

Yakima Valley Libraries

Board of Trustees

Special Meeting – Library Retreat

Monday, March 2, 2020 – 9:00 a.m. following Regular Meeting
Yakima Area Arboretum

Meeting begins: 9:00 a.m.

Board Members Present: President Del Rankin, Vice-President Glenn Rice, Secretary Dan Seifert, Trustee Mary MacKintosh, Trustee Darline Charbonneau

Staff Present: Executive Director Kim Hixson, Executive Assistant Terri Reeder, Public Library Services Director Francisco-Garcia, Business Services Director John Slaughter, Program & Marketing Librarian Krystal Corbray, Managing Librarian Rondi Downs, Managing Librarian Jared Fair, Collection Development Librarian LeNee Gattton, Facilities Manager Susan Miller, Outreach & Tech Services Manager Sherrie Prentice, Managing Librarian Georgia Reitmire, Special Projects Manager Deb Stilson, Managing Librarian Heather VanTassell, IT Manager Melissa Vickers, Special Collections & Archive Manager Terry Walker

Visitors: none present

I. Overview

1. Introductions:

President Rankin thanked everyone for attending. He also welcomed newest Board member Darline Charbonneau.

2. Executive Director - Welcome:

Executive Director Hixson welcomed everyone as well. She explained today's agenda is intended to guide the retreat and generate conversation. Topics such as Hours and Restructure of the District will be set aside for a later date. Discussion during today's retreat will feature Full Service Libraries, the Strategic Plan and Facilities Projects.

3. President Opening Remarks:

President Rankin commented on last year's first retreat. He said it was exciting to bring Board members and managers together. Rankin remarked he is "optimistic" 2020 will be a great year.

II. Staff Year-end Recap/2020 Goals (limit 5 min each)

Rondi Downs (*Managing Librarian - Zones 5 & 6*)

Ms. Downs said much of what she does is part of a team effort that includes staff, managers, administrators and communities.

2019 Recap:

- Zone 5 hired and trained 8 new people
- Drafted a Wapato Circulation Desk project plan
- Hosted an author visit at Buena Library by Washington Center for the Book
- Exterior lighting upgraded by the Buena Friends of the Library
- Participated on the following committees: WLA Small & Rural Libraries Taskforce, Investing in Children Early Learning Coalition, Parents as Teachers Advisory Council, and YVL Procedures Review Committee, YVL Policies Review Committee and YVL Project Management Committee

2020 Goals:

- Explore open hours and days for each library
- Support Census efforts
- Security plans for each library

- Staff training
- Community engagement: Coffee with the Community hosted by Toppenish Chamber of Commerce each month
- Complete Wapato Circulation Desk project
- Continue working on Strategic Plan and Procedures Review Committees

LeNee Gatton (*Collection Development Librarian & ILL*)

2019 Recap – ILL:

Ms. Gatton explained she has one employee who handles ILL requests and Collection Development staff backs her up. The goal is to keep up with the demand. ILL implemented work-flow changes in 2018, and started keeping stats on incoming requests from YVL patrons. We will have 2 years statistics by end 2020. Executive Director Hixson asked for recommendations or changes. Gatton stated, “We are better able to see repeat requests now.” She said she found patrons were not picking up requests on time, so the materials were sent back to the lending library. However, the patron would turn around and request the same item(s) again. One proposal is to not accept same title requests in a 12 month period. The limit now is ten patron requests at a time.

2020 Goals:

The goal is to review FAQs posted online; then submit a plan to the Executive Director to implement duplicate request limit by April.

2019 Recap - Collection Development:

Kanopy streaming video was implemented as was the Launch Pad collection. Gatton announced Launch Pad selection is mostly central now; with a handful of Spanish versions. She said she participates on the Valley Reads committee. The Assistant Collection Development Librarian worked on the Winter Reading Challenge program and booklists. The staff member also helped prepare web presence for WR Challenge. Gatton assisted with special orders for Summer Reading Program. She worked with Archive & Special Collection Manager Terry Walker on the periodicals storage project which is almost complete. Gatton also worked with Accounting to help process Amazon orders. Other projects included: a Teen reading room in Overdrive; and the A to Z database was added which school teachers like! Gatton coordinated the 2019 Valley Reads book purchases with the YVL Foundation’s donation and was able to get eBooks this year. The author’s e-audiobook was featured in Amazon this year, so Gatton reached out and got mp3 CDs, but it did not circulate well. She may consider a different way in 2020 for audio.

2020 Goals – Collection Development:

Review collection use in all locations and decide what to let go of such as the books on CD (BOCD) in the smaller libraries. Gatton is looking into Value Line which has a library platform for investment research. She would like the managers to review the product and compare it with Morningstar. Donations from a Yakima Rotary Club to help with a library project will be considered for purchasing new STEM kits.

Deb Stilson (*Special Projects Manager*)

2019 Recap:

Ms. Stilson started her new position in December as Special Projects Librarian. She maintains participation on the following Committees: Readers Advisory, Facilities and Project Management. She attends the Sister City group, Homeless Coalition and Youth Network meetings. Projects she’s been working on include Virtual Reality program from Washington State Library, popular more with adults. This week Virtual Reality is at Toppenish and next week at Moxee and Buena. The Driving Test Study was added to our website. Another addition to our website is USA Learns, an English and citizenship study which is a free service. Stilson is working on a project with the Public Library Services Director on Baker & Taylor publishers to see what Spanish materials they offer for children and young adults. She also assisted with processing materials for the Northwest Reading Room.

2020 Goals:

Stilson said she sent requested information from the Northwest Community Action Center based in Toppenish about lower valley library programs. She is currently working on details for the new Washington State Library Jail Project which provides library cards for incarcerated individuals when

they are released. Stilson is participating in the promotion of security plan development for each library with Managing Librarian Rondi Downs.

Francisco Garcia-Ortiz, PhD (*Public Library Services Director*)

2019 Recap:

Dr. Garcia-Ortiz helps Executive Director Hixson make sure projects are going in the right direction. He oversees Strategic Plan goals are achieved. Members of the Strategic Plan Committee are: Executive Director Hixson, Business Services Director John Slaughter, Managing Librarian Rondi Downs, Managing Librarian Jared Fair and Archive & Special Collection Manager Terry Walker.

2020 Goals:

Dr. Garcia-Ortiz' main goal is supervising the team of managers, zone and departments making sure they have resources and tools to complete their jobs. Providing coverage and good customer service is important to him. He said next month he'll begin a new role on the Library Council of Washington for the next three years in the Cultural Diversity program. He will be providing advice to the State Librarian. He will also be assisting Ms. Walker and Ms. Prentice with the NW Reading Room project. Dr. Garcia-Ortiz is currently working on a presentation for the Hours Project and how it relates to the Strategic Plan, the departments, staffing, technology, etc. He said Baker and Taylor approached him about working on a project for them regarding Spanish language materials and reviewing 100 publishers. The goal is to create a Baker & Taylor core collection, share information with other library systems and assist them with what Spanish genres to focus on.

Krystal Corbray (*Programming & Marketing Librarian*)

2019 Recap:

Ms. Corbray launched the annual Winter Reading Challenge involving book lists, game cards, and promotions. Last year's Storytime Tour featured Llama Llama in Red Pajamas. She presented at the 2019 OLA/WLA Conference on how to reach hard to count populations regarding the upcoming 2020 Census. Authors Out Loud was very popular said Krystal. A patron started book club on climate change following one particular session. The Librarian of Congress visited Yakima Valley Libraries. Summer Reading Program was probably busiest in terms of programs district wide. Executive Director Hixson asked why Corbray thought SRP was more successful last year? Corbray said she felt she hit her stride in promotions and the variety of programs were more diverse. Yakima Herald-Republic reached out to cover SRP due to the large number of programs last summer. The Y/Our Story was featured at the end of the year; it was successful in terms of diversity in ages, ethnic groups represented, getting new people in the door.

2020 Goals:

Maintain the programs we have. Look for ways to increase outreach and marketing. Create an Event Calendar. With the Census is coming up she intends to make sure staff have resources to help the public. Regarding the SCENE articles, she said she enjoys overseeing them weekly. She said it stretches her to change things up each week – to keep it fresh. Executive Director Hixson remarked people recognize Ms. Corbray from her articles and are very complimentary. Trustee Charbonneau commented the articles are well done and that she and her husband enjoy reading them each week.

Terry Walker (*Archive & Special Collection Manager*)

2019 Recap:

Ms. Walker completed digitizing Relander Collection with the help of her assistant. There is a higher presence online resulting in people interested in donating their collections. The Lubke Collection is all published works, some that can circulate, while Relander Collection has older editions that will not circulate. She will make Lubke available in NW Reading Room because it is a source of local history. All Relander is catalogued and 15% of Lubke is catalogued. She was recently approached by Digital Public Library of America about harvesting YVL information because it is quality metadata. This will make it available to a larger audience and there is no cost or staff time involved. Yakima Memory migration is now moved from Content DM to new Yakima Memory. Museum is still working on their items to upgrade their metadata. Walker said she is also working on the Tuck donations to get it catalogued. She was approached by the Yakima Basin Fish and Wildlife Board about documents

they want preserved. People need earlier data as a baseline for some current work. The Wildlife Board is willing to pay us to digitize their grey literature. Walker referred to Trustee Rankin's document in the Relander Collection which still "gets more hits" than any other work. Trustee Rice suggested approaching the Yakima Foundation for equipment to help with these type of projects.

2020 Goals:

When the NW Reading Room opens, Walker said she would like to use retired adult volunteers, historians, to interact and collaborate with Museum's group. Additionally she would like a more functional policy for access to the Relander collection; defining use in controlled environment.

Sherrie Prentice (*Outreach and Technical Services Manager*)

2019 Recap – Outreach Services:

Ms. Prentice relayed Outreach had good year in 2019 showing increased statistics. They started lending programs for Kindle Fire eReaders (7 devices) used by people who need more options for font size and 6 portable CD players. Outreach staff have expanded services to lower valley: Sunnyside and Zillah.

2020 Goals - Add more patrons and bring programming to adult care facilities who do not have activity directors. Outreach staff recently started a book group and plan to coach care facility personnel on how to run the program. Outreach staff also want to provide ideas and materials to activity directors who request this assistance and provide enrichment in memory care areas as well. Another goal will be to explore other opportunities to different age groups.

2019 Recap – Technical Services: Ms. Prentice doesn't see decreased statistics in number of items due to changes in the budget; however, the number of items have dropped by 40% since she started working for YVL. Technical Services staff have figured out how to do Launch Pads. The department has a new volunteer from Farm Workers Clinic helping with the NW Reading Room materials. Prentice announced she began using a free editing tool "that does the clean-up when bringing records over." Prentice said it is the most valuable and helpful tool she's ever found. The local regional author collection is being catalogued. Ms. Prentice reported their department moved into the basement last year. This helps bring the team closer in proximity to each other and easier to communicate for work. The department has three catalogers.

2020 Goals – Ms. Prentice said she would like to have her staff attending to more special projects and database clean up. Her department will assist with the move of materials and completion of the NW Reading Room. She wants to develop plan to have the very popular Romance genre collection easier for patrons to browse. Prentice announced the Law Library should be implemented in late spring. Another goal is updating the Wiki is so it is ready to move to SharePoint Intranet when it is launched.

Susan Miller (*Facilities Manager*)

2019 Recap:

Ms. Miller said she hired a new employee last year who has helped fulfill cleaning tasks and has proven to be very efficient. She said her department re-organized the basement, installed shelving, moved Tech Services downstairs, worked on NW Reading Room, and Terrace Heights Circulation desk.

2020 Goals:

Continue working on the NW Reading Room, shelving and furniture for the new room as well as the West Valley movable wall project. She said when the Relander Room has been vacated, her department will create space for IT to move downstairs to that location. Another goal is the Wapato Circulation desk project plan and reconfiguring the space. Her staff began working on the Selah Library's landscaping in 2019 with the intention to finish this year. Yakima Central Library projects include changing to LED lights. The project has gone out for bid to retrofit YCL's public area. If successful, this project will result in reduced electrical bills and attractive lights. Trustee Rice asked if she has talked with the Pacific Power company about reimbursement for the new LED lighting? She replied yes. Miller said she is also researching replacement of the entry doors at YCL with sliding doors. Another goal this year, which her crew suggested, is to consult with the local hospital about the cleaning products they use. The goal is to upgrade the cleaning methods of our buildings. Miller

said she participates on the Facilities Plan Committee, Project Management Committee, Bilingual Signage Committee, and Budget Committee.

John Slaughter (*Business Services Director*)

2019 Recap:

Mr. Slaughter said he serves on the Human Resources Roundtable, the WCIF Board and the Springbrook National Board. When the Human Resources Director retired last year, he applied for and was hired as the new Business Services Director position. He publically thanked the previous HR Director (Darline Charbonneau) and acknowledged her accomplishments such as organization of the annual Staff Enrichment Day, successful employee benefits for staff, and initiating sending total compensation letters to staff so they are aware of their total benefits package working at YVL. He reported his team moved the library store to new location. Staff also cleaned out the Records Room resulting in easier access to documents. Last year's state audit was successful.

2020 Goals:

Continue to organize the library store so it is more functional. Train Accounting staff on prevailing wage. Slaughter will complete his HR certification this year. Another goal is to update the Budget process with staff's help. Slaughter said his team has started cross training in their department.

Georgia Reitmire (*Managing Librarian – Zone 2*)

2019 Recap:

Ms. Reitmire shared she's been the Managing Librarian of Zone 2 since last year. She was previously the Managing Librarian over YCL for four years, but became burned out. Reitmire said, "Yakima Central is an emotional rollercoaster," but maintains a great staff work there. She said she loves her position in Zone 2, (Selah, Naches, Tieton) with employees who work hard to make community connections. Selah Library's supervisor is working with teachers and supporting what they do. Reitmire commented there are no school libraries in Selah. That situation may soon be the case in the Naches school district as well. Trustee Rice commented the loss of school libraries may be opportunities for us to participate more in those communities with an increase of library facilities. He added we could put this in the back of our minds and it may grow to useful possibilities. Reitmire went on to say the Naches Library supervisor has connections with teachers and works to gathering library materials they need. Reitmire said much of the same programming goes on among Zone 2 libraries, except the Virtual Reality event was held only at the Selah Library. Reitmire reiterated compliments about the staff in Zone 2 saying they make an effort to communicate and support each other. She cited other involvements such as participating in training for CollectionHQ by learning how to get more circulation out of transferred items. Reitmire added she is on the WLA 2020 Conference Committee, Union Gap Friends Committee, and Union Gap Park Board. She is also on YVL's Training Committee, Website Committee, and Fines and Fees Committee. She concluded saying, "I love what I do."

Goals 2020:

Ms. Reitmire told the Board and Executive Director Hixson her goals for 2020 are to do whatever you need me to do. She did say a new library for Naches is her dream.

Melissa Vickers (*IT Manager*)

2019 Recap:

Ms. Vickers remarked she hired a new IT Technician last year fresh out of school. She reported the solid-state drives installed in public computers have helped increase speed. Her department will install drives in staff computers this year. They will also finished most network cabling in the Service Center they started last year and will finish with the NW Reading Room this year.

2020 Goals:

Ms. Vickers said her goal is to get procedures and processes down on paper. Finishing the Technology Plan is another goal as well as implementing the Intranet. On a personal note, she is currently taking one of her last three classes to complete her Masters in Library Information Sciences (MLIS) at San Jose State through the Plath Fund. She talked about her visit to Richland Public Library as part of class assignment.

Heather VanTassel (*Managing Librarian – Zones 3 & 4*)

2019 Recap:

Ms. VanTassel completed a yearlong training on databases with her staff. She remarked the West Valley Library saw an increase of about 65% more staff recommendations at the desk. Staff are asking for more training. The plan is to have her employees design the trainings this year. Moxee began a weekly STEM after school program. A new circulation desk was installed at the Terrace Heights Library which has helped with work flow. She commended staff for their flexibility during construction of the mobile wall at West Valley. VanTassel said she is grateful for the recruitment of four volunteers at the West Valley Library freeing up staff to do more displays and training. She is on the Policies Review Committee noting all policies were reviewed and recommendations were submitted. VanTassel cited an increase in program counts throughout Zones 3 & 4 last year.

2020 Goals:

VanTassel is working on school age programs at Terrace Heights, but space is an issue. Continue monthly training on databases and resources; cross training staff in tasks such as cash deposits; explore adult programs for West Valley; extend SRP promotions to preschoolers; and use ideas from PLA Conference.

Dr. Garcia took this moment to commend the Zone Managers for their efforts and maintaining excellent programming. Good work!

Jared Fair (*Managing Librarian – Zone 1*)

2019 Recap:

Mr. Fair complimented his staff calling them, “fantastic!” He appreciates Georgia’s honesty about the demands at YCL. He reiterated the team produced great things this past year such as Librarian Matt Kendall’s participation on the Fines and Fees Committee. It’s been helpful to have two volunteers who have assisted the YCL staff. Patron interactions are exciting. Fair said he enjoys the work at the downtown library. The team is resilient and work well together he stated. Fair remarked it’s been a privilege to work with great staff. He talked about programs such as the Scavenger Hunt enjoyed by children and encouraged everyone attending today’s meeting to come to YCL and try it out. Parents told staff they said sometimes they come just for the Scavenger Hunt. Statistically approximately 200 children per month participate in this program. Along with other activities last year, several of his staff wrote articles for the Scene. The goal is to do more articles this year.

2020 Goals:

Mr. Fair plans to work with YCL’s physical space such as doing reference interfiling so get collection will encourage better circulation and enhance patron interactions. An additional goal is support team efforts.

III. Board Goals/Comments

Executive Assistant Terri Reeder acknowledged Executive Director Hixson’s 16th anniversary with YVL. The announcement was followed with a round of applause from Board members and managers.

Trustee Rankin distributed, “*Things to Do*” 2020 YVL Board Policies of Trustees, Ethics, Conduct, and Responsibility to each Board member. He said the handouts have ideas to contemplate as 2020 goals: Trustees bylaws review; community connections; allocate tasks according to our skills; SCENE articles; Staff Picks; recruit resources; ideas to promote YVL in our communities; brainstorm with non-tax funds community groups such as Rotary Clubs. The information comes from WLA’s Wiki about best practices for Boards. Trustee Seifert remarked that after listening to the recap and goals of managers today, it is indicative of the depth of services YVL offers and helps him understand the complexities of the work they do to keep our organization moving forward. Trustee Rice noted the Board comes from a professional background citing, “our job is policy and budget – not managing the library.” Writing for SCENE is a great way to promote YVL. Rice remarked that Yakima County

is as big as the state of Rhode Island and diverse ethnically. In conclusion he said, "We are the clearing house of information and I commend you for doing what you do."

IV. Elimination of Overdue Fines & Fees Discussion – presenter: Georgia Reitmire

Executive Director Hixson reiterated this is non-voting meeting for our Trustees.

Fines & Fees Committee members are: Lead-Georgia Reitmire, John Slaughter, Heather VanTassell, Rondi Downs, Melissa Vickers, LeNee Gatton and researcher Matt Kendall.

Ms. Reitmire began her presentation talking about barriers to access, especially for children and those in poverty due to fines imposed by the library. It has been a five year discussion among managers and staff.

Ms. Reitmire spoke on the following during the Power Point:

- Proposal for eliminating overdue fines/fees. Credit was given to the following YCL staff for analyzing and researching information: Matt Kendall, Kyle Huizenga, Mindy Anderson, and Heather Campbell.
- Why do this? Fines over \$10 block accounts for poor patrons and they go away angry, embarrassed, and do not return. Kendall remarked he has seen entire families leave due to fines imposed even after they have returned items and realized they were still unable to check items out.
- Statistics show 18.1% in Yakima County living in poverty as of 2017.
- Comments/questions were asked by the Board about the number of items allowed to be checked out, and structure of the fines and fees process.
- Fines & fees generate guilt, embarrassment, shame, fear, patrons not letting kids check out materials. *Dr. Garcia-Ortiz shared a story about patron's embarrassment at having to fill out a form make small payments toward their account.*
- Process for no more fines: we will still send patrons reminders, accounts will be blocked if materials are long overdue, accounts will be billed for replacement of long overdue materials, we will promote Library Elf to patrons for auto renewal.
- Long overdue status protects library: patrons need to return their materials before checking out more.
- Amount of time patrons wait for holds would be minimal. VanTassell said he heard at the PLA Conference it was 1.5 days longer.
- Jared Fair said he experiences and sees people's effort to be more responsible when checking out and returning items, but they are also so conscientious about accruing a fine they actually use the library less. *Trustee Seifert asked about arguments that might come up to retain overdue fines.*
- Kendall said he found through his research every library that went fine free, large amounts of materials were returned to their library. He also noted that other libraries found the return of materials (not have to replace) balanced the loss of overdue fines. *Slaughter spoke on the financial piece and how the change would affect the YVL budget. Mr. He added that his already staff spends time weekly waiving fines on accounts over 6 years old. He said we could take a week and have staff note how much time they spend on fines and fees. Trustee Rankin asked for the net difference and wanted staff time included. He was told the committee is working on this effort. Trustee Rice noted that would take a lot of staff time to provide this information.*
- Overdue Fines History at YVL: the current fines structure and process was set in 2002 when Polaris was set up.
- Public impact and talking points: "We can get you more information if you need it." Georgia said.
- If YVL Board is considering this idea, the proposal could go into effect Jan. 1, 2021 allowing time to prepare, train staff, market to public, change website and do paperwork.
- Kendall noted that libraries have about 10% increase in circulation when going fine free. Doing so at YVL would be part of Strategic Plan goals.

- Kendall also relayed that from his research most libraries experienced a positive outcome. He stated it would be to our benefit to heed warning from Los Angeles Public Library's experience, who rolled their elimination of fines out too quickly in two months. The public assumptions about fines was to teach people responsibility. Kendall said we should take time to educate the public. Another point to the story is the announcement was rolled out by the Los Angeles mayor. The public thought it was his idea and since he was disliked politically by some of the public, the success of the plan diminished.
- *Trustee Seifert thought YVL could offer free printing per month implementing a positive point of access, particularly at income tax time.*
- Kendall recommended looking at the Kalamazoo Library webpage on their fine free policy. *Terry Walker noted that people who use digital materials do not get fines. Folks who use the print collection cannot afford access to digital materials. She asked if we are we inadvertently targeting those who cannot afford to pay fines? Slaughter said he asked the State Auditor for their input if we were to go fine free. They also replied it is not a requirement to charge fines; it's not like giving away public funds to waive fines. The State Auditor's recommended having a Resolution in place to support our position to go fine free, be clear and concise and with Board approved.*
- Kendall noted his research indicates that the amount of revenue is less than 1% of our income. *Trustee MacKintosh commented on the nationwide impulse to go fine free. She said the committee's effort is like preaching to the choir. Trustee Rankin said we want to do it right and need bottom line number. Is it really a savings to do this? Trustee Charbonneau agreed saying, "So we will have something to tell public."*
- Mr. Fair noted that fines cross all economic levels—some parents use library less due to experience of fines. *Executive Director Hixson commended staff for all the work done that she asked of them. Trustee Seifert concluded the next step is to put together the financial talking piece.*

V. Future Service Options – presenter: Francisco Garcia-Ortiz, PLS Director

Executive Director Hixson remarked that this began with the Facilities Assessment and PLA standards study on how we need to define and shape the future of YVL services.

Dr. Garcia-Ortiz said the book that has helped him the most is called, *Planning for Success* (IFLA). The book's structure offers services that appeal to anyone. He began created guidelines and a checklist in June 2019. Dr. Garcia-Ortiz decided to select some standards with a mix of statistical data we already have and what we already do. He said this information will be useful to Trustees in making decisions.

Dr. Garcia-Ortiz displayed a graphics throughout his presentation, "*Everything is Connected.*" It was divided into categories: the Library Hours Project, Strategic Plan, Library District Redesign, Facilities Plan, Full-Service Library Criteria. Concerning the Library Hours project, he said the plan would be to reduced hours at Harrah Library, and change days open at Granger. He also displayed Heat Maps of patrons visiting libraries showing visitor increase of around 30% coming to library at primary periods of the day.

Introducing the Full-Service Library Project Committee, the members are: Kim Hixson, John Slaughter, Heather VanTassell, Jared Fair. Dr. Garcia-Ortiz said the committee was created to give input on project. They used statistical and checklist data and using the documentation they started seeing patterns in staffing. The committee agreed to consider three categories: Destination Libraries, Community Libraries, and Express Libraries - using careful terminology.

A. *Destination Libraries*: A type of library in a community with all the services, programs and serving a broader district population with longer open hours and more staffing.

B. *Community Libraries*: A type of library reflects its community with services and programs and has limited open hours.

C. *Express Library*: Is a limited-service library open less than 20 hours; and may even be mobile resource.

Dr. Garcia-Ortiz said he is offering ideas for the Board's consideration and input.

Executive Director Hixson remarked these categories are an attempt to make the uses drive the categories, not just the numbers, statistics. Where will people drive to make a library their destination library? This will help us determine what hours that library should be open.

Trustee Rankin said we could show city governments the data to support collaboration in providing library services. Trustee Rice remarked about the possibility of partnering with lower valley agencies to provide the Toppenish building with parking. Further discussion highlighted a need for bi-lingual library staff. Dr. Garcia-Ortiz said he writes articles for El Sol, perhaps he could do TV and radio promotions.

Trustee Seifert asked if Dr. Garcia-Ortiz considered adding demographics of population density to his slide of the library district to take to the community meetings. Dr. Garcia-Ortiz agreed with the suggestion.

Executive Director Hixson asked the Board if this process makes sense? Is it meaningful to everybody? Majority responded yes, with a recommendation to move Wapato closer to Union Gap on map for now. Trustees agreed people are more likely to travel to Union Gap.

YVL Banner on display: Krystal described all of its details. She stated the banner can be used at events in addition to table cover that has our YVL logo imprinted on it.

VI. Strategic Plan 2021-2022— presenter: Francisco Garcia-Ortiz, PLS Director

Dr. Garcia-Ortiz introduced the process which is simply following how we did it before. He said we begin by (1) creating committee, (2) presenting the plan to Board, (3) working on the tasks, (4) develop a survey to determine what the community needs, (5) have the Strategic Plan ready to present at Staff Enrichment Day. Department Managers and Zone Managers are working on SWOT analyses. We will customize surveys for the public's input, and will create a survey for staff as well.

Dr. Garcia-Ortiz referred to the 2020 Strategic Plan Calendar for dates and timelines.

The public survey will be on our website, as well as paper copies made available. The goal is to select service priorities based on survey results showing communities' needs and interests. The Board and Managers agreed to cancel question about economic/financial status. Other discussion occurred regarding the wording of survey questions. Trustee Rankin stated he really likes the survey, just keep it simple. Trustee Rice recommended the next step would be to get more specific and offer topics for discussion. Trustee Rice thought the staff survey was too detailed and could be simplified, evaluate and focus the open questions. He said he thought it is valuable to have staff input. Dr. Garcia-Ortiz stated subcommittee working on the staff survey.

Executive Director Hixson noted we currently have five Service Responses. She asked if five is too many? Perhaps it would be better to have just three. She noted that half way through the last plan we found that citizenship/immigration had moved up the list to become a priority. She stated we always have the option to add things. Dr. Garcia-Ortiz noted these choices are about more than the collection, they include staff training and understanding, programming, community engagement and budget. For example, diversity means more than cultural or ethnicity it could be about housing, or something else.

VII. Facilities – presenter: Susan Miller, Facilities Manager

Executive Director Hixson described the document: Interlocal Agreement for Use of Library Facilities. She said the Zillah mayor and their city lawyer reviewed the document and found it to

their satisfaction. Union Gap's mayor is also in the process of looking at contract. For the Friends groups we would use a Memorandum of Understanding.

Ms. Reitmire shared an experience about a recent incident at the Naches Library. The game Pokémon Go targets public locations for their public scavenger hunt. The commercial business located next door to the library, has several parking spaces designated for off street parking in front of the library. The library is designated for only 4 spots in front of its building. People playing the game were using the business's parking spots. The business contacted the game's headquarters to complain about the issue, but the company refused to remove the game plan out of the library's public domain. The town's Administrator was contacted and informed of the situation. He then contacted the Pokémon headquarters to stop using the library, but the company refused to cooperate. Reitmire met with the town's Administrator to talk about options for moving the library to another building in Naches. She contacted Executive Director Hixson about the conversation. Hixson called the town's Administration and offered to set up a time to meet with him soon.

Terry Walker asked if schools have a dedicated room for a library and if it's possible to do an Interlocal Agreement with school district for library services.

It was stated at the meeting, repairs and maintenance will be based on the status of whether the facility is a Destination Library, Community Library or Express Library in terms of what YVL owns and what the communities own.

Susan Miller presented documents on plans for each library project this year. Some will need to have owners' agreements before YVL uses capitol monies for repairs or improvements. According to the Auditor, YVL will need written agreement from the owners.

Board members and managers reviewed the spreadsheet showing project plans for 2020. Various plans were discussed. Executive Director Hixson said we will not move forward on some projects until the agreements are sent out, we meet with city officials and documents are signed. Miller suggested giving the city officials time to put changes on their budgets for coming year(s).

The Board was in favor with revamping Yakima Central's front entrance. It has become a hazard due to people camping there at night. Miller will research costs for a large sliding metal gate to block the outdoor vestibule.

Terry Walker thanked Miller and her Facilities crew for their work on the NW Reading Room and their attention to details.

Georgia Reitmire said she received wonderful comments from 5-6 people recently about the Yakima Central staff, especially Library Assistant April Nolan. Compliments were also made about the Moxee Library staff.

VIII. Summary and Wrap Up

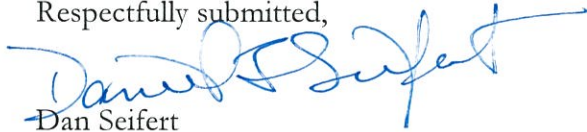
Executive Director Hixson asked what everyone thought about the retreat. Did everyone get the information they needed?

- Terry Walker said it helps to hear the Board's perspective from an economic level, etc.
- Trustee Rice said he is concerned about facilities spreadsheets, but was glad to see some progress. He remarked he thinks Facilities Plan is saleable to the public for making changes in libraries. We don't want to take away their community centers.
- Georgia Reitmire said there is more transparency now than in previous years. Staff is moving with us – there is less resistance to change. She additionally stated that by talking about maximizing our resources our staff getting closer to understanding the big picture.
- Dr. Garcia-Ortiz said he appreciated the Board giving us direction on how to move projects forward and insight about what to do next.
- Trustee Rice said what we want is for the benefit of our communities.

- Trustee Charbonneau stated she is thankful for what the managers are doing. She also said she is impressed to see projects she helped start begin to grow and come together.
- Susan Miller announced the West Valley wall is being delivered and installed today.
- Rondi Downs said the Retreat has been an opportunity to assess last year and goals for this year; to be able to share those objectives with the Board.
- Trustee Rankin concluded saying this process is making us more focused.

Meeting adjourned: 3:45 p.m.

Respectfully submitted,



Dan Seifert
Secretary

Next Regular Meeting

Monday, March 30, 2020 – 1:00 p.m.

Yakima Central Library Boardroom