

Yakima Valley Libraries

Board of Trustees

Special Meeting – Library Retreat

Thursday, January 24, 2019

8:30 a.m. Yakima Valley Arboretum

Board Member Present: President Del Rankin, Vice-President Glenn Rice, Secretary Jim Davenport, Trustee Dan Seifert, Trustee Mary MacKintosh

Staff Present: Executive Director Kim Hixson, Executive Assistant Terri Reeder, Human Resources Director Darline Charbonneau, Public Library Services Director Francisco Garcia-Ortiz, Program & Marketing Librarian Krystal Corbray, Managing Librarian Rondi Downs, Managing Librarian, Jared Fair, Collection Development Librarian LeNee Gatton, Facilities Manager Susan Miller, Technical Services & Outreach Manager Sherrie Prentice, Branch Manager Georgia Reitmire, Accounting Manager John Slaughter, Managing Librarian Deb Stilson, Managing Branch Manager Heather Van Tassell, IT Manager Melissa Vickers, Archive & Special Collection Manager Terry Walker

I Opening of the Meeting:

a. Call to Order

President Rankin called the meeting to order 9:00 a.m.

b. Determination of quorum

President Rankin determined a quorum of the Trustees was present.

c. Recognition of visitors

No visitors attended

d. Approval of the agenda

President Rankin approved the agenda as presented.

Action

President May Adopt

II Open Forum

See Regular Session

III. Retreat Agenda

a. Overview

i. Executive Director - Welcome

Executive Director Hixson asked each attendee to give their name and position. Board members also gave brief descriptions about their backgrounds.

Executive Director Hixson began today's retreat stating we want to structure our own library system, rather than having it done for us by random events. It is better to shape our own destiny. Working on core documents will help us do that. Today is an opportunity to freely exchange ideas. This is a jump off point to move forward. Hixson thanked everyone for their effort and hard work leading up to today's event.

ii. President Opening Remarks

Trustee Rankin spoke on behalf of the Trustees. He said they were glad to be included in the planning process and hoped to provide an extra perspective and point of view as Trustees and community members. Rankin invited the managers to share what they are dreaming and thinking so the Board can help with changes.

b. Staff Year End Recap/2019 Goals

Executive Director Hixson asked managers to share their 2018 accomplishments and goals for 2019:

Sherrie Prentice – Technical Services Manager: Tech Services handles cataloging and processing. We work to get materials out the door and provide training in records for e-Materials. She said they're seeing a decrease of physical materials; the trend for past 5 years is 17.5% in number of items and 14.3% in cataloging. Statistics show an increase of e-Materials. We are making an effort to be sure e-Materials records are in our catalog. Our department is formatting information differently, working on links to materials in Overdrive and focusing on smoother transitions for patrons. The department is now centralizing the processing of magazines; the goal is to make them available as a hold-able item.

Adding to this, Collection Development Librarian LeNee Gatton interjected some information about changes in the collection from renewing/updating magazines, to now maintaining up-to-date collections. She also spoke about the increase of e-Materials in our collection and circulation. The Overdrive analysis in the digital collection tells us much about patron usage. Trustee Davenport asked Ms. Gatton if it can analyze what is in J NF digital collection to determine what is available by subject. Ms. Gatton confirmed the analysis has the capacity do that. Dr. Garcia-Ortiz displayed the subject search using the library's catalog showing the number of items on "Yakima County" (as subject) by Type of Material. *Goals for 2019:* cleaning up facets to help narrow searches; deleting and purging obsolete records in catalog—cleaning up authority records; update local standards, training in MARQ; processing magazines and clean up holdings; supporting Archives and Special Collections.

Sherrie Prentice – Outreach Services Manager: Ms. Prentice reported her department is doing very well. There is an increase in circulation among the population her staff serves. They will soon be adding locations to serve patrons in Sunnyside and Toppenish. *Goals for 2019:* introducing an e-Reader lending program for patrons; and continue loaning donated Kindles; which is proving to be successful for their patrons. We are working on Memory Care Café and will be evaluating partnership with the host organization.

Francisco Garcia-Ortiz, Ph.D. – Public Library Services Director: Dr. Garcia-Ortiz displayed a mental map of his work: Supervising, guiding, assisting and meeting with management team; projects-initiated, evaluating, planning, executing; budget planning and innovative ideas, as well as assisting the Executive Director. Other projects include customer service monitoring. Trustee Davenport asked, "What is your most important project?" Dr. Garcia-Ortiz replied the training plan. It impacts the way we will do things. Also, it provides standards and efficient training for all staff. He stated he helped with the transition when two managers switched their positions in Zone 5 and Zone 2. He also assisted Tech Services when new people came into the department. *Goals for 2019:* work on projects, moving forward, i.e. on annual inventory. Dr. Garcia-Ortiz said he will work on the website schedule of slides to promote different resources. Other projects include: core documents, donations, *High School 21+* which mentors adults to obtain a high school diploma. Explore community partnerships. Executive Director Hixson complimented Mr. Garcia-Ortiz in his efforts since taking the role of Public Library Services Director overseeing the Zone Managers and Community Libraries.

Rondi Downs – Zone 5 Manager: Ms. Downs complimented staff saying they are to be recognized for their Zone’s accomplishments. Nile Express has been added to Zone 2. Ms. Katy Ulmer, Naches Community Library Supervisor oversees the Nile’s Express Library and circulation has grown 194% in 2018, now celebrating its second year. Ms. Downs said she has served on Parents as Teachers Advisory Council, part of Catholic Family Services to work with young families. She is also a participant with Investing in Children, the Central Washington Early Literacy Coalition. Early Literacy in one of YVL’s Strategic Plan service responses. Ms. Downs facilitated the Aspen Institute Dialogue on Public Libraries “Re-envisioning Your Library through Community Engagement” held on April 12, 2018 at the West Valley Library. She has worked on the YVL Procedures Review committee and YVL Policies Core Committee. In September 2018, Ms. Downs transferred to Zone 5, trading places with Managing Librarian Jared Fair, who then took over Zone 2. The change has given her an opportunity for hands-on experience working in a different zone, with four libraries and their unique strengths, communities, and staffing challenges. *Goals for 2019:* apply facilities recommendations; continue work on procedures and policies, work on staff training, and evaluate staff hours and library open hours.

Deb Stilson – Zone 6 Manager: Facilitated the Washington State Library workshop and guest author in Sunnyside; helped secure a grant from Legends Casino working with Sunnyside Friends. She also coordinated efforts to have trees trimmed and flowers planted to improve the library’s street view at White Swan. Attended Community Engagement workshop at West Valley Library last April. Ms. Stilson mentored she worked with a UW iSchool intern scheduling a job shadow at YVL libraries and departments as well as mentored a Librarian II who worked in Zone 5 briefly in 2018. *Goals for 2019:* continue making libraries welcoming as well as comfortable places; looking at staffing and open hours to see if changes need meet community needs; building better community partnerships.

Terry Walker – Archive & Special Collections Manager: Ms. Walker is working on transferring Yakima Memory from Content DM to current DSpace repository in agreement with the Yakima Valley Museum. The plan is to digitize Relander materials electronic availability to the public. She said the most popular item requested is Trustee Rankin’s article completed years ago which is stored in the Relander room. Ms. Walker is also working on Lubke donation collection. Most material can circulate, as opposed to the Relander materials, which are very old. She said Bob Tuck, naturalist and researcher, donated a recent collection on water law and history. The natural resource management in Yakima and Columbia River Basin is a subject that was limited in our collection until now. *Goals for 2019:* Migrating Plath Forum audio collection to a digital format. Continue work on website development-pages that represent special collections. Make historical materials more available to the public. We can only accommodate 1-2 patrons at a time by appointment and are currently turning people away 2-3 times a week. People come in on their lunch hour; we must have staff to ready to assist them and monitor their use of archive materials. Archives serves entire district. Trustee Davenport asked, “Does this fit in Strategic Plan?” Ms. Walker confirmed it does. She concluded in saying how grateful is she to have an assistant. Trustee Davenport mentioned his agreement to house some of the Bob Tuck materials and asked Executive Director Hixson provide a copy of the Off-Site Storage of Tuck Materials Agreement to Board members.

John Slaughter – Accounting Manager: Mr. Slaughter gave credit to his department's accomplishments due to his fantastic staff who succeeded implementing the new cloud versions of Springbrook. He said YVL received an unqualified audit report. His department is training Central Yakima managers in the new purchasing module as well as training CL Supervisors in budget processes. He worked with HR Director Darline Charbonneau on the new procedures on Springbrook and answered many questions staff asked during the transition. Executive Director Hixson took a moment and thanked Mr. Slaughter for all the cost-out reports. *Goals for 2019:* cash handling policy to Board, include training committee to work with staff so Auditor can see consistent processes. Work on Accounting Manual. Completed the Inventory Audit in 2018; will do annual fixed assets inventory now. Worked with IT Manager Melissa Vickers and Facility Manager Susan Miller on forms for staff use for inventory. Continue training managers on budget procedures.

Susan Miller – Facilities Manager: Ms. Miller complimented her department's crew for all the work they do. She said normally there are five staff; however, from Oct-Nov she was down to only two employees. The maintenance schedule was shifted to discontinue Saturdays until their staff numbers were back up to accommodate the work load. Panic buttons were installed in all libraries. Executive Director Hixson noted that staff felt relieved at having panic buttons in their libraries. Buttons have been used twice, once was accident. Trustees MacKintosh and Rankin asked, "What is the process and what happens when the button is pushed?" Ms. Miller gave details of the process. One security company is monitoring all but three of the libraries. Trustee Davenport suggested initiating a "test panic button" operation at each library. Ms. Miller told Trustees that the Washington State Library asked YVL to complete a facilities study which she completed and submitted. Results of the study will be published in June/July. The Washington State Library is hopeful the Legislature will approve funding to help economically challenged library districts with their building maintenance. New signage was installed at Sunnyside, Moxee, and Naches libraries. Facilities Plan was completed in a collaborative effort with the Trustees and consultants, BORArchitects. *Goals 2019:* remodel projects at Yakima Central Service Center, NW Reading room, sliding doors at West Valley to creating a meeting room, moving forward on Facilities Plan, annual budget.

Krystal Corbray – Programming & Marketing Librarian: The second Winter Reading Challenge was held last year said Ms. Corbray. We've received positive local newspaper coverage. Preschool story time tour featured Pout-Pout Fish. Summer Reading Program statistics reported a small increase in registrations with 40% completing the overall program. Community partnerships helped with successful programs involving such organizations as the Yakima Symphony. Executive Director Hixson commented on the excellent quality of the programs featured last year. Ms. Walker interjected that she was thankful for all the promotional information to the public regarding the history program she facilitated at the West Valley Library in 2018. Authors-Out-Loud guest speaker Jamie Ford held a successful presentation at West Valley. One teacher brought her 7th grade class to the evening event because they had read Ford's book in class! YVL also engaged in partnerships with the Capital Theater on booklists that tie in with their programs. Media coverage again worth mentioning: KIMA a special feature on the Harry Potter Party attended by scores of kids and adults at the library. Yakima Herald-Republic's SCENE content has been successful and we've received good public feedback on the articles. *Goals for 2019:* maintain current level of programs; work with staff at Community Libraries to make programs more cohesive. Develop a plan-ahead process for promoting district programs. Ms. Corbray said she is

excited about community engagement goals. Her department plans to do more promoting to Latino community and monolingual community—Radio KDNA and El Sol. Also, the plan is to enhance promotion of STEM kits. She wants to use story time materials like puppets by putting a process in place for staff to request these supplies. Ms. Corbray will be presenting at the OLA/WLA Conference on the topic “*Everyone Counts: How Libraries Can be a Partner for the 2020 Census.*” Trustee Davenport asked about website slides on Book Clubs and the photo on the Board’s webpage remarking both have antiquated books as the background. Trustee Rice recommended Jim Mattis of Sunnyside, retired Secretary of Defense, featured as a presenter for authors program as well as Yakima Rotarian McCaffry, who lives in Seattle. Get them together and tie into author program. Rice commented it would be good to promote the event “as a big deal program for kids and adults.”

Georgia Reitmire – Zone 1 Manager: Ms. Reitmire spoke of the changes in the downtown core and its use of Yakima Central Library led to a shift in services we provide. Family type services have transitioned more to West Valley. Preschool story time attendance may average 5 kids at YCL. We do host Saturday STEAM programs and partnerships with Cowiche Creek and others on art and science programs. Customer service important. We’ve done a lot of great things—programs are important to people coming in, particularly more adult programs. *Goals for 2019:* more adult programs, getting involved with the Farmer’s Market, focus on community engagement. Southeast Library numbers have fluctuated downward due to the shift in neighborhood dynamics. There are opportunities for kids to go elsewhere for snacks and homework help after school. Trustee Davenport asked, “What is your mindset about reference?” Ms. Reitmire responded we don’t see the types of reference questions like we used to before the existence of Google or databases. We get requests for obituaries or newspaper articles, but not market research for business. Would like to focus on business resources in 2019, make changes to make more user friendly. Board members asked, “What is the shelf space for reference?” Ms. Reitmire said less than 10%. Dr. Garcia-Ortiz interjected saying approximately 5-6%. Trustee MacKintosh expressed concern because people turned to Google, but they are not getting the quality of information that we know is available in the library. Library has important role to play in meeting the community’s needs. Ms. Reitmire said we target students when offering public presentations at locations such as Perry Tech. As a goal, we would like to do teacher in-service trainings on our databases. Trustee Davenport said he would like to see reference program. Trustee Rice asked, “Have any of you sat down with ESD105 to talk about this?” Ms. Stilson interjected and said previously attended regular meetings, but heard from a Sunnyside teacher ESD105 disbanded the meetings. Trustee Rankin said this should be part of community engagement planning.

Heather VanTassell – Zones 3 & 4 Manager: People come into Moxee for programs and story times. There is a dual language program featured by East Valley schools offering use of Spanish materials. West Valley Library continues to grow in circulation and patron count; additional programs were added in 2018. Teen Advisers group meets monthly. The library collaborated with the Eisenhower Drama Club for a Dr. Seuss’ birthday production. Baby Lapsit and STEAM programs have been very successful. The Summer Reading Program was promoted to three Yakima schools and the West Valley elementary schools. East Valley Vice-Principal worked with the library for students to access digital cards—they acquired online cards last year. This year library staff attended the school’s open house and signed up students for library cards. We are still working to find the best way to get cards to students.

Ms. VanTassell said she participated on WLA planning committee, as well as on the YVL Policies and Collection Development Core committees. *Goals 2019*: Reach all elementary schools with Summer Reading Program information and evaluate programming needs. Maybe add school age programs in Terrace Heights and Moxee. Engage staff in database trainings. Will collaborate with the Facilities department to create a new work space at Terrace Heights Library. Trustee Davenport asked about the public computer use at West Valley. Ms. VanTassell responded there is actually more public computer use in Moxee; and less in Terrace Heights. She said West Valley use is going down as well as we see more people bringing in their own devices. Executive Director Hixson asked if bandwidth was influencing the overall use? Ms. VanTassell remarked it could be, due to slow service. Hixson said there may be BTOP grants coming. Ms. Reitmire interjected a comment that a new housing and commercial development is expected in the East Valley area which will increase population growth. IT Manager Melissa Vickers said there is a need to evaluate equipment and fiber availability in the future.

LeNee Gatton – Collection Development Librarian: Regarding Interlibrary Loans, significant changes were made to the Interlibrary Loans process of requesting and receiving titles (physical processing), from 35 steps down to about five. This increased productivity and reduced backlog. We no longer have backlog. Requests can now be processed in 1-3 days. This allows patrons to know whether they can or cannot obtain a library loan; or if we will simply purchase the title. We also reorganized the ILL workspace to benefit the employee. Trustee Davenport asked, “Why is the loan period shorter than for YVL material?” Ms. Gatton replied expiration date is set by lending institution.

LeNee Gatton – Collection Development Librarian: Concerning the Collection and budget spending, the goal is to get more on track each year. In 2018, everything came into play with processes running smoothly. We either earmarked or expended all monies. *Goals for 2019*: The intent is to add three brand new collections: “Library of Things Maker Kits” a do-it-yourself-how-to kits of made up of various materials such as a knitting kit enabling a person to test-out the hobby before investing in tools. We also hope to introduce the “Launchpad Collection” for early literacy. This product is priced at approximately \$18,900. The plan is to earmark this special collection for in April budget amendment. Another proposal is to develop a local and regional author shelf collection, including writing processes, at YVL. Author materials would be donated. It’s hard to justify purchasing their books because there are no reviews. Maximum collection capacity is also a factor when considering valuable shelving space. Continuing with her presentation, Ms. Gatton used Southeast as an example of revising collections. She highlighted the value of the CollectionHQ reports. Trustee Davenport remarked there is a need to access what we do not know—not just rely on current statistics. Ms. Gatton concluded her session saying we also use transfers reports to replace worn items. We’ll transfer a title from one library where item is finished circulating, and in good condition; then transfer it to another library where the title is popular and frequently checked out. Also, we’ve moved popular authors and subjects from one to another library and have seen increased usage of those books. Collection Development will be checking, and revising tasks the Selectors are assigned to do. Things to revise and revamp will involve shifting selection processes out of libraries to a more centralized selecting. Selectors will then step into to CollectionHQ process. Our goals include updating and rewriting purchase requests and Inter-Library Loan facts.

Terri Reeder – Executive Assistant & Public Records Officer: Primarily her role is to assist the Executive Director and Trustees throughout the year. A highlight to her 2018 was

volunteering at the WLA conference as a room monitor. Ms. Reeder took this opportunity to speak and recognize Executive Director Hixson for her vision in bringing the Board of Trustees and management staff together to share innovative ideas, expertise and plans for the district's future. She remarked it was Hixson's desire to organize a retreat as a springboard to this year's 2019 Bridge to the Strategic Plan. As an added note, March 1st marks Executive Director Hixson's 15th year with Yakima Valley Libraries.

Darline Charbonneau – Human Resources Director: Ms. Charbonneau serves on the WCIF Board and hold professional titles as a Senior Professional in Human Resources (from HRCI, aka Human Resources Certification Institute) and Society of Human Resources Management Certified Professional. Ms. Charbonneau said although she hired two new assistants in 2018, her current HR Assistant David Muniz has proven to be the best hire for her department. Some of the projects initiated in 2018 were: Wellness Grant, and a successful employee-participation of the Biometrics Fair; which garnered a 4% discount on our premiums for a \$10,000 savings. Life Insurance for employees was moved from Lincoln to The Standard. A new benefit, short-term disability, was added for full-time staff. HR increased use of volunteers through Farm Workers and Perry Technical Institute. *Goals for 2019:* Produce a brief video featuring Executive Director Hixson addressing new hires during orientation with a "Welcome to YVL" mini-monologue. Developing a new Comp and Class to prepare for 2020 minimum wage changes. Update personnel policies to reflect new laws. Mentoring the HR Assistant to obtain his Associate Professional in Human Resources (aPHR) Certification. Planning another Biometrics clinic for staff in spring. Continue to work on Core committees for the Strategic Plan. Work on logistics for Staff Enrichment Day in October.

Jared Fair – Zone 2 Manager: Mr. Fair remarked he "switched places" with Ms. Downs transferring from Zone 5 to cover Zone 2. Due to lack of staff coverage, he collaborated with Zone 6 to help cover Toppenish. There were seven positions filled this year, including three new Community Library Supervisors. Completed cross-training staff by starting at one library and moving onto the next. He said he found people learned duties faster this way. At the Toppenish Library, bushes were cut down so residents would stop nesting in them. Mr. Fair commented he had good cooperation with city. He graduated from Leadership Yakima citing the leadership team he participated with raised \$20,000 for Madison House playground. During the year he met with BORArchitect consultants and Trustees about Facilities. Mr. Fair held internal Community Library Supervisors meetings for Zone 5 to share concerns, and ideas for story time. Naches Community Library Supervisor Katy Ulmer is currently working on her MLIS funded through YVL's Plath Fund. Naches Library has initiated a popular Dungeons and Dragon program resulting in conversations to talk about library services with people. Selah Library has a mini-zoo that attracts children. Recently a child brought book to read to the turtle. This makes Selah library a unique space, positive engagement and a delight to kids and families. *Goals for 2019:* Make sure every shelf in every collection has at least one item displayed face out to help people with visual fatigue and decision fatigue. Try to do more merchandizing to enable people to find materials to use. Cross training with Zone 2 staff for coverage at the Tieton Library when its Community Library Supervisor is not able to work.

Melissa Vickers – Information Technology Manager: Working on MLIS degree funded through YVL's Plath Fund. People counters installed in libraries. Upgraded technical system to

Windows 10 and Office 2016. Increased internet speed at West Valley Library. Assisted libraries with organization of space. Continued working to submit necessary documentation to seek refunds through E-Rate. *Goals for 2019*: Technology replacement schedule. Upgrade public RAM. Replace Intranet. Evaluate current equipment for future use.

At this time, due to time constraints, Executive Director Hixson proposed changes to the agenda. Trustee Rice recommend postponing the Strategic Plan for later. Hixson suggested viewing statistics Dr. Garcia-Ortiz recently compiled. Rice offered his opinion what YVL could do to keep revenue and expense lines from crossing. He said voters need to see what we have tried to do to keep both lines growing together, and not crossing. What are strategies do we need to take? Looking at coming year and several years out. With caveat in mind—how do we serve our people? Trustee Rankin recommended statistics be sent out with comments, then have everyone review them before holding a discussion. Trustee Seifert thanked all managers for what they have done in their jobs and shared today.

Proposing a change in the agenda, it was agreed at this time to view Francisco's Power Point under agenda item: *Long Range Plan, iii Resources and Statistics*.

c. Long Range Plan

i. Core Documents – tabled

ii. Strategic Plan 2019 - tabled
1. Objectives

iii. Resources and Statistics:

Francisco's Power Point on Statistics 2010-2018:

- Statistics showed increased circulation, particularly noted in eBook circulation.
- Visitor count down 22.59%, possibly due to people switching to eMaterials.
- West Valley, Buena and Nile have increased visitors—Buena by 92.05%.
- Computer appointments down probably due to people having more internet access on their phones and other devices;

Trustee Seifert asked if reports can be generated in cross-patron use of libraries. Dr. Garcia-Ortiz confirmed we can produce that report. Trustee Davenport asked how the new people counters are working. The reply was, most are working well; however, Harrah Library's people-counter is too close to circulation desk. Trustee Seifert asked if it works operates via a person's height. The response was the people-counters use an infra-red mechanism set at waist height. Other issues were also discussed about statistics, open hours, meeting patron needs, transportation issues for children, small communities, staffing costs, people not wanting to lose their community library, older and smaller buildings in district. Trustee Davenport cited possibilities of consortiums and collaborating with Yakama Nation and Grandview Library. Trustee Rankin noted the need to have community conversations before making any changes.

d. Facilities' Review

i. Review Study

BOR Architecture's report: Trustee Davenport's spreadsheet was introduced to the group. Dr. Garcia-Ortiz projected the summary on the screen. The spreadsheet featured: Projected Lifespan, Operational Improvements, Structural Improvements

(XROI = no reasonable investment delivers adequate “return on investment”), Hypothetical Replacement & Alternatives, 2017 Population and Visitors and Circulation, Space for: restroom, staff and public including total square feet, 2018 Operation Expense, and percentage of Circulation. We need a plan to talk to building owners. Ms. Walker asked about YVL’s obligations to annexed libraries. Executive Director Hixson said there is a higher risk to make changes to services to those libraries than to contracted cities. Most contract cities pay about \$20,000. Union Gap paid approximately \$26,000 in 2018; \$30,000 in 2019. Ms. Reitmaire asked if we should schedule community engagement meetings in communities listed as XROI. Trustee Rankin said we’ll need to engage service organizations and local governments in whether to designate the building as a XROI or not. We should ask what are their hopes, dreams, needs, wants—not specify library services. Trustee Rankin remarked the need to be sensitive to what communities want and think—they may see their libraries acceptable the way it is currently. Hixson noted that the governing Library Board’s intent in 1940’s was for library district to provide library services and communities provide buildings. Trustee Rice noted that operational improvements do not look to be too great; maybe extending the life of the buildings is possible. What do we do with the tough ones like Toppish where the building cannot be improved enough to make it a comfortable place?

Trustee Rankin asked Managers to come up with list of stakeholders who could be approached for help to decide what to do. We can engage them in the facility planning. Not just about the building, but services too. By creating a wish list we help educate them about what might be possible.

Trustee Davenport shared the story about planning the library in Buena. The committee had a list of what they wanted in the structure of the building, but could not raise enough money for everything on the community’s “wish list.” The Friends group were able to build a basic library.

The managers were asked by Board members if they have time to take on community engagement. Ms. Downs said they make it a priority and we will make the time. Ms. Miller asked if we would have a narrative so everyone says same thing. Trustee Rankin said we could gather contact information and give to Executive Director Hixson and Trustees for them to contact. “We just need the list,” he said.

Facilities Study Cost Spreadsheet: The Board and managers referred to the Facilities Study Cost Spreadsheet and touched on a few of the libraries.

Terrace Heights Library: Trustee Rankin announced that the Terrace Heights Association is working with a construction company to pave the parking lot. The company is known for its charitable community contributions of which this project might be one of them.

Buena: a new circulation desk is budgeted for this year.

Trustee Rankin asked that Executive Director Hixson and the managers to make proposals to the Board about what they would like to see done at each of the libraries. Hixson asked the managers to review the Facilities Study for each of the libraries, coinciding with their 2019 budgets, and make recommendations. She wants community buy-in for what we do.

Discussion continued about the possibility of community arrow signs pointing out locations to the libraries. Ms. Reitmire said there are plans for a new development in Terrace Heights. Notices to people sent to people residing in the area. Dr. Garcia-Ortiz said that in addition to listening to community people we need to show them the possibilities that come with changes. Hixson said we need to be careful what we say, we can't offer all of them larger, nicer facilities like West Valley.

Assignment requested by Board members to managers:

Create a list of stakeholders within each community for the purpose of community engagement. Referring to the BORArchitecture Deferred Maintenance Cost Projections document, managers were asked to evaluate the Maintenance Issues, Cost Range, and Note Fields. Managers are to add notes, comments, and additions to the library's document by next month. Hixson noted these are public documents and asked managers to write "DRAFT" the spreadsheet. The documents are meant to be for discussion only.

ii. Library Services

1. Ongoing - tabled

2. Innovative ideas

Dr. Garcia-Ortiz displayed an additional Power Point regarding, "*Public Libraries: Services, Types, Models.*" It featured realistic solutions for libraries:

- (1) One service was composed of different elements like a Bookmobile and Pick up/Return service. Nile library patrons were offered a Pick-up-Locker but said they preferred to interact with a staff person. Ms. Walker noted that in more and more rural areas people go to the library to personally engage with staff, while in more urban areas just go in and out quickly. As an option, we could extend hours by having Hold locker in lobby of a library with camera installed to prevent misuse.
- (2) Providing a full-service kiosk 24/7. Spokane County has a kiosk paid for by donors and a partial grant costing \$200,000. Ms. Gatton noted kiosks could be placed in areas not served now, and not require more staffing except for restocking. Ms. Miller asked if weather could cause issues with equipment? Ms. Vickers believes extreme hot/cold would affect machinery.
- (3) Pop-up Library. YVL already has one and tent for shade. The Pop-Up-on-Wheels can participate in parades. Cost runs between \$30,000 to \$40,000.
- (4) "Open" sold by Bibliotheca. Ft. Vancouver's Yacolt Library has one.
- (5) Airport Digital Library. Photos featured one at the Boise airport. Use require temporary card or Kiosk for access to 3M cloud library. Or use 3 computers for checking out digital materials.
- (6) OCLC grants for Smart Libraries create Smart Spaces, for small libraries—use mobile furniture.
- (7) Public libraries and Public schools partnerships. Overdrive provides. The students can check out eMaterials. Multnomah County—School Corps: librarians take materials to school teachers and students.

iii. Options

What further ideas do we have? Managers shared that school officials have concerns about filtering e-Materials. Databases are a different avenue said Ms. Gatton. West Valley schools provide parents an "Opt Out" form for YouTube.

e. Outcomes and Implementation

- i. Community Engagement – discussion continued at a later date.
- ii. Informing the public – discussion continued at a later date. Trustee Rankin to work with Ms. Corbray on a preliminary plan to disseminate the information.
- iii. Implementing Facility Recommendations:
Executive Director Hixson asked what can we take away from today’s discussion? Was it useful? Several managers shared their thoughts about community engagement with stakeholders. Board members and managers agreed the retreat has been useful. Trustee MacKintosh emphasized how important libraries are to keep the “population from sliding into Neanderthal ignorance.” Ms. Gatton talked about the challenge of making database decisions and briefly spoke of the cost per use. Ms. Reitmire shared her thoughts about Sunday’s open hours and how visitor count seems to be rivaling a higher use on other days. Trustee Rice noted these are the things to include and show stakeholders and that we have exhausted all ways to meet resource needs with current income. Trustee Rankin noted a need to reach the business community so telling them about free resources from YVL. Ms. Gatton noted that we are poised to make positive changes, do more promotion and merchandizing.

Trustee Davenport suggested that Ms. Corbray write a story that describes this group, the Trustees and senior staff, working to address adequacy of current facilities, and budget problems we will face and what we are engaged in. Trustee Rankin offered to work with Ms. Corbray to write the article representing the Library Board President and Trustees.

Trustee Rice said he envisions the work we do affecting other similar areas such as rural, some low to moderate income communities, and those with varied cultures. He said to look at community people for their input—remember Bill Flower’s help in Sunnyside, Mr. Tom Carpenter in Granger and Ed Marquand in Tieton. Ms. Prentice noted Yakima County has the highest per capita of non-profits in the state. There may be possibilities for funding our needs with outside resources. Trustee MacKintosh noted the Yakima Museum is not funded by government, but is fully funded by donations. Trustee Rice stated, “take each incremental step and move on.” Let others see our passion for our work.

f. Summary and Wrap Up

- Assignments for managers: work on list of community stakeholders. Give lists to Kim and she’ll forward names to Board members for future community engagement.
- Managers are to review the consultant’s library assessment for their Zone and write comments of their facility wish lists; mark DRAFT on the document.
- Trustee Rankin and Ms. Corbray will work on a SCENE article.
- Executive Director Hixson will consider having the managers attend the Budget Study Session in March.

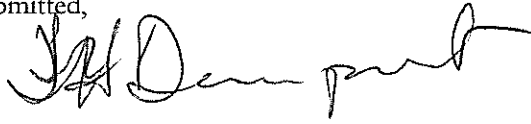
IV. Adjournment

Trustee Rankin adjourned meeting at 3:55 p.m.

Minutes
YVL Trustees
January 24, 2019

Respectfully submitted,

Jim Davenport
Secretary

A handwritten signature in black ink, appearing to read "Jim Davenport". The signature is written in a cursive style with a large initial "J" and a long, sweeping tail.