

Board of Trustees Regular Meeting  
Thursday, June 24, 2021 5:30pm  
Zoom Video Conference

**PANDEMIC RESPONSE**

Governor Inslee issued Proclamation [20-28.15](#) on January 19, 2021, 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 20-28.15, 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/](http://www.nols.org/board-administration/).

**PUBLIC COMMENTS**

Any person or group desiring to bring an item to the attention of the Library Board may do so by addressing the Board at meetings. Individuals having comments specifically related to agenda topics should raise their hand at the appropriate point on the agenda to indicate a wish to speak. Public comments on items not on the agenda, but within the jurisdiction of the North Olympic Library System Board of Trustees, are heard at the beginning of the meeting and at the end; individuals may choose to speak at either point. When time constraints require, the Chair may limit public remarks during meetings to less than three minutes. The Board will not discuss or take action on items raised during Public Comment, but may choose to add items to a future meeting agenda. Public comments may also be sent to: Library Board of Trustees, North Olympic Library System, 2210 South Peabody Street, Port Angeles, WA 98362 or [LibraryBoard@nols.org](mailto:LibraryBoard@nols.org).

**AGENDA**

1. Call to order, roll call and introductions
2. Approval of agenda
3. Approval of minutes for regular meeting of May 27, 2021
4. Communications
5. Presentation – Representatives from Ascending Leadership will discuss their assessment of NOLS and recommendations for future actions toward greater equity and inclusion. Their full report is attached.
6. Public comments
7. Financial reports: May 2021
8. Approval of vouchers: May 2021

9. Unfinished business

None

10. New business

N.1. NOLS Equity, Diversity, and Inclusion Assessment

N.2. Verbal update and discussion regarding NOLS' expansion of in-library services

N.3. Approval of Resolution 21-06-04: Designation of Signature Authority

N.4. Election of Officers and confirmation of committee assignments

11. Reports

R.1. Monthly Statistics Reports: May 2021

R.2. Monthly Activity Reports: May 2021

R.3. Highlight Log: May 2021

12. Public Comments

13. 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.*

14. Next meeting: 5:30pm, Thursday, August 26, 2021 at the Clallam Bay Branch Library

15. Agenda items for next meeting

16. Adjournment

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

NOLS Mission Statement  
Adopted 11/22/16

**Upcoming Board meetings**

<b><u>Date</u></b>	<b><u>Time</u></b>		<b><u>Location</u></b>
Thursday, August 26, 2021	5:30pm	Regular meeting	Clallam Bay Branch Library
Thursday, September 23, 2021	5:30pm	Regular meeting	Port Angeles Main Library
Thursday, October 28, 2021	5:30pm	Regular meeting	Port Angeles Main Library
Thursday, <b>November 18</b> , 2021	5:30pm	Regular meeting	Port Angeles Main Library

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

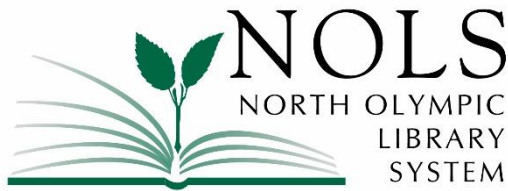
**North Olympic Library Foundation meetings** generally occur on the same dates as NOLS Board meetings, usually at 2pm in the Administrative conference room of the Port Angeles Main Library.

### **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**

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1. Call to order, roll call and introductions  
Board Chair Jennifer Pelikan called the meeting to order at 5:31 pm. Trustees present: Jennifer Pelikan, Mark Urnes, Betty Gordon, Ian Miller and Bert Caldwell. Library staff present: Executive Director Noah Glaude, HR & Business Manager Shaina Rajala, Facilities Manager Brian Phillips, SQ Library Manager Emily Sly. Visitors present: Debbie Crumb.
2. Approval of agenda  
*Motion by Ms. Gordon to approve agenda as presented. Motion seconded by Mr. Miller. Motion carried.*
3. Approval of minutes for regular meeting of April 22, 2021  
*Motion by Mr. Caldwell to approve the minutes from the April 22, 2021 meeting, as amended. Motion seconded by Mr. Urnes. Motion carried.*
4. Communications  
None.
5. Presentation: Overview of NOLS Facilities Department presented by Brian Phillips
6. Public Comments
7. Financial reports: April 2021  
The financial reports for April 2021 were accepted as presented.
8. Approval of vouchers: April 2021  
*Motion by Ms. Gordon to approve the April 2021 vouchers, numbered #303 through #397, in the amount of \$419,261.82. Motion seconded by Mr. Urnes. Motion carried.*

9. Unfinished business  
None
10. New business
  - N.1. Verbal update and discussion regarding NOLS' expansion of in-library services
  - N.2. Position Description Review Project update
  - N.3. Approval of Resolution 21-05-03: Authorizing Transfer of Funds for Sequim Capital Project  
*Motion by Ms. Gordon to approve Resolution 21-05-03 authorizing staff to transfer funds as indicated. Motion seconded by Mr. Caldwell. Motion carried.*
11. Reports
  - R.1. Monthly Statistics Reports: April 2021
  - R.2. Monthly Activity Reports: April 2021
  - R.3. Customer Comments: April 2021
  - R.4. Highlight Log: April 2021  
*All reports were accepted as presented.*
12. Public Comments
13. 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 agendaize a matter of business on a future agenda.*
14. Next regular meeting: 5:30pm, Thursday, June 24, 2021 by teleconference.
15. Agenda items for next meeting: Presentation from Ascending Leadership, NOLS' Diversity Equity and Inclusion consultants.
16. Adjournment  
*There being no further business, the meeting was adjourned by the Chair at 7:05pm.*

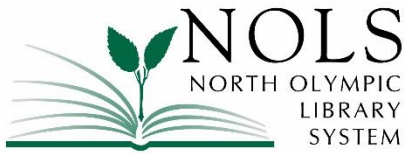
## **CERTIFIED AS TRUE AND CORRECT**

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Chair

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Board Secretary



## Staff Report

Meeting Date: June 24, 2021  
To: Library Board of Trustees  
From: Finance Manager, John DeFrancisco  
Subject: Comments on Financial Reports for May 2021

**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:** Tax Revenue received in May was \$357,047 which brings the total Tax Revenue received for the year so far to 58.9% of the 2021 Budget. The next big influx of property tax will be in October 2021.

NOLS portion of interest earned on the County Investment Pool for April, and posted in May is \$667.

Grants and Donations of \$956 are donations from two patrons. NOLS is grateful for the generosity of our donors!

**Expenditures:** Buildings and Structures of \$11,718 is for the installation of touchless faucets in Forks and Clallam Bay, and for the installation of security cameras in exterior, non-public areas of the Port Angeles building.

**Account Balances:** Payroll Account (US Bank 1301) shows expenses and reimbursements of \$228,714 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 \$274,628.

Of the \$228,714 in electronic transfers, \$6,292 was paid to the DOR for Sales and Use Tax (Voucher 449). This is predominantly for sales tax on the down payment for the Bookmobile.

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





## Revenue Report

May 31, 2021

Operating Revenue				5/12ths is	41.7%
	Budgeted	Current	YTD	Difference	Percent
Taxes	4,435,000	357,047	2,613,663	1,821,337	58.9
Intergovernmental Revenues	-	-	-	-	-
Goods and Services	10,100	165	483	9,617	4.8
Library Fees	10,000	277	2,389	7,611	23.9
Miscellaneous Revenues					
Pool Fund Investment Interest	17,375	667	3,100	14,275	17.8
Facilities Leases (Short Term)	1,000	-	-	1,000	-
Private Grants and Donations	51,200	956	21,006	30,194	41.0
Other Miscellaneous Revenue	41,200	1,881	17,305	23,895	42.0
Total Miscellaneous Revenues	110,775	3,504	41,411	69,364	37.4
Nonrevenues (excise taxes)	590	15	42	548	7.1
Transfers In	540,283	-	-	540,283	-
<b>Total Operating Revenue</b>	<b>5,106,748</b>	<b>361,009</b>	<b>2,657,987</b>	<b>2,448,761</b>	<b>52.0</b>

Capital Revenue					
Timber Revenues (received in 2021)	-	29,996	73,784	-	-
<b>Total Capital Revenue</b>	<b>-</b>	<b>29,996</b>	<b>73,784</b>	<b>-</b>	<b>-</b>

<b>Grand Total Revenues</b>	<b>391,005</b>	<b>2,731,771</b>			
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## 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	2,566,266	193,912	945,146	1,621,120	36.8
Benefits	1,163,813	80,716	401,685	762,128	34.5
<b>Total Personnel</b>	<b>3,730,079</b>	<b>274,628</b>	<b>1,346,831</b>	<b>2,383,248</b>	<b>36.1</b>
<i>Supplies</i>					
Supplies, Office and Operating	103,900	4,379	26,004	77,896	25.0
Fuel	17,900	487	2,416	15,484	13.5
Merchandise for resale	1,700	-	-	1,700	0.0
Collection Materials	486,000	18,767	125,057	360,943	25.7
Small Tools/Equip (<\$200)	1,500	206	237	1,263	15.8
<b>Total Supplies</b>	<b>611,000</b>	<b>23,838</b>	<b>153,714</b>	<b>457,286</b>	<b>25.2</b>
<i>Services</i>					
Professional Services	227,985	12,066	67,926	160,059	29.8
Communication	174,859	9,368	44,533	130,326	25.5
Travel	6,500	-	11	6,489	0.2
Taxes and Operating Assessments	4,000	-	3,255	745	81.4
Operating Rentals and Leases	790	-	-	790	0.0
Insurance	83,700	-	-	83,700	0.0
Public Utilities	90,160	7,170	39,035	51,125	43.3
Repair and Maintenance	147,390	9,219	19,822	127,568	13.4
Miscellaneous Services	12,955	-	1,915	11,040	14.8
<b>Total Services</b>	<b>748,339</b>	<b>37,823</b>	<b>176,497</b>	<b>571,842</b>	<b>23.6</b>
<i>Intergovernmental Services</i>	<i>16,740</i>	<i>-</i>	<i>64</i>	<i>16,676</i>	<i>0.4</i>
<i>Nonexpenditures (excise taxes) <sup>(1)</sup></i>	<i>590</i>	<i>17</i>	<i>20</i>	<i>570</i>	<i>3.3</i>
<b>Total Operating Expenditures</b>	<b>5,106,748</b>	<b>336,306</b>	<b>1,677,126</b>	<b>3,429,622</b>	<b>32.8</b>

(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	48,700	11,718	37,291	11,409	76.6
Other Improvements	88,000	8,855	8,855	79,145	10.1
Machinery & Equipment	448,449	6,155	89,227	359,222	19.9
<b>Total Capital Outlays</b>	<b>585,149</b>	<b>26,728</b>	<b>135,373</b>	<b>449,776</b>	<b>23.1</b>
<b>Grand Total All Expenditures</b>	<b>5,691,897</b>	<b>363,034</b>	<b>1,812,499</b>	<b>3,879,398</b>	<b>31.8</b>



## Account Balances

May 31, 2021

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
<b>Investments</b>					
<b>Washington State Local Investment Pool</b>					
<i>Board Designated Accounts</i>	<i>Board Designated Accounts</i>				
Fiscal Emergency Reserve <sup>(1)</sup>	1,307,019	-	-	-	1,307,019
NOLS Capital Reserve <sup>(2)</sup>	2,706,054	-	29,996	-	2,736,050
Operating Reserve <sup>(3)</sup>	1,104,899	-	-	-	1,104,899
PA Capital Reserve <sup>(4)</sup>	113,988	-	-	-	113,988
Capital Budget - 2021 <sup>(4)</sup>	385,978	-	-	26,728	359,250
<i>Total Board Designated Accounts</i>	5,617,938	-	29,996	26,728	5,621,207
<i>Grants and Donations</i>					
NOLS Donations Fund	84,588	-	500	-	85,088
NOLS Materials Fund	15,323	-	450	26	15,748
Francis Bode Materials Fund	23,793	-	-	-	23,793
Margaret Bode Materials Fund	26,058	-	-	-	26,058
Virtual Programming Fund	6,652	-	-	4,128	2,525
Port Angeles Donations Fund	7,364	-	-	-	7,364
Port Angeles Friends Donations	25,351	-	-	-	25,351
Sequim Donations Fund	53,366	-	-	-	53,366
Sequim Friends Donations	16,215	-	-	-	16,215
Forks Donations Fund	1,830	-	2	-	1,832
Forks Friends Donations	403	-	-	-	403
Clallam Bay Donations Fund	6,934	-	5	-	6,938
Clallam Bay Friends Donations	676	-	-	-	676
Williams Bequest	165,509	-	-	-	165,509
Streett Memorial Gift Fund	5,447	-	-	-	5,447
Fincher Bequest	25,000	-	-	-	25,000
Sequim Future Library Donations	425	-	-	-	425
<i>Total Grants and Donations</i>	464,934	-	956	4,153	461,737
<i>Unclaimed Property Account</i>	2,662	-			2,662
<i>Total Designated Cash</i>	6,085,535	-	30,952	30,881	6,085,605
<i>Undesignated Cash Operating Funds</i>	1,979,510	1,203,098			3,182,608
<b>Total WA State Local Investment Pool</b>	<b>8,065,045</b>	<b>1,203,098</b>	<b>30,952</b>	<b>30,881</b>	<b>9,268,213</b>

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) Fund management account for designated capital projects.



## Account Balances

May 31, 2021

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
<b>Certificates of Deposit</b>					
PA Capital Acct CD 13 (9/21 Sound Bank) <sup>(5)</sup>	500,743	-	-	-	500,743
PA Capital Acct CD 14 (3/22 Sound Bank) <sup>(5)</sup>	338,548	-	-	-	338,548
Francis Bode Fund CD 8 (11/21 First Fed) <sup>(6)</sup>	211,548	-	-	-	211,548
Margaret Bode Fund CD 8 (11/21 First Fed) <sup>(6)</sup>	228,050	-	-	-	228,050
<b>Total Certificates of Deposit</b>	<b>1,278,889</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,278,889</b>
<b>Total Investments</b>	<b>9,343,934</b>	<b>1,203,098</b>	<b>30,952</b>	<b>30,881</b>	<b>10,547,102</b>
<b>Cash</b>					
<b>Cash Operating Funds</b>					
Cash held by County Treasurer	1,203,168	(1,175,198)			27,971
<b>Imprest Accounts</b>					
Revolving Fund (FF 1503)	6,000	46	-	46	6,000
Payroll Account (US Bank 1301)	200	228,714	-	228,714	200
Merchant Account (FF 7401)	200	(921)	1,057	136	200
<b>Branch Change Funds</b>					
Port Angeles	180	-	-	-	180
Sequim	170	-	-	-	170
Forks	50	-	-	-	50
Clallam Bay	50	-	-	-	50
<b>Total Branch Change Funds</b>	<b>450</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>450</b>
<b>Total Imprest Accounts</b>	<b>6,850</b>	<b>227,839</b>	<b>1,057</b>	<b>228,896</b>	<b>6,850</b>
<b>Total Cash</b>	<b>1,210,018</b>	<b>(947,359)</b>	<b>1,057</b>	<b>228,896</b>	<b>34,821</b>
<b>Total Cash and Investments</b>	<b>10,553,952</b>	<b>255,739</b>	<b>32,009</b>	<b>259,777</b>	<b>10,581,923</b>

Notes:

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

(6) Bequests designated for specific use by donor.

## VOUCHERS BY CATEGORY FOR MAY 2021

Category	Claimant	Purpose	Amount	Subtotal
<b><u>SALARIES, WAGES AND BENEFITS</u></b>				
398	NOLS Employee	HRA Reimbursement	92.05	
399	NOLS Employee	HRA Reimbursement	92.05	
400	ADP Tax/Financial Services	Net Payroll (PPE 04-30-21) - EFT 845	130,944.60	
401	ADP Tax/Financial Services	Payroll Tax (PPE 04-30-21) - EFT 846	44,512.22	
411	NOLS Employee	HRA Reimbursement	94.51	
445	NOLS Employee	HRA Reimbursement	189.02	
447	Dept. of Retirement Systems	Retirement Contributions (PPE 04-30-21) - EFT 847	38,003.32	
448	Dept. of Retirement Systems	DCP Retirement 05-2021 (PPE 04-30-21) - EFT 848	8,762.00	
453	Hartford Retirement Plan Solutions	MMDCP 05-2021 (PPE 04-30-21) - EFT 849	200.00	
454	Health Care Authority	HCA 05-2021 (PPE 04-30-21)	37,836.88	
455	HealthEquity	HSA ER Contributions - May 2021	670.35	
464	NOLS Employee	HRA Reimbursement	149.29	
465	NOLS Employee	HRA Reimbursement	266.86	
482	NOLS Employee	HRA Reimbursement	1,150.00	
485	NOLS Employee	HRA Reimbursement	790.00	
491	NOLS Employee	HRA Reimbursement	740.38	
494	NOLS Employee	HRA Reimbursement	94.51	
496	United Way of Clallam County	United Way Donations (PPE 04-30-21)	105.00	
500	WCIF	Vision/Life/EAP Premiums 05-2021 (PPE 04-30-21)	1,280.87	
502	NOLS Employee	HRA Reimbursement	1,150.00	
504	WSCCCE - WPAS, Inc	Dental Premiums (PPE 04-30-21) - June Coverage	5,401.44	
505	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues 05-2021 (PPE 04-30-21)	2,102.88	274,628.23
<b><u>OFFICE, OPERATING AND MAINTENANCE SUPPLIES</u></b>				
410	Angeles Millwork & Lumber Company	PO 467 Maint. Supplies - Hardware for Parking Signs - FAC	15.55	
443	Co-Op Farm & Garden, The	PO 458 Maint. Supplies -Groundskeeping Supplies - FAC	21.52	
449	Dept. of Revenue - Use/Sales Tax	April 2021 Sales & Use Tax - EFT 851	44.04	
463	KCDA Purchasing Cooperative	PO 429 Maintenance Supplies - Gloves - FAC	215.80	
479	Quill Corporation	PO 403 Office Supplies - Book Tape and Office Supplies - SQ	164.89	
490	Swains General Store, Inc.	PO 425 Maintenance Supplies - Hardware for Parking Lot Signs - FAC	40.22	
492	True Value	PO 386 Maintenance Supplies - FO Tape - FAC	13.55	
493	True Value	PO 440 Maintenance Supplies - Groundskeeping Supplies - Weed Control - FAC	17.20	
CC 10	Amazon.com	PO 358 Office Supplies - Umbrella - SQ	21.69	
CC 11	Amazon.com	PO 328 Maintenance Supplies - Sharps Container Inserts - FAC	19.51	
CC 12	Amazon.com	PO 388 Maintenance Supplies - Light Replacements - FAC	52.20	
CC 13	Amazon.com	PO 378 Processing Supplies - Envelopes - TS	35.47	
CC 14	Angeles Millwork & Lumber Company	PO 360 Maintenance Supplies - Paint Supplies - FAC	33.16	
CC 15	Angeles Millwork & Lumber Company	PO 362 Maintenance Supplies - Paint Rollers - FAC	6.52	

Category	Claimant	Purpose	Amount	Subtotal
CC 16	Archival Methods	PO 369 Processing Supplies - TS	41.81	
CC 18	CarrotTopIndustries	PO 439 Maintenance Supplies - Parking Lot Flag - FAC	58.13	
CC 19	Cascade Bark	PO 339 Maintenance Supplies - Beauty Bark - FAC	56.58	
CC 20	Cascade Bark	PO 341 Maintenance Supplies - Beauty Bark - FAC	56.58	
CC 22	Costco	PO 417 Office Supplies - Umbrella - SQ	17.40	
CC 23	Costco	PO 349 Maintenance Supplies - Paper Towels - FAC	23.71	
CC 24	Costco	PO 350 Maintenance Supplies - Towels - FAC	36.97	
CC 35	KCDA Purchasing Cooperative	PO 402 Office Supplies - Paper - PA	89.21	
CC 36	KCDA Purchasing Cooperative	PO 402 Office Supplies - PA	19.27	
CC 44	Office Depot	PO 411 Office Supplies - Tape, Markers, Erasers - SQ	61.73	
CC 45	Office Depot	PO 410 Office Supplies - Paper - SQ	43.39	
CC 48	Quill Corporation	PO 367 Toner & Ink - FO	333.06	
CC 49	Safeway	PO 368 Training Supplies - All Staff Training Day - NOLS	15.98	
CC 50	Safeway	PO 359 Processing Supplies - Disk Repair Water - TS	12.93	
CC 51	Safeway	PO 418 Maintenance Supplies - Hand Sanitizer - FAC	23.89	
CC 63	Smartsign	PO 437 Maintenance Supplies - Parking Lot Signs - FAC	170.76	
CC 68	Swains General Store, Inc.	PO 361 Maint. Supplies - Flood Light, Weed Control - FAC	197.10	
CC 69	Swains General Store, Inc.	PO 432 Maintenance Supplies - Paint Supplies, PPE, Weed Control - FAC	164.48	
CC 70	Swains General Store, Inc.	PO 397 Maintenance Supplies - Bike Shelter Repair Hardware - FAC	49.54	
CC 75	Uline	PO 436 Maintenance Supplies - Parking Lot Signs - FAC	116.67	
CC 79	USPS	PO 400 Office Supplies - Stamps - FO	11.00	2,301.51
<b><u>PROGRAM SUPPLIES</u></b>				
449	Dept. of Revenue - Use/Sales Tax	April 2021 Sales & Use Tax - EFT 851	18.50	
458	Ingram Library Services	PO 459 Program Supplies - Books for Storywalk (VFOL)	27.64	
CC 2	ALA Store	PO 375 Program Supplies - Bookmarks (VFOL)	116.22	
CC 3	Amazon.com	PO 401 Program Supplies - Teen Lit Bags (VFOL)	86.40	
CC 4	Amazon.com	PO 337 Program Supplies - Microbits (VFOL)	38.05	
CC 5	Amazon.com	PO 307 Program Supplies - Creativitea (VFOL)	164.14	
CC 6	Amazon.com	PO 383 Program Supplies - Colorful Batik (VFOL)	34.80	
CC 7	Amazon.com	PO 383 Program Supplies - Embroidery Creativitea (VFOL)	42.39	
CC 8	Amazon.com	PO 384 Program Supplies - Colorful Batik (VFOL)	10.88	
CC 9	Amazon.com	PO 385 Program Supplies - Colorful Batik (VFOL)	92.50	
CC 17	Blick Art Materials	PO 336 Program Supplies - Colorful Batik (VFOL)	202.12	
CC 34	JoAnn Fabrics	PO 382 Program Supplies - Embroidery Creativitea (VFOL)	38.34	
CC 42	Michael's Store	PO 381 Program Supplies - Colorful Batik (VFOL)	28.27	
CC 67	StreamYard	PO 377 Program Supplies - Video Streaming Service (VFOL)	25.00	
CC 76	U-Printing	PO 374 Program Supplies - StoryWalk Signs (VFOL)	1,120.80	
CC 80	Walmart	PO 379 Program Supplies - Colorful Batik (VFOL)	21.05	
CC 81	Walmart	PO 380 Program Supplies - Colorful Batik (VFOL)	10.55	2,077.65
<b><u>FUEL</u></b>				
CC 21	Clallam Co-op	PO 322 Equipment Fuel - FAC	4.01	
CC 29	Evergreen 76	PO 414 Business Fuel - FAC	46.53	
CC 30	Evergreen 76	PO 413 Equipment Fuel - FAC	11.04	

Category	Claimant	Purpose	Amount	Subtotal
CC 38	Lower Elwha Food & Fuel	PO 408 Business Fuel - Nolsy White - FAC	36.71	
CC 39	Lower Elwha Food & Fuel	PO 407 Business Fuel - Nolsy Red - FAC	40.85	
CC 40	Lower Elwha Food & Fuel	PO 371 Equipment Fuel - FAC	26.33	
CC 41	Lower Elwha Food & Fuel	PO 399 Equipment Fuel - FAC	15.76	
CC 52	Shell	PO 398 Business Fuel - Chevy Van - FAC	63.11	
CC 53	Shell	PO 319 Business Fuel - Westy - NOLS	20.23	
CC 54	Shell	PO 327 Business Fuel - Westy - NOLS	20.96	
CC 55	Shell	PO 347 Business Fuel - Westy - NOLS	21.49	
CC 56	Shell	PO 363 Business Fuel - Westy - NOLS	19.80	
CC 57	Shell	PO 335 Business Fuel - Pacifica - NOLS	33.83	
CC 58	Shell	PO 352 Business Fuel - Westy - NOLS	21.12	
CC 59	Shell	PO 365 Business Fuel - Westy - NOLS	20.92	
CC 60	Shell	PO 370 Business Fuel - Westy - NOLS	22.31	
CC 61	Shell	PO 373 Business Fuel - Pacifica - NOLS	33.75	
CC 62	Shell	PO 395 Business Fuel - Pacifica - NOLS	27.97	486.72
<b><u>COLLECTION MATERIALS</u></b>				
403	Alliance Entertainment Holding Corp	Collection Materials	12.75	
404	Amazon.com	Collection Materials	240.96	
405	Amazon.com	Collection Materials	79.61	
406	Amazon.com	Collection Materials	145.87	
407	Amazon.com	Collection Materials	217.35	
412	Baker & Taylor Entertainment	Collection Materials	383.06	
413	Baker & Taylor Entertainment	Collection Materials	786.94	
414	Baker & Taylor Entertainment	Collection Materials	127.54	
415	Baker & Taylor Entertainment	Collection Materials	468.59	
416	Baker & Taylor Information	Collection Materials	2,922.10	
417	Baker & Taylor Information	Collection Materials	4,781.57	
418	Baker & Taylor Information	Collection Materials	1,777.78	
419	Baker & Taylor Information	Collection Materials	1,230.07	
420	Birchbark Books	Collection Materials	100.25	
421	Brodart Company	Collection Materials	137.08	
422	CENGAGE Learning	Collection Materials	130.15	
423	CENGAGE Learning	Collection Materials	195.78	
424	CENGAGE Learning	Collection Materials	135.03	
425	CENGAGE Learning	Collection Materials	205.00	
426	Center Point Large Print	Collection Materials	224.70	
449	Dept. of Revenue - Use/Sales Tax	April 2021 Sales & Use Tax - EFT 851	19.77	
451	Findaway World, LLC	Collection Materials	481.35	
452	Findaway World, LLC	Collection Materials	297.79	
458	Ingram Library Services	Collection Materials	356.28	
459	Ingram Library Services	Collection Materials	391.08	
466	Midwest Tape	Collection Materials	946.35	
467	Midwest Tape	Collection Materials	383.89	
468	Midwest Tape	Collection Materials	446.17	
473	OverDrive, Inc.	Collection Materials	381.96	
474	OverDrive, Inc.	Collection Materials	374.31	
475	OverDrive, Inc.	Collection Materials	185.74	
476	OverDrive, Inc.	Collection Materials	130.00	

Category	Claimant	Purpose	Amount	Subtotal
487	Sound Publishing Inc	Collection Materials	70.00	18,766.87
<b><u>SMALL TOOLS AND MINOR EQUIPMENT</u></b>				
CC 32	Grainger	PO 438 Small Tools - Reciprocating Saw - FAC	205.64	205.64
<b><u>PROGRAMMING, PROFESSIONAL SERVICES, OTHER SERVICES AND CHARGES</u></b>				
402	ADP, LLC	Payroll Services - Payroll Processing - (PPE 04-12-2021) - NOLS	54.45	
408	Angeles Brewing	C03 Programing - Angeles Brewing - Books & Libations (VFOL)	500.00	
444	Cortes, Marco	C06 Programing - Marco Cortes - Dia del Libro (VFOL)	300.00	
449	Dept. of Revenue - Use/Sales Tax	April 2021 Sales & Use Tax - EFT 851	37.57	
457	Humphrey, Glen	C12 Programing - SRP Build It Program - Glen Humphrey (VFOL)	450.00	
470	Nutritious Movement	C05 Training - Nutritious Movement - Katy Bowman (ASTD)	1,000.00	
471	OCLC, Inc.	PO 396 Technology Services - Bibliographic Utility Monthly Subscription - Cat & ILL - TS	2,471.61	
472	Olympic Laundry & Dry Cleaners, Inc.	PO 390 Professional Services - Laundry - FAC	152.32	
478	Quaye, Yvette dba Naa Akua	C13 Programing - Spoken Word Poetry - Naa Akua - Yvette Quaye (VFOL)	350.00	
483	Rodriquez, Lolita R. Oyamot	C11 Programing - Ukulele Workshop - Lolita Rodriquez (VFOL)	150.00	
486	Sound Publishing Inc	PO 421 Professional Services - Recruitment Advertising - NOLS	27.20	
488	Subalpine Tees LLC	C14 Programing - SRP T-Shirt Design - Subalpine Tees (VFOL)	300.00	
489	Summit Law Group	PO 469 Professional Fees - Legal Services - ADM	134.00	
495	Unique Management Services, Inc.	Professional Services - Debt Collection	37.80	
CC 25	Demco, Inc.	PO 451 Technology Services - Annual Subscription - NOLS	2,249.27	
CC 26	DialMyCalls.com	PO 453 Technology Services - Staff Emergency Contact System - NOLS	19.99	
CC 27	Edelweiss	PO 376 Training Fee - Bookfest - NOLS	90.00	
CC 28	eFax Corporate	PO 415 Technology Services - Fax Service - ADM	64.33	
CC 31	Facebook	PO 405 Advertising - Sponsored Posts - NOLS	67.02	
CC 37	Library Journals	PO 419 Training Fee - Webinar - Designing for a Flexible Future - NOLS	283.44	
CC 43	Microsoft Office	PO 420 Technology Services - Cloud Services - IT	857.65	
CC 46	Pay Pal	Gateway Service Fees - NOLS	59.95	
CC 66	Stamps.com	PO 389 Technology Services - Monthly Fee - TS	19.56	
CC 82	ZooBean	PO 452 Technology Services - Beanstack Subscription - NOLS	2,095.00	
CC 83	Zoom	PO 433 Technology Services - Monthly Subscription - NOLS	16.30	
CC 84	Zoom	PO 454 Technology Services - Monthly Subscription - NOLS	43.52	
CC 85	Zoom	PO 454 Technology Services - Monthly Subscription - NOLS	65.20	11,896.18
<b><u>COMMUNICATIONS</u></b>				
409	Angeles Communications	Communications - VOIP	903.04	

Category	Claimant	Purpose	Amount	Subtotal
427	CenturyLink 300511187 FO	Communications - Voice - FO	88.60	
428	CenturyLink 300561130 CB	Communications - Voice - CB	80.15	
429	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	127.99	
430	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	69.91	
431	CenturyLink Bus. Svcs Acct 89564136	Communications - Data - CB	2,459.65	
432	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	267.39	
498	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03	
499	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	304.18	
501	WDH - Wave Business	Communications - Internet - IT	4,012.72	
CC 64	Stamps.com	PO 342 Postage - TS	250.00	
CC 65	Stamps.com	PO 364 Postage - TS	250.00	
CC 71	Tracfone*Airtime	PO 391 Communications - Voice - PA	99.51	
CC 72	Tracfone*Airtime	PO 392 Communications - Voice - SQ	99.51	
CC 73	Tracfone*Airtime	PO 393 Communications - Voice - FO	99.51	
CC 74	Tracfone*Airtime	PO 394 Communications - Voice - CB	99.51	
CC 77	UPS	PO 348 Communications - Freight - TS	19.92	
CC 78	UPS	PO 366 Communications - Freight - TS	16.67	9,368.29
<b><u>UTILITIES</u></b>				
433	City of Forks	Public Utilities - FO	105.82	
434	City of Port Angeles/Dump	PO 426, 427 Solid Waste - Dump Fees for Yard Debris - FAC	19.96	
435	City of Port Angeles/Dump	PO 464 Solid Waste - Dump Fees for Yard Debris - FAC	12.80	
436	City of Port Angeles/Orcas Avenue	Public Utilities - PA	231.55	
437	City of Port Angeles/Peabody St.	Public Utilities - PA	4,474.12	
438	City of Sequim	Public Utilities - SQ	93.34	
439	Clallam County Public Works Dept.	Public Utilities - CB	56.50	
440	Clallam County PUD	Public Utilities - CB	393.00	
441	Clallam County PUD	Public Utilities - FO	536.00	
442	Clallam County PUD	Public Utilities - SQ	667.00	
450	DM Disposal Company, Inc.	Public Utilities - PA - SQ	523.87	
503	West Waste & Recycling	Public Utilities - FO - CB	56.43	7,170.39
<b><u>REPAIR AND MAINTENANCE</u></b>				
446	Dept. of L&I-Boiler Inspection	PO 457 Repair and Maintenance - PA Water Heater Inspection - FAC	26.90	
477	Pacific Office Equipment, Inc.	Copier Maintenance - All Branches	415.13	
480	Rainbow Sweepers, Inc.	PO 428 Groundskeeping - PA Parking Lot Sweeping 05-06-21 - FAC	212.16	
484	SHI International Corp	PO 449 Technology Maintenance - Firewall Renewal - IT	7,959.21	
CC I	8th Street Car Wash	PO 346 Vehicle Maintenance - Westy - FAC	4.00	
CC 33	Jiffy Lube	PO 320 Vehicle Maintenance - Pacifica - FAC	101.97	
CC 47	Port Angeles Auto Glass	PO 435 Vehicle Repair - Westy Windshield Replacement - FAC	499.35	9,218.72
<b><u>BUILDINGS AND STRUCTURES</u></b>				
456	Hi-Tech Security, Inc.	PO 356, 357 Buildings and Structures - PA and Annex Security Cameras - NOLS	7,934.68	
460	Jamie Parrish Plumbing	PO 387 Buildings and Structures - CB Touchless Faucets - FAC	1,589.44	

Category	Claimant	Purpose	Amount	Subtotal
461	Jamie Parrish Plumbing	PO 422 Buildings and Structures - FO Touchless Faucets - FAC	2,193.60	11,717.72
<b><u>OTHER IMPROVEMENTS</u></b>				
462	Jerry's Small Engines	PO 434 Capital Improvements - CB Staff Drive Regrading - FAC	4,340.00	
481	Rainbow Sweepers, Inc.	PO 444 Capital Improvements - PA Parking Lot Striping - FAC	4,515.20	8,855.20
<b><u>MACHINERY AND EQUIPMENT</u></b>				
449	Dept. of Revenue - Use/Sales Tax	April 2021 Sales & Use Tax - EFT 851	6,155.35	6,155.35
<b><u>SALES TAX</u></b>				
449	Dept. of Revenue - Use/Sales Tax	April 2021 Sales & Use Tax - EFT 851	16.56	16.56
<b><u>FINES AND FEES, PATRON REFUNDS</u></b>				
CK 2192	NOLS Patron	Patron Refund	17.99	
CK 2193	NOLS Patron	VOID: Patron Refund	0.00	
CK 2194	NOLS Patron	Patron Refund	27.95	45.94
			<b>362,910.97</b>	<b>362,910.97</b>



## Voucher Approval for May 2021

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 #398 through #505 are approved in the amount of \$362,910.97 this 24th day of June 2021.

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

No.	Claimant	Purpose	Amount
398	NOLS Employee	HRA Reimbursement	92.05
399	NOLS Employee	HRA Reimbursement	92.05
400	ADP Tax/Financial Services	Net Payroll (PPE 04-30-21) - EFT 845	130,944.60
401	ADP Tax/Financial Services	Payroll Tax (PPE 04-30-21) - EFT 846	44,512.22
402	ADP, LLC	Payroll Services - Payroll Processing - (PPE 04-12-2021) - NOLS	54.45
403	Alliance Entertainment Holding Corp	Collection Materials	12.75
404	Amazon.com	Collection Materials	240.96
405	Amazon.com	Collection Materials	79.61
406	Amazon.com	Collection Materials	145.87
407	Amazon.com	Collection Materials	217.35
408	Angeles Brewing	C03 Programing - Angeles Brewing - Books & Libations (VFOL)	500.00
409	Angeles Communications	Communications - VOIP	903.04
410	Angeles Millwork & Lumber Company	PO 467 Maintenance Supplies - Hardware for Parking Signs - FAC	15.55
411	NOLS Employee	HRA Reimbursement	94.51
412	Baker & Taylor Entertainment	Collection Materials	383.06
413	Baker & Taylor Entertainment	Collection Materials	786.94
414	Baker & Taylor Entertainment	Collection Materials	127.54
415	Baker & Taylor Entertainment	Collection Materials	468.59
416	Baker & Taylor Information	Collection Materials	2,922.10
417	Baker & Taylor Information	Collection Materials	4,781.57
418	Baker & Taylor Information	Collection Materials	1,777.78
419	Baker & Taylor Information	Collection Materials	1,230.07
420	Birchbark Books	Collection Materials	100.25
421	Brodart Company	Collection Materials	137.08

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
422	CENGAGE Learning	Collection Materials	130.15
423	CENGAGE Learning	Collection Materials	195.78
424	CENGAGE Learning	Collection Materials	135.03
425	CENGAGE Learning	Collection Materials	205.00
426	Center Point Large Print	Collection Materials	224.70
427	CenturyLink 300511187 FO	Communications - Voice - FO	88.60
428	CenturyLink 300561130 CB	Communications - Voice - CB	80.15
429	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	127.99
430	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	69.91
431	CenturyLink Bus. Svcs Acct 89564136	Communications - Data - CB	2,459.65
432	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	267.39
433	City of Forks	Public Utilities - FO	105.82
434	City of Port Angeles/Dump	PO 426, 427 Solid Waste - Dump Fees for Yard Debris - FAC	19.96
435	City of Port Angeles/Dump	PO 464 Solid Waste - Dump Fees for Yard Debris - FAC	12.80
436	City of Port Angeles/Orcas Avenue	Public Utilities - PA	231.55
437	City of Port Angeles/Peabody St.	Public Utilities - PA	4,474.12
438	City of Sequim	Public Utilities - SQ	93.34
439	Clallam County Public Works Dept.	Public Utilities - CB	56.50
440	Clallam County PUD	Public Utilities - CB	393.00
441	Clallam County PUD	Public Utilities - FO	536.00
442	Clallam County PUD	Public Utilities - SQ	667.00
443	Co-Op Farm & Garden, The	PO 458 Maintenance Supplies - Groundskeeping Supplies - FAC	21.52
444	Cortes, Marco	C06 Programing - Marco Cortes - Dia del Libro (VFOL)	300.00
445	NOLS Employee	HRA Reimbursement	189.02
446	Dept. of L&I-Boiler Inspection	PO 457 Repair and Maintenance - PA Water Heater Inspection - FAC	26.90
447	Dept. of Retirement Systems	Retirement Contributions (PPE 04-30-21) - EFT 847	38,003.32
448	Dept. of Retirement Systems	DCP Retirement 05-2021 (PPE 04-30-21) - EFT 848	8,762.00
449	Dept. of Revenue - Use/Sales Tax	April 2021 Sales & Use Tax - EFT 851	6,291.79
450	DM Disposal Company, Inc.	Public Utilities - PA - SQ	523.87
451	Findaway World, LLC	Collection Materials	481.35
452	Findaway World, LLC	Collection Materials	297.79
453	Hartford Retirement Plan Solutions	MMDCP 05-2021 (PPE 04-30-21) - EFT 849	200.00
454	Health Care Authority	HCA 05-2021 (PPE 04-30-21)	37,836.88
455	HealthEquity	HSA ER Contributions - May 2021	670.35
456	Hi-Tech Security, Inc.	PO 356, 357 Buildings and Structures - PA and Annex Security Cameras - NOLS	7,934.68
457	Humphrey, Glen	CI2 Programing - SRP Build It Program - Glen Humphrey (VFOL)	450.00
458	Ingram Library Services	Collection Materials	383.92
459	Ingram Library Services	Collection Materials	391.08
460	Jamie Parrish Plumbing	PO 387 Buildings and Structures - CB Touchless Faucets - FAC	1,589.44

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
461	Jamie Parrish Plumbing	PO 422 Buildings and Structures - FO Touchless Faucets - FAC	2,193.60
462	Jerry's Small Engines	PO 434 Capital Improvements - CB Staff Drive Regrading - FAC	4,340.00
463	KCDA Purchasing Cooperative	PO 429 Maintenance Supplies - Gloves - FAC	215.80
464	NOLS Employee	HRA Reimbursement	149.29
465	NOLS Employee	HRA Reimbursement	266.86
466	Midwest Tape	Collection Materials	946.35
467	Midwest Tape	Collection Materials	383.89
468	Midwest Tape	Collection Materials	446.17
469	North Olympic Library System	May 2021 Revolving Fund Reimbursement (* Detail Below)	45.94
470	Nutritious Movement	C05 Training - Nutritious Movement - Katy Bowman (ASTD)	1,000.00
471	OCLC, Inc.	PO 396 Technology Services - Bibliographic Utility Monthly Subscription - Cat & ILL - TS	2,471.61
472	Olympic Laundry & Dry Cleaners, Inc.	PO 390 Professional Services - Laundry - FAC	152.32
473	OverDrive, Inc.	Collection Materials	381.96
474	OverDrive, Inc.	Collection Materials	374.31
475	OverDrive, Inc.	Collection Materials	185.74
476	OverDrive, Inc.	Collection Materials	130.00
477	Pacific Office Equipment, Inc.	Copier Maintenance - All Branches	415.13
478	Quaye, Yvette dba Naa Akua	C13 Programing - Spoken Word Poetry - Naa Akua - Yvette Quaye (VFOL)	350.00
479	Quill Corporation	PO 403 Office Supplies - Book Tape and Office Supplies - SQ	164.89
480	Rainbow Sweepers, Inc.	PO 428 Groundskeeping - PA Parking Lot Sweeping 05-06-21 - FAC	212.16
481	Rainbow Sweepers, Inc.	PO 444 Capital Improvements - PA Parking Lot Striping - FAC	4,515.20
482	NOLS Employee	HRA Reimbursement	1,150.00
483	Rodriquez, Lolita R. Oyamot	C11 Programing - Ukulele Workshop - Lolita Rodriquez (VFOL)	150.00
484	SHI International Corp	PO 449 Technology Maintenance - Firewall Renewal - IT	7,959.21
485	NOLS Employee	HRA Reimbursement	790.00
486	Sound Publishing Inc	PO 421 Professional Services - Recruitment Advertising - NOLS	27.20
487	Sound Publishing Inc	Collection Materials	70.00
488	Subalpine Tees LLC	C14 Programing - SRP T-Shirt Design - Subalpine Tees (VFOL)	300.00
489	Summit Law Group	PO 469 Professional Fees - Legal Services - ADM	134.00
490	Swains General Store, Inc.	PO 425 Maintenance Supplies - Hardware for Parking Lot Signs - FAC	40.22
491	NOLS Employee	HRA Reimbursement	740.38
492	True Value	PO 386 Maintenance Supplies - FO Tape - FAC	13.55

No.	Claimant	Purpose	Amount
493	True Value	PO 440 Maintenance Supplies - Groundskeeping Supplies - Weed Control - FAC	17.20
494	NOLS Employee	HRA Reimbursement	94.51
495	Unique Management Services, Inc.	Professional Services - Debt Collection	37.80
496	United Way of Clallam County	United Way Donations (PPE 04-30-21)	105.00
497	US Bank	Credit Card Services - April 2021 (* Detail Below)	11,963.79
498	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
499	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	304.18
500	WCIF	Vision/Life/EAP Premiums 05-2021 (PPE 04-30-21)	1,280.87
501	WDH - Wave Business	Communications - Internet - IT	4,012.72
502	NOLS Employee	HRA Reimbursement	1,150.00
503	West Waste & Recycling	Public Utilities - FO - CB	56.43
504	WSCCCE - WPAS, Inc	Dental Premiums (PPE 04-30-21) - June Coverage	5,401.44
505	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues 05-2021 (PPE 04-30-21)	2,102.88
			<b>362,910.97</b>

**\* Detail - NOLS Revolving Fund Account -- Voucher #469**

2192	NOLS Patron	Patron Refund	17.99
2193	NOLS Patron	Patron Refund	0.00
2194	NOLS Patron	Patron Refund	27.95
			<b>45.94</b>

**\* Detail - NOLS US Bank Credit Card Purchases -- Voucher #497**

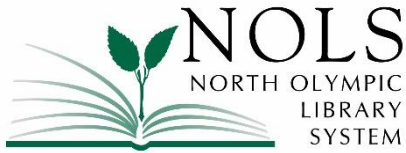
01	8th Street Car Wash	PO 346 Vehicle Maintenance - Westy - FAC	4.00
02	ALA Store	PO 375 Program Supplies - Bookmarks (VFOL)	116.22
03	Amazon.com	PO 401 Program Supplies - Teen Lit Bags (VFOL)	86.40
04	Amazon.com	PO 337 Program Supplies - Microbits (VFOL)	38.05
05	Amazon.com	PO 307 Program Supplies - Creativitea (VFOL)	164.14
06	Amazon.com	PO 383 Program Supplies - Colorful Batik (VFOL)	34.80
07	Amazon.com	PO 383 Program Supplies - Embroidery Creativitea (VFOL)	42.39
08	Amazon.com	PO 384 Program Supplies - Colorful Batik (VFOL)	10.88
09	Amazon.com	PO 385 Program Supplies - Colorful Batik (VFOL)	92.50
10	Amazon.com	PO 358 Office Supplies - Umbrella - SQ	21.69
11	Amazon.com	PO 328 Maint. Supplies - Sharps Container Inserts - FAC	19.51
12	Amazon.com	PO 388 Maintenance Supplies - Light Replacements - FAC	52.20
13	Amazon.com	PO 378 Processing Supplies - Envelopes - TS	35.47
14	Angeles Millwork & Lumber Company	PO 360 Maintenance Supplies - Paint Supplies - FAC	33.16
15	Angeles Millwork & Lumber Company	PO 362 Maintenance Supplies - Paint Rollers - FAC	6.52
16	Archival Methods	PO 369 Processing Supplies - TS	41.81
17	Blick Art Materials	PO 336 Program Supplies - Colorful Batik (VFOL)	202.12
18	CarrotTopIndustries	PO 439 Maintenance Supplies - Parking Lot Flag - FAC	58.13

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
19	Cascade Bark	PO 339 Maintenance Supplies - Beauty Bark - FAC	56.58
20	Cascade Bark	PO 341 Maintenance Supplies - Beauty Bark - FAC	56.58
21	Clallam Co-op	PO 322 Equipment Fuel - FAC	4.01
22	Costco	PO 417 Office Supplies - Umbrella - SQ	17.40
23	Costco	PO 349 Maintenance Supplies - Paper Towels - FAC	23.71
24	Costco	PO 350 Maintenance Supplies - Towels - FAC	36.97
25	Demco, Inc.	PO 451 Technology Services - Annual Subscription - NOLS	2,249.27
26	DialMyCalls.com	PO 453 Technology Services - Staff Emergency Contact System - NOLS	19.99
27	Edelweiss	PO 376 Training Fee - Bookfest - NOLS	90.00
28	eFax Corporate	PO 415 Technology Services - Fax Service - ADM	64.33
29	Evergreen 76	PO 414 Business Fuel - FAC	46.53
30	Evergreen 76	PO 413 Equipment Fuel - FAC	11.04
31	Facebook	PO 405 Advertising - Sponsored Posts - NOLS	67.02
32	Grainger	PO 438 Small Tools - Reciprocating Saw - FAC	205.64
33	Jiffy Lube	PO 320 Vehicle Maintenance - Pacifica - FAC	101.97
34	JoAnn Fabrics	PO 382 Program Supplies - Embroidery Creativitea (VFOL)	38.34
35	KCDA Purchasing Cooperative	PO 402 Office Supplies - Paper - PA	89.21
36	KCDA Purchasing Cooperative	PO 402 Office Supplies - PA	19.27
37	Library Journals	PO 419 Training Fee - Webinar - Designing for a Flexible Future - NOLS	283.44
38	Lower Elwha Food & Fuel	PO 408 Business Fuel - Nolsy White - FAC	36.71
39	Lower Elwha Food & Fuel	PO 407 Business Fuel - Nolsy Red - FAC	40.85
40	Lower Elwha Food & Fuel	PO 371 Equipment Fuel - FAC	26.33
41	Lower Elwha Food & Fuel	PO 399 Equipment Fuel - FAC	15.76
42	Michael's Store	PO 381 Program Supplies - Colorful Batik (VFOL)	28.27
43	Microsoft Office	PO 420 Technology Services - Cloud Services - IT	857.65
44	Office Depot	PO 411 Office Supplies - Tape, Markers, Erasers - SQ	61.73
45	Office Depot	PO 410 Office Supplies - Paper - SQ	43.39
46	Pay Pal	Gateway Service Fees - NOLS	59.95
47	Port Angeles Auto Glass	PO 435 Vehicle Repair - Westy Windshield Replacement - FAC	499.35
48	Quill Corporation	PO 367 Toner & Ink - FO	333.06
49	Safeway	PO 368 Training Supplies - All Staff Training Day - NOLS	15.98
50	Safeway	PO 359 Processing Supplies - Disk Repair Water - TS	12.93
51	Safeway	PO 418 Maintenance Supplies - Hand Sanitizer - FAC	23.89
52	Shell	PO 398 Business Fuel - Chevy Van - FAC	63.11
53	Shell	PO 319 Business Fuel - Westy - NOLS	20.23
54	Shell	PO 327 Business Fuel - Westy - NOLS	20.96
55	Shell	PO 347 Business Fuel - Westy - NOLS	21.49
56	Shell	PO 363 Business Fuel - Westy - NOLS	19.80
57	Shell	PO 335 Business Fuel - Pacifica - NOLS	33.83
58	Shell	PO 352 Business Fuel - Westy - NOLS	21.12

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
59	Shell	PO 365 Business Fuel - Westy - NOLS	20.92
60	Shell	PO 370 Business Fuel - Westy - NOLS	22.31
61	Shell	PO 373 Business Fuel - Pacifica - NOLS	33.75
62	Shell	PO 395 Business Fuel - Pacifica - NOLS	27.97
63	Smartsign	PO 437 Maintenance Supplies - Parking Lot Signs - FAC	170.76
64	Stamps.com	PO 342 Postage - TS	250.00
65	Stamps.com	PO 364 Postage - TS	250.00
66	Stamps.com	PO 389 Technology Services - Monthly Fee - TS	19.56
67	StreamYard	PO 377 Program Supplies - Video Streaming Service (VFOL)	25.00
68	Swains General Store, Inc.	PO 361 Maintenance Supplies - Flood Light, Weed Control - FAC	197.10
69	Swains General Store, Inc.	PO 432 Maintenance Supplies - Paint Supplies, PPE, Weed Control - FAC	164.48
70	Swains General Store, Inc.	PO 397 Maintenance Supplies - Bike Shelter Repair Hardware - FAC	49.54
71	Tracfone*Airtime	PO 391 Communications - Voice - PA	99.51
72	Tracfone*Airtime	PO 392 Communications - Voice - SQ	99.51
73	Tracfone*Airtime	PO 393 Communications - Voice - FO	99.51
74	Tracfone*Airtime	PO 394 Communications - Voice - CB	99.51
75	Uline	PO 436 Maintenance Supplies - Parking Lot Signs - FAC	116.67
76	U-Printing	PO 374 Program Supplies - StoryWalk Signs (VFOL)	1,120.80
77	UPS	PO 348 Communications - Freight - TS	19.92
78	UPS	PO 366 Communications - Freight - TS	16.67
79	USPS	PO 400 Office Supplies - Stamps - FO	11.00
80	Walmart	PO 379 Program Supplies - Colorful Batik (VFOL)	21.05
81	Walmart	PO 380 Program Supplies - Colorful Batik (VFOL)	10.55
82	ZooBean	PO 452 Technology Services - Beanstack Subscription - NOLS	2,095.00
83	Zoom	PO 433 Technology Services - Monthly Subscription - NOLS	16.30
84	Zoom	PO 454 Technology Services - Monthly Subscription - NOLS	43.52
85	Zoom	PO 454 Technology Services - Monthly Subscription - NOLS	65.20
			<b>11,963.79</b>

**\* Detail - NOLS Electronic Fund Transfer (EFT) Payments for Payroll Services**

<b>EFT 845</b>	<b>ADP Tax/Financial Services</b>	Net Payroll (PPE 04-30-21)	130,944.60
<b>EFT 846</b>	<b>ADP Tax/Financial Services</b>	Payroll Tax (PPE 04-30-21)	44,512.22
<b>EFT 847</b>	<b>Dept. of Retirement Systems</b>	Retirement Contributions (PPE 04-30-21)	38,003.32
<b>EFT 848</b>	<b>Dept. of Retirement Systems</b>	DCP Retirement (PPE 04-30-21)	8,762.00
<b>EFT 849</b>	<b>Hartford Retirement Plan Solutions</b>	MMDCP (PPE 04-30-21)	200.00
			<b>222,422.14</b>



## Staff Report

Meeting Date: June 24, 2021  
To: Library Board of Trustees  
From: Troi Gale, West End Library Manager  
Subject: NOLS Equity, Diversity, and Inclusion Assessment

Attachments: Nurturing an Inclusive Library: Ascending Leadership's Assessment of NOLS

### Topic/Issue:

Equity, Diversity, & Inclusion Assessment and Planning

### Background:

When the Strategic Roadmap was updated for 2021-2023, there was a goal to prioritize equity, diversity, and inclusion by including it as a core value as well as an initiative. The initiative states, "Through an equity, diversity, and inclusion lens, begin to develop and implement a comprehensive plan to review NOLS' policies, practices, collections, programs, and resources."

To launch this initiative, an Equity, Diversity, and Inclusion Consultant was budgeted for and selected to complete an in-depth assessment during the first half of 2021. NOLS met with four consultants who specialize in this work, and ultimately chose Ascending Leadership to complete the assessment.

The specific components of the in-depth assessment included:

- An in-depth review and analysis of NOLS policies and procedures
- In-depth staff and Board survey deployment and analysis
- Public facing survey deployment and analysis
- Targeted employee interviews, including leadership interviews
- Detailed recommendations and report to conclude their assessment

Ascending Leadership completed the outlined work for their assessment between February and mid-June 2021. Their assessment was finalized on June 17 and will be presented at the June 24 NOLS Board of Trustees meeting.

**Discussion:**

Discussions regarding next steps will occur at multiple levels within the North Olympic Library System. The assessment and recommendations will be discussed with Board members, NOLS Management, and the Equity, Diversity, and Inclusion workgroup, as well as staff at large. The goal of these discussions are to create a clear path forward based on the assessment.

**Policy considerations:**

There are no policy considerations at this time. As next steps and a plan of action are determined, some policy considerations may be made at a later date.

**Fiscal considerations:**

There are no fiscal considerations at this time.

**Recommendation/Alternatives for Consideration:**

There are no alternatives for considerations at this time.

**Action/Motion:**

Listen to the presentation from Ascending Leadership and discuss implications of assessment on next steps. Discussions will be ongoing during the coming months, so further actions is anticipated at a later date.

The Board may want to consider forming an ad hoc committee to focus on equity, diversity and inclusion matters during the next year. This action can be taken at the June 24 Board meeting or a later meeting.

# NURTURING AN INCLUSIVE LIBRARY

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## Inside

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Insights and observations from  
NOLS community members

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Recommendations for future  
action toward greater equity and  
inclusion

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Dear Mr. Glaude:

On behalf of Ascending Leadership, we deeply appreciate your trust and partnership in this assessment process. Thanks to your courage, collaboration, and desire to get to the roots of the North Olympic Library System's strengths, struggles, and opportunities, we were able to connect with the community and learn deeply about NOLS' history and culture.

We want to especially thank you and your team for providing us with access to information and stakeholders, partnership in the process, and vulnerability in the learning. We also express gratitude to all the staff, board, and community members who provided their invaluable perspectives, experiences, and ideas.

It was clear that those we spoke with and heard from are deeply invested in the success of NOLS. There is a strong sense of pride in NOLS and even the most constructive of criticism was rooted in the belief that NOLS can expand and improve to be even better. Every interviewee expressed positive regard for NOLS leadership and the impact of the programming.

The core themes that rose to the surface in this process were 1) Safety and Belonging; 2) Communication and Transparency; and 3) Equity and Accountability. Both the findings and recommendations fall within these core themes. We hope our recommendations will serve as a guide in your next phase of strengthening your ethos and deepening your impact.

With gratitude,

Leilani and Adana  
Ascending Leadership

# Organizational Assessment

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## North Olympic Library System

### Hindsight

#### National/Historical Context

When the ALA President's Committee on Library Services to Minorities presented the report "Equity at Issue: Library Services to the Nation's Four Major Minority Groups<sup>1</sup>" thirty years ago, the Personnel section of the report noted that over 88% of the library profession was white. In 2012, the ALA Diversity Counts<sup>2</sup> study found that progress in diversifying the library profession is elusive. Just over 12% of the total population of credentialed librarians are racial or ethnic minorities. Disabled librarians are less than 4% of the total population of credentialed librarians. Only 185 ALA credentialed librarians, out of 118,666 are Indigenous – that is just 0.16%. Meanwhile, 82% of credentialed librarians are women and 87.97% of credentialed librarians are white. The report does not capture data about other marginalized and minoritized communities, such as LGBTQIA+, veterans, and immigrants.

This lack of diversity and representation matters and has significant implications for the communities served by public libraries. By 2030, white Americans will be 55% of the population, while Hispanic or Latino/a/x residents will make up 21% of the population.<sup>3</sup> Diversity is not just a buzzword, it is crucial to the success of public libraries. Nationally, there is one white librarian for every 1,830 white people in the general population, compared to one Latino/a/x librarian for every 9,177 Latinos in the general population. There are only 138 Black library directors in the entire country.<sup>4</sup> This problem is not new – it has been lamented by the profession for decades. Like all social equity challenges in the United States, this problem is the result of a long history of inequality, racism, and sexism. Addressing these past injustices and developing more equitable systems, practices, and norms is not a simple undertaking and requires courage, persistence, systemic changes, and creativity.

#### Local Context

During the past several years, NOLS has taken specific actions with an equity, diversity and inclusion focus, but many of those actions were one-off and not a part of a larger strategic plan. For example, in August 2019 NOLS eliminated overdue fines and waived all prior overdue fines, eliminated barriers for many patrons. Programming staff have focused on offering a wide-range of programs with diverse presenters, and the Collection Management Team has begun to explore how to conduct a diversity

audit of the Library's collection. Additionally, All Staff Training Day sessions focused on EDI and implicit bias, and many staff attending training offered by the Washington State Library. Steps have also been taken to allow staff to use their pronouns on nametags and use gender-neutral pronouns in updated policies.

## **Partnership with Ascending Leadership**

As part of its 2021-2022 Strategic Roadmap, NOLS committed to using an 'equity, diversity, and inclusion lens to begin to develop and implement a comprehensive plan to review NOLS' policies, practices, collections, programs, and resources'.<sup>5</sup> As part of this effort, NOLS launched a search for a consulting partner to facilitate its strategic EDI (Equity, Diversity, and Inclusion) initiatives. This search was rooted in NOLS' commitment to the critical examination process required to dismantle inequitable and oppressive ideas/policies and becoming an equitable institution that actively promotes inclusion, equity, and belonging. After a robust search process, NOLS hired Leilani Raglin and Adana Protonentis with Ascending Leadership to support their assessment process.

## **Partnership Goals**

Through NOLS' partnership with Ascending Leadership, the following goals were identified:

- Deepen understanding of experiences and perspectives of NOLS stakeholders
- Identify and root out inequitable policies and practices
- Develop recommendations for foundational norms, policies, and practices that promote equity
- Gain insights into strategic opportunities to cultivate an organizational culture of learning, practice, and application with a social equity lens
- Strengthen trust and relationships with NOLS community

## **Ascending Leadership**

Ascending Leadership (AL) is a consulting firm based in King County, Washington, that specializes in strategy and leadership with an emphasis on equity. Ascending Leadership is a BIPOC women-owned

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<sup>1</sup> [http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/diversity/EquityatIssue\\_FullReport\\_1985.pdf](http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/diversity/EquityatIssue_FullReport_1985.pdf)

<sup>2</sup>

<http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/diversity/diversitycounts/diversitycountstable2012.pdf>

<sup>3</sup> <https://www.pbs.org/newshour/nation/3-ways-that-the-u-s-population-will-change-over-the-next-decade>

<sup>4</sup> <http://publiclibrariesonline.org/2017/12/diversity-in-public-libraries-strategies-for-achieving-a-more-representative-workforce/>

<sup>5</sup> <https://local.nols.org/Docs/Strategic-Roadmap.pdf>

collective of Diversity, Equity, and Inclusion consultants, educators, and coaches. We bring an intersectional and relationship-centered approach to our work – honoring the complexity and nuance that humans need and deserve and seeking to deepen understanding and connection within organizations. In short, we help organizations create the conditions for their people to show up fully; secure in the knowledge that their authenticity will be affirmed and valued. Our organizational values are courage, care, holistic truth, transparency, and accessibility.

# Insight

## Process

Ascending Leadership conducted an organizational assessment that explored the history, culture, and operations of NOLS. Through surveys, interviews, historical research, and a public information review, Ascending Leadership heard from library staff, patrons, Board members, and community stakeholders.

Ascending Leadership focused on examining all aspects of the North Olympic Library System, including: safety, accessibility, equity, empowerment, transparency, inclusion, belonging, trust, cultural norms, communications, values, and accountability. This examination of experiences, perceptions, policies, and impacts was conducted using a broad, deep, and wide understanding of diversity and inclusion. Data were examined to understand how NOLS' impact is felt, not only from the perspective of race, but also disability status, position on the gender spectrum, veteran status, class, sexual orientation, immigration and generation status, religion, and housing status.

## Surveys

All current NOLS staff and board members were invited to complete an online survey. The staff and Board surveys were nearly identical, except for phrasing that was tailored to address each audience, respectively. The survey consisted of demographic data collection, rating of experiences and perceptions, open-ended questions, and opportunities for narrative comments. Staff members were invited to participate in the development of the surveys, by suggesting themes to explore and proposing survey questions. The surveys were anonymous, and the raw data was/is only accessible to Ascending Leadership. The surveys explored the themes of safety, accessibility, equity, etc., that were described in the previous section. 53 staff members and 5 board members completed the surveys. Staff were encouraged to complete the survey during typical working hours and Board members completed the survey on a volunteer basis.

Ascending Leadership also invited community members to complete a survey. The survey was available in English and Spanish and was accessible online or in hard copy form at library branches. The survey

consisted of demographic data collection, rating of experiences and perceptions, open-ended questions, and opportunities for narrative comments. The surveys were anonymous, and the raw data was/is only accessible to Ascending Leadership. To thank survey respondents for their time and energy, respondents were invited to participate in a drawing to win a \$25 VISA gift card. 877 community members completed the surveys.

\*Ascending Leadership did not solicit input from former NOLS staff or Board members during the assessment process.

**Table 1: Data Collection Activities**

Stakeholder	Method	Sample Size
NOLS Staff	Survey	53
NOLS Board Members	Survey	5
NOLS Community/Patrons	Survey	877
NOLS Staff	Interviews	13
NOLS Board Members	Interviews	4

## Interviews

*Staff Interviews:* All current staff (as of May 10, 2021) were invited to express their interest in being interviewed by Ascending Leadership. 13 staff members expressed interest in being interviewed by Ascending Leadership and AL interviewed all 13 of those staff members. Interviews were conducted via Zoom on paid NOLS work time and each interview took approximately one hour. Interview response raw data was/is only accessible to Ascending Leadership and no identifying response data will be shared. The staff members that were interviewed represented a range of racial, gender, and age diversity, a range of length of tenure at NOLS, and expressed a range of how they rated their experience at NOLS on a scale of one to ten.

*Board Interviews:* All current Board members (as of May 10, 2021) were invited to be interviewed by Ascending Leadership. 4 Board members accepted the invitation and interviews were conducted via Zoom for one hour, each. Board members were not compensated for their interview time.

## **Organizational Historical and Policy Documents Audit**

Ascending Leadership was provided access to a breadth of NOLS current and historical documents and information including, but not limited to:

- Employee position descriptions and HR policies
- NOLS programming information
- Board bylaws and meeting minutes
- Annual reports and other public facing NOLS communications
- Budget information
- Operational guidelines and procedures

## **Public Information**

Ascending Leadership explored information about NOLS that is available to the public online including, social media posts, articles, and videos.

## **Data Analysis**

Data was analyzed exclusively by Ascending Leadership. Survey data was summarized using Survey Monkey analysis tools. Narrative responses from surveys were analyzed by Ascending Leadership through a process of identifying patterns and themes across the survey comments.

Interview data was analyzed through a similar process. Emerging patterns and themes were identified and summarized, without identifying individual interviewees. Summarized themes and individual quotes are provided in the findings.

Policy and practice data were analyzed for disparities in impact, clarity, and transparency. Frameworks such as the Equity and Empowerment Lens developed by Multnomah County Public Health<sup>6</sup>, Kimberlé

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<sup>6</sup> <https://www.multco.us/diversity-equity/equity-and-empowerment-lens>

Crenshaw's theories of intersectionality<sup>7</sup>, and John A. Powell's Targeted Universalism<sup>8</sup> were applied in the analysis.

## Limitations

We would like to acknowledge the following limitations in our assessment and highlight them as areas for potential further study. First, due to limited capacity, we did not conduct one-on-one interviews or focus groups with patrons or other community stakeholders for this assessment. Second, we did not interview or otherwise seek feedback from past NOLS staff members (though it is possible that former staff members participated in the community survey without our knowledge). Third, we acknowledge that this work has unfolded during an historic time, when all participants are experiencing the unprecedented stresses of a global pandemic and co-occurring racial reckoning. This combination of factors almost certainly impacted respondents' perceptions of organizational behavior and level of comfort describing those perceptions in surveys, interviews, and other group engagements. Finally, we acknowledge our identity-based limitations. Like all humans, our identities shape our perspectives and interpretations. While we take great care to screen for bias consistently throughout our assessment process, we are still aware of the limitations and biases we carry as people socialized within a hierarchical system of privilege and oppression.

## Findings

Through data collection and analysis, three main themes rose to the surface: 1) Safety and Belonging; 2) Communication and Transparency; and 3) Equity and Accountability. Findings are presented within their respective themes.

### Hopes for the Future

When asked to share their hopes for NOLS and its role in the community, survey respondents shared the following visions. These are a representative sample and included themes repeated throughout the survey responses that paint a picture of a community that values access, learning, inter-generational connection, and belonging.

"A thriving organization that offers information, supports literacy, and provides a variety of programs of interest to different people. Particularly a place that appeals to a multi-generational community."

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<sup>7</sup> <https://www.jstor.org/stable/1229039?seq=1>

<sup>8</sup> <https://belonging.berkeley.edu/targeteduniversalism>

“Continued outreach programming that brings the community together”

“Programs opening our minds about diversity, learning about the cultures and beliefs of community members.”

**“An all-inclusive community that fosters children's imagination and a passion for reading, continued access to computers for those otherwise unable, an ever-expanding reference and research material, and an expansive collection of fictional and nonfiction reading material.”**

“A place of community. I can use a meeting room, I can relax and read magazines or newspapers. Get book recommendations and help with research. I would like to learn about literacy programs and maybe programs for ESL occurring at my library.”

“I hope we can continue to have an open, inclusive, and thriving library and community. I hope the integration of tech still leaves room for silent reading areas, calm kid corners, and a continuation of all the amazing books libraries provide! I also hope to see the return of more in person library events, some of the zoom classes have been great too!”

“A friendly place, a happy place. A place that is easy to understand what the rules are and where you aren’t looked down upon if you need assistance.”

**“I hope for everyone to be welcomed and not feel like they are alone.”**

## Safety and Belonging

### Physical Safety

86% of NOLS staff respondents and 83% of community respondents expressed feeling physically safe at NOLS facilities. 90% of NOLS staff respondents felt that NOLS has adequately supported them throughout the pandemic. Staff and community members shared specific concerns about physical safety in interviews and in narrative responses to survey questions.

Staff safety concerns focused on two issues. First, some staff reported feeling unsafe and uncomfortable at library facilities in early morning hours or after dark. Staff reported that there are times that community members gather and linger in parking areas and engage in

behavior that feels unsafe. Staff members wondered whether some of these community members are unhoused, impacted by substance use disorders, or otherwise in need support from social services agencies. They shared that they have reported these concerns with mixed results in terms of follow-up and resolution.

Second, staff reported feeling uncomfortable and unsafe enforcing mask protocols with library patrons. Staff members shared that patron reactions to the enforcement of mask mandates are unpredictable and, at times, volatile. These reactions, paired with a national increase in hate crimes and identity-based violence, contribute to staff feeling worried for themselves and their colleagues.

Disabled library patrons were most likely to report that they feel unsafe at library buildings. Specifically, patrons who are trauma survivors, have psychiatric disabilities, are deaf/hard of hearing, blind/low vision, autistic, or who have a speech or communication condition most frequently reported feeling unsafe.

A review of the data, disaggregated by gender, revealed that respondents with minoritized and marginalized genders, specifically patrons who identify as trans or gender non-conforming, were most likely to report feeling unsafe at library buildings.

### **Emotional and Psychological Safety**

Staff members express feeling a sense of trust (93% of respondents) and psychological safety (86% of respondents) with their colleagues. This feeling is consistent when the data is disaggregated by race. However, staff of marginalized and minoritized genders feel less psychologically safe, less comfortable expressing themselves authentically in the workplace, and feel less trust with colleagues. Staff who identify as disabled also report feeling less psychologically safe, less comfortable being authentic, and report feeling less trust with colleagues than their nondisabled peers.

Similarly, respondents to the community survey largely report feeling safe and valued at the library.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	I DON'T KNOW	TOTAL
▼ I feel a sense of belonging at the library	1.30% 11	7.43% 63	43.63% 370	46.82% 397	0.83% 7	848
▼ I feel a sense of safety with library staff	1.06% 9	11.44% 97	37.15% 315	49.17% 417	1.18% 10	848
▼ I feel a sense of safety at library buildings	2.25% 19	12.43% 105	37.16% 314	45.80% 387	2.37% 20	845
▼ I have felt unwelcome at library buildings	40.66% 344	23.88% 202	18.09% 153	16.90% 143	0.47% 4	846
▼ I feel comfortable being myself at the library	1.42% 12	6.98% 59	37.99% 321	52.54% 444	1.07% 9	845
▼ I feel valued for being myself at library	0.95% 8	6.74% 57	39.13% 331	47.99% 406	5.20% 44	846

Overall, 34% of respondents to the community survey report having experienced discrimination from a library staff person and 37% report experiencing discrimination from other library users. Respondents with marginalized and minoritized genders report feeling less safe than others, as do disabled respondents. Respondents who are blind/low vision, deaf/hard of hearing, intellectually disabled, living with a speech/communication condition, or who are trauma survivors were most likely to report feeling unsafe with library staff.

Disaggregating the data by race revealed that white patrons are most likely to report feeling safe with library staff (91.93% of respondents) and Native Hawaiian and Indigenous patrons were least likely to report feeling safe with library staff or in library buildings.

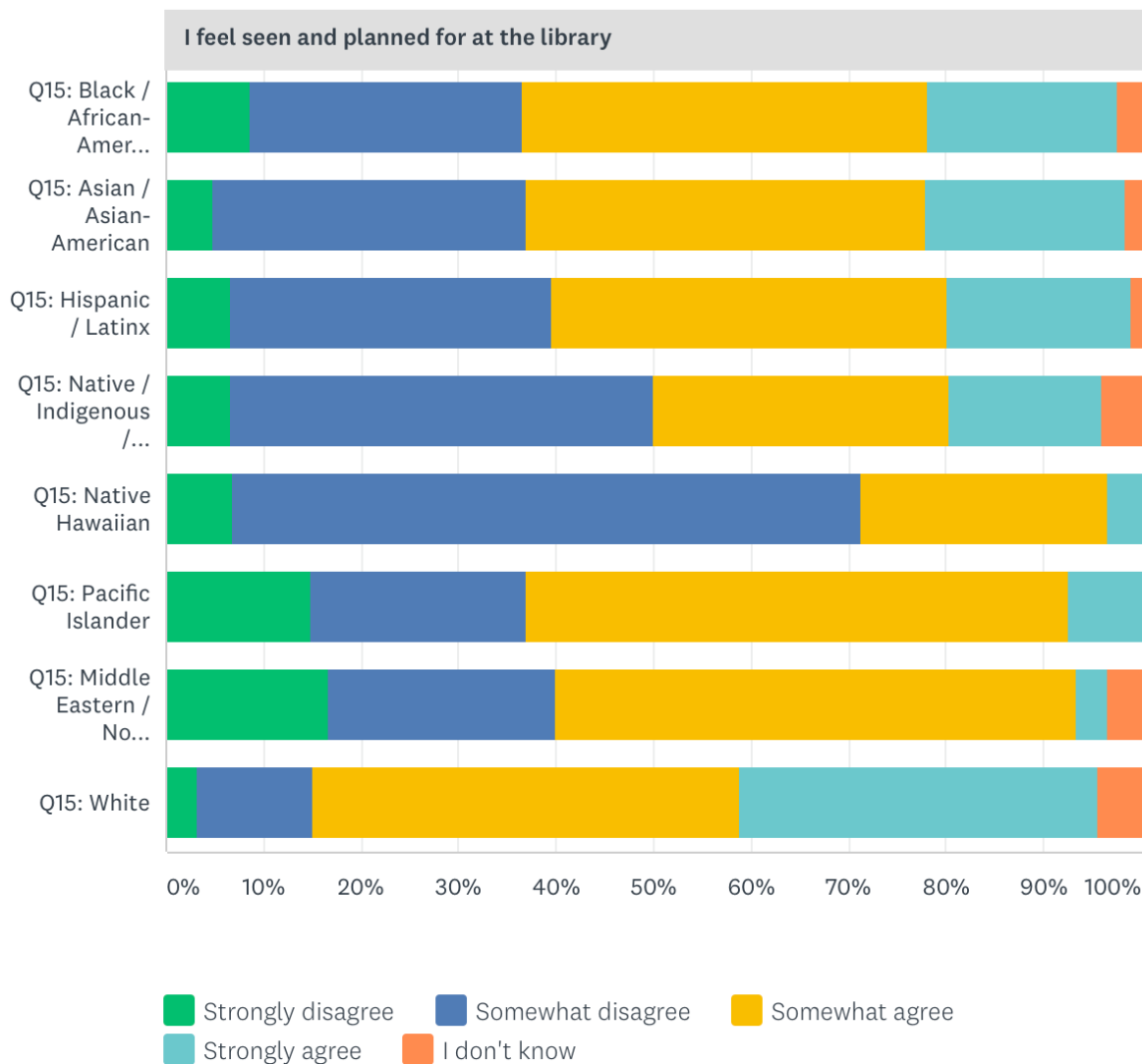
I feel a sense of safety at library buildings						
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	I DON'T KNOW	TOTAL
▼ Q15: Black / African-American (A)	6.02% 5 H	10.84% 9 CDE	46.99% 39 E	31.33% 26 DEH	4.82% 4	10.56% 83
▼ Q15: Asian / Asian-American (B)	4.96% 6 H	19.83% 24 DEH	41.32% 50 E	32.23% 39 DEH	1.65% 2	15.39% 121
▼ Q15: Hispanic / Latinx (C)	5.62% 5 H	26.97% 24 AEGH	39.33% 35 E	26.97% 24 EH	1.12% 1	11.32% 89
▼ Q15: Native / Indigenous / Alaska Native (D)	6.58% 5 H	35.53% 27 ABEGH	39.47% 30 E	15.79% 12 ABH	2.63% 2	9.67% 76
▼ Q15: Native Hawaiian (E)	5.08% 3	64.41% 38 ABCDGH	22.03% 13 ABCDGH	6.78% 4 ABCH	1.69% 1	7.51% 59
▼ Q15: Pacific Islander (F)	7.41% 2	14.81% 4	59.26% 16	11.11% 3	7.41% 2	3.44% 27
▼ Q15: Middle Eastern / North African (G)	12.90% 4 H	6.45% 2 CDE	58.06% 18 EH	19.35% 6 H	3.23% 1	3.94% 31
▼ Q15: White (H)	1.76% 10 ABCDG	6.87% 39 BCDE	38.38% 218 EG	50.88% 289 ABCDEG	2.11% 12	72.26% 568

I feel a sense of safety with library staff						
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	I DON'T KNOW	TOTAL
▼ Q15: Black / African-American (A)	2.41% 2	9.64% 8 BCDE	45.78% 38 DE	40.96% 34 DE	1.20% 1	10.56% 83
▼ Q15: Asian / Asian-American (B)	4.96% 6 H	23.97% 29 ADEH	39.67% 48 E	30.58% 37 EH	0.83% 1	15.39% 121
▼ Q15: Hispanic / Latinx (C)	5.62% 5 H	25.84% 23 ADEH	34.83% 31	32.58% 29 EH	1.12% 1	11.32% 89
▼ Q15: Native / Indigenous / Alaska Native (D)	3.95% 3 H	42.11% 32 ABCEGH	30.26% 23 A	22.37% 17 AEH	1.32% 1	9.67% 76
▼ Q15: Native Hawaiian (E)	5.08% 3 H	67.80% 40 ABCDGH	22.03% 13 ABGH	3.39% 2 ABCDGH	1.69% 1	7.51% 59
▼ Q15: Pacific Islander (F)	7.41% 2	18.52% 5	59.26% 16	11.11% 3	3.70% 1	3.44% 27
▼ Q15: Middle Eastern / North African (G)	3.23% 1	19.35% 6 DEH	45.16% 14 E	29.03% 9 EH	3.23% 1	3.94% 31
▼ Q15: White (H)	0.70% 4 BCDE	5.96% 34 BCDEG	40.00% 228 E	51.93% 296 BCDEG	1.40% 8	72.52% 570

## Belonging

When asked about their sense of belonging, similar patterns emerge. Overall, 92% of staff report feeling a sense of belonging at NOLS. Staff who identify as disabled or of marginalized/minoritized gender are most likely to report that they do not feel a sense of belonging and that they have considered leaving NOLS due to feeling isolated or unwelcome.

Disparities in sense of belonging are not pronounced in staff survey data, but are pronounced in survey responses from patrons/community members. Nearly 30% of respondents who identify as Pacific Islander and 18% of respondents who identify as Hispanic or Latino/a/x report that they do not feel a sense of belonging at the library. Overall, responses from BIPOC community members indicate that they do not feel seen and planned for to the same extent as white respondents.



The patterns in both staff and community responses indicate that efforts to increase equity and inclusion should go beyond race and be intersectional, with particular attention given to race, gender, and disability (and the intersections of those identities).

## Communication and Transparency

### Staff Perspectives

Staff survey respondents overwhelmingly describe communication from NOLS' leadership as clear, respectful, and accessible. 94% feel they have the information necessary to be successful in their role and 90% feel confident in their understanding of NOLS' expectations. Staff report feeling that professionalism standards are clearly defined and that they know where to go with questions or for support navigating a conflict.

In interview responses, staff indicated that communication norms are inconsistent throughout the organization and described communication challenges that occur at lower

levels of the hierarchy, but are not present in more formal communication from organizational leaders. Staff shared examples of conflict-avoidant behavior, triangulation, microaggressions, and passive-aggressive communication that is unconstructive and undermines feelings of psychological safety. For example, one interviewee shared that when they put forth a new idea, colleagues will ask rapid-fire questions in a manner that feels aggressive, until the idea is withdrawn, rather than candidly state their concerns or opposition. Several other interviewees shared similar examples of experiences where they had shared an idea and had been “aggressively questioned” by colleagues to the point that they felt regret for speaking up and discouraged from taking similar risks in the future.

Another interviewee shared that they had been approached by a supervisor, because the supervisor had received a report that the interviewee had said “something offensive,” but the reporting party had declined to share specific feedback about the nature of the offensive remark, making it difficult to resolve and learn from the misstep. In another interview, the interviewee would make oblique references to discriminatory statements they had heard from colleagues, but was too uncomfortable to repeat or summarize the statements.

In general, staff are deeply reluctant to engage in uncomfortable conversation, even when that discomfort can be generative. Staff use euphemisms frequently and avoid naming social identities, such as race, or speaking frankly about forms of oppression, such as racism or trans oppression. In the interview process, staff demonstrated an attachment to comfort, niceness, and politeness that may hinder efforts to openly address issues of power, privilege, identity, and oppression. Several staff expressed uncertainty about whether it was acceptable or appropriate to discuss issues such as religion, race, or class. Others shared that they want to start discussing these topics, but need practice, encouragement, and clear guidelines.

Regarding transparency, staff expressed appreciation and respect for NOLS’ commitment to transparency. One respondent shared,

*“I think there is an emphasis on transparency that is a positive. I feel like a few of the managers are really committed to listening and hearing feedback.”*

Many staff were complimentary of the shift in culture initiated by Noah Glaude’s assumption of the role of Library Director. Staff remarked that the organization feels more open and that leaders feel more accessible with the change in leadership.

Staff expressed a desire for greater transparency in decision-making, specifically with regard to how power operates in decision-making processes. They also felt that promotion practices could improve in transparency (65% of respondents described promotion practices as transparent). In general, the desire for greater clarity and transparency fell along positional lines, with staff members who are not in positions of leadership expressing a need for more insight into the thought processes of positional leaders and, in some cases, expressing some distrust of positional leaders.

## **Board Perspectives**

Board survey respondents feel that communication from NOLS is clear and 100% of respondents describe NOLS' decision-making processes as transparent. Board members expressed a deep commitment to being thoughtful stewards of NOLS' resources and to conducting Board business in an open and honest manner. They described a variety of actions that they take to ensure transparency in activities, including publishing Board packets and meeting minutes, and advertising Board meetings in local publications. As one Board member shared, "If you have access to the internet and you know where to look, everything is out there." This insight is an invitation to consider ways to more actively practice transparency. Community members who are unfamiliar with library governance structures, are English language learners, or do not have easy or consistent internet access may experience barriers to accessing information about the Board's role and activities, despite the Board's commitment to openness and transparency.

## **Community Perspectives**

Community survey respondents feel that communication from NOLS is clear and over 65% of respondents describe NOLS' decision-making processes as transparent. In narrative survey responses, community members praise NOLS for being responsive and for communication practices that feel respectful.

Communication access is an area of potential improvement. 10% of respondents to the English language survey shared that library staff cannot consistently communicate with them in a language in which they, the respondents, are comfortable. In narrative survey responses, respondents to the Spanish language survey expressed a desire for more Spanish-speaking staff. Deeper exploration into this area could yield valuable information about which current and potential library users would benefit from greater language access.

## **Equity and Accountability**

### **Staff Perspectives**

NOLS staff members overwhelmingly (74% of respondents) expressed an understanding of the need for equity work and 20% of respondents shared that they feel equity work should be NOLS' highest priority. NOLS staff members value diversity and inclusion and, across all data collection methods, expressed a desire for more opportunities to learn about social equity and develop skills and capacity for facilitating inclusion and belonging.

90% of staff respondents reported feeling comfortable expressing concerns to leadership. 73% of staff respondents feel that staff can challenge NOLS practices without fear of punitive consequences. 88% feel comfortable requesting accommodations and support, when needed.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	I DON'T KNOW	TOTAL	WEIGHTED AVERAGE
I feel comfortable requesting accommodations and support when I need it	4.00% 2	2.00% 1	28.00% 14	60.00% 30	6.00% 3	50	4.56

And yet, equity is also clearly a complex and evolving topic with staff members. In response to the question ‘What connections do you see between equity and NOLS’ mission and values?’ 24 respondents skipped the question and 29 offered an answer. During interviews, staff report that they need greater clarity about organizational expectations related to equity. Staff are unsure how it connects to their roles and responsibilities, where it fits into their scope of work, and whether their performance in EDI-related activities will be assessed as part of their performance evaluations.

Staff survey responses indicate several opportunities for deeper examination of practices that may be producing inequitable outcomes. Distribution of workload, processes for determining compensation, rewards for performance, processes for promotion/advancement, and ability to be heard regardless of position/clout/identity all emerged as areas where staff have widely varying perceptions of fairness and equity. Notably, nearly 30% of respondents feel the workload is not distributed equitably and 25% of respondents feel that rewards for work performance are not equitably distributed. Staff frequently named the assistant director vacancy as a contributor to unbalanced and unfairly distributed workloads.

When asked what values staff would like to see NOLS embrace, one respondent offered this insight:

*A culture of positivity, encouraging staff and patrons by focusing on the good work we do. More equity in assigning work, managers have so many things to do they aren't able to actually manage the people at their branch. There should be some tier of leadership between manager and director, a head of programming or something. Otherwise it trickles down onto the people directly under the managers, who don't make nearly enough money for all the extra stuff they do. They keep getting "promoted" for \$100 extra a month that comes with tons of extra duties. And then the people under them have to take on their extra work etc. etc.*

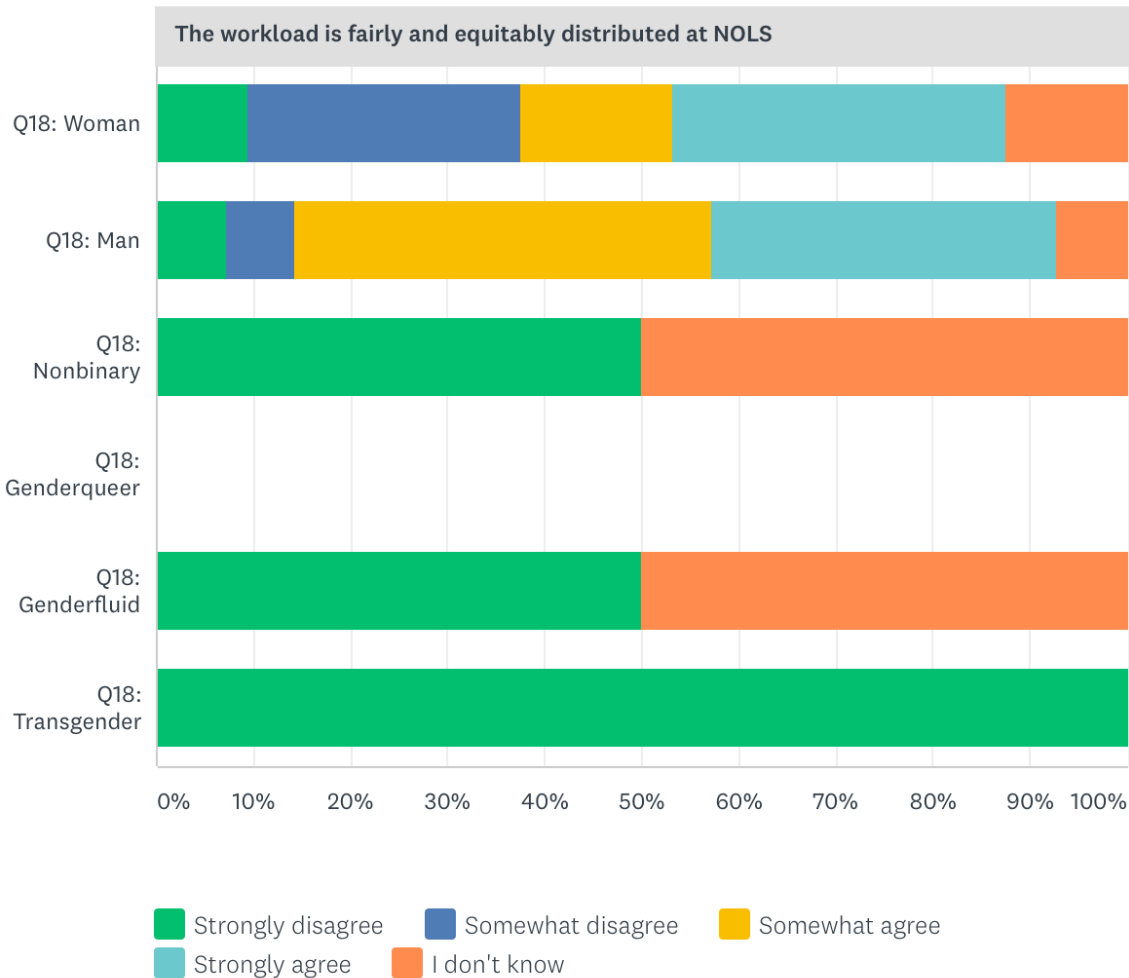
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	I DON'T KNOW	TOTAL	WEIGHTED AVERAGE
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▼ Professionalism standards are equitably enforced	4.08% 2	8.16% 4	30.61% 15	42.86% 21	14.29% 7	49	4.43
▼ Professionalism standards honor diversity of culture and expression	2.04% 1	4.08% 2	38.78% 19	38.78% 19	16.33% 8	49	4.57
▼ Qualification standards for positions are fair and appropriate	2.04% 1	14.29% 7	36.73% 18	40.82% 20	6.12% 3	49	4.18
▼ The workload is fairly and equitably distributed at NOLS	8.00% 4	20.00% 10	24.00% 12	34.00% 17	14.00% 7	50	3.98
▼ There are fair and equitable processes for determining compensation	6.00% 3	14.00% 7	36.00% 18	26.00% 13	18.00% 9	50	4.16
▼ Rewards for work performance are fairly and equitably distributed	10.20% 5	14.29% 7	20.41% 10	26.53% 13	28.57% 14	49	4.24

20% of respondents feel they have to work harder than others to be valued equally and 28% feel that voices are not heard equally, regardless of position, clout, or identity. These responses warrant deeper study to understand which factors contribute to the perception of being less valued and which positions, identities, and degrees of clout are more or less heard.

▼	STRONGLY DISAGREE ▼	SOMEWHAT DISAGREE ▼	SOMEWHAT AGREE ▼	STRONGLY AGREE ▼	I DON'T KNOW ▼	TOTAL ▼
▼ I have to work harder than others to be valued equally at NOLS	53.06% 26	18.37% 9	10.20% 5	10.20% 5	8.16% 4	49
▼ Voices are heard equally at NOLS, regardless of position, clout, or identity	16.00% 8	12.00% 6	22.00% 11	30.00% 15	20.00% 10	50

The perception that workload is unfairly/inequitably distributed at NOLS is strongest among staff with marginalized or minoritized genders, which is consistent prior findings in this assessment. Again, deeper exploration into the root causes of this perception is advised.



A review of NOLS’ policies and practices also reveals that equity can be more fully operationalized throughout the organization. For example, part-time employees cannot access the same benefits as full-time employees, which disproportionately impacts disabled workers who cannot work a full-time schedule and workers who have caregiving responsibilities that make a full-time schedule impossible. This is an example of the type of policy or practice that can contribute to disparate perceptions of value within an organization.

Looking externally, staff identified a need to move beyond awareness and toward action. As one staff member explained,

*I think they're (NOLS’ values) clearly defined, I just don't think they're always acted upon. For instance accessibility is a core value, yet the Sequim Branch uses the bottom shelves and places those items upright, meaning elderly and disabled patrons have to squat or get on their hands and knees to access. We say they can ask staff for help, but we could just store less items in a more accessible way. When values are in conflict, the primary one of having lots of stuff on the shelves wins over accessibility, not to mention the wear and tear on staff bodies of shelving that low. In Clallam Bay the manager previously*

*was in a wheelchair, so she fought hard to get things on the right height of shelves, but because we don't have any regular library users in wheelchairs (currently) no one is fighting that battle.*

This insight points to the need for EDI values and priorities to be embedded into organizational strategy and consistently tended to, so they are not dependent on individual staff members for operationalization and transition from espoused values to daily practices. This sentiment was echoed in staff interviews, where several staff shared that equity feels like an afterthought or add-on. Examples they shared related to inconsistent prioritization of equity (making a point to consider language access, but not disability access in programming, for example) and late engagement or a lack of engagement with marginalized communities in the area, such as tribal communities and immigrant communities. A staff member explained it well:

NOLS' stated mission and values support equity and outreach to the entire community. NOLS' values, in practice, are not inclusive of differently-abled staff. NOLS emphasizes certain kinds of diversity at the expense of others (multiple programs in Spanish, but no programs designed to be accessible for neurodivergent patrons; programs built without accessibility or accommodations for patrons with limited mobility).

## **Board Perspectives**

NOLS Board members are in alignment with staff in terms of their understanding of equity as a priority and desire for more learning opportunities and skill-building in this area. During interviews, several Board members specifically noted that the Board does not have unified definitions of the terms 'equity', 'diversity', and 'inclusion' and that developing common language would aid their efforts to operationalize equity as a Board.

There were two particularly notable responses to survey questions that indicate a need for deeper exploration. First, when asked to rate the degree to which the Board openly discusses organizational power dynamics, including members' privilege and status as they relate to diversity, equity, and inclusion, the responses were extremely varied. The varied nature of the responses prompted deeper questioning during interviews. Board members were asked to identify barriers to open discussion about power, privilege, and status. In response, Board members named 'discomfort' and 'lack of skill or practice' as obstacles to candid conversations about equity, power, and identity.

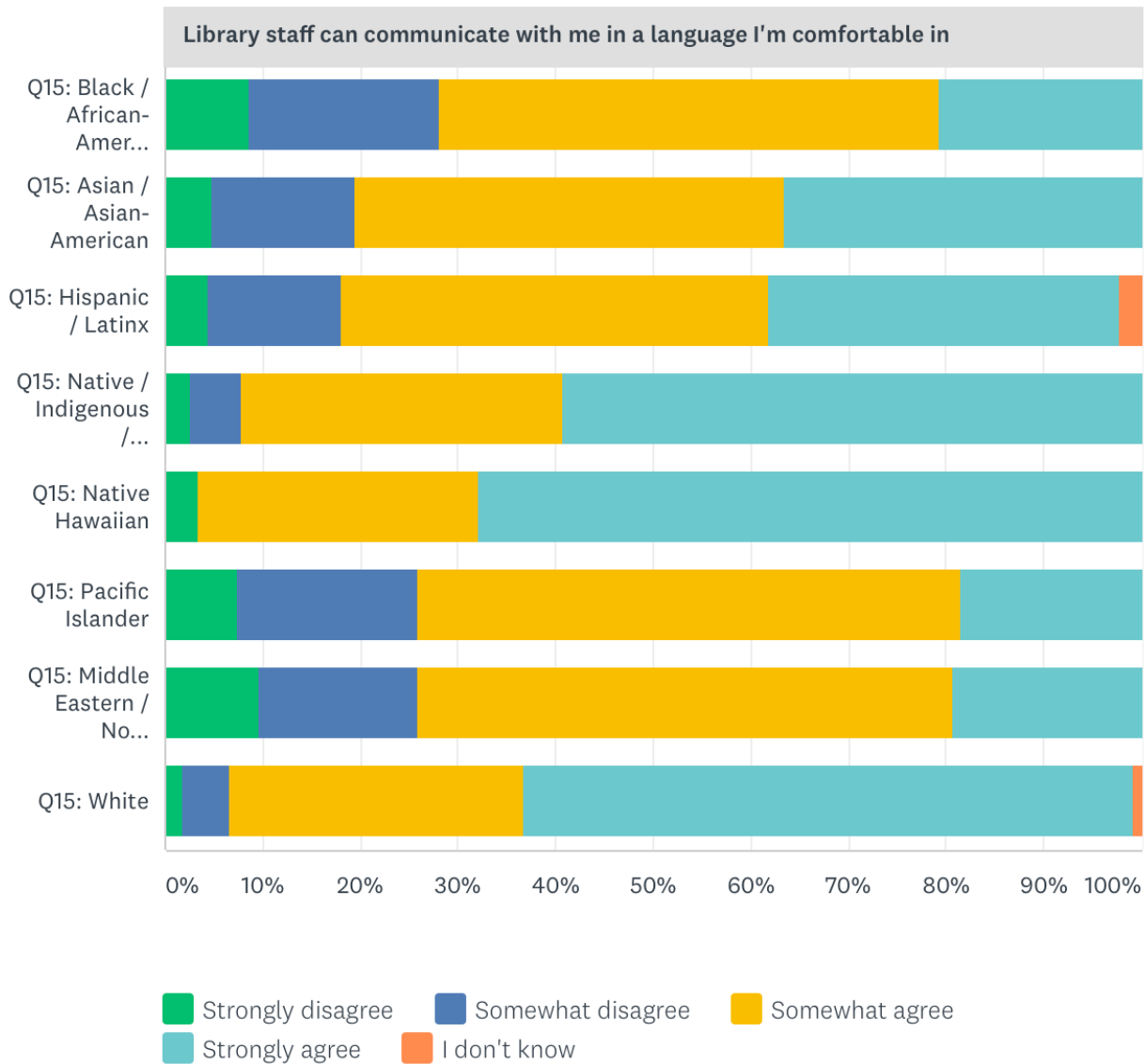
The second survey question that elicited very mixed responses asked Board members to rate the degree to which the Board seeks ways to meaningfully increase the diversity of its composition across all lines of difference. One Board member disagreed that the Board seeks to increase diversity, one member strongly agreed that the Board seeks to increase diversity, and two members responded that they do not know whether the Board seeks to increase diversity. As with the staff, this seeming lack of alignment may simply be a result of the newness of the topic or it could indicate that Board members are not in agreement about whether diversification of membership ought to be a priority. Further exploration is needed.

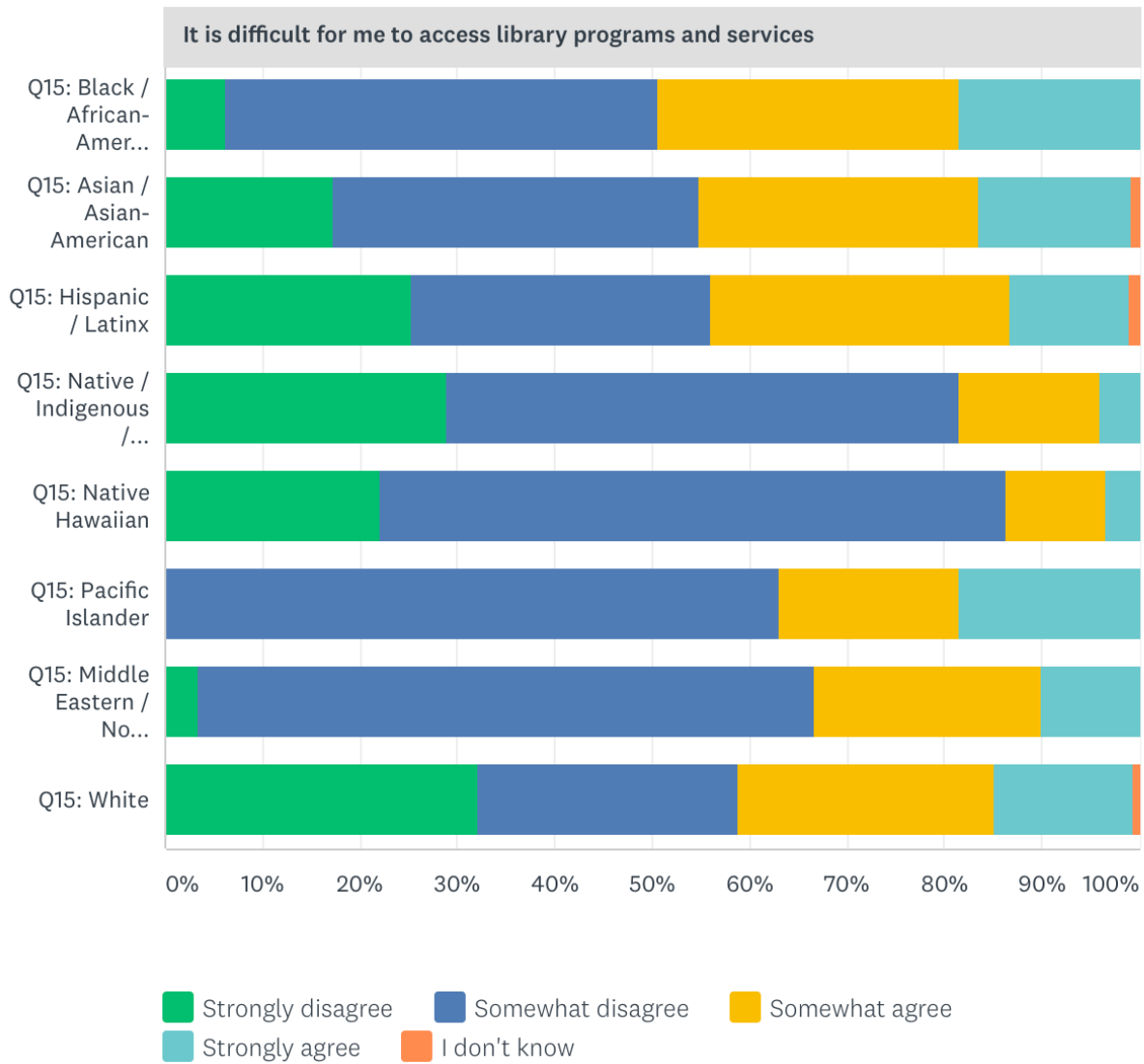
## Community Perspectives

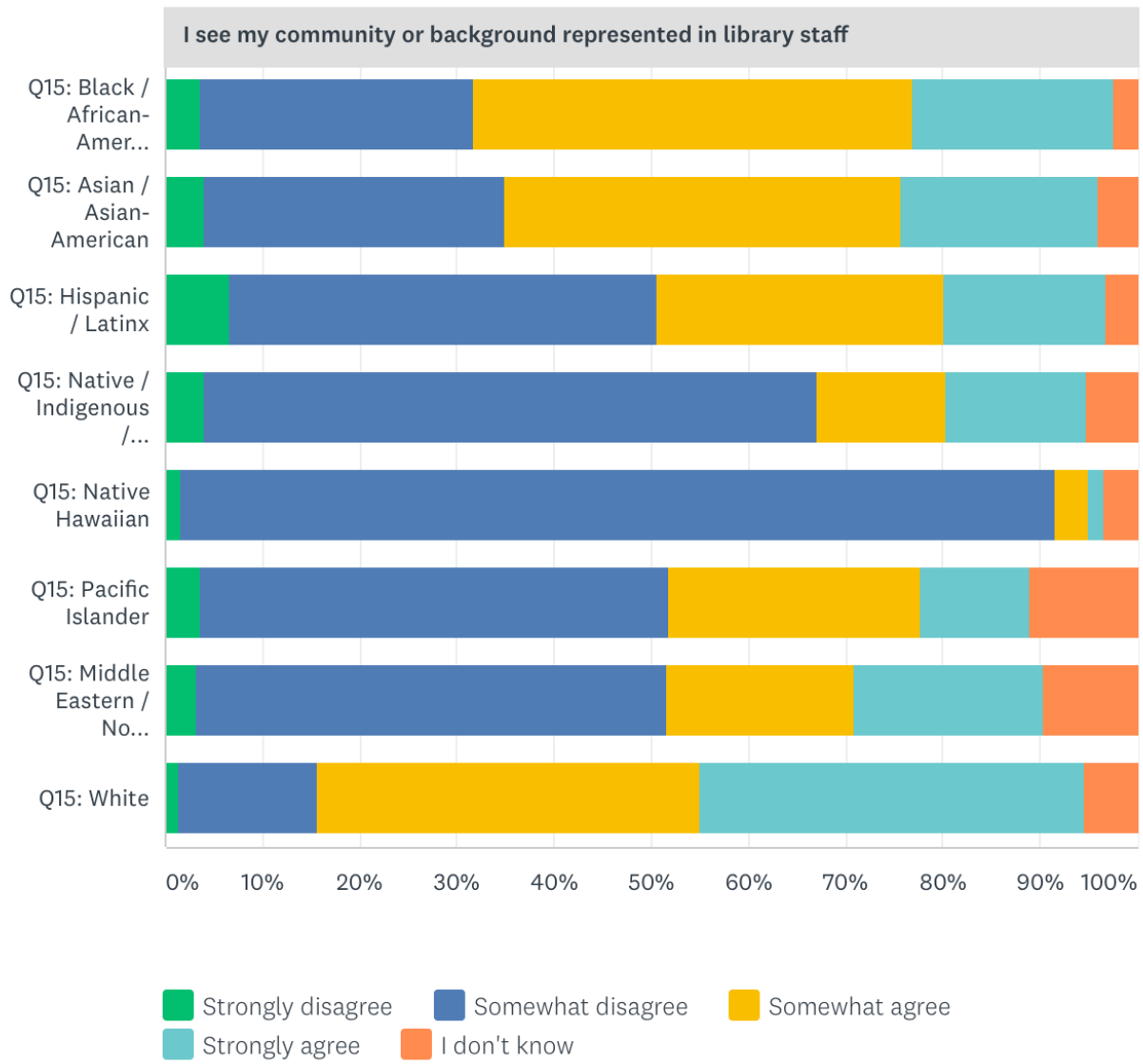
The primary equity concerns raised in the community survey responses are access and representation. The need for more equitable access was raised in several ways: hours of operation, access to services and amenities, and the impact of fees. The need for greater representation was raised in connection to materials and staff. Both of these themes – access and representation – are illustrated in the survey data below.

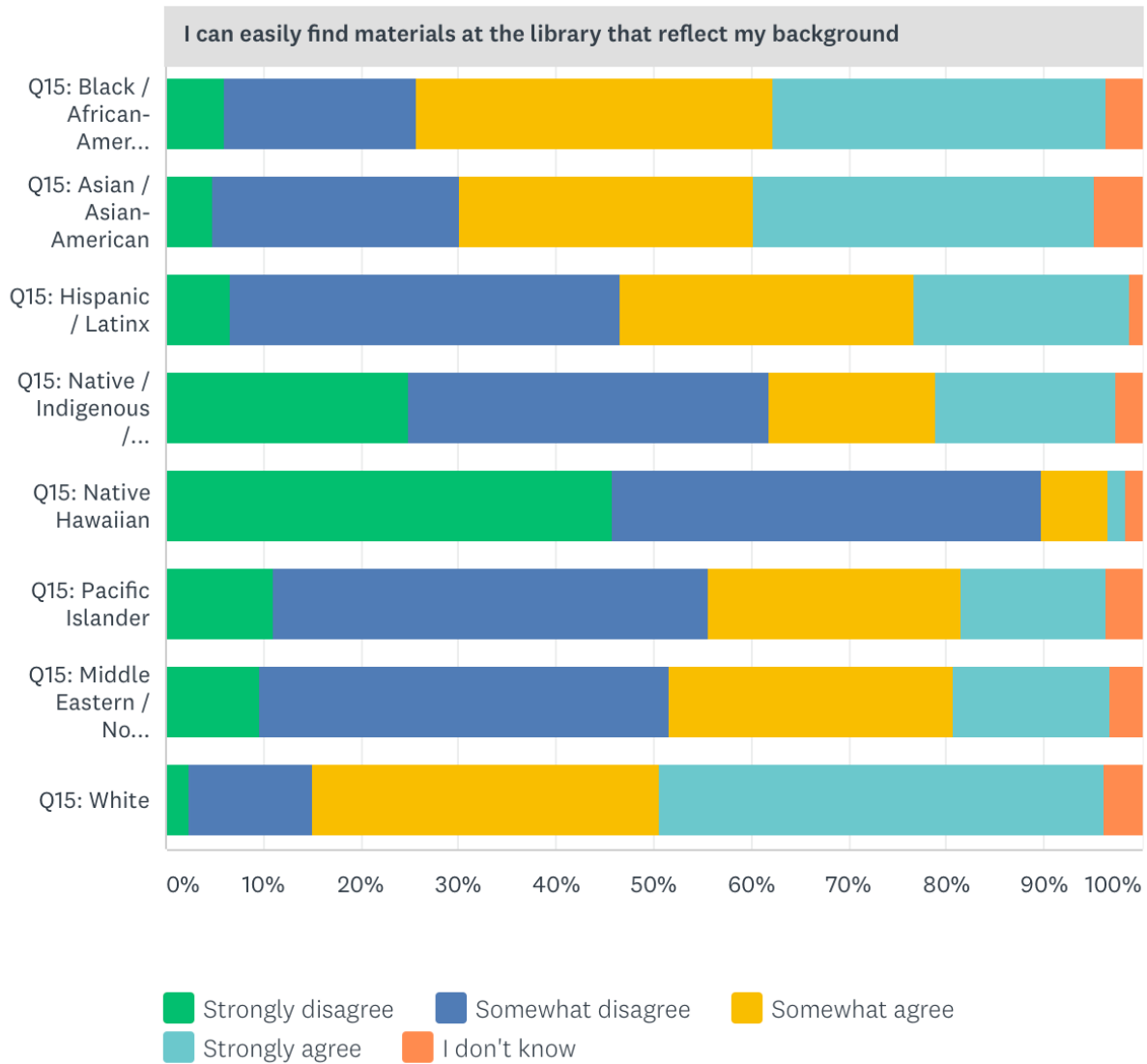
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	I DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Library staff can communicate with me in a language I'm comfortable in	2.25% 19	8.39% 71	31.68% 268	56.86% 481	0.83% 7	846	4.35
It is difficult for me to access library programs and services	27.24% 231	31.49% 267	27.00% 229	13.33% 113	0.94% 8	848	2.71
I see my community or background represented in library staff	2.48% 21	18.63% 158	38.33% 325	35.14% 298	5.42% 46	848	4.01
I can easily find materials at the library that reflect my background	6.75% 57	12.66% 107	34.79% 294	41.54% 351	4.26% 36	845	4.04
Library rules are fair	0.59% 5	8.99% 76	28.28% 239	57.99% 490	4.14% 35	845	4.47
Library fees are fair	1.67% 14	7.40% 62	36.75% 308	50.72% 425	3.46% 29	838	4.38
Library fees are a barrier for me	35.46% 300	21.75% 184	23.05% 195	17.49% 148	2.25% 19	846	2.72

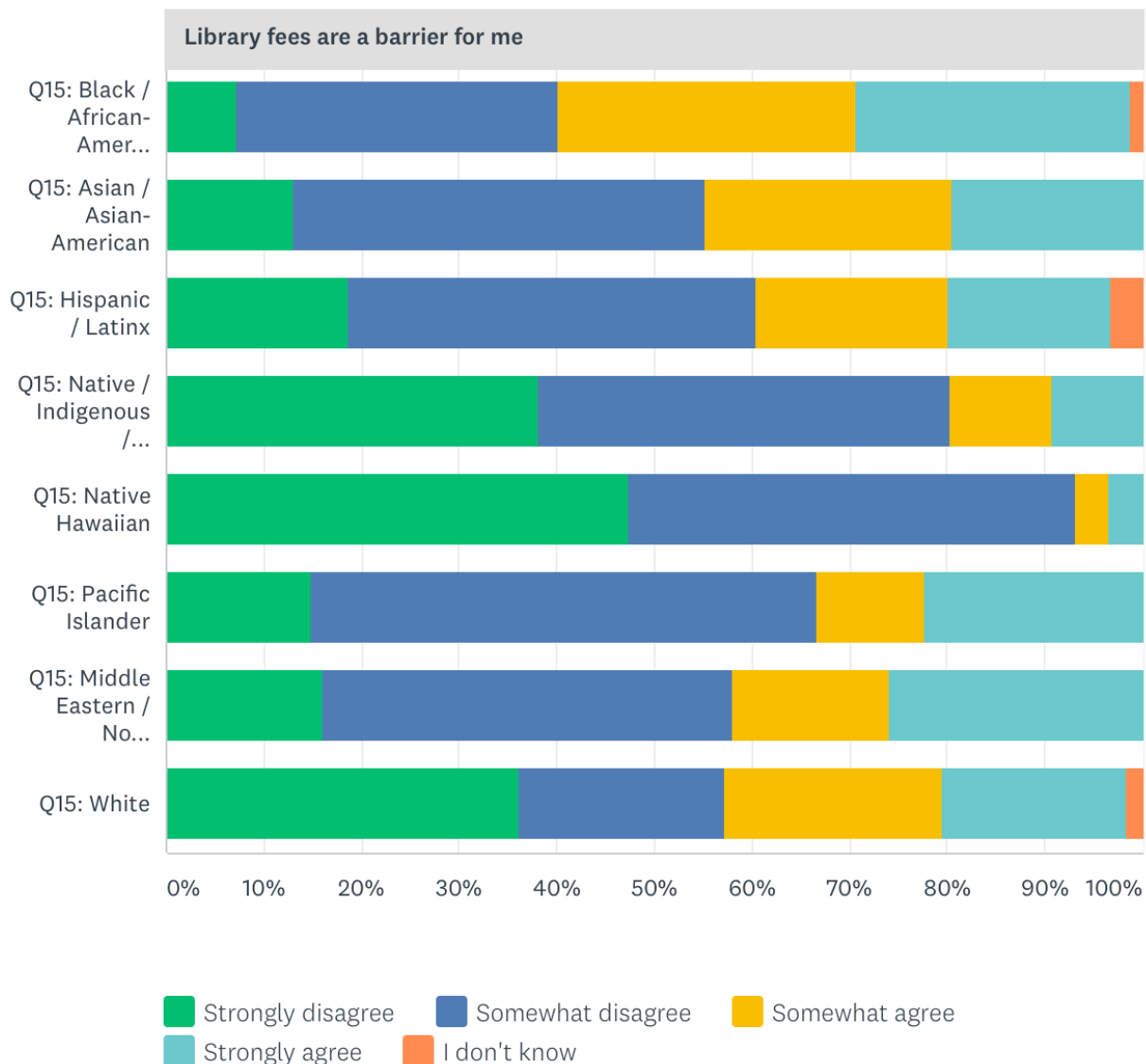
Disaggregating these responses by race provides greater insight into which groups are most impacted by access and representation disparities.











Disabled community members also report significant barriers to access and representation. In the interest of space, disaggregated community responses, by disability, are attached as an appendix, so they can be reviewed in their entirety. In summary, the overwhelming majority of disabled respondents report difficulty accessing services and programs, experience barriers caused by fees, and have experienced discrimination from both staff and fellow patrons.

As identified previously in this assessment, community members with marginalized or minoritized genders also appear alongside BIPOC community members and disabled community members as experiencing disparately negative impacts and barriers to equity. In all three cases – race, disability, and gender – it is important to keep in mind the intersecting systems of oppression that create the conditions for the disparities these community members are reporting. Racism, ableism, and sexism/heterosexism/trans oppression intersect with classism (among other forms of oppression) in ways that are multiplicative and mutually reinforcing. Disability is both a cause and consequence of poverty and, because of the relationship between race and poverty, BIPOC

community members are more likely to be both disabled and poor, exposing them to inequities and precarity from multiple fronts.

# Foresight

## Recommendations for Future Work

Sources consulted in the development of these recommendations include the Government Alliance on Race and Equity's issue paper "Advancing Racial Equity in Public Libraries: Case Studies from the Field," reports from the American Library Association's task force on equity, diversity, and inclusion, and data from the Public Library Association, as well as research from the Othering and Belonging Institute, Equity in the Center, and other leaders in equity-centered organizational change and development.

These recommendations were developed from and rooted in the perspectives and experiences of NOLS community (staff, Board members, patrons). Recommendations are presented within the following categories 1) General considerations; 2) Safety and Belonging; 3) Communication and Transparency; and 4) Equity and Accountability.

### General Considerations

First and foremost, the insights, perspectives, and experiences shared by NOLS community members paint a picture of an organization that is in the midst of a culture shift. Tending to NOLS' organizational culture should be the top priority. Equity work is not about 'what' an organization does, so much as it is about 'how' the organization does it. 'How' is at the heart of organizational culture. Making thoughtful and intentional investments in the development of an equity-centered organizational culture that centers well-being, belonging, justice, humility, courage, and accountability will create the conditions necessary to produce the equitable outcomes that NOLS' community members desire.

The most significant equity disparities revealed in this assessment fall along lines of race, gender, and disability. This is valuable information to guide NOLS' efforts to develop strategies for the inclusion and belonging of all community members.

A small, but vocal percentage of community survey respondents expressed deep concerns with the library's engagement in EDI work. Without further study, it is not possible to identify the root of these concerns, but that does not make them less worthy of attention. Equity and inclusion have become politicized topics and the historical legacies of racism, sexism, and other forms of oppression require that these subjects be addressed with care and sensitivity. As NOLS is stepping into this period of exploration, growth, and skill-building it is important to be as clear and transparent as possible. Communicate openly, proactively, and frequently about what equity work is and what it isn't. Some survey respondents appeared to believe that working to make libraries more inclusive for some communities is a rejection of others. Addressing these concerns candidly and proactively may interrupt misinformation and create opportunities for deeper dialogue and shared understanding.

Both internal and external demographics are important to consider in developing and implementing EDI strategies. For example, an area of emphasis in conversations about equity is race and with good reason. There are clear and well documented racial disparities in outcomes in nearly all measures of wellbeing in the United States, from graduation rates to maternal mortality rates, to rates of suspensions and expulsions from preschools. Because of the intensity of these disparities, it is tempting to focus on race to the exclusion of all other facets of identity and that would be a mistake. It is important to be as holistic as possible in working to address these injustices and imbalances. Being thoughtful about organizational demographics is an important component of a holistic approach. For example, according to the ALA's most recent data, approximately 88% of credentialed librarians in the United States are white. At the same time, 82% of credentialed librarians are women. This means it is important to thoughtfully examine not only whiteness in the profession, but more specifically the experience of white women, the ways that the intersections of race and gender shape the culture and norms of libraries and use those insights to design and implement strategies to diversify the profession and address the impacts the lack of diversity has on library users.

## **Safety and Belonging**

- Staff Learning
  - Focus on inviting staff into this work and creating access points for them to enter these conversations and see themselves in the work, no matter where they are in their development and skill.
  - Develop a two-pronged approach for staff EDI learning that includes regular all-staff learning opportunities and a smaller cohort of staff who will engage in deeper learning and capacity building. Prioritize development and training for senior leaders, emphasizing the cultivation of leadership behaviors that create conditions for inclusion and innovation, specifically empowerment, accountability, courage, and humility.
  - Normalize conversations about race, gender, religion, disability, and other forms of difference that can be marginalized and minoritized. Create safe and brave spaces to practice building skill in leading and participating in these conversations through routine and proactive dialogues.
  - Training in mental health first aid for front-line staff, especially as locations reopen to the public.
  - Suggestion from staff to normalize and add structure to brave conversations about inequity and to promote psychological safety:

“There needs to be a place a safe place where NOLS employees can talk about uncomfortable situations that happen during the course at work. Organizations tend to focus on when there is conflict between coworkers but when an employee has an uncomfortable interaction with a patron there is no follow through from managers or admin because the employee often doesn't have to place to vent those feelings (in the workplace). When an incident report is filled out there also needs to be follow up and debrief with admin/HR within a certain time period and time to reflect on what

happened and how improve it. HR or admin should check in with individual within 24-48 hours of next work shift. It's not that employees are encouraged to stay silent about racist/sexist things that happen it's that there isn't a place for them to voice such occurrences and they won't want the label of "being too sensitive". All employees especially anyone not white has described interactions with patrons who use microaggressions but they're so common that the employees don't see it as a "big deal" so don't report it to anyone because they don't want to make it an issue."

- Board Learning
  - Normalize conversations about race, gender, religion, disability, and other forms of difference that can be marginalized and minoritized. Create safe and brave spaces to practice building skill in leading and participating in these conversations through routine and proactive dialogues.
  - Develop an EDI learning plan for Board members.
    - Recommended topics include: community engagement, ableism, sexism/heterosexism/trans oppression, youth oppression, white supremacy culture, intersectionality, and organizational compassion.
- Increase psychological safety
  - Promote more open dialogues about power, privilege, and status.
  - Team cohesion sessions by branch with the goals of cultivating organizational compassion practices and developing conflict norms.
  - Develop feedback and accountability loops for incorporating staff ideas, input, and concerns.
- Prioritize cultivating belonging for marginalized patrons, particularly disabled patrons and patrons with marginalized genders.
  - Look for opportunities to practice 'microinclusions' (the opposite of microaggressions) for the purpose of supporting marginalized community members in feeling included.
- Increase racial, gender, and disability diversity of staff. \*
  - Develop an anti-racist/anti-sexist/anti-ableist recruitment, hiring, development/mentorship, and retention strategy for staff.
- Increase racial, gender, age, and disability diversity of Board members\*
  - Develop robust and active recruitment strategies that are tailored to the needs of the least represented communities. Consider prioritizing engagement with local tribal and immigrant communities and developing strategies for their representation on the Board.

\*These efforts to diversify the staff and Board composition of NOLS should be initiated after significant work to cultivate an organizational culture that creates the conditions for a more diverse community of staff and Board members to thrive. Recruiting and hiring from a more diverse array of communities without first tending to the development of an inclusive organizational culture will contribute to poor retention and satisfaction for those new organizational members.

## **Communication and Transparency**

- Promote and practice open dialogue and candid conversations.
  - Routine and proactive discussions about social equity issues.
  - Develop conflict norms and peer accountability measures connected to conflict norms.
- Strengthen Clarity of Processes and Decision-Making.
  - Develop and implement a transparency tool.
  - Implement staff response protocol and standards.
    - Outlining how and when staff will reply to requests and questions with accountability and transparency.
- Adopt Plain Language Practices (for greater accessibility for disabled community members and English language learners).

## **Equity and Accountability**

- Clarify Accountability Structures.
  - Clearly map power structures within branches, between staff members, between staff and Board, etc.
  - Develop EDI public dashboard (to include staff and Board demographic and retention data).
  - Develop conflict norms.
  - Perform a compensation and benefit audit.
- Evaluate and assess digital equity for library users.
  - Can patrons access the devices they need, when they need them?
- Evaluate and assess the equity impact of NOLS funding models.
  - Study alternatives to fees for patrons who are disparately impacted by the fees for printing, lost books, etc.

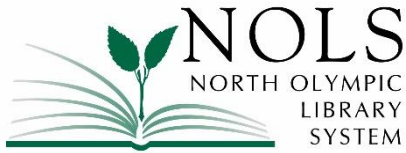
- Evaluate hours of operation, timing/occurrence of programs and services for equitable access for patrons who work evenings and weekends.
- Further examine staff feedback regarding inequitable distribution of workload and develop strategies to more fairly distribute work.
- Formalize expectations for the role of EDI in staff responsibilities and scope of work.
- Perform a disability access audit of all buildings and programs.
- Evaluate and develop a strategy to improve language access for library patrons.

## Conclusion

It has been a privilege to get to know the NOLS community throughout this process. The care that staff, Board members, and community stakeholders brought to their engagement in this process is a tangible representation of this community's commitment to working collaboratively to support NOLS in its ongoing work to foster inclusion and belonging in service of the community.

A central principle of EDI work is that it is iterative in nature. The work never stops; it continuously evolves. We are encouraged and inspired by the leadership and commitment shown by individuals throughout the NOLS ecosystem and are honored to have been trusted with the work of gathering the stories and perspectives that have shaped these insights and recommendations. We also acknowledge that it can feel overwhelming to be confronted with all of this information and with so many recommendations that can all feel important and urgent. We invite you to lean into the iterative nature of equity and belonging. Start where it moves. Honor your capacity and do what you can with what you have. Move at the pace of your humanity. As Rev. Jennifer Bailey wisely said, "Relationships move at the speed of trust, and social change moves at the speed of relationships." We are grateful for our relationship with NOLS and honored by your trust and faith throughout this process. We are so excited to witness your evolution and welcome the opportunity to offer support and partnership as you continue this journey.





## Staff report

Meeting Date: June 24, 2021  
To: Library Board of Trustees  
From: Noah Glaude, Executive 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.

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

Trustee Name	Officers & committee assignments	Current term ends
Bert Caldwell		Dec. 31, 2022
Betty Gordon	Finance Policy SQ Future Library	Dec. 31, 2021 (second term)
Ian Miller		Dec. 31, 2025
Jennifer Pelikan	CHAIR Finance Personnel Community Relations (WE)	Dec. 31, 2023 (second term)
Mark Urnes	VICE CHAIR Personnel Policy Community Relations (NOLF)	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.

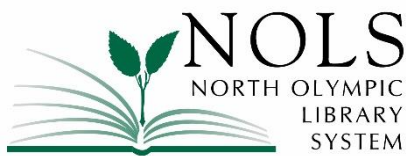
### *Public Communications Committee (Ad hoc):*

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

**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 2021 election of officers, in which case the current slate would continue until that election occurred.



## Staff Report

Meeting Date: June 24, 2021  
To: Library Board of Trustees  
From: Executive Director, Noah Glaude  
Subject: Designation of Signature Authority Resolution 21-06-04

**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.

The Designation of Signature Authority form also includes a section to designate those staff who are authorized to conduct business with Clallam County on behalf of NOLS. This section was added to NOLS signature authority resolution in order to be responsive to changes in County protocols.

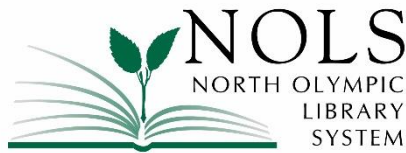
**Fiscal considerations.** This resolution documents staff assignments that require purchasing contracting, or fiscal authority; other policies and agreements define the parameters under which such authorized fiscal assignments must be carried out.

**Discussion.** Signature authorities must be updated periodically to reflect new or changing work assignments, and/or job titles. This resolution 21-06-04, updates and voids the previous Signature Authority Resolution, 20-06-03, to reflect the title changes resulting from the position description project that was concluded in May 2021. Also reflected in the resolution are recent hires, promotions, retirements, and changes in work assignments.

**Recommendation/Alternatives for Consideration.** That the Library Board of Trustees approve Resolution 21-06-04, 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 21-06-04 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
Executive Director	X	X	X	X	X
Public Services Director	X	X	X	X	X
Information Technology Manager			X		X
Collection Services Manager			X	X	X
Facilities Manager		X	X		X
Finance Manager			X		X
HR & Business Manager			X		X
Library Manager			X		X
Branch Operations Manager			X		X
Technical Services Specialist				X	X
Acquisitions Lead				X	X
Administrative Operations Specialist I & 2					X
Librarian I & 2				X	X
Library Services Specialist					X
Community Outreach Specialist					X
Public Services Lead					X
Facilities Tech I & 2					X
Facilities Lead					X
IT Specialist 2 & 3					X
IT Systems Administrator					X
Marketing 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
<b>Noah Glaude, Executive Director</b>	<b>X</b>	<b>X</b>		
<i>(this line left blank to denote authorizations assigned to Public Services Director)</i>				
<b>John DeFrancisco, Finance Manager</b>	<b>X</b>		<b>X</b>	
<b>Shaina Rajala, HR &amp; Business Mgr.</b>	<b>X</b>		<b>X</b>	
<b>Karen Rasler, Administrative Operations Specialist I</b>			<b>X</b>	
<b>Jan Stark, Public Services Specialist</b>				<b>X</b>

**And be it further resolved**, that signatures of record for employees so authorized will be kept on file by the Executive 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 20-06-03, dated June 25, 2020, is now void.

**Passed by the Board of Trustees of the North Olympic Library System** at their regular meeting held this 24th day of June, 2021.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Trustee

\_\_\_\_\_  
Trustee

\_\_\_\_\_  
Trustee

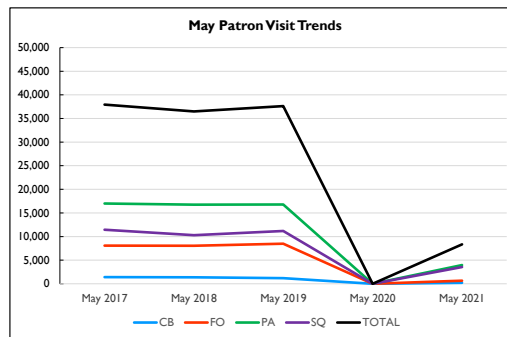
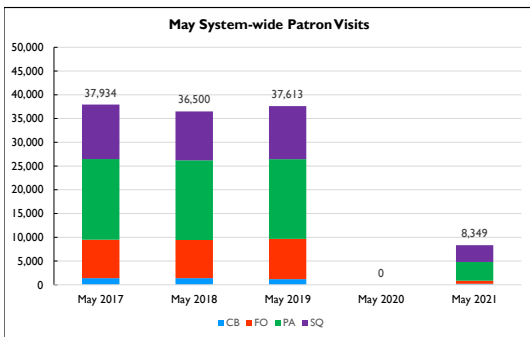
\_\_\_\_\_  
Trustee

Attested by:

\_\_\_\_\_  
Secretary to the Board

### Patron Visits

	2021	% of System
PA	3,953	47.3%
SQ	3,536	42.4%
FO	643	7.7%
CB	217	2.6%
<b>Total</b>	<b>8,349</b>	<b>100.0%</b>



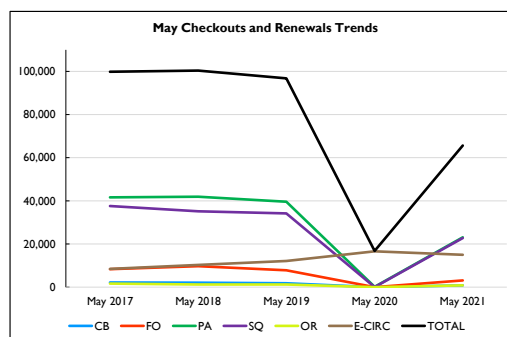
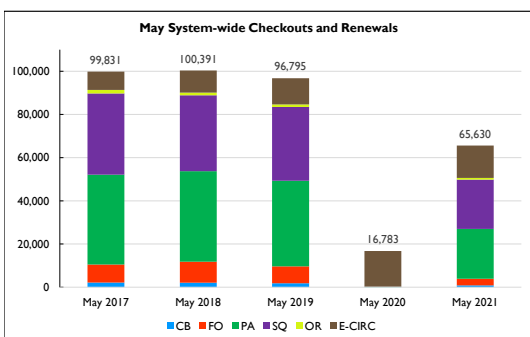
\* Due to COVID-19, all NOLS locations were closed in May 2020.

\* Due to COVID-19, all NOLS facilities were only open for limited service half days in May 2021.

\* Curbside service began in June 2020 and continued into May 2021. Each curbside interaction was counted as a patron visit. □

### Checkouts & Renewals

	2021	% of System
PA	23,076	35.2%
Self	34%	
SQ	22,790	34.7%
Self	33%	
FO	3,120	4.8%
Self	13%	
CB	828	1.3%
Self	0.5%	
OR	810	1.2%
E Circ	15,006	22.9%
<b>Total</b>	<b>65,630</b>	<b>100.0%</b>



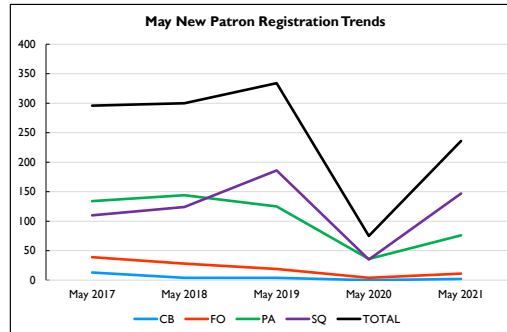
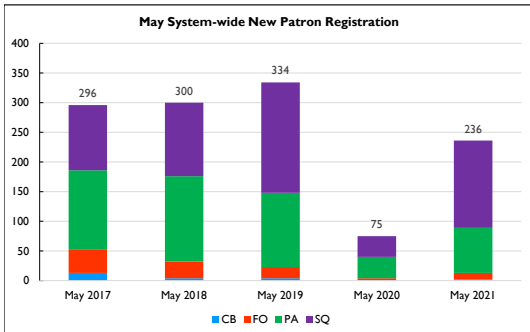
\* Due to COVID-19, all NOLS locations were closed in May 2020. Items that were previously checked out could still be renewed in May.

\* Due to COVID-19, all NOLS facilities were only open for limited service half days in May 2021.

\* Curbside service began in June 2020 and continued into May 2021. □

## New Patron Registration

	2021	% of System
PA	76	32.2%
SQ	147	62.3%
FO	11	4.7%
CB	2	0.8%
Total	236	100.0%



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

\* Due to COVID-19, all NOLS facilities were only open for limited service half days in May 2021.

\* Registration remained available through the Library's website.

## 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	23/274	0.00%
Total	23/274	100%/100%

## Computer Prints Made

	# of Prints	% of System
PA	1,636	70.7%
SQ	25	1.1%
FO	359	15.5%
CB	294	12.7%
Total	2,314	100.0%

## Wi-Fi Access

System-wide Total	4,177
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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	5708	19.01
SQ	7059	21.54
FO	708	20.84
CB	212	23.00
OR	788	10.64
Total	0	19.94

## Interlibrary Loan Services

Items borrowed from other libraries	155
Items loaned to other libraries	78

## 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	106	14.6%
SQ	0	-
FO	21	3.3%
CB	10	3.3%
Total	137	8.2%

## Laptop Checkouts

	# of Checkouts	% of System
PA	17	40.5%
SQ	19	45.2%
FO	0	0.0%
CB	6	14.3%
Total	42	100.0%

## Website Visits

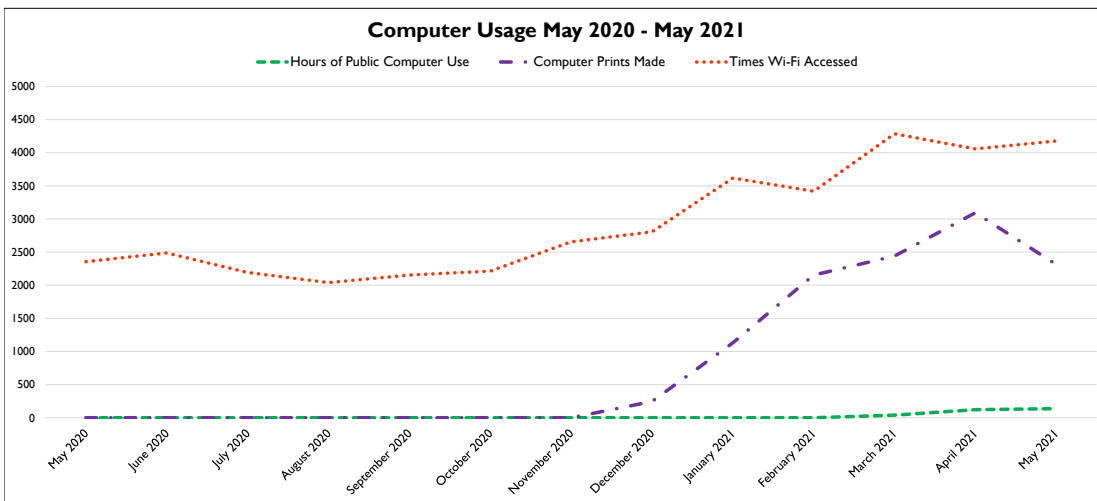
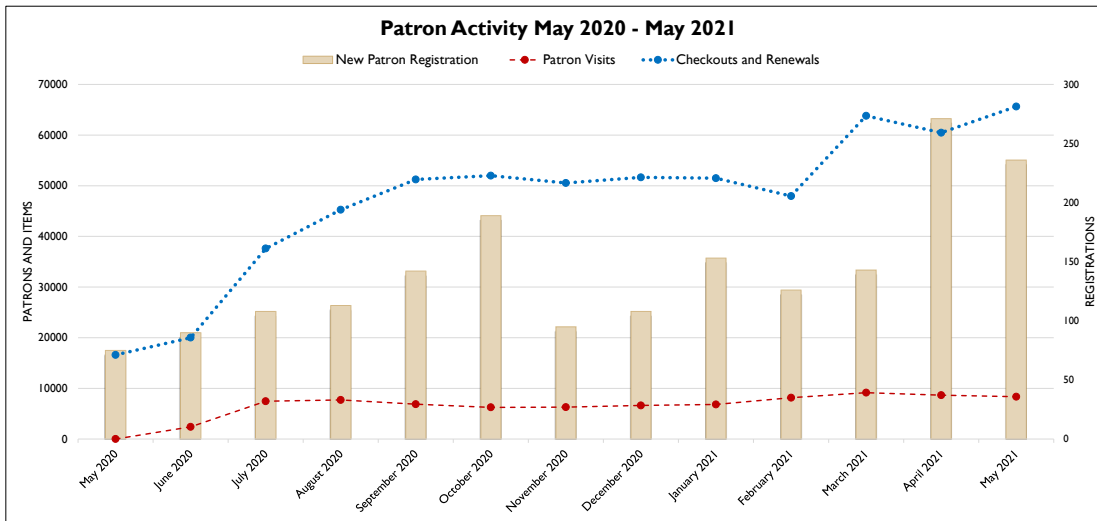
From outside the Library	17,366
From inside the Library	2,367
Avg. # of pages visited	2

## Outreach Services

Deliveries to the Homebound	108
New Patrons w/ Delivery Services	5

## Read & Return and Program/Outreach Distributions

Tiny Olympic Libraries (CB, FO, PA, SQ)	343
Read & Ride (Clallam Transit Buses)	0
DSHS (Kiosks in offices in FO and PA)	0
NOLS Programs	0
Community Outreach Events	0
Total	343



### Significant Events During the Past 13 Months:

April-May 2020 - All NOLS locations closed due to COVID-19

June 2020 - Curbside service began on June 24, but all NOLS facilities remained closed to the public due to COVID-19.

July-August 2020 - Curbside service offered, but all NOLS facilities remained closed to the public due to COVID-19.

August 2020 - Patrons could begin registering for accounts via curbside in addition to the Library's website.

September 2020 - Poor air quality due to smoke shortened curbside hours for two day in early September.

October 2020 - All branches closed one day for an All Staff Training Day.

December 2020 - Curbside Printing Service begins. Patrons allowed 25 free pages per day.

January 2021 - Laptops made available for checkout to use on Library property.

January 2021 - Power outages caused early closures and late openings at the Clallam Bay and Forks Branch Libraries two days

February 2021 - Due to a snow storm, NOLS branches were closed a full day and partial day

March 2021 - All branches begin offering limited in-library service. The service is limited to three days a week for 3-4 hours each day.

March 2021 - Public computers became available again for 30-minute sessions in Clallam Bay, Forks and Port Angeles

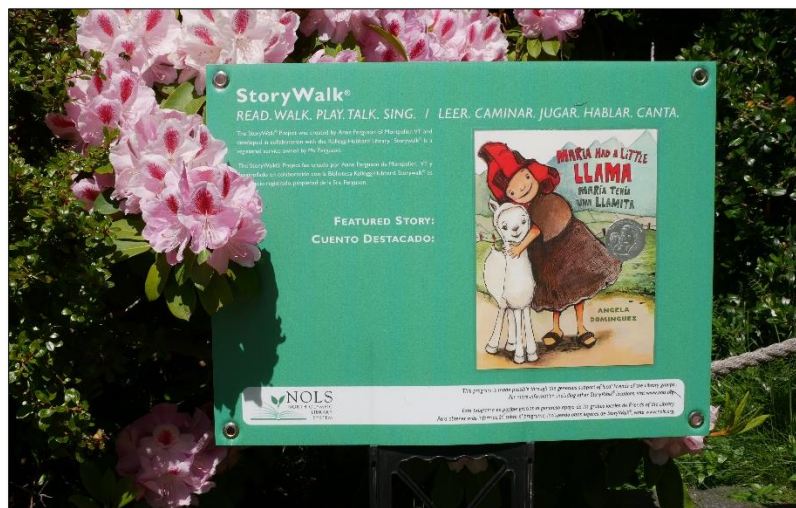


Meeting Date: June 24, 2021  
To: Library Board of Trustees  
From: Library Director and Staff  
Subject: Monthly Activity Report for May 2021

## Port Angeles Main Library

*Jina Felton, Port Angeles Operations Manager*

Beginning in late May, NOLS hosted StoryWalks® at three parks throughout the county. StoryWalks® are an opportunity for families, kids and caregivers to move and read a story. Three different stories will “tour” the county until July 3 and are featured at Quinn Redlin Kitner Memorial Park in Port Angeles, Margaret Kirner Park in Sequim and Tillicum Park in Forks. If the pilot is successful, the Library hopes to offer more in the future.



Humanities Washington speaker Carlos Gil presented *From Mexican to Mexican-American: A Family Immigration Story* at two virtual events – one event was in English and the other in Spanish. Based on his book, *We Became Mexican-American: How Our Immigrant Family Survived to Pursue the American Dream*, Gil’s talk explored Mexican immigration by spotlighting his family’s experience. Carlos Gil is a member of Humanities Washington Speaker’s Bureau, and an emeritus professor of history at the University of Washington, where he has taught the history of Latin America for over thirty years. After the event one tearful participant said, “Lo mejor que he escuchado en muchos años (the best thing I’ve heard in years).”

A partnership with the Juan de Fuca Foundation resulted in two programs during the last weekend of May - a virtual visit with spoken word poet, Naa Akua (7participants), and a ukulele program with Minnesota-based YouTube phenom Rose Oyomato. Over 40 people attended Oyomato's virtual workshop which can be viewed on the Library's Facebook and YouTube channel for the next few months.



Other events during the month of May included:

- Aging Mastery Discussion Group – 51 participants at 4 events
- CreativiTea: Embroidery – 65 participants
- Second Saturday Book Group reading *The Other Americans* by Laila Lalami – 5 participants
- Novel Conversations Book Group reading *The Great Alone* by Kristin Hannah – 10 participants
- Second Tuesday Book Group reading *So You Want to Talk About Race* by Ijeoma Oluo – 5 participants
- Wednesday Evening Book Group reading *The Sympathizer* by Viet Nguyen – 2 participants
- Weekly Storytimes – 27 participants at 4 events

The Public Restart Team continued to meet regularly in May with the biggest change being the end of quarantine for library materials. Changes in mask guidance at the state and federal levels led to much discussion about additional steps in the re-opening process at NOLS.

Training opportunities during the month of May included a webinar provided by Summit Law on Preventing Harassment in the Workplace, a required annual training for all staff. Public Services Specialists Jay Averill and Kayla Apolito watched the webinar “SIRS Discoverer for Washington State Libraries” which focused on research topics, search tips and science experiments for K-12 students.

## **Sequim Branch Library**

*Emily Sly, Library Manager*

The highlight of May was the Governor's signing of the Capital Budget allocating funding for the Library Capital Improvement Program grant, with \$2 million in matching funds designated for the Sequim Capital Project.

Each month brings change to the adapted workflow and processes implemented during the pandemic. Restrictions are gradually being eased, as conditions allow, and staff maintain their positive attitude and nimble response to the changes. This month, the state guidelines for libraries were updated to no longer require the 24-hour quarantine of returned materials. This is a welcome change for staff. In Sequim, the quarantine process involved handling materials multiple times – removing from book drop bins, placing in boxes for quarantine, storing for 24-hours, removing from boxes and checking in. The quarantine boxes occupied a significant amount of floor space. In short, everyone is happy to see the return of the “normal” efficient check-in process.

Emily and Jina conducted interviews for the open Public Services Specialist (PSS) positions in Sequim and Port Angeles. Emily attended the following meetings: Management Team, Public Restart Team, Sequim Capital Project Planning, Programming Team, Sequim Chamber of Commerce Board meeting as a Community Partner, and Summer Reading Program planning. Liz attended the Equity, Diversity and Inclusion Team meeting, Sustainability Team meeting and spent time working on Social Media tasks. Jessica attended the Public Restart Team meeting. Annie attended the Programming Team meeting. Patrick spent time each week responding to eHelp inquiries.

## **West End Branches (Forks and Clallam Bay)**

*Troi K. Gale, Library Manager*

Throughout the month of May staff continued to focus on providing in-library hours Monday – Friday in Clallam Bay and Monday – Saturday in Forks. More patrons came to realize that the Library is open with daily in-library hours. Staff also engaged in preparation activities for expanded hours occurring in June.

Staff continue to be excited about assisting NOLS system-wide by answering phones, fielding eHelp questions, fulfilling Grab Bag requests, and assisting wherever they can to make NOLS successful during this time.

Jennifer L. has wrapped up providing virtual storytimes for children residing on the West End for the school year. In May, there were fifteen total participants for the one program offered to West End children. Additionally, Jennifer L. has continued to maintain the Teen Lit Bag program system-wide, a monthly subscription for teens to receive two library books and a few small goodies. Jennifer offered 52 Teen Lit Bags in the fifth month.

## **Facilities Department**

*Brian Phillips, Facilities Manager*

One of the tricky things about 2021 for Facilities is to maintain a workload of scheduled maintenance activities while simultaneously knowing that, at some point, we will need to help get the libraries ready for the return of visitors inside the buildings. The trickiest part, of course, has been the uncertainty, until recently, as to when the reopening will happen. That's why we put on our annual workplan a caveat that some planned activities may need to give way to re-opening activities. Thankfully, we've been able to keep up with most of our planned events as well as the few reopening tasks that have been required so far. Looking ahead, though, we anticipate a very busy remainder of the year and the probable need to reprioritize our to-do list as we go. In keeping with our operating mode since the pandemic began, then, there will continue to be a one-day-at-a-time aspect to our approach in 2021.

*Port Angeles Library:* Completed HVAC controls and mechanical maintenance; replaced crankcase heater on air conditioner compressor; installed signage in parking lot; restriped parking lot; dismantled carts for quarantined materials; repaired exterior electrical outlets; repaired diaper changing station; repainted bike shelter; mowed lawn; trimmed trees; weed control; hung flower baskets.

*Sequim Library:* Replaced two emergency lights; planted flowers near front entrance; mowed lawn.

*Sequim Library Expansion and Renovation Project:* Drafted a request for proposal for architectural services and developed a project timeline.

*Forks Library:* Checked emergency lights; installed touchless restroom faucets; repaired toilet; replaced damaged carpet tiles; touched-up wall paint; trimmed ivy returned book drop bins from storage; scraped moss from curbs and swept parking lot; weeded flower beds;

*Clallam Bay:* Checked emergency lights; installed touchless restroom faucets; repaired overhead light; mowed lawn, pulled weeds, and trimmed bushes.

*Other:* Replaced Westy windshield; repaired riding mower grass bagger; repaired vacuums; set-up demos for work order software; delivered department overview report to the Library Board.

## **Outreach to Homebound Program**

*Cheryl Martin, Outreach Library Services Specialist*

During the month of May, 108 deliveries were made to homebound patrons and 5 new patrons registered for outreach services.

## **Information Technology (IT) Department**

*Shane Miller, Information Technology Manager*

As usual, May was another productive month for the IT team with routine support for staff and patrons by maintaining technical equipment, workstations, library catalogs, and self-checkout stations though the phased reopening has brought its own set of needs and considerations. In addition to the Public Restart Committee, the IT team contributed within many different work groups, including the Online Resources Team, Polaris Team, All Staff Day Planning Team, Beanstack Team, EDI Team, Sustainability Team, Public Restart Team, and the Disaster Response Team. IT also continued to participate in meetings and evaluations of a new Discovery Layer for NOLS, and a service ticketing system different departments can use (both of which have been ongoing for several months).

IT finished work on an annual inventory of all the technical equipment, including computers, monitors, printers, and more. The inventory had few errors, which was less than expected considering all of the equipment reconfigurations that were required due to COVID. The inventory was reviewed by management and a follow-up meeting scheduled to discuss any lingering small discrepancies.

IT generated several custom reports to respond to notices of vulnerabilities in hardware and software. A couple of these reports targeted issues with specific motherboards and certain versions of Microsoft Defender. These reports helped the IT Department stay on top of potentially outdated firmware and drivers, thus minimizing our exposure to malicious software, phishing and other information system attacks.

IT traveled to the Forks and Clallam Bay branches to apply specific updates to several devices which could not be accomplished remotely. This eliminated the need to ship the devices to and from Port Angeles, therefore minimizing downtime with these devices for staff. We also took advantage of access to any mobile device throughout the system to stay on top of updates and patches.

The Web Team worked to prepare the 2021 Summer Reading Program portal page. The portal will promote the SRP and show patrons how to log books, and earn virtual badges and prizes over the summer. The Web Team also created an informational page for Beanstack, which is the platform the library uses to allow people to register and interact with the Summer Reading challenge.

The Web Team worked to complete a draft for an overhaul of the online resources web presence. The team worked with the online resources team to get feedback and started to filter content and organize materials. The team also worked with management to keep the NOLS Restart page up-to-date with the latest information on Library hours and policies and worked to create a portal for the Nurturing an Inclusive Library initiatives.

IT made strides to implement a web analytics platform named SmarterStats, which will be used

to help provide more in-depth reports and information. Specifically, SmarterStats will allow the team to see internal web traffic, external sources, IP address issues, and in-page clicks. The data will be used in connection with Google Analytics to provide a wider picture of web analytics across all NOLS platforms.

Sarah Goff started participating in the Library Freedom Project's Crash Course on Privacy Policies and Systems. The class runs for eight weeks, with a weekly meeting, and covers privacy topics in libraries such as internal policies and procedures, vendor agreements, and cybersecurity.

ITSI Travis Manley departed NOLS, and we proceeded with recruitment efforts to fill the vacant ITSI position.

IT worked with Facilities and vendor High-Tech Electronics, Inc. to install some security cameras in external, non-public areas of the Port Angeles Main Library.

Wave completed disconnection at IT's request of a small circuit that was no longer necessary. It had been used previously to support the phone system through vendor Angeles Communications. This will result in a small savings of a couple of hundred dollars a month.

## **Technical Services Department**

*Erin Shield, Collection Services Manager*

In May, Technical Services took a deep dive into sorting out the archival vertical files. These never-before cataloged materials are complicated and there is a lot of material. This project will likely take well over a year. In addition, work started on reviewing all of our departmental procedures and incorporating new courier procedures and updated InterLibrary Loan procedures. Couriers continue to provide additional delivery and pick up for Outreach as well as taking on specialized trips to help with Summer Reading Program materials and other programming. Additionally, they're maintaining a steady flow for the Tiny Olympic Libraries in Sequim and Port Angeles.

1180 physical items were processed and available for customers in the month of May. 874 downloadable titles were added. 278 print materials were repaired. 158 media items were resurfaced or repaired to extend their lives. 28 physical donations were made and added to the collection in May. 620 totes were moved between all NOLS' branches. Tech Services helped fill 155 InterLibrary Loan requests for NOLS' patrons and 78 loans out to other libraries.

Carol took a webinar on "ILL during the pandemic." Wendy attended 2 ILL webinars and worked 6 hours in Outreach. Cindy spent 3 hours on Web Team responsibilities. Erin attended: Polaris Team, SQ Capital Project meetings, E-resources Team, Polaris Team, Washington Digital Library Consortium meeting, Management Team meetings, many webinars, and 2 demos of workflow ticket systems.

## **Administrative Operations Department**

### **Human Resources**

*Shaina Rajala, HR & Business Manager*

Significant meetings, events, and projects Shaina attended and worked on this month:

- Position Description Review Project and implementing the resulting position title and payroll changes
- Labor Relations Institute Virtual Conference
- Equity, Diversity, and Inclusion Team meeting
- Management Team meetings

#### **Recruitments:**

- Customer Service Specialist 2 (Full-time) – SQ
- Customer Service Specialist 2 (Part-time) – PA
- IT Specialist I – IT
- Youth Services Librarian I – SQ
- Public Services Director – NOLS

#### **New Hires:**

- None

#### **Promotions:**

- Shaina Rajala – HR & Business Manager – ADM

#### **Separations:**

- Travis Manley – IT Specialist I – IT

### **Financial Operations**

*John DeFrancisco, Finance Manager*

John participated in Management Team Meetings in May.

Accounting Statistics for May:

- 108 Vouchers
- 85 CC Transactions
- 3 Revolving Fund Checks
- 5 Payroll EFT
- 1 Department of Revenue EFT
- 63 Payroll Pays

## **Public Communications**

*Kate Radigan, Marketing Coordinator*

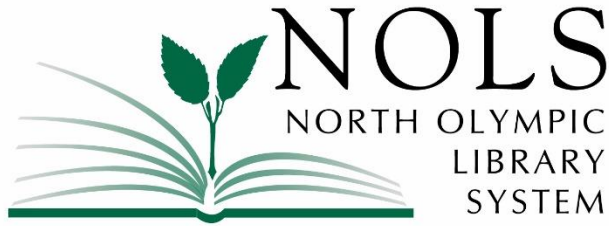
- 7 News releases and an *Off the Shelf* article were sent
- EDI surveys in both English and Spanish were promoted
- Met with Troi, Emily, and Jennifer L. to discuss process of video-based programming
- SRP postcards were finalized and ordered - bilingual SRP info to be delivered to all Clallam County residents and PO boxes.
- SRP T-shirt design, type, and printers were finalized.
- SRP Landing Page was finalized (Bryan)
- Sustainability Team meeting (discussions of next steps for staff and public education on NOLS' initiatives)
- Social Media Team meeting
- Programming Team meeting
- Attended a marketing webinar

## **Director's Report**

*Noah Glaude, Executive Director*

Significant meetings/events and projects this month:

- Responding to COVID-related issues and adjusting in-library use protocols
- Completion of the Position Description Review Project
- Sequim Branch Library Capital Project planning
- Summer Reading Program planning
- Weekly meetings with Public Libraries of Washington consultant regarding state legislation that has the potential to impact public libraries
- Weekly Branch Manager, Management Team, and Public Restart Team Meetings



## 2021 Highlight Log (May 2021)

*The Highlight Log provides an intranet location for NOLS staff to share uplifting anecdotes and patron comments. It was created in 2016 to provide an emotional counter-balance to the DE Log, which is used to track and document disruptive events in that occur in the library. It provides an interesting glimpse into community perceptions about the Library. The following is a list of Highlights logged during the past month.*

### **5/4/2021 – Sequim**

A young patron told his mother that he wanted to celebrate his birthday by coming to the library.

### **5/5/2021 – Port Angeles**

A BookMatch request was received earlier this week from a woman looking for simple children's materials to share. Her husband has dementia and they have read *10 Little Rubber Ducks* by Eric Carle every single day. The patron received a suggestion list with more counting and animal books, and books with bold art, along with Grab Bag info.

### **5/6/2021 – Forks**

A young Patron created this poem on the bottom of the Young Adult shelves early this week. Noticed it when I was shelving and it made me smile.



### **5/12/2021 – Sequim**

The notes on a printing request email said: "Thanks so much for this service! You folks are the BEST!"

**5/15/2021 – Sequim**

Some comments we heard at curbside today: "We can go in? Oh, life is good!" "You don't know what this means to me to be able to go into the library!" "I'm so glad you are still requiring masks!"

**5/19/2021 – NOLS**

Shout-out to the Facilities crew and how hard they work to make the grounds beautiful. Every morning when I get to the Library, the walk in to the building lifts my spirits. Thank you!!

**5/22/2021 – Port Angeles**

A participant in the Humanities Washington program "De mexicano a mexicano-americano" had this to say: "Lo mejor que he escuchado en muchos años" "the best thing I've heard in years." She had to wipe her tears.