



Board of Trustees Regular Meeting  
Thursday, February 25, 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, the following will be in effect at the February 25, 2021 Board meeting:*

- Board action will be limited to matters that are either (1) necessary and routine, or (2) necessary to respond to the COVID-19 outbreak and the current public health emergency. All other matters must be postponed until regular meetings may resume that are in full compliance with the OPMA.
- Trustees and Staff will participate remotely by teleconference.
- Members of the public may participate by phoning or linking in, using the instructions available prior to the meeting at [www.nols.org/board-administration/](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 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 January 28, 2021
4. Communications
5. Public comments

6. Financial reports: January 2021
7. Approval of vouchers: January 2021
8. Unfinished business
9. New business
  - N.1. Verbal update and discussion regarding NOLS beginning to offer in-library service – the first time in nearly one year.
10. Reports
  - R.1. Monthly Statistics Reports: January 2021
  - R.2. Monthly Activity Reports: January 2021
  - R.3. Customer Comments: January 2021
  - R.4. Highlight Log: January 2021
11. Public Comments
12. 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.*
13. Next meeting: 5:30pm, Thursday, March 25, 2021 at the Forks Branch Library or by teleconference, as appropriate to public health parameters in effect.
14. Agenda items for next meeting
15. Adjournment

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

NOLS Mission Statement  
Adopted 11/22/16

### Upcoming Board meetings

<b>Date</b>	<b>Time</b>		<b>Location</b>
Thursday, March 25, 2021	5:30pm	Regular meeting	Forks Branch Library
Thursday, April 22, 2021	5:30pm	Regular meeting	Port Angeles Main Library
Thursday, May 27, 2021	5:30pm	Regular meeting	Sequim Branch Library
Thursday, June 24, 2021	5:30pm	Regular meeting	Port Angeles Main Library
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.*

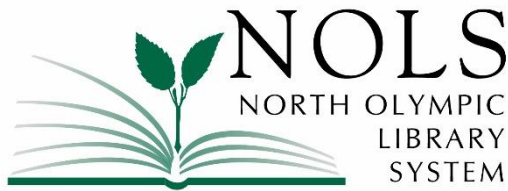
**North Olympic Library Foundation meetings** generally occur on the same dates as NOLS Board meetings, usually at 2pm in the Administrative conference room of the Port Angeles Main Library.

**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 5:30 pm. Trustees present: Jennifer Pelikan, Mark Urnes, Betty Gordon, Ian Miller and Bert Caldwell. Library staff present: Director Noah Glaude, Administrative Operations Assistant Shaina Rajala. Visitors present: consultants Leilani Raglin, Cait Swamy, and Adana Ptrotonentis from Ascending Leadership.

#### 2. Approval of agenda

*Motion by Mr. Urnes to approve agenda as presented. Motion seconded by Mr. Caldwell. Motion carried.*

#### 3. Approval of minutes for regular meeting of November 19, 2020

*Motion by Ms. Gordon to approve the minutes from the November 19, 2020 meeting. Motion seconded by Mr. Urnes. Motion carried.*

#### Approval of minutes for special meeting of December 14, 2020

*Motion by Ms. Gordon to approve the minutes from the December 14, 2020 meeting. Motion seconded by Mr. Urnes. Motion carried.*

4. Communications

US Census Bureau thanked NOLS for participation in 2020 Census efforts.

The Department of Commerce notified NOLS that the \$2 million matching grant is in the Governor's proposed 2021 Capital Budget. We're now waiting to see if the State Legislature will approve the budget/funding for the Library Capital Improvement Project.

5. Presentation: Ascending Leadership discussed the diversity, equity and inclusion work NOLS has contracted them to complete in 2021.

6. Public Comments

7. Financial reports: November 2020; December 2020

The financial reports for November 2020 and December 2020 were accepted as presented.

8. Approval of vouchers: November 2020; December 2020

*Motion by Mr. Urnes to approve the November 2020 vouchers, numbered #947 through #1062, in the amount of \$417,640.59 Motion seconded by Ms. Gordon. Motion carried.*

*Motion by Mr. Urnes to approve the December 2020 vouchers, numbered #1063 through #1184, in the amount of \$504,877.62 Motion seconded by Mr. Urnes. Motion carried.*

9. Unfinished business None.

10. New business

N.1. Approval of the 2021 Capital Budget

*Motion by Mr. Urnes to adopt the 2021 capital budget in the amount of \$585,149 as presented. Motion seconded by Ms. Gordon. Motion carried.*

N.2. End-of-year/Start-of-year fiscal reconciliation *(Informational – no action)*

N.3. Approval of Resolution 21-01-01: Authorizing staff to transfer funds

*Motion by Ms. Gordon to adopt Resolution 21-01-01 authorizing staff to transfer funds. Motion seconded by Mr. Caldwell. Motion carried.*

N.4. Approval of holiday early closure for New Year's Eve 2021

*Motion by Ms. Gordon to approve closing of all NOLS Libraries at 5pm on Friday, December 31, 2021. Motion seconded by Mr. Miller. Motion carried.*

N.5. Approval of All Staff Training Day closures for 2021

*Motion by Mr. Caldwell to approve closing of all NOLS Libraries for staff training on Thursday, April 29, 2021 and Thursday, October 14, 2021. Motion seconded by Ms. Gordon. Motion carried.*

N.6. Verbal update and discussion regarding NOLS' COVID-19 response

N.7. Verbal update regarding NOLS' involvement in Dolly Parton's Imagination Library

11. Reports

R.1. Monthly statistics reports: November 2020; December 2020

R.2. Monthly activity reports: November 2020; December 2020

R.3. Customer Comments: November - December 2020

R.4. Highlight log: November - December 2020

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, February 25, 2021 at the Port Angeles Main Library or by teleconference, as appropriate to public health parameters in effect.

15. Agenda items for next meeting: Filling policy committee with additional board members

16. Adjournment

There being no further business, the meeting was adjourned by the Chair at 8:17pm.

**CERTIFIED AS TRUE AND CORRECT**

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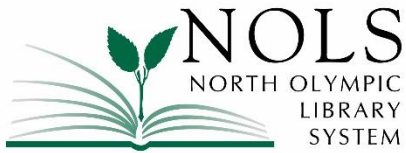
Chair

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Board Secretary







## Staff Report

Meeting Date: February 25, 2021  
To: Library Board of Trustees  
From: Financial Operations Manager, John DeFrancisco  
Subject: Comments on Financial Reports for January 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:** NOLS portion of interest earned on the County Investment Pool for January will be posted in February. Interest earned on pool funds is posted the month after it is earned with the exception of December.

Other Miscellaneous Revenue of \$14,291 is primarily \$14,280 E-Rate reimbursement.

**Expenditures:** Professional Services of \$23,008 includes \$5,900 for Network Services paid to Olympic IT Support Services, \$1,814 to Microsoft Support for incident support and \$1,163 to E-rate Expertise Consulting for communications and E-rate matters.

All other expenditures are within the expected range for this time of year.

**Account Balances:** Nearly all of the entries in the Transfers In (Out) column are related to the beginning of the year Transfer of Funds as approved at the January BOT meeting and detailed in Resolution 21-01-01.

Payroll Account (US Bank 1301) shows expenses and reimbursements of \$213,355 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 January are \$266,388.

Of the \$213,355 in electronic transfers, \$345 was paid to the DOR for Sales and Use Tax (Voucher 43).

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





## Revenue Report

January 31, 2021

Operating Revenue				I/I 2ths is	8.3%
	Budgeted	Current	YTD	Difference	Percent
Taxes	4,435,000	14,387	14,387	4,420,613	0.3
Intergovernmental Revenues	-	-	-	-	-
Goods and Services	10,100	10	10	10,090	0.1
Library Fees	10,000	395	395	9,605	3.9
Miscellaneous Revenues					
Pool Fund Investment Interest	17,375	-	-	17,375	-
Facilities Leases (Short Term)	1,000	-	-	1,000	-
Private Grants and Donations	51,200	1,933	1,933	49,267	3.8
Other Miscellaneous Revenue	41,200	14,291	14,291	26,909	34.7
Total Miscellaneous Revenues	110,775	16,224	16,224	94,551	14.6
Nonrevenues (excise taxes)	590	-	-	590	-
Transfers In	540,283	-	-	540,283	-
<b>Total Operating Revenue</b>	<b>5,106,748</b>	<b>31,016</b>	<b>31,016</b>	<b>5,075,732</b>	<b>0.6</b>

Capital Revenue					
Timber Revenues (received in 2020)	-	2,734	2,734	-	-
<b>Total Capital Revenue</b>	<b>-</b>	<b>2,734</b>	<b>2,734</b>	<b>-</b>	<b>-</b>

<b>Grand Total Revenues</b>	<b>33,750</b>	<b>33,750</b>			
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## Expenditure Report

### January 31, 2021

				I/12ths is	8.3%
Operating Expenditures	Budgeted	Current	Year To Date	Difference	Percent
<i>Personnel</i>					
Salaries and Wages	2,566,266	185,096	185,096	2,381,170	7.2
Benefits	1,163,813	81,292	81,292	1,082,521	7.0
<b>Total Personnel</b>	<b>3,730,079</b>	<b>266,388</b>	<b>266,388</b>	<b>3,463,691</b>	<b>7.1</b>
<i>Supplies</i>					
Supplies, Office and Operating	103,900	2,850	2,850	101,050	2.7
Fuel	17,900	408	408	17,492	2.3
Merchandise for resale	1,700	-	-	1,700	0.0
Collection Materials	486,000	32,928	32,928	453,072	6.8
Small Tools/Equip (<\$200)	1,500	-	-	1,500	0.0
<b>Total Supplies</b>	<b>611,000</b>	<b>36,186</b>	<b>36,186</b>	<b>574,814</b>	<b>5.9</b>
<i>Services</i>					
Professional Services	227,985	23,008	23,008	204,977	10.1
Communication	174,859	5,991	5,991	168,868	3.4
Travel	6,500	-	-	6,500	0.0
Taxes and Operating Assessments	4,000	-	-	4,000	0.0
Operating Rentals and Leases	790	-	-	790	0.0
Insurance	83,700	-	-	83,700	0.0
Public Utilities	90,160	8,159	8,159	82,001	9.0
Repair and Maintenance	147,390	1,103	1,103	146,287	0.7
Miscellaneous Services	12,955	135	135	12,820	1.0
<b>Total Services</b>	<b>748,339</b>	<b>38,396</b>	<b>38,396</b>	<b>709,943</b>	<b>5.1</b>
<i>Intergovernmental Services</i>	<i>16,740</i>	<i>-</i>	<i>-</i>	<i>16,740</i>	<i>0.0</i>
<i>Nonexpenditures (excise taxes) <sup>(1)</sup></i>	<i>590</i>	<i>0</i>	<i>0</i>	<i>590</i>	<i>0.0</i>
<b>Total Operating Expenditures</b>	<b>5,106,748</b>	<b>340,971</b>	<b>340,971</b>	<b>4,765,777</b>	<b>6.7</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	-	-	48,700	0.0
Other Improvements	88,000	-	-	88,000	0.0
Machinery & Equipment	448,449	4,849	4,849	443,600	1.1
<b>Total Capital Outlays</b>	<b>585,149</b>	<b>4,849</b>	<b>4,849</b>	<b>580,300</b>	<b>0.8</b>
<b>Grand Total All Expenditures</b>	<b>5,691,897</b>	<b>345,820</b>	<b>345,820</b>	<b>5,346,077</b>	<b>6.1</b>



## Account Balances

January 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>	2,887,170	(224,903)	2,734	-	2,665,001
Operating Reserve <sup>(3)</sup>	1,159,544	(54,645)	-	-	1,104,899
Technology Reserve <sup>(4)</sup>	115,000	(115,000)	-	-	-
PA Capital Reserve <sup>(5)</sup>	136,663	-	-	-	136,663
Capital Budget - 2020 <sup>(5)</sup>	132,046	(132,046)	-	-	-
Capital Budget - 2021 <sup>(5)</sup>	-	471,949	-	4,849	467,100
<i>Total Board Designated Accounts</i>	5,737,441	(54,645)	2,734	4,849	5,680,681
<i>Grants and Donations</i>					
NOLS Donations Fund	72,234	-	1,925	-	74,159
NOLS Materials Fund	15,812	-	-	167	15,645
Francis Bode Materials Fund	23,793	-	-	-	23,793
Margaret Bode Materials Fund	26,058	-	-	-	26,058
Virtual Programming Fund	9,652	-	-	1,345	8,307
Port Angeles Donations Fund	5,363	-	-	-	5,363
Port Angeles Friends Donations	25,370	-	-	-	25,370
Sequim Donations Fund	48,333	-	10	-	48,343
Sequim Friends Donations	16,234	-	-	-	16,234
Forks Donations Fund	1,773	-	-	-	1,773
Forks Friends Donations	413	-	-	-	413
Clallam Bay Donations Fund	6,881	-	-	-	6,881
Clallam Bay Friends Donations	681	-	-	-	681
Williams Bequest	165,509	-	-	-	165,509
Streett Memorial Gift Fund	5,393	-	-	-	5,393
Fincher Bequest	25,000	-	-	-	25,000
Sequim Future Library Donations	425	-	-	-	425
<i>Total Grants and Donations</i>	448,922	-	1,935	1,512	449,345
<i>Unclaimed Property Account</i>	2,662	-			2,662
<i>Total Designated Cash</i>	6,189,025	(54,645)	4,669	6,361	6,132,688
<i>Undesignated Cash Operating Funds</i>	2,187,887	(255,733)			1,932,154
<b>Total WA State Local Investment Pool</b>	8,376,912	(310,378)	4,669	6,361	8,064,842

## Notes:

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



## Account Balances

January 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>(6)</sup>	500,743	-	-	-	500,743
PA Capital Acct CD 14 (3/22 Sound Bank) <sup>(6)</sup>	338,548	-	-	-	338,548
Francis Bode Fund CD 8 (11/21 First Fed) <sup>(7)</sup>	211,548	-	-	-	211,548
Margaret Bode Fund CD 8 (11/21 First Fed) <sup>(7)</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>9,655,801</b>	<b>(310,378)</b>	<b>4,669</b>	<b>6,361</b>	<b>9,343,730</b>
<b>Cash</b>					
<b>Cash Operating Funds</b>					
Cash held by County Treasurer	-	-			-
<b>Imprest Accounts</b>					
Revolving Fund (FF 1503)	6,000	20	-	20	6,000
Payroll Account (US Bank 1301)	200	-	213,355	213,355	200
Merchant Account (FF 7401)	200	(15,111)	15,291	180	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>(15,091)</b>	<b>228,646</b>	<b>213,555</b>	<b>6,850</b>
<b>Total Cash</b>	<b>6,850</b>	<b>(15,091)</b>	<b>228,646</b>	<b>213,555</b>	<b>6,850</b>
<b>Total Cash and Investments</b>	<b>9,662,651</b>	<b>(325,469)</b>	<b>233,315</b>	<b>219,917</b>	<b>9,350,580</b>

Notes:

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

(7) Bequests designated for specific use by donor.

## VOUCHERS BY CATEGORY FOR JANUARY 2021

Category	Claimant	Purpose	Amount	Subtotal
<b><u>SALARIES, WAGES AND BENEFITS</u></b>				
	1 ADP Tax/Financial Services	Net Payroll (PPE 12-31-20) - EFT 813	129,374.27	
	2 ADP Tax/Financial Services	Payroll Tax (PPE 12-31-20) - EFT 814	42,965.60	
	7 NOLS Employee	HRA Reimbursement	94.51	
	39 NOLS Employee	HRA Reimbursement	340.24	
	40 Dept. of Labor & Industries	Q4 2020 L&I NOLS	5,983.65	
	41 Dept. of Retirement Systems	Retirement Contributions (PPE 12-31-20) - EFT 815	36,600.52	
	42 Dept. of Retirement Systems	DCP Retirement 01-2021 (PPE 12-31-20) - EFT 816	3,870.00	
	48 Hartford Retirement Plan Solutions	MMDCP 01-2021 (PPE 12-31-20) - EFT 817	200.00	
	49 Health Care Authority	HCA 01-2021 (PPE 12-31-20)	35,882.41	
	50 HealthEquity	HSA ER Contributions - January 2021	679.15	
	63 NOLS Employee	HRA Reimbursement	590.19	
	64 NOLS Employee	HRA Reimbursement	554.50	
	67 NOLS Employee	HRA Reimbursement	954.00	
	69 NOLS Employee	HRA Reimbursement	94.51	
	71 United Way of Clallam County	United Way Donations (PPE 12-31-20)	45.00	
	76 WCIF	Vision/Life/EAP Premiums 01-2021 (PPE 12-31-20)	1,194.79	
	79 WSCCCE - WPAS, Inc	Dental Premiums (PPE 12-31-20) - February Coverage	4,910.40	
	80 WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues 01-2021 (PPE 12-31-20)	2,054.57	266,388.31
<b><u>OFFICE, OPERATING AND MAINTENANCE SUPPLIES</u></b>				
	38 Commercial Filter Sales & Service	PO 27 Maintenance Supplies - HVAC Filters - FAC	1,681.89	
	43 Dept. of Revenue - Use/Sales Tax	December 2020 Sales & Use Tax - EFT 819	46.02	
	CC 3 Amazon.com	PO 44 Maintenance Supplies - Outlet Timers - FAC	34.80	
	CC 5 Amazon.com	PO 5 Maintenance Supplies - Standoff Screws - FAC	27.18	
	CC 8 Angeles Millwork & Lumber Company	PO 42 Maintenance Supplies - Ply Wood, 4X4s - FAC	70.60	
	CC 16 Costco	PO 64 Maintenance Supplies - Sanitizing Wipes - FAC	10.87	
	CC 17 Dell Marketing	PO 20 Toner and Ink - PA	156.66	
	CC 25 Namifiers	PO 14 Office Supplies - Nametags - NOLS	32.67	
	CC 37 Swains General Store, Inc.	PO 9 Maintenance Supplies - Cleaning Supplies - FAC	29.83	2,090.52
<b><u>PROGRAM SUPPLIES</u></b>				
	12 Baker & Taylor Information	PO 17 Program Supplies - Teen Club Books (VFOL)	411.86	
		PO 26 Program Supplies		
	13 Baker & Taylor Information	- Books for Teen Book Club (VFOL)	255.90	
	43 Dept. of Revenue - Use/Sales Tax	December 2020 Sales & Use Tax - EFT 819	4.44	
	53 Martin, Cheryl	PO 68, 69 Program Supplies - Creativitea (VFOL)	30.21	
	CC 2 Amazon.com	PO 37 Program Supplies - Take & Make (VFOL)	26.04	
	CC 21 Forks Outfitters	PO 48 Program Supplies - January Teen Lit Bags (VFOL)	31.24	759.69
<b><u>FUEL</u></b>				
	CC 1 76 Gas Station	PO 1080 Business Fuel - Westy - NOLS	26.76	
	CC 9 Arco	PO 1063 Business Fuel - Chevy Van - NOLS	37.74	
	CC 10 Arco	PO 1069 Business Fuel - Transit Van - NOLS	23.87	

Category	Claimant	Purpose	Amount	Subtotal
CC 11	Arco	PO 1081 Business Fuel - Transit Van - NOLS	15.75	
CC 12	Arco	PO 1082 Business Fuel - Pacifica - NOLS	26.69	
CC 13	Arco	PO 2 Business Fuel - Pacifica - NOLS	31.52	
CC 14	Arco	PO 6 Business Fuel - Pacifica - NOLS	32.86	
CC 15	Arco	PO 7 Business Fuel - Pacifica - NOLS	29.27	
CC 18	Exxon Mobil	PO 1109 Business Fuel - Nolsy Red - FAC	33.72	
CC 30	Safeway Fuel	PO 1086 Business Fuel - Nolsy White - NOLS	33.25	
CC 31	Shell	PO 1083 Business Fuel - Pacifica - NOLS	13.18	
CC 32	Shell	PO 16 Business Fuel - Pacifica - NOLS	35.22	
CC 33	Shell	PO 12 Business Fuel - Pacifica - NOLS	30.33	
CC 34	Shell	PO 15 Business Fuel - Pacifica - NOLS	37.80	407.96
<b><u>COLLECTION MATERIALS</u></b>				
4	Amazon.com	Collection Materials	1,036.91	
8	Baker & Taylor Entertainment	Collection Materials	41.92	
9	Baker & Taylor Entertainment	Collection Materials	825.48	
10	Baker & Taylor Entertainment	Collection Materials	1,110.72	
11	Baker & Taylor Entertainment	Collection Materials	312.62	
12	Baker & Taylor Information	Collection Materials	442.91	
13	Baker & Taylor Information	Collection Materials	1,291.74	
14	Baker & Taylor Information	Collection Materials	1,693.67	
15	Baker & Taylor Information	Collection Materials	2,990.58	
17	Brodart Company	Collection Materials	62.63	
18	Brodart Company	Collection Materials	65.15	
19	CENGAGE Learning	Collection Materials	52.94	
20	CENGAGE Learning	Collection Materials	74.84	
21	CENGAGE Learning	Collection Materials	372.57	
22	Center Point Large Print	Collection Materials	224.70	
43	Dept. of Revenue - Use/Sales Tax	December 2020 Sales & Use Tax - EFT 819	19.77	
47	Findaway World, LLC	Collection Materials	252.92	
54	Midwest Tape	Collection Materials	80.47	
55	Midwest Tape	Collection Materials	666.09	
59	OverDrive, Inc.	Collection Materials	95.00	
60	OverDrive, Inc.	Collection Materials	59.99	
62	Port Angeles High School	Collection Materials	50.00	
66	Secretary of State	Collection Materials - Digital WDLC - Jan-Dec 2021	21,104.65	32,928.27
<b><u>PROGRAMMING, PROFESSIONAL SERVICES, OTHER SERVICES AND CHARGES</u></b>				
3	ADP, LLC	Payroll Services - Payroll Processing - (PPE 11-30-2020) - NOLS	53.05	
16	Broadband Legal Strategies	PO 73 Legal Services - Consultation re: CenturyLink Contract - NOLS	3,217.50	
37	Clallam County Treasurer	PO 83 Banking - Annual Treasurer's Account Activity Charges for 2020 - NOLS	293.85	
43	Dept. of Revenue - Use/Sales Tax	December 2020 Sales & Use Tax - EFT 819	274.67	
46	E-Rate Expertise	PO 70 Professional Services - E-rate Consulting - NOLS	1,162.50	
51	IT Support Services	PO 49 Technology Services - Network Services - IT	3,100.00	
52	Leaping Lizards Music	Programming C01 - Programming - Fly Through My Window (VFOL)	450.00	



Category	Claimant	Purpose	Amount	Subtotal
57	OCLC, Inc.	PO 18 Technology Services - Cataloging and Metadata - WorldShare ILL - Jan 2021 - TS	2,471.61	
58	Olympic Laundry & Dry Cleaners, Inc.	PO 30 Professional Services - Laundry - FAC	97.92	
68	Summit Law Group	PO 76 Legal Services - Labor and Employment Matters - NOLS	3,597.00	
70	Unique Management Services, Inc.	Professional Services - Debt Collection	151.20	
75	Washington State Patrol	Professional Services - Background Checks - NOLS	33.00	
CC 6	American Library Association	PO 63 Training - Family Engagement Webinar - NOLS	550.00	
CC 7	American Red Cross	PO 34 Training - Staff First Aid Trainings - NOLS	1,890.00	
CC 19	Facebook	PO 1110 Advertising - Instagram Sponsored Posts - NOLS	25.00	
CC 20	Facebook	PO 1111 Advertising - Instagram Sponsored Posts - NOLS	10.00	
CC 22	Microsoft Office	PO 1096 Technology Services - MS Cloud Services - IT	816.25	
CC 23	Microsoft Tech Support	PO 1103 Technology Services - Incident Support - IT	499.00	
CC 24	Microsoft Tech Support	PO 1104 Technology Services - Incident Support - IT	499.00	
CC 26	Oly IT Support Services	PO 1105 Technology Services - Network Services - IT	2,800.00	
CC 27	Pay Pal	Monthly Gateway Fee	59.95	
CC 35	Stamps.com	PO 10 Technology Services - Monthly Fee - TS	19.56	
CC 38	Synology	PO 36 Technology Services - Cloud Backup Storage - IT	682.42	
CC 44	Zoom	PO 59 Technology Services - Monthly Subscription - NOLS	97.80	
CC 45	Zoom	PO 65 Technology Services - Monthly Subscription - NOLS	16.30	22,867.58
<b><u>COMMUNICATIONS</u></b>				
5	Angeles Communications	Communications - VOIP	903.04	
23	CenturyLink 300511187 FO	Communications - Voice - FO	86.16	
24	CenturyLink 300561130 CB	Communications - Voice - CB	78.60	
25	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	120.63	
26	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	71.63	
27	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	269.29	
73	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - Hotspot - 942071551 - NOLS	120.03	
74	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	303.96	
77	WDH - Wave Business	Communication - Internet - IT	4,012.72	
CC 39	UPS	PO 1 Communication - Freight - TS	18.23	
CC 40	USPS	PO 13 Postage - Certified Mail - ADM	6.35	5,990.64
<b><u>UTILITIES</u></b>				
28	City of Forks	Public Utilities - FO	104.88	
29	City of Port Angeles/Dump	PO 11 Solid Waste - Dump Fees for Yard Debris - FAC	14.43	
30	City of Port Angeles/Orcas Avenue	Public Utilities - PA	198.29	
31	City of Port Angeles/Peabody St.	Public Utilities - PA	5,528.92	
32	City of Sequim	Public Utilities - SQ	92.00	
33	Clallam County Public Works Dept.	Public Utilities - CB	56.50	
34	Clallam County PUD	Public Utilities - CB	393.00	
35	Clallam County PUD	Public Utilities - FO	536.00	
36	Clallam County PUD	Public Utilities - SQ	667.00	
44	DM Disposal Company, Inc.	Public Utilities - PA - SQ	511.95	
78	West Waste & Recycling	Public Utilities - FO - CB	56.43	8,159.40
<b><u>REPAIR AND MAINTENANCE</u></b>				
6	Angeles Electric Inc.	PO 75 Repair and Maintenance - PA Exterior Light for Curbside Window - FAC	455.81	

Category	Claimant	Purpose	Amount	Subtotal
61	Pacific Office Equipment, Inc.	Copier Maintenance - All Branches	318.67	
65	Rainbow Sweepers, Inc.	PO 28 Groundskeeping - PA Parking Lots Sweeping - FAC	212.16	
CC 28	Price Ford	PO 45 Vehicle Maintenance - Transit Van Maintenance - FAC	51.46	
CC 43	Wilder Toyota	PO 8 Vehicle Maintenance - Westy Maintenance - FAC	65.21	1,103.31
<b><u>MISCELLANEOUS SERVICES</u></b>				
CC 36	Sticker Giant	PO 1107 Printing - Take & Make Stickers (VFOL)	135.27	135.27
<b><u>MACHINERY AND EQUIPMENT</u></b>				
45	Ednetics, Inc.	PO 71, 72 Machinery and Equipment - E-Rate C2 FY 20- Wireless - Switching and Installation - IT	4,518.11	
CC 4	Amazon.com	PO 1030 Machinery and Equipment - Mistaken Item Refund - FAC	(11.57)	
CC 29	Provantage Corporation	PO 1098 Machinery and Equipment - Surge Protectors - IT	143.98	
CC 41	Walmart	PO 1112 Machinery and Equipment - Branch Cell Phones - NOLS	109.98	
CC 42	Walmart	PO 1113 Machinery and Equipment - Branch Cell Phones - NOLS	88.52	4,849.02
<b><u>SALES TAX</u></b>				
43	Dept. of Revenue - Use/Sales Tax	December 2020 Sales & Use Tax - EFT 819	0.01	0.01
<b><u>FINES AND FEES, PATRON REFUNDS</u></b>				
CK 2170	NOLS Patron	Patron Refund	19.99	19.99
			<b>345,699.97</b>	<b>345,699.97</b>



## Voucher Approval for January 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 #1 through #80 are approved in the amount of \$345,699.97 this 25th day of February 2021.

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

No.	Claimant	Purpose	Amount
1	ADP Tax/Financial Services	Net Payroll (PPE 12-31-20) - EFT 813	129,374.27
2	ADP Tax/Financial Services	Payroll Tax (PPE 12-31-20) - EFT 814	42,965.60
3	ADP, LLC	Payroll Services - Payroll Processing - (PPE 11-30-2020) - NOLS	53.05
4	Amazon.com	Collection Materials	1,036.91
5	Angeles Communications	Communications - VOIP	903.04
6	Angeles Electric Inc.	PO 75 Repair and Maintenance - PA Exterior Light for Curbside Window - FAC	455.81
7	NOLS Employee	HRA Reimbursement	94.51
8	Baker & Taylor Entertainment	Collection Materials	41.92
9	Baker & Taylor Entertainment	Collection Materials	825.48
10	Baker & Taylor Entertainment	Collection Materials	1,110.72
11	Baker & Taylor Entertainment	Collection Materials	312.62
12	Baker & Taylor Information	Collection Materials - PO 17 Program Supplies - Teen Club Books (VFOL)	854.77
13	Baker & Taylor Information	Collection Materials - PO 26 Program Supplies - Books for Teen Book Club (VFOL)	1,547.64
14	Baker & Taylor Information	Collection Materials	1,693.67
15	Baker & Taylor Information	Collection Materials	2,990.58
16	Broadband Legal Strategies	PO 73 Legal Services - Consultation re: CenturyLink Contract - NOLS	3,217.50
17	Brodart Company	Collection Materials	62.63
18	Brodart Company	Collection Materials	65.15
19	CENGAGE Learning	Collection Materials	52.94
20	CENGAGE Learning	Collection Materials	74.84
21	CENGAGE Learning	Collection Materials	372.57
22	Center Point Large Print	Collection Materials	224.70

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
23	CenturyLink 300511187 FO	Communications - Voice - FO	86.16
24	CenturyLink 300561130 CB	Communications - Voice - CB	78.60
25	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	120.63
26	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	71.63
27	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	269.29
28	City of Forks	Public Utilities - FO	104.88
29	City of Port Angeles/Dump	PO 11 Solid Waste - Dump Fees for Yard Debris - FAC	14.43
30	City of Port Angeles/Orcas Avenue	Public Utilities - PA	198.29
31	City of Port Angeles/Peabody St.	Public Utilities - PA	5,528.92
32	City of Sequim	Public Utilities - SQ	92.00
33	Clallam County Public Works Dept.	Public Utilities - CB	56.50
34	Clallam County PUD	Public Utilities - CB	393.00
35	Clallam County PUD	Public Utilities - FO	536.00
36	Clallam County PUD	Public Utilities - SQ	667.00
37	Clallam County Treasurer	PO 83 Banking - Annual Treasurer's Account Activity Charges for 2020 - NOLS	293.85
38	Commercial Filter Sales & Service	PO 27 Maintenance Supplies - HVAC Filters - FAC	1,681.89
39	NOLS Employee	HRA Reimbursement	340.24
40	Dept. of Labor & Industries	Q4 2020 L&I NOLS	5,983.65
41	Dept. of Retirement Systems	Retirement Contributions (PPE 12-31-20) - EFT 815	36,600.52
42	Dept. of Retirement Systems	DCP Retirement 01-2021 (PPE 12-31-20) - EFT 816	3,870.00
43	Dept. of Revenue - Use/Sales Tax	December 2020 Sales & Use Tax - EFT 819	344.91
44	DM Disposal Company, Inc.	Public Utilities - PA - SQ	511.95
45	Ednetics, Inc.	PO 71, 72 Machinery and Equipment - E-Rate C2 FY 20- Wireless - Switching and Installation - IT	4,518.11
46	E-Rate Expertise	PO 70 Professional Services - E-rate Consulting - NOLS	1,162.50
47	Findaway World, LLC	Collection Materials	252.92
48	Hartford Retirement Plan Solutions	MMDCP 01-2021 (PPE 12-31-20) - EFT 817	200.00
49	Health Care Authority	HCA 01-2021 (PPE 12-31-20)	35,882.41
50	HealthEquity	HSA ER Contributions - January 2021	679.15
51	IT Support Services	PO 49 Technology Services - Network Services - IT	3,100.00
52	Leaping Lizards Music	Programming C01 - Programming - Fly Through My Window (VFOL)	450.00
53	Martin, Cheryl	PO 68, 69 Program Supplies - Creativitea (VFOL)	30.21
54	Midwest Tape	Collection Materials	80.47
55	Midwest Tape	Collection Materials	666.09
56	North Olympic Library System	Jan. 2021 Revolving Fund Reimbursement (* Detail Below)	19.99
57	OCLC, Inc.	PO 18 Technology Services - Cataloging and Metadata - WorldShare ILL - Jan 2021 - TS	2,471.61
58	Olympic Laundry & Dry Cleaners, Inc.	PO 30 Professional Services - Laundry - FAC	97.92
59	OverDrive, Inc.	Collection Materials	95.00
60	OverDrive, Inc.	Collection Materials	59.99
61	Pacific Office Equipment, Inc.	Copier Maintenance - All Branches	318.67
62	Port Angeles High School	Collection Materials	50.00

No.	Claimant	Purpose	Amount
63	NOLS Employee	HRA Reimbursement	590.19
64	NOLS Employee	HRA Reimbursement	554.50
65	Rainbow Sweepers, Inc.	PO 28 Groundskeeping - PA Parking Lots Sweeping - FAC	212.16
66	Secretary of State	Collection Materials - Digital WDLC - Jan-Dec 2021	21,104.65
67	NOLS Employee	HRA Reimbursement	954.00
68	Summit Law Group	PO 76 Legal Services - Labor and Employment Matters - NOLS	3,597.00
69	NOLS Employee	HRA Reimbursement	94.51
70	Unique Management Services, Inc.	Professional Services - Debt Collection	151.20
71	United Way of Clallam County	United Way Donations (PPE 12-31-20)	45.00
72	US Bank	Credit Card Services - December 2020 (* Detail Below)	9,400.56
73	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - Hotspot - 942071551 - NOLS	120.03
74	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	303.96
75	Washington State Patrol	Professional Services - Background Checks - NOLS	33.00
76	WCIF	Vision/Life/EAP Premiums 01-2021 (PPE 12-31-20)	1,194.79
77	WDH - Wave Business	Communication - Internet - IT	4,012.72
78	West Waste & Recycling	Public Utilities - FO - CB	56.43
79	WSCCCE - WPAS, Inc	Dental Premiums (PPE 12-31-20) - February Coverage	4,910.40
80	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues 01-2021 (PPE 12-31-20)	2,054.57
			<b>345,699.97</b>

**\* Detail - NOLS Revolving Fund Account -- Voucher #56**

2170	NOLS Patron	Patron Refund	19.99
			<b>19.99</b>

**\* Detail - NOLS US Bank Credit Card Purchases -- Voucher #72**

1	76 Gas Station	PO 1080 Business Fuel - Westy - NOLS	26.76
2	Amazon.com	PO 37 Program Supplies - Take & Make (VFOL)	26.04
3	Amazon.com	PO 44 Maintenance Supplies - Outlet Timers - FAC	34.80
4	Amazon.com	PO 1030 Machinery and Equipment - Mistaken Item Refund - FAC	(11.57)
5	Amazon.com	PO 5 Maintenance Supplies - Standoff Screws - FAC	27.18
6	American Library Association	PO 63 Training - Family Engagement Webinar - NOLS	550.00
7	American Red Cross	PO 34 Training - Staff First Aid Trainings - NOLS	1,890.00
8	Angeles Millwork & Lumber Company	PO 42 Maintenance Supplies - Ply Wood, 4X4s - FAC	70.60
9	Arco	PO 1063 Business Fuel - Chevy Van - NOLS	37.74
10	Arco	PO 1069 Business Fuel - Transit Van - NOLS	23.87
11	Arco	PO 1081 Business Fuel - Transit Van - NOLS	15.75
12	Arco	PO 1082 Business Fuel - Pacifica - NOLS	26.69
13	Arco	PO 2 Business Fuel - Pacifica - NOLS	31.52
14	Arco	PO 6 Business Fuel - Pacifica - NOLS	32.86
15	Arco	PO 7 Business Fuel - Pacifica - NOLS	29.27

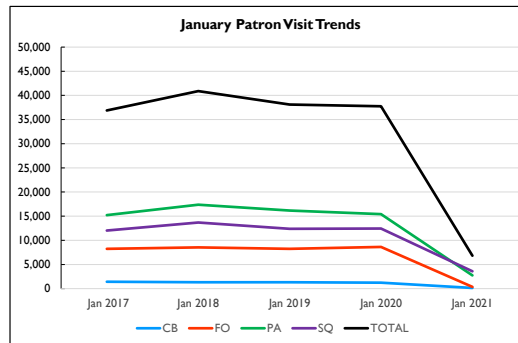
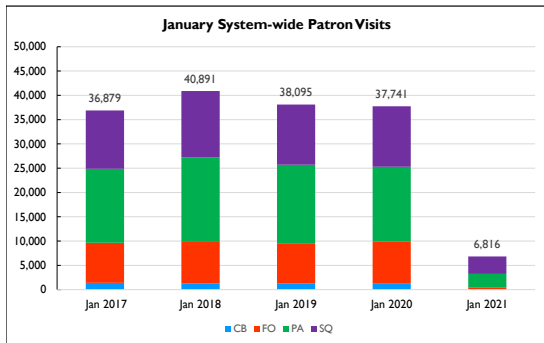
No.	Claimant	Purpose	Amount
16	Costco	PO 64 Maintenance Supplies - Sanitizing Wipes - FAC	10.87
17	Dell Marketing	PO 20 Toner and Ink - PA	156.66
18	Exxon Mobil	PO 1109 Business Fuel - Nolsy Red - FAC	33.72
19	Facebook	PO 1110 Advertising - Instagram Sponsored Posts - NOLS	25.00
20	Facebook	PO 1111 Advertising - Instagram Sponsored Posts - NOLS	10.00
21	Forks Outfitters	PO 48 Program Supplies - January Teen Lit Bags (VFOL)	31.24
22	Microsoft Office	PO 1096 Technology Services - MS Cloud Services - IT	816.25
23	Microsoft Tech Support	PO 1103 Technology Services - Incident Support - IT	499.00
24	Microsoft Tech Support	PO 1104 Technology Services - Incident Support - IT	499.00
25	Namifiers	PO 14 Office Supplies - Nametags - NOLS	32.67
26	Oly IT Support Services	PO 1105 Technology Services - Network Services - IT	2,800.00
27	Pay Pal	Monthly Gateway Fee	59.95
28	Price Ford	PO 45 Vehicle Maintenance - Transit Van Maintenance - FAC	51.46
29	Provantage Corporation	PO 1098 Machinery and Equipment - Surge Protectors - IT	143.98
30	Safeway Fuel	PO 1086 Business Fuel - Nolsy White - NOLS	33.25
31	Shell	PO 1083 Business Fuel - Pacifica - NOLS	13.18
32	Shell	PO 16 Business Fuel - Pacifica - NOLS	35.22
33	Shell	PO 12 Business Fuel - Pacifica - NOLS	30.33
34	Shell	PO 15 Business Fuel - Pacifica - NOLS	37.80
35	Stamps.com	PO 10 Technology Services - Monthly Fee - TS	19.56
36	Sticker Giant	PO 1107 Printing - Take & Make Stickers (VFOL)	135.27
37	Swains General Store, Inc.	PO 9 Maintenance Supplies - Cleaning Supplies - FAC	29.83
38	Synology	PO 36 Technology Services - Cloud Backup Storage - IT	682.42
39	UPS	PO 1 Communication - Freight - TS	18.23
40	USPS	PO 13 Postage - Certified Mail - ADM	6.35
41	Walmart	PO 1112 Machinery and Equipment - Branch Cell Phones - NOLS	109.98
42	Walmart	PO 1113 Machinery and Equipment - Branch Cell Phones - NOLS	88.52
43	Wilder Toyota	PO 8 Vehicle Maintenance - Westy Maintenance - FAC	65.21
44	Zoom	PO 59 Technology Services - Monthly Subscription - NOLS	97.80
45	Zoom	PO 65 Technology Services - Monthly Subscription - NOLS	16.30
			<b>9,400.56</b>

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

EFT 813	ADP Tax/Financial Services	Net Payroll (PPE 12-31-20)	129,374.27
EFT 814	ADP Tax/Financial Services	Payroll Tax (PPE 12-31-20)	42,965.60
EFT 815	Dept. of Retirement Systems	Retirement Contributions (PPE 12-31-20)	36,600.52
EFT 816	Dept. of Retirement Systems	DCP Retirement (PPE 12-31-20)	3,870.00
EFT 817	Hartford Retirement Plan Solutions	MMDCP (PPE 12-31-20)	200.00
			<b>213,010.39</b>

## Patron Visits

	2021	% of System
PA	2,738	40.2%
SQ	3,585	52.6%
FO	358	5.3%
CB	135	2.0%
<b>Total</b>	<b>6,816</b>	<b>100.0%</b>



\* In January 2017, inclement weather during the first two weeks of the month likely contributed to a decrease in patron visits to the Port Angeles Main Library.

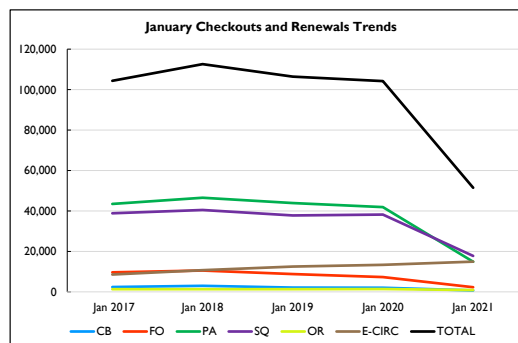
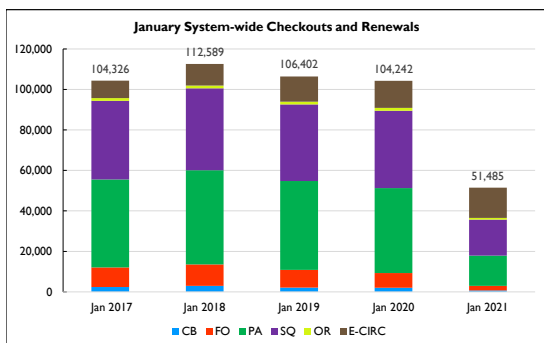
\* In January 2020, inclement weather closed all NOLS locations for one full day and several partial days, and power outages closed the West End branches for several hours on two occasions.

\* Due to COVID-19, all NOLS facilities were closed to the public in January 2021.

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

## Checkouts & Renewals

	2021	% of System
PA	14,896	28.9%
Self	0%	
SQ	17,761	34.5%
Self	0%	
FO	2,288	4.4%
Self	0%	
CB	712	1.4%
OR	891	1.7%
E Circ	14,937	29.0%
<b>Total</b>	<b>51,485</b>	<b>100.0%</b>



\* In January 2017, inclement weather during the first two weeks of the month likely contributed to a decrease in patron visits to the Port Angeles Main Library.

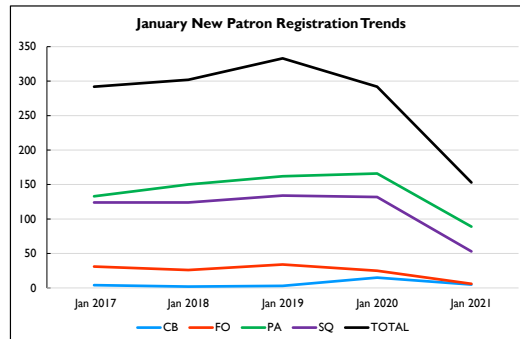
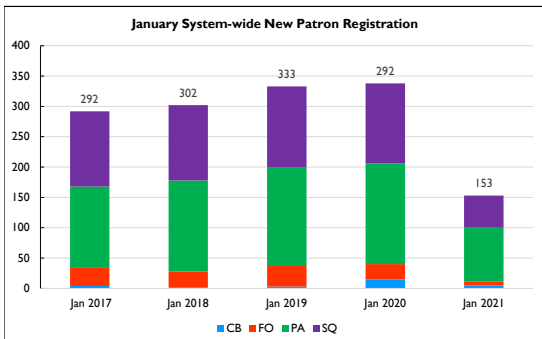
\* In January 2020, inclement weather closed all NOLS locations for one full day and several partial days, and power outages closed the West End branches for several hours on two occasions.

\* Due to COVID-19, all NOLS facilities were closed to the public in January 2021.

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

## New Patron Registration

	2021	% of System
PA	89	58.2%
SQ	53	34.6%
FO	6	3.9%
CB	5	3.3%
Total	153	100.0%



\* Due to COVID-19, all NOLS facilities were closed to the public in January 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	26/549	100%/100%
Total	26/549	100%/100%

## Computer Prints Made\*

	# of Prints	% of System
PA	609	53.8%
SQ	285	25.2%
FO	181	16.0%
CB	57	5.0%
Total	1132	100.0%

\*Only Curbside Printing available. Patrons limited to 25 free pages per day.

## Wi-Fi Access

System-wide Total	3,618
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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	8123	17.97
SQ	9472	17.95
FO	897	20.25
CB	216	22.36
OR	762	16.81
Total	19470	19.07

## Interlibrary Loan Services

Items borrowed from other lib	123
Items loaned to other libraries	72

## Public Meetings

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

## Public Computer Use\*

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

## Laptop Checkouts

	# of Checkouts	% of System
PA	11	57.9%
SQ	1	5.3%
FO	5	26.3%
CB	2	10.5%
Total	19	100.0%

## Website Visits

From outside the Library	23,142
From inside the Library	700
Avg. # of pages visited	2

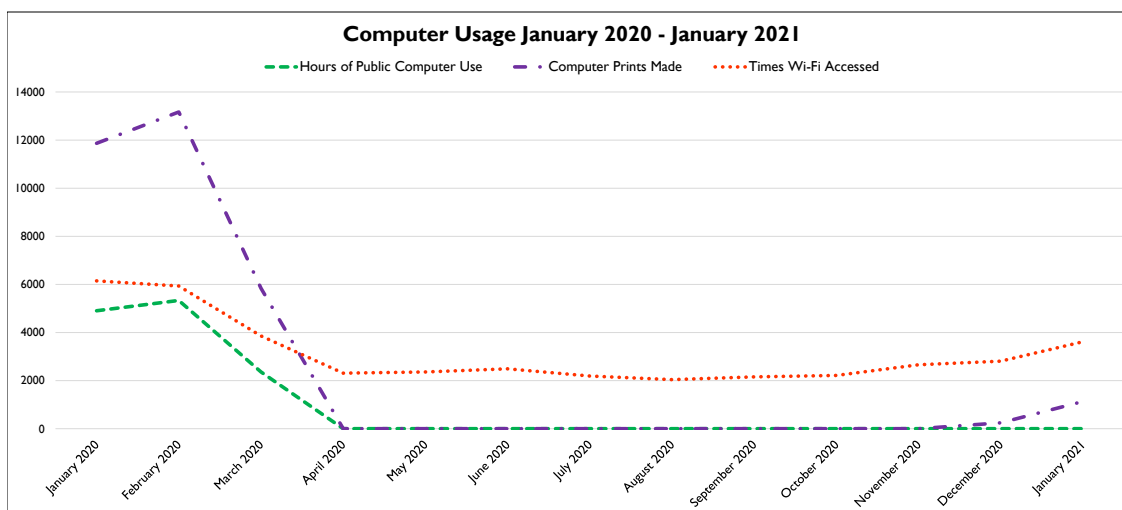
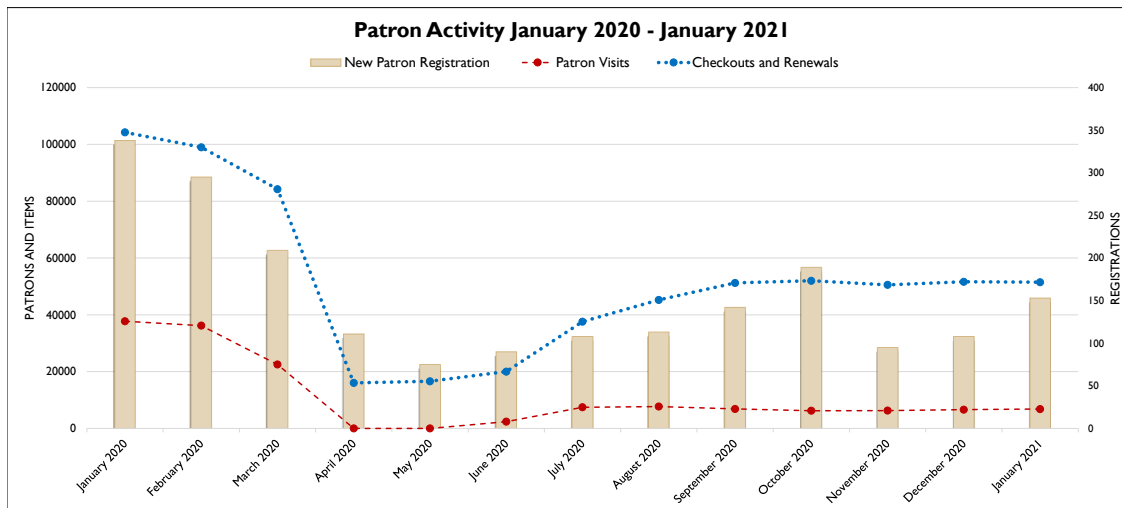
## Outreach Services

Deliveries to the Homebound	98
New Patrons w/ Delivery Services	2

## Read & Return and Program/Outreach Distributions

Tiny Olympic Libraries (CB, FO, PA, SQ)	147
Read & Ride (Clallam Transit Buses)	
DSHS (Kiosks in offices in FO and PA)	
NOLS Programs	30
Community Outreach Events	
Total	177





\* Beginning in January 2021, the method public Wi-Fi access is tracked was changed to utilize hardware and software network improvements.

### Significant Events During the Past 13 Months:

January 2020 - Power outages caused early closures at the Clallam Bay and Forks Branch Libraries two days

January 2020 - Due to a snow storm, NOLS location were closed a full day and several partial days

February 2020 - Tax season begins

March 2020 - All NOLS locations close March 17 through the end of the month due to COVID-19

April-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.

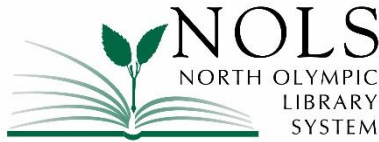
October 2020 - All branches closed one day for an All Staff Training Day.

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





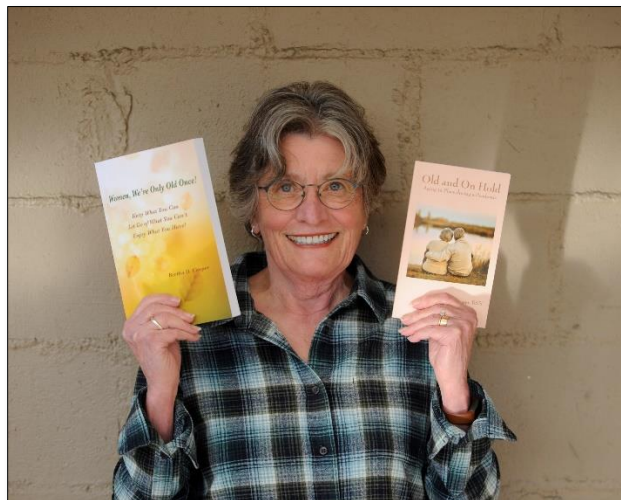
## Monthly Activity Report

Meeting Date: February 25, 2021  
To: Library Board of Trustees  
From: Library Director and Staff  
Subject: Monthly activity report for January 2021

### **Port Angeles Main Library**

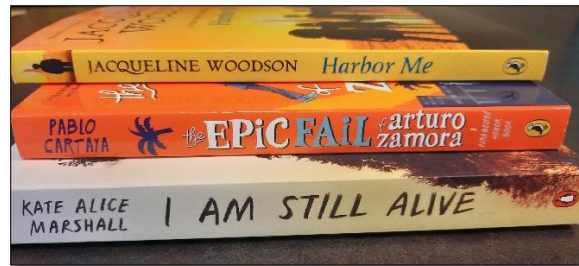
*Jina Felton, Port Angeles Operations Manager*

A League of Women Voters virtual partnership program in mid-January drew a crowd of over 70 people. The Meet the Author event featured retired health professional and local author Bertha D. Cooper as she discussed her book *Women, We're Only Old Once*. From the physiology of normal aging to what aspects can be influenced by lifestyle choices, the book empowers readers through life's transitions with takeaways for all ages. The League of Women Voters graciously donated 10 copies of the book to the library and demand for the title remained high with over three dozen holds at the end of the month.



An assortment of teen programs began in January. Teen Lit Bags is a passive book subscription program which allows teens to sign up for a monthly bag. Each month teens who sign up will receive two library books selected by staff based preferences the teen selected, along with surprise treats. Over 40 teens throughout the county are already signed up. Other teen programs starting in January include a couple teen book clubs; Words Matter geared towards middle school students, and NOLS Teens Read geared towards high school students. Both

groups will meet virtually each month through mid-April with a limited supply of free copies of each month's selection available for teens to keep.



Other virtual events during the month of January included:

- Winter Reading Challenge with Beanstack – 61 participants in month-long program read a combined total of 466 books
- Battle of the Books discussion: *Front Desk* by Kelly Yang – 12 participants
- Virtual Trivia Night @ NOLS: Northwest Sports – 9 participants
- Sticky Subject: The History and Culture of Sugar, a Humanities Washington event, presented by Julia Harrison – 54 participants
- Craft and Chat – 25 participants at 4 events
- Second Saturday Book Group reading *The Sympathizer* by Viet Thanh Nguyen – 4 participants
- Novel Conversations Book Group reading *The Toss of a Lemon* by Padma Viswanathan – 8 participants
- Second Tuesday Book Group reading *Brooklyn* by Colm Toibin – 10 participants
- Wednesday Evening Book Group reading *A Gentleman in Moscow* by Amor Towles – 9 participants
- Weekly Storytimes – 59 participants at 4 events

Staff are continuing to receive Grab Bag requests from patrons with 40 system-wide requests being fulfilled during the month of January. Patrons wishing a more fine-tuned selection are using the BookMatch service with 8 requests filled by the end of the month. Dolly Parton's Imagination Library continues to be popular with 620 children registered by the end of January from the start of the program in late November 2020. Funding for this program is being provided by the North Olympic Library Foundation and United Way of Clallam County.

While a date was not yet available in January for reopening to browsing, staff began preparing for this eventuality by updating collection signs, moving display fixtures, and generally tidying up

after almost a year of being closed to the public. The Public Restart Team has continued to meet on a weekly basis to discuss reopening plans, share updates from local, regional, and state levels, and give feedback relating to current curbside services.

Between virtual events and curbside service, staff are continuing to participate in a number of professional development opportunities. Librarian Sarah Morrison attended an author presentation hosted by Booklist, in which 6 authors talked about their upcoming books with anticipated publication dates from March-April 2021. A new Ryan Dowd training on Conflict in the Workplace was made available. This is an add-on to Ryan Dowd's *Librarians Guide to Homelessness* course which is available to all staff through April 2021. And finally, Customer Service Specialists Mary Traudt and Kristin Overbey recently joined the team in Port Angeles. Both are currently busy learning all things customer service related.

### **Sequim Branch Library**

*Emily Sly, Library Manager*

Ellen Schvetz is now part of the Sequim staff team as a CSS2. Ellen had been working as a Shelver in Port Angeles. It was great to have her help shelving right from the start!

IT staff have been working in Sequim to help prepare the building for reopening. The longtime issue of the Sequim Branch facility being too small for community use presents additional challenges, when you add in social distancing requirements. There will be 3 public computers available plus catalogs, when the library is able to reopen to the public.

Preparing for reopening has been an evolving problem-solving puzzle – understanding the State requirements, shifting furniture and collection displays to optimize social distancing and traffic flow, and anticipating potential issues and how to address them.

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

*Troi K. Gale, Library Manager*

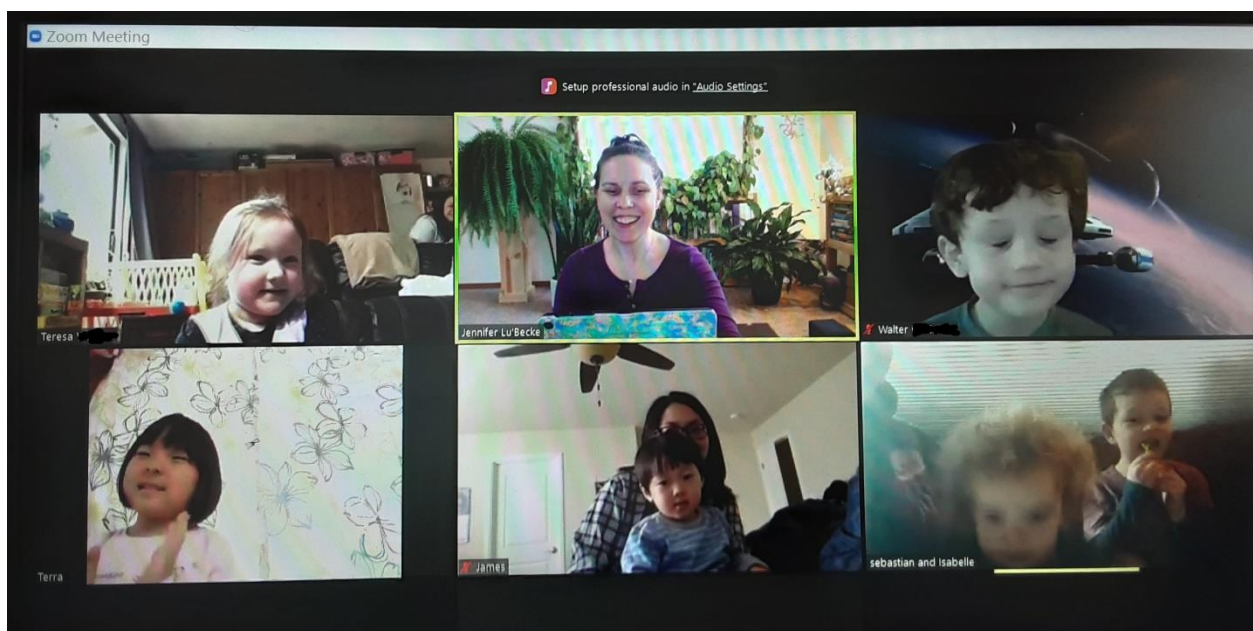
During January, the West End experienced a couple of power outages. One of the outages was 24 hours; significant enough to affect library hours and operations on January 5<sup>th</sup> and 6<sup>th</sup>. We closed two hours early on January 5<sup>th</sup> and opened two hours late on January 6<sup>th</sup>.

More patrons became aware of the Curbside Printing service as well as the laptops available for checkout on library property. The West End branches continued to experience positive feedback for providing these vital community services. Patrons are quick to highlight that NOLS is the only entity providing services like these on the West End.

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. Staff continue to field questions gracefully regarding when the library will reopen. Patrons are very accepting of the regulations that NOLS must follow to comply with state guidance as well as keep NOLS staff and the community safe. Staff are becoming more eager to open the Library's doors and welcome patrons back in.

Jennifer L. has continued to commit herself to providing virtual storytimes for children residing on the West End. In January, there were fifty-six total participants for the five programs offered to West End children. Additionally, Jennifer L. has officially launched the Teen Lit Bag system-wide, a monthly subscription for teens to receive two library books and a few small goodies. Jennifer offered 23 Teen Lit Bags the first month it was offered. As of January 31, there were 42 people registered to receive the February Teen Lit Bag.



## Facilities Department

*Brian Phillips, Facilities Manager*

The New Year started off with change for Facilities. Fac Tech 2 Josh Bolton left NOLS to take on work as an EMT at Olympic Ambulance. Though Josh was with NOLS for only a brief while, he managed to get a lot of work done and make a real positive impact on the department while he was here. Thanks, Josh! You will be missed. Meanwhile, recruitment to fill the vacant PA-based full time Fac Tech 2 position is underway.

Also underway is a fresh Facilities 2021 work plan. This year's plan includes several hefty projects slated for the Port Angeles Library, including a paving repair, energy improvements and a new server room air conditioner. Projects to procure a bookmobile, implement a new work order ticket system, and install hands-free restroom fixtures are in the works, as well.

*Port Angeles Library:* HVAC maintenance; installed an exterior light above the Carver Room walk-up service window; installed plastic barriers at front service desks; patched vinyl roof in several places; replaced old fire extinguisher in Carver Room; relocated furniture in various places in preparation for reopening; changed burned out overhead light bulbs.

*Sequim Library:* Relocated outdoor book drops; replaced maintenance room faucet; trimmed hedges.

*Forks Library:* Inspected roof and cleared debris, checked and replenished emergency lights, first aid kits, fire extinguishers and AEDs; replaced overhead light bulbs; washed windows; replaced drinking fountain filter.

*Clallam Bay:* Changed HVAC filters; checked and replenished emergency lights, first aid kits, fire extinguishers and AEDs; cleaned muddy run-off from parking lot.

*Other:* Began working with the WA Dept. of Enterprise Services planning energy improvements for the PA Library; finalized and published book mobile bid invitation; finalized capital budget requests; checked equipment inventories in FO, CB and SQ; staff completed first aid training; updated key inventory; repaired two vacuums; Brian compiled an annual department report.

## **Outreach to Homebound Program**

*Jina Felton, Outreach Program Manager*

During the month of January, 98 deliveries were made to homebound patrons and 2 new patrons registered for outreach services. Outreach Library Services Specialist Cheryl Martin settled into her new role in Outreach in January with assistance from Customer Service Specialists Jan Stark and Beau Eveslage, and Shipment Operations Specialists Adam Krey and Dayna Page. One homebound patron commented, "I love what you are doing, bringing us books to read!"

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

*Shane Miller, Information Technology Manager*

January continued the trend for the NOLS IT department of reacting to the constant changes and challenges of attending to the library's technical needs. In addition to the regular computer maintenance, support, and troubleshooting, the team continued to solve ongoing concerns regarding staff work areas, software, hardware, internet connectivity, and problems with network connection.

There was a good deal of work completed in regard to reconfigurations and troubleshooting with our VOIP phone system. As staff changed workstations and the departmental workloads changed over the past year in response to COVID, we received requests to update extension forwarding, move phones, etc.

Further workstation movement and/or computer breakdowns were planned and implemented as NOLS continued to re-evaluate its public and staff areas both for current COVID social distancing needs as well as preparation for eventual public access to the branches. All this was done in response to updated state health department guidelines and in anticipation of new requirements for operation as we move through the phases of the pandemic. There was also testing and implementation of anti-microbial screen protectors on the public self-check computers so the touch screens could be sanitized regularly without harming the monitor.

In January, the IT team worked to review and correct the inventory database system. A large amount of equipment was checked out over the past year. This included laptops, hotspots, web cams etc. Workstations and printers were also moved throughout the branches, and even branch to branch, so IT started to review and correct inventory databases, and created new ones where needed. IT also scheduled all loaner laptops and tablets to be brought to the branch for a thorough round of updates and routine maintenance.

Along with other training and webinars, some members of the IT department completed their Red Cross First Aid and CPR training through the library and Red Cross. We also completed a series of training webinars on various topics. Some of these included a Microsoft Teams Calls webinar, a webinar on PowerApps, and informational videos on Google Analytics. IT also carried out a series of new employee orientations in January, which involved the development of new processes for giving the trainings via a Teams online meeting.

The Web Team worked on a collection of new projects in January, which included the creation of a new web page for the Teen Lit Bags service. The printing page was updated to include Spanish language options within the web form with the goal being to allow people who primarily speak Spanish to easily interact with the form. A collection of NOLS policies was updated, a page was created with laptop checkout information, work was completed to update the Ask NOLS web form, and all the 2020 news releases were archived on the website. A collection of web archiving and page organization tasks were also completed with our folders website plugin.

In January, work was completed to help organize the monthly process we use to pull website statistics from our multiple properties, including the main website, PAC, Evanced, and nols.docs.org. The process included the creation of an Excel spreadsheet to help organize everything that needs to be done each month. A designated storage area was also setup for all the documentation.

Sony ZV-I digital cameras were purchased for each of branches. They will be used for Library programs and other projects. IT helped test them and created How-To training guides for staff. We will follow-up with trainings via Teams for staff who would like it.

NOLS recently began offering a curbside printing service. Previously, staff needed to walk from the curbside location in the Carver room across the library to public printer to retrieve and print documents. IT recognized a need for a print station closer to curbside that would speed



up the time to process prints and cause less fatigue for staff. The IT printer was moved to the Carver room and it has been working well for them.

January saw major changes in NOLS's network configuration, with assistance from vendor Olympic IT Support Services (OlyITSS). The changes were necessary to modernize NOLS's network to function with the newest connections from vendors Wave and Angeles Communications. OlyITSS brought expertise in how these connections are created and maintained to the vendors' specifications, and IT staff worked closely with them to implement the changes. These included modifying addressing and naming schemes, implementing automatic addressing and network segmentation, creating new firewall rules and network routes, and manually reconfiguring workstations. This was all done with minimal network downtime, most of which was constrained to after-hours. These changes mainly affected the Sequim and Forks branches. As a result, the NOLS network is in line with security best practices. IT staff are planning out follow-up tasks at Clallam Bay and Port Angeles that will maintain consistency across the network.

### **Technical Services Department**

*Erin Shield, Technical Services Manager*

January was great! Welcome Adam, the new courier. He has assimilated into the department flow, learned the routes, and made some Outreach deliveries. He's also working on Polaris training and a fleet of other types of training.

641 physical items were processed and available for customers in the month of January. 1058 downloadable titles were added. 565 print materials were repaired, including 456 recatalogued spine labels. This is part of the project to replace a lot of aging, unreadable, or incorrect spine labels in the Port Angeles stacks, across all collections. 173 media items were resurfaced or repaired to extend their lives. 28 physical donations were made and added to the collection in January. 764 totes were moved between all NOLS' branches.

Carol spent 1 hour on Health and Safety committee. Wendy worked 8 hours in Outreach. Susan attended a Collection Management Team meeting. Cindy spent 5 hours on Web Team responsibilities. Erin attended Management Team meetings, a Collection Management Team, a bookmobile spec, Puget Sound Collection Development, and a Polaris Team meeting. Every employee in Tech Services completed the Red Cross First Aid training!

## **Administrative Operations Department**

### **Human Resources**

*Shaina Rajala, Administrative Operations Assistant*

#### **Recruitments:**

- Administrative Operations Assistant I – ADM
- Facilities Technician 2 – FAC

#### **New Hires:**

- Kristin Overbey – Customer Service Specialist 2 – PA
- Mary Traudt – Customer Service Specialist 2 – PA
- Adam Krey – Shipment Operations Specialist I – TS

#### **Promotions:**

- Ellen Schvetz – Customer Service Specialist 2 – SQ

#### **Separations:**

- Josh Bolton – Facilities Technician 2 – FAC

### **Financial Operations**

*John DeFrancisco, Financial Operations Manager*

John participated in Management Team Meetings, Admin Team Meetings, All Staff Meeting, and Finance Committee Meetings in January.

Accounting Statistics for January:

- 80 Vouchers
- 45 CC Transactions
- 1 Revolving Fund Check
- 5 Payroll EFT
- 1 Department of Revenue EFT
- 60 Payroll Pays

### **Public Communications**

*Kate Radigan, Public Communications Coordinator*

- 7 news releases sent as well as an *Off the Shelf* article
- Heavy promotion of the Winter Reading Challenge created by Simon and Schuster, which received good participation (our first go at a web based reading challenge with no real incentive)

## **Director's Report**

*Noah Glaude, Director*

Significant meetings/events and projects this month:

- Responding to COVID-related issues and preparing to offer in-library use
- Finalizing 2021 Capital Budget
- Preparing Bookmobile Call for Bids
- Clallam County Broadband Team Meeting
- General Employee Union Labor-Management Meeting
- All Staff Meeting
- Programming Team Meeting – 2021 Summer Reading Program
- Weekly Branch Manager, Management Team, and Public Restart Team Meetings





## Customer Comments

January 2021

The following comments were received by the Library during the month of January 2021. Where the customer requested a personal reply by phone or email, it was provided. Customer comments and responses are posted on the Library's website.

### RECEIVED BY E-MAIL

#### **Comment:**

2020 was one of the hardest years I experienced ever in my life and for many people too. During that time I grew more as a person and began exploring hobbies and new stuff I'm interested in. I personally never had used the library ever during high school and my elementary/middle school years for the longest time ever and I regret not making a library account sooner! Quarantine and being bored of the same old routine of watching youtube and playing videogames 24/7 made me explore new hobbies and interesting stuff to do during that time. I recently started to read books and listen to audiobooks through the library even though I used to only read books or listen to audiobooks for school assignments. I reignited my passion for language learning and I'm studying Spanish as of right now using online resources. I am even taking the action to get into photography and buying my first camera to learn off from. So much happened during 2020 and I consider that year a blessing and a curse. I just wish I knew more about the library earlier and how the free resources from it can benefit you as a person, help with your education, and help explore new hobbies. The free ebooks and audiobooks from this library helped me gain interest in reading and the useful online resources such as [drivingtests.org](https://drivingtests.org) and Lynda are very useful and that I will use those resources later on in the year. I would only suggest that there aren't that many foreign language study resources in the library as my favorite hobby is foreign language studies but it's amazing how many free resources there are in this library and that not a lot of people realize all the benefits and the resources libraries offer. Thank you so much NOLS!

#### **Response:**

Thank you for sharing your inspirational story! You're a great example of why it's never too late to discover the library. I'm glad you've been able to discover a variety of the library's services, and hope you continue to discover and utilize more as the Library is able to restore more services in the near future.

If you have future requests for foreign language material, feel free to contact library staff directly, or suggest items using the online [Suggest It! Form](#).

**Comment:**

Could a drop box for fragile materials such as DVD's & CD's please be set up? I dropped off a couple of CD's in the regular box & put a rubber band around them in an effort to keep them intact in case a book fell on them. Apparently, the sorter didn't realize that they were multiple items & now, NOLS claims that one of the CD's is missing & wants me to pay for it.

**Response:**

I'm sorry to hear about your experience. You definitely are not responsible for parts that get separated or damaged in the book drop. If something similar happens again in the future, please contact customer service staff at [ehelp@nols.org](mailto:ehelp@nols.org) or 360-417-8500.

Due to facility constraints and how returns are handled, separate book drops for fragile materials are not possible at the Clallam Bay, Forks or Sequim Branches. Before the pandemic, the Port Angeles Main Library had three separate return bins, one of which was for fragile media items like CDs and DVDs. When the Library was required to begin quarantining returned material last year, materials were combined due to space and process constraints. Since conditions continue to evolve, I'm happy to report that separate return bins for CDs and DVDs, books, and children's material will be reintroduced shortly.

**Comment:**

In making an overdue telephone notice, can you consider the time your staff have a chance to disinfect the material because of the pandemic? It really unnerving, to receive such of messages, wherein we know we have returned the item. Thank you very much.

**Response:**

The Library did adjust its automatic notification system due to the requirement to quarantine returned material for 24 hours. Overdue notices are currently being sent three days later than they were before the pandemic. Here's the current automatic notice timeline:

- 3 days before due date – Almost overdue notice
- 3 days after due date – First overdue notice sent
- 10 days after due date – Second overdue notice sent
- 17 days after due date – Third overdue notice sent
- 30 days after due date – Patron charged for item and bill sent via mail

Unfortunately, due to the fact that the notices are automated and we don't know exactly when someone has placed an item in a book return, many patrons are receiving notices for items already returned. For example, a book could be placed in a return at 12:30pm, but if the first

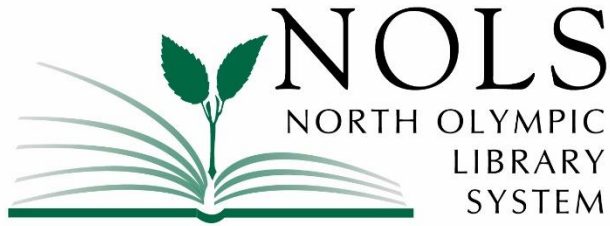
overdue notice was set to be sent at 1:00pm, an overdue notice is still going to be sent because the book will not be handled or checked in until the next day.

We have tried to reduce some of the understandable concern and confusion by mentioning the processing delay in the automated notices and signage at the book drops. We're also hopeful we'll be able to begin processing returned material quicker in the not so distant future.

In the meantime, if you have any concerns about materials checked out to your account, please feel free to contact library staff directly at [ehelp@nols.org](mailto:ehelp@nols.org) or 360-417-8500.







## 2021 Highlight Log (January 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.*

### **1/4/2021 – Port Angeles**

Two (separate) nice patron comments from over the weekend:

"The library pivots to serve people have been amazing during this time. My son and I both love the grab bags. Good job!"

"Thanks for the update...you are so on top of things! I really appreciate the work that all of you are doing to make library resources available to us during the pandemic...really appreciate it."

### **1/13/2021 – Port Angeles**

A great turn-out at last night's "Women, We're Only Old Once: Meet the Author" event with Bertha D. Cooper. Paula Barnes co-hosted, representing the League of Women Voters, and she wanted to say hi to staff who are still here from her time. There are still quite a few people who worked under Paula!

### **1/19/2021 – Port Angeles**

NOLS' Grab Bag procedures received a mention in a recent Library Journal article, "Book Bundles Reimagine the Public Library Browsing Experience"--

<https://www.libraryjournal.com/?detailStory=book-bundles-reimagine-public-library-browsing-experience-COVID19>

### **1/19/2021 – Sequim**

Patrons are excited to proclaim that they've gotten vaccinated and what a great job Jamestown Clinic is doing! (when they're not busy saying how great the library is doing) :)

**1/20/2021 – Clallam Bay**

I heard from a patron who wanted to convey her thanks to NOLS staff. She had a downed tree blocking her driveway after the storm and couldn't get out. NOLS staff helped refer her to an organization to clear the tree for free. The patron said: "Thank you very much for your kind and humanitarian interest in my predicament. We did finally get the downed tree cleared. It was a community effort. Your recognition of a fellow human being's need is admirable."

**1/22/2021 – NOLS**

The Outreach patrons are extremely grateful for the Outreach to the Homebound delivery service our library offers. Each time I deliver the "goodies bag" they are happy! All patrons comment (every single time) how thankful, appreciative, and grateful they are for their monthly books & DVDs.

**1/23/2021 – Port Angeles**

A patron came in today to pick up her holds and said she wanted us to know she is very glad we have the Interlibrary Loan service.