are using the materials and messages. Ms. Getchell added that publishers Penguin and Macmillan have made progress and are offering limited access to their eBooks.

3. Technology Plan Update
Clifford Jo recapped that the library recently hired a consultant, Carson Block, to help evaluate its technology services to the public and to themselves. Mr. Block's final report last August contained a recommendation to create a technology plan. The full draft of the plan will be done by the end of March.

The Library is training staff in the Supplier/Customer model to gain a clear understanding of each role and ensuring there is feedback between the two. This was applied to the technology plan process and has fundamentally changed the way staff interacts with their customers and one another.

Ms. Parikh added that in an organization of the library's size and such a variety of roles, this aids the process of getting things done more effectively. She is trying to ensure that those in the administrative building are serving the internal customer well.

Chair Ishem could see the threads of this training in the recent Efficiency presentation by Justin Moser, the Library's Deliver Supervisor. Lisa Bitney, Reading and Materials Director, confirmed that Mr. Moser has, indeed, had the training. Chair Ishem applauded the work, stating it helps the internal process.

NEW BUSINESS

2013 Library Foundation Agreement
Mr. Jo reported that this marks the second year of a newer, more comprehensive Foundation agreement. He sees the agreement as not just financial but also the service agreement to the community, which speaks to the Foundation's development plan. He hoped to spark a conversation with the Board about the concepts and execution of the agreement.

Ms. Hoffman added that the Addendum sets up what the Foundation plans to do. When she is asked what the Foundation does for the Library, she emphasized that, whether it results in money or not, everything the Foundation does is for the Library. She added that she believes in the development process of attracting people to the organization. That can be realized in the form of money, gifts in kind, donations, even a vote. Ms. Hoffman shared that the Foundation invests in the fundraising process, makes donors knowledgeable and thanks them. Ms. Hoffman also shared that 30% of last year's new donors have given $14K. Last year she mailed over 50K pieces of mail, including the Annual Report, newsletters and grants. She recruits new Board members who become ambassadors for the Library. She aims to create a passion for the Library in her donors. She stated that areas of the Library have been named on behalf of donors, which shows community support. Last year the Foundation sent 221 invitations to PC Reads donors who contributed $250 or more. This year 321 donors contributed $250 or more and were invited. In summary, Ms. Hoffman added that the goal of the Foundation is trying to create a community that feels strongly about the Library and will be a strong supporter when the time comes to vote.

Ms. McCament asked for clarifications on the wording on page 2 of the Foundation Addendum and suggested that it be amended to read "The Foundation will contact businesses _and foundations_ to secure sponsorships for the Library's Summer Reading program…" Ms. Hoffman agreed to make that change.

Chair Ishem asked for a motion to approve the Foundation/Library Agreement. Ms. McCament moved to approve it. Mr. Rose seconded the motion and it passed.

EXECUTIVE SESSION

At 5:05 pm, Mr. Rose moved to enter into Executive Session as per RCW 42.30.110 for 15 minutes for discussion of personnel matters. Ms. Albers seconded the motion and it passed. The session was reopened to the public at 5:26 pm.

ANNOUNCEMENTS

There were no announcements.

ADJOURNMENT

The meeting was adjourned at 5:27 pm on motion by Ms. McCament seconded by Ms. Albers.

_____   _____
Neel Parikh, Secretary   Linda Ishem, Chair

February 2013 Payroll, Benefits and Vouchers

	Warrant Numbers	Date(s)	Amount
Payroll Warrants	3395 - 3401	02/01/13 - 02/28/13	$6,726.86
Disbursement Voucher - Payroll & Acct Payable		02/06/13	$489,584.80
Disbursement Voucher - Payroll & Acct Payable		02/20/13	$746,663.25
Accounts Payable Warrants	619718 - 619922	02/01/13 - 02/28/13	$828,681.09
Total:			**$2,071,656.00**

Check #	Bank		Date	Paid to	Status	Can/Vd Date	Pay Period Dates	Dir Dep	Amount
3395	pr	Bank of America	02/06/2013	FLEMING, DANISE			01/16/13 - 01/31/13	0.00	676.56
3396	pr	Bank of America	02/06/2013	MARQUEZ-ORTIZ, AMANDA			01/16/13 - 01/31/13	0.00	936.95
3397	pr	Bank of America	02/06/2013	PROTHRO, JAIME			01/16/13 - 01/31/13	0.00	2,649.14
3398	pr	Bank of America	02/06/2013	ODONNELL, CATHY			01/16/13 - 01/31/13	0.00	452.57
3399	pr	Bank of America	02/21/2013	MARQUEZ-ORTIZ, AMANDA			02/01/13 - 02/15/13	0.00	722.66
3400	pr	Bank of America	02/21/2013	POWELL, ALINA			02/01/13 - 02/15/13	0.00	426.69
3401	pr	Bank of America	02/21/2013	YARBROUGH, JENNIFER			02/01/13 - 02/15/13	0.00	862.29
							Total:	**0.00**	**6,726.86**

Checks in report: 7

Grand Total: **0.00**   **6,726.86**

Pierce County Rural Library District: Org 04   *Sch:*   *Pay Date:*   *2/6/2013*

COUNTY OF PIERCE BUDGET AND FINANCE DEPARTMENT						Disbursement Journal Voucher (T/C) 74		Agency No. **001-116**	D.J.V. Date revised **2/6/2013**	D.J.V. No.
		Account Code				Acct. Action		DESCRIPTION		AMOUNT
	Fund	Dept	Prog	BASUB	Elem	OB	M/OB			
1	697	001	0000	237	00				FIT EE and EIC- Wire to IRS	$63,143.94
2	697	001	0000	237	00				Fica EE and Medicare - Wire to IRS	$44,275.99
3	697	001	0000	237	00				Fica ER and Medicare - Wire to IRS	$44,275.99
4	697	001	0000	237	00				DIR DEP-file to Columbia Bank	$414,820.86
5	697	001	0000	237	00					
6	697	001	0000	237	00					
7	697	001	0000	237	00				dept of rev	$0.00
8	697	001	0000	237	00					
9	697	001	0000	237	00				FIT EE WIRE to IRS	$0.00
10	697	001	0000	237	00				Fica EE and Medicare - Wire to IRS	$0.00
11	697	001	0000	237	00				Fica ER and Medicare - Wire to IRS	$0.00
12	697	001	0000	237	00					
13	697	001	0000	237	00					
14	697	001	0000	237	00				DJV adjustment	($79,507.23)
15	697	001	0000	237	00				H.S.A. Employees deductions	$1,950.25
16	697	001	0000	237	00				H.S.A. Employer Contributions	$625.00
									H.S,A Fee	
									BCC	
									please put the total amt below into PCLS payroll account	
									TOTAL	**$489,584.80**

Bank No.	Check No.	Issued To	Bank No.	Check No.	Issued To	
		U.S. Treasury				
Prepared By: Christy Telling			Date: 2/5/2013	Approved By: Christy Telling		` 2/5/2013

DJV 02062013 +.xlsx

Pierce County Rural Library District: Org 04   *Sch:*   *Pay Date:*   *2/20/2012*

COUNTY OF PIERCE BUDGET AND FINANCE DEPARTMENT	Disbursement Journal Voucher (T/C) 74	Agency No. 001-116	D.J.V. Date revised 2/20/2012	D.J.V. No.

	Fund	Dept	Prog	BASUB	Elem	OB	M/OB	Acct. Action	DESCRIPTION	AMOUNT
1	697	001	0000	237	00				FIT EE and EIC- Wire to IRS	$58,062.18
2	697	001	0000	237	00				Fica EE and Medicare - Wire to IRS	$41,979.79
3	697	001	0000	237	00				Fica ER and Medicare - Wire to IRS	$41,979.79
4	697	001	0000	237	00				DIR DEP-file to Columbia Bank	$398,693.21
5	697	001	0000	237	00					
6	697	001	0000	237	00					
7	697	001	0000	237	00				dept of rev	$3,767.93
8	697	001	0000	237	00					
9	697	001	0000	237	00				FIT EE WIRE to IRS	$0.00
10	697	001	0000	237	00				Fica EE and Medicare - Wire to IRS	$0.00
11	697	001	0000	237	00				Fica ER and Medicare - Wire to IRS	$0.00
12	697	001	0000	237	00					
13	697	001	0000	237	00					
14	697	001	0000	237	00					
15	697	001	0000	237	00				H.S.A. Employees deductions	$1,950.25
16	697	001	0000	237	00				H.S.A. Employer Contributions	
									H.S.A Fee	$230.10
									BCCestimate	$200,000.00
									please put the total amt below into PCLS payroll account	
									TOTAL	**$746,663.25**

Bank No.	Check No.	Issued To	Bank No.	Check No.	Issued To
		U.S. Treasury			

Prepared By: Christy Telling	Date: 2/20/2012	Approved By: Christy Telling	` 2/20/2012

Bank code: boa

Check #	Date	Vendor	Status	Check Total
619718	02/01/2013	004022 US BANK		5,444.50
619719	02/04/2013	000846 AUDIOGO		244.92
619720	02/04/2013	000830 BAKER & TAYLOR		20,045.93
619721	02/04/2013	000189 BAKER & TAYLOR ENTERTAINMENT		378.21
619722	02/04/2013	005300 DANGER ROOM COMICS LLC		3,039.76
619723	02/04/2013	000093 EBSCO		60.95
619724	02/04/2013	000161 GALE CENGAGE LEARNING		91.95
619725	02/04/2013	005497 GREEN BEANIE BOOKS		95.43
619726	02/04/2013	000243 INGRAM LIBRARY SERVICES		9,995.19
619727	02/04/2013	000352 MIDWEST TAPE	V	0.00
619728	02/04/2013	000352 MIDWEST TAPE		12,727.31
619729	02/04/2013	005496 O'SHERBERT BOOKS		57.72
619730	02/04/2013	000367 PARTNERS WEST DISTRIBUTING		738.69
619731	02/04/2013	001419 RANDOM HOUSE INC		135.51
619732	02/05/2013	000242 BUCKLEY CITY OF		215.31
619733	02/05/2013	003951 DORTHY CHUBB		31.32
619734	02/05/2013	000184 CITY TREASURER	V	1,841.47
619735	02/05/2013	005483 LORI DAVIS		9.99
619736	02/05/2013	005500 MELODY DELOACH		17.95
619737	02/05/2013	005499 CAROLE ELLIS		7.54
619738	02/05/2013	004157 MINDY EWING		39.55
619739	02/05/2013	005502 ALEXANDER FREDSTI		219.88
619740	02/05/2013	005503 JAMES MANIBUSAN		4.99
619741	02/05/2013	003761 TERRI MAY		20.91
619742	02/05/2013	005498 JAIME PROTHRO		500.00
619743	02/05/2013	000377 PUGET SOUND ENERGY		4,256.22
619744	02/05/2013	005505 RACHAEL ROBERTS		10.00
619745	02/05/2013	000506 UNIVERSITY PLACE REFUSE SERVIC		160.53
619746	02/05/2013	005504 MARIA URBINA		23.94
619747	02/05/2013	005484 FERDINAND WAGNER		14.65
619748	02/05/2013	005501 HALEY ANN WHITSON		15.50
619749	02/07/2013	000828 AFSCME AFL-CIO		5,447.28
619750	02/07/2013	000898 DEPARTMENT OF RETIREMENT SYSTE		9,143.36
619751	02/07/2013	000825 ING-VC3371		1,440.00
619752	02/07/2013	003985 PACIFICSOURCE ADMINISTRATORS		2,127.81
619753	02/07/2013	000821 PIERCE COUNTY SUPERIOR COURT		118.50
619754	02/07/2013	001181 PIERCE CTY LIBRARY FOUNDATION		370.04
619755	02/07/2013	004276 STATE CENTRAL COLLECTION UNIT		151.67

Bank code: boa

Check #	Date	Vendor	Status	Check Total
619756	02/07/2013	000823 UNITED WAY		97.51
619757	02/07/2013	004782 US DEPARTMENT OF EDUCATION		177.75
619758	02/07/2013	001355 VOLUNTARY EMPLOYEES' BENEFICIA		706.06
619759	02/07/2013	000827 WA STATE- DEPT OF RETIREMENT S		67,971.00
619760	02/07/2013	000881 WASHINGTON STATE SUPPORT REGIS		422.50
619761	02/08/2013	005277 COMPLETE OFFICE LLC		1,590.02
619762	02/08/2013	004779 CONVERGENT TECHNOLOGY SYS		5,819.05
619763	02/08/2013	001941 JUDY T NELSON		89.00
619764	02/08/2013	000774 PCAEYC		50.00
619765	02/08/2013	001290 REGIONAL BUILDING SVCS CORP		507.25
619766	02/08/2013	005493 RELIABLE LOCK AND SAFE INC		803.60
619767	02/08/2013	005298 R'N'D WINDOW & GUTTER CLEANING		540.00
619768	02/08/2013	000487 TACOMA RUBBER STAMP		24.87
619769	02/11/2013	002061 SUSAN ANDERSON-NEWHAM		131.26
619770	02/11/2013	000830 BAKER & TAYLOR		15,527.79
619771	02/11/2013	000025 TRIS BAZZAR		336.74
619772	02/11/2013	004129 MARIANNA BISSONNETTE		144.64
619773	02/11/2013	005453 DANA BROWNFIELD		18.08
619774	02/11/2013	003423 ALEXANDER BYRNE		37.86
619775	02/11/2013	000184 CITY TREASURER		939.05
619776	02/11/2013	000184 CITY TREASURER		401.90
619777	02/11/2013	000184 CITY TREASURER		52.70
619778	02/11/2013	000094 ELMHURST MUTUAL POWER & LIGHT		2,393.50
619779	02/11/2013	005226 DENNIS GOULD		37.29
619780	02/11/2013	004916 TESA JOHNSON		171.75
619781	02/11/2013	003523 SEUNG HEE KANG		137.29
619782	02/11/2013	004128 LISA MCNAMARA		61.02
619783	02/11/2013	005507 CAMERON MOORE		59.00
619784	02/11/2013	001941 JUDY T NELSON		78.22
619785	02/11/2013	002023 KATHERINE NORBECK		37.29
619786	02/11/2013	000413 PARKLAND LIGHT & WATER		861.64
619787	02/11/2013	005508 CHRISTINA PEDERSON		54.81
619788	02/11/2013	000377 PUGET SOUND ENERGY		1,237.56
619789	02/11/2013	005044 KATHERINE SAVAGE		26.84
619790	02/11/2013	005506 BETH SEEGER		35.34
619791	02/11/2013	002094 CHARLOTTE STRAIN		154.25
619792	02/11/2013	000541 STATE OF WASHINGTON		391.53
619793	02/15/2013	001583 ALIBRIS		37.70
619794	02/15/2013	000172 AMERICAN LIBRARY ASSOC		62.30

Bank code: boa

Check #	Date	Vendor	Status	Check Total
619795	02/15/2013	000830 BAKER & TAYLOR		20,583.45
619796	02/15/2013	005300 DANGER ROOM COMICS LLC		1,639.14
619797	02/15/2013	000093 EBSCO		119.52
619798	02/15/2013	000161 GALE CENGAGE LEARNING		283.38
619799	02/15/2013	000243 INGRAM LIBRARY SERVICES		13,985.10
619800	02/15/2013	000352 MIDWEST TAPE	V	0.00
619801	02/15/2013	000352 MIDWEST TAPE		16,406.17
619802	02/15/2013	001936 MARCELLA ADAMS		7.53
619803	02/15/2013	005047 PATTY AMADOR		97.75
619804	02/15/2013	000184 CITY TREASURER		6,398.65
619805	02/15/2013	005510 NEIL DERKSEN		5.09
619806	02/15/2013	005055 CHRISTOPHER HAMILTON		33.56
619807	02/15/2013	003684 JANIS HAWKES		131.65
619808	02/15/2013	002057 MARY HILLDING		30.51
619809	02/15/2013	004278 KAREN JARVIS		408.16
619810	02/15/2013	004625 JOY KIM		285.12
619811	02/15/2013	005518 JULIE KRAMER		48.03
619812	02/15/2013	005511 KATHERINE MATSEN		59.75
619813	02/15/2013	000352 MIDWEST TAPE		14,918.64
619814	02/15/2013	003737 TONIE MONTGOMERY		93.23
619815	02/15/2013	005516 KAITLYN MOORE		14.99
619816	02/15/2013	001941 JUDY T NELSON		300.00
619817	02/15/2013	002100 ALISON PASCONE		82.61
619818	02/15/2013	005248 LISA PETERS		4.99
619819	02/15/2013	003497 TAMARA SAARINEN		44.12
619820	02/15/2013	004972 LAURA SCHMINKEY		130.52
619821	02/15/2013	004114 MEGHAN SULLIVAN		38.42
619822	02/15/2013	000463 SUMMIT WATER & SUPPLY CO		312.98
619823	02/15/2013	000525 VERIZON WIRELESS		1,541.25
619824	02/15/2013	004867 JOSHUA WRIGHT		131.08
619825	02/15/2013	001097 ACCURATE INSTALLATION & DESIGN		434.80
619826	02/15/2013	000363 ARAMARK UNIFORM SERVICES		16.41
619827	02/15/2013	005326 BIBLIOTHECA ITG LLC		20,303.68
619828	02/15/2013	003938 BINW		1,661.41
619829	02/15/2013	000273 CARRILLO & ASSOCIATES		2,075.00
619830	02/15/2013	003745 ROBIN CLAUSEN		96.44
619831	02/15/2013	000895 COLUMBIA BANK		296.60
619832	02/15/2013	000895 COLUMBIA BANK		50.00
619833	02/15/2013	001467 DATA SECURITY CORP		132.50

Bank code: boa

Check #	Date	Vendor	Status	Check Total
619834	02/15/2013	001213 GIS INFORMATION SYSTEMS INC		6,272.70
619835	02/15/2013	005272 GREEN EFFECTS INC		6,161.42
619836	02/15/2013	005154 HEALTH EQUITY		672.60
619837	02/15/2013	004674 MCHUGH MANAGEMENT CONSULTING		14,670.00
619838	02/15/2013	002100 ALISON PASCONE		118.31
619839	02/15/2013	000370 PIERCE COUNTY		184.80
619840	02/15/2013	000370 PIERCE COUNTY		242.60
619841	02/15/2013	000857 PIERCE COUNTY RECYCLING		158.00
619842	02/15/2013	005417 RICOH USA INC		221.56
619843	02/15/2013	001379 SENTINEL PEST CONTROL INC		708.70
619844	02/15/2013	001136 SPACESAVER NORTHWEST		1,189.93
619845	02/15/2013	004018 STAPLES INC		95.05
619846	02/15/2013	004182 ULINE INC		24.60
619847	02/15/2013	003719 UNIQUE MANAGEMENT SERVICES		2,199.54
619848	02/15/2013	000541 STATE OF WASHINGTON		386.50
619849	02/15/2013	000534 WCP SOLUTIONS		647.91
619850	02/19/2013	004022 US BANK		101,914.94
619851	02/21/2013	004188 AMAZEMENT PRODUCTIONS		350.00
619852	02/21/2013	002061 SUSAN ANDERSON-NEWHAM		29.05
619853	02/21/2013	004051 ARCHITEX INTERNATIONAL		253.49
619854	02/21/2013	000175 ASSOCIATION OF WASHINGTON CITI		585.00
619855	02/21/2013	005442 COLBECK & COMPANY INC		1,367.50
619856	02/21/2013	000133 GIG HARBOR CHAMBER OF COMMERCE		535.00
619857	02/21/2013	001532 KEY PENINSULA NEWS		456.75
619858	02/21/2013	005020 MODERN BUILDING SYSTEMS INC		110,583.42
619859	02/21/2013	001586 NORTHWEST DOOR INC		2,183.90
619860	02/21/2013	003933 QUALITY BUSINESS SYSTEMS INC		1,368.21
619861	02/21/2013	005417 RICOH USA INC		1,544.08
619862	02/21/2013	001343 SCHOLASTIC INC		665.22
619863	02/21/2013	000534 WCP SOLUTIONS		682.69
619864	02/21/2013	000184 CITY TREASURER		1,156.35
619865	02/21/2013	000184 CITY TREASURER		1,054.11
619866	02/21/2013	000525 VERIZON WIRELESS		366.68
619867	02/22/2013	003778 AFLAC		3,746.74
619868	02/22/2013	000828 AFSCME AFL-CIO		5,263.84
619869	02/22/2013	001578 COLONIAL SUPPLEMENTAL INSURANC		1,132.76
619870	02/22/2013	000898 DEPARTMENT OF RETIREMENT SYSTE		9,193.36
619871	02/22/2013	000825 ING-VC3371		1,440.00
619872	02/22/2013	003985 PACIFICSOURCE ADMINISTRATORS		2,127.81

Bank code: boa

Check #	Date	Vendor	Status	Check Total
619873	02/22/2013	001181 PIERCE CTY LIBRARY FOUNDATION		370.04
619874	02/22/2013	004276 STATE CENTRAL COLLECTION UNIT		151.67
619875	02/22/2013	000823 UNITED WAY		97.51
619876	02/22/2013	004782 US DEPARTMENT OF EDUCATION		162.62
619877	02/22/2013	000827 WA STATE- DEPT OF RETIREMENT S		63,378.50
619878	02/22/2013	000881 WASHINGTON STATE SUPPORT REGIS		422.50
619879	02/25/2013	001583 ALIBRIS		219.35
619880	02/25/2013	000830 BAKER & TAYLOR		3,823.57
619881	02/25/2013	000093 EBSCO		391.62
619882	02/25/2013	000161 GALE CENGAGE LEARNING		7,250.19
619883	02/25/2013	001223 GARETH STEVENS PUBLISHING		101.70
619884	02/25/2013	000243 INGRAM LIBRARY SERVICES		2,016.77
619885	02/25/2013	000939 LERNER PUBLISHING GROUP		220.11
619886	02/25/2013	000352 MIDWEST TAPE	V	0.00
619887	02/25/2013	000352 MIDWEST TAPE		38,490.38
619888	02/25/2013	000406 RECORDED BOOKS LLC		382.03
619889	02/25/2013	000451 SEATTLE TIMES SEATTLE PI		306.80
619890	02/25/2013	000535 WESTON WOODS STUDIOS		166.00
619891	02/25/2013	000184 CITY TREASURER		1,841.47
619892	02/27/2013	005453 DANA BROWNFIELD		49.65
619893	02/27/2013	000020 ELISE DEGUISEPPI		403.98
619894	02/27/2013	004159 LORIE ERICKSON		399.37
619895	02/27/2013	001894 LYNNE HOFFMAN		65.10
619896	02/27/2013	004128 LISA MCNAMARA		58.83
619897	02/27/2013	001886 NEEL PARIKH		237.65
619898	02/27/2013	005498 JAIME PROTHRO		46.05
619899	02/27/2013	000377 PUGET SOUND ENERGY		4,233.69
619900	02/27/2013	005520 CLARA TRAJICO		29.99
619901	02/28/2013	001583 ALIBRIS		159.30
619902	02/28/2013	000830 BAKER & TAYLOR		12,366.92
619903	02/28/2013	000847 CENTER POINT PUBLISHING		2,229.45
619904	02/28/2013	005300 DANGER ROOM COMICS LLC		3,480.77
619905	02/28/2013	000161 GALE CENGAGE LEARNING		501.62
619906	02/28/2013	000243 INGRAM LIBRARY SERVICES		7,116.22
619907	02/28/2013	000352 MIDWEST TAPE		39,133.42
619908	02/28/2013	003772 SOUND PUBLISHING INC		39.00
619909	02/28/2013	005521 DOROTHY WILHELM		27.80
619910	02/28/2013	001554 ANDREW'S FIXTURE CO INC		8,404.23
619911	02/28/2013	000363 ARAMARK UNIFORM SERVICES		16.41

Bank code: boa

Check #	Date	Vendor	Status	Check Total
619912	02/28/2013	004038 ASSOCIATED BUSINESS SYSTEMS		319.64
619913	02/28/2013	003938 BINW		534.99
619914	02/28/2013	000895 COLUMBIA BANK		5,301.21
619915	02/28/2013	001305 FIRST CHOICE BUSINESS MACHINES		589.09
619916	02/28/2013	001213 GIS INFORMATION SYSTEMS INC		1,420.90
619917	02/28/2013	003551 ORTING CHAMBER OF COMMERCE		200.00
619918	02/28/2013	002100 ALISON PASCONE		111.22
619919	02/28/2013	001640 PRINT NW LLC		212.76
619920	02/28/2013	001343 SCHOLASTIC INC		96.36
619921	02/28/2013	004391 WRP SURPRISE LAKE LLC		2,274.00
619922	02/28/2013	004022 US BANK		52,200.85

	boa Total:	**828,681.09**

205 checks in this report

Total Checks: **828,681.09**

OFFICERS REPORT

CUSTOMER SERVICE/PHILANTHROPY DASHBOARD - JANUARY

VISITS

Year-To-Date Comparison

Legend: Locations, Catalog, Website

Data labels: 174,893; 205,666; 210,789; 207,806; 230,092; 245,975; 220,349; 204,061; 200,515; 205,553; 190,761; 124,924; 148,576; 266,859; 237,832; 221,448

*Catalog visits tracking began June 2008
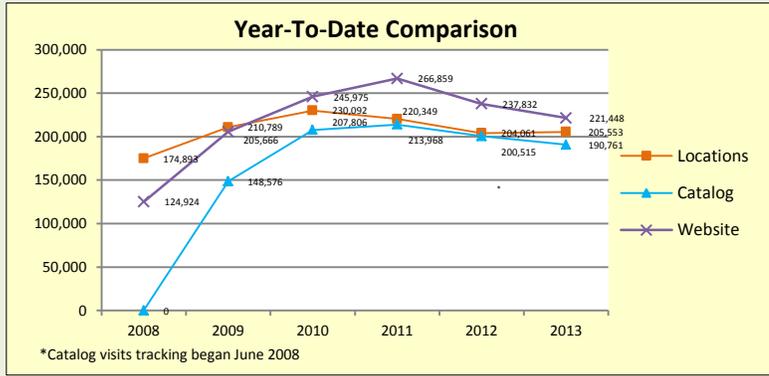
	January		
	2012	2013	% Change
Door Count	204,061	205,553	0.73%
Catalog	200,515	190,761	-4.86%
Website	237,832	221,448	-6.89%
Job & Business Portal	1,351	3,474	157.14%
Military Portal*	0	175	NA
Total	**643,759**	**621,411**	**-3.47%**

*Launched March 2012

CHECKOUTS

Year-To-Date Comparison

Legend: Total Checkouts

Data labels: 526,058; 586,607; 729,252; 718,172; 711,404; 657,427
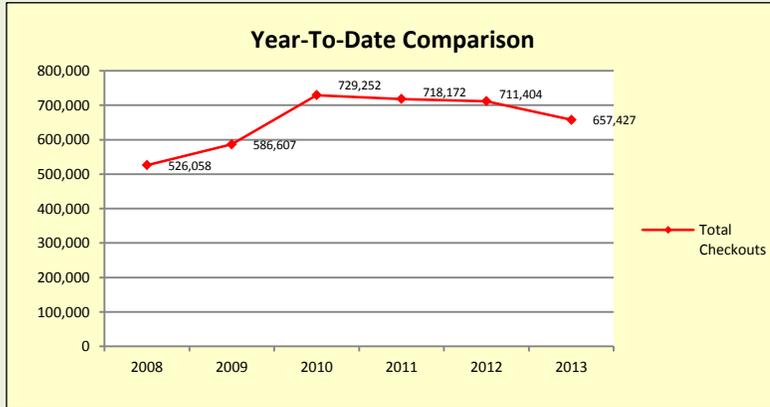
	January		
	2012	2013	% Change
Checkouts	664,830	604,378	-9.09%
eBook Downloads	46,574	53,049	13.90%
Total	**711,404**	**657,427**	**-7.59%**

CUSTOMERS

Year-To-Date Comparison

Legend: Active Cardholders

Data labels: 197,737; 217,314; 242,221; 248,779; 255,123; 254,010; 51,097; 48,776; 49,043; 45,322
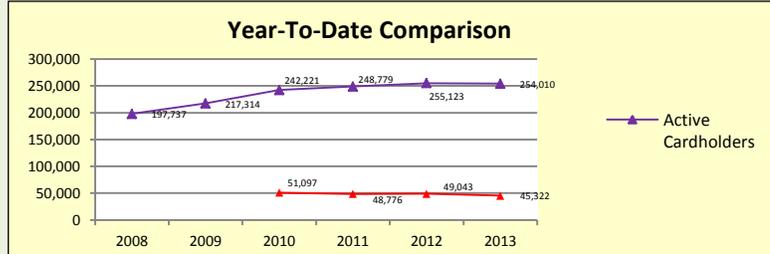
	January		
	2012	2013	% Change
Active Cardholders	255,123	254,010	-0.44%
New Cards	4,903	3,674	-25.07%
Checkout Transactions	105,085	101,522	-3.39%
Unique Users	49,043	45,322	-7.59%

PHILANTHROPY

Year-To-Date Comparison*

Legend: Total Donors

Data labels: 969 (2012); 1,024 (2013)

*Foundation Fiscal Year is July through June
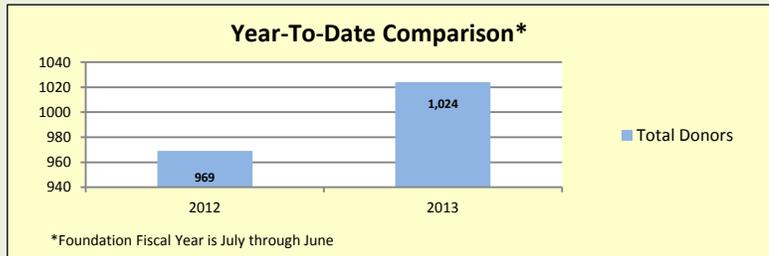
	January		
	2012	2013	% Change
Foundation Donors	103	77	-25.24%
New Foundation Donors	31	23	-25.81%
$ Raised by Foundation	$15,461	$91,865	494.17%
$ Provided by Friends	$0	$0	NA

BRANCH CLOSURES

2012		**2013**	
Snow Closures	1/17-1/23 (7 Days)	Key Center	1/1-2/3 (34 Days)
Bonney Lk	2/13-2/26 (13 Days)		
Graham	3/21-4/5 (15 Days)		
South Hill	4/9-5/6 (27 Days)		
Tillicum	7/3-8/5 (33 Days)		
Sumner	7/30-9/3 (35 Days)		
Summit	9/17-9/30 (13 Days)		
Steilacoom	10/17-11/14 (28 Days)		
Bookmobile Svc. Ended	11/11		
Key Center	11/14-12/31 (47 Days)		

Pierce County
Library System
Information & Imagination

Monthly Financial Reports
February 2013

Pierce County Library System
Statement of Financial Position
February 28, 2013
All Funds

	General Fund	Debt Service Fund	Capital Improvement Projects Fund
Assets			
Current Assets - Cash			
Cash	$ 1,485,093	$ 14	$ 344,263
Investments	$ 5,300,000	$ 83,459	$ 2,000,000
Total Cash	**$ 6,785,093**	**$ 83,473**	**$ 2,344,263**
Total Current Assets	**$ 6,785,093**	**$ 83,473**	**$ 2,344,263**
Liabilities and Fund Balance			
Current Liabilities			
Warrants Payable	$ 100,697	$ -	$ 10,842
Sales Tax Payable	$ 3,997	$ -	$ -
Payroll Taxes and Benefits Payable	$ 97,036	$ -	$ -
Total Current Liabilities	**$ 201,729**	**$ -**	**$ 10,842**
Fund Balance			
Reserve for Encumbrances	$ 501,726	$ -	$ 468,801
Net Excess (Deficit)	$ (2,825,068)	$ 29	$ (231,043)
Unreserved Fund Balance*	$ 8,906,707	$ 83,444	$ 2,095,664
Total Fund Balance	**$ 6,583,364**	**$ 83,473**	**$ 2,333,421**
Total Liabilities and Fund Balance	**$ 6,785,093**	**$ 83,473**	**$ 2,344,263**
Anticipated Property Tax Revenue	**$ 24,554,434**	**$ 39**	$ -

Pierce County Library System
Comparative Statement of Financial Position
General Fund - Current Month to Same Month Last year
(as of the listed date of the reported month)

	02/28/13	02/29/12
Assets		
Current Assets - Cash		
Cash	$ 1,485,093	$ 1,677,404
Investments	$ 5,300,000	$ 4,100,000
Total Cash	**$ 6,785,093**	**$ 5,777,404**
Total Current Assets	**$ 6,785,093**	**$ 5,777,404**
Liabilities and Fund Balance		
Current Liabilities		
Warrants Payable	$ 100,697	$ 358,212
Sales Tax Payable	$ 3,997	$ 2,689
Payroll Taxes and Benefits Payable	$ 97,036	$ 141,976
Total Current Liabilities	**$ 201,729**	**$ 502,876**
Fund Balance		
Reserve for Encumbrances	$ 501,726	$ 413,825
Net Excess (Deficit)	$ (2,825,068)	$ (3,753,586)
Unreserved Fund Balance	$ 8,906,707	$ 8,614,289
Total Fund Balance	**$ 6,583,364**	**$ 5,274,528**
Total Liabilities and Fund Balance	**$ 6,785,093**	**$ 5,777,404**
Anticipated Property Tax Revenue	**$ 24,554,434**	**$ 26,986,729**

PIERCE COUNTY LIBRARY SYSTEM
Interim Statement of Revenue and Expenditures
Year to Date through February 28, 2013
no pre-encumbrances

General Fund	2013 Budget	Year To Date	Encumbrances	Budget Balance	% of Budget
Revenue					
Property Tax/Investment Income & Other PC Revenue	$ 24,518,927	$ 504,461	$ -	$ 24,014,466	2%
Other Revenue	$ 905,000	$ 131,330	$ -	$ 773,670	15%
Total Revenue	**$ 25,423,927**	**$ 635,792**	**$ -**	**$ 24,788,135**	**3%**
Expenditures					
Personnel/Taxes and Benefits	18,544,997.00	$ 3,009,065	$ -	$ 15,535,932	16%
Materials	$ 3,297,075	$ 249,423	$ -	$ 3,047,652	8%
Maintenance and Operations	$ 3,089,520	$ 202,372	$ 501,726	$ 2,385,422	23%
Transfers Out	$ 492,335	$ -	$ -	$ 492,335	0%
Total Expenditures	**$ 25,423,927**	**$ 3,460,860**	**$ 501,726**	**$ 21,461,341**	**16%**
Excess/(Deficit)		$ (2,825,068)			
(less encumbrances)		(501,726)			
Net Excess (Deficit)		**$ (3,326,795)**			

Debt Service Fund	2013 Budget	Year To Date	Encumbrances	Budget Balance	% of Budget
Revenue					
Property Tax/Investment Income & Other PC Revenue	$ -	$ 29	$ -	$ (29)	0%
Other Revenue	$ -	$ -	$ -	$ -	0%
Total Revenue	**$ -**	**$ 29**	**$ -**	**$ (29)**	**0%**
Expenditures	$ -	$ -	$ -	$ -	0%
Excess/(Deficit)		**$ 29**			

Capital Improvement Projects Fund	2013 Budget	Year To Date	Encumbrances	Budget Balance	% of Budget
Revenue					
Use of Fund Balance	$ 1,139,665	$ -	$ -	$ 1,139,665	0%
Other Revenue	$ -	$ 373	$ -	$ (373)	0%
Transfers In	$ 492,335	$ -	$ -	$ 492,335	0%
Total Revenue	**$ 1,632,000**	**$ 373**	**$ -**	**$ 1,631,627**	**0%**
Expenditures					
Maintenance and Operations	$ 1,632,000	$ 231,417	$ 468,801	$ 931,782	43%
Total Expenditures	**$ 1,632,000**	**$ 231,417**	**$ 468,801**	**$ 931,782**	**43%**
Excess/(Deficit)		$ (231,043)			
(less encumbrances)		(468,801)			
Net Excess (Deficit)		**$ (699,845)**			

**Pierce County
Library System**

Information & Imagination

CUMULATIVE GENERAL FUND REVENUE AND EXPENDITURE
Including Cash Flow Projection
2013
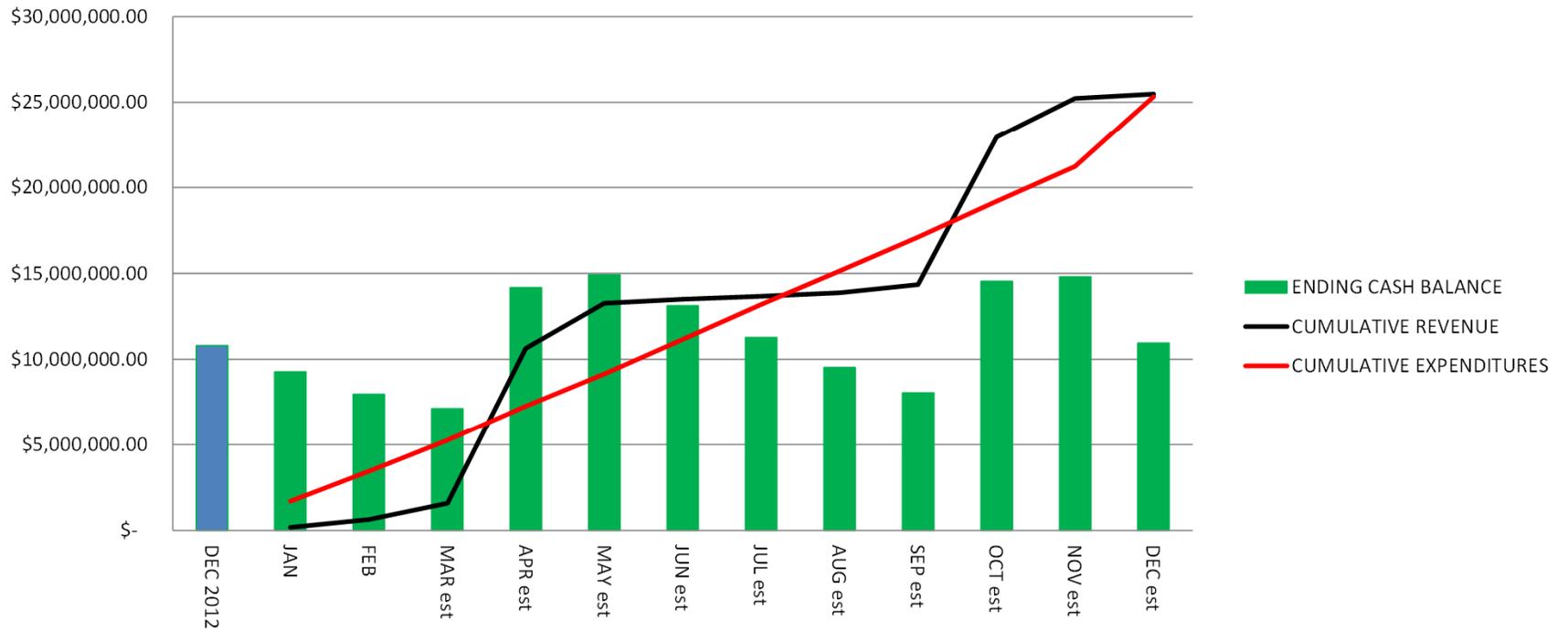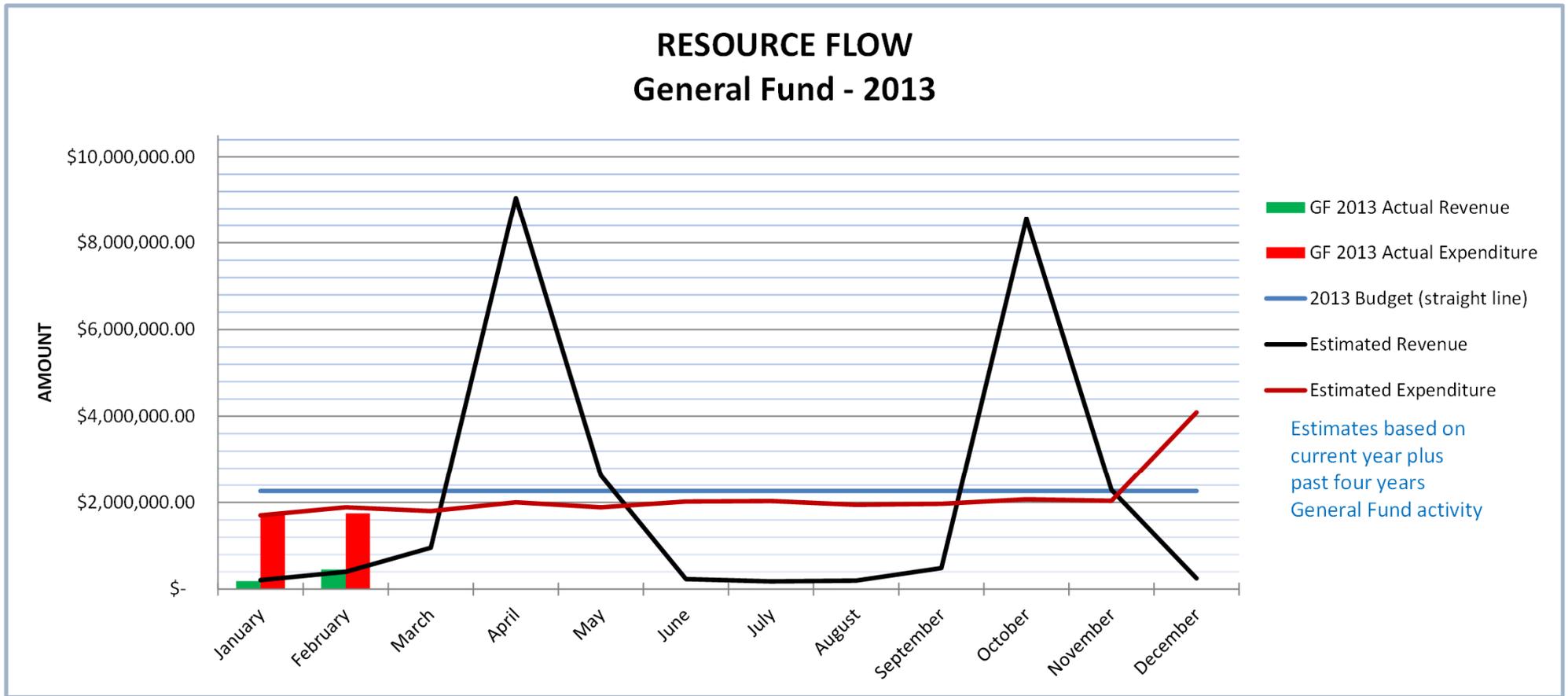
Legend:
- ENDING CASH BALANCE
- CUMULATIVE REVENUE
- CUMULATIVE EXPENDITURES

Pierce County
Library System
Information & Imagination

RESOURCE FLOW
General Fund - 2013

GF 2013 Actual Revenue

GF 2013 Actual Expenditure

2013 Budget (straight line)

Estimated Revenue

Estimated Expenditure

Estimates based on current year plus past four years General Fund activity

Printed on: 03/04/2013

Pierce County Library System
Board Report - Budget to Actual by Object
Report as of: 2/28/2013

Page 1 of 5

FUND: GENERAL FUND (01)

Object	2013 Budget	February Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
REVENUE ACCOUNTS						
29150 USE OF FUND BALANCE-BUDGET	807,172.00	0.00	0.00	0.00	807,172.00	0.0
31111 PROPERTY TAXES CURRENT	22,724,764.00	300,789.48	301,326.77	0.00	22,423,437.23	1.3
31112 PROPERTY TAXES DELINQUENT	908,991.00	71,083.44	193,273.58	0.00	715,717.42	21.3
31130 SALE OF TAX TITLE PROPERTY	3,000.00	0.00	0.00	0.00	3,000.00	0.0
31210 PRIVATE HARVEST TAX	50,000.00	0.00	0.00	0.00	50,000.00	0.0
31720 LEASEHOLD EXCISE TAX	15,000.00	5,157.38	5,157.38	0.00	9,842.62	34.4
TAXES:	**24,508,927.00**	**377,030.30**	**499,757.73**	**0.00**	**24,009,169.27**	**2.0**
33533 STATE FOREST FUNDS	0.00	704.03	1,865.53	0.00	(1,865.53)	0.0
33872 CONTRACTS FEES - CITIES	0.00	810.00	810.00	0.00	(810.00)	0.0
34160 COPIER FEES	25,000.00	2,321.86	4,025.64	0.00	20,974.36	16.1
34161 GRAPHICS SERVICES CHARGES	0.00	699.65	699.65	0.00	(699.65)	0.0
34162 PRINTER FEES	60,000.00	5,927.43	10,612.79	0.00	49,387.21	17.7
34730 INTERLIBRARY LOAN FEES	0.00	30.94	46.94	0.00	(46.94)	0.0
35970 LIBRARY FINES	615,000.00	47,288.07	90,737.00	0.00	524,263.00	14.8
36110 INVESTMENT INCOME	10,000.00	1,193.57	2,836.28	0.00	7,163.72	28.4
36111 INTEREST - STATE FOREST FUND	0.00	0.10	0.13	0.00	(0.13)	0.0
36190 OTHER INTEREST EARNINGS	0.00	0.59	1.16	0.00	(1.16)	0.0
36200 KEY PEN HLTH DEPT FACILITY REV	0.00	419.12	419.12	0.00	(419.12)	0.0
36700 FOUNDATION DONATIONS	150,000.00	0.00	0.00	0.00	150,000.00	0.0
36710 FRIENDS' DONATIONS	0.00	362.11	362.11	0.00	(362.11)	0.0
36720 FRIENDS' REIMBURSEMENTS	0.00	11,022.05	11,022.05	0.00	(11,022.05)	0.0
36725 DONATIONS - OTHER	0.00	489.28	701.62	0.00	(701.62)	0.0
36920 BOOK SALE REVENUE	20,000.00	6.00	2,322.15	0.00	17,677.85	11.6
36990 MISCELLANEOUS REVENUE	0.00	1,455.33	2,989.82	0.00	(2,989.82)	0.0
36991 PAYMENT FOR LOST MATERIALS	25,000.00	1,563.28	2,888.58	0.00	22,111.42	11.6
36994 UNCLAIMED PROPERTY	0.00	21.81	21.91	0.00	(21.91)	0.0
36995 COLLECTION AGENCY REVENUE	0.00	109.75	163.48	0.00	(163.48)	0.0
36996 JURY DUTY REIMBURSEMENT	0.00	40.00	80.00	0.00	(80.00)	0.0
36999 REBATES - PROCUREMENT CARD	10,000.00	0.00	0.00	0.00	10,000.00	0.0
CHARGES OTHER:	**915,000.00**	**74,464.97**	**132,605.96**	**0.00**	**782,394.04**	**14.5**
39510 SALE OF FIXED ASSETS	0.00	0.00	1.62	0.00	(1.62)	0.0
39520 INSURANCE RECOVERIES - CAPITAL ASSE	0.00	0.00	3,426.32	0.00	(3,426.32)	0.0
TOTAL FOR REVENUE ACCOUNTS	**25,423,927.00**	**451,495.27**	**635,791.63**	**0.00**	**24,788,135.37**	**2.5**
EXPENSE ACCOUNTS						
51100 SALARIES AND WAGES	13,681,285.00	1,087,755.04	2,186,810.20	0.00	11,494,474.80	16.0
51105 ADDITIONAL HOURS	230,600.00	21,338.57	39,107.28	0.00	191,492.72	17.0
51106 SHIFT DIFFERENTIAL	160,175.00	10,522.09	23,071.71	0.00	137,103.29	14.4
51107 SUBSTITUTE HOURS	299,600.00	26,409.21	57,268.71	0.00	242,331.29	19.1
51109 TUITION ASSISTANCE PROGRAM	3,000.00	1,410.35	1,410.35	0.00	1,589.65	47.0
51200 OVERTIME WAGES	7,500.00	91.14	775.89	0.00	6,724.11	10.3
51999 ADJ WAGE/SALARY TO MATCH PLAN	(435,903.00)	0.00	0.00	0.00	(435,903.00)	0.0
52001 INDUSTRIAL INSURANCE	167,861.00	14,155.56	26,465.64	0.00	141,395.36	15.8
52002 MEDICAL INSURANCE	2,139,809.00	120,378.75	308,649.22	0.00	1,831,159.78	14.4
52003 F.I.C.A.	1,094,384.00	86,255.78	173,578.64	0.00	920,805.36	15.9
52004 RETIREMENT	1,039,773.00	76,637.61	152,623.45	0.00	887,149.55	14.7
52005 DENTAL INSURANCE	227,556.00	16,747.68	33,663.86	0.00	193,892.14	14.8

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FUND: GENERAL FUND (01)

Object	2013 Budget	February Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
EXPENSE ACCOUNTS						
52006 OTHER BENEFIT	9,580.00	800.00	1,600.00	0.00	7,980.00	16.7
52010 LIFE AND DISABILITY INSURANCE	25,631.00	2,004.62	4,039.74	0.00	21,591.26	15.8
52020 UNEMPLOYMENT COMPENSATION	30,500.00	0.00	0.00	0.00	30,500.00	0.0
52200 UNIFORMS	1,300.00	0.00	0.00	0.00	1,300.00	0.0
52999 ADJ BENEFITS TO MATCH PLAN	(137,654.00)	0.00	0.00	0.00	(137,654.00)	0.0
PERSONNEL	**18,544,997.00**	**1,464,506.40**	**3,009,064.69**	**0.00**	**15,535,932.31**	**16.2**
53100 OFFICE/OPERATING SUPPLIES	152,300.00	4,522.13	10,863.07	15,784.62	125,652.31	17.5
53101 CUSTODIAL SUPPLIES	41,000.00	1,492.89	1,492.89	0.00	39,507.11	3.6
53102 MAINTENANCE SUPPLIES	40,000.00	1,047.83	1,271.12	197.45	38,531.43	3.7
53103 AUDIOVISUAL PROCESSING SUP	25,000.00	0.00	0.00	2,695.53	22,304.47	10.8
53104 BOOK PROCESSING SUPPLIES	20,000.00	65.09	65.09	0.00	19,934.91	0.3
53200 FUEL	58,000.00	0.00	0.00	0.00	58,000.00	0.0
53401 ADULT MATERIALS	847,684.00	50,762.93	68,394.69	0.00	779,289.31	8.1
53403 PERIODICALS	80,000.00	430.86	491.81	0.00	79,508.19	0.6
53405 JUVENILE BOOKS	496,458.00	30,075.71	42,199.63	0.00	454,258.37	8.5
53406 PROFESSIONAL COLLECTION	20,000.00	535.98	535.98	0.00	19,464.02	2.7
53407 INTERNATIONAL COLLECTION	76,000.00	727.01	1,932.23	0.00	74,067.77	2.5
53408 AUDIOVISUAL MATERIALS - ADULT	816,000.00	89,730.33	104,987.62	0.00	711,012.38	12.9
53409 AUDIOVISUAL MATERIALS - JUV	102,040.00	2,415.05	6,865.64	0.00	95,174.36	6.7
53411 ELECTRONIC INFO SOURCES	170,355.00	0.00	0.00	0.00	170,355.00	0.0
53412 REFERENCE SERIALS	36,414.00	181.07	181.07	0.00	36,232.93	0.5
53413 ELECTRONIC SERVICES	244,124.00	204.56	204.56	0.00	243,919.44	0.1
53414 ELECTRONIC COLLECTION	255,000.00	196.88	289.85	0.00	254,710.15	0.1
53464 VENDOR PROCESSING SERVICES	153,000.00	15,391.37	17,987.53	0.00	135,012.47	11.8
53490 COLLECTION PROJECTS	0.00	5,155.64	5,155.64	0.00	(5,155.64)	0.0
53499 GIFTS - MATERIALS	0.00	197.08	197.08	0.00	(197.08)	0.0
53500 MINOR EQUIPMENT	15,300.00	0.00	0.00	0.00	15,300.00	0.0
53501 FURNISHINGS	50,000.00	0.00	0.00	6,599.21	43,400.79	13.2
53502 IT HARDWARE	196,200.00	0.00	0.00	0.00	196,200.00	0.0
53503 PRINTERS	20,000.00	1,220.13	1,220.13	0.00	18,779.87	6.1
53505 SOFTWARE	33,500.00	1,585.00	1,585.00	0.00	31,915.00	4.7
54100 PROFESSIONAL SERVICES	251,500.00	18,743.10	27,650.92	37,403.41	186,445.67	25.9
54101 LEGAL SERVICES	30,000.00	1,428.40	6,428.40	0.00	23,571.60	21.4
54102 COLLECTION AGENCY	33,400.00	2,199.54	2,199.54	0.00	31,200.46	6.6
54161 RESOURCE SHARING SERVICES	25,000.00	0.00	25.00	0.00	24,975.00	0.1
54162 BIBLIOGRAPHICS SERVICES	40,000.00	0.00	0.00	0.00	40,000.00	0.0
54163 PRINTING AND BINDING	2,000.00	0.00	0.00	0.00	2,000.00	0.0
54165 ILL LOST ITEM CHARGE	3,000.00	0.00	96.93	0.00	2,903.07	3.2
54200 POSTAGE	42,000.00	0.00	6.00	0.00	41,994.00	0.0
54201 TELEPHONE/DATA LINES	161,300.00	2,299.46	2,299.46	0.00	159,000.54	1.4
54300 TRAVEL	28,600.00	1,040.72	1,806.27	0.00	26,793.73	6.3
54301 MILEAGE REIMBURSEMENTS	31,050.00	3,553.98	3,645.76	0.00	27,404.24	11.7
54400 ADVERTISING	28,920.00	456.75	456.75	0.00	28,463.25	1.6
54501 RENTALS/LEASES - BUILDINGS	195,300.00	318.00	14,032.24	118,412.15	62,855.61	67.8
54502 RENTAL/LEASE - EQUIPMENT	27,800.00	2,674.37	4,743.55	25,388.53	(2,332.08)	108.4
54600 INSURANCE	189,500.00	0.00	720.00	0.00	188,780.00	0.4
54700 ELECTRICITY	229,000.00	21,595.62	23,437.09	0.00	205,562.91	10.2

FUND: GENERAL FUND (01)

Object	2013 Budget	February Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
EXPENSE ACCOUNTS						
54701 NATURAL GAS	17,500.00	528.11	528.11	0.00	16,971.89	3.0
54702 WATER	24,500.00	1,228.45	1,228.45	0.00	23,271.55	5.0
54703 SEWER	21,000.00	113.92	113.92	0.00	20,886.08	0.5
54704 REFUSE	22,500.00	205.56	366.09	0.00	22,133.91	1.6
54800 GENERAL REPAIRS/MAINTENANCE	204,300.00	6,516.70	12,007.53	7,818.56	184,473.91	9.7
54801 CONTRACTED MAINTENANCE	659,200.00	10,840.92	57,295.14	279,204.89	322,699.97	51.0
54803 MAINT. TELECOM EQUIPMENT	35,000.00	0.00	21,031.67	0.00	13,968.33	60.1
54900 REGISTRATIONS	21,700.00	284.65	334.65	0.00	21,365.35	1.5
54901 DUES AND MEMBERSHIPS	31,200.00	1,320.00	1,895.00	753.00	28,552.00	8.5
54902 TAXES AND ASSESSMENTS	30,500.00	1.48	1.48	0.00	30,498.52	0.0
54903 LICENSES AND FEES	36,550.00	1,918.04	3,416.40	0.00	33,133.60	9.3
54904 MISCELLANEOUS	900.00	89.94	108.44	0.00	791.56	12.0
55100 INTERGOVERMENTAL	15,000.00	0.00	0.00	0.00	15,000.00	0.0
56200 BUILDINGS & BLDG IMPROVEMENTS	0.00	0.00	0.00	7,468.74	(7,468.74)	0.0
59700 TRANSFERS OUT	492,335.00	0.00	0.00	0.00	492,335.00	0.0
ALL OTHER EXPENSES	**6,878,930.00**	**283,295.25**	**451,795.42**	**501,726.09**	**5,925,408.49**	**13.9**
TOTAL FOR EXPENSE ACCOUNTS	**25,423,927.00**	**1,747,801.65**	**3,460,860.11**	**501,726.09**	**21,461,340.80**	**15.6**
NET SURPLUS / DEFICIT	**0.00**	**(1,296,306.38)**	**(2,825,068.48)**	**(501,726.09)**	**3,326,794.57**	**0.0**

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FUND: DEBT SERVICE FUND (20)

Object	2013 Budget	February Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
REVENUE ACCOUNTS						
31112 PROPERTY TAXES DELINQUENT	0.00	0.01	0.02	0.00	(0.02)	0.0
TAXES:	**0.00**	**0.01**	**0.02**	**0.00**	**(0.02)**	**0.0**
36110 INVESTMENT INCOME	0.00	13.75	29.09	0.00	(29.09)	0.0
CHARGES OTHER:	**0.00**	**13.75**	**29.09**	**0.00**	**(29.09)**	**0.0**
TOTAL FOR REVENUE ACCOUNTS	**0.00**	**13.76**	**29.11**	**0.00**	**(29.11)**	**0.0**
NET SURPLUS / DEFICIT	**0.00**	**13.76**	**29.11**	**0.00**	**(29.11)**	**0.0**

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FUND: CAPITAL IMPROVEMENT PROJECTS FUND (30)

Object	2013 Budget	February Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
REVENUE ACCOUNTS						
29150 USE OF FUND BALANCE-BUDGET	1,139,665.00	0.00	0.00	0.00	1,139,665.00	0.0
36110 INVESTMENT INCOME	0.00	180.27	373.42	0.00	(373.42)	0.0
CHARGES OTHER:	**1,139,665.00**	**180.27**	**373.42**	**0.00**	**1,139,291.58**	**0.0**
39700 TRANSFERS IN	492,335.00	0.00	0.00	0.00	492,335.00	0.0
TOTAL FOR REVENUE ACCOUNTS	**1,632,000.00**	**180.27**	**373.42**	**0.00**	**1,631,626.58**	**0.0**
EXPENSE ACCOUNTS						
53501 FURNISHINGS	0.00	13,370.78	16,923.33	4,324.96	(21,248.29)	0.0
53502 PC HARDWARE	0.00	20,303.68	20,303.68	0.00	(20,303.68)	0.0
54100 PROFESSIONAL SERVICES	0.00	0.00	0.00	35,162.07	(35,162.07)	0.0
54800 GENERAL REPAIRS/MAINTENANCE	10,000.00	0.00	0.00	0.00	10,000.00	0.0
54912 CONTINGENCY/RESERVE	48,000.00	0.00	0.00	0.00	48,000.00	0.0
56200 BUILDINGS & BLDG IMPROVEMENTS	304,000.00	110,583.42	110,583.42	283,505.64	(90,089.06)	129.6
56201 CONSTRUCTION	0.00	5,301.21	53,437.21	47,668.82	(101,106.03)	0.0
56202 ELECTRICAL	0.00	5,819.05	5,819.05	30,001.63	(35,820.68)	0.0
56203 FLOORING	0.00	0.00	24,350.15	0.00	(24,350.15)	0.0
56205 ROOFING	180,000.00	0.00	0.00	0.00	180,000.00	0.0
56400 MACHINERY & EQUIPMENT	0.00	0.00	0.00	40,022.35	(40,022.35)	0.0
56401 VEHICLES	160,000.00	0.00	0.00	0.00	160,000.00	0.0
56402 HVAC	930,000.00	0.00	0.00	28,115.80	901,884.20	3.0
TOTAL FOR EXPENSE ACCOUNTS	**1,632,000.00**	**155,378.14**	**231,416.84**	**468,801.27**	**931,781.89**	**42.9**
NET SURPLUS / DEFICIT	**0.00**	**(155,197.87)**	**(231,043.42)**	**(468,801.27)**	**699,844.69**	**0.0**

MEMO

Pierce County
Library System

Information & Imagination

Date: March 4, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Sally Porter Smith

Subject: Key Center Library Open House, February 16, 2013

Key Center Library welcomed over 400 community members back to the library with music, magic, block play, refreshments and demonstrations showing how to use the new Afterschool Edge learning computer for children and Movie Tower unit. Many customers picked up their holds and used self-checkout stations for the first time. 657 items were circulated, including 180 movies dispensed. It was a day of celebration for the community and the library.

M E M O

Date: February 20, 2013

To: Linda Ishem and members of the Board of Trustees

From: Mary Getchell, Marketing & Community Relations Director

Subject: National Medal for Museum and Library Service Finalist

The Institute of Museum and Library Services (IMLS) selected Pierce County Library System as a finalist for the National Medal for Museum and Library Service! The prestigious National Medal is the nation's highest honor recognizing museums and libraries for service to the community and celebrates institutions that make a difference for individuals, families, and communities. IMLS selected Pierce County Library for its extraordinary and innovative approaches to public service and community support and involvement. IMLS announced the winners with a nationwide and statewide news release on February 14 (attached).

To further celebrate and acknowledge the outstanding contributions of all of the finalists, for the first time IMLS would like to shine the spotlight on the finalists, before announcing the winners this spring. Now through late April, IMLS is encouraging community members to share their story on IMLS's Facebook page, www.facebook.com/USIMLS. IMLS would like people to share how Pierce County Library has made a difference in their lives or simply what they like about Pierce County Library.

IMLS is hopeful that people from all 33 communities will share their stories on their Facebook during the next couple of months. During that time each of the finalists has a day dedicated to their organization that will be featured on IMLS's Facebook. Pierce County Library's day is Wednesday, March 20. I have provided IMLS with photos, video, testimonials, and fun facts to feature on their Facebook page on March 20.

To help support and facilitate individuals throughout Pierce County to share their story, the Library's Marketing & Community Relations Department is conducting and coordinating a plethora of activities including: home page ad on our website; web page; National Medal Award finalist buttons in the signature block of staff emails; listserv message; e-newsletter article; social media on Facebook and Twitter; whiteboard messages in libraries; posters in all buildings; encourage staff to share with friends and library customers to share their story on IMLS's Facebook page; and other activities.

Institute of Museum and Library Services Announces
2013 National Medal for Museum and Library Service Finalists
Visit IMLS Facebook Page and Share Your Story

WASHINGTON (February 14, 2013) – The Institute of Museum and Library Services today announced 33 finalists for the National Medal for Museum and Library Service. The National Medal is the nation's highest honor conferred on museums and libraries for service to the community and celebrates institutions that make a difference for individuals, families, and communities.

"Museums and libraries are gathering places that provide invaluable services to their visitors. This year's finalists exemplify the positive impact these institutions make," said Susan Hildreth, director of the Institute of Museum and Library Services. "People of all ages seek out these institutions for opportunities to advance their education, to learn new skills for the 21st century, for cultural connections, and for civic engagement. From an urban art museum to a small town local library, these finalists provide communities a safe space in which to learn, imagine, and dream."

IMLS is encouraging those who have visited finalist libraries and museums to share their story on the IMLS Facebook page, www.facebook.com/USIMLS. Visit the IMLS Facebook page to learn more about how these institutions make an impact.

The 2013 finalists of the National Medal for Museum and Library Service are:

Libraries
- Bell Whittington Public Library (Portland, Texas)
- California Digital Library, University of California (Oakland, Calif.)
- Chesterfield County Public Library (Chesterfield County, Va.)
- Cuyahoga County Public Library (Cuyahoga County, Ohio)
- Hartford Public Library (Hartford, Conn.)
- Jefferson County Public Library (Lakewood, Colo.)
- King County Library System (Issaquah, Wash.)
- Marshalltown Public Library (Marshalltown, Iowa)
- Omaha Public Library (Omaha, Neb.)
- Pierce County Library System (Tacoma, Wash.)
- The Public Library of Cincinnati and Hamilton County (Cincinnati, Ohio)
- Rancho Cucamonga Public Library (Rancho Cucamonga, Calif.)
- Santa Ana Public Library (Santa Ana, Calif.)
- Terrebonne Parish Library System (Houma, La.)
- Waukegan Public Library (Waukegan, Ill.)
- Williamsburg Regional Library (Williamsburg, Va.)

Museums

- Amazement Square (Lynchburg, Va.)
- Amon Carter Museum of American Art (Fort Worth, Texas)
- Boston Children's Museum (Boston, Mass.)
- Columbus Museum of Art (Columbus, Ohio)
- Delta Blues Museum (Clarksdale, Miss.)
- Discovery Science Center (Santa Ana, Calif.)
- Minnesota Children's Museum (St. Paul, Minn.)
- Museum of Discovery (Little Rock, Ark.)
- National Czech & Slovak Museum & Library (Cedar Rapids, Iowa)
- New-York Historical Society (New York, N.Y.)
- North Carolina Museum of Natural Sciences (Raleigh, N.C.)
- Omaha Children's Museum (Omaha, Neb.)
- Phipps Conservatory and Botanical Gardens (Pittsburgh, Pa.)
- Virginia Aquarium & Marine Science Center (Virginia Beach, Va.)
- Wadsworth Atheneum Museum of Art (Hartford, Conn.)
- The Walters Art Museum (Baltimore, Md.)
- Yale Peabody Museum of Natural History (New Haven, Conn.)

In late April, IMLS will announce ten winners of the National Medal for Museum and Library Service. In addition to a $5,000 award, medal winners will participate in an awards ceremony in Washington, D.C., and receive a visit from StoryCorps, a national nonprofit organization dedicated to recording, preserving, and sharing the stories of Americans.

To *Share Your Story*, please visit www.facebook.com/USIMLS. To learn more about the 2013 National Medal finalists, visit www.imls.gov/medals.

About the Institute of Museum and Library Services
The Institute of Museum and Library Services is the primary source of federal support for the nation's 123,000 libraries and 17,500 museums. Our mission is to inspire libraries and museums to advance innovation, lifelong learning, and cultural and civic engagement. Our grant making, policy development, and research help libraries and museums deliver valuable services that make it possible for communities and individuals to thrive. To learn more, visit http://www.imls.gov and follow us on Facebook and Twitter.

# # #

MEDIA CONTACT: Kristin Drouin
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Institute of Museum and Library Services Announces Two Washington Finalists for the 2013 National Medal for Museum and Library Service
Visit IMLS Facebook Page and Share Your Story

WASHINGTON (February 14, 2013) – The Institute of Museum and Library Services today announced King County Library System of Issaquah and Pierce County Library System of Tacoma as National Medal for Museum and Library Service finalists. The National Medal is the nation's highest honor conferred on museums and libraries for service to the community and celebrates institutions that make a difference for individuals, families, and communities.

Medal finalists are selected from nationwide nominations of institutions that demonstrate innovative approaches to public service, exceeding the expected levels of community outreach. This year's finalists exemplify the nation's great diversity of libraries and museums and include an aquarium and marine science center, conservatory and botanical gardens, county library systems, individual libraries, children's museums, an art museum, science centers, and more, hailing from across the country.

"Museums and libraries serve as community gathering places and centers for lifelong learning, and we are very proud to announce King County Library System and Pierce County Library System as finalists for the 2013 National Medal," said Susan Hildreth, director of the Institute of Museum and Library Services. "This year's finalists exemplify the many wonderful ways museums and libraries can respond to the needs and wants of the communities they serve."

Finalists are chosen because of their significant and exceptional contributions to their communities. IMLS is encouraging community members who have visited the two finalist institutions to share their story on the IMLS Facebook page, www.facebook.com/USIMLS. Visit the IMLS Facebook page to learn more about how these institutions make an impact. National Medal for Museum and Library Service winners will be announced this spring.

To *Share Your Story*, please visit www.facebook.com/USIMLS. To learn more about the 2013 National Medal finalists, visit www.imls.gov/medals.

About the Institute of Museum and Library Services
The Institute of Museum and Library Services is the primary source of federal support for the nation's 123,000 libraries and 17,500 museums. Our mission is to inspire libraries and museums to advance innovation, lifelong learning, and cultural and civic engagement. Our grant making, policy development, and research help libraries and museums deliver valuable services that make it possible for communities and individuals to thrive. To learn more, visit http://www.imls.gov and follow us on Facebook and Twitter.

# # #

M E M O

Date: March 4, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Mary Getchell, Marketing & Community Relations Director

Subject: Pierce County READS 2013

In five days, following the March 13, 2013 Board of Trustees meeting, Pierce County Library System and The News Tribune will launch Pierce County READS 2013! Learning from and building upon Pierce County READS 2008–2012's community one book programs, Pierce County Library is offering its sixth program, which will run March 18–May 17, 2013. The program is premised on everybody in the county reading copies of the same book, at the same time, sharing and discussing the book, and coming together as a community. The concept is for adults to read, talk, debate, share, and learn. The goal is for thousands of residents to come together, share an activity, and strengthen their community.

Pierce County Library and The News Tribune present Pierce County READS. For the sixth year, Pierce County Library Foundation has established KeyBank Foundation as the major corporate sponsor. In addition, the Library is working with 20 community partners to reach individuals throughout the county to gain their involvement and engagement in this community event.

Ideally The News Tribune will announce the selected 2013 Pierce County READS book, a New York Times best seller by a nationally known, prize-winning author. In conjunction with the news article, the Library and its community partners will conduct communications activities to promote the program and engage individuals including: website pages, social media, displays in libraries and at community partner locations, advertisements, printed products, proclamations by local governments, food drive with community partner Emergency Food Network, and more.

The Library's Pierce County READS team, of Lisa Bitney, Greg Dyer, Rose Jetter, Lourie Kelly Tami Masenhimer, Jaime Prothro, and me, has been working with community partners and staff liaisons in each library location to share information about the program in businesses and organizations throughout the county.

Pierce County READS will be a focused nine-week period when the Library and The News Tribune will invite people throughout the county to read the selected book, participate in free events, and join with groups to discuss the book. This year we have a number of featured events involving authors, The News Tribune, and community partner The Tacoma Art Museum. Also, people may enter drawings to win signed copies of the book in all 18 libraries plus our online library. The free author event is Friday, May 17, 7 p.m. at event sponsor McGavick Conference Center @ Clover Park Technical College.

Attached is the communications plan which outlines messages and tactics, without announcing the selected book. Stay tuned for the public announcement March 17th/18th!

Pierce County Library System's Pierce County READS 2013 Communications Plan
March 4, 2013

Introduction

Learning from activities and building upon successes in Pierce County READS 2008–2012's community one book programs, Pierce County Library System is offering a sixth annual program, which will run March 18-May 17, 2013. The program is premised on everybody in the county reading copies of the same book, at the same time, sharing and discussing the book, and coming together as a community. The concept is for adults to read, talk, debate, share, and learn. The goal is for residents to come together, share an activity, and strengthen their community.

To further Pierce County Library's commitment to provide and encourage reading opportunities for all, the Library will present its sixth community reads program—Pierce County READS— with the program's co-presenter, The News Tribune. Pierce County READS will be a focused 9-week period when the Library and The News Tribune will invite people throughout the county to read the selected book, participate in free events, join with groups to discuss the book, and attend a free event and meet the major author of the selected book.

For the sixth year, KeyBank is the major corporate sponsor of Pierce County READS. Also, the Library is working with 20 community partners to get people involved and engaged with Pierce County READS.

Goals

- Provide and encourage reading opportunities for adults.

- Foster and strengthen community involvement and unity through a shared reading activity.

- Get as many people at one time reading, talking, debating, sharing, and enjoying the same book, at the same time.

- Encourage people to visit Pierce County Libraries and check out the Library's materials, as well as those of its community partners, such as libraries and bookstores.

Target Audiences/Participants

Anticipated participation

- Adults, with an interest in reading and/or community unity.
- College and high school students.

Co-Presenter

The News Tribune

Major Corporate Sponsor

KeyBank

Community Partners

- Associated Ministries
- Barnes & Noble
- Clover Park Technical College
- Emergency Food Network
- Garfield Book Company
- The Greater Tacoma Community Foundation
- Joint Base Lewis McChord Libraries
- King's Books
- Lakewood Arts Commission
- Lakewood Historical Society and History Museum
- Mostly Books
- Pacific Lutheran University
- Pierce College Puyallup
- Pierce College Fort Steilacoom
- Pierce County Library Foundation and donors
- Pierce County Library Friends' organizations
- Puyallup Public Library
- Roy Public Library
- Sumner Arts Commission
- Tacoma Art Museum
- University of Puget Sound

Other Key Audiences

- News media
- Local governments in service area
- Community leadership organizations
- Book clubs

Involved and Interested Individuals and Organizations

- Board of Trustees
- Library staff

Key Messages

Introduction and Sponsorship

1. Pierce County Library System and The News Tribune present Pierce County READS, sponsored by KeyBank.

2. Pierce County READS will run Monday, March 18, through Friday, May 17, 2013.

3. Twenty public and private organizations are partners with Pierce County READS.

4. This is a community involvement program where everybody in one place, at one time, reads, talks about, debates, shares and enjoys copies of the same book.

5. Community reads programs have been very successful in cities, counties and states throughout the U.S. Pierce County Library and The News Tribune launched their first countywide community one book program in 2008, with thousands of people participating. The programs continue to garner public enthusiasm and participation.

6. Ideally, Pierce County READS should result in thousands of residents reading, discussing, debating, and enjoying copies of the same book, and coming together as a community. Join with your community and be a part of Pierce County READS!

Purpose and Content

1. Through Pierce County READS, the Library strives to foster and strengthen community involvement and unity through a shared reading activity.

2. Pierce County READS furthers Pierce County Library's commitment to provide and encourage reading opportunities for all.

3. Pierce County READS will be a focused 9-week period when the Library and The News Tribune will invite people throughout the county to read the selected book, participate in free events, and join with groups to discuss the book. Then, attend a free event and meet the major author of the selected book on Friday, May 17, 2013.

Community Partnerships

1. Community partners include: Associated Ministries, Barnes & Noble, Clover Park Technical College, Emergency Food Network, Garfield Book Company, The Greater Tacoma Community Foundation, Joint Base Lewis McChord Libraries, King's Books, Lakewood Arts Commission, Lakewood Historical Society and History Museum, Mostly Books, Pacific Lutheran University, Pierce College Puyallup, Pierce College Fort Steilacoom, Puyallup Public Library, Roy Public Library, Sumner Arts Commission, Tacoma Art Museum, and University of Puget Sound.

2. Pierce County Library managers are meeting with the council governments of the 15 cities and towns that are annexed to Pierce County Library for services and Pierce County Council to seek their support of Pierce County READS by proclaiming March 18-May 17, 2013 Pierce County READS. The cities of Puyallup and Roy may also sign proclamations.

3. Also, the Library is asking community service organizations to promote Pierce County READS within their membership and communities.

4. The Library is working with other organizations and asking them to promote Pierce County READS through publicizing the event with posters and reader boards.

2013 Book

The Library used the following criteria to select the book:

- Broad appeal to a wide audience, having earned recognition as a New York Times best seller.
- Available in multiple formats, such as paperback and e-book.
- Written by a well-known living author and a good speaker.
- Many topics for discussion that people can talk about with relevant and meaningful characters and themes.
- Presents themes and issues that can be enhanced in community events and activities.

READS 2013 Events and Author Event

1. During Pierce County READS, the Library, The News Tribune, KeyBank and numerous community partners invite people throughout the county to read the selected New York Times best seller, participate in free events, join with groups to discuss the book, and attend a free event and meet Pierce County READS 2013 author Paula McLain at McGavick Conference Center @ Clover Park Technical College, 4500 Steilacoom Blvd. SW, Lakewood, Friday, May 17, 2013, 7 p.m. She will speak and sign books.

2. All 18 Pierce County Libraries and some community partners will offer 40 free events.

3. In addition to the many hands-on activities, Pierce County READS will feature two additional authors: one at University Place Pierce County Library, Thursday, May 16, 7 p.m. and another at the Arts and Allied Health Building, Pierce College Puyallup, Friday, May 17, 12 p.m.

4. Other special events include: hearing from a News Tribune reporter at University Place Library, Thursday, April 11, 7 p.m., and talking an author and professor at King's Books, Thursday, May 2, 7 p.m.

5. The featured book will be on sale at the author event.

Activities and Tactics

Pierce County Library, TNT, KeyBank, and Clover Park Technical College logos will appear on Web page, posters, event brochure, author event materials, print advertisements, express checkout terminal screenshots, mouse pad inserts, and author event banner. PCLS-TNT: co-presenters, KeyBank: sponsor; Clover Park Technical College: event sponsor. Community partners' names appear on Web page, posters, event brochure, some print ads, and author event banner.

Some community partners will also conduct activities and promotions specific to Pierce County READS.

Project
Giveaway at book discussions/events/donor reception—relating to book. 200 for donor reception, 2,000 to libraries for distribution at book discussions/events. Leftovers distributed at author event.
Develop four print advertisements—full color and three online ads for TNT TNT may do standalone ads.
Online book lists and book reviews
Event brochures w/all branch addresses (PPL and Roy, too) and all events listed.
Beyond the Book online--make interactive on Web page—run as Q&A or blog—so answers to questions may be shared.
Pierce County READS Liaisons Liaisons: Identify reader boards in their community and contact businesses and organizations to post READS messages. Static reader boards. Language: "Read with Pierce County Library" OR "Pierce County READS" OR "Are you reading with Pierce County Library?"

Advocate for READS in your libraries and communities. Brainstorm with staff how staff can get involved. Encourage staff to distribute flyers/posters at their favorite retail store, coffee shop, restaurant, etc.

Keep staff informed of READS activities and work with staff to present an enthusiastic public presence.

Work with staff, Friends, etc., to get posters and brochures into community places. Conduct guerrilla marketing.

Posters—table top (19) and standup (21—for each of the 9 libraries w/standup

Posters: 5x7 and 8x10—library, liaison, and community partner distribution

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Mouse pad insert design and insert into computer mouse pads in branches

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Work with TNT for an article announcing PC READS

Materials for public drawings for copies of book

Proclamation to cities/towns/county.

Mostly Books 20% discount flyer

Sponsorship Banner at author event
Main:
PCLS/PCLF logo
The News Tribune logo
KeyBank logo
Clover Park Technical logo

Listing all community partners, cities/towns/Pierce County with involvement/proclamations

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Partnership/potential interested parties newsletter articles, city newsletters, chamber of commerce, other community partners

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Author donor reception and event invitation for donors and community partners.

PC READS Buttons

Web page. Page to include:
Overview of PC READS
Announcement of PC READS
Messages in communications plan—re: selection, author, etc.
Listing of events
Info about author event
Booklist w/links to books—book review opportunity w/star ratings
Listing and logo of KeyBank Foundation—sponsor, TNT—co-presenter
List of community partners
Online readers guide (interactive Q&A format; may be in blog format)
Include links to Hemingway sites

Pierce County READS banners for buildings

Electronic/static reader boards. Language: "Read with Pierce County Library" OR "Pierce County READS" OR "Are you reading with Pierce County Library?"

Develop a screen shot for Pierce County READS on all Express Checkout terminals.

Signatures Pierce County READS on staff emails

Secure volunteer photographer for one event; photograph author event

e-newsletter article

Flyer template for library events not planned in time for main events brochure and for four key theme types of events

Bookplates for donor reception, drawing book giveaway, and extras for author event (70)

Listserv messages

Location listserv messages

News releases—launch, author event, results

Tweet about program and individual programs. Solicit interaction, feedback via posting inquiring questions.

Post Facebook messages about program and individual programs. Encourage participation.

Presentation at Foundation Board Meeting Bring posters, event brochures to Foundation board for their distribution.
Branches/bookstores: create displays with selected book and promotional materials and associated books.
Displays to include boxes and signs for food drive with Emergency Food Network. Each branch, PAC, and main author event. PPL and ROY may participate, too.
Present PC READS to community organizations: rotaries, etc. Take program brochure. Use the messages in this communications plans in talks.
Event script
Plan author event. The News Tribune to welcome people to Pierce County READS. Pierce County Library to introduce author.
Author event program
Thank you note to author
Thank you note to partners/sponsors

Evaluation

- Successfully implemented communications plan: developed and distributed marketing tools; received media coverage; participation in events and book discussion groups; developed partnerships.
- At least the same numbers of people visiting locations and website as READS' 2012 timeframe.
- Number of READS' materials checked out. Goal: 4,000 checkouts.
- Number of people attending author event. Goal: 700.

M E M O

Date: February 19, 2013

To: Linda Ishem and members of the Board of Trustees

From: Mary Getchell, Marketing & Community Relations Director

Subject: Media Coverage and Social Media Activity 2012

2012 marked another record year for earned media coverage and social media activity for Pierce County Library System. In alignment with the Library System's balanced scorecard and Marketing & Community Relations Department's mission to increase and enhance public awareness and library use by consistently and effectively positioning the Library to be the community's choice, media relations and social media continue to be significant initiatives and strategies. The Library's Marketing & Community Relations Department uses a mix of mass and social media to inform and engage the public.

As the Library System has achieved in the past several years, 2012 marked another annual increase in overall media coverage. Highlights of the coverage included noteworthy activities such as Pierce County READS, changes in bookmobile service, the Library's 2013 budget, and the e-book Scrooge campaign.

Media Coverage Verified 2011		**Media Coverage Verified 2012**	
Total articles:	426	**Total articles:**	**514; 21% increase**
Total calendar clips:	3,079	**Total calendar clips:**	**4,137; 34% increase**
Total clips:	3,505	**Total clips:**	**4,651; 32% increase**

2012 showed more and more people interacting online with Pierce County Library. Marketing our Facebook page showed good results. In December 2012 we conducted focused marketing, using a variety of techniques to grow Facebook likes. In all 110 new people liked our Facebook page in December 2012, the highest growth month since launching our Facebook page in 2010.

Social Media Activity 2011		**Social Media Activity 2012**	
Facebook likes:	1, 528	**Facebook likes:**	**2,218; 45% increase**
Posts:	133	**Posts:**	**386; 191% increase**
Comments on posts:	359	**Comments on posts:**	**393; 9% increase**
Twitter followers:	1,312	**Twitter followers:**	**1,621; 24% increase**

The Library's social media team includes: Steve Campion, David Durante, Meredith Hale, Jami Schwarzwalder, Andrew Schulz, Kit Thompson, and me. Kit does the majority of the posts, with Steve providing valuable social media knowledge.

M E M O

Date: March 4, 2013

To: Chair Linda Ishem and Members of the Board of Trustees

From: Clifford Jo, Finance & Business Director

Dale Hough, Finance Manager

Subject: Purchase Card results—2012 Q4

Dale and I want to inform the Board on the rebate results of using procurement cards, specifically US Bank Visa. This program is similar to "cash back" programs provided by consumer credit card companies. Attached is 2012 fourth quarter results. Of the 275 public agencies that used US Bank Visa rebate-eligible cards, Pierce County Library placed 18th in Washington State. We made payments of over $934,000 in 2012 fourth quarter and have received back $10,304.94 in revenue, which was applied last month to the "Rebates – Procurement Card" line item (you can see this in the Financial Report included in this Board packet).

As a comparison, our revenue from investing available cash reserves for all of 2012 is recorded at $10,393.10 (it used to be in the low six figures before the recession began).

Dale works very hard to work with vendors to accept payments via our US Bank Visa. To that end, we have paid major PC purchases, telecom services, utility bills, attorney fees, capital projects, and other service or equipment purchases using the rebate card... it all adds up. It is especially helpful during times of historically low investment rates.

03907 Purchasing Card Rebate

Agent Name	2012 Q4 Volume	2012 Q4 Ave File Turn	2012 Q4 Volume Rebate	2012 Q4 Turn Rebate	2012 Q4 Carry Over	2012 Q4 Agency Rebate
Washington State Department of Transportation	12,018,772.72	14	95,308.87	55,286.35	-	150,595.22
King County [Washington]	8,007,941.05	21	63,502.97	31,230.97	-	94,733.94
Washington Department of Social & Health Services	5,115,407.59	30	40,565.18	15,346.22	-	55,911.41
Tacoma (City of)	4,107,349.62	13	32,571.28	19,304.54	-	51,875.83
Washington Department of General Administration	2,451,708.73	12	19,442.05	11,768.20	-	31,210.25
Washington State Department of Corrections	2,586,750.07	22	20,512.93	9,829.65	-	30,342.58
Tacoma School District No. 10	2,782,125.91	32	22,062.26	7,789.95	-	29,852.21
Washington Military Department	2,396,570.01	15	19,004.80	10,784.57	-	29,789.37
Washington Department of Fish and Wildlife	1,915,792.38	21	15,192.23	7,471.59	-	22,663.82
Olympia School District No. 111	1,511,709.42	19	11,987.86	6,198.01	-	18,185.86
Seattle Community Colleges	1,433,927.13	29	11,371.04	4,445.17	-	15,816.22
Spokane County, WA	1,267,013.64	22	10,047.42	4,814.65	-	14,862.07
Washington State Department of Health	1,213,856.09	22	9,625.88	4,612.65	-	14,238.53
Tukwila (City of) [WA]	1,123,495.87	20	8,909.32	4,493.98	-	13,403.31
North Thurston Public Schools	1,186,503.31	29	9,408.97	3,678.16	-	13,087.13
City of Monroe [WA]	1,075,871.25	19	8,531.66	4,411.07	-	12,942.73
Auburn School District #408	1,013,867.32	20	8,039.97	4,055.47	-	12,095.44
Pierce County Rural Library District	934,264.63	29	7,408.72	2,896.22	-	10,304.94
Bellevue (City of) [WA]	875,728.78	26	6,944.53	2,977.48	-	9,922.01
Washington State Parks and Recreation Commission	842,677.51	29	6,682.43	2,612.30	-	9,294.73
Walla Walla University	753,699.42	22	5,976.84	2,864.06	-	8,840.89
Washington State Department of Ecology	894,158.90	44	7,090.68	1,430.65	-	8,521.33
Seattle School District No. 1	609,439.80	10	4,832.86	3,047.20	-	7,880.06
Northshore School District #417	760,578.71	37	6,031.39	1,749.33	-	7,780.72
Seattle Housing Authority	637,514.35	19	5,055.49	2,613.81	-	7,669.30
Office of the Attorney General [WA]	622,041.90	19	4,932.79	2,550.37	-	7,483.16
Clover Park Technical College	656,788.16	30	5,208.33	1,970.36	-	7,178.69
Bellevue Community College	595,441.14	25	4,721.85	2,084.04	-	6,805.89
Washington State Department of Labor & Industries	518,817.66	17	4,114.22	2,230.92	-	6,345.14
Washington State Department of Employment Security	496,046.08	17	3,933.65	2,133.00	-	6,066.64
Washington State Patrol	536,557.49	40	4,254.90	1,073.12	-	5,328.02
Clover Park School DIstrict #400	505,346.70	36	4,007.40	1,212.83	-	5,220.23
Renton (City of)	432,999.65	39	3,433.69	909.30	-	4,342.99
Washington State Department of Veterans Affairs	335,248.28	20	2,658.52	1,340.99	-	3,999.51
Puyallup School District No. 003	399,771.28	40	3,170.19	799.54	-	3,969.73
Yakima Valley Community College	300,632.91	10	2,384.02	1,503.16	-	3,887.18
Yakima (City of)	309,398.69	17	2,453.53	1,330.41	-	3,783.95
Mukilteo School District No.006	428,797.42	54	3,400.36	257.28	-	3,657.64
City of Lynnwood	361,340.07	39	2,865.43	758.81	-	3,624.24
Issaquah School District No. 411	284,642.63	21	2,257.22	1,110.11	-	3,367.32
Sedro-Woolley School District No. 101	366,015.64	50	2,902.50	366.02	-	3,268.52
State Lottery [WA]	327,890.67	41	2,600.17	622.99	-	3,223.17

03907 Purchasing Card Rebate

Agent Name	2012 Q4 Volume	2012 Q4 Ave File Turn	2012 Q4 Volume Rebate	2012 Q4 Turn Rebate	2012 Q4 Carry Over	2012 Q4 Agency Rebate
Edmonds Community College	309,473.94	41	2,454.13	588.00	-	3,042.13
Secretary of State, Office of the [WA]	280,117.37	33	2,221.33	756.32	-	2,977.65
Battle Ground School District No. 119	230,925.64	14	1,831.24	1,062.26	-	2,893.50
Tahoma School District No 409	305,653.97	47	2,423.84	397.35	-	2,821.19
Puget Sound Educational Service District 121	238,320.57	27	1,889.88	786.46	-	2,676.34
Grays Harbor College	256,216.58	39	2,031.80	538.05	-	2,569.85
Peninsula College	232,103.09	36	1,840.58	557.05	-	2,397.62
Columbia Basin College	193,062.33	34	1,530.98	501.96	-	2,032.95
Public Utility District No 1, Benton County	216,408.06	46	1,716.12	302.97	-	2,019.09
Clark (County of)	205,168.31	41	1,626.98	389.82	-	2,016.80
Pierce College	190,786.13	36	1,512.93	457.89	-	1,970.82
Lower Columbia College	187,500.41	36	1,486.88	450.00	-	1,936.88
Everett Community College	215,149.75	52	1,706.14	172.12	-	1,878.26
Woodland School District #404	184,778.87	39	1,465.30	388.04	-	1,853.33
Yelm Community Schools	159,721.99	25	1,266.60	559.03	-	1,825.62
City of Montesano	169,687.56	38	1,345.62	373.31	-	1,718.94
Wenatchee Valley College	139,353.71	21	1,105.07	543.48	-	1,648.55
Highline Community College	170,904.11	43	1,355.27	290.54	-	1,645.81
Washington State Department of Revenue	144,856.35	27	1,148.71	478.03	-	1,626.74
Office of Superintendent of Public Instruction[WA]	156,000.63	42	1,237.09	280.80	-	1,517.89
County of Clark School District 117	149,422.37	43	1,184.92	254.02	-	1,438.94
Washington Department of Licensing	111,775.09	12	886.38	536.52	-	1,422.90
Washington State Investment Board	123,505.81	26	979.40	419.92	-	1,399.32
Skagit County	124,664.46	30	988.59	373.99	-	1,362.58
Law Enforcement Support Agency	118,209.30	34	937.40	307.34	-	1,244.74
Intercity Transit	111,475.94	32	884.00	312.13	-	1,196.14
Bellingham Technical College	113,617.21	35	900.98	284.04	-	1,185.03
Washington State Department of Early Learning	89,929.83	18	713.14	377.71	-	1,090.85
Tumwater (City of) [WA]	105,218.61	43	834.38	178.87	-	1,013.26
Bonney Lake (City of)	100,865.00	44	799.86	161.38	-	961.24
Washington State Auditor's Office	89,731.88	33	711.57	242.28	-	953.85
Puyallup (City of) [WA]	99,261.53	44	787.14	158.82	-	945.96
Kitsap County	97,835.38	43	775.83	166.32	-	942.15
Port of Vancouver, USA	84,554.65	31	670.52	245.21	-	915.73
Washington State School for the Blind	84,585.69	41	670.76	160.71	-	831.48
Washington State Liquor Control Board	62,151.03	24	492.86	223.74	-	716.60
Washington State Criminal Justice Training Commiss	73,379.14	43	581.90	124.74	-	706.64
Mead School District No. 354	79,760.17	51	632.50	71.78	-	704.28
Washington Schools Risk Management Pool	63,718.11	43	505.28	108.32	42.41	656.01
Kittitas County	61,593.85	33	488.44	166.30	-	654.74
Pierce County Public Transportation Benefit Area Corporation	66,266.50	42	525.49	119.28	-	644.77
Big Bend Community College	65,994.89	44	523.34	105.59	-	628.93

03907 Purchasing Card Rebate

Agent Name	2012 Q4 Volume	2012 Q4 Ave File Turn	2012 Q4 Volume Rebate	2012 Q4 Turn Rebate	2012 Q4 Carry Over	2012 Q4 Agency Rebate
City of Mukilteo	57,851.78	32	458.76	161.99	-	620.75
Public Utility District No. 1 of Franklin County	61,982.93	40	491.52	123.97	-	615.49
Washington School for the Deaf	61,781.73	41	489.93	117.39	-	607.31
Bremerton School District # 100	64,113.81	46	508.42	89.76	-	598.18
Bothell (City of) [WA]	58,085.15	38	460.62	127.79	-	588.40
Washington State Department of Agriculture	48,547.74	19	384.98	199.05	-	584.03
City of Sammamish	53,716.10	32	425.97	150.41	-	576.37
Washington State Historical Society	48,654.65	23	385.83	180.02	-	565.85
City of Mercer Island	53,960.85	36	427.91	129.51	-	557.42
Whatcom Transportation Authority	44,764.68	23	354.98	165.63	-	520.61
Ellensburg (City of) [WA]	52,791.11	43	418.63	89.74	-	508.38
Washington State Department of Financial Instituti	52,615.62	45	417.24	78.92	-	496.17
Department of Services for the Blind [WA]	45,162.18	30	358.14	135.49	-	493.62
Washington State Health Care Authority	48,310.53	38	383.10	106.28	-	489.39
Washington Utilities and Transportation Commission	49,889.15	46	395.62	69.84	-	465.47
Spokane County Library District	45,100.38	37	357.65	103.73	-	461.38
Port of Bellingham	41,700.12	34	330.68	108.42	-	439.10
Washington State Gambling Commission	40,927.57	34	324.56	106.41	-	430.97
City of Port Angeles (WA)	41,180.31	35	326.56	102.95	-	429.51
South Correctional Entity (SCORE)	38,106.31	29	302.18	118.13	-	420.31
Bates Technical College	40,710.27	38	322.83	89.56	-	412.40
Walla Walla Community College	33,947.15	19	269.20	139.18	-	408.38
Snohomish County Public Transportation Benefit Area Corpo	39,122.38	37	310.24	89.98	-	400.22
Washington State Senate	35,136.31	26	278.63	119.46	-	398.09
Bainbridge Island Metropolitan Park and Recreation	41,186.91	45	326.61	61.78	-	388.39
Tacoma-Pierce County Employment and Training Conso	37,640.41	39	298.49	79.04	-	377.53
Legislative Service Center WA	39,468.92	44	312.99	63.15	-	376.14
Washington Higher Education Coordinating Board	36,422.69	37	288.83	83.77	-	372.60
Gig Harbor (City of) [WA]	36,028.15	41	285.70	68.45	-	354.16
King County Rural Library District	32,616.09	33	258.65	88.06	-	346.71
Housing Authority of the City of Bremerton	33,254.25	38	263.71	73.16	-	336.87
Lewis County	34,037.71	41	269.92	64.67	-	334.59
Renton Technical College	28,962.56	24	229.67	104.27	-	333.94
City of Poulsbo	33,422.04	40	265.04	66.84	-	331.88
Sequim (City of) [WA]	31,360.42	35	248.69	78.40	-	327.09
City of Blaine, WA	30,706.13	33	243.50	82.91	-	326.41
City of Fife, Washington	30,199.74	33	239.48	81.54	-	321.02
Washington State Office of Financial Management	28,646.33	30	227.17	85.94	-	313.10
Granite Falls School District No. 332	34,917.61	52	276.90	27.93	-	304.83
Washington State Board for Community & Technical C	30,082.28	39	238.55	63.17	-	301.73
Lake Washington Technical College	31,521.53	44	249.97	50.43	-	300.40
City of Roslyn	32,042.79	46	254.10	44.86	-	298.96

03907 Purchasing Card Rebate

Agent Name	2012 Q4 Volume	2012 Q4 Ave File Turn	2012 Q4 Volume Rebate	2012 Q4 Turn Rebate	2012 Q4 Carry Over	2012 Q4 Agency Rebate
Office of the State Treasurer [WA]	25,168.06	21	199.58	98.16	-	297.74
Whatcom County Rural Library District	29,312.47	40	232.45	58.62	-	291.07
North East King County Regional Public Safety Comm	28,209.32	38	223.70	62.06	-	285.76
Central Kitsap Fire and Rescue	31,878.34	52	252.80	25.50	-	278.30
Northshore Utility District	30,898.67	50	245.03	30.90	-	275.93
Washington State Department of Community, Trade &	32,544.17	55	258.08	16.27	-	274.35
Washington State Department of Agriculture	23,725.57	24	188.14	85.41	-	273.56
Board of Industrial Insurance Appeals [WA]	27,613.11	42	218.97	49.70	-	268.68
Administrative Office of the Courts, The [WA]	26,889.17	42	213.23	48.40	-	261.63
Whatcom Council of Governments	24,795.26	35	196.63	61.99	-	258.61
Bainbridge Island School District	26,735.07	44	212.01	42.78	-	254.79
City of Federal Way	22,044.49	26	174.81	74.95	-	249.76
Columbia County (Public Works)	16,297.99	35	129.24	40.75	69.12	239.10
Renton School District No 403	20,686.77	25	164.05	72.40	-	236.45
Peninsula Metropolitan Park District	23,061.18	37	182.88	53.04	-	235.92
Office of the Insurance Commissioner [WA]	26,057.65	49	206.64	28.66	-	235.30
Snohomish Health District	23,754.98	41	188.38	45.13	-	233.51
Washington State Dept. of Information Service	22,745.85	38	180.37	50.04	-	230.42
White Salmon, City of	23,715.76	43	188.07	40.32	-	228.38
Clark County Public Transportation Benefit Area	22,139.07	37	175.56	50.92	-	226.48
Snohomish, City of [WA]	19,794.27	26	156.97	67.30	-	224.27
Snohomish County Fire Protection District # 7	23,912.57	47	189.63	31.09	-	220.71
Kitsap Public Health District	24,830.82	51	196.91	22.35	-	219.26
Steilacoom (Town of)	14,799.42	33	117.36	39.96	54.35	211.67
City of Toppenish	19,325.72	31	153.25	56.04	-	209.30
Pierce County Housing Authority	21,227.73	44	168.34	33.96	-	202.30
Woodinville, City of	18,551.70	33	147.12	50.09	-	197.20
City of Forks	21,490.18	50	170.42	21.49	-	191.91
Snohomish County Fire Protection District #3	20,081.13	44	159.24	32.13	-	191.37
Pierce County Fire Protection District #6	18,810.98	39	149.17	39.50	-	188.67
Lewis-Mason-Thurston Area Agency on Aging	11,043.36	46	87.57	15.46	72.06	175.10
Orting School District No. 344	18,529.78	45	146.94	27.79	-	174.74
Spokane Fire Protection District # 3	17,357.09	41	137.64	32.98	-	170.62
Key Peninsula Metropolitan Park District	9,905.34	36	78.55	23.77	65.13	167.45
Washington State Department of Retirement Systems	9,779.47	32	77.55	27.38	60.63	165.57
King County Fire Protection District #20	16,589.66	40	131.56	33.18	-	164.74
Washington State Arts Commission	15,587.19	35	123.61	38.97	-	162.57
Washington Dairy Products Commission	8,788.50	38	69.69	19.33	66.45	155.48
Whatcom County Fire Protection District No. 7	9,455.27	25	74.98	33.09	43.42	151.50
Camas (City of) [WA]	16,062.87	48	127.38	19.28	-	146.65
Office of the State Actuary [WA]	8,023.98	37	63.63	18.46	64.53	146.62
Lakehaven Utility District	13,575.97	34	107.66	35.30	-	142.95

03907 Purchasing Card Rebate

Agent Name	2012 Q4 Volume	2012 Q4 Ave File Turn	2012 Q4 Volume Rebate	2012 Q4 Turn Rebate	2012 Q4 Carry Over	2012 Q4 Agency Rebate
Washington State Housing Finance Commission	13,557.80	34	107.51	35.25	-	142.76
Washington State Department of Community, Trade &	15,460.86	47	122.60	20.10	-	142.70
Recreation and Conservation Office[WA]	8,145.38	36	64.59	19.55	56.84	140.98
Public Employment Relations Commission [WA]	8,213.81	41	65.14	15.61	59.75	140.50
Office of the Governor [WA]	7,464.65	35	59.19	18.66	60.83	138.69
Sunnyside School District # 201	9,038.60	57	71.68	2.71	61.54	135.92
Washington State Department of Retirement Systems	7,370.40	61	58.45	-	71.44	129.89
Duvall (City of) [WA]	11,995.48	35	95.12	29.99	-	125.11
Clark County Fire Protection District No. 13	8,034.76	59	63.72	0.80	60.46	124.98
Highline Water District	12,302.03	38	97.56	27.06	-	124.62
Bridgeport, City of [WA]	7,326.76	38	58.10	16.12	45.94	120.16
City of Ocean Shores	7,468.11	30	59.22	22.40	38.21	119.83
Northport School District #211	13,238.87	53	104.98	9.27	-	114.25
Washington State Convention & Trade Center	13,088.03	55	103.79	6.54	-	110.33
Sunnyside (City of) WA	12,961.47	55	102.78	6.48	-	109.27
City of Buckley	10,890.96	39	86.37	22.87	-	109.24
Washington Wheat Commission	8,850.25	36	70.18	21.24	16.69	108.11
Shoreline Fire Department	10,756.07	42	85.30	19.36	-	104.66
Snohomish County Fire Protection District No. 28	5,797.75	56	45.98	2.32	55.49	103.78
Port Orchard (City of) [WA]	3,273.42	62	25.96	-	72.05	98.01
Pierce County Fire Protection District 16	3,526.00	67	27.96	-	68.49	96.45
Centralia College	11,594.77	75	91.95	-	-	91.95
Franklin County Fire Protection District # 3	5,763.98	36	45.71	13.83	31.73	91.27
Educational Service District No. 171	9,050.35	40	71.77	18.10	-	89.87
Point Roberts Water District #4	3,141.26	40	24.91	6.28	57.13	88.32
Benton County Fire Protection District No 2	8,753.96	39	69.42	18.38	-	87.80
Public Disclosure Commission [WA]	1,716.06	48	13.61	2.06	69.62	85.29
King County Water District No. 111	8,254.18	36	65.46	19.81	-	85.27
Shoreline Water District	7,847.01	31	62.23	22.76	-	84.98
Columbia River Gorge Commission	4,708.40	39	37.34	9.89	37.66	84.89
Franklin County Washington	1,912.11	44	15.16	3.06	65.32	83.55
House of Representatives [WA]	8,231.90	38	65.28	18.11	-	83.39
Franklin County Washington	1,581.54	38	12.54	3.48	67.34	83.36
Walla Walla County Fire Protection District #5	1,628.22	39	12.91	3.42	64.90	81.23
Town of Bucoda	8,267.00	42	65.56	14.88	-	80.44
Housing Authority of the County of King	2,151.20	40	17.06	4.30	56.66	78.02
Adams County	9,562.27	58	75.83	1.91	-	77.74
Administrative Office of the Courts, The [WA]	5,239.19	32	41.55	14.67	20.70	76.92
Washington State Caseload Forecast Council	630.71	30	5.00	1.89	68.18	75.07
North Sound Regional Support Network	5,484.87	45	43.50	8.23	21.61	73.33
Washington State Commission on Hispanic Affairs	5,709.31	43	45.27	9.71	18.20	73.18
Washington State Historical Society	7,434.92	41	58.96	14.13	-	73.09

03907 Purchasing Card Rebate

Agent Name	2012 Q4 Volume	2012 Q4 Ave File Turn	2012 Q4 Volume Rebate	2012 Q4 Turn Rebate	2012 Q4 Carry Over	2012 Q4 Agency Rebate
Office of the Lieutenant Governor [WA]	1,322.23	56	10.49	0.53	61.85	72.86
Spokane County Fire Protection District #13	7,085.16	37	56.19	16.30	-	72.48
Klickitat County Fire Protection District #4	3,814.71	34	30.25	9.92	32.14	72.31
Granite Falls, City of	4,729.36	40	37.50	9.46	25.31	72.28
Washington Citizens' Commission on Salaries for El	2,526.17	41	20.03	4.80	45.98	70.81
North Country Emergency Medical Service District	859.34	52	6.81	0.69	63.07	70.58
Auburn (City of)	6,474.73	31	51.34	18.78	-	70.12
Franklin County Washington	1,245.14	18	9.87	5.23	54.55	69.66
South Whidbey Fire/EMS	6,811.04	38	54.01	14.98	-	69.00
Joint Legislative Audit and Review Committee [WA]	1,848.13	25	14.66	6.47	44.78	65.91
Washington Horse Racing Commission	3,003.53	57	23.82	0.90	39.60	64.32
Washington Health Care Facilities Authority	6,329.62	39	50.19	13.29	-	63.49
Washington State Department of Retirement Systems	-	0	-	-	63.43	63.43
Washington Apple Commission	6,416.77	41	50.89	12.19	-	63.08
Pierce County Noxious Weed Control Board	1,409.07	52	11.17	1.13	49.32	61.62
Washington Economic Development Finance Authority	2,000.53	38	15.86	4.40	39.64	59.90
Governor's Office of Indian Affairs [WA]	1,324.70	89	10.50	-	48.57	59.08
South Kitsap Fire and Rescue	286.30	44	2.27	0.46	54.35	57.07
Washington Military Department	7,178.52	638	56.93	-	-	56.93
Department of Archaeology & Historic Preservation	642.54	114	5.10	-	51.79	56.88
Yakima County Mosquito Control District #1	3,200.20	31	25.38	9.28	19.44	54.10
Franklin County Auditor's Office	1,207.72	58	9.58	0.24	41.86	51.68
Administrative Office of the Courts, The [WA]	4,714.27	49	37.38	5.19	8.07	50.64
King County Law Library	610.94	12	4.84	2.93	42.37	50.15
PUGET SOUND PARTNERSHIP	5,323.05	47	42.21	6.92	-	49.13
Washington State Code Revisor's Office	130.44	69	1.03	-	47.51	48.55
Cowlitz County Fire Protection District No. 6	5,063.20	45	40.15	7.59	-	47.75
Skagit Council of Government	3,127.65	36	24.80	7.51	12.99	45.30
Benton County Fire District #6	5,640.90	66	44.73	-	-	44.73
Franklin County Prosecuting Attorney	-	0	-	-	42.82	42.82
Cascadia Community College	4,042.95	35	32.06	10.11	-	42.17
Washington State Board of Accountancy	4,116.77	45	32.65	6.18	-	38.82
Washington State Commission on Pesticide Regulation	907.79	48	7.20	1.09	30.25	38.54
Washington State Commission on Judicial Conduct	288.52	40	2.29	0.58	35.44	38.30
Washington Blueberry Commission	2,782.98	33	22.07	7.51	7.35	36.93
North Beach Water District	3,315.06	28	26.29	10.61	-	36.90
Human Rights Commission [WA]	2,227.22	39	17.66	4.68	13.06	35.40
Department of Archaeology & Historic Preservation	1,237.40	36	9.81	2.97	20.60	33.38
Franklin County Washington	51.22	21	0.41	0.20	30.93	31.54
Newport (City, of)	3,235.65	42	25.66	5.82	-	31.48
Yacolt (Town of) WA	2,923.14	35	23.18	7.31	-	30.49
Volunteer Fire Fighters and Reserve Officers, Boar	-	0	-	-	29.49	29.49

03907 Purchasing Card Rebate

Agent Name	2012 Q4 Volume	2012 Q4 Ave File Turn	2012 Q4 Volume Rebate	2012 Q4 Turn Rebate	2012 Q4 Carry Over	2012 Q4 Agency Rebate
Washington State Office of Public Defense	759.05	65	6.02	-	22.88	28.90
Office of Minority & Women's Business Enterprises	2,784.42	37	22.08	6.40	-	28.48
Northwest Regional Council	3,391.35	81	26.89	-	-	26.89
Joint Transportation Committee [WA]	3,324.80	105	26.37	-	-	26.37
Washington Traffic Safety Commission	2,805.39	46	22.25	3.93	-	26.17
Washington State Law Library	81.59	33	0.65	0.22	24.90	25.76
Prosser Fire District #3	2,425.59	36	19.23	5.82	-	25.06
Grays Harbor County Fire Protection District #2	2,312.11	31	18.34	6.71	-	25.04
Franklin County Washington	2,431.08	50	19.28	2.43	-	21.71
Franklin County Washington	108.25	67	0.86	-	17.77	18.63
City of Republic, WA	1,612.98	32	12.79	4.52	-	17.31
Washington State Commission on African American Af	1,929.44	52	15.30	1.54	-	16.84
City of Napavine	482.28	26	3.82	1.64	10.82	16.29
Shoreline Community College District #7	1,163.98	10	9.23	5.82	-	15.05
County Road Administration Board	1,763.41	56	13.98	0.71	-	14.69
Skagit County Hospital District No. 304	1,234.41	25	9.79	4.32	-	14.11
Eatonville (Town of)	1,691.05	61	13.41	-	-	13.41
Housing Authority of Island County	1,530.11	92	12.13	-	-	12.13
Ronald Wastewater District	1,002.43	24	7.95	3.61	-	11.56
Commission on Asian Pacific American Affairs	407.43	39	3.23	0.86	4.41	8.50
Washington Asparagus Commission	308.39	40	2.45	0.62	1.39	4.45
Bellevue (City of) [WA]	118.99	31	0.94	0.35	1.85	3.14
Crescent School District No 313	101.80	35	0.81	0.25	-	1.06
	74,355,327.37	23.28		269,636.16	2,925.45	862,199.36
					Less total rebates < $75:	2,841.21
					Subtotal:	859,358.15
					Total Admin:	74,355.33
					Total Rebate Paid:	933,713.48

Unfinished Business

M E M O

Pierce County
Library System
Information & Imagination

Date: March 1, 2013

To: Chair Linda Ishem and Members of the Board

From: Neel Parikh, Executive Director

Subject: Reciprocal Borrowing Policy

Pierce County Library System has long been committed to and supportive of reciprocal borrowing, entering into 11 agreements in the past 40 years. As agreements have been developed, the Board of Trustees has articulated its philosophy that public value is achieved by increasing access to more materials and resources in a convenient way. The Board has stated that reciprocal borrowing is good public policy and good governance as citizens expect governments to cooperate and collaborate; and not create artificial barriers.

As the Board of Trustees has not created a policy regarding such agreements or its philosophy on reciprocal borrowing, I have created and attached a draft policy for discussion and consideration during the March Board meeting.

Background

In 1971, Pierce County Library System, King County Library System, Kitsap Regional Library System, Timberland Regional Library System, and Sno-Isle Regional Library System entered into a Cooperative Use Agreement, "extending use of materials in these libraries to all borrowers who reside within these service areas". This agreement allowed residents from one library system to borrow library materials from libraries operated by another library system. The intention was that these borrowers would be able to receive the services of the other library, subject to practices and regulations of that participating library system. The agreement is based on the recognition that

> "It is common practice in today's mode of life for residents of any community to travel freely and often some distance for their personal needs. Political jurisdictional lines are of much less concern today than was the case in the past. With this in mind, it should also be made possible for people to receive their library services in the same way."

In 1976 and 1978 North Olympic Library System and North Central Regional Library joined this agreement.

In February 2008 Pierce County Library developed a reciprocal agreement with Puyallup Public Library after a one year pilot project. In 2009, after lengthy discussion and a joint Board meeting, Tacoma Public Library and Pierce County Library jointly agreed to enter into a reciprocal borrowing agreement. Both agreements are quite popular and have been well received and used by residents all communities.

Since that time Pierce County Library has also entered into reciprocal borrowing agreements with the City of Roy and The Seattle Public Library.

A common concern by libraries entering into such agreements is that one resident group will use the other's library resources in a greater number than their residents would use the other library. Such concerns have not been experienced with Pierce County Library's current borrowing agreements. Circulation statistics are exchanged annually with our major reciprocal borrowers to monitor use.

Pierce County Library currently has borrowing agreements with the following libraries:

Library	Date of Agreement
Fort Vancouver Regional Library	October 1991
King County Library System	January 2009
Kitsap Regional Library	November 1971
North Central Regional Library	June 1978
North Olympic Library System	May 1976
Puyallup Public Library	February 2008
Roy Public Library	June 2010
The Seattle Public Library	September 2010
Sno-Isle Regional Library	November 1971
Tacoma Public Library	December 2009
Timberland Regional Library	November 1971

Reciprocal Borrowing Policy   (Draft 2/28/2013)

Policy Statement

Pierce County Library System establishes reciprocal borrowing services to allow residents in Pierce County Library's service area to borrow library books and materials in person from other libraries, when those residents are outside the geographic boundaries of the area served by Pierce County Library.

Purpose

Pierce County Library supports citizen expectations that governments cooperate and collaborate for the benefit of the public good. Pierce County Library actively seeks ways to provide convenient, easy access to library materials and services for its residents. Participating in programs that offer residents access to libraries and resources beyond its geographic boundaries adds value for the Library's customers and is responsible public policy.

Definitions

Reciprocal borrowing agreement: An agreement established between two libraries that allows residents of one library's service area to check out books and other materials from the other library for free and vice versa.

Policy

Pierce County Library will enter into reciprocal borrowing agreements with other libraries to increase choices, offer greater convenience, and expand access to library resources for its residents.

Such agreements are primarily intended to facilitate checkout and use of the on-site resources of the reciprocal library when Pierce County residents are visiting in a reciprocal borrowing library's area.

Pierce County Library's policies and procedures are the same for all borrowers, including reciprocal cardholders.

The Library may limit use of some services or resources by reciprocal borrowers at its discretion.

Non-resident customers of reciprocal libraries are not eligible to use Pierce County Library as part of the reciprocal borrowing program.

<u>Establishing Reciprocal Borrowing Agreements</u>

Pierce County Library will consider establishing reciprocal agreements with libraries in reasonable geographic proximity, and that have a regular, ongoing funding source.

Municipalities that do not support a public library or participate in the support of a system, either through annexation or contract, are not eligible for reciprocal borrowing with Pierce County Library.

Reciprocal Borrowing Agreements must be approved by the Board of Trustees.

Adopted by the Board of Trustees of the Pierce County Rural Library District, XXXX

Cooperative Use Agreement

It is common practice in today's mode of life for residents of any community to travel freely, and often some distance, for their personal needs. Political jurisdictional lines are of much less concern today than was the case in the past. With this in mind, it should also be made possible for people to receive their library services in the same way.

Therefore, in order to provide more convenient access to library materials and services, it shall be the policy of the library districts -- Fort Vancouver Regional Library, King County Library System, Kitsap Regional Library, North Central Regional Library, North Olympic Library System, Pierce County Library System, Sno-Isle Regional Library and Timberland Regional Library – that any resident in the service area of one of these libraries may use the services of all.

Agreed upon Nov. 5, 1971, by:

- Herbert F. Mutschler, Director, King County Library System
- Irene C. Heninger, Director, Kitsap Regional Library
- Carolyn J. Else, Director, Pierce County Library District
- Mae L. Schoenrock, Director, Sno-Isle Regional Library
- Louise E. Morrison, Director, Timberland Regional Library

May 1976:

- Morley McCall, Director, North Olympic Library System

June 1978:

- Michael P. Lynch, Director, North Central Regional Library

Adopted by the Pierce County Rural Library District Board of Trustees, Nov. 10, 1971.

MEMO

Date: March 1, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Neel Parikh, Executive Director

Subject: 2012 Reciprocal Borrowing Report

Attached for your information is a report regarding the use of Pierce County Library System by customers from the four cities with whom we recently developed formal reciprocal borrowing agreements. I have shared this data with all four cities and requested Pierce County Library use data from them. Attached is a chart showing how our customers use other libraries. To date I have only received information regarding our customers' use of Seattle and Puyallup Public Libraries. This chart summarized use of PCLS by reciprocal cardholders of the Libraries listed:

Library	2011		2012	
	Cardholders	**Circulation**	**Cardholders**	**Circulation**
Puyallup	2,231	77,565	1,873	69,012
Roy	68	1,913	65	911
Seattle	144	3,703	144	3,073
Tacoma	6,081	239,344	7,564	250,745

As in the past year, Tacoma Public Library customers continue to be the highest users of our library. As you can see in the chart, Tacoma use of Pierce County Library System continues to grow, with the number of cardholders from Tacoma increasing by 20%. It is particularly notable that Tacoma use of University Place Library represents nearly 21% of their overall circulation. Seattle and Roy use has decreased.

PCLS use of Seattle has grown in the past year while use of Puyallup has declined 17.1% since 2010. Puyallup use on both sides has changed greatly since 2007 when we began reciprocal borrowing. PCLS patron use of Puyallup grew steadily until 2010, when it began to decline. Puyallup use of PCLS grew steadily until 2010 and then began to decline by a smaller rate. It should be noted that the PPL annual budget for materials is $149,000.

I hope that at the Board meeting I will have additional information from other cities.

PCLS Customers' Use of Other Libraries
2011 - 2012

Library	Circulation		% of Circulation		Cardholders	
	2011	**2012**	**2011**	**2012**	**2011**	**2012**
Puyallup	156,867	119,243	34.5%	27.61%	NA	19,769
Roy	NA	NA	NA	NA	NA	NA
Seattle	3708	4,467	0.05%	0.04%	NA	555
Tacoma	121,775	NA	7.29%	NA	12,113	NA

Agreement Dates:
Puyallup - February 2008
Tacoma - December 2009
Roy - June 2010
Seattle - October 2010

Pierce County Library System
2012 Reciprocal Borrowing Report

Branch	Total Circ	Puyallup Circ	% Puyallup	Tacoma Circ	% Tacoma	Roy Circ	% Roy	Seattle Circ	% Seattle
				2012 Circulation and Usage by Reciprocal Cardholders from Puyallup, Tacoma, Roy, and Seattle					
Bonney Lake Library	412,219	804	0.20%	104	0.03%	0	0.00%	9	0.00%
Buckley Library	197,793	24	0.01%	57	0.03%	0	0.00%	3	0.00%
DuPont Library	212,276	39	0.02%	1,889	0.89%	0	0.00%	149	0.07%
Eatonville Library	204,412	38	0.02%	104	0.05%	0	0.00%	0	0.00%
Fife Library	189,670	824	0.43%	4,521	2.38%	0	0.00%	300	0.16%
Gig Harbor Library	913,234	107	0.01%	5,712	0.63%	0	0.00%	702	0.08%
Graham Library	412,856	456	0.11%	430	0.10%	42	0.01%	0	0.00%
Interlibrary Loan	7,329	4	0.05%	25	0.34%	0	0.00%	0	0.00%
Key Center Library	268,593	45	0.02%	401	0.15%	0	0.00%	9	0.00%
Lakewood Library	645,800	1,540	0.24%	30,748	4.76%	13	0.00%	272	0.04%
Milton/Edgewood Library	263,502	1,999	0.76%	2,563	0.97%	0	0.00%	8	0.00%
Orting Library	190,559	325	0.17%	183	0.10%	0	0.00%	0	0.00%
Outreach Services	142,626	6	0.00%	948	0.66%	2	0.00%	5	0.00%
Parkland/Spanaway Library	672,811	1,569	0.23%	18,118	2.69%	476	0.07%	78	0.01%
Processing and Administrative Center	23,329	21	0.09%	1,201	5.15%	0	0.00%	4	0.02%
South Hill Library	906,165	24,487	2.70%	2,030	0.22%	20	0.00%	1,042	0.11%
Steilacoom Library	195,847	18	0.01%	1,636	0.84%	0	0.00%	31	0.02%
Summit Library	461,236	11,883	2.58%	11,630	2.52%	206	0.04%	127	0.03%
Sumner Library	380,609	24,245	6.37%	1,819	0.48%	150	0.04%	148	0.04%
Tillicum Library	100,653	14	0.01%	1,943	1.93%	0	0.00%	0	0.00%
University Place Library	793,357	564	0.07%	164,683	20.76%	2	0.00%	186	0.02%
System Totals:	7,594,876	69,012	0.91%	250,745	3.30%	911	0.01%	3,073	0.04%

Pierce County Usage of SPL, Year 2012

Location	Total Circ	PCL Borrowers	PCL Circ	% PCL
Ballard Branch (bal)	852,358	9	143	0.02%
Beacon Hill Branch (bea)	395,049	13	45	0.01%
Broadview Branch (bro)	481,649	4	69	0.01%
Capitol Hill Branch (cap)	479,753	14	152	0.03%
Central Library (cen)	1,431,746	350	2,681	0.19%
Columbia Branch (col)	245,946	6	102	0.04%
Delridge Branch (dlr)	85,624	4	63	0.07%
Douglass-Truth Branch (dth)	283,683	6	121	0.04%
Fremont Branch (fre)	153,697	3	107	0.07%
Green Lake Branch (glk)	267,308	3	4	0.00%
Greenwood Branch (gwd)	708,381	9	80	0.01%
High Point Branch (hip)	151,416	7	84	0.06%
International District/Chinatown Branch (idc)	73,929	2	15	0.02%
Lake City Branch (lcy)	515,445	7	69	0.01%
Madrona-Sally Goldmark Branch (mgm)	106,006	0	0	0.00%
Magnolia Branch (mag)	269,751	2	3	0.00%
Montlake Branch (mon)	185,407	6	54	0.03%
NewHolly Branch (nhy)	64,111	3	0	0.00%
Northeast Branch (net)	949,743	9	21	0.00%
Northgate Branch (nga)	306,796	9	7	0.00%
Queen Anne Branch (qna)	320,061	2	118	0.04%
Rainier Beach Branch (rbe)	231,028	35	19	0.01%
South Park Branch (spa)	63,053	15	57	0.09%
Southwest Branch (swt)	523,085	17	183	0.03%
University Branch (uni)	241,861	7	110	0.05%
Wallingford Branch (wal)	204,075	3	11	0.01%
West Seattle Branch (wts)	438,785	10	149	0.03%
TOTAL	10,029,746	555	4,467	0.04%

M E M O

Pierce County Library System
Information & Imagination

Date: February 28, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Jennifer Patterson, Customer Experience Manager

Subject: Customer Satisfaction Surveys

Pierce County Library System is a customer-focused organization with *customer focus* at the top of the *Core Skills and Qualities*. We are implementing a process to provide our customers a chance to share their perceptions of how well we are providing service so that we can regularly monitor and assess internal and external customer satisfaction. This feedback will be used by supervisors and managers to adjust, improve or confirm that what we are doing is valued and meeting customer needs.

External Customers: We are using a product called "Counting Opinions", a survey tool specifically developed for libraries and used across the country, to collect customer satisfaction feedback from our external customers. The survey asks for customer feedback regarding the services they use; their satisfaction with staff service; and their impression of the library facilities. The survey will be launched on April 2nd, with a button on the home page of our website that will be continuously available so customers can take the survey and provide feedback at any time. The survey is available in English, Korean, Russian and Spanish. Staff can provide a print survey on demand (at no cost to the public). Counting Opinions has tools that analyze the survey results and provide reports that highlight areas that have the most opportunity for making changes that are important to our customers. In addition, we will be able to benchmark our results against those of other Counting Opinions libraries.

Internal Customers: A standard survey has been developed to collect staff feedback regarding the customer service of each department. Staff members are providing feedback regarding their experience with each department as a whole and are identifying what aspects of service are most valuable to them. Department surveys were launched on a rolling timeline on January 28th. The Information Technology and Marketing & Community Relations Department surveys have been completed by staff, and the Finance Department survey is currently underway. We have received a high rate of response with 162 responses to the Information Technology survey and 120 responses to the Marketing & Community Relations survey. These departments are currently reviewing the survey results and developing action plans, which will be shared broadly with staff. Surveys will be conducted regularly so departments can monitor the success of any changes and continue to design their services to best meet the needs of customers.

The survey results from both the external and internal surveys will be used to understand and improve customer service throughout the organization. We will provide information about the survey results after we have launched the external survey and gathered additional data.

Customer Satisfaction Surveys Team Members: Jennifer Patterson, Georgia Lomax, Mary Getchell and Kerry Nielan

Internal Customer Satisfaction - IT

Your Feedback is Important

Please help us serve you better! The IT Department staff would like to better understand the experience their internal customers have in their work-related interactions with the department. Please take this brief customer satisfaction survey.

We would appreciate your honest feedback on our service to you and the Library System. Your anonymous feedback will help us meet our goal to be a customer focused department and to help us reach our vision to be the trusted technology leader promoting and supporting change that meets our customer's needs.

Thanks,

Kerry Nielan, IT Director, and the IT Department Staff

The IT Department's mission is to provide up to date, easy to use and forward-looking technology and technological experiences. Its services to internal customers include:

•Help Desk
•Desktop/PC Support
•Network Support
•Phone Support
•Polaris Support
•Reports/Data Support
•Web Support

*1. Where do you work? Choose Only ONE Response. (Staff w/multiple positions, or subs, choose the one you consider your main location.)

○ GIG/LWD/PKS/SH/UP

○ BLK/GHM/SMT/SUM

○ BUC/DPT/EAT/FIF/KC/MIL/ORT/STL/TIL

○ PAC

*2. What is your position? Choose One.

○ Staff

○ Librarian

○ Supervisor

○ Manager/Director

○ Substitute only (no regular assigned hours)

Internal Customer Satisfaction - IT

*3. Did you have work-related contact or interaction with staff or services of the IT Department during the past 6 months?

- ○ Yes
- ○ No

4. How frequently do you have work-related contact or interaction with staff or services of the IT Department?

- ○ Never
- ○ Rarely
- ○ Occasionally
- ○ Regularly
- ○ Frequently
- ○ All the time

Please think about YOUR work-related experience with the IT Department.

In working with you during the past 6 months, to what extent does the department demonstrate exceptional customer service with respect to:

*5. Their RESPONSIVENESS (provided timely response to questions/problems/requests, kept you informed on progress throughout the process, informed you when work was done, completed tasks in a reasonable time, efficient, thorough)

- ○ Unsatisfactory
- ○ Needs Improvement
- ○ Satisfactory
- ○ Outperforms
- ○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

✱6. Their ACCURACY and QUALITY OF WORK (identified the right problem, problem did not reoccur, completely addressed situation/answered your question, able to answer your questions or make accurate referral, knowledge of their job/the department's services)

- ○ Unsatisfactory
- ○ Needs Improvement
- ○ Satisfactory
- ○ Outperforms
- ○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

✱7. Their APPROACHABILITY and RESPECTFULNESS (attitude, communication style/content/tone, appearance/presentation, interpersonal interactions, positive, avoided gossip, sincere interest in and concern for your needs and success, cooperative, considerate of your time)

- ○ Unsatisfactory
- ○ Needs Improvement
- ○ Satisfactory
- ○ Outperforms
- ○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

∗8. Their PROACTIVENESS (looked for better ways to do things, suggested improvements, solicited your needs/expectations/wants, recognized unstated needs or interests, offered options with analysis of pros/cons)

- ○ Unsatisfactory
- ○ Needs Improvement
- ○ Satisfactory
- ○ Outperforms
- ○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

∗9. Their COMMUNICATION (clear, understandable to non-expert, informative, right frequency, appropriate information, used appropriate format/s (email, face to face, phone, bulletin board), helpful, listened effectively and to understand, provided real-time feedback throughout the process, articulated capacity/capability/constraints)

- ○ Unsatisfactory
- ○ Needs Improvement
- ○ Satisfactory
- ○ Outperforms
- ○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

Internal Customer Satisfaction - IT

❋10. Their RELIABILITY (met commitments and deadlines, showed up when they said they would, followed through to completion)

○ Unsatisfactory

○ Needs Improvement

○ Satisfactory

○ Outperforms

○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

❋11. OVERALL in working with you (taking the above behaviors and any other experiences/behaviors you wish to consider)

○ Unsatisfactory

○ Needs Improvement

○ Satisfactory

○ Outperforms

○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

*12. Rank the customer service behavior in terms of their importance in being demonstrated to you by the IT Department.

1 is most important, 6 is least important to you.

	1	2	3	4	5	6
Responsiveness	○	○	○	○	○	○
Accuracy/Quality of Work	○	○	○	○	○	○
Approachability/Respectfulness	○	○	○	○	○	○
Proactiveness	○	○	○	○	○	○
Communication	○	○	○	○	○	○
Reliability	○	○	○	○	○	○

Please rate each of the following IT services based on your overall satisfaction with work-related performance and interactions.

*13. Help Desk

○ Unsatisfactory

○ Needs Improvement

○ Satisfactory

○ Outperforms

○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

*14. Desktop/PC Support

- ○ Unsatisfactory
- ○ Needs Improvement
- ○ Satisfactory
- ○ Outperforms
- ○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

*15. Network Support

- ○ Unsatisfactory
- ○ Needs Improvement
- ○ Satisfactory
- ○ Outperforms
- ○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

Internal Customer Satisfaction - IT

*16. Phone Support

○ Unsatisfactory

○ Needs Improvement

○ Satisfactory

○ Outperforms

○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

*17. Polaris Support

○ Unsatisfactory

○ Needs Improvement

○ Satisfactory

○ Outperforms

○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

*18. Reports/Data Support

○ Unsatisfactory

○ Needs Improvement

○ Satisfactory

○ Outperforms

○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

*19. Web Support

○ Unsatisfactory

○ Needs Improvement

○ Satisfactory

○ Outperforms

○ Not Applicable/Don't Know

Please provide comments and examples that will help us serve you well.

20. Please provide any additional Customer Service behaviors or attributes you would like included in future surveys.

21. What do you like most about IT?

22. What would you like IT to improve upon?

23. Anything else we should know that will help us better serve you?

Customer Satisfaction Survey

Welcome,

Thank you for participating in our customer satisfaction survey. Your feedback is very important to us. It will help us identify areas where we can improve services and better understand the needs in our community. All information is treated as confidential.

Sincerely,

Neel Parikh, Executive Director
Pierce County Library System

Please select the Library location that you use most often:

Bonney Lake	Gig Harbor	Orting	Sumner
Buckley	Graham	Parkland/Spanaway	Tillicum
DuPont	Key Center	South Hill	University Place
Eatonville	Lakewood	Steilacoom	
Fife	Milton/Edgewood	Summit	

Customer Satisfaction Survey

Please circle the answer (number) that best reflects your opinion.

Overall, how important is this Library to you?

< not important   very important >

1   2   3   4   5   6   7   8   9   10

Overall, how satisfied are you with the services of this Library?

< not satisfied   very satisfied >

1   2   3   4   5   6   7   8   9   10

How well do these services compare to your expectations?

< fall short   exceed >

1   2   3   4   5   6   7   8   9   10

Overall, how do you rate the quality of services?

< low quality   high quality >

1   2   3   4   5   6   7   8   9   10

Would you recommend the services of this Library to others?

< unlikely   very likely >

1   2   3   4   5   6   7   8   9   10

How likely are you to reuse the services of this Library?

< unlikely   very likely >

1   2   3   4   5   6   7   8   9   10

Compared with other Library Systems ... (*circle the best fit*)

This Library provides ...

Don't Use Other Libraries	Much Higher Value
More Value	Essentially Equal Value
Lower Value	Much Lower Value

In the past year, you have used ...   This Library More Often
This and other Libraries Equally
Other Libraries More Often

You ...

Prefer This Library   Have No Strong Preference   Prefer To Use Other Libraries

When dealing with our Library staff ... (*circle the best fit*)

Overall, you are satisfied with your experiences.

< disagree   agree >

1   2   3   4   5   6   7   8   9   10

Considering the services used, you are supportive of Library staff.

< disagree   agree >

1   2   3   4   5   6   7   8   9   10

When called upon, staff provide useful assistance.

< disagree   agree >

1   2   3   4   5   6   7   8   9   10

When dealing with our Library staff …

Staff respond in a professional manner.

< disagree   agree >

1   2   3   4   5   6   7   8   9   10

Your inquiries are routed to the appropriate person.

< disagree   agree >

1   2   3   4   5   6   7   8   9   10

Your inquiries are answered in a timely manner.

< disagree   agree >

1   2   3   4   5   6   7   8   9   10

The overall quality of service, provided by staff, is excellent.

< disagree   agree >

1   2   3   4   5   6   7   8   9   10

Materials describing available services are excellent.

     < disagree   agree >

     1   2   3   4   5   6   7   8   9   10

It is easy to submit suggestions and comments.

     < disagree   agree >

     1   2   3   4   5   6   7   8   9   10

Please circle how long have you been using the services of this Library.

    less than 1 year   1 - 5 years   6 - 10 years   10+ years

Please circle how often you have used the services of this Library in the past year.
(circle the best fit)

    first time   2-5 times   6-9 times   10-20 times   20+ times   50+ times

Please circle how often you expect to use the services of this Library in the future.

    less often   about the same   more often

Please indicate your overall satisfaction with this Library compared with the following information sources:

Bookstore

     < much less   much more >

     1   2   3   4   5   6   7   8   9   10

Information available across the Internet (not from the Library)

     < much less   much more >

     1   2   3   4   5   6   7   8   9   10

A person (other than a Librarian)

     < much less   much more >

     1   2   3   4   5   6   7   8   9   10

Media (Television, Radio, Newspapers, etc.)

     < much less   much more >

     1   2   3   4   5   6   7   8   9   10

Other Libraries

     < much less   much more >

     1   2   3   4   5   6   7   8   9   10

Other sources (not listed above)

     < much less   much more >

     1   2   3   4   5   6   7   8   9   10

You use the services provided by this Library for ... *(check all that apply)*

☐ education related ☐ self-improvement ☐ leisure activities

☐ work related ☐ other reasons

To find information in this Library, in the past year you have …
(check all that apply)

☐ Located information on my own, without assistance.

☐ Received help from a Library staff member.

☐ Found information using a Library workstation (computer, Internet, CD-ROM, public access terminal).

☐ Found information using the Library's posted signs and browsing the Library's collections.

☐ Found information by accessing one of the Library's online information systems from a location other than the Library.

☐ Found information from other sources.

You are ... *(circle the best fit)*

a student in the workforce (not an educator)

a homemaker an educator

retired other

The primary reason for using the services of this Library relates to ...
(circle the best fit)

education self-improvement leisure

work other

Please indicate all of the services of this Library, used in the past year...
(check all that apply)

☐ Borrowed items (e.g., books and/or other materials)

☐ Used materials while in the Library (e.g., read, view, listen to, browse)

☐ Used the Library's equipment (e.g., computers, workstations, audio/video equipment, printers, copiers)

☐ Attended events, programs or meetings

☐ Used the Library's facilities (e.g., chairs, tables, rooms, washrooms, parking lot)

☐ Accessed Library services from a location other than the Library (e.g., online or over-the-phone)

☐ Accessed the Internet while at the Library

☐ Accessed an online database at the Library

With respect to this Library, in the past year… *(circle the best fit).*

Locating information is simple and easy.
      < totally disagree   totally agree >

        1   2   3   4   5   6   7   8   9   10

You often have success finding the information that you are seeking.
      < totally disagree   totally agree >

        1   2   3   4   5   6   7   8   9   10

When looking for information, indicate the method you prefer …
(circle the best fit)

      On my own, without assistance

      Request assistance from a Library staff member

      Use a Library workstation (e.g., computer)

      Follow the signs and browse the collections

      Access Library services from elsewhere

      Use other sources

Do you work primarily from …
      (Only answer if you are in the workforce and not an educator.)

      Home   Another location (not from home)

We appreciate your feedback, please write any additional comments and suggestions in the box below.

You have a current Library membership card for …

This Library?   Yes   No

Another Library (other libraries)?   Yes   No

For the following Library services, please indicate:

a) your satisfaction with;
b) the importance to you; and,
c) the likelihood of recommending the Library service to others.
  (on a scale from 1 to 10, where 10 is the highest rating level)

	Importance	*Satisfaction*	*Recommendation*
Example: *Borrowing items (e.g., books and/or other materials*	*8*	*9*	*9*
	Importance	**Satisfaction**	**Recommendation**
Borrowing items (e.g., books and/or other materials)			
Using materials while in the Library (e.g., read, view, listen to, browse)			
Using the Library's equipment (e.g., computers, workstations, audio/video equipment, printers, copiers)			
Attending events, programs or meetings			
Using the Library's facilities (e.g., chairs, tables, rooms, washrooms, parking)			
Accessing Library services from a location other than the Library (e.g., online or over-the-phone)			
Accessing the Internet while at the Library			
Accessing an online database at the Library			

The following information is strictly optional.

This information will help us identify response coverage throughout our community.

ZIP/Postal Code:

Do you wish to receive an email reminder for an annual survey follow-up?

Email Address:

Thank you for taking the time to participate in our customer satisfaction survey. Your information will be combined with the results from other survey respondents. We appreciate your feedback.

Should you have any additional questions or comments regarding this survey, please contact:
Petra McBride at 253-548-3420, or pmcbride@piercecountylibrary.org.

During the completion of the survey, you may provide your email address. If you choose to provide your email address, we will use this information strictly for the purpose of sending annual email reminders regarding updating your survey responses.

M E M O

Date: March 5, 2013

To: Members of the Board of Trustees

From: Chair Linda Hurley Ishem

Subject: Board self-evaluation

As members of the Board of Trustees of an organization that is committed to being responsive to community needs and interests, being a learning organization, and practicing continual process improvement, it is appropriate for us to be role models and apply the same standards to our operation as community leaders engaged in successful library service.

During the September 2012 Board meeting we discussed evaluating our operation as a Board, as well as our individual performance as Trustees. I'd like to begin our self-evaluation during the March meeting.

Attached you will find copies of four documents: the Library's *Mission, Vision and Values* statement; the *Pierce County Library System Overview 2013* which provides a snapshot of the Library and its service; the Urban Libraries Council "Leadership Brief" from January 2011, *Five Leadership Roles for Trustees;* and *Trustee Roles and Responsibilities* which is the job description for the Board as a whole and for each of us as individual Trustees.

Principal criteria for our board self-evaluation are embedded in the 23 bullet points listed on the *Library Trustee Roles and Responsibilities* document. Please review this document and reflect on your contributions to the Board, the Library and the community.

The other three documents are helpful reminders of the institution we serve and represent. Other helpful documents include: the book *Boards That Make a Difference* by John Carver which we each received a copy of; and The Public Library Trustee Reference and Summary Manual accessible online through the Washington State Library website (http://www.sos.wa.gov/library/libraries/libDev/downloads/trustee/summary.pdf).

Board Policy

Mission, Vision and Values

Mission Statement

To bring the world of information and imagination to all people of our community.

Vision Statement

We are the community's choice for the discovery and exchange of information and ideas.

We Value:

- Customer service excellence.
- The diversity of people we serve, their opinions, capabilities, needs and interests.
- Equitable access to all library resources and services.
- Creative solutions by solving problems in innovative ways.
- Our diverse, skilled, and knowledgeable employees working in a safe and stimulating environment.
- Responsible stewardship of public funds.
- The power and worth of words and images.
- Freedom of expression and free flow of ideas.

Board Policy 1.2
Adopted by the Pierce County Rural Library District Board of Trustees, April 11, 1996.
Revised policy adopted on November 14, 2001, September 14, 2005.
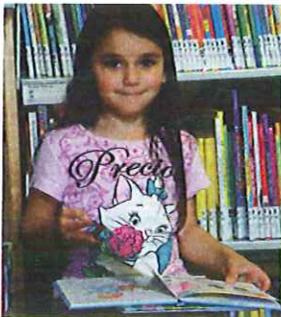
Pierce County Library System

OVERVIEW 2013

Service Outlets

Eighteen libraries.
Online library:
piercecountylibrary.org

Library Locations:

Bonney Lake

Buckley

DuPont

Eatonville

Fife

Gig Harbor

Graham

Key Center

Lakewood

Milton/Edgewood

Orting

Parkland/Spanaway

South Hill

Steilacoom

Summit

Sumner

Tillicum

University Place

Agreements with other libraries allow Pierce County residents to use neighboring libraries.

Neel Parikh,
Executive Director

Library's Governing Body – Board Of Trustees

- According to state law, a five-member volunteer board of trustees is responsible for policy decisions and budget approval.
- The county executive appoints trustees and the county council approves appointments.

2013 Trustees:

Chair: Linda Ishem

Vice Chair: Allen Rose

Donna Albers

Robert Allen

J. J. McCament

Service Area

Pierce County Library System serves all of unincorporated Pierce County and the annexed cities and towns of Bonney Lake, Buckley, DuPont, Eatonville, Edgewood, Fife, Gig Harbor, Lakewood, Milton, Orting, South Prairie, Steilacoom, Sumner, University Place and Wilkeson.

Population of service area in 2012: 555,285

Size: 1,773 square miles

Authority

- Pierce County Library System is an independent municipal corporation established under the Revised Code of Washington 27.12.
- The Library is a junior taxing district funded from a separate property tax levy.

Operating Revenue

- Total 2013 general fund revenue is estimated at $24,616,725.
- 96 percent of the Library's revenue comes from a property tax levy at a maximum of 50 cents per $1,000 assessed valuation.
- The 2013 tax levy is 50 cents per $1,000 of assessed property value.

2012 System Statistics

Checkouts – 8,161,990

In Library/community – 7,622,408

Online/Download – 539,582

Materials/items in system 1,269,709

On shelves – 1,193,597

Online/Downloads – 76,112

Computers for public use – 567

Hours on computers – 504,780

Hours on Wi-Fi – 946,971

Library visits – 2,507,596

Open hours/week – 973

Website visits – 2,644,376

Number of card holders – 251,034

Adult care facilities, childcare centers and homebound people served – 274

Event attendance – 56,610

Hours kids read during Summer Reading – 75,450

Volunteer hours – 5,941

Employees (Full Time Equivalents) – 268

Services

- Pierce County Library System's 18 libraries and online services bring people together and provide children and adults with opportunities to learn and enrich their lives.
- Pierce County Library is the largest provider of free books and information in Pierce County.
  - Champions reading and offers kids, teens and adults, fun, learning and free access to more than a million books, movies, and downloadable e-books and audiobooks.
  - Helps children prepare for and achieve in school.
  - Supports communities to be successful.
  - Saves people money.
- Welcoming customer-focused staff:
  - Helps people find and get jobs.
  - Provides resources to small businesses.
  - Answers questions.
  - Help people find great books.
  - Assists with using the Library's many resources, including books, magazines, music, movies, audiobooks, computers and online resources.
- Computers for the public and Wi-Fi.
- Online help with homework and applying for and getting jobs.
- Credible, reliable online e-sources, subscription magazines, personal investment information, car repair manuals and other resources that would cost an individual thousands of dollars to access.
- The Library puts the taxpayer first in making decisions. The Library continues to evaluate community needs and sets priorities based on the public's needs and interests.

Pierce County Library System
Information & Imagination

GET THE CARD!
piercecountylibrary.org
253-548-3300

To request this document in an alternate format, call 253-548-3426, or Washington Relay TTY 711.

Photos by Chris Tumbusch

PCLS 38 ADM 2/13 (3M)

LIBRARY TRUSTEE - ROLES AND RESPONSIBILITIES

Board of Trustees is the governing board of the Pierce County Library System. The Board assumes fiscal oversight and policy direction for the Library System. Management of the library is the responsibility of the Executive Director and administrative staff. The Board's duties include broad responsibilities required for the efficient management of a tax-funded institution and legal powers vested in the Board by Washington State law (RCW, Title 27.12).

Primary responsibilities of the Board include:
- Adopting written policies to govern the operation and services of the Library.
- Approving and monitoring the Library's annual budget, and ongoing fiscal health.
- Planning for the future of the Library, setting long-term strategic direction and goals.
- Acting as an advocate for the Library and a liaison to the public, organizations, and public officials.
- Hiring the Executive Director and evaluating performance.
- Accepting gifts of money or property for library purposes.
- Obtaining land and buildings for library purposes, and insuring they are maintained.

Additional responsibilities and principal activities
- Study the needs and interests of the community and insure they are addressed when considering library services and policies.
- Become familiar with library law, principles, standards, trends, and issues.
- Lend expertise to the Library.
- Ensure Library policy and practices are legal and maintain ethical integrity and public accountability.
- Attend when possible, American Library Association, Washington Library Association, or other appropriate conferences or learning opportunities related to providing effective library decision-making.
- Encourage and support Pierce County Library Foundation work and activities.
- Foster cooperation with other area libraries, agencies, governments, and organizations to maximize use of available resources.
- Ensure the Library and Board operate in accordance with state and local laws, including open meeting laws.
- Approve necessary contracts.
- Determine the need and authorize the library district to place levy or bond measures before the voter.

Expectations:
- Serious commitment to the work of a library trustee.
- Dedication to the provision of high quality, contemporary library services.
- The ability to prepare for, attend, and actively participate in regularly scheduled board meetings, study sessions, and major library events.
- A commitment to freedom of expression and inquiry for all people.
- The ability to handle opposition and make decisions in the interest of library service to the community.
- An open mind, curiosity, respect for the opinions of others and ability to work cooperatively.

Appointment/Term of Office:
The Pierce County Executive appoints trustees to serve a five-year term. A maximum of two terms may be served.

Time Commitment:
The Pierce County Library Board of Trustee meetings are generally scheduled on the second Wednesday of the month from 3:30 – 6 p.m. at the Processing and Administrative Center in the Midland/Summit area. Special meetings or study sessions are called as necessary at times convenient to members.

Urban Libraries Council
LEADERSHIP BRIEF

FIVE LEADERSHIP ROLES FOR LIBRARY TRUSTEES

About this Leadership Brief Library boards of trustees carry out governing, policy, and planning activities to guide public libraries in communities throughout the country. In these turbulent times—when libraries face shrinking resources, demands for new technology services, and changing community expectations—trustees are much more than members of a traditional governing body. They are strategic leaders who serve as visionaries, community connectors, fundraisers, public voices, ambassadors, and persistent champions.

While library services are sometimes considered discretionary when it comes to allocating limited public funds, today's library is an essential community resource that strengthens economic vitality, improves literacy, supports workforce development, and bridges the digital divide. As community leaders who understand the dimensions of modern library services, trustees can be the voice that shifts the library's position among decision makers and funders from discretionary to *essential.*

This Leadership Brief describes the five critical roles elected and appointed trustees play in shaping the 21st-century library. These roles emphasize how trustees help define the public library's place in the community, ensure that the library stays connected to community needs and interests, and generate support for the library's long-term future.

The 21st-century Library Trustee
Trustees come to their volunteer community roles with a range of experiences and backgrounds. The decision to become involved with the library might be rooted in a long-time connection as a library user or might be an outgrowth of involvement in other community agendas. But the bottom line is a desire to ensure the long-term vitality of the public library in the community.

Library boards have fundamental governing responsibilities, usually established by local code or state law, which are intended to ensure that the library operates from a solid and trusted governance base.

TRUSTEE GOVERNING ROLES
- Hire and evaluate the library director
- Monitor and evaluate the overall effectiveness of the library
- Set library policies
- Review and adopt the annual budget
- Develop long-term library plans
- Advocate for the library
- Communicate regularly with the library director
- Conduct the affairs of the board at regularly scheduled meetings

Just as the 21st-century library is broadening its impact, expanding its reach and deepening its community connections, library trustees must follow suit, both as a collective governing body and as individuals with community influence. Often it is the trustees' work outside the library—the spontaneous connections in non-library settings, the passionate commitment to the library every day, the visible support for the library and its director, the willingness to talk about the library regularly—that offers the greatest value and the most promising results.

In addition to the traditional governing responsibilities, five leadership roles that trustees carry out to support the 21st-century public library are
1. *Visionary*—crafting and supporting implementation of a long-term vision to strategically position the library throughout the community;
2. *Connector*—expanding the library's circle of influence in the community by building relationships and creating productive partnerships;
3. *Fundraiser*—advocating for the library's budget with financial decision makers and acting as a force for fundraising;
4. *Voice*—being a visible, consistent, reliable, determined, and loud voice for the library in the community;
5. *Team Player*—working together to strengthen the influence of the library board and ensure representative participation when board vacancies occur.

Library Trustee as Visionary

Working closely with the library director, trustees help craft and support implementation of a long-term vision that will strategically position the library throughout the community. A range of social, economic, environmental, and technological trends have influenced the services, direction, and vision for public libraries. A library's ability to anticipate and respond quickly to emerging trends will strengthen its position in the community and build sustained support.

Trustees help shape and implement the library's strategic vision by
- being familiar with and committed to long-term plans and strategies;
- paying attention to and sharing local trends with the board and staff to assess their potential impact on library services;
- supporting creative and visionary action plans recommended by the library director;
- listening to the community to connect emerging interests and needs with library services;
- talking about the library vision and strategic plan whenever and wherever possible to increase public awareness of the library's capacities, services, and long-term role as an essential—*not discretionary*—community asset;
- encouraging and supporting attention to both visionary planning and efficient day-to-day operations to ensure that the trustees and the library staff collectively keep an eye on the future.

TRUSTEE STRATEGIC ROLES
- Strategically positioning the library in the community
- Expanding the library's circle of influence in the community
- Advocating for the library's budget and acting as a force for fundraising
- Being a visible, consistent, reliable, determined, and loud voice for the library
- Working together to strengthen the influence of the library board

Library Trustee as Connector

Trustees help expand the library's circle of involvement and influence by serving as a bridge between the library and the community. Their broad knowledge of library services and capacities, combined with their deep professional and community connections, can bring new library users, supporters, and champions to the fold. Even more important, these connections will open doors and help the library director get to the tables where important community decisions are made.

Many community and government leaders have acknowledged that they did not recognize the library's potential to support major community initiatives until someone offered it as a resource. From supporting early literacy efforts to providing services to seniors—and everything in between—public libraries build their services and create their program agendas around the needs of the community.

Trustees help broaden the library's circle of influence by
- raising awareness of library services, capacities, plans, and place in the community;
- recognizing and promoting the public library as a resource that has expertise and capacity far beyond lending books;

- attending public meetings such as the city or county council to network with decision makers and learn about public priorities;
- recommending library leaders for positions on non-profit and government boards and commissions;
- creating partnerships with organizations that do not typically work with the library;
- identifying people who have community influence and who may be interested in library service and connections.

Positioning the library in the community is a constant challenge. When services were more traditional and competition more limited, the library's role in the community was simpler, clearer, and narrower. With library agendas and capacities that support larger community goals in education, public safety, economic development, the environment, and more, creating the connections that maximize potential and increase the library's value proposition requires systematic and strategic outreach.

Examples of community connections that help broaden the library's circle of influence include
- local elected officials—mayors, city council members, county executives, and county commissioners;
- school district leaders— superintendents of schools and boards of education chairs;
- key players in economic development;
- groups involved in workforce development/job services;
- health care providers;
- major regional employers;
- local media and communication experts to support library marketing efforts;
- philanthropic leaders;
- key business leaders such as bankers, financial and investment planners, and retail owners.

To be effective in this outreach role, library trustees need resources that support their work—practical information sheets that highlight what makes today's library different, easy-to-remember messages that summarize the library's desired role in the community, talking points that highlight current priorities and challenges, and business cards that identify the individual's connection to the library and highlight library strategies. While seasoned library trustees are generally well-versed in themes and messages, staff can facilitate their effectiveness in diverse settings by providing simple tools and resources.

CHARACTERISTICS OF LIBRARY TRUSTEES
- Connected
- Committed
- Supportive
- Apolitical
- Passionate
- Willing to show up
- Dedicated
- Open-minded
- Curious
- Interested in community issues
- Visible

Library Trustee as Fundraiser
During tough economic times, the trustee role as financial advocate becomes paramount. Regardless of the library's financial structure or sources of funding, trustees must be financial champions who can articulate the library's value proposition clearly and confidently. With public budgets tighter than ever, private funding secured through library foundations is becoming essential to sustain library operations.

The network of supporters and community connections that trustees help build provides the foundation for fundraising. Keys to success as a library financial champion include

- understanding and being able to explain the library's financial structure, including sources of income and the status of those sources;
- being able to articulate the library's value to the community;
- knowing what the current financial needs are;
- developing a clear outreach strategy that identifies the best contacts based on their financial capacity and their connection to the library;
- having a specific, well-defined, and well-supported "ask" for each potential funder.

It is important to separate the relationship building and fundraising processes so that it doesn't appear that all relationships center around seeking financial support. The first contact should not be an "ask" for a donation. However, successful relationship-building processes that bring key stakeholders closer to the library will contribute to successful fundraising efforts.

Library Trustee as Voice
In an increasingly noisy and competitive market, the library voice must be louder. And library trustees can and should play a major role in that work by finding, defining, and exercising their individual and collective voices on behalf of the public library.

Trustees help raise the library's profile by being a visible, consistent, reliable, determined, and amplified voice for the library in the community. The broad role libraries play in the community and the remarkable range of services provided are becoming better known. However, some library directors admit that marketing, branding and telling the library story can be difficult, therefore it is essential to have strong trustee voices to share the powerful story of the library.

Some trustees have acknowledged that their role and the work they do is often not visible outside the library. In an effort to meet this challenge, the library can include goals in its strategic plan in which the board's impact can be broadened, their profile raised, and their voice defined.

Specific ways trustees can use their voice include

- talking about the library often and in diverse settings—rather than just in library-related meetings;
- supporting library marketing and branding, including allocating budget funds to marketing and participating personally in marketing work;
- identifying specific library services or capacities that will resonate with particular constituencies and connections and sharing that information;
- wearing a library hat at all times, not just when doing library business;
- being identified throughout the community as someone who is connected to, knowledgeable about, and dedicated to supporting the public library.

Library Trustee as Team Player
Trustees are both individuals with a commitment to the library's success and members of a governing board. It is important to give equal attention to both roles. As members of a governing board, trustees work together—in partnership with the library staff—to ensure effective operations, monitor finances, assess user input, and develop a shared vision for the library's future. As individuals, trustees leverage their personal and professional interests and connections to raise the library's profile in the community and support the shared library vision.

Library Trustee as Team Player
(continued)

Connecting the group and individual roles will increase the board's influence and credibility. For example, systematically cataloguing individual connections, developing coordinated outreach plans, sharing successful outreach and fundraising techniques, and monitoring results will broaden the impact of efforts to increase the library's circle of influence.

Because of the importance of the trustee's external role, ensuring that the board represents all sectors of the community will increase its credibility and influence. And board members can play an important role in identifying people to fill vacancies on the board to provide the best balance.

Trustees carry out their team member roles by
- participating in all board activities;
- communicating openly to build strong relationships with other board members and library staff;
- supporting team-building efforts to increase board effectiveness;
- participating enthusiastically in training and professional development opportunities designed to enhance trustee effectiveness;
- speaking and presenting regularly on behalf of the board as a collective community resource;
- working in partnership with other trustees on outreach and fundraising when multiple contacts will increase the likelihood of success;
- identifying with the board as a team.

SERVING THE LIBRARY WELL
- Know the library
- Bring new people to the table
- Be there
- Open doors

Strengthening the 21st-century Library

Trustees are essential to long-term library success. Their ability to connect with the community, work closely with the staff, and help raise funds to provide financial stability all contribute to stronger, more successful public libraries.

As with any volunteer commitment, serving on a library board of trustees is time consuming, demanding, and seemingly thankless. But the thanks comes from seeing the increasingly vital role that libraries play in communities throughout North America. From the smile on a child's face when he or she first discovers the magic of the public library, to the intense focus of job seekers using public library Internet access to submit applications, to the relief of new immigrants who rely on the library to guide them in a strange new home, supporting successful public libraries provides incredible rewards.

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FSC — Mixed Sources

About Brodart Since 1939 Brodart has been the premier supplier of shelf-ready materials to libraries delivering carefully selected, cataloged and processed books, as well as automation resource tools. Today, Brodart offers state-of-the-art online tools, bibliographic services, and consulting exclusively to libraries. Customers select from over four million English-language titles, Spanish-language materials, plus audio and video products. Brodart Books & Automation serves libraries across the nation through McNaughton subscription services, customized selection tools, and flexible cataloging and processing options from standard jacket application to library-specific cataloging practices.

About ULC The Urban Libraries Council (ULC) has worked to strengthen public libraries as an essential part of urban life since 1971. As a member organization of North America's leading public library systems, ULC serves as a forum for research widely recognized and used by public and private sector leaders. Its members are thought leaders dedicated to leadership, innovation and the continuous transformation of libraries to meet community needs. As ULC celebrates its forty year anniversary, its work focuses on assisting public libraries to identify and utilize skills and strategies that match the challenges of the 21st Century.

M E M O

Pierce County
Library System
Information & Imagination

Date: March 1, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Neel Parikh, Executive Director

Subject: University Place Condominium Billing Update

During the last Board meeting you directed me to prepare a letter telling the City of University Place that we must adhere to the schedule and parameters of the terms outlined in the Condominium Declaration. I contacted Bill Holt to help me work on this letter. We are preparing a letter that will outline the actions that should have been taken or issues that remain unresolved in accordance to the agreement. We will suggest hiring a consultant to establish the Association as per J.J.'s suggestion. I will schedule a meeting with Steve Sugg, outline the matters to be addressed and deliver the letter to follow up.

As I briefly reported during the last Board meeting, we have received a number of bills from the City and have been attempting to determine the appropriate metrics to apportion the costs. Last winter Cliff was working closely with University Place city staff evaluating the proposed University Place budget and attempting to apportion the costs correctly between the three different areas - common area, atrium and parking garage.

As of this date, University Place has not followed up regarding more detailed information or separation of accounts. Therefore, this month Cliff created a spreadsheet that uses metrics to apportion a cost to the common area, atrium and parking garage. He plans to apply those metrics to bills we have paid from February through October 2012 and to bills that are still outstanding. This information will be included in the letter.

The evaluation of the bills and the letter are not yet complete. I am hopeful that the letter will be completed prior to the Board meeting.

NEW BUSINESS

MEMO

Date: February 28, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Neel Parikh, Executive Director

Subject: Library Legislative Day

On Friday, February 15, 2013, David Durante, Jaime Prothro, Jennifer Patterson, Keith Knutsen, Rose Jetter, Georgia Lomax and I attended the Washington Library Association Legislative Day. We had scheduled visits with 13 of our 24 Legislators.

Each Legislator was given a packet of recent Pierce County Library information. The information focused on our Job and Business Centers and included last year's Annual Report Overview of the system, digital resources and other general information about the Library in addition to Washington Library Association's Fact Sheet and a brief description of the Capital Budget project that had been proposed by the Library Foundation and included in the Governor's Budget. During the visits we talked about our services and partnerships supporting job seekers and small businesses. We also focused on the Capital Budget request.

Attached is a copy of the cover letter for each District included in the packet plus Top 10 Talking Points Mary prepared for our presentations. The Legislators greeted us warmly and were very interested in our presentations. Many Legislators shared particular aspects of the Library that they enjoyed. For instance, David Sawyer shared the importance of early learning and Bruce Dammeier spoke eloquently about his appreciation for Pierce County Reads and the book *Hotel on the Corner of Bitter and Sweet*. Georgia had a good conversation with Pam Roach, who invited her to observe the meeting of the Pierce County Caucus.

Top Ten List of what Pierce County Library System is doing for communities
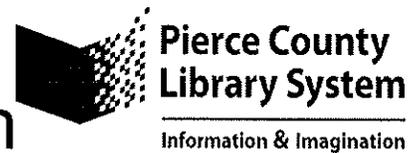
Talking points to share with your constituents.

1. **Offers 18 libraries and online services** bringing people together and providing children and adults with opportunities to learn and enrich their lives.

2. Is the **largest provider of free books and information** in Pierce County with more than one million books and other items.

3. **Helps people find jobs, coaches job applicants,** helps people write resumes to get jobs, and provides job seeking and small business skills classes.

4. **Provides early learning services** for children, parents, and caregivers, and helps children prepare for and succeed in school.

5. **Tutors students** with online homework help with real-time professional tutors.

6. **Provides e-books, audiobooks, and songs** to download to iPad, Kindle, or other devices.

7. Delivers credible, reliable **online e-sources** of subscription magazines and databases such as Consumer Reports, Morningstar Investment, and Chilton car repair.

8. Offers **computers, Wi-Fi,** and computer classes.

9. **Saves** people money.

10. **Puts the taxpayer first** in making decisions based on community needs.

Pierce County Library is the community's choice
for the discovery and exchange of information and ideas:

Reading • Learning • Exploring

February 15, 2013

Representative J.T. Wilcox
Washington State House of Representatives
P.O. Box 40600
Olympia, WA 98504-0600

Dear Representative Wilcox:

Thank you for your service to Pierce County residents. Pierce County Library System is honored to work daily with your constituents that make up the 555,000 people in our service area.

Pierce County Library continues to make a difference in people's lives in District 2. Our libraries are well loved and used. Last year people in District 2 made 521,245 visits to their neighborhood libraries and checked out 1,480,630 books and other items. Throughout the Library System people made 2.6 million visits to our 18 libraries and 2.6 million visits to our online library, checking out 8.2 million books, movies, e-books, and other items.

This past year we continued to make improvements to meet community demands. At the Graham Pierce County Library we installed one central customer service desk to more efficiently answer people's questions and help them use library services. We also made changes to the floor plan to improve access to books, movies, and other materials.

During the recent economic downturn people turned to Pierce County Library for computer skills and help finding and getting jobs. We increased our offerings of job and business resources, and created Job & Business Centers in some of our libraries, including South Hill Library. Private organizations helped fund these dedicated areas with computers, work spaces, books, and resume help. We offer computer classes in all of our libraries and in communities.

Thank you for your interest and support in Pierce County Library's efforts to bring the world of information and imagination to all people of our community. Please contact my office, 253-548-3441 to schedule a tour of the Library System or one of your neighborhood libraries.

Thank you again for your time and interest.

Sincerely,

Neel Parikh
Executive Director

February 15, 2013

Representative Hans Zeiger
Washington State House of Representatives
P.O. Box 40600
Olympia, WA 98504-0600

Dear Representative Zeiger:

Thank you for your service to Pierce County residents. Pierce County Library System is honored to work daily with your constituents that make up the 555,000 people in our service area.

Pierce County Library continues to make a difference in people's lives in District 25. Our libraries are well loved and used. Last year people in District 25 made 481,404 visits to their neighborhood libraries and checked out 1,654,227 books and other items. Throughout the Library System people made 2.6 million visits to our 18 libraries and 2.6 million visits to our online library, checking out 8.2 million books, movies, e-books, and other items.

This past year we continued to make improvements to meet community demands. At the South Hill Pierce County Library we created a media library inside the library for DVDs and CDs and installed one central customer service desk. We also made changes to the acoustics of the building, to balance the uses of people studying and talking with those reading quietly. At the Summit Pierce County Library we added computers, enlarged the teen area, improved access to books and other materials, and installed one central customer service desk.

During the recent economic downturn people turned to Pierce County Library for computer skills and help finding and getting jobs. We increased our offerings of job and business resources, and created Job & Business Centers in some of our libraries, including South Hill Library. Private organizations helped fund these dedicated areas with computers, work spaces, books, and resume help. We offer computer classes in all of our libraries and in communities.

Thank you for your interest and support in Pierce County Library's efforts to bring the world of information and imagination to all people of our community. Please contact my office, 253-548-3441 to schedule a tour of the Library System or one of your neighborhood libraries.

Thank you again for your time and interest.

Sincerely,

Neel Parikh
Executive Director

February 15, 2013

Representative Larry Seaquist
Washington State House of Representatives
P.O. Box 40600
Olympia, WA 98504-0600

Dear Representative Seaquist:

Thank you for your service to Pierce County residents. Pierce County Library System is honored to work daily with your constituents that make up the 555,000 people in our service area.

Pierce County Library continues to make a difference in people's lives in District 26. Our libraries are well loved and used. Last year people in District 26 made 316,366 visits to their neighborhood libraries and checked out 1,181,827 books and other items. People checked out more items from Gig Harbor Pierce County Library than any other library in the Library System. Throughout the Library System people made 2.6 million visits to our 18 libraries and 2.6 million visits to our online library, checking out 8.2 million books, movies, e-books, and other items.

We continue to make improvements to meet community demands. We just completed converting the lobby area to library space and added more computers and movies at Key Center Pierce County Library. Thanks to generous donations from the community the meeting room has been refurnished with spaces and places for students to read and study and an area for the whole community.

During the recent economic downturn people turned to Pierce County Library for computer skills and help finding and getting jobs. We increased our offerings of job and business resources, and created Job & Business Centers in some of our libraries, including Gig Harbor Library. Private organizations helped fund these dedicated areas with computers, work spaces, books, and resume help. We offer computer classes in all of our libraries and in communities.

Thank you for your interest and support in Pierce County Library's efforts to bring the world of information and imagination to all people of our community. Please contact my office, 253-548-3441 to schedule a tour of the Library System or one of your neighborhood libraries.

Thank you again for your time and interest.

Sincerely,

Neel Parikh
Executive Director

February 15, 2013

Representative Jake Fey
Washington State House of Representatives
P.O. Box 40600
Olympia, WA 98504-0600

Dear Representative Fey:

Thank you for your service to Pierce County residents. Pierce County Library System is honored to work daily with your constituents that make up the 555,000 people in our service area.

Pierce County Library continues to make a difference in people's lives in District 27. Our libraries are well loved and used. Last year people in District 27 made 79,057 visits to the Fife Pierce County Library and checked out 189,670 books and other items. Throughout the Library System people made 2.6 million visits to our 18 libraries and 2.6 million visits to our online library, checking out 8.2 million books, movies, e-books, and other items.

The community is still rejoicing in their new library that opened in December 2011. Last year we conducted a survey to learn how the library was meeting the community's needs. Nearly 90% of the respondents said they were very happy that their community now had a public library. The library has truly become a critical core for the community.

During the recent economic downturn people turned to Pierce County Library for computer skills and help finding and getting jobs. We increased our offerings of job and business resources, and created Job & Business Centers in six of our libraries. Private organizations helped fund these dedicated areas with computers, work spaces, books, and resume help. We offer computer classes in all of our libraries and in communities.

Thank you for your interest and support in Pierce County Library's efforts to bring the world of information and imagination to all people of our community. Please contact my office, 253-548-3441 to schedule a tour of the Library System or one of your neighborhood libraries.

Thank you again for your time and interest.

Sincerely,

Neel Parikh
Executive Director

February 15, 2013

Representative Tami Green
Washington State House of Representatives
P.O. Box 40600
Olympia, WA 98504-0600

Dear Representative Green:

Thank you for your service to Pierce County residents. Pierce County Library System is honored to work daily with your constituents that make up the 555,000 people in our service area.

Pierce County Library continues to make a difference in people's lives in District 28. Our libraries are well loved and used. Last year people in District 28 made 783,141 visits to their neighborhood libraries and checked out 1,947,930 books and other items. People made more visits to University Place Pierce County Library than any other library in the Library System. Throughout the Library System people made 2.6 million visits to our 18 libraries and 2.6 million visits to our online library, checking out 8.2 million books, movies, e-books, and other items.

This past year we continued to make improvements to meet community demands. To bring customers improved service, we added computers, installed a movie machine for people to select DVDs, and made changes to the floor plan to improve access to books, movies, and other materials at Steilacoom Pierce County Library.

During the recent economic downturn people turned to Pierce County Library for computer skills and help finding and getting jobs. We increased our offerings of job and business resources, and created Job & Business Centers in some of our libraries, including Lakewood and University Place Pierce County Libraries. Private organizations helped fund these dedicated areas with computers, work spaces, books, and resume help. We offer computer classes in all of our libraries and in communities.

Thank you for your interest and support in Pierce County Library's efforts to bring the world of information and imagination to all people of our community. Please contact my office, 253-548-3441 to schedule a tour of the Library System or one of your neighborhood libraries.

Thank you again for your time and interest.

Sincerely,

Neel Parikh
Executive Director

February 15, 2013

Representative Steve Kirby
Washington State House of Representatives
P.O. Box 40600
Olympia, WA 98504-0600

Dear Representative Kirby:

Thank you for your service to Pierce County residents. Pierce County Library System is honored to work daily with your constituents that make up the 555,000 people in our service area.

Pierce County Library continues to make a difference in people's lives in District 29. Our libraries are well loved and used. Last year people in District 29 made 835,632 visits to their neighborhood libraries and checked out 2,111,965 books and other items. People made more visits to University Place Pierce County Library than any other library in the Library System. Throughout the Library System people made 2.6 million visits to our 18 libraries and 2.6 million visits to our online library, checking out 8.2 million books, movies, e-books, and other items.

This past year we continued to make improvements to meet community demands. The community is still flocking to University Place Pierce County Library in its new location in the Civic and Library Building. This past year University Place Library earned LEED certification—Leadership in Energy and Environmental Design at the silver certification level. We created the library with sustainable building elements.

During the recent economic downturn people turned to Pierce County Library for computer skills and help finding and getting jobs. We increased our offerings of job and business resources, and created Job & Business Centers in some of our libraries, including Lakewood and University Place Pierce County Libraries. Private organizations helped fund these dedicated areas with computers, work spaces, books, and resume help. We offer computer classes in all of our libraries and in communities.

Thank you for your interest and support in Pierce County Library's efforts to bring the world of information and imagination to all people of our community. Please contact my office, 253-548-3441 to schedule a tour of the Library System or one of your neighborhood libraries.

Thank you again for your time and interest.

Sincerely,

Neel Parikh
Executive Director

February 15, 2013

Representative Roger Freeman
Washington State House of Representatives
P.O. Box 40600
Olympia, WA 98504-0600

Dear Representative Freeman:

Thank you for your service to Pierce County residents. Pierce County Library System is honored to work daily with your constituents that make up the 555,000 people in our service area.

Pierce County Library continues to make a difference in people's lives in District 30. Our libraries are well loved and used. Last year people in District 30 made 103,044 visits to Milton/Edgewood Pierce County Library and checked out 263,502 books and other items. Throughout the Library System people made 2.6 million visits to our 18 libraries and 2.6 million visits to our online library, checking out 8.2 million books, movies, e-books, and other items.

This past year we continued to make improvements to meet community demands. 2012 marked the first full year of Milton/Edgewood Library in its new centrally, located space in Surprise Lake Square. Residents continue to gather and connect at the new location: 31% more people visited the library in its new location in 2012, compared with visits to the library in its previous location in 2010. They also increased the number of items they checked out by 7%, comparing the two years.

During the recent economic downturn people turned to Pierce County Library for computer skills and help finding and getting jobs. We increased our offerings of job and business resources, and created Job & Business Centers in six of our libraries. Private organizations helped fund these dedicated areas with computers, work spaces, books, and resume help. We offer computer classes in all of our libraries and in communities.

Thank you for your interest and support in Pierce County Library's efforts to bring the world of information and imagination to all people of our community. Please contact my office, 253-548-3441 to schedule a tour of the Library System or one of your neighborhood libraries.

Thank you again for your time and interest.

Sincerely,

Neel Parikh
Executive Director

February 15, 2013

Representative Cathy Dahlquist
Washington State House of Representatives
P.O. Box 40600
Olympia, WA 98504-0600

Dear Representative Dahlquist:

Thank you for your service to Pierce County residents. Pierce County Library System is honored to work daily with your constituents that make up the 555,000 people in our service area.

Pierce County Library continues to make a difference in people's lives in District 31. Our libraries are well loved and used. Last year people in District 31 made 416,977 visits to their neighborhood libraries and checked out 1,254,122 books and other items. Throughout the Library System people made 2.6 million visits to our 18 libraries and 2.6 million visits to our online library, checking out 8.2 million books, movies, e-books, and other items.

This past year we continued to make improvements to meet community demands and residents have taken note with their votes. In 2012 residents of the Enumclaw Plateau voted Buckley Pierce County Library as the Best Book Store on the Plateau. The community cast votes for their Best of's in the Bonney Lake and Enumclaw Courier Heralds' Best of the Plateau contest.

During the recent economic downturn people turned to Pierce County Library for computer skills and help finding and getting jobs. We increased our offerings of job and business resources, and created Job & Business Centers in some of our libraries, including Sumner Pierce County Library. Private organizations helped fund these dedicated areas with computers, work spaces, books, and resume help. We offer computer classes in all of our libraries and in communities.

Thank you for your interest and support in Pierce County Library's efforts to bring the world of information and imagination to all people of our community. Please contact my office, 253-548-3441 to schedule a tour of the Library System or one of your neighborhood libraries.

Thank you again for your time and interest.

Sincerely,

Neel Parikh
Executive Director

M E M O

Date: February 28, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Neel Parikh, Executive Director

Subject: PCLS Project in Governor's Capital Budget

For the past four years, at the suggestion of a Foundation Board member, Lynne Hoffman has been working with the State of Washington Office of Financial Management to include a Pierce County Library System project in the Governor's bi-annual Capital Budget.

This last fall, Lynne developed a project proposal to purchase and equip two mobile Library vans in order to provide direct service to 6,600 students in ten elementary schools in Franklin Pierce, Bethel and Clover Park Pierce County school districts. These vans are intended to help us begin the new school program after the elimination of the Explorer Kid's Bookmobile.

In October, Lynne and I met with Sandy Triggs, Senior Capital Budget Assistant to the Governor, to describe the project. She made some suggestions regarding drafting the budget proposal and encouraged us to get letters of support. A letter proposing the project was sent to the Governor at the end of October, including letters of support from Frank Hewins, the Superintendent of Franklin Pierce School District and Jay Brower, the Director of Community Connections at the Bethel School District (the letter to the Governor outlining the proposal and the letters of support are attached.)

Prior to the recent Library Legislative Day we learned that this item was included in the Governor's Capital Budget. It is listed in the document under "Community and Statewide Projects" described as "Mobile library units - purchase and modify two mobile library units that serve 6,600 students annually in 10 to 12 elementary and middle schools in the Franklin Pierce, Bethel and Clover Park school districts." The entire budget request of $200,000 was also included.

During our Legislative Day visits we were encouraged to seek a champion Legislator from one of the districts benefitting from this project. The project affects Districts 2, 25 and 29. Don Morel from the 25th and Dave Sawyer from the 29th District expressed interest. Dawn Morrell's aide, Mary Sherman, is a member of the Franklin Pierce School Board and was equally enthusiastic about the project. We will continue to monitor the progress of this proposal and work closely with both of these Legislators.

Capital

CAPITAL CONSTRUCTION AND LOCAL ASSISTANCE

Few tasks during her administration commanded more of Governor Gregoire's attention than creating jobs. She joined with leaders from business, labor, the tribes and communities across the state to create employment opportunities. While the Great Recession hit hard and lingered long, the Governor proposed capital budgets that put people back to work and built facilities and infrastructure to put the state on the path to economic prosperity. The investments described below are separate from those recommended in the operating budget and represent approximately 20,258 new or retained jobs each year of the biennium for Washingtonians.

Community and Statewide Projects

North Roadway network improvement (Issaquah)
Purchase environmentally sensitive areas, design and construct pedestrian/bicycle trails as well as other improvements. ($5.0 million bonds)

Public Safety Building (Concrete)
Fund final design, site preparation and construction of a public safety building to house the city's volunteer fire department. ($3.0 million bonds)

Second Harvest Distribution Center construction phase 2 (Pasco)
Construct a food distribution center that serves 68,000 clients each month through 55 neighborhood food banks and meal centers throughout south and central Washington. ($3.0 million bonds)

Food bank (Thurston County)
Purchase and upgrade a warehouse and remodel a food bank that serves 14,000 households each year as well as low-income students in 32 elementary schools with weekend food packages. ($1.0 million bonds)

Mobile library units (Pierce County)
Purchase and modify two mobile library units that serve 6,600 students annually in 10 to 12 elementary and middle schools in the Franklin Pierce, Bethel and Clover Park school districts. ($200,000)

Public Works Assistance Account programs (statewide)
Finance local infrastructure and emergency projects recommended by the Public Works Board: $350 million in loans to local governments, $22 million for pre-construction loans and $5 million in loans for each of the following three categories: emergency needs, energy and water efficiency projects, and water system acquisition. ($387.0 million Public Works Assistance Account)

October 11, 2012

The Honorable Christine Gregoire
Governor of the State of Washington
Office of the Governor
P. O. Box 40002
Olympia, WA 98502

Dear Governor Gregoire:

Pierce County Library is committed to sustaining relevant high quality resources, technology and assistance for all residents of Pierce County. Particularly for children in low-income neighborhoods, access to library service is essential for success in school and in life. To that end, the **Pierce County Library Foundation requests funding in the amount of $200,000 to purchase and equip two mobile library vans.** The mobile libraries are a cost-effective solution to providing direct service to 6,600 students in ten elementary and middle schools in the Franklin Pierce, Bethel and Clover Park Pierce County school districts that need library services for their students most.

Need

Unfortunately, the effects of budget shortfalls threaten to weigh most heavily on children in low-income neighborhoods. The economic downturn affects schools as well as libraries. In attempting to balance their budgets, schools have increased class size and cut programs across the board. In many Pierce County school districts, school librarians have been let go and in certain cases, the school libraries have been dismantled all together – a move that alarmed teachers and parents alike.

Schools are eager to partner with Pierce County Library to ensure that their students have access to the benefits that libraries offer. Public libraries provide a literate environment, information resources, high-speed computers and a seemingly inexhaustible variety of books for reading, learning and enjoyment. Children who become habitual library users get better grades in school – not only in English but sciences and math as well. Plus, access to the vast resources of the library and the one to one personal assistance from library staff, give children the basis to develop lifelong learning opportunities to improve their situation and quality of life for years to come.

Plan

Pierce County Library System will continue its tradition of serving low-income, geographically isolated children and teens by delivering books, readers advisory, reference assistance, online services and staff directly to schools using mobile library service.   Pierce County Library Youth Services staff have already begun to work with administrators in three school districts, Clover Park, Franklin Pierce and Bethel to devise a plan to bring regular library service directly into elementary and middle schools.

Modeling this new service after a successful program in Multnomah Library in Oregon, Pierce County Library is enthusiastically pursuing a new avenue of bringing the public library experience to students on a regular basis. This new program is more than book delivery. Pierce County Library will bring trained library staff, print and online resources and other assistance as each school requires, tailor-made to the specific school needs.

The delivery of books and materials for browsing, placing holds and check outs is integral to the plan. The most efficient and cost-effective way to deliver materials is with sprinter and cargo vans. These vehicles do not require a commercial license for the driver, are gas efficient and small enough to drive into tight parking spaces. The sprinters will be customized to secure carts, crates, install shelving and a lift for safety in moving heavy crates of books into classrooms and places inside the schools.

Pierce County Library is moving forward in testing and solidifying schedules, services and resources as needed by each school. It is our intention to be fully operational by the 2013-14 school year. In order to meet the demands of each school district and adhere to the plans developed by administrators, teachers and library staff, mobile library vans are essential to operate this service away from physical library branches.

Funding

The purchase and installation of fixtures in the vans are beyond the library's stretched budget. Pierce County Library Foundation is seeking $200,000 to fund the acquisition of two mobile libraries and fully develop this new partnership between the Pierce County Library System and Pierce County schools. (*Estimated budget attached.*) The investment of staffing hours, books and resources, vehicle upkeep, supplies and overhead to carry out and sustain this new service is built into the general budget of the Pierce County Library System.

Pierce County Library is proud of its efforts to make tax dollars work harder by incorporating new solutions and efficiencies into our work processes. The Pierce County Library Foundation appreciates your thoughtful consideration in designating funds from the Governor's Capital Budget to sustain critical library services for schools.

Sincerely,

Lynne Hoffman
Foundation Director

Neel Parikh
Library Executive Director

BETHEL
PUBLIC SCHOOLS

*Together We Can Find Better Ways
To Help All Children Learn!*

October 30, 2012

The Honorable Christine Gregoire
Governor of the State of Washington
Office of the Governor
P. O. Box 40002
Olympia WA 98502

Dear Governor Gregoire:

It is truly an honor to write this letter in support of Pierce County Library Foundation's 2013-15 Governor's Supplemental Capital Budget request for funding direct service to schools. Over the past 27 years, I have had the pleasure of serving as a teacher, school social worker, assistant principal and central office administrator in the Bethel School District. As such, I have experienced first-hand the incredible value of libraries in helping students achieve success in school and ultimately, in society.

When I heard about the possibility of bringing the library inside our schools and into our classrooms, I became excited for our students, families and staff members! This new Pierce County Library service will bring books, resources, on-line homework help, computers and librarians into our elementary and middle schools. With budget shortfalls and our most recent free and reduced price lunch percentage at 48%, partnering with strong organizations like Pierce County Library Systems (PCLS) becomes vital. The Bethel School District recognizes the importance of access to the public library for all students, especially students from disadvantaged families. We certainly welcome PCLS into our elementary and middle schools and appreciate you, as our Governor, making this avenue available to our community. I have been so impressed with the way PCLS stretches every dollar and reaches out to the 18,000 students and 105,000 citizens in the Bethel area. Both PCLS and the Bethel School District recognize the need to be as efficient as possible and we support the funding for specially equipped vans designated for this new service. The PCLS leaders form strong collaborations and are always willing to listen to the ideas we have to improve library services to schools and to families in this area.

Direct library service to elementary and middle schools will:

- **Make available the vast resources of Pierce County Library to all students.** The new service will bring a fresh collection of books and informational materials, access to databases and CDs into classrooms on a regular basis. Students can browse, check out or search the catalog and place materials on hold to be delivered at the next visit. Librarians will assist students in researching print and online resources for their studies.
- **Provide access to children who cannot visit their local branch library.** Many children have transportation issues. Public transportation is limited or is not an option and often both parents are working and can't find the time to take their children to the library. There are also cultural barriers as well, particularly with low-income families. Reading may not be a priority in these households and consequently, these children don't have the advantages that others do. When library service is provided in the school, children learn to love reading and achieve better grades in all their studies as compared to non-library users.
- **Maximize Washington State's investment in education.** Public libraries are beloved and respected public institutions and work in a complimentary way with many community organizations that serve children. We can be proud of our government when it works together for the betterment of its citizens – especially children.

As a past board member of the Pierce County Library Foundation, and as the Director of Community Services for the Bethel School District, I support the innovative way Pierce County Library partners with child care centers, in-home child care providers, Boys and Girls Clubs, YMCAs and schools around the county. With help from the Governor, Pierce County Library can extend its service beyond library walls in an efficient and effective way. Approving this funding request is a sound investment in the future of our children.

Sincerely,
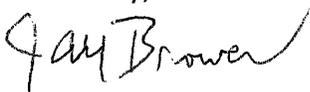
Jay Brower
Director, Community Connections

30 October 2012

The Honorable Christine Gregoire
Governor of the State of Washington
Office of the Governor
P.O. Box 40002
Olympia, WA 98502

Dear Governor Gregoire:

Franklin Pierce Schools has experienced increasing reading and writing scores at all grade levels throughout our District. We attribute these gains not only to our laser-like focus and rigor in the classroom, but also our commitment to the "whole child," including our growing partnership with the Pierce County Library System (PCLS).

Franklin Pierce Schools wishes to affirm our strong support for PCLS's funding request, which will be of great educational benefit to the 5,500 elementary and middle school students of our District.

Franklin Pierce Schools has the highest free and/or reduced price lunch percentage of any other school district in Pierce County. Seven of every ten students in our District qualify for free and/or reduced price lunch. Many of our families struggle providing the most basic needs, and often are left without funds to purchase books and access to online educational resources. Knowing these barriers, Franklin Pierce Schools believes it is vitally important to have PCLS come into our schools to provide students access to the Library's collections. We believe strongly enough in this effort, that our District has recently partnered with PCLS to register every student to receive a library card.

As you are well aware, the last four years have forced organizations in both the public and private sectors to make difficult budget decisions. The last four years have also forced organizations to operate more efficiently. We understand and support the Library's efforts to operate more efficiently, especially their plan to acquire and deploy specially equipped vans to bring their collections into schools for students to access.

Budget cuts often harm the most vulnerable in our society. By granting this funding request, the students of Franklin Pierce Schools will be afforded greater access to the educational resources that are readily available to their more advantaged counterparts.

Sincerely,

Dr. Frank Hewins
Superintendent

Engage Their Minds.

Notes for Legislative Day
Governor's Capital Budget Funding Request
New Service to Schools

- Pierce County Library Foundation (non-profit) has requested $200,000 in the Governor's Capital Budget to purchase and equip two mobile library vans.
- The new library service will provide direct service to 6,600 students in ten elementary schools in the Franklin Pierce, Bethel and Clover Park Pierce County school districts.
- Target schools are:
  - Lochburn Middle School
  - Woodbrook Middle School
  - Christensen Elementary
  - James Sales Elementary
  - Perry G. Keithley Middle School
  - Chester H. Thompson Elementary
  - Evergreen Elementary
  - Morris Ford Middle School
  - Harvard Elementary
  - Midland Elementary School
  - Cedarcrest Junior High School
  - Fredrickson Elementary
- The districts represented are: Franklin Pierce and Bethel, 2nd and 25th districts and Clover Park, 28th and 29th – PLEASE CHECK!
- Pierce County Library System has a tradition of serving low-income, geographically isolated children and teens.
- The economic downturn affects schools as well as libraries. In many Pierce County school districts, school librarians have been let go and in certain cases, the school libraries have been dismantled all together.

Plan

- This new program is more than book delivery. Pierce County Library will bring trained library staff, print and online resources and other assistance as each school requires, tailor-made to the specific school needs.
- Pierce County Library will deliver books, readers advisory, reference assistance, online services and staff directly to schools using mobile library service.
- Pierce County Library will work school by school to determine the location, schedule and service their students need.
- The delivery of books and materials for browsing, placing holds and check outs is integral to the plan.

Funding Request

- Mobile library vans are essential to operate this service away from physical library branches.
- The most efficient and cost-effective way to deliver materials is with sprinter and cargo vans.
- These vehicles do not require a commercial license for the driver, are gas efficient and small enough to drive into tight parking spaces.

- The sprinters will be customized to secure carts, crates, install shelving and a lift for safety in moving heavy crates of books into classrooms and places inside the schools.
- The investment of staffing hours, books and resources, vehicle upkeep, supplies and overhead to carry out this new service is built into the general budget of the Pierce County Library System. It costs about $190,000 annually to sustain.
- Pierce County Library is proud of its efforts to make tax dollars work harder by incorporating new solutions and efficiencies into our work processes.

M E M O

Pierce County
Library System

Information & Imagination

Date: March 5, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Neel Parikh, Executive Director

Subject: 2013 Legislation of Interest to Libraries

The cutoff date for legislative bills to be introduced was last Friday, February 28, 2013. The Legislative issues libraries have been monitoring did not come out of committee.

M E M O

Date: March 5, 2013

To: Chair Linda Ishem and members of the Board of Trustees

From: Neel Parikh, Executive Director

Subject: May Board meeting – Request for date change

The Board of Trustees's May meeting is scheduled at its usual time on Wednesday May 8 at 3:30 p.m. Due to a unique situation, I would like to request a change to that meeting date.