



Board of Trustees Regular Meeting
Thursday, June 25, 2020 5:30pm
Port Angeles Main Library
Port Angeles, WA

PANDEMIC RESPONSE. Governor Inslee issued [Proclamation 20-28](#) on March 24, 2020, waiving and suspending any in-person requirements in the Open Public Meetings Act (OPMA) and the Public Records Act (PRA) during the public health emergency. The proclamation is intended to reduce unnecessary person-to-person contact to slow the spread of COVID-19.

In accordance with Proclamation 20-28, the following will be in effect at the June 25, 2020 Board meeting.

- Board action will be limited to matters that are either (1) necessary and routine, or (2) necessary to respond to the COVID-19 outbreak and the current public health emergency. All other matters must be postponed until regular meetings may resume that are in full compliance with the OPMA.
- Trustees and Staff will participate remotely by teleconference.
- Members of the public may participate by phoning or linking in, using the instructions available prior to the meeting at www.nols.org/board-administration/.

Public Comments

Public comment periods are never required under the Washington Open Public Meeting Act. Due to the social distancing measures in effect, and the added complexities and risks associated with managing open teleconferences, public comments will not be taken at the June 25, 2020 meeting. As always, public comments may submitted to Board of Trustees, North Olympic Library System, 2210 South Peabody Street, Port Angeles, WA 98362 or LibraryBoard@nols.org.

Amended AGENDA

1. Call to order, roll call and introductions
2. Approval of agenda
3. Approval of minutes for regular meeting of May 28, 2020
4. Communications
5. Financial report: May 2020
6. Approval of vouchers: May 2020
7. Unfinished business
None

8. New business
 - N.1. Approval of Resolution 20-06-04: Honoring Clea Rome for her Service to the Library and Community
 - N.2. Election of Officers and confirmation of Committee assignments
 - N.3. Periodic review of Meeting Protocol Statement
 - N.4. Approval of Resolution 20-06-03: Designation of Signature Authority
 - N.5. Verbal update and discussion regarding NOLS Restart Plan
 - N.6. Approval of Resolution 20-06-05: Honoring Margaret Jakubcin for her Service to the Library
9. Reports
 - R.1. Monthly statistics May 2020
 - R.2. Monthly activity reports: May 2020
 - R.3. 2007-2020 Retrospective Report
10. Trustee comments

Library Board members may ask a question for clarification, make a brief announcement or make a brief report on his or her activities. In addition, Board members may refer an item to staff or other resources for factual information, request staff to report back to the body at a subsequent meeting concerning any NOLS matter, or direct staff to agendize a matter of business on a future agenda.
11. Next meeting: 5:30pm, Thursday, August 27, 2020, at the Port Angeles Main Library or by teleconference, as appropriate to public health parameters in effect.
12. Agenda items for next meeting
13. Executive session to discuss performance of a public employee
14. (Action on executive session, if any). None expected.
15. Adjournment

“Nurturing imagination, connection, and understanding,
to improve lives and strengthen community.”

NOLS Mission Statement
Adopted 11/22/16

Upcoming Board meetings

<u>Date</u>	<u>Time</u>		<u>Location</u>
Thursday, August 27, 2020	5:30pm	Regular meeting	Port Angeles Main Library
Thursday, September 24, 2020	5:30pm	Regular meeting	Clallam Bay Branch Library
Thursday, October 22, 2020	5:30pm	Regular meeting	Port Angeles Main Library
Thursday, November 19 , 2020	5:30pm	Regular meeting	Port Angeles Main Library

Meetings may be conducted by teleconference or locations may be adjusted to better accommodate public health parameters in effect on the date of the meeting. Posted agendas will reflect these arrangements.

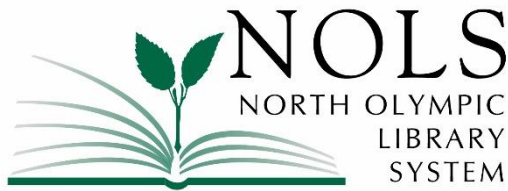
Note: no regular Board meetings scheduled in July or December.

North Olympic Library Foundation meetings generally occur on the same dates as NOLS Board meetings, usually at 2pm in the Administrative conference room of the Port Angeles Main Library.

Friends of the Library meetings

Clallam Bay Friends of the Library	Second Tuesday of March, June, September, and December at 1:30pm at Clallam Bay Branch Library
Friends of the Forks Library	Varies. Check with the Forks Branch for the next date.
Port Angeles Friends of the Library	Second Tuesday of month at 10am at Port Angeles Main Library
Friends of Sequim Library	Third Tuesday in July, 9:30am at the Sequim Branch Library. Annual Meeting is held in January, date/location usually announced in December.

Note: Foundation and Friends meeting schedules can vary; please check with Library to confirm before attending.



MINUTES

PANDEMIC RESPONSE. Governor Inslee issued [Proclamation 20-28](#) on March 24, 2020, waiving and suspending any in-person requirements in the Open Public Meetings Act (OPMA) and the Public Records Act (PRA) during the public health emergency. The proclamation is intended to reduce unnecessary person-to-person contact to slow the spread of COVID-19.

In accordance with Proclamation 20-28 the following measures were in effect at the May 28, 2020 Board meeting.

- Board action limited to matters that are either (1) necessary and routine, or (2) necessary to respond to the COVID-19 outbreak and the current public health emergency. All other matters must be postponed until regular meetings may resume that are in full compliance with the OPMA.
- Trustees and Staff participated remotely by teleconference.
- Members of the public participated by phoning or linking in, using the instructions available prior to the meeting at www.nols.org/board-administration/.

1. Call to order, roll call and introductions

Board Chair Jennifer Pelikan called the meeting to order at 5:30 pm. Trustees present: Mark Urnes, Jennifer Pelikan, Betty Gordon, and Clea Rome. Library staff present: Director Margaret Jakubcin, Assistant Library Director Noah Glaude, Sequim Branch Manager Emily Sly. Visitors present: None.

2. Approval of agenda

Motion by Ms. Gordon to approve agenda as presented. Motion seconded by Ms. Rome. Motion carried.

3. Approval of minutes for regular meeting of April 30, 2020

Motion by Ms. Rome to approve the minutes from the April 30, 2020 meeting. Motion seconded by Mr. Urnes. Motion carried.

4. Communications **None.**

5. Financial report: April 2020

The financial reports for April 2020 were accepted as presented.

6. Approval of vouchers: April 2020

Motion by Ms. Rome to approve the April 2020 vouchers, numbered #299 through #384, in the amount of \$355,537.27. Motion seconded by Ms. Gordon. Motion carried.

7. Unfinished business

None.

8. New business

N.1. Verbal update and discussion regarding NOLS coronavirus response

N.2. Verbal report about the Washington State Department of Commerce's Library Capital Improvement Program and the opportunity to use the program to expand the Sequim Branch Library

Motion by Ms. Rome that the Board authorize staff to continue the work necessary to submit a grant application for the WA State Department of Commerce's Library Capital Improvement Program, and additionally approving matching funds as needed to meet the requirements of the grant.

Motion seconded by Ms. Gordon. Motion carried.

9. Reports

R.1. Monthly activity reports: April 2020

R.2. Monthly statistics March and April 2020

All reports were accepted as presented.

10. Trustee comments

Library Board members may ask a question for clarification, make a brief announcement or make a brief report on his or her activities. In addition, Board members may refer an item to staff or other resources for factual information, request staff to report back to the body at a subsequent meeting concerning any NOLS matter, or direct staff to agendize a matter of business on a future agenda.

11. Next meeting: 5:30pm, Thursday, June 25, 2020, at the Port Angeles Main Library or by teleconference, as appropriate to public health parameters in effect.

12. Agenda items for next meeting: Election of Officers and committee appointments.

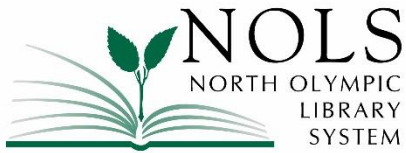
13. Adjournment

There being no further business, the meeting was adjourned by the Chair at 6:47pm.

CERTIFIED AS TRUE AND CORRECT

Chair

Board Secretary



Staff Report

Meeting Date: June 25, 2020
To: Library Board of Trustees
From: Financial Operations Manager, John DeFrancisco
Subject: Comments on Financial Reports for May 2020

Topic/Issue. Informational comments on monthly financial reports.

Background. This report provides narrative comments on areas of the monthly financial reports that are out of the ordinary, or may require explanation.

Discussion.

Revenues: Year-to-date Tax Revenue of \$2,451,808 is 56.6% of the total budgeted for 2020 and is within the expected range for this time of year. The five-year average for Tax Revenue received through May is 57.3%.

The interest earned on Investment Pool Fund funds for May was \$4,980. The current interest rate for the Investment Pool is 0.79750%. Other Miscellaneous Revenue includes \$358 for the quarterly US Bank One Card Rebate.

Expenditures: Expenditures are all within the expected range for this time of year.

Account Balances: Payroll Account (US Bank 1301) shows expenses and reimbursements of \$220,248 for amounts paid by electronic transfers. Electronic transfers fund net payroll, payroll taxes and PERS Retirement. Medical and Dental Insurance, Union Dues and other payroll related items are paid by check. Total payroll and benefit expenses paid in May are \$296,233.

Of the \$220,248 in electronic transfers, \$149 was paid to the DOR for Sales and Use Tax. See Voucher 407.

Recommendation/Alternatives for Consideration. No action is required. As always, the Board may request clarification or additional information.



Revenue Report

May 31, 2020

Operating Revenue				5/12ths is	41.7%
	Budgeted	Current	YTD	Difference	Percent
<i>Taxes</i>	4,333,000	303,400	2,451,808	1,881,192	56.6
<i>Intergovernmental Revenues</i>	-	-	-	-	-
<i>Goods and Services</i>	26,575	1	4,631	21,944	17.4
<i>Library Fees</i>	25,500	-	3,541	21,959	13.9
<i>Miscellaneous Revenues</i>					
Pool Fund Investment Interest	69,500	4,980	31,768	37,732	45.7
Investment Interest (net of fees)	-	-	17,128	-	-
Facilities Leases (Short Term)	4,600	-	830	3,770	18.0
Private Grants and Donations	84,550	123	45,517	39,033	53.8
Other Miscellaneous Revenue	42,400	379	1,496	40,904	3.5
<i>Total Miscellaneous Revenues</i>	201,050	5,481	96,740	104,310	48.1
<i>Nonrevenues (excise taxes)</i>	2,040	-	438	1,602	21.5
<i>Transfers In</i>	369,685	-	-	369,685	-
Total Operating Revenue	4,957,850	308,882	2,557,158	2,400,692	51.6
Capital Revenue					
<i>Timber Revenues (received in 2020)</i>	-	10,092	101,524	-	-
Total Capital Revenue	-	10,092	101,524	-	-
Grand Total Revenues		318,974	2,658,681		



Expenditure Report

May 31, 2020

				5/12ths is	41.7%
Operating Expenditures	Budgeted	Current	Year To Date	Difference	Percent
<i>Personnel</i>					
Salaries and Wages	2,537,880	193,112	971,939	1,565,941	38.3
Benefits	1,099,703	76,193	397,410	702,293	36.1
Total Personnel	3,637,583	269,305	1,369,349	2,268,234	37.6
<i>Supplies</i>					
Supplies, Office and Operating	125,125	3,184	26,814	98,311	21.4
Fuel	11,600	136	1,457	10,143	12.6
Merchandise for resale	2,200	-	32	2,169	1.4
Collection Materials	481,460	5,069	126,329	355,131	26.2
Small Tools/Equip (<\$200)	1,500	16	228	1,272	15.2
Total Supplies	621,885	8,406	154,860	467,025	24.9
<i>Services</i>					
Professional Services	213,500	7,643	41,110	172,390	19.3
Communication	124,185	3,507	29,377	94,808	23.7
Travel	27,450	104	6,938	20,512	25.3
Taxes and Operating Assessments	2,750	-	3,254	(504)	118.3
Operating Rentals and Leases	765	-	-	765	0.0
Insurance	78,900	-	-	78,900	0.0
Public Utilities	100,037	6,107	36,219	63,818	36.2
Repair and Maintenance	116,340	5,411	23,269	93,071	20.0
Miscellaneous Services	15,675	219	2,386	13,289	15.2
Total Services	679,602	22,990	142,554	537,048	21.0
<i>Intergovernmental Services</i>	<i>16,740</i>	<i>-</i>	<i>1,968</i>	<i>14,772</i>	<i>11.8</i>
<i>Nonexpenditures (excise taxes) ⁽¹⁾</i>	<i>2,040</i>	<i>-</i>	<i>565</i>	<i>1,475</i>	<i>27.7</i>
Total Operating Expenditures	4,957,850	300,701	1,669,295	3,288,555	33.7

(1) Taxes paid for purchases which did not include tax when tax was due. For example, online purchases made by credit card.

Capital Outlays	Budgeted	Current	Year To Date	Difference	Percent
Buildings and Structures	34,700	-	-	34,700	0.0
Other Improvements	90,100	-	-	90,100	0.0
Machinery & Equipment	222,650	59	6,572	216,078	3.0
Total Capital Outlays	347,450	59	6,572	340,878	1.9
Grand Total All Expenditures	5,305,300	300,760	1,675,867	3,629,433	31.6



Account Balances

May 31, 2020

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Investments					
Washington State Local Investment Pool					
<i>Board Designated Accounts</i>	<i>Board Designated Accounts</i>				
Fiscal Emergency Reserve ⁽¹⁾	1,307,019	-	-	-	1,307,019
NOLS Capital Reserve ⁽²⁾	2,613,723	-	10,092	-	2,623,815
Operating Reserve ⁽³⁾	1,159,544	-	-	-	1,159,544
Technology Reserve ⁽⁴⁾	115,000	-	-	-	115,000
PA Capital Reserve ⁽⁵⁾	156,511	-	-	-	156,511
Capital Budget - 2020 ⁽⁵⁾	235,938	-	-	59	235,878
<i>Total Board Designated Accounts</i>	5,587,735	-	10,092	59	5,597,767
<i>Grants and Donations</i>					
NOLS Donations Fund	71,054	-	-	-	71,054
NOLS Materials Fund	17,070	-	-	-	17,070
Francis Bode Materials Fund	23,793	-	-	-	23,793
Margaret Bode Materials Fund	26,058	-	-	-	26,058
Port Angeles Donations Fund	5,331	-	-	-	5,331
Port Angeles Friends Donations	18,800	-	-	516	18,284
Sequim Donations Fund	47,617	-	-	-	47,617
Sequim Friends Donations	29,496	-	-	-	29,496
Forks Donations Fund	1,550	-	123	-	1,673
Forks Friends Donations	2,115	-	-	-	2,115
Clallam Bay Donations Fund	6,881	-	-	-	6,881
Clallam Bay Friends Donations	2,139	-	-	-	2,139
Williams Bequest	165,509	-	-	-	165,509
Streett Memorial Gift Fund	5,393	-	-	-	5,393
Fincher Bequest	25,000	-	-	-	25,000
Sequim Future Library Donations	425	-	-	-	425
<i>Total Grants and Donations</i>	448,231	-	123	516	447,837
<i>Unclaimed Property Account</i>	2,662	-			2,662
<i>Total Designated Cash</i>	6,038,627	-	10,215	576	6,048,267
<i>Undesignated Cash Operating Funds</i>	1,453,951	1,387,062			2,841,013
Total WA State Local Investment Pool	7,492,578	1,387,062	10,215	576	8,889,280

Notes:

- (1) Reserve buffer against major economic catastrophe.
- (2) Receives timber revenues designated to fund capital improvement projects.
- (3) Reserves to balance deficit budgets.
- (4) Reserves to fund significant or unplanned technology needs.
- (5) Fund management account for designated capital projects.



Account Balances

May 31, 2020

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Certificates of Deposit					
PA Capital Acct CD 13 (9/21 Sound Bank) ⁽⁶⁾	500,743	-	-	-	500,743
PA Capital Acct CD 14 (3/22 Sound Bank) ⁽⁶⁾	338,548	-	-	-	338,548
Francis Bode Fund CD 8 (11/21 First Fed) ⁽⁷⁾	211,548	-	-	-	211,548
Margaret Bode Fund CD 8 (11/21 First Fed) ⁽⁷⁾	228,050	-	-	-	228,050
Total Certificates of Deposit	1,278,889	-	-	-	1,278,889
Total Investments	8,771,467	1,387,062	10,215	576	10,168,168
Cash					
Cash Operating Funds					
Cash held by County Treasurer	1,396,701	(1,378,487)			18,214
Imprest Accounts					
Revolving Fund (FF 1503)	6,000	-	-	-	6,000
Payroll Account (US Bank 1301)	200	220,248	-	220,248	200
Merchant Account (FF 7401)	200	(423)	481	58	200
Branch Change Funds					
Port Angeles	180	-	-	-	180
Sequim	170	-	-	-	170
Forks	50	-	-	-	50
Clallam Bay	50	-	-	-	50
Total Branch Change Funds	450	-	-	-	450
Total Imprest Accounts	6,850	219,825	481	220,306	6,850
Total Cash	1,403,551	(1,158,663)	481	220,306	25,064
Total Cash and Investments	10,175,018	228,400	10,696	220,882	10,193,233

Notes:

(6) Legally designated as a facility maintenance reserve fund for the Port Angeles Main Library. (fully funded)

(7) Bequests designated for specific use by donor.

VOUCHERS BY CATEGORY FOR MAY 2020

Category	Claimant	Purpose	Amount	Subtotal
<u>SALARIES, WAGES AND BENEFITS</u>				
385	ADP Tax/Financial Services	Net Payroll (PPE 04-30-20) - EFT 746	130,331.88	
386	ADP Tax/Financial Services	Payroll Tax (PPE 04-30-20) - EFT 747	43,240.15	
391	NOLS Employee	HRA Reimbursement	92.98	
392	NOLS Employee	HRA Reimbursement	863.32	
405	Dept. of Retirement Systems	Retirement Contributions (PPE 04-30-20) - EFT 748	38,127.26	
406	Dept. of Retirement Systems	DCP Retirement 05-2020 (PPE 04-30-20) - EFT 749	8,200.00	
409	NOLS Employee	HRA Reimbursement	1,150.00	
410	Hartford Retirement Plan Solutions	MMDCP 05-2020 (PPE 04-30-20) - EFT 750	200.00	
411	Health Care Authority	HCA 05-2020 (PPE 04-30-20)	35,943.89	
412	HealthEquity	HSA ER Contributions - May 2020	533.32	
413	NOLS Employee	HRA Reimbursement	924.53	
417	NOLS Employee	HRA Reimbursement	750.00	
423	NOLS Employee	HRA Reimbursement	512.94	
432	NOLS Employee	HRA Reimbursement	92.98	
433	United Way of Clallam County	United Way Donations (PPE 04-30-20)	45.00	
435	WCIF	Vision/Life/EAP Premiums 05-2020 (PPE 04-30-20)	1,309.42	
438	WSCCCE - WPAS, Inc	Dental Premiums (PPE 04-30-20) - June Coverage	5,033.16	
439	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues 05-2020 (PPE 04-30-20)	1,953.91	269,304.74
<u>OFFICE, OPERATING AND MAINTENANCE SUPPLIES</u>				
388	Allen, Robert	PO 397 Office Supplies - Canned Air - IT	24.47	
393	CDW-G	PO 190 Toner - PA	181.94	
407	Dept. of Revenue - Use/Sales Tax	April 2020 Sales & Use Tax - EFT 752	46.08	
416	KCDA Purchasing Cooperative	PO 393 Maintenance Supplies - Cleaning Supplies - FAC	455.08	
425	Quill Corporation	PO 374 Office Supplies and Toner - ADM	472.99	
430	Swains General Store, Inc.	PO 394 Maint. Supplies - Electrical Outlet Covers - FAC	6.43	
431	Swains General Store, Inc.	PO 416 Maintenance Supplies - Tarp - FAC	37.66	
CC1	Amazon.com	PO 375 Toner - ADM	96.49	
CC2	Amazon.com	PO 375 Toner - ADM	626.32	
CC3	Amazon.com	PO 353 Maintenance Supplies - Emergency Light Battery - FAC	10.75	
CC4	Amazon.com	PO 376 Maintenance Supplies - Hand Sanitizer - FAC	124.04	
CC5	Amazon.com	PO 353 Maintenance Supplies - Emergency Light Batteries - FAC	76.72	
CC10	Family Farm	PO 392 Maintenance Supplies - Flower Baskets - FAC	407.58	
CC17	Namifiers	PO 369 Office Supplies - Nametags - NOLS	25.08	
CC19	Office Depot	PO 409 Office Supplies - Phone Headsets - NOLS	27.11	
CC20	Office Depot	PO 410 Office Supplies - Phone Headsets - NOLS	17.13	
CC21	Office Depot	PO 411 Office Supplies - SQ	46.86	
CC26	Swains General Store, Inc.	PO 390 Maintenance Supplies - Masking Tape, Trimmer Line - FAC	44.48	2,727.21

Category	Claimant	Purpose	Amount	Subtotal
<u>PROGRAM SUPPLIES</u>				
	426 Scholastic Library Publishing	PO 154, 155 Program Supplies - Books for Book Camp (PAFOL)	385.69	
	CC7 Dollar Tree	PO 365 Program Supplies - Seed Library (PAFOL)	6.51	
	CC8 Dollar Tree	PO 366 Program Supplies - Seed Library (PAFOL)	2.17	
	CC27 Uline	PO 367 Program Supplies - Seed Library (PAFOL)	121.96	516.33
<u>FUEL</u>				
	388 Allen, Robert	PO 396 Fuel - Business - Nolsy White - FAC	60.21	
	CC6 Arco	PO 387 Fuel - Business - Nolsy - NOLS	26.94	
	CC14 Lower Elwha Food & Fuel	PO 389 Fuel - Power Equipment - Mowers - FAC	10.74	
	CC23 Shell	PO 386 Fuel - Business - NOLS	38.50	136.39
<u>COLLECTION MATERIALS</u>				
	389 Amazon.com	Collection Materials	36.70	
	394 CENGAGE Learning	Collection Materials	128.52	
	419 OverDrive, Inc.	Collection Materials	3,022.88	
	420 OverDrive, Inc.	Collection Materials	92.50	
	421 OverDrive, Inc.	Collection Materials	1,653.55	
	428 Sound Publishing Inc	Collection Materials	135.20	5,069.35
<u>SMALL TOOLS AND MINOR EQUIPMENT</u>				
	429 Swains General Store, Inc.	PO 380 Small Tools - Sprayer - FAC	16.29	16.29
<u>PROGRAMMING, PROFESSIONAL SERVICES, OTHER SERVICES AND CHARGES</u>				
	387 ADP, LLC	Payroll Services - Payroll Processing - (PPE 04-13-2020) - NOLS	57.23	
	407 Dept. of Revenue - Use/Sales Tax	April 2020 Sales & Use Tax - EFT 752	43.91	
	418 OCLC, Inc.	PO 379 Professional Services - Bibliographic Utility Services - TS	2,471.61	
	CC9 Facebook	PO 404 Advertising - Sponsored Posts - NOLS	82.68	
	CC11 GoDaddy.com	PO 399 Technology Services - SSL Certificate Renewal - IT	159.98	
	CC12 GoDaddy.com	PO 398 Technology Services - SSL Certificate Renewal - IT	739.98	
	CC13 Homeless Training	PO 401 Training - Ryan Dowd WebTraining - NOLS	859.00	
	CC16 Microsoft Tech Support	PO 400 Technology Services - Incident Support Request - IT	499.00	
	CC18 Network Solutions	PO 381 Technology Services - Domain Name Registration - IT	38.07	
	CC22 Pay Pal	Monthly Gateway Fee	59.95	
	CC25 Stamps.com	PO 371 Technology Services - Monthly Charge - TS	19.56	
	CC28 ZooBean	PO 403 Technology Services - Reading Tracking Software - NOLS	2,390.00	
	CC29 Zoom	PO 385 Technology Services - Monthly Subscription - NOLS	16.30	
	CC30 Zoom	PO 402 Technology Services - Monthly Subscription - NOLS	48.90	
	CC31 Zoom	PO 402 Technology Services - Monthly Subscription - NOLS	32.60	
	CC32 Zoom	PO 408 Technology Services - Monthly Subscription - NOLS	16.30	7,535.07

Category	Claimant	Purpose	Amount	Subtotal
<u>COMMUNICATIONS</u>				
	390 Angeles Communications	Communications - VOIP	903.04	
	395 CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	115.70	
	396 CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	46.83	
	436 WDH - Wave Business	Communication - Internet - IT	2,381.52	
	CC15 Microsoft Office	PO 412 Communication - Voice - NOLS	60.00	3,507.09
<u>TRAVEL</u>				
	414 Katz, Andrew	Mileage Reimbursement - Business Travel - FAC	69.00	
	415 Katz, Andrew	Mileage Reimbursement - Business Travel - FAC	34.50	103.50
<u>UTILITIES</u>				
	397 City of Forks	Public Utilities - FO	104.88	
	398 City of Port Angeles/Dump	PO 391 Solid Waste - Yard Debris Disposal - FAC	12.80	
	399 City of Port Angeles/Dump	PO 417 Solid Waste - Yard Debris Disposal - FAC	9.73	
	400 City of Port Angeles/Peabody St.	Public Utilities - PA	4,402.23	
	401 City of Sequim	Public Utilities - SQ	90.46	
	402 Clallam County Public Works Dept.	Public Utilities - Sewer - CB	56.50	
	403 Clallam County PUD	Public Utilities - CB	403.00	
	404 Clallam County PUD	Public Utilities - FO	471.00	
	408 DM Disposal Company, Inc.	Public Utilities - PA - SQ	499.63	
	437 West Waste & Recycling	Public Utilities - FO - CB	56.43	6,106.66
<u>REPAIR AND MAINTENANCE</u>				
	393 CDW-G	PO 368 Technology Maintenance - Fortinet Firewall Support Renewal - IT	4,071.33	
	422 Pacific Office Equipment, Inc.	Copier Repair and Maintenance - FO	32.55	
	424 Pen West Contractors	PO 378 Repair and Maintenance - PA Parking Lot Sweeping - FAC	516.33	
	427 Sound Energy Systems	PO 377 Repair and Maintenance - PA HVAC Controls Maintenance - Quarterly - FAC	790.80	5,411.01
<u>MISCELLANEOUS SERVICES</u>				
	CC24 Society for Human Resource Mgmt.	PO 359 Memberships - Annual Membership - ADM	219.00	219.00
<u>MACHINERY AND EQUIPMENT</u>				
	407 Dept. of Revenue - Use/Sales Tax	April 2020 Sales & Use Tax - EFT 752	59.23	59.23
			300,711.87	300,711.87



Voucher Approval for May 2020

The undersigned Board of Trustees of the North Olympic Library System certify that merchandise or services specified have been received and that the following vouchers #385 through #439 are approved in the amount of \$300,711.87 this 25th day of June 2020.

_____ Trustee	_____ Trustee
_____ Trustee	_____ Trustee
_____ Trustee	_____ Library Director

No.	Claimant	Purpose	Amount
385	ADP Tax/Financial Services	Net Payroll (PPE 04-30-20) - EFT 746	130,331.88
386	ADP Tax/Financial Services	Payroll Tax (PPE 04-30-20) - EFT 747	43,240.15
387	ADP, LLC	Payroll Services - Payroll Processing - (PPE 04-13-2020) - NOLS	57.23
388	Allen, Robert	PO 396 Fuel - Business - Nolsy White - FAC PO 397 Office Supplies - Canned Air - IT	84.68
389	Amazon.com	Collection Materials	36.70
390	Angeles Communications	Communications - VOIP	903.04
391	NOLS Employee	HRA Reimbursement	92.98
392	NOLS Employee	HRA Reimbursement	863.32
393	CDW-G	PO 368 Technology Maintenance - Fortinet Firewall Support Renewal - IT PO 190 Toner - PA	4,253.27
394	CENGAGE Learning	Collection Materials	128.52
395	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	115.70
396	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	46.83
397	City of Forks	Public Utilities - FO	104.88
398	City of Port Angeles/Dump	PO 391 Solid Waste - Yard Debris Disposal - FAC	12.80
399	City of Port Angeles/Dump	PO 417 Solid Waste - Yard Debris Disposal - FAC	9.73
400	City of Port Angeles/Peabody St.	Public Utilities - PA	4,402.23
401	City of Sequim	Public Utilities - SQ	90.46
402	Clallam County Public Works Dept.	Public Utilities - Sewer - CB	56.50
403	Clallam County PUD	Public Utilities - CB	403.00
404	Clallam County PUD	Public Utilities - FO	471.00
405	Dept. of Retirement Systems	Retirement Contributions (PPE 04-30-20) - EFT 748	38,127.26
406	Dept. of Retirement Systems	DCP Retirement 05-2020 (PPE 04-30-20) - EFT 749	8,200.00
407	Dept. of Revenue - Use/Sales Tax	April 2020 Sales & Use Tax - EFT 752	149.22

No.	Claimant	Purpose	Amount
408	DM Disposal Company, Inc.	Public Utilities - PA - SQ	499.63
409	NOLS Employee	HRA Reimbursement	1,150.00
410	Hartford Retirement Plan Solutions	MMDCP 05-2020 (PPE 04-30-20) - EFT 750	200.00
411	Health Care Authority	HCA 05-2020 (PPE 04-30-20)	35,943.89
412	HealthEquity	HSA ER Contributions - May 2020	533.32
413	NOLS Employee	HRA Reimbursement	924.53
414	Katz, Andrew	Mileage Reimbursement - Business Travel - FAC	69.00
415	Katz, Andrew	Mileage Reimbursement - Business Travel - FAC	34.50
416	KCDA Purchasing Cooperative	PO 393 Maintenance Supplies - Cleaning Supplies - FAC	455.08
417	NOLS Employee	HRA Reimbursement	750.00
418	OCLC, Inc.	PO 379 Professional Services - Bibliographic Utility Services - TS	2,471.61
419	OverDrive, Inc.	Collection Materials	3,022.88
420	OverDrive, Inc.	Collection Materials	92.50
421	OverDrive, Inc.	Collection Materials	1,653.55
422	Pacific Office Equipment, Inc.	Copier Repair and Maintenance - FO	32.55
423	NOLS Employee	HRA Reimbursement	512.94
424	Pen West Contractors	PO 378 Repair and Maintenance - PA Parking Lot Sweeping - FAC	516.33
425	Quill Corporation	PO 374 Office Supplies and Toner - ADM	472.99
426	Scholastic Library Publishing	PO 154, 155 Program Supplies - Books for Book Camp (PAFOL)	385.69
427	Sound Energy Systems	PO 377 Repair and Maintenance - PA HVAC Controls Maintenance - Quarterly - FAC	790.80
428	Sound Publishing Inc	Collection Materials	135.20
429	Swains General Store, Inc.	PO 380 Small Tools - Sprayer - FAC	16.29
430	Swains General Store, Inc.	PO 394 Maintenance Supplies - Electrical Outlet Covers - FAC	6.43
431	Swains General Store, Inc.	PO 416 Maintenance Supplies - Tarp - FAC	37.66
432	NOLS Employee	HRA Reimbursement	92.98
433	United Way of Clallam County	United Way Donations (PPE 04-30-20)	45.00
434	US Bank	Credit Card Services - April 2020 (*Detail Below)	6,950.70
435	WCIF	Vision/Life/EAP Premiums 05-2020 (PPE 04-30-20)	1,309.42
436	WDH - Wave Business	Communication - Internet - IT	2,381.52
437	West Waste & Recycling	Public Utilities - FO - CB	56.43
438	WSCCCE - WPAS, Inc	Dental Premiums (PPE 04-30-20) - June Coverage	5,033.16
439	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues 05-2020 (PPE 04-30-20)	1,953.91
			300,711.87

No.	Claimant	Purpose	Amount
* Detail - NOLS US Bank Credit Card Purchases -- Voucher #434			
1	Amazon.com	PO 375 Toner - ADM	96.49
2	Amazon.com	PO 375 Toner - ADM	626.32
3	Amazon.com	PO 353 Maintenance Supplies - Emergency Light Battery - FAC	10.75
4	Amazon.com	PO 376 Maintenance Supplies - Hand Sanitizer - FAC	124.04
5	Amazon.com	PO 353 Maintenance Supplies - Emergency Light Batteries - FAC	76.72
6	Arco	PO 387 Fuel - Business - Nolsy - NOLS	26.94
7	Dollar Tree	PO 365 Program Supplies - Seed Library (PAFOL)	6.51
8	Dollar Tree	PO 366 Program Supplies - Seed Library (PAFOL)	2.17
9	Facebook	PO 404 Advertising - Sponsored Posts - NOLS	82.68
10	Family Farm	PO 392 Maintenance Supplies - Flower Baskets - FAC	407.58
11	GoDaddy.com	PO 399 Technology Services - SSL Certificate Renewal - IT	159.98
12	GoDaddy.com	PO 398 Technology Services - SSL Certificate Renewal - IT	739.98
13	Homeless Training	PO 401 Training - Ryan Dowd WebTraining - NOLS	859.00
14	Lower Elwha Food & Fuel	PO 389 Fuel - Power Equipment - Mowers - FAC	10.74
15	Microsoft Office	PO 412 Communication - Voice - NOLS	60.00
16	Microsoft Tech Support	PO 400 Technology Services - Incident Support Request - IT	499.00
17	Namifiers	PO 369 Office Supplies - Nametags - NOLS	25.08
18	Network Solutions	PO 381 Technology Services - Domain Name Registration - IT	38.07
19	Office Depot	PO 409 Office Supplies - Phone Headsets - NOLS	27.11
20	Office Depot	PO 410 Office Supplies - Phone Headsets - NOLS	17.13
21	Office Depot	PO 411 Office Supplies - SQ	46.86
22	Pay Pal	Monthly Gateway Fee	59.95
23	Shell	PO 386 Fuel - Business - NOLS	38.50
24	Society for Human Resource Management	PO 359 Memberships - Annual Membership - ADM	219.00
25	Stamps.com	PO 371 Technology Services - Monthly Charge - TS	19.56
26	Swains General Store, Inc.	PO 390 Maintenance Supplies - Masking Tape, Trimmer Line - FAC	44.48
27	Uline	PO 367 Program Supplies - Seed Library (PAFOL)	121.96
28	ZooBean	PO 403 Technology Services - Reading Tracking Software - NOLS	2,390.00
29	Zoom	PO 385 Technology Services - Monthly Subscription - NOLS	16.30
30	Zoom	PO 402 Technology Services - Monthly Subscription Fee - NOLS	48.90
31	Zoom	PO 402 Technology Services - Monthly Subscription Fee - NOLS	32.60
32	Zoom	PO 408 Technology Services - Monthly Subscription Fee - NOLS	16.30
			6,950.70

No.	Claimant	Purpose	Amount
* Detail - NOLS Electronic Fund Transfer (EFT) Payments for Payroll Services			
EFT 746	ADP Tax/Financial Services	Net Payroll (PPE 04-30-20)	130,331.88
EFT 747	ADP Tax/Financial Services	Payroll Tax (PPE 04-30-20)	43,240.15
EFT 748	Dept. of Retirement Systems	Retirement Contributions (PPE 04-30-20)	38,127.26
EFT 749	Dept. of Retirement Systems	DCP Retirement (PPE 04-30-20)	8,200.00
EFT 750	Hartford Retirement Plan Solutions	MMDCP (PPE 04-30-20)	200.00
			220,099.29



RESOLUTION 20-06-04
**BY THE BOARD OF TRUSTEES
OF THE NORTH OLYMPIC LIBRARY SYSTEM**
**HONORING CLEA ROME
FOR HER SERVICE
TO THE LIBRARY AND THE COMMUNITY**

WHEREAS Clea Rome joined the Board of Trustees of the North Olympic Library System in January 2018, bringing to the Board a unique and valuable blend of life experience; and

WHEREAS Clea Rome joined NOLS during exciting times, and brought good sense to decision making about the Sequim Future Library project, fiscal planning, and other library endeavors underway at the time; and

WHEREAS Clea Rome has served conscientiously and with dedication during her term of office as Vice Chair, as liaison to the North Olympic Library Foundation, and as a member of the Board's Policy Committee; and

WHEREAS Clea Rome has consistently demonstrated strong commitment to the values of public librarianship and to community service; and

WHEREAS Clea Rome's cheerfulness and good humor made her a valued member of the NOLS Board, and

WHEREAS, Clea Rome and has invariably served the Board and the Library well;

NOW THEREFORE BE IT RESOLVED by the North Olympic Library System Board of Trustees that Clea Rome be recognized and honored for her service to the Library and to the community.

PASSED BY THE BOARD OF TRUSTEES OF THE NORTH OLYMPIC LIBRARY SYSTEM at the regular meeting held this 25th day of June, 2020.

Chair

Trustee

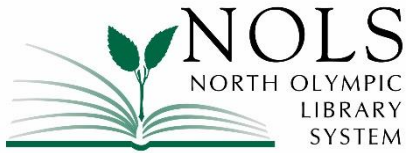
Trustee

Trustee

Trustee

ATTESTED BY:

Secretary to the Board



Staff report

Meeting Date: June 25, 2020
To: Library Board of Trustees
From: Margaret Jakubcin, Library Director
Subject: Review of Protocol Statement

Attachments: NOLS Board Statement of public meeting protocol

Topic/Issue: Periodic review of the Meeting Protocol Statement.

Background and Discussion. The intent of the Board's meeting protocol statement is to support smooth meeting function by clearly articulating, for both Trustees and members of the public, the standards, process, and established practices under which NOLS Board meetings are conducted. This document was originally developed in August of 2007, and reviewed and revised on May 23, 2016. The Board directed staff to present it for periodic review at the annual (June) meeting.

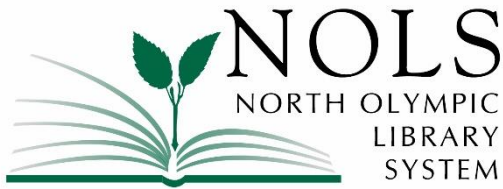
When NOLS Trustees assume office they must complete training in Open Public Meeting Act (OPMA) requirements and practices. New Trustees are also provided with basic orientation to parliamentary procedure, and various documents—including the meeting protocol statement, designed to assist them in conducting and participating in Board meetings. Periodic review and discussion of meeting protocols is helpful to Trustees' understanding and facilitates good meeting process.

Policy considerations. NOLS Board meetings are conducted in accordance with applicable Washington State laws, Board By-laws, and NOLS policies. Within this framework the Board has considerable discretion in determining how meetings are conducted.

Fiscal considerations. None.

Recommendation/Alternatives for Consideration. That the Board review the protocol statement, discuss and approve any proposed changes by motion. Alternatively, discussion and/or action could be carried over to the next meeting.

Action/Motion: That the meeting protocol statement be approved as presented or revised.



**NOLS Board of Trustees
Public Meeting Protocol Statement**

Established 08/2007
Revised 06/23/2016
Next review date 06/2020

The purpose of NOLS Board meetings is to conduct the legitimate governance business of the Library in a manner consistent with RCW 27.12.210 and other applicable laws. The North Olympic Library System Board of Trustees is committed to conducting the Library's public business in a transparent, efficient and respectful manner, while allowing for public involvement. The following meeting protocols have been established to facilitate these goals.

Communications:

Board members and staff share communications that are pertinent to the Board but that fall outside the matters on the current agenda.

Public Comments/Questions:

Members of the public may address comments and questions to the Board on matters that are not on the current agenda. Generally, speakers will be asked to limit their remarks to 3 minutes or less. Depending on the number of attendees who wish to speak, and the length of the Board's agenda, the Chairperson may impose a shorter time limit on speakers. The Board may elect to provide, or direct staff to provide, brief response or clarification to public comments. As a general rule the Board will not discuss or take action on matters raised during public comments if those matters are not already on the published agenda. The Board may direct staff to agendaize, research, or provide additional information on such topics at future meetings. The Board may also choose to designate an ad hoc committee to make recommendations regarding the comment. Such direction will appropriately be made during Trustee Comments or Future Agenda Items.

Individual Agenda Items:

The Chair will ask staff to make a presentation on the matter at hand. Trustees may ask for clarifications. Following the staff presentation, the Chair will determine if there are members of the audience who wish to speak on this particular matter. If so, the Chair will insure that all speakers are heard. Depending on the number of

speakers and the length of the Board's agenda, the Chair may impose time limits on speakers. Once all members of the public have directed their comments and/or questions to the Board, the Chair announces that the matter is being brought back to the Board for discussion and action. At this point staff and public comment is concluded unless individuals are first recognized by the Chair. Staff may, however, request to speak in order to correct mis-information.

Disruptions/Civility:

The Chair has a responsibility to ensure that the legitimate governance business of the meeting is accomplished. The Chair therefore has the right and obligation to take actions necessary to diffuse or control disruptions to the meeting process. Appropriate actions may include, but are not limited to: stopping disruptions as soon as they occur; requesting that speakers use civil language and refrain from making personal attacks on staff or Trustees; requiring an individual engaging in disruptive behavior to desist or to leave the meeting; calling a recess; adjourning the meeting.

Exceptions:

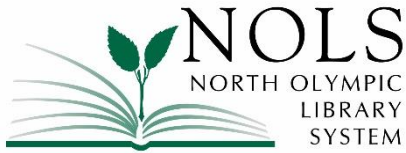
Exceptions to these protocols may be made at the Chair's discretion, when it is determined that an alternative approach is in the best interest of conducting the Library's public business.

Executive Session:

Appropriate topics to be discussed in executive session are limited to matters of national security; sale or acquisition of real estate; consideration of complaints against a public officer or employee; evaluation of qualifications of candidates for public employment or evaluation of employee performance; to discuss litigation or potential litigation; to discuss labor contract negotiations and/or collective bargaining matters.

Action Minutes:

The established practice of the NOLS Board of Trustees is to generate and publish "action minutes" which denote the official actions of the Board. Trustee, staff, and public comments are briefly referenced in action minutes. Written documents presented to the Board by members of the public during meetings are not incorporated and published as part of the Board's official action minutes, but rather received and handled as communications to the Board.



Staff report

Meeting Date: June 25, 2020
To: Library Board of Trustees
From: Margaret Jakubcin, Library Director
Subject: Officers and Committees

Topic/Issue. Annual election of officers and confirmation of committee assignments.

Policy considerations: In accordance with Board Bylaws (NOLS Policy 6.1) June is designated as the annual meeting at which election of officers and designation of committee assignments occurs, unless a different annual meeting date is designated by the Board.

The established practice of the NOLS Board for electing officers has been to nominate from the floor and elect by motion.

The established practice for determining committee assignments has been through discussion and consensus; it is not uncommon for committee assignments to be readjusted at times other than at the June meeting, in order to accommodate shifting priorities or Trustee availability.

Fiscal considerations: None.

Background: The chart below reflects Board members' terms, current offices, and committee assignments. Descriptions of committees follow.

Trustee Name	Officers & committee assignments	Current term ends
Suzi Ure	SQ Future Library	Dec. 31, 2020
Betty Gordon	Personnel Policy SQ Future Library	Dec. 31, 2021 (second term)
Clea Rome	VICE CHAIR Policy NOLF Liaison	Dec. 31, 2022 resignation effective June 30, 2020
Jennifer Pelikan	CHAIR Finance Personnel Community Relations (WE)	Dec. 31, 2023 (second term)
Mark Urnes	Finance Policy	Dec. 31, 2024 (second term)

Descriptions of Standing and Ad Hoc Committees:

Finance Committee:

The *Finance Committee* tracks NOLS' revenue projections and reviews and approves draft budgets. The Finance Committee is also consulted regarding fiscal planning, financial reporting, Board-designated accounts, etc. in order to provide recommendations to the full Board.

Personnel Committee:

The *Personnel Committee* conducts the annual evaluation of the Library Director's job performance and may also consult with the Director regarding serious personnel issues.

Policy Committee:

The *Policy Committee* recommends policies and policy revisions and reviews and revises draft policies and revisions prior to the policies going to the full Board for adoption.

Community Relations Committee:

The *Community Relations Committee* provides for Board representation in a variety of community relations settings.

The Committee nurtures an ongoing connection between the NOLS Board and each of the Friends of the Library groups by insuring Board member attendance at occasional FOL meetings.

A designated member of the Community Relations Committee serves on as a voting member of the Board of the North Olympic Library Foundation (in accordance with NOLF bylaws). The Library Director is an *ex officio* non-voting member of the NOLF Board.

Public Communications Committee (Ad hoc):

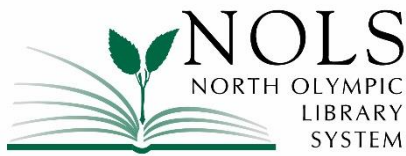
This ad hoc committee facilitates prompt response to correspondence received by the Board. Actions may include conducting research, drafting and/or issuing replies, and/or agendaizing topics for full Board discussion, as appropriate to the communication. The CHAIR serves as one member of the *Public Communications Committee* and appoints a second member, as appropriate to the specific subject or content of each communication.

Sequim Branch Future Library Committee (Ad hoc):

This ad hoc committee and provides advisory input to staff, facilitates community engagement, and participates in other activities related to planning a Future Sequim Branch Library.

Discussion: There is a pending mid-term vacancy in the position with term ending in December 2022. The County has indicated that this vacancy will be publicized during June or July, in which case a new appointment might be made later in the summer. Generally speaking, new Trustees do not move directly into officer positions, so this upcoming changeover in Board makeup does not necessarily have bearing on selection of new officers at this time.

Recommendation/Alternatives for Consideration. That the Board elect officers and designate or confirm committee assignments at this time. Alternatively the Board could agree to designate a different date for the 2020 election of officers, in which case the current slate would continue until that election occurred.



Staff Report

Meeting Date: June 25, 2020
To: Library Board of Trustees
From: Library Director, Margaret Jakubcin
Subject: Designation of Signature Authority Resolution 20-06-03

Topic/Issue: Routine update of NOLS signature authority designations.

Policy considerations. The Board customarily designates signature authority by resolution, which is consistent with state law and Library policy. The resolution form used for this authorization process designates certain signature authorities by position title, and certain other authorities by position title and individual name.

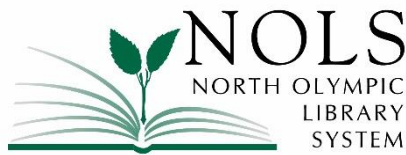
NOLS has updated the Designation of Signature Authority form to include a new section to designate those staff who are authorized to conduct business with Clallam County on behalf of NOLS. This section has been added to NOLS signature authority resolution in order to be responsive to recent changes in County protocols.

Fiscal considerations. This resolution documents staff assignments that require purchasing contracting, or fiscal authority; other policies and agreements define the parameters under which such authorized fiscal assignments must be carried out.

Discussion. Signature authorities must be updated periodically to reflect new or changing work assignments, and/or job titles. This resolution 20-06-03, updates and voids the previous Signature Authority Resolution, 19-05-06, to reflect recent hires, promotions, retirements, and changes in work assignments.

Recommendation/Alternatives for Consideration. That the Library Board of Trustees approve Resolution 20-06-03, which designates staff authority to make purchases, contract for goods and services, and transact Library business of specified types.

Action/Motion. That the Board approve Resolution 20-06-03 as presented.



Designation of Signature Authority

Whereas, the Board of Trustees of the North Olympic Library System has the power to permit the certification of the receipt of labor, services, and materials; enter into contracts and transact business of all types and acquire valuable property; and

Whereas, the day-to-day operation of the Library system requires, and RCW 27.12.210 permits the Board of Trustees to employ, such assistants as may be necessary to conduct the business of the library system;

Therefore be it resolved, that the Board of Trustees of the North Olympic Library System authorize the following employees, as designated by position title, to conduct Library transactions as indicated below:

AUTHORIZATION BY POSITION TITLE

	Certifying budgets and levy	Certifying payroll	Contracting with service and labor providers and vendors	Purchasing library collection materials	Purchasing library supplies
Library Director	X	X	X	X	X
Assistant Library Director	X	X	X	X	X
Information Technology Manager			X		X
Technical Services Manager			X	X	X
Facilities Manager		X	X		X
Financial Operations Manager			X		X
Library Manager			X		X
Library Operations Manager			X		X
Technical Service Assistant II & III				X	X
Administrative Operations Assistant I, II & III					X
Librarian I & II				X	X
Library Services Specialist I & II					X
Customer Service Specialist III & IV					X
Facilities Tech I, II & III					X
IT Specialist II and III					X
Public Communications Coordinator					X

And be it further resolved, that the Board of Trustees of the North Olympic Library System authorize the following employees, as designated by name, to conduct transactions as indicated below:

AUTHORIZATION BY EMPLOYEE NAME

	Authorized to conduct business with Clallam County on behalf of NOLS	Signing ALL Imprest checking account checks	Signing Imprest checking account checks EXCEPT payroll	Purchasing library supplies
Noah Glaude, Library Director	X	X		
<i>(this line left blank to denote authorizations assigned to Assistant Director)</i>				
John DeFrancisco, Financial Operations Manager	X		X	
Shaina Rajala, Administrative Operations Assistant III	X		X	
Shannon Cosgrove, Administrative Operations Asst. I			X	
Jan Stark, Customer Services Specialist II				X

And be it further resolved, that signatures of record for employees so authorized will be kept on file by the Library Director;

And be it further resolved, that in addition to the above authorizations, employees who have executed a Credit Card Agreement and been issued an authorized library credit card are permitted to make a variety of purchases within the transaction limits assigned to the issued card, according to the terms of Policy 5.6 (Credit Card);

And be it further resolved, that Resolution 19-05-06, dated May 23, 2019, is now void.

Passed by the Board of Trustees of the North Olympic Library System at their regular meeting held this 25th day of June, 2020.

Chair

Trustee

Trustee

Trustee

Trustee

Attested by:

Secretary to the Board



Resolution 20-06-05
Library Board of Trustees
North Olympic Library System

**HONORING MARGARET JAKUBCIN
FOR HER SERVICE TO THE LIBRARY**

WHEREAS Margaret Jakubcin has made outstanding contributions to the North Olympic Library System, beginning as Assistant Library Director in 2007 and capping her career as Library Director for the past six eventful years; and

WHEREAS Margaret's passion for public libraries and library service has been a driving force in making NOLS a major community resource and a sought-after partner in countless community-strengthening endeavors throughout Clallam County; and

WHEREAS Margaret has the gift of being able to see the forest as well as the trees; and

WHEREAS Margaret has embodied the concept of effective, innovative leadership and management of an impressive team of dedicated library staff; and

WHEREAS Margaret has continuously personally developed or encouraged staff to develop countless exciting programs for all levels of library patrons; and

WHEREAS Margaret tirelessly championed the building of a new library for Sequim, including devoting a significant amount of her personal time to the cause, giving residents a long overdue opportunity to vote on the matter; and

WHEREAS, recognizing that the labyrinthine approach to tax support for libraries means that resources are constantly dwindling, Margaret lost no opportunity to educate the public about this fact, helping to prepare taxpayers for the necessity of yet another levy lid vote in the not-so-distant future; and

WHEREAS Margaret has vigorously supported the concept of a well-rounded staff, their professional development, and their career advancement, resulting in making NOLS a pretty interesting place to work; and

WHEREAS Margaret has nimbly accommodated a few unexpected challenges along the way with good humor and without sacrificing the daily administrative objectives of oversight of vital library services; and

WHEREAS Margaret's artistic eye and creativity have immensely enriched the ambience of NOLS physical spaces and operating environment; and

WHEREAS in addition to her “real” duties, Margaret has found the energy to dance and march in parades on behalf of NOLS; and

WHEREAS Margaret has faced all unexpected situations with the appearance of not only expecting them but also having several planned ways of dealing with them; and

WHEREAS Margaret has the ability to osmotically grasp, among other things, accounting, the law, medicine, public relations, local tax codes and IT systems and then clearly explain them to the public, NOLS Board members or whomever is in the audience; and

WHEREAS Margaret has strengthened NOLS from within by establishing a set of policies and procedures and, equally importantly, by updating them to keep them relevant; and

WHEREAS Margaret has maintained an atmosphere of openness at NOLS by valuing the input and views of all employees and encouraging them to take risks to improve services and programs; and

WHEREAS Margaret has always been optimistic, cheerful, genuinely interested in what was being said and just plain fun to be around; and

WHEREAS through it all, Margaret has been a highly effective and dedicated professional in all that she has done, and can now retire with the gratifying awareness that she has moved the organization even farther along the path of excellence.

NOW THEREFORE BE IT RESOLVED by the North Olympic Library System Board of Trustees that Margaret Jakubcin be recognized and honored for her extraordinary service to the North Olympic Library System.

PASSED BY THE BOARD OF TRUSTEES OF THE NORTH OLYMPIC LIBRARY SYSTEM at its regular meeting held this 25th day of June, 2020.

President

Trustee

Trustee

Trustee

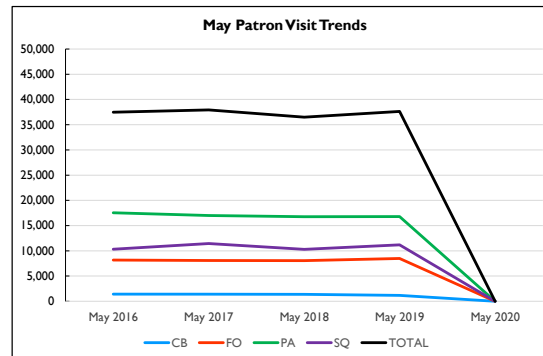
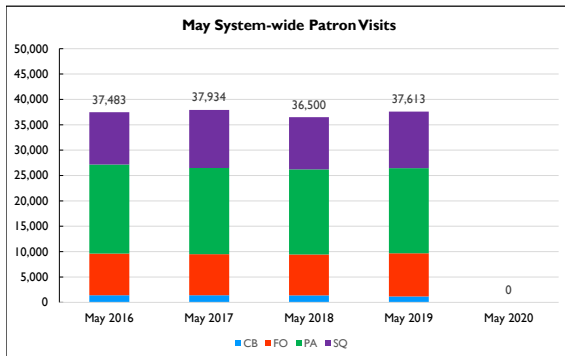
Trustee

ATTESTED BY:

Assistant Library Director

Patron Visits

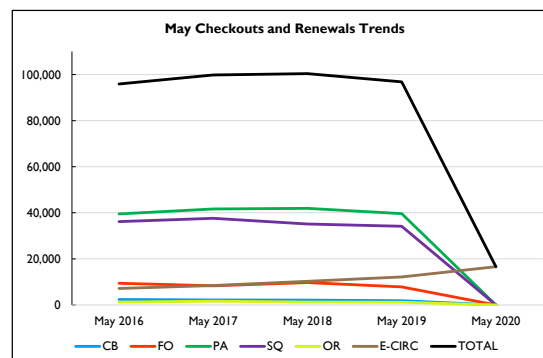
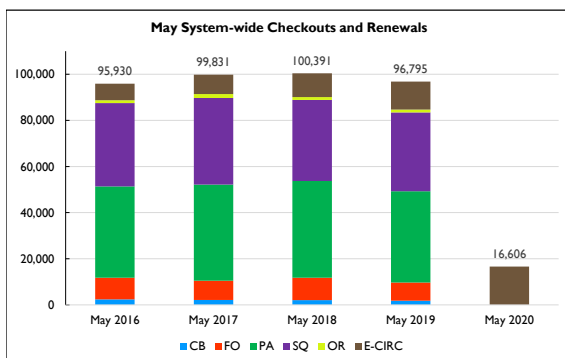
	2020	% of System
PA	0	#DIV/0!
SQ	0	#DIV/0!
FO	0	#DIV/0!
CB	0	#DIV/0!
Total	0	#DIV/0!



* Due to COVID-19, all NOLS locations were closed in May 2020.

Checkouts & Renewals

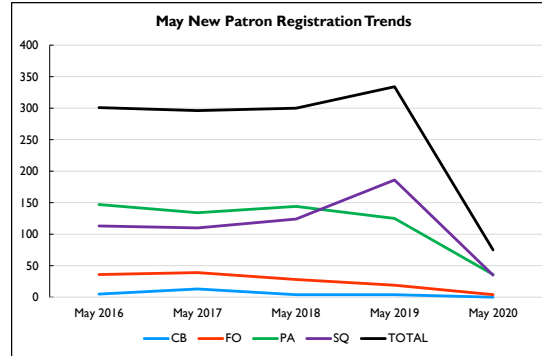
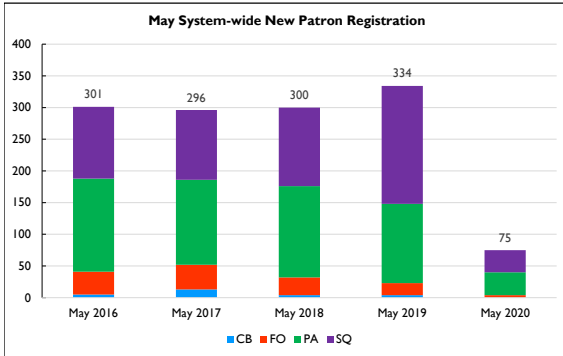
	2020	% of System
PA	0	0.0%
Self		
SQ	0	0.0%
Self		
FO	0	0.0%
Self		
CB	0	0.0%
OR	0	0.0%
E Circ	16,606	100.0%
Total	16,606	100.0%



* Due to COVID-19, all NOLS locations were closed in May 2020. Library card registration remained available online.

New Patron Registration

	2020	% of System
PA	36	48.0%
SQ	35	46.7%
FO	4	5.3%
CB	0	0.0%
Total	75	100.0%



Library Programs

	Programs/Attendees	% of System
PA	0/0	0.00%
SQ	0/0	0.00%
FO	0/0	0.00%
CB	0/0	0.00%
Virtual	33/278	0.00%
Total	33/278	100%/100%

Computer Prints Made

	# of Prints	% of System
PA	0	
SQ	0	
FO	0	
CB	0	
Total	-	0.0%

Wi-Fi Access

System-wide Total	2,357
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Volunteers

	Volunteer Hours	# of Volunteers
PA	0	0
SQ	0	0
FO	0	0
CB	0	0
OR	0	0
NOLS	0	0
Total	0	0

Holds

	Requests Fulfilled	Avg Days to Fill
PA	0	-
SQ	0	-
FO	0	-
CB	0	-
OR	0	-
Total	0	-

Public Meetings

	Meetings/Attendees	% of System
PA	0/0	0.00%
SQ	0/0	0.00%
FO	0/0	0.00%
CB	0/0	0.00%
Total	0/0	0.00%

Public Computer Use

	# of Computer Hours	% of Total Available Hours in Use
PA	0	0.0%
SQ	0	0.0%
FO	0	0.0%
CB	0	0.0%
Total	-	0.0%

Website Visits

From outside the Library	8,798
From inside the Library	800
Avg. # of pages visited	2

Outreach Services

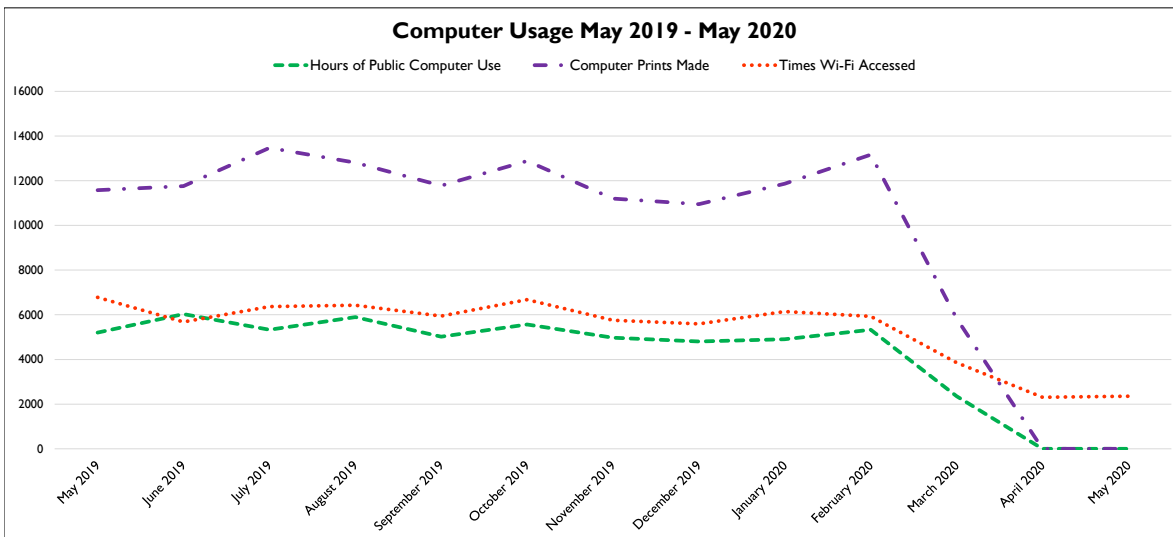
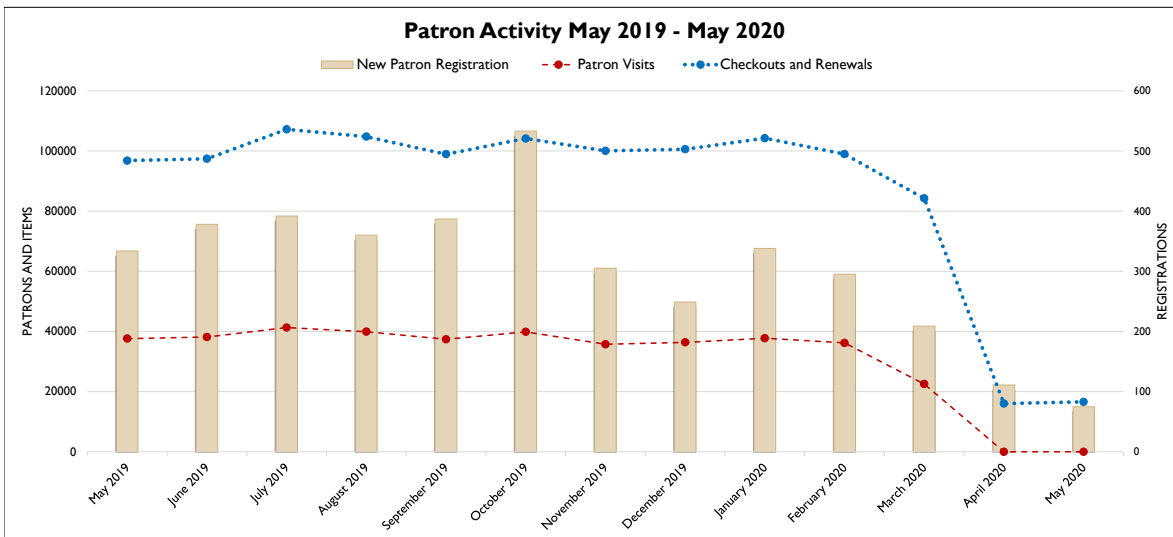
Deliveries to the Homebound	-
New Patrons w/ Delivery Services	-

Interlibrary Loan Services

Items borrowed from other libraries	-
Items loaned to other libraries	-

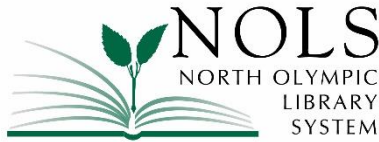
Read & Return and Program/Outreach Distributions

Tiny Olympic Libraries (CB, FO, PA, SQ)	0
Read & Ride (Clallam Transit Buses)	0
DSHS (Kiosks in offices in FO and PA)	0
NOLS Programs	0
Community Outreach Events	341
Total	341



Significant Events During the Past 13 Months:

- June 2019 - Summer Reading Program begins
- June 2019 - The Washington Anytime Library (eBooks and eAudiobooks) was unavailable for 6 days
- August 2019 - The hours Wi-Fi is available in Clallam Bay, Port Angeles and Sequim was changed from 24/7 to 7:00am - 10:30pm, Monday - Sunday.
- September 2019 - Policies related to going fine-free implemented on September 1
- October 2019 - Clallam County Reads begins and special-edition library cards offered
- January 2020 - Power outages caused early closures at the Clallam Bay and Forks Branch Libraries two days
- January 2020 - Due to a snow storm, NOLS location were closed a full day and several partial days
- February 2020 - Tax season begins
- March 2020 - All NOLS locations close March 17 through the end of the month due to COVID-19
- April 2020-May 2020 - All NOLS locations closed due to COVID-19



Monthly Activity Report

Meeting Date: June 25, 2020
To: Library Board of Trustees
From: Library Director and Staff
Subject: Monthly activity report for May 2020

Port Angeles Main Library, Sequim Branch Library, and West End Branches

Jina Felton, Port Angeles Operations Manager

Emily Sly, Library Manager

Troi K. Gale, Library Manager

Staff in all branches and departments have continued to work from home through the month of May with the exception of some essential tasks being covered by various staff members in the buildings. With the continued support of IT, many staff members were able to get over the initial technological hurdles of April and settle into a routine consisting of daily meetings, online trainings and other forms of professional development, and the occasional special project or work group assignment. Many staff are jumping at the chance to work on special projects simply to add variety to their new work routines.

Virtual storytimes continued in May with some of the highlights being “May the 4th” Be With You *Star Wars* themed storytime presented by Library Services Specialist Cheryl Martin and weekly yoga storytimes presented by Youth Services Library Services Specialist Jennifer Lu’Becke. Librarians Patti Swingle, Jennifer Knight, and Mary Givens also contributed to the weekly storytimes, including a weekly bilingual storytime. Elementary students from across Clallam County in 4th, 5th, and 6th grades are invited to join Librarians Jennifer Knight and Patti Swingle for Lunch with a Librarian every Thursday. The sessions focus mainly on book talks presented by staff.



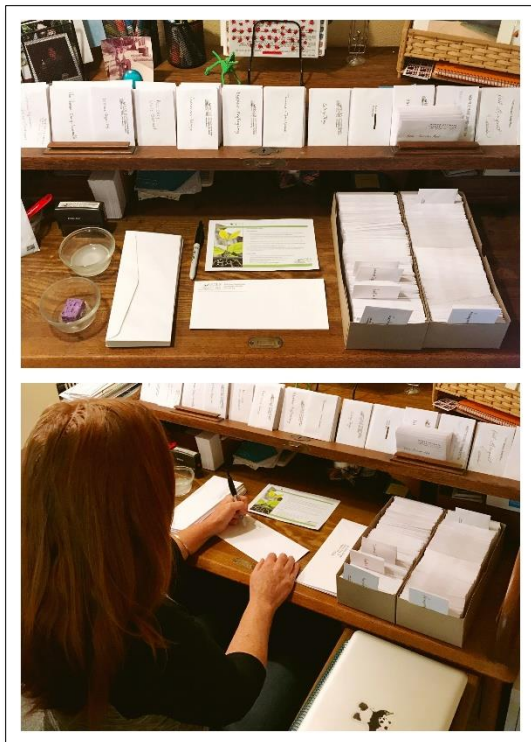
Librarian Mary Givins and Library Services Specialists Cheryl Martin and Jennifer Lu'Becke have continued daily posts for teens on the NOLS Teen Instagram page and also organized a Teen Volunteer Orientation via a virtual Zoom meeting for 13 teens. This will be the first time teens from across the county have worked together during the Teen Volunteer program that has been so popular in past Summer Reading Programs.

Several members of the Programming Team continued to offer Virtual Book Chats for adults throughout May. These drop-in sessions on the Zoom platform are open to discussion about anything that a person is currently listening to or reading. Title specific sessions were held for the established NOLS Book Groups. Book club attendees had collected their most recent title back in February or March but hadn't had a chance to read and discuss the books before the library closed. The Second Tuesday Book Group was attended by seven people who discussed *Maid: Hard Work, Low Pay* by Stephanie Land. The Wednesday Evening Book Group was attended by three people who discussed *Homo Deus: A Brief History of Tomorrow* by Yuval Noah Harari. And the Second Saturday Book Group was also attended by three people who discussed *Convenience Store Woman* by Sayaka Murata. With the exception of the Virtual Book Chats, NOLS Book Group activity is now temporarily suspended until future operating modes allow for safe pick-up of previously selected titles.

After an initial round of brainstorming regarding necessary changes to the Summer Reading Program, Programming Team members quickly set to work reaching out to potential virtual presenters and reworking existing programs in order to function online. By the end of May, most programs for the summer were able to be turned in to Kate for her finishing public communications touches.

Other work group activities that Public Services Staff contributed to in May include:

- The NOLS Book Group Team – Customer Service Specialists Jay Averill and Dana Seevers with guidance from Sequim Branch Manager Emily Sly and Library Operations Manager Jina Felton – contacted participants to organize virtual book talks and created discussion guides for the book kits selected for use by NOLS Book Groups in 2020.
- Members of the Collection Management Team – Librarians Sarah Morrison, Danielle Lepping, Jennifer Knight, Mary Givins, and Patti Swingle, Technical Services Specialist Susan Price, Technical Services Manager Erin Shield, and Branch Managers Emily Sly and Troi Gale - began reviewing submissions from the Request It form after it was brought back online in late May to prepare for ordering.
- Branch Managers Emily Sly, Troi Gale, and Librarian Danielle Lepping met in May to discuss NOLS' workforce development strategy. Progress had stalled with the beginning of the pandemic but is now being revised to highlight available resources to help the local workforce community.



- As the packaging of seeds began to wrap up with hundreds of individual sample packets completed, Shipment Operations Specialist Dayna Page and Customer Service Specialist Dana Seevers filled over 425 Seed Requests during the month of May.

- The Social Media Team – Assistant Director Noah Glaude, Public Communications Coordinator Kate Radigan, Library Services Specialist Jennifer Lu'Becke, and Customer Service Specialists Jennifer Dougherty, Liz Duval, and Patrick Driggers – have been busy training their newest members (Branch Manager Troi Gale and Kayla Apolito), creating new procedures for use during the Work From Home mode, generating posts, and developing new marketing strategies.

- West End staff attended community zoom meetings such as The Community Café, Forks Elementary Podcast, and more to promote library services. Also attended Clallam Resilience Project meetings to discuss harnessing resilience strategies on the West End.
- Customer Service Specialists Jennifer Doherty and Adele Kelly of the Systemwide Circ Team reviewed and updated circulation procedures for using Polaris. Along with other West End staff, they also created and updated West End specific procedures.
- West End staff also worked on creating a comprehensive partnership list of others in the West End community.
- Customer Service Specialist Jennifer Dougherty worked on processing Instant Digital Cards from reports generated by Overdrive. The Digital Cards are created when a patron without a library card gains access to the Washington Anytime Library. Information is then sent on to the individual library systems throughout the state. Accounts based in Clallam County are then checked against Polaris to see if the patron already had a NOLS library account. If so, the digital account is merged with the existing account and if not the patron is contacted about the creation of a new limited service account.

- Customer Service Specialists from Port Angeles, Sequim, and the West End have continued to work together in answering email and phone calls from home. Most questions continue to focus on the status of library services, inquiries about existing library accounts or the creation of new accounts, and accessing of Online Resources.
- Librarian Jennifer Knight coordinated with the Technical Services Department, the North Olympic Library Foundation, and the Head Start programs throughout Clallam County to assemble and distribute over 340 book bags with books to children in Head Start programs in the community.



The All Staff Training Day Team – Assistant Director Noah Glaude, Administrative Operations Assistant Shaina Rajala, IT Specialist Bob Allen, Library Services Specialist Leslie Briggance, and Customer Service Specialists Jay Averill, Jessica Raivo, and David McDonald – had previously selected Ryan Dowd as a speaker for an upcoming All Staff Training Day. He is the Executive Director of the second largest homeless shelter in Illinois, an author and a public speaker on the topic of homelessness. In light of the current global situation, all staff have instead been given access to Ryan Dowd’s series of online trainings instead of the in-person training as originally intended – over 10 hours of viewing material with a new webinar added each month and access for one year’s time. In order to cover the vast wealth of information, each branch and department has created a timeline for staff to watch and discuss as a group what they have been learning. There have been many valuable take-aways so far with several staff expressing gratitude that they will have a chance to go back and review material multiple times for maximum impact.

Other professional development activities Public Services Staff are undertaking include watching webinars, brushing up on Spanish language and American Sign Language skills, participating in book chats to build Reader’s Advisory Skills, and more. Also, Youth Services Librarian Jennifer Knight provided Storytime Training virtually for Branch Manager Troi Gale and Customer Service Specialist Dianne Bates. Some of the many webinars watched by staff during the month of May include:

- Public Libraries Respond to COVID-19: Successful ways to work remotely
- Public Libraries Respond to COVID-19: Strategies for Advancing Digital Equity Now
- Public Libraries Respond to COVID-19: Innovative Solutions in Times of Crisis
- Novelist: Crash Course in Horror
- Cultivating Protective Factors for Safe Libraries and Resilient Communities
- ProQuest Central for Student Research
- Reaching your reluctant readers
- Novelist: Crash Course in Science Fiction

- Other creative assignments staff have contributed to during the month May include bookmarks made with embroidery thread, yarn, and other mediums, re-usable face masks, and a new wall hanging for the children's area of the Clallam Bay Branch.



Facilities Department

Brian Phillips, Facilities Manager

For Facilities staff, May was another month of combining work from home with onsite tasks. Work from home focused primarily on the self-paced Homelessness in Libraries online training course, regular department meetings and developing or researching special projects. Towards the end of the month, more and more time was spent onsite as library buildings were prepared for increased staff activity beginning in June. Onsite activities entailed mostly groundskeeping, cleaning and minor repairs.

May is often a month for doing projects, or finishing projects that began earlier in the year. This year, no major projects were fully underway before the corona virus pandemic began. Nor were slated projects deemed essential enough to justify pursuing during phase I of the state-wide Stay at Home order. By the end of May, however, there was enough certainty in the near future to warrant making plans for several projects, including the re-carpeting of staff areas at the Port Angeles Library. Planning efforts were also put into projects related to the eventual resumption of library services.

Port Angeles Library: Pressure washed front entrance; installed acrylic shield on Admin cubicle; repaired vandalized book drop; repaired broken exterior outlets; replaced emergency light battery; had parking lot swept; removed graffiti from front of building; installed flower baskets; mowed lawn; weed control; trimmed trees.

Sequim Library: Replace emergency light batteries; removed wasp nest; installed flower baskets; weed-eated parking lot; lawn care.

Forks Library: Changed HVAC filters; replaced burned out lights; cleaned exterior windows.

Clallam Bay Library: Changed HVAC filters; pulled weeds; lawn care.

Other: Homelessness Training; Sequim Library Capital Improvement grant; Management Team meetings; purchased supplies; staff took some leave time in May.

Outreach to Homebound Program

Jina Felton, Outreach Program Manager

During the month of May, Outreach Customer Services Specialist Debbie Pridgen continued selecting for future Outreach deliveries, participated in Reader's Advisory professional development activities and worked on the next Outreach Services Newsletter.

Information Technology (IT) Department

Shane Miller, IT Manager

In the month of May, the IT team contributed to the organization, development, and

implementation of Beanstack, which is the new program used by NOLS to register and track data for the Summer Reading Program. The work included the creation of a landing page with information about the summer reading challenge and a form where people can sign up electronically. Work was also completed to develop challenges for the program, along with trainings for admin team members.

The web team worked to update the NOLS events pages with virtual storytimes, Lunch With A Librarian events, and other virtual programs that were being offered. The Stay Home, Stay Safe web presence was updated with new online resource options, while the Interlibrary Loan Request Form was re-published. The NOLS Gear webpage was updated with new catalog links and the web team started to prepare for the Summer Reading Program by looking over previous years design, organizing graphics, and starting a draft for the landing page.

IT progressed with routine computer maintenance on PA public computers, providing security updates as well as drive maintenance. We also finalized NOLS tech inventory documents for admin signatures to close out the 2019 Inventory. Rotating updates were done on WFH NOLS devices as needed as well as providing WFH staff with additional webcams, hotspots and other gear and training. We participated in several webinars for training in firewall application and the challenges of Work from Home and Remote Access Security. IT also continually participated in online committee meetings to help plan and coordinate IT's role in the reopening stages of the NOLS branches.

Work was completed to help organize web analytics views, so IT could seamlessly pull data for internal and external library sessions. IT also provided staff-wide support for a wide range of technical problems, including help with virtual meetings, software updates, account maintenance, chat support, Wi-Fi troubleshooting, and Outlook Web Access questions. IT registered the domain name northolympiclibrarysystem.com to help protect NOLS' online branding.

IT deployed Windows 10 to all NOLS general-public computers, easing concerns over Windows 7 security updates. Configuration to make them usable for the public is underway.

Technical Services Department

Erin Shield, Technical Services Manager

Tech Services staff worked from home and some onsite during May, mainly working on cataloging downloadable titles, "pre-cataloging" physical materials, printing postage, and receiving deliveries. Additionally, Dayna, the Super Courier delivered materials throughout the community for Head Start programs and posted flyers around Sequim and Port Angeles. 984 downloadable titles were added.

At the end of May there were hundreds of materials (mainly with holds) that were ready to be physically processed. Staff also did online training,



participated in many meetings and worked on special projects. Everyone is looking forward to being back in the building.

Staff took time for non-library activities while staying safe at home. These include:

- Exercise: running, walking, hiking, bike riding
- Mask making – about 100
- More animal, vegetable, and native plant sightings both at home and in the wild:



Administrative Operations Department

Human Resources

Shaina Rajala, Administrative Operations Assistant

Recruitments:

- None

New Hires:

- None

Separations:

- None

Financial Operations

John DeFrancisco, Financial Operations Manager

John participated in weekly Management Team Meetings in May.

Accounting Statistics for May:

- 55 Vouchers
- 32 CC Transactions
- 0 Revolving Fund Checks

- 5 Payroll EFT
- 1 Department of Revenue EFT
- 60 Payroll Pays

Public Communications

Kate Radigan, Public Communications Coordinator

- 8 news releases were sent as well as an *Off the Shelf* article
- Social Media Team continued to work hard and numbly while navigating platform frustrations and a constant inflow of programs, resources, and NOLS news.
- Attended admin meeting
- Met multiple times with supervisor
- Created flyers for special Youth Services programs
- Worked with Emily and Noah to create the Summer Reading Program guide. Upon finalization worked with contacts at Sound Publishing to get it printed and processed through the Post Office (to arrive in the mailboxes of all Clallam County Residents) as well as an overrun of copies for NOLS to deliver to community resources (school contacts, organizations, other services happening during these times).
- Began preliminary work for SRP webpage

Assistant Director's Report

Noah Glaude, Assistant Director

Significant projects Noah worked on during the month of May included:

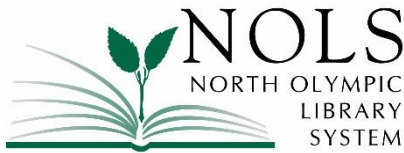
- Restart Planning
- Sequim Branch Library Capital Improvement Grant Application
- Organizing Virtual Programming
- Summer Reading Program Planning
- Collection Management Team Meeting
- Management Meetings

Director's Report

Margaret Jakubcin, Library Director

Significant meetings/events and projects this month:

- Restart planning
- Position Description Review project
- Winding up and shifting on many fronts



Staff report

Meeting Date: June 25, 2020
To: Library Board of Trustees
From: Margaret Jakubcin, Library Director
Subject: 2007-2020 Retrospective

Attachments: Retrospective Lists of NOLS Occurrences, Accomplishments, and other Observations of Interest from 2007 to 2020
Keys to Success at NOLS

Topic/Issue: During the last performance review with retiring Library Director, Margaret Jakubcin, the Board asked Jakubcin to provide, prior to her retirement, a retrospective reflection on NOLS occurrences and accomplishments over the last thirteen years, so that these could be documented for library posterity.

This is an informational report only. No action is required.

Background: The NOLS Board initiated a period of organizational transformation in 2007. To accomplish this transformation, they hired change-agent Paula Barnes as Library Director in June of 2007. Margaret Jakubcin joined Barnes as Assistant Director in September of 2007. NOLS then began an extended period of re-visioning, renovation, remodeling, and growth. This change-period has been an intensive and ongoing effort, and there is virtually no aspect of NOLS that has not been touched, examined, fixed, redesigned, and improved during this time. The impacts of the makeover have ranged from a comprehensive reframing of the institutional philosophy and organizational culture, to development of minor forms, and procedures, and nearly everything else in between.

Change is constant, and transformation is never done, but the efforts to date have certainly helped NOLS better position itself as a well-ordered library system, with skilled, committed staff, sound fiscal and administrative practices, and good community standing; well able to provide an exceptional array of innovative library services to the citizens of Clallam County.

Discussion. With the retirement of Director Margaret Jakubcin in July 2020, the continuous leadership thread back to 2007 will be broken, making this a final first-hand opportunity to record direct leadership perspectives on this period of time. Creating these retrospective reflections has been a somewhat daunting task. As a busy organization, where there are always many projects underway, staff have not consistently remembered to take time to document changes, successes, and growth along the way. The length of time involved, the relentless pace at which much of the change has occurred, and the sheer volume of the records and materials

that provide the original documentation (publicity, meeting agendas, photos, Board packets, etc.), has made retroactive creation of these reflections challenging.

Fortunately, on certain previous occasions (such as the retirement of Paula Barnes in 2014) some attempt has been made to look back, recapture, and record significant events for institutional memory. The attached *Retrospectives* draws on several of these previously created “Change is Good” or “Been There Done That” lists, supplemented from Margaret’s memories, and prompted by some reference to the original records, as time permitted. There is also some information drawn from existing summary reports prepared by other staff.

The items in the attached lists have been loosely grouped by category, as they most relevant to Public Service, Administrative/Personnel, and Capital endeavors. There is some duplication, and considerable overlap between the different categories. Items noted include both enormous and small endeavors, and don’t necessarily distinguish between the different levels of effort involved. Because these documents were created at different times, for different purposes, the presentation format is somewhat inconsistent from list to list. Also, despite their length, these lists are incomplete at best. Many details have undoubtedly been forgotten in the deluge of tasks accomplished, and the never-ending press of new projects.

Finally, it is extremely important to note that there is no single individual who can claim sole, or even primary credit, for any of the successes and accomplishments described in the attached retrospective lists. A *lot* has been achieved during this time period, but it has taken the efforts of *many* to achieve it. NOLS’ creative and hardworking staff and volunteers have been endlessly energetic and resourceful. NOLS Friends of the Library groups and the North Olympic Library Foundation have provided vital support. Community partners have helped move forward unique innovations. And of course the Board of Trustees – both past and present -- have provided invaluable guidance and support. It has taken *all* of our combined efforts to re-build this Library! Special acknowledgement should be conveyed, however to NOLS’ 2007 Board members, who envisioned a directional change for the Library, and to former Director Paula Barnes who planted the first seeds of that new vision. Paula was also a primary mover for the successful 2010 Levy Lid Lift, which improved library funding, and thereby allowed NOLS move ahead with many significant improvements during the following decade.

In conclusion. The closing chapters of any period of transformation can be bittersweet. The closing of this chapter in NOLS’ history has a uniquely bittersweet flavor of its own, because of the moment in history at which it is occurring. During the last few months the harsh realities of the 2020 pandemic have forced the entire world to transform - immediately, dramatically, painfully, in many ways that are about pulling in rather than expanding outward.

NOLS has experienced our own piece of this unwelcome global transformation. As the Board reads this retrospective report in June 2020, NOLS is in the process of taking the first tiny steps to restart library circulation services, using a curbside hold pickup model, following three months during which the Library could provide only online and remote services. Revisiting NOLS’ achievements over the last thirteen period, from this immediate and current social

reality, feels indescribably strange and poignant. Wildly successful live music events in packed meeting rooms, contra dances in library living rooms, book events at local wineries, and joyful toddler dance parties, all seem impossibly distant at this exact moment in history, both when looking backwards and when looking forward.

Ultimately, however, the programs and events, the new technologies, the electronic resources, and expanded collections, are just the most visible outward trappings of NOLS' successful evolution over the last several years. The truly important elements of the NOLS transformation are those that have strengthened the organization at the deepest levels. These include broad staff understanding of the library's essential values and roles, firm commitment to public service and community, operational practices that rest on sensible policies and procedures, leadership integrity and transparency, critical problem solving and planning skills (and lots of practice applying them), and good communication. These are the heart of NOLS' essential transformation, and are exactly the attributes that have allowed NOLS to resiliently weather the pandemic, to adapt nimbly to unexpected circumstances, and to continue to serve the community in flexible, innovative ways - as the world changed around us. It is NOLS' inner strength that will carry this organization forward, in new and exciting ways, to meet the changing needs and conditions of society in the coming months and years.

Retrospective 2007-2020

Transformations in Public Services that have made NOLS a better public library:

This is a only broad descriptive outline of a very active area of library service enhancement that has extended over a long period of time. For details see Monthly Activity Reports published regularly in the Board Packet.

- Emphasized Customer Service in staff training; developed written statement of customer service standards;
 - Established an “err on the side of generosity” rule of thumb to empower staff to make patron decisions with confidence;
 - Improved policies and methods for responding to disruptive events in the library; trained staff extensively; enforce policies consistently;
 - Reconfigured public spaces at all branches for greater efficiency and accessibility;
 - Addressed long-deferred capital projects resulting in nicer, cleaner facilities for customers (and staff) comfort;
-
- Expanded check out limits; completely eliminated check out limits for many formats;
 - Replaced fortress-like public service desks that created barriers to service, with more accessible and ergonomic furnishings;
 - Introduced self-serve hold pickup and express check out;
 - Improved circ policies in many areas (creating clearer and generally more customer service-oriented policies);
 - Eliminated artificial time limits on internet access; implemented automated reservation system;
 - Introduced express internet stations and guest passes;
 - Automated internet reservation and print release;
 - Eliminated fines;
 - Email and text notification options inform customers about held materials and account status sooner and more conveniently;
 - Mobile app for nols.org/catalog greatly improves patron experience;
 - Wi-fi and drive-by wi-fi make it easier for citizens to stay connected – inside and outside the library;
-
- Initiated a diverse array of library programming for all ages;
 - Developed many successful innovative programs;
 - Expanded and enhanced the presence of trained Youth Services staff at all locations;

- Expanded storytimes and other programming to provide age appropriate offerings for all ages of youth;
 - Introduced Bi-lingual storytimes; also yoga story times;
 - Expanded Reader's Advisory services and reading related programs/events;
 - Greatly expanded the Summer Reading Program experience;
 - Brought art, music and other activities "into the heart of the library;"
 - Ramped up the frequency and creativity of readers displays; included more staff in creating physical and web based readers displays;
 - Travelling exhibits leveraged opportunities to expand awareness on many complex topics of interest;
 - Humanities Washington presentations, and other programs stimulate thought and discussion;
-
- Expanded public communications and marketing efforts to increase public awareness of library resources and programs;
 - Introduced Spanish language public communications;
-
- Increased materials budget – updated and refurbished collections; purchased more materials, new formats and many digital resources;
 - Improved efficiency of selection/acquisition/processing gets materials onto shelves and into customer hands **much** faster;
 - Clear standards and regular weeding keeps collection in better, more current, more appealing condition;
 - Introduced non-traditional NOLS Gear circulating collection;
 - Access provided to wide array E resources for all age groups;
 - Using grant funding, digitized the Kellogg and uploaded to WA Rural Heritage website, making this unique local photo collection more available and accessible;
 - Numerous collection reconfigurations to improve access and use;
 - Created and greatly expanded book kit collection for use by book discussion groups;
-
- Community partnerships make better use of public funds to serve shared audiences, providing broader reach for all partners, and broader access to other agencies resources;
 - Beyond the walls services and programs reach new audiences and improve community awareness of library services;
 - Tiny Olympic Libraries and Read and Ride browser collections, serve readers on the go;
 - Library living room concept and innovative programming in the heart of the library supports larger attendance, and breaks down traditional library stereotypes;
 - Volunteer program assists staff in meeting customer needs;

- Improvements to Gifts and donations process enhances ability of community members to support NOLS initiatives and resources through donations;
- Online meeting room reservation system provides easier and more equitable access to this high-demand library resource;
- NOLS Partnership with ReDiscovery program, helps connect people to the community resources they need.
- Partnership with Clallam County placed a ballot box at the Clallam Bay Branch, making it easier for that rural community to participate in civic engagement.
- In-house courier service will provide 6 day a week intra-branch deliveries, and improve NOLS efficiency in moving other materials around the system and community.

Retrospective List - 2007-2020

Administrative and personnel activities that have made NOLS a better public agency:

- Strategic Roadmap clearly articulates Library values, philosophies, core services and strategic initiatives;
- Library decision making, workplans, and budgeting are directly rooted in the Roadmap;
- Successful passage of a levy lid lift in 2010 restored the levy rate for the Library's property tax funding from 32 cents per thousand to 50 cents per thousand. This increased funding was largely directed toward expanding hours/staffing, collection; adding new positions with specialized skills, addressing capital maintenance issues, and increasing wages;
- During the years that the Great Recession unexpectedly reduced NOLS' levy, responsible fiscal management ensured that NOLS would be able to maintain staffing and service levels for at least 10 years;
- Strategic fiscal management of timber revenues has allowed NOLS to fund capital maintenance and improvement projects that benefit staff and public;
- Finished funding the PA capital sinking fund and retired PA building bonds;
- Committed substantial time, energy, and passion to finding a solution to the problem of the aging and overcrowded Sequim Branch library;
- In the wake of the heartbreaking failure of the Sequim capital bond measure in 2018, interim improvements were made to SQ staff work stations, and funds were budgeted for alternative longer term fixes to facilities issues at SQ; a grant application to fund alternative expansion proposal is currently pending;
- Improved financial planning practices; articulated and instituted fiscal management policy and established consistent procedures;
- Improved financial reporting; created procedures and forms;
- Developed and articulated responsible cash and asset management policies and practices;
- Established better Small and Attractive Assets inventory practices and improved surplus controls/processes;
- Made improvements to bidding and purchasing processes; documented processes;
- Cash registers purchased and installed; daily cash management procedures/forms created;
- Developed new procedures to eliminate unnecessary repetitive steps in workflows and processes;
- Instituted online payment mechanism for fines/fees;

- Implemented automated payment system for print release;
 - Created an online PO log to improve AP processes and accountability;
 - Credit cards issued to purchasing staff to make acquisition of needed tools and materials more efficient; accountability ensured through monthly invoice reconciliation process;
-
- Implemented a staff-involved budget building process;
 - Established consistent and professional FOL budget request process;
 - Documented SOPs and practices for levy certification process;
-
- Achieved consistently clean audits;
-
- Completely refurbished, updated, and expanded operating policies;
 - Created an HR policy manual;
 - For transparency, all NOLS policies are posted to website;
 - Policies are equitably implemented and consistently enforced for all patrons and employees at all locations.
 - Created and implemented numerous HR related forms and procedures (leave, Fitness to Work; L&I, etc.);
 - Regularized accurate and responsible time keeping practices;
 - Made various changes to payroll practices to improve accountability, consistency, and auditability;
-
- Invested extensively in staff training and professional development – all levels, all types;
 - Routinely provide critical workplace/employee training (harassment/discrimination, etc.);
 - Routinely provide critical operational training (disruptive event management, reader's advisory, etc.)
 - Regularized the supervisory hierarchy;
 - Managers are trained and in supervisory practices and skills;
 - Leadership coaches and supports supervisors in appropriate performance management practices;
 - Developed and consistently follow good recruitment and hiring practices;
 - Paraprofessional career ladder opportunities have been created where they did not previously exist (notably in the CSS and LSS job series). Many NOLS employees have benefited from these promotional opportunities.

- Recruitment strategies recognize current staff resources and needs, and routinely provide promotional opportunities;
 - Created and funded a tuition reimbursement program to encourage staff to further their education in areas directly related to their jobs;
 - Established and maintained regular and consistent performance management standards and developed practices/forms for annual evaluations;
 - Budget allocations to provide staff computers and equipment as needed to effectively and efficiently address operational needs;
 - Staff provided with quality tools that support their work;
 - NOLS vehicles available for efficient and cost effective movement of staff and materials between work locations;
 - Addressed staff and public ergonomic needs; provided work tools appropriate to space and function (smaller, lighter book trucks, height adjustable desks, etc.); trained staff in good ergonomic practices;
 - Expanded staffing to meet public service and operational needs;
 - Major staff reorganizations implemented in 2012, 2014, and ongoing periodic reclassification and position adjustments made to recognize needs and abilities;
 - Resources directed to support a robust leave and benefit package;
 - The Sick Leave Donation program is compassionately administered, and generously supported by staff, to aid employees facing medical events without sufficient accrued leave available to remain in paid status during the required absence from work;
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- Years of accumulated detritus were eliminated from NOLS facilities. Disposal of old files, broken equipment, unneeded supplies, and numerous other items improved efficiency and generally enhanced the working experience at all locations and in all departments;
 - Changes to layout, tools, furnishings, staffing levels, and especially workflows, helped eliminate soul-destroying backlogs in materials handling; dramatic improvements were experienced in acquisitions/new materials processing, weeding, check in and shelving;
 - Leadership supports development of innovative, and even adventurous, programs and services. This benefits the public, and also benefits employees by providing opportunities to realize their ideas and potential, grow their skills and experience, and to take pride in working for a forward thinking organization;
 - Internal Highlight Log promotes good morale by providing employees with a forum to share positivity; an anonymous online bulletin board provides a way to communicate with leadership privately, or to provide whistle blower information;
 - Created mechanisms to increase staff involvement in planning; wide ranging intra-department representation on committees and workgroups is encouraged;

- Developed and delivered project management training to staff at all levels;
- Established practice of regular branch/department/workgroup meetings and regular supervisory updates;
- Established and maintained regular schedule for Labor Management meetings;
- Established Library Foundation to expand funding support options;
- Worked hard to establish and maintain good relations with FOL groups;
- Convened numerous citizens advisory committees to involve community in decision making;
- Functionality of Administrative department improved; controlled work spaces developed for ADM staff who work with money and/or confidential HR information;
- Board meeting schedule was regularized; Board instituted protocols to comply with OPMA; staff publicizes packet of meeting information in advance;
- Imposed control and order on public records management processes; as of June 2020, the massive inherited back log of old physical files has finally been completely sorted, item-by-item, and disposed of in accordance with WA State public records requirements;
- Customer comments receive prompt and thoughtful attention;
- NOLS was rebranded; public communication program created; coordinator position created;
- Developed robust social media presence, with ongoing improvements and innovations;
- Collection Management Team created; materials budgeting/allocation/expenditure process improved; CM policy regularly reviewed for updates;
- Health and Safety Committee created; perform regular drills; review of IRs; coordinate other safety initiatives;
- Improved building security at many levels (building alarms, limited use of security cameras, key tracking, etc.)
- Rebuilt Web page (twice);
- Rebuilt IT department (twice);
- Improved e-rate reimbursement process;
- Courier service brought in-house for 6 day delivery and greater control/reliability;
- Nimble moved to a Work From Home model to continue serving the community remotely during the COVID-19 shut down;
- Utilized a staff involved planning process to develop a comprehensive Restart plan to support the health and safety of staff and public, while re-initiating public service following the pandemic shut down.

Review of NOLS Facilities Improvements 2008-2019

Prepared by Facilities Manager, Brian Phillips – January 3, 2020

Introduction

Challenges facing NOLS Facilities Dept. back in 2008 pertained mostly to the upkeep of aging library buildings, especially interior furnishing and finishes at the Sequim, Forks and Clallam Bay Libraries. Aging mechanical systems at the Forks and Sequim Libraries were also major concerns.

In addition to deteriorating physical conditions, the distribution and use of space at NOLS libraries was a concern in 2008. Great quantities of space were devoted to storing outdated or unneeded furniture and equipment in meeting rooms, work areas, rented storage and in several properties owned by NOLS at that time. Furthermore, the layout and design of furniture dedicated to assisting customer service tasks and other essential library functions was deemed inadequate by library staff and administrators. Though some of these issues are still a concern in 2020, many improvements have taken place since 2008, including major renovation, expansion, and/or space reconfiguration in staff and public areas.

The following is a brief and history and description of each library facility listing *major improvements* made since 2008. However, no effort has been made here to recap the innumerable repairs and small improvements carried out since that time. Please see Facilities Monthly Activity Reports for more detailed information about ongoing maintenance activities to-date.

Clallam Bay Library

The Clallam Bay Library was originally constructed in 1990. In 2008, the building was expanded from approximately 1,200 sq. ft. to 4,004 sq. ft. During the construction of the building addition, the existing portion was extensively remodeled. All carpeting, wall finishes, interior doors and locks, exterior paint, windows, roofing, fire alarm, and HVAC equipment were new in 2008. The women's public restroom is new from 2008, though the men's public restroom is older. A new checkout counter was installed in 2009 and then replaced again in 2015. Most of the interior furnishings, including shelving, are older. In compliance with local codes, the parking lot was enlarged in 2008 to accommodate the increased building capacity of the expanded library. The parking lot was resealed and restriped in 2009, 2011 and again in 2014. The catch basin in the lot failed in 2015 and was replaced. A larger section of the aging parking lot was repaved in 2017. A concrete sidewalk was added outside the west emergency door to accommodate wheel chair travel connecting the emergency door with the parking lot. Another sidewalk and was built in 2018 connecting the parking lot with a newly constructed patio.

One faulty heat pump was replaced in 2014.

Sequim Library

The Sequim Library was constructed in 1982. Between 1982 and 2005, only routine maintenance was carried out at the facility. The facility includes several outbuildings, the largest

of which is the building used by the Friends of the Sequim Library (FOSL) for book sorting, built in 1992.

In 2008, the heating and ventilating system at the Sequim Library was replaced and the building interior was extensively renovated in 2009. The exterior paint was new in 2005 and repainted in 2015. The parking lot was resealed in 2009, 2012, and 2015. In 2009, a waste water line was installed to connect the building's waste water system to the sewer line under Sequim Avenue. The old septic system was then decommissioned, though the physical components of the system remain in the ground. In 2016, improvements at the front entrance were made, including sidewalk repairs, new bike racks and a bench. In 2017, the interior door operator and several emergency lights were replaced.

In 2010 major repairs and improvements funded by FOSL were made to the building used by FOSL, including: a new roof, new carpeting, additional structural floor support, and new shelving. In 2011, the FOSL building exterior was painted and new front steps were installed. In 2016 and 2017, the roof of the covered area was replaced, siding was repaired, and the front and back entrance ramps were rebuilt.

Forks Library

The Forks Library was originally built in the 1960s to house a bank. After remodeling and expansion, the building reopened as the Forks Library in 1981. Aside from roof and parking lot repairs over the years and a lighting improvement that took place in the 1980s, mostly routine maintenance was carried out at the facility until it was completely renovated 2013. During renovation, the facility received a new roof, alarm system, electrical service, HVAC system, plumbing fixtures, new windows, exterior trim and furniture. The parking lot was resealed and striped in 2010 and 2014, then striped again in 2018. A new sign was also installed in 2013. A large holly tree was removed from the landscape in 2015. Late in 2015, a vehicle accident severely damaged the southeast portion of the building. That portion of the building was rebuilt in 2016. In 2017, steel bollards were added to the parking lot to protect the building from another accident. Also in 2017, additional shelving was installed as was a utility shed.

Port Angeles Main Library

The Port Angeles Main Library was relocated in 1998 from downtown Port Angeles to 2210 S. Peabody Street on the site of what was previously known as the NOLS Service Center. The Service Center was extensively remodeled and the Port Angeles Main Library was constructed at that time. The approximately 36,000 square foot facility houses the Port Angeles Main Library plus NOLS Administrative, IT, Technical Services and Facilities main offices and work areas. In 2012, the "living room" portion of the public library was re-configured, re-carpeted and refurnished. In 2014, the Carver Meeting Room was also re-carpeted, repainted and refurnished. Also in 2014, the exterior of the building was repainted. Over the past nine years, most staff work areas have been improved with ergonomic furniture and updated technology including a VOIP phone system. In 2014, an office was built in Technical Services and a conference room was constructed in the Administrative area. Old single-glazed windows in the Administrative offices were replaced with low-E double-glazed windows in 2014. In 2015 the Children's area was re-carpeted and repainted and some new furniture was added. In 2016, a new office was constructed in the Admin area and a partition wall was built in the PA Branch

staff area of the building to separate staff work stations from delivery activities. Two more walls were built in the Public Services work areas. In 2016 and 2018, the remaining original carpet in the public zone was replaced and all the public computing furniture was replaced. In 2019, about the carpet in the Public Services workroom was replaced.

Mechanical

All mechanical systems at the Port Angeles Library receive routine periodic maintenance. Equipment failures are repaired as soon as possible upon discovery. The following is brief description of major repairs made to the primary mechanical systems since 2008.

HVAC – new controls program and interface module; replaced supply fan motor, VAV motors, one exhaust fan, one compressor, both return and supply motor VFDs; and several controllers.

Plumbing – replaced urinals and several toilet valves; replaced all fire suppression sprinklers (recall work); repacked sprinkler system backflow valve seals; the main water line to the building was repaired in 2019.

Electrical – no major repairs, though several circuits were added for newly constructed walls and offices.

Alarm systems – control panel and software upgraded, several motion detectors replaced.

Door operators – both automated front entrance (inner and outer) operators have been replaced; several non-automatic closers have been replaced.

Emergency lights – all original emergency and exit lights have been replaced with LED units; emergency lights were added to the staff restrooms.

Trees, landscape, sidewalks

The parking lot was resealed over a three year period from 2012 to 2014 and some failed asphalt in the parking lot was repaired in 2013. In 2018, extensive repaving of a large portion of the lot was half done and about half the driveway was resealed. The entire lot was restriped at that time, as well.

The irrigation system is routinely maintained, though some reconfiguration opportunities were identified in 2018. The control box and sectional automatic valves are reaching their expected lifespan.

In 2018, the largest trees on the library grounds, including those located on the property owned by the Holy Trinity Church leased to NOLS, were assessed for health and stability. One large fir tree deemed hazardous was removed from the west side of the library building.

Facilities Annex

The old house at 602 Orcas Ave. was used for many years as a place to store consumable supplies, extra shelving, old computers and groundskeeping equipment. The crowded structure was in very poor condition and was therefore demolished in 2012 in an as environmentally responsible way as possible. In its place, the Facilities Department Annex was constructed in 2013. The newer 1600 sq ft structure houses supplies, equipment, furniture, a small workshop and an office for the Facilities Manager.

Vehicles

The NOLS vehicle fleet consists of one Ford Transit van purchased in 2019, one Chevrolet cargo van purchased in 2012, a Subaru Forester purchased in 2014, a Toyota Prius V in 2017, and another Forester in 2018. All vehicles undergo routine maintenance.

Routine Preventive Maintenance

All NOLS facilities have undergone consistent preventive maintenance and repairs. Routine maintenance includes: daily cleaning; annual deep carpet cleaning; regular groundskeeping (lawn mowing, pruning of shrubs and trees, parking lot sweeping, weeding, snow removal, and pest and fungus control); testing and servicing of sprinkler, backflow, alarm and HVAC systems; parking lot sweeping, resealing and striping; roof and gutter cleaning; vehicle maintenance, and stormwater system maintenance. Maintenance also includes repairs such as re-upholstery of furniture, carpet repair, touch-up painting and wall repair, plumbing repairs, lighting repairs, window washing, and door and lock lubrication and adjustment.

Much of the furniture of NOLS facilities has been replaced in the past few years. Most office and public service areas have been reconfigured extensively. Replacement of old furniture and library shelving has led to the development of a system for storing, surplus and disposing items which is generally managed by the Facilities Dept. The annex accommodates the storage of items still of use to NOLS; the temporary holding of surplus items to be disposed; and the receiving of new items, including furniture, equipment and consumable supplies.

Facilities Department Organization

Facilities Department workflow has improved in the past eleven years, helped along with the addition of two new vans and utility trailer; a new building for storing and distributing things; an improved supply tracking system; a budget tracking system; and annual workplan and a long term capital plan. Building and Grounds Assessments which began taking place in 2008 help to monitor and prioritize needs. In recent years, an improved personal protective equipment program, new tools and equipment, and an improved key inventory system have been deployed.

Facilities position descriptions and titles have been updated since 2008, reflecting more accurately the technical skills and time commitment required of staff to optimally perform essential Facilities tasks. Staffing additions have also helped improve the delivery of Facilities Department services. In addition to the department manager, a second full time Facilities Tech 2 is now based at the Port Angeles Main Library. Beginning in 2016, a part time Facilities Tech 2 is positioned on the west end to provide greater Facilities support to the Forks and Clallam

Bay Libraries. In 2019, a part time Fac Tech I position was added in Sequim to make Mon through Sat cleaning possible.

Lastly, the Facilities Department has improved the methods and practice of keeping maintenance related records. Aside from meeting the need to comply with laws regulating public record retention, Facilities maintenance records provide NOLS useful information regarding the age, repair history and cost to replace NOLS assets. In addition to maintenance records, Facilities staff keep daily activity logs and generate monthly reports which help account for the use of department resources. Each year, an annual report is produced summarizing major projects and repairs, staff time use, and department spending.

Updated 1-3-20



Keys to success at NOLS

- 🌱 We're all in this together.
- 🌱 Public service is why we're here.
- 🌱 When in doubt, err on the side of generosity to the customer.
- 🌱 Be positive, not negative. Be direct, not indirect. Be inclusive, not exclusive.
- 🌱 Good communication is a mutual endeavor.
- 🌱 If it works, stick with it. If it's broken, fix it. If it could be better, make it so.
- 🌱 If you bring a problem, try to bring a recommended solution with it.
- 🌱 Exercise initiative - (get approval) - then follow through.
- 🌱 Think big, but pay attention to detail.
- 🌱 If you think something is worth doing, be able to explain why.
- 🌱 We all make mistakes. But when we make mistakes, we make sure we learn from them.
- 🌱 It's not a problem, it's an opportunity, and there is no opportunity that is not improved by thorough discussion, good planning, hard work, access to the right tools, laughter and chocolate.
- 🌱 Have fun.