



Board of Trustees Regular Meeting
Thursday, September 22, 2022 5:30pm
Port Angeles Main Library

REMOTE ACCESS

If unable to join in person, members of the public may participate in the meeting via internet or phone using the instructions available prior to the meeting at 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.

LAND ACKNOWLEDGEMENT

The North Olympic Library System acknowledges that the lands on which we live and gather are the appropriated homelands of Indigenous Peoples. We want to express our deepest respect to those peoples past and present, including the [Hoh Tribe](#), [Jamestown S'Klallam Tribe](#), [Lower Elwha Klallam Tribe](#), [Makah Indian Tribe](#), [Quileute Tribe](#), [Quinault Indian Nation](#), [Port Gamble S'Klallam Tribe](#) and the [Skokomish Tribe](#), for their care of these lands throughout the generations. Let us learn more about the histories, cultures, and traditions of Indigenous Peoples. Let us strengthen relationships with sovereign tribal nations to provide an inclusive space fostering innovation and collaboration at the Library.

AGENDA

1. Call to order, roll call and introductions
2. Approval of agenda
3. Approval of minutes for regular meeting of August 25, 2022
4. Communications
5. Public comments
6. Financial reports: August 2022
7. Approval of vouchers: August 2022
8. New business

- N.1. Verbal update regarding NOLS' Bookmobile
- N.2. Verbal update regarding the Sequim Library Expansion and Renovation Project
- N.3. Approval of MOU with United Way of Clallam County to partner on a Financial Aid Outreach Pilot Program
- N.4. Approval of Revisions to Policy 4.2: Fines and Fees
- N.5. Approval of Revisions to Policy 5.6: Credit Cards
- N.6. Discussion of NOLS Employee Ethics Statement
- N.7. Discussion of NOLS 2023-24 Strategic Roadmap
- N.8. Background Information: Budget/Levy/Fiscal Planning (no action)
- N.9. Discussion of NOLS 2023 Budget Guidelines

9. Reports

- R.1. Monthly Statistics Reports: August 2022
- R.2. Monthly Activity Reports: August 2022
- R.3. Customer Comments: August 2022
- R.4. Highlight Log: June – August 2022

10. Public Comments

11. 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.

12. Agenda items for next meeting

13. Executive session to discuss collective bargaining

14. (Action on executive session, if any)

15. Next meeting: 5:30pm, Thursday, October 27, 2022 at the Port Angeles Main Library

16. Adjournment

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

*NOLS Mission Statement
Adopted 11/22/16*

Upcoming Board meetings

<u>Date</u>	<u>Time</u>		<u>Location</u>
Thursday, October 27, 2022	5:30pm	Regular meeting	Port Angeles
Thursday, November 17 , 2022	5:30pm	Regular meeting	Port Angeles

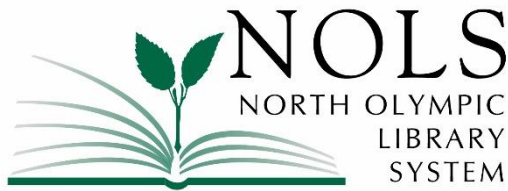
Note: no regular Board meetings scheduled in July or December.

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.



Board of Trustees Regular Meeting
Thursday, August 25, 2022 5:30pm
Clallam Bay Branch Library

MINUTES

1. Call to order, roll call and introductions

Board Chair Mark Urnes called the meeting to order at 5:35 pm. Trustees present: Mark Urnes, Jennifer Pelikan, Cyndi Ross, Ian Miller, and Bert Caldwell. Library staff present: Executive Director Noah Glaude, Public Services Director Meghan Sullivan, and West End Library Manager Troi Gale. Visitors present: Dianne Bates.

2. Approval of agenda

Motion by Mr. Caldwell to approve agenda as amended. Motion seconded by Ms. Pelikan. Motion carried.

3. Approval of minutes for regular meeting of June 23, 2022

Motion by Ms. Pelikan to approve the minutes from the June 23, 2022 regular meeting. Motion seconded by Ms. Ross. Motion carried.

Approval of minutes for special meeting of July 21, 2022

Motion by Mr. Caldwell to approve the minutes from the July 21, 2022 regular meeting. Motion seconded by Ms. Ross. Motion carried.

4. Communications:

NOLS recently received a letter from the Clallam County Treasurer's Office dated August 1, 2022. Due to a recent Local Board of Equalization decision, the value on a piece of property located in the City of Port Angeles was reduced \$19,606,441 resulting in a refund in the amount of \$211,801.97 for 2022. The Assessor's Office is appealing this decision. Due to another recent State Board of Tax appeals decision, a property in the county was reduced \$9,698,962 for tax year 2022 and \$7,698,962 for 2021, resulting in a refund of \$182,074.72. The Library's portion of that refund is \$14,793.40.

5. Presentation – Intellectual Freedom, presented by Troi Gale, West End Branch Manager

6. Public Comments

7. Financial reports: June 2022; July 2022

The financial reports for June 2022 and July 2022 were accepted as presented.

8. Approval of vouchers: June 2022; July 2022

Motion by Ms. Pelikan to approve the June 2022 vouchers, numbered #485 through #602, in the amount of \$402,770.60. Motion seconded by Mr. Caldwell. Motion carried.

Motion by Ms. Pelikan to approve the July 2022 vouchers, numbered #603 through #706, in the amount of \$384,662.86. Motion seconded by Ms. Ross. Motion carried.

9. New Business

N.1. Verbal update regarding NOLS' Bookmobile

N.2. Verbal update regarding the Sequim Library Expansion and Renovation Project

10. Reports

R.1. Monthly Statistics Reports: June 2022; July 2022

R.2. Monthly Activity Reports: June 2022; July 2022

R.3. Customer Comments: June – July 2022

R.4. Highlight Log: June – July 2022

All reports were accepted as presented.

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 agendaize a matter of business on a future agenda.

13. Next meeting: 5:30pm, Thursday, September 22, 2022 at the Port Angeles Main Library

14. Agenda items for next meeting

Discuss NOLS Ethics Agreement for Employees

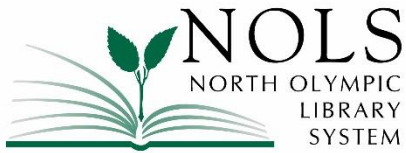
15. Adjournment

There being no further business, the meeting was adjourned by the Vice Chair at 7:05pm.

CERTIFIED AS TRUE AND CORRECT

Chair

Board Secretary



Staff Report

Meeting Date: September 22, 2022
To: Library Board of Trustees
From: Finance Manager, John DeFrancisco
Subject: Comments on Financial Reports for August 2022

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 in July and posted in August is \$13,603. The Pool Funds Interest Rate is currently 1.6108%.

Other Miscellaneous Revenue includes reimbursement for Collection Materials from Financial Industry Regulatory Authority (FINRA), and US Bank Card quarterly rebate.

Expenditures: Other Expenditures are within the expected range for this time of year with the exception of Taxes and Operating Assessments and Operating Rentals and Leases. The annual assessment for Stormwater and Weed Control was \$1,305 more than budgeted. This variance will remain for the rest of 2022 as this is the only item budgeted in this category. Additionally, one year's rent was prepaid for a storage unit in anticipation of needs for the Sequim Renovation Project. Operating Rentals and Leases will also remain over-budget for the remainder of the year.

Account Balances: Payroll Account (US Bank 1301) shows expenses and reimbursements of \$246,320 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 August are \$303,084.

Of the \$246,320 in electronic transfers, \$122 was paid to the DOR for Sales and Use Tax (Voucher 753).

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



Revenue Report

August 31, 2022

Operating Revenue				8/12ths is	66.7%
	Budgeted	Current	YTD	Difference	Percent
<i>Taxes</i>	4,535,000	34,196	2,746,529	1,788,471	60.6
<i>Intergovernmental Revenues</i>	-	-	94	(94)	-
<i>Goods and Services</i>	8,100	725	7,900	200	97.5
<i>Library Fees</i>	10,000	1,118	7,324	2,676	73.2
<i>Miscellaneous Revenues</i>					
Pool Fund Investment Interest	6,300	13,603	34,128	(27,828)	541.7
Investment Interest (net of fees)	-	-	6,846	-	-
Facilities Leases (Short Term)	-	138	250	(250)	-
Private Grants and Donations	102,000	551	264,952	(162,952)	259.8
Other Miscellaneous Revenue	53,200	4,461	8,196	45,004	15.4
<i>Total Miscellaneous Revenues</i>	161,500	18,753	314,372	(152,872)	194.7
<i>Nonrevenues (excise taxes)</i>	410	70	428	(18)	104.3
<i>Transfers In</i>	799,636	-	-	799,636	-
Total Operating Revenue	5,514,646	54,862	3,076,647	2,437,999	55.8
Capital Revenue					
<i>Timber Revenues (received in 2022)</i>	-	19,824	191,813	-	-
Total Capital Revenue	-	19,824	191,813	-	-
Grand Total Revenues		74,686	3,268,460		



Expenditure Report

August 31, 2022

				8/12ths is	66.7%
Operating Expenditures	Budgeted	Current	Year To Date	Difference	Percent
<i>Personnel</i>					
Salaries and Wages	2,870,623	216,238	1,710,444	1,160,179	59.6
Benefits	1,191,101	86,846	672,977	518,124	56.5
Total Personnel	4,061,724	303,084	2,383,421	1,678,303	58.7
<i>Supplies</i>					
Supplies, Office and Operating	106,100	7,100	57,489	48,611	54.2
Fuel	18,150	1,053	5,422	12,728	29.9
Merchandise for resale	1,700	516	566	1,134	33.3
Collection Materials	480,000	27,714	178,541	301,459	37.2
Small Tools/Equip (<\$200)	1,750	-	457	1,293	26.1
Total Supplies	607,700	36,383	242,474	365,226	39.9
<i>Services</i>					
Professional Services	317,436	25,563	96,477	220,959	30.4
Communication	138,560	9,852	73,090	65,470	52.7
Travel	18,500	876	12,799	5,701	69.2
Taxes and Operating Assessments	4,000	-	5,305	(1,305)	132.6
Operating Rentals and Leases	815	-	3,406	(2,591)	417.9
Insurance	97,400	95,293	95,293	2,107	97.8
Public Utilities	92,840	6,957	61,520	31,320	66.3
Repair and Maintenance	136,196	1,623	35,522	100,674	26.1
Miscellaneous Services	21,325	180	16,654	4,671	78.1
Total Services	827,072	140,344	400,067	427,005	48.4
<i>Intergovernmental Services</i>	<i>17,740</i>	<i>-</i>	<i>17,000</i>	<i>740</i>	<i>95.8</i>
<i>Nonexpenditures (excise taxes) ⁽¹⁾</i>	<i>410</i>	<i>68</i>	<i>392</i>	<i>18</i>	<i>95.6</i>
Total Operating Expenditures	5,514,646	479,879	3,043,354	2,471,292	55.2

(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	168,000	-	4,232	163,769	2.5
Other Improvements	106,900	-	645	106,255	0.6
Machinery & Equipment	388,900	600	76,387	312,513	19.6
Construction of Capital Assets	2,000,000	73,642	107,285	1,892,715	5.4
Total Capital Outlays	2,663,800	74,242	188,548	2,475,252	7.1
Grand Total All Expenditures	8,178,446	554,121	3,231,902	4,946,544	39.5



Account Balances

August 31, 2022

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Investments					
Washington State Local Investment Pool					
<i>Board Designated Accounts</i>	<i>Board Designated Accounts</i>				
Fiscal Emergency Reserve ⁽¹⁾	1,307,019	-	-	-	1,307,019
NOLS Capital Reserve ⁽²⁾	1,090,009	-	19,824	-	1,109,833
Operating Reserve ⁽³⁾	927,423	-	-	-	927,423
PA Capital Reserve ⁽⁴⁾	459,433	-	-	-	459,433
Sequim Capital Project Acct. ⁽⁴⁾	1,966,357	-	2,167	73,642	1,894,882
Capital Budget - 2022 ⁽⁴⁾	317,136	-	-	600	316,536
<i>Total Board Designated Accounts</i>	<i>6,067,377</i>	<i>-</i>	<i>21,991</i>	<i>74,242</i>	<i>6,015,126</i>
<i>Grants and Donations</i>					
NOLS Donations Fund	78,070	-	25	-	78,095
NOLS Materials Fund	15,150	-	-	543	14,607
Francis Bode Materials Fund	23,793	-	-	-	23,793
Margaret Bode Materials Fund	26,058	-	-	-	26,058
Systemwide Programming Fund	19,685	-	-	2,339	17,347
Port Angeles Donations Fund	7,481	-	33	-	7,514
Port Angeles Friends Donations	36,283	-	-	285	35,998
Sequim Donations Fund	53,772	-	20	-	53,792
Sequim Friends Donations	11,510	-	-	296	11,214
Forks Donations Fund	2,209	-	53	-	2,262
Forks Friends Donations	1,378	-	-	-	1,378
Clallam Bay Donations Fund	7,265	-	3	-	7,268
Clallam Bay Friends Donations	1,121	-	100	-	1,221
NOLF Donations 2022	(316)	-	316	-	-
Williams Bequest	165,509	-	-	-	165,509
Streett Memorial Gift Fund	5,497	-	-	-	5,497
Fincher Bequest	25,000	-	-	-	25,000
Sequim Future Library Donations	200,784	-	-	-	200,784
Bookmobile Donations	1,385	-	-	-	1,385
<i>Total Grants and Donations</i>	<i>681,633</i>	<i>-</i>	<i>551</i>	<i>3,463</i>	<i>678,721</i>
<i>Unclaimed Property Account</i>	<i>2,662</i>	<i>-</i>			<i>2,662</i>
<i>Total Designated Cash</i>	<i>6,751,672</i>	<i>-</i>	<i>22,542</i>	<i>77,704</i>	<i>6,696,509</i>
<i>Undesignated Cash Operating Funds</i>	<i>2,854,484</i>	<i>(424,272)</i>			<i>2,430,212</i>
Total WA State Local Investment Pool	9,606,156	(424,272)	22,542	77,704	9,126,721

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.
- (4) Fund management account for designated capital projects.



Account Balances

August 31, 2022

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Certificates of Deposit					
PA Capital Acct CD 15 (9/23 First Fed) ⁽⁶⁾	522,758	-	-	-	522,758
Francis Bode Fund CD 9 (11/23 First Fed) ⁽⁶⁾	219,796	-	-	-	219,796
Margaret Bode Fund CD 9 (11/23 First Fed) ⁽⁶⁾	236,942	-	-	-	236,942
Total Certificates of Deposit	979,496	-	-	-	979,496
Total Investments	10,585,652	(424,272)	22,542	77,704	10,106,217
Cash					
Cash Operating Funds					
Cash held by County Treasurer	-	-			-
Imprest Accounts					
Revolving Fund (FF 1503)	6,000	-	91	91	6,000
Payroll Account (US Bank 1301)	200	246,320	-	246,320	200
Merchant Account (FF 7401)	1,000	(673)	803	130	1,000
Branch Change Funds					
Port Angeles	180	-	-	-	180
Sequim	170	-	-	-	170
Forks	50	-	-	-	50
Clallam Bay	50	-	-	-	50
Total Branch Change Funds	450	-	-	-	450
Total Imprest Accounts	7,650	245,647	894	246,541	7,650
Total Cash	7,650	245,647	894	246,541	7,650
Total Cash and Investments	10,593,302	(178,625)	23,435	324,245	10,113,867

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 AUGUST 2022

Category	Claimant	Purpose	Amount	Subtotal
<u>SALARIES, WAGES AND BENEFITS</u>				
	707 NOLS Employee	HRA Reimbursement	191.22	
	708 ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 07-31-22) - EFT 944	203,715.15	
	717 NOLS Employee	HRA Reimbursement	587.28	
	728 NOLS Employee	HRA Reimbursement	27.18	
	752 Dept. of Retirement Systems	PERS and DCP (PPE 07-31-22) - EFT 945	42,032.48	
	755 NOLS Employee	HRA Reimbursement	1,375.00	
	763 Hartford Retirement Plan Solutions	MMDCP 08-2022 (PPE 07-31-22) - EFT 946	450.00	
	764 Health Care Authority	HCA 08-2022 (PPE 07-31-22)	40,394.74	
	765 HealthEquity	HSA ER Contribution - August 2022	697.90	
	770 NOLS Employee	HRA Reimbursement	785.12	
	779 NOLS Employee	HRA Reimbursement	1,750.00	
	784 NOLS Employee	HRA Reimbursement	686.98	
	791 NOLS Employee	HRA Reimbursement	207.70	
	796 NOLS Employee	HRA Reimbursement	98.14	
	797 United Way of Clallam County	United Way Donations (PPE 07-31-22)	135.00	
	802 WCIF	Vision/Life/EAP Premiums 08-2022 (PPE 07-31-22)	1,360.66	
	805 NOLS Employee	HRA Reimbursement	375.62	
	806 WSCCCE - WPAS, Inc	Dental Premiums (PPE 07-31-22) - September Coverage	6,195.56	
	807 WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues 08-2022 (PPE 07-31-22)	2,018.59	303,084.32
<u>OFFICE, OPERATING AND MAINTENANCE SUPPLIES</u>				
	715 Angeles Millwork & Lumber Company	PO 845 Maintenance Supplies - Hardware for PA Bench - FAC	21.93	
	730 CED Consolidated Electrical Distributors	PO 868 Maintenance Supplies - Light Bulbs and Ballasts - FAC	261.66	
	769 KCDA Purchasing Cooperative	PO 810 Maintenance Supplies - Cleaning Supplies - FAC	969.75	
	783 Pacific Office Equipment, Inc.	PO 761 Toner and Ink - SQ	223.46	
	785 Quill Corporation	PO 736 Office Supplies - Book Tape - SQ	89.65	
	786 Quill Corporation	PO 831 Office Supplies - Coffee (Coffee Fund) - ADM	54.14	
	792 Swains General Store, Inc.	PO 778 Maintenance Supplies - Cleaning Supplies - FAC	52.03	
	793 Swains General Store, Inc.	PO 846 Maintenance Supplies - Cleaning Supplies - FAC	157.16	
	794 Swains General Store, Inc.	PO 853 Maintenance Supplies - Pest Control - FAC	10.81	
	795 True Value	PO 823 Maintenance Supplies - FO Painting Supplies - FAC	55.13	
	CC 6 Amazon.com	PO 757 Office Supplies - Files and Notepads - ADM	89.00	
	CC 11 Amazon.com	PO 723 Toner and Ink - PA	537.94	
	CC 12 Amazon.com	PO 751 Toner and Ink - PA	176.67	
	CC 20 Angel Crest Gardens	PO 787 Maintenance Supplies - Flower Baskets PA and CB - FAC	410.00	
	CC 26 CCI Solutions	PO 451 Office Supplies - Processing Supplies - Media Cases - TS	246.62	
	CC 32 Demco, Inc.	PO 452 Office Supplies - Processing Supplies - Tape - TS	82.93	
	CC 36 eReplacement Parts	PO 716 Maintenance Supplies - Mower Bag and Frame - FAC	147.37	

Category	Claimant	Purpose	Amount	Subtotal
CC 45	Home Depot	PO 837 Maintenance Supplies - Ear Plugs - FAC	13.58	
CC 48	KCDA Purchasing Cooperative	PO 455 Office Supplies - Processing Supplies - TS	192.24	
CC 49	KCDA Purchasing Cooperative	PO 772 Office Supplies - Processing Supplies - Folders - TS	82.73	
CC 50	KCDA Purchasing Cooperative	PO 674 Office Supplies - Tape and Notebooks - PA	22.53	
CC 51	KCDA Purchasing Cooperative	PO 674 Copy Paper Supplies - PA	51.67	
CC 52	KCDA Purchasing Cooperative	PO 722 Office Supplies - Spiral Notebooks - PA	7.88	
CC 53	KCDA Purchasing Cooperative	PO 741 Office Supplies - Book Tape - PA	9.04	
CC 54	KCDA Purchasing Cooperative	PO 741 Copy Paper Supplies - PA	65.02	
CC 55	KCDA Purchasing Cooperative	PO 674 Office Supplies - Notebooks - PA	(7.88)	
CC 56	KCDA Purchasing Cooperative	PO 758 Index Paper Supplies - PA	48.02	
CC 57	KCDA Purchasing Cooperative	PO 765 Copy Paper Supplies - PA	51.64	
CC 58	KCDA Purchasing Cooperative	PO 765 Office Supplies - Dry Erase Markers - PA	2.65	
CC 59	Labels Direct, Inc.	PO 655 Office Supplies - Labels - TS	132.00	
CC 60	LabelValue.com	PO 825 Office Supplies - Spine Labels - SQ	62.55	
CC 66	Office Depot	PO 824 Copy Paper Supplies - SQ	192.63	
CC 71	Quill Corporation	PO 656 Office Supplies - Processing Supplies - TS	65.04	
CC 72	Safeway	PO 766 Office Supplies - Ziploc Bags - PA	9.11	
CC 97	WellBefore	PO 796 Office Supplies - Staff Masks - NOLS	130.79	4,717.49
<u>PROGRAM SUPPLIES</u>				
CC 3	Amazon.com	PO 747 Program Supplies - PA Programs on Demand (PAFOL)	42.65	
CC 4	Amazon.com	PO 747 Program Supplies - PA Programs on Demand (PAFOL)	44.58	
CC 5	Amazon.com	PO 776 Program Supplies - Trivia Night (SP)	77.63	
CC 7	Amazon.com	PO 753 Program Supplies - Teen Game Night (FOSL)	280.18	
CC 8	Amazon.com	PO 572 Program Supplies - STEAM Stations (SP)	50.18	
CC 9	Amazon.com	PO 729 Program Supplies - Intentional Aging (SP)	363.20	
CC 10	Amazon.com	PO 729 Program Supplies - Intentional Aging (SP)	272.40	
CC 13	Amazon.com	PO 800 Program Supplies - Teen Lit Bags (SP)	35.99	
CC 14	Amazon.com	PO 801 Program Supplies - Teen Lit Bags (SP)	39.57	
CC 15	Amazon.com	PO 802 Program Supplies - Teen Lit Bags (SP)	100.30	
CC 16	Amazon.com	PO 804 Program Supplies - Cardboard Kingdom SRP (SP)	41.32	
CC 17	Amazon.com	PO 805 Program Supplies - Cardboard Kingdom SRP (SP)	119.37	
CC 18	Amazon.com	PO 753 Program Supplies - Teen Board Games (FOSL)	16.26	
CC 19	Amazon.com	PO 802 Program Supplies - Teen Lit Bags (SP)	(16.62)	
CC 41	First Book Marketplace	PO 799 Program Supplies - Book Prize SRP (SP)	630.12	
CC 42	First Book Marketplace	PO 807 Program Supplies - Kids Book Club Books (PAFOL)	163.85	
CC 43	Forks Outfitters	PO 572 Program Supplies - STEAM Stations (SP)	9.16	
CC 44	Forks Outfitters	PO 671 Program Supplies - Take and Make Soap (SP)	7.58	
CC 46	Hurricane Coffee	PO 777 Program Supplies - Teen Virtual Escape Room (SP)	15.00	
CC 70	Pix Brix	PO 748 Program Supplies - PA Programs on Demand (PAFOL)	33.98	
CC 75	Scholastic, Inc	PO 808 Program Supplies - Book Prize SRP (SP)	52.55	
CC 94	Walmart	PO 572 Program Supplies - STEAM Stations (SP)	38.15	
CC 95	Walmart	PO 803 Program Supplies - SRP Art Supplies (SP)	3.54	
CC 96	Walmart	PO 806 Program Supplies - STEAM Station Supplies (SP)	15.88	2,436.82

Category	Claimant	Purpose	Amount	Subtotal
<u>FUEL</u>				
CC 27	Chevron	PO 752 Business Fuel - Pacifica - TS	55.33	
CC 28	Circle K	PO 733 Business Fuel - Transit Van - FAC	71.18	
CC 29	Circle K	PO 773 Business Fuel - Westy - TS	34.01	
CC 30	Circle K	PO 780 Business Fuel - Nolsy Red - FAC	44.52	
CC 37	Evergreen 76	PO 713 Business Fuel - Westy - TS	39.28	
CC 38	Evergreen 76	PO 781 Business Fuel - Westy - TS	27.70	
CC 61	Longhouse Market & Deli	PO 759 Business Fuel - FAC	26.42	
CC 62	Lower Elwha Food & Fuel	PO 750 Business Fuel - Nolsy White - FAC	41.00	
CC 73	Safeway Fuel	PO 788 Business Fuel - Chevy Van - FAC	123.46	
CC 74	Sappho Junction LLC	PO 786 Business Fuel - Nolsy White - FAC	60.89	
CC 76	Shell	PO 696 Business Fuel - Chevy Van - FAC	133.00	
CC 77	Shell	PO 718 Business Fuel - Chevy Van - FAC	135.49	
CC 78	Shell	PO 746 Business Fuel - Westy - TS	43.96	
CC 79	Shell	PO 739 Business Fuel - Nolsy Red - FAC	58.01	
CC 80	Shell	PO 698 Business Fuel - Westy - TS	32.36	
CC 81	Shell	PO 734 Business Fuel - Westy - TS	40.26	
CC 82	Shell	PO 755 Business Fuel - Westy - TS	43.27	
CC 83	Shell	PO 768 Business Fuel - Westy - TS	42.80	1,052.94
<u>MERCHANDISE FOR RESALE</u>				
CC 35	Encore Data	PO 730 Merchandise for Resale - Earbuds - NOLS	516.00	516.00
<u>COLLECTION MATERIALS</u>				
711	Amazon.com	Collection Materials	564.22	
712	Amazon.com	Collection Materials	610.23	
713	Amazon.com	Collection Materials	247.64	
719	Baker & Taylor Entertainment	Collection Materials	809.54	
720	Baker & Taylor Entertainment	Collection Materials	605.29	
721	Baker & Taylor Entertainment	Collection Materials	579.31	
722	Baker & Taylor Entertainment	Collection Materials	842.42	
723	Baker & Taylor Information	Collection Materials	1,426.31	
724	Baker & Taylor Information	Collection Materials	2,933.45	
725	Baker & Taylor Information	Collection Materials	2,292.68	
726	Baker & Taylor Information	Collection Materials	6,568.75	
727	Baker & Taylor Information	Collection Materials	3,473.40	
729	Brodart Company	Collection Materials	146.87	
731	CENGAGE Learning	Collection Materials	572.54	
732	CENGAGE Learning	Collection Materials	192.07	
733	CENGAGE Learning	Collection Materials	290.39	
734	CENGAGE Learning	Collection Materials	159.93	
735	Center Point Large Print	Collection Materials	230.70	
753	Dept. of Revenue - Use/Sales Tax	July 2022 Sales & Use Tax - EFT 948	23.64	
757	Findaway World, LLC	Collection Materials	262.43	
758	Findaway World, LLC	Collection Materials	383.45	
768	Ingram Library Services	Collection Materials	548.83	
772	Midwest Tape	Collection Materials	965.92	
773	Midwest Tape	Collection Materials	563.58	
774	Midwest Tape	Collection Materials	357.05	

Category	Claimant	Purpose	Amount	Subtotal
	775 Midwest Tape	Collection Materials	310.22	
	776 Midwest Tape	Collection Materials	423.06	
	781 OverDrive, Inc.	Collection Materials	614.59	
	782 OverDrive, Inc.	Collection Materials	515.45	
	787 Sequim Gazette	Collection Materials	140.00	
CC 91	The Business Journals	PO 760 Collection Materials - NOLS	60.00	27,713.96
<u>PROGRAMMING, PROFESSIONAL SERVICES, OTHER SERVICES AND CHARGES</u>				
	709 ADP, LLC	Payroll Services - Payroll Processing (PPE 07-30-2022) - NOLS	816.77	
	710 Alliance 2020 Inc	PO 764 Professional Services - Background Checks - NOLS	158.05	
	751 Demco, Inc.	PO 873 Technology Services - Spaces Software Annual to 9/30/2023 - NOLS	2,597.90	
	753 Dept. of Revenue - Use/Sales Tax	July 2022 Sales & Use Tax - EFT 948	30.76	
	759 First Person, Inc.	PO 833 Professional Services - Compensation Study 50% - ADM	13,750.00	
	761 Haggard & Ganson LLP	PO 762 Legal Services - Review Compensation Contract - ADM	110.00	
	762 Handwerker, Kori	C12 - Programming - SRP Teen Art Workshop (SP)	300.00	
	780 OCLC, Inc.	PO 767 Technical Services - Bibliographic Utility Subscription Thru 6-30-2023 - TS	2,615.58	
	789 Silver Kite Community Arts Consulting	PO 749 - CO2 - Programming - Community Arts Mandala Workshop (SP)	160.00	
CC 21	Assn. of Bookmobile & Outreach Svcs	PO 743 Training and Conference - ABOS Conference Fee - NOLS	89.00	
CC 23	Assn. of Bookmobile & Outreach Svcs	PO 712 Training and Conference - ABOS Registration Fee - NOLS	450.00	
CC 25	Assn. of Bookmobile & Outreach Svcs	PO 712 Training and Conference - Registration Refund -- NOLS	(100.00)	
CC 33	DialMyCalls.com	PO 822 Technology Services - Staff Emergency Contact System - NOLS	19.99	
CC 34	eFax Corporate	PO 795 Technology Services - HR Fax Line - ADM	30.99	
CC 39	Facebook	PO 842 Program Supplies - Sponsored Post SRP (SP)	23.21	
CC 40	Facebook	PO 842 Professional Services - Recruitment Ad - NOLS	20.00	
CC 63	Microsoft	PO 785 Technology Services - Microsoft Cloud Service - IT	874.56	
CC 64	Milliman Compensation	PO 756 Consulting Services - Compensation Study Data Sets - ADM	3,024.64	
CC 65	Ninja Forms	PO 784 Technology Services - Word Press Add-in - IT	99.00	
CC 67	Pay Pal	PO 740 Training and Conference - ABOS Conference Fee - NOLS	89.00	
CC 68	PayPal/PayFlow	PO 817 PayPal/Aspen Payment Testing - NOLS	4.99	
CC 69	PayPal/PayFlow	Monthly Gateway Fee	59.95	
CC 88	Stamps.com	PO 754 Technology Services - Monthly Service Fee - TS	19.57	
CC 98	Zoom	PO 827 Technology Services - Monthly Subscription - NOLS	16.30	
CC 99	Zoom	PO 828 Technology Services - Monthly Subscription - NOLS	54.40	
CC 100	Zoom	PO 821 Technology Services - Monthly Subscription - NOLS	16.30	

Category	Claimant	Purpose	Amount	Subtotal
CC 101	Zoom	PO 821 Technology Services - Monthly Subscription - NOLS	16.30	
CC 102	Zoom	PO 821 Technology Services - Monthly Subscription - NOLS	16.30	
CC 103	Zoom	PO 821 Technology Services - Monthly Subscription - NOLS	16.30	25,379.86
<u>COMMUNICATIONS</u>				
714	Angeles Communications	Communications - VOIP	903.04	
736	CenturyLink 300511187 FO	Communications - Voice - FO	89.21	
737	CenturyLink 300561130 CB	Communications - Voice - CB	80.62	
738	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	129.94	
739	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	71.65	
740	CenturyLink Bus. Svcs Acct 89564136	Communications - Data - CB	2,412.47	
741	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	270.74	
799	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03	
800	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03	
801	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	319.98	
803	WDH - Wave Business	Communication - Internet - IT	3,784.15	
CC 84	Stamps.com	PO 695 Postage - TS	250.00	
CC 85	Stamps.com	PO 704 Postage - TS	250.00	
CC 86	Stamps.com	PO 717 Postage - TS	250.00	
CC 87	Stamps.com	PO 742 Postage - TS	250.00	
CC 89	Stamps.com	PO 763 Postage - TS	250.00	
CC 90	Stamps.com	PO 774 Postage - TS	250.00	
CC 92	UPS	PO 627 Freight - TS	35.24	
CC 93	UPS	PO 728 Freight - TS	14.85	9,851.95
<u>TRAVEL</u>				
771	McGrew, Charlotte	Travel - Business - Mileage Reimbursement - SQ	13.50	
777	Miller, Shane	Travel - Business - Mileage Reimbursement - IT	73.38	
790	Sly, Emily	Travel - Business - Mileage Reimbursement - SQ	33.75	
CC 2	Allianz Travel	PO 829 Training - ARSL Conference - Travel Insurance - NOLS	47.74	
CC 31	Delta Air	PO 830 Training - ARSL Conference Flight - Per Diem - NOLS	707.20	875.57
<u>INSURANCE</u>				
756	Enduris	2022 Policy Year Insurance - (9/1/22-8/31/2023) NOLS	95,293.00	95,293.00
<u>UTILITIES</u>				
742	City of Forks	Public Utilities - FO	111.64	
743	City of Port Angeles/Orcas Avenue	Public Utilities - PA	214.25	
744	City of Port Angeles/Orcas Avenue	Public Utilities - PA	210.96	
745	City of Port Angeles/Peabody St.	Public Utilities - PA	3,853.73	
746	City of Sequim	Public Utilities - SQ	125.00	
747	Clallam County Public Works Dept.	Public Utilities - CB	56.50	
748	Clallam County PUD	Public Utilities - SQ	443.00	
749	Clallam County PUD	Public Utilities - FO	549.00	
750	Clallam County PUD	Public Utilities - SQ	777.00	
754	DM Disposal Company, Inc.	Public Utilities - PA - SQ	565.31	

Category	Claimant	Purpose	Amount	Subtotal
804	West Waste & Recycling	Public Utilities - FO - CB	50.93	6,957.32
<u>REPAIR AND MAINTENANCE</u>				
716	Angeles Pest Control	PO 872 Maintenance - Groundskeeping - Pest Control - FAC	92.48	
766	Hi-Tech Security, Inc.	PO 812 Repair and Maintenance - PA Fire Alarm Repair - FAC	84.32	
767	Hi-Tech Security, Inc.	PO 863 Repair and Maintenance - CB Fire Alarm Monitoring - Annual to 09-18-23 - FAC	417.02	
783	Pacific Office Equipment, Inc.	Copier Repair and Maintenance - All Branches	909.66	
CC 1	8th Street Car Wash	PO 769 Vehicle Maintenance - Car Wash - Westy - FAC	3.00	
CC 47	Jiffy Lube	PO 775 Vehicle Maintenance - Oil Change - Westy - FAC	116.39	1,622.87
<u>MISCELLANEOUS SERVICES</u>				
CC 22	Assn. of Bookmobile & Outreach Svcs	PO 794 Membership - ABOS Annual Membership - NOLS	135.00	
CC 24	Assn. of Bookmobile & Outreach Svcs	PO 735 Membership Dues - ABOS Membership - NOLS	45.00	180.00
<u>MACHINERY AND EQUIPMENT</u>				
760	Fleming, Matthew	CO 15 Machinery and Equipment - Bookmobile Promotional Graphics - NOLS	600.00	600.00
<u>CAPITAL CONSTRUCTION</u>				
718	Associated Earth Sciences Inc	PO 855 Capital Construction - Geotechnical Survey (SQ CPA)	29,802.60	
788	SHKS Architects	PO 820 Capital Construction - Sequim Library Renovation - Schematic Design Phase (SQ CPA)	43,839.02	73,641.62
<u>SALES TAX</u>				
753	Dept. of Revenue - Use/Sales Tax	July 2022 Sales & Use Tax - EFT 948	67.84	67.84
<u>FINES AND FEES, PATRON REFUNDS</u>				
CK 2265	NOLS Patron	Patron Refund	16.40	
CK 2266	NOLS Patron	Patron Refund	30.45	
CK 2267	NOLS Patron	Patron Refund	26.99	
CK 2268	NOLS Patron	Patron Refund	16.99	90.83
			554,082.39	554,082.39



Voucher Approval for August 2022

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 #707 through #807 are approved in the amount of \$554,082.39 this 22nd day of September 2022.

No.	Claimant	Purpose	Amount
707	NOLS Employee	HRA Reimbursement	191.22
708	ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 07-31-22) - EFT 944	203,715.15
709	ADP, LLC	Payroll Services - Payroll Processing (PPE 07-30-2022) - NOLS	816.77
710	Alliance 2020 Inc	PO 764 Professional Services - Background Checks - NOLS	158.05
711	Amazon.com	Collection Materials	564.22
712	Amazon.com	Collection Materials	610.23
713	Amazon.com	Collection Materials	247.64
714	Angeles Communications	Communications - VOIP	903.04
715	Angeles Millwork & Lumber Company	PO 845 Maintenance Supplies - Hardware for PA Bench - FAC	21.93
716	Angeles Pest Control	PO 872 Maintenance - Groundskeeping - Pest Control - FAC	92.48
717	NOLS Employee	HRA Reimbursement	587.28
718	Associated Earth Sciences Inc	PO 855 Capital Construction - Geotechnical Survey (SQ CPA)	29,802.60
719	Baker & Taylor Entertainment	Collection Materials	809.54
720	Baker & Taylor Entertainment	Collection Materials	605.29
721	Baker & Taylor Entertainment	Collection Materials	579.31
722	Baker & Taylor Entertainment	Collection Materials	842.42
723	Baker & Taylor Information	Collection Materials	1,426.31
724	Baker & Taylor Information	Collection Materials	2,933.45
725	Baker & Taylor Information	Collection Materials	2,292.68
726	Baker & Taylor Information	Collection Materials	6,568.75
727	Baker & Taylor Information	Collection Materials	3,473.40
728	NOLS Employee	HRA Reimbursement	27.18

No.	Claimant	Purpose	Amount
729	Brodart Company	Collection Materials	146.87
		PO 868 Maintenance Supplies	
730	CED Consolidated Electrical Distributors	- Light Bulbs and Ballasts - FAC	261.66
731	CENGAGE Learning	Collection Materials	572.54
732	CENGAGE Learning	Collection Materials	192.07
733	CENGAGE Learning	Collection Materials	290.39
734	CENGAGE Learning	Collection Materials	159.93
735	Center Point Large Print	Collection Materials	230.70
736	CenturyLink 300511187 FO	Communications - Voice - FO	89.21
737	CenturyLink 300561130 CB	Communications - Voice - CB	80.62
738	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	129.94
739	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	71.65
740	CenturyLink Bus. Svcs Acct 89564136	Communications - Data - CB	2,412.47
741	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	270.74
742	City of Forks	Public Utilities - FO	111.64
743	City of Port Angeles/Orcas Avenue	Public Utilities - PA	214.25
744	City of Port Angeles/Orcas Avenue	Public Utilities - PA	210.96
745	City of Port Angeles/Peabody St.	Public Utilities - PA	3,853.73
746	City of Sequim	Public Utilities - SQ	125.00
747	Clallam County Public Works Dept.	Public Utilities - CB	56.50
748	Clallam County PUD	Public Utilities - SQ	443.00
749	Clallam County PUD	Public Utilities - FO	549.00
750	Clallam County PUD	Public Utilities - SQ	777.00
		PO 873 Technology Services	
751	Demco, Inc.	- Spaces Software Annual to 9/30/2023 - NOLS	2,597.90
752	Dept. of Retirement Systems	PERS and DCP (PPE 07-31-22) - EFT 945	42,032.48
753	Dept. of Revenue - Use/Sales Tax	July 2022 Sales & Use Tax - EFT 948	122.24
754	DM Disposal Company, Inc.	Public Utilities - PA - SQ	565.31
755	NOLS Employee	HRA Reimbursement	1,375.00
756	Enduris	2022 Policy Year Insurance - (9/1/22-8/31/2023) NOLS	95,293.00
757	Findaway World, LLC	Collection Materials	262.43
758	Findaway World, LLC	Collection Materials	383.45
		PO 833 Professional Services	
759	First Person, Inc.	- Compensation Study 50% - ADM	13,750.00
		CO 15 Machinery and Equipment	
760	Fleming, Matthew	- Bookmobile Promotional Graphics - NOLS	600.00
		PO 762 Legal Services	
761	Haggard & Ganson LLP	- Review Compensation Contract - ADM	110.00
762	Handwerker, Kori	C12 - Programming - SRP Teen Art Workshop (SP)	300.00
763	Hartford Retirement Plan Solutions	MMDCP 08-2022 (PPE 07-31-22) - EFT 946	450.00
764	Health Care Authority	HCA 08-2022 (PPE 07-31-22)	40,394.74
765	HealthEquity	HSA ER Contribution - August 2022	697.90
		PO 812 Repair and Maintenance	
766	Hi-Tech Security, Inc.	- PA Fire Alarm Repair - FAC	84.32

No.	Claimant	Purpose	Amount
767	Hi-Tech Security, Inc.	PO 863 Repair and Maintenance - CB Fire Alarm Monitoring - Annual to 09-18-23 - FAC	417.02
768	Ingram Library Services	Collection Materials	548.83
769	KCDA Purchasing Cooperative	PO 810 Maintenance Supplies - Cleaning Supplies - FAC	969.75
770	NOLS Employee	HRA Reimbursement	785.12
771	McGrew, Charlotte	Travel - Business - Mileage Reimbursement - SQ	13.50
772	Midwest Tape	Collection Materials	965.92
773	Midwest Tape	Collection Materials	563.58
774	Midwest Tape	Collection Materials	357.05
775	Midwest Tape	Collection Materials	310.22
776	Midwest Tape	Collection Materials	423.06
777	Miller, Shane	Travel - Business - Mileage Reimbursement - IT	73.38
778	North Olympic Library System	August 2022 Revolving Fund Reimbursement (* Detail Below)	90.83
779	NOLS Employee	HRA Reimbursement	1,750.00
780	OCLC, Inc.	PO 767 Technical Services - Bibliographic Utility Subscription Thru 6-30-2023 - TS	2,615.58
781	OverDrive, Inc.	Collection Materials	614.59
782	OverDrive, Inc.	Collection Materials	515.45
783	Pacific Office Equipment, Inc.	Copier Repair and Maintenance - All Branches PO 761 Toner and Ink - SQ	1,133.12
784	NOLS Employee	HRA Reimbursement	686.98
785	Quill Corporation	PO 736 Office Supplies - Book Tape - SQ	89.65
786	Quill Corporation	PO 831 Office Supplies - Coffee (Coffee Fund) - ADM	54.14
787	Sequim Gazette	Collection Materials	140.00
788	SHKS Architects	PO 820 Capital Construction - Sequim Library Renovation - Schematic Design Phase (SQ CPA)	43,839.02
789	Silver Kite Community Arts Consulting	PO 749 - CO2 - Programming - Community Arts Mandala Workshop (SP)	160.00
790	Sly, Emily	Travel - Business - Mileage Reimbursement - SQ	33.75
791	NOLS Employee	HRA Reimbursement	207.70
792	Swains General Store, Inc.	PO 778 Maintenance Supplies - Cleaning Supplies - FAC	52.03
793	Swains General Store, Inc.	PO 846 Maintenance Supplies - Cleaning Supplies - FAC	157.16
794	Swains General Store, Inc.	PO 853 Maintenance Supplies - Pest Control - FAC	10.81
795	True Value	PO 823 Maintenance Supplies - FO Painting Supplies - FAC	55.13
796	NOLS Employee	HRA Reimbursement	98.14
797	United Way of Clallam County	United Way Donations (PPE 07-31-22)	135.00
798	US Bank	Credit Card Services - July 2022 (* Detail Below)	14,332.75
799	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
800	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
801	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	319.98
802	WCIF	Vision/Life/EAP Premiums 08-2022 (PPE 07-31-22)	1,360.66
803	WDH - Wave Business	Communication - Internet - IT	3,784.15
804	West Waste & Recycling	Public Utilities - FO - CB	50.93
805	NOLS Employee	HRA Reimbursement	375.62

No.	Claimant	Purpose	Amount
806	WSCCCE - WPAS, Inc	Dental Premiums (PPE 07-31-22) - September Coverage	6,195.56
807	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues 08-2022 (PPE 07-31-22)	2,018.59
			554,082.39

*** Detail - NOLS Revolving Fund Account -- Voucher #778**

2265	NOLS Patron	Patron Refund	16.40
2266	NOLS Patron	Patron Refund	30.45
2267	NOLS Patron	Patron Refund	26.99
2268	NOLS Patron	Patron Refund	16.99
			90.83

*** Detail - NOLS US Bank Credit Card Purchases -- Voucher #798**

1	8th Street Car Wash	PO 769 Vehicle Maintenance - Car Wash - Westy - FAC	3.00
2	Allianz Travel	PO 829 Training - ARSL Conference - Travel Insurance - NOLS	47.74
3	Amazon.com	PO 747 Program Supplies - PA Programs on Demand (PAFOL)	42.65
4	Amazon.com	PO 747 Program Supplies - PA Programs on Demand (PAFOL)	44.58
5	Amazon.com	PO 776 Program Supplies - Trivia Night (SP)	77.63
6	Amazon.com	PO 757 Office Supplies - Files and Notepads - ADM	89.00
7	Amazon.com	PO 753 Program Supplies - Teen Game Night (FOSL)	280.18
8	Amazon.com	PO 572 Program Supplies - STEAM Stations (SP)	50.18
9	Amazon.com	PO 729 Program Supplies - Intentional Aging (SP)	363.20
10	Amazon.com	PO 729 Program Supplies - Intentional Aging (SP)	272.40
11	Amazon.com	PO 723 Toner and Ink - PA	537.94
12	Amazon.com	PO 751 Toner and Ink - PA	176.67
13	Amazon.com	PO 800 Program Supplies - Teen Lit Bags (SP)	35.99
14	Amazon.com	PO 801 Program Supplies - Teen Lit Bags (SP)	39.57
15	Amazon.com	PO 802 Program Supplies - Teen Lit Bags (SP)	100.30
16	Amazon.com	PO 804 Program Supplies - Cardboard Kingdom SRP (SP)	41.32
17	Amazon.com	PO 805 Program Supplies - Cardboard Kingdom SRP (SP)	119.37
18	Amazon.com	PO 753 Program Supplies - Teen Board Games (FOSL)	16.26
19	Amazon.com	PO 802 Program Supplies - Teen Lit Bags (SP)	(16.62)
20	Angel Crest Gardens	PO 787 Maintenance Supplies - Flower Baskets PA and CB - FAC	410.00
21	Assn. of Bookmobile & Outreach Svcs	PO 743 Training and Conference - ABOS Conference Fee - NOLS	89.00
22	Assn. of Bookmobile & Outreach Svcs	PO 794 Membership - ABOS Annual Membership - NOLS	135.00
23	Assn. of Bookmobile & Outreach Svcs	PO 712 Training and Conference - ABOS Registration Fee - NOLS	450.00
24	Assn. of Bookmobile & Outreach Svcs	PO 735 Membership Dues - ABOS Membership - NOLS	45.00

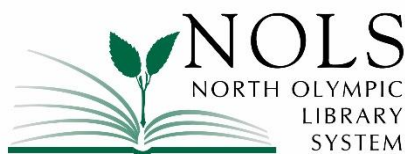
No.	Claimant	Purpose	Amount
25	Assn. of Bookmobile & Outreach Svcs	PO 712 Training and Conference - Registration Refund -- NOLS	(100.00)
26	CCI Solutions	PO 451 Office Supplies - Processing Supplies - Media Cases - TS	246.62
27	Chevron	PO 752 Business Fuel - Pacifica - TS	55.33
28	Circle K	PO 733 Business Fuel - Transit Van - FAC	71.18
29	Circle K	PO 773 Business Fuel - Westy - TS	34.01
30	Circle K	PO 780 Business Fuel - Nolsy Red - FAC	44.52
31	Delta Air	PO 830 Training - ARSL Conference Flight - Per Diem - NOLS	707.20
32	Demco, Inc.	PO 452 Office Supplies - Processing Supplies - Tape - TS	82.93
33	DialMyCalls.com	PO 822 Technology Services - Staff Emergency Contact System - NOLS	19.99
34	eFax Corporate	PO 795 Technology Services - HR Fax Line - ADM	30.99
35	Encore Data	PO 730 Merchandise for Resale - Earbuds - NOLS	516.00
36	eReplacement Parts	PO 716 Maintenance Supplies - Mower Bag and Frame - FAC	147.37
37	Evergreen 76	PO 713 Business Fuel - Westy - TS	39.28
38	Evergreen 76	PO 781 Business Fuel - Westy - TS	27.70
39	Facebook	PO 842 Program Supplies - Sponsored Post SRP (SP)	23.21
40	Facebook	PO 842 Professional Services - Recruitment Ad - NOLS	20.00
41	First Book Marketplace	PO 799 Program Supplies - Book Prize SRP (SP)	630.12
42	First Book Marketplace	PO 807 Program Supplies - Kids Book Club Books (PAFOL)	163.85
43	Forks Outfitters	PO 572 Program Supplies - STEAM Stations (SP)	9.16
44	Forks Outfitters	PO 671 Program Supplies - Take and Make Soap (SP)	7.58
45	Home Depot	PO 837 Maintenance Supplies - Ear Plugs - FAC	13.58
46	Hurricane Coffee	PO 777 Program Supplies - Teen Virtual Escape Room (SP)	15.00
47	Jiffy Lube	PO 775 Vehicle Maintenance - Oil Change - Westy - FAC	116.39
48	KCDA Purchasing Cooperative	PO 455 Office Supplies - Processing Supplies - TS	192.24
49	KCDA Purchasing Cooperative	PO 772 Office Supplies - Processing Supplies - Folders - TS	82.73
50	KCDA Purchasing Cooperative	PO 674 Office Supplies - Tape and Notebooks - PA	22.53
51	KCDA Purchasing Cooperative	PO 674 Copy Paper Supplies - PA	51.67
52	KCDA Purchasing Cooperative	PO 722 Office Supplies - Spiral Notebooks - PA	7.88
53	KCDA Purchasing Cooperative	PO 741 Office Supplies - Book Tape - PA	9.04
54	KCDA Purchasing Cooperative	PO 741 Copy Paper Supplies - PA	65.02
55	KCDA Purchasing Cooperative	PO 674 Office Supplies - Notebooks - PA	(7.88)
56	KCDA Purchasing Cooperative	PO 758 Index Paper Supplies - PA	48.02
57	KCDA Purchasing Cooperative	PO 765 Copy Paper Supplies - PA	51.64
58	KCDA Purchasing Cooperative	PO 765 Office Supplies - Dry Erase Markers - PA	2.65
59	Labels Direct, Inc.	PO 655 Office Supplies - Labels - TS	132.00
60	LabelValue.com	PO 825 Office Supplies - Spine Labels - SQ	62.55
61	Longhouse Market & Deli	PO 759 Business Fuel - FAC	26.42
62	Lower Elwha Food & Fuel	PO 750 Business Fuel - Nolsy White - FAC	41.00

No.	Claimant	Purpose	Amount
63	Microsoft	PO 785 Technology Services - Microsoft Cloud Service - IT	874.56
64	Milliman Compensation	PO 756 Consulting Services - Compensation Study Data Sets - ADM	3,024.64
65	Ninja Forms	PO 784 Technology Services - Word Press Add-in - IT	99.00
66	Office Depot	PO 824 Copy Paper Supplies - SQ	192.63
67	Pay Pal	PO 740 Training and Conference - ABOS Conference Fee - NOLS	89.00
68	PayPal/PayFlow	PO 817 PayPal/Aspen Payment Testing - NOLS	4.99
69	PayPal/PayFlow	Monthly Gateway Fee	59.95
70	Pix Brix	PO 748 Program Supplies - PA Programs on Demand (PAFOL)	33.98
71	Quill Corporation	PO 656 Office Supplies - Processing Supplies - TS	65.04
72	Safeway	PO 766 Office Supplies - Ziploc Bags - PA	9.11
73	Safeway Fuel	PO 788 Business Fuel - Chevy Van - FAC	123.46
74	Sappho Junction LLC	PO 786 Business Fuel - Nolsy White - FAC	60.89
75	Scholastic, Inc	PO 808 Program Supplies - Book Prize SRP (SP)	52.55
76	Shell	PO 696 Business Fuel - Chevy Van - FAC	133.00
77	Shell	PO 718 Business Fuel - Chevy Van - FAC	135.49
78	Shell	PO 746 Business Fuel - Westy - TS	43.96
79	Shell	PO 739 Business Fuel - Nolsy Red - FAC	58.01
80	Shell	PO 698 Business Fuel - Westy - TS	32.36
81	Shell	PO 734 Business Fuel - Westy - TS	40.26
82	Shell	PO 755 Business Fuel - Westy - TS	43.27
83	Shell	PO 768 Business Fuel - Westy - TS	42.80
84	Stamps.com	PO 695 Postage - TS	250.00
85	Stamps.com	PO 704 Postage - TS	250.00
86	Stamps.com	PO 717 Postage - TS	250.00
87	Stamps.com	PO 742 Postage - TS	250.00
88	Stamps.com	PO 754 Technology Services - Monthly Service Fee - TS	19.57
89	Stamps.com	PO 763 Postage - TS	250.00
90	Stamps.com	PO 774 Postage - TS	250.00
91	The Business Journals	PO 760 Collection Materials - NOLS	60.00
92	UPS	PO 627 Freight - TS	35.24
93	UPS	PO 728 Freight - TS	14.85
94	Walmart	PO 572 Program Supplies - STEAM Stations (SP)	38.15
95	Walmart	PO 803 Program Supplies - SRP Art Supplies (SP)	3.54
96	Walmart	PO 806 Program Supplies - STEAM Station Supplies (SP)	15.88
97	WellBefore	PO 796 Office Supplies - Staff Masks - NOLS	130.79
98	Zoom	PO 827 Technology Services - Monthly Subscription - NOLS	16.30
99	Zoom	PO 828 Technology Services - Monthly Subscription - NOLS	54.40
100	Zoom	PO 821 Technology Services - Monthly Subscription - NOLS	16.30

No.	Claimant	Purpose	Amount
101	Zoom	PO 821 Technology Services - Monthly Subscription - NOLS	16.30
102	Zoom	PO 821 Technology Services - Monthly Subscription - NOLS	16.30
103	Zoom	PO 821 Technology Services - Monthly Subscription - NOLS	16.30
			14,332.75

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

EFT 944	ADP Tax/Financial Services	Net Payroll and Taxes (PPE 07-31-22)	203,715.15
EFT 945	Dept. of Retirement Systems	PERS and DCP Retirement (PPE 07-31-22)	42,032.48
EFT 946	Hartford Retirement Plan Solutions	MMDCP (PPE 07-31-22)	450.00
			246,197.63



Staff Report

Meeting Date: September 22, 2022
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Approval of MOU with United Way of Clallam County to Provide Financial Aid Outreach

Attachments: Draft MOU with United Way of Clallam County

Topic/Issue: Approval of a memorandum of understanding between the North Olympic Library System and United Way of Clallam County to Provide Financial Aid Outreach

Background: As of 2022, Washington State ranked 48th in FAFSA completion by high school seniors, with only 38.2% of graduating seniors completing the FAFSA. Financial Aid application is a major indicator of whether or not students end up in higher education, and Washington State would like to see these numbers improve. Students who go into higher education are more likely to end up in jobs that move them beyond minimum wage, be involved in their communities, live healthier lives, and more. In an effort to assist in bettering Financial Aid completion rates, [House Bill 1835](#) was signed into law on March 30, 2022.

As a part of this bill, the Washington State Library has been tasked with administering a grant pilot program to public libraries located within educational service districts that are in the bottom two for free application for federal student aid completion rates. Libraries will be required to use the funds to partner with community-based organizations including, where appropriate, organizations with proven track records of working with historically underrepresented populations, to increase free application for federal student aid and Washington application for state financial aid completion.

All public and tribal libraries in the two educational service districts (114 and 123) will be [allotted funds based on population](#), with \$5,000 being the minimum amount awarded. The North Olympic Library System was allotted \$41,000 to complete the pilot program.

Discussion: As part of House Bill 1835, Peninsula College has also received funding to help improve FAFSA completion rates. The community-based organization Peninsula College will be working with is United Way of Clallam County. After discussions with United Way of Clallam County and Peninsula College, it has been agreed that it would be most efficient for NOLS to pass funds awarded through the grant pilot program on to United Way of Clallam County. Collaborating on this effort and having Peninsula College and United Way of Clallam County lead the planning and implementation resolves capacity issues that would have prevented NOLS

from participating in the grant program otherwise. Due to current workloads, NOLS could not take a lead on this project.

United Way of Clallam County will hire an employee to offer financial aid outreach services and coordinate closely with Peninsula College. In addition to passing on grant funding to support this effort, NOLS will help market activities and provide temporary space as needed for the hired employee or planned events.

The pilot grant program is set to begin fall 2022 and run through summer 2023.

The United Way of Clallam County's Board has approved this MOU.

Policy Considerations: [NOLS Policy 5.12](#) governs Library partnerships. [NOLS Policy 5.15](#) states that the Executive Director or designee will create and maintain designated Grants and Donations funds as necessary to accurately control and account for funds received as grants and donations. Board authorization is not required for establishing grants and donations funds.

Fiscal Considerations: The North Olympic Library System will retain \$4,100 (10%) of the grant funding to cover administrative costs and staff time coordinating the implementation of program activities.

United Way of Clallam County will invoice NOLS monthly through June 2023 for up to \$36,900 total. NOLS will receive grant funds from the Washington State Library to cover those expenses.

Recommendation/Alternatives for Consideration: That the Library Board approve the MOU with United Way of Clallam County to Provide Financial Aid Outreach.

DRAFT

Memorandum of Understanding Between North Olympic Library System & United Way of Clallam County

In support of Increasing College Access through Increasing Financial Aid Application (FAFSA and WASFA) Completion

This Memorandum of Understanding (MOU) is entered into by and between North Olympic Library System (NOLS) and United Way of Clallam County on the effective date specified as of the last signature below. The purpose of the MOU is to increase college-going through an increase in financial aid awareness and financial aid application completion in Clallam County. The parties enter into this MOU in a spirit of collaboration and recognize the mutual benefits of working together in their shared communities to increase completion of college credentials that lead to family-wage careers.

PURPOSE AND SCOPE OF WORK

The specific purpose of this collaborative effort is to increase financial aid application completion by learners-from high school students to other adults pursuing postsecondary education, in the geographical areas served by the Peninsula College service district. United Way of Clallam County will use contracted funds to perform community-based outreach to high school students and their families, community members, and other organizations in the community that share the goal of creating and increasing college-going culture. Outreach can involve participation in events, hosting events, informational and promotional activities in various media and public settings, and related activities. NOLS will perform a support role, providing work and meeting spaces, technology, and marketing support, especially to reach Spanish-speaking communities, as needed.

CONTRACT MANAGERS

North Olympic Library System
2210 S Peabody Street, Port Angeles, WA 98362
Noah Glaude
Executive Director
nglaude@nols.org
360-417-8500 x7717

United Way of Clallam County
PO Box 937, Port Angeles, WA 98362
Christy Smith
Chief Executive Officer
christy@unitedwayclallam.org
360-457-3011

CONTRACT DELIVERABLES

Between September 1, 2022 and June 30, 2023:

1. Beginning of fall quarter 2022, United Way of Clallam County staff will assess existing competency of assigned staff in providing financial aid support. Staff missing any key competency will complete short-term training in financial aid basics and financial aid application navigation, through the Aim Higher Washington training series offered by the Washington Student Achievement Council (WSAC) or equivalent training. At least one NOLS employee will also complete the training.
2. United Way of Clallam County will conduct a minimum of 12 community-based financial aid workshops with a minimum of 4 in each academic quarter (fall, winter, and spring); events will be promoted locally in service area via multiple sources at least 15 days in advance; expected length for each workshop is approximately 1 hour; documentation of the event, including number of participants, will be provided back to NOLS quarterly.
3. The schedule for each quarter will be submitted to Noah Glaude (nglaude@nols.org) at NOLS for review and approval by 30 days before publicizing the events is due to begin. The workshop schedule will align with the Peninsula College FAFSA deadlines as outlined at www.pencol.edu/financial/apply-for-aid.
4. United Way of Clallam County will provide weekly, online, or drop-in follow up session after each workshop to answer questions and troubleshoot issues for event participants; documentation of the session, including number of participants, will be provided back to NOLS quarterly.
5. Workshops and online sessions will be open to all interested participants; eligible students may also attend additional Peninsula College programming being offered in collaboration with United Way of Clallam County's events: supports include connection to community resources, career and program exploration, paying for school (financial aid, scholarships), support navigating campus enrollment processes, and additional, individualized support as needed.
6. Partner organizations for potential workshop sites may include, but not be limited to:
 - i. Peninsula College
 - ii. Peninsula College programs such as HS21+, Transitional Studies, Upward Bound
 - iii. The Six Tribes located on the Olympic Peninsula
 - iv. High schools in the Peninsula College Service District

United Way of Clallam County and NOLS will collaborate regularly by sharing information about potential outreach opportunities and participating jointly in events when possible in the Service District, and at NOLS branches (Clallam Bay, Forks, Port Angeles, Sequim).

7. United Way of Clallam County agrees to follow rules for allowable expenditures of state funds. Some examples of allowable expenditures of state funds provided in this proviso are:

- Staffing costs at United Way of Clallam County
- Training costs for United Way of Clallam County staff
- Computers, smart devices, internet access

- Promotion of activities and publication materials
- Translation services

These examples are not intended to be a complete list. NOLS can provide more information for determining allowable expenditures, if needed.

8. Either party may terminate this agreement with 60 days written notice.

COMPENSATION AND PAYMENT

United Way agrees to submit monthly invoices to NOLS with reporting on the contract deliverables stated above. The first invoice will be received by NOLS no later than October 15, 2022, and monthly after that, for nine months (divided equally over the 9 months). The payments will be due upon receipt. Advance payment cannot be made.

Total billable compensation payable to CONTRACTOR for satisfactory performance of all project work under the period of performance shall not exceed \$36,900.

Payment may be modified if deliverables outlined did not meet their minimum requirements in the previous quarter.

ASSURANCES

United Way of Clallam County agrees to comply with applicable federal, state, and local requirements, Statement of Work, and contract terms above.

IN WITNESS WHEREOF, the parties have executed this Agreement.

North Olympic Library System

United Way of Clallam County

Name: Noah Glaude

Name: Christy Smith

Title: Executive Director

Title: Chief Executive Officer

Signature:

Signature:

Date:

Date:



Staff Report

Meeting Date: September 22, 2022
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Approval of Revisions to Policy 4.2
Attachments: Draft of revised Policy 4.2
Clallam County Administrative Services Fee Schedule

Topic/Issue: Approval of revisions to Policy 4.2: Fees and Charges.

Discussion: Several changes are proposed to Policy 4.1 that reflect recent changes in prices, services and the availability of products.

- In 2019, the “Collection Fee” was renamed to the more appropriate title of “Material Recovery Fee” in [Policy 3.5](#) and Library software, but was missed in Policy 4.2. The proposed revision corrects that.
- In 2021, Clallam County, who processes checks for NOLS, changed its returned check fee. The proposed revision aligns the Library’s returned check fee with the County’s - \$40.00 or the face value of the check, whichever is less.
- In 2022, NOLS changed the software patrons use to access the library catalog and patron accounts. That software, Aspen, does not allow a patron transaction fee to be collected when fine and fee payments are made online.
- In 2019, NOLS waived all overdue fines and stopped charging any new overdue fines (replacement and damage fees continue to be charged). Since there are no longer \$0.20/day overdue fines, it’s very unlikely that a patron will incur a fee less than the \$0.49 transaction fee charged to NOLS.
- The cost of merchandise NOLS provides for library patrons to purchase has been adjusted to better reflect current costs. NOLS is able to acquire earbuds in bulk for about \$1.29 per earbud, and USB drives for about \$2.93.

In 2018, the notecard packets were broken up and sold individually instead of in packs of 4. That change was never documented in policy.

Chico bags and NOLS stickers are removed from the list because they are no longer available and alternatives will be researched in the future.

The financial implications of eliminating online payment fees are discussed below.

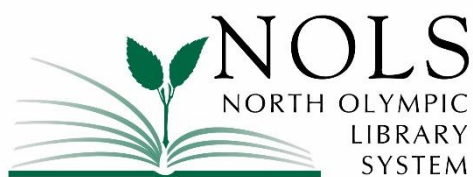
Policy Considerations: These policy revisions were reviewed by library staff. The Board's Policy Committee has reviewed and approved the revisions.

Fiscal Considerations: Before NOLS implemented online fines and fees payments through its new catalog system, Aspen, it switch the software used to process the payments. Previously, NOLS was using PayPal ProFlow, which cost \$60/month. NOLS is now using PayPal and getting charged \$0.49 per online payment and they keep 3.49% of the payment.

Based on the number of online payments between April 2021 (after NOLS started offering in-library service after only offering curbside service) and April 2022 (before online payments temporarily stopped working), there were \$5,098.33 in online payments. With PayPal's 3.49% charge, that would have only cost NOLS \$126.95. There were 90 transaction fees in that same period, so even if NOLS was recovering the transaction fee, the \$45 those fees would have brought in during the year would not have been worth it when compared to the paying \$720/year NOLS was paying for the PayPal ProFlow account. With the payment processor and fee setup, NOLS will be saving money, even though it's not recovering the \$0.49 transaction fee.

Regarding the merchandise fee revisions, RCW 27.12.270 ensures free use of libraries in Washington State, so NOLS only charges the cost of merchandise plus a very small administrative fee – the Library does not profit from merchandise fees.

Recommended Action: That the Board approve revisions to Policy 4.2 as presented.



Policy 4.2

Fees and Charges Schedule

Adopted by Library Board of Trustees: 8/26/2010

Revised: 4/26/2012; 11/25/2013; 8/28/2014; 11/20/2014;

02/26/2015; 11/19/2015; 1/27/2016; 06/23/16;

07/28/16; 11/22/16; 10/26/2017; 02/28/2019; 08/22/2019; 12/14/2020

DRAFT

Fees and Charges Schedule

The North Olympic Library System has established and adopted the following fees and charges.

The [Executive Library](#) Director has the authority to adjust the fees and charges listed in this schedule on a case-by-case basis.

Borrower's Fees

(covered in detail in NOLS Policy 3.1-3.5)

Paid subscriber borrower's card fee

(See NOLS Policy 3.1.3.)

\$60.00 per year, \$30.00 per 6 months

Fees for lost and damaged items (See NOLS Policy 3.5.)

Actual replacement costs will be charged for items when such costs are available. When actual costs are not available, default charges will be assessed as follows:

Audiobook	\$60.00
Audiobook Case	\$4.00
Barcode	\$1.00
Book (hardback)	\$27.00
Book (paperback)	\$15.00
Book discussion kit	\$100.00
Book discussion kit tote	\$10.00
Carousel slide tray	\$15.00
CD	\$15.00
CD case	\$1.00
Digital projector	\$600.00
DVD	\$25.00
DVD case	\$3.00
External USB floppy drive	\$15.00
Laptop	\$650.00
Magazine	\$5.00
Maps	\$15.00
Media card reader	\$15.00
Media player (Playaway)	\$80.00
Media player case	\$5.00

Microfilm/slide/album/oral history tape	\$50.00
Mylar book jacket cover	\$2.00
Opaque projector	\$200.00
Pamphlet or liner note	\$2.00
Projection screen	\$100.00
Slide projector	\$200.00
Padded case	\$20.00

Restocking Fee \$5.00

If a patron provides a replacement for a lost or damaged item, a restocking fee will be added to the account, to cover expenses associated with updating the database of holdings, physical processing, and other required handling of the replacement item.

Collection Material Recovery Fee \$10.00

Accounts that are referred to a materials recovery agency pursuant to policy 3.5.3, will be assessed a non-refundable \$10 service charge.

Non-sufficient Funds / Returned Check Fee ~~\$25~~40.00 or the face value of the check, whichever is less

A non-refundable fee will be added to an account when a check that was used to pay for other Library fees and charges is returned due to non-sufficient funds.

Rental Fees for Facilities and Equipment

Meeting room rental fees (See NOLS Policy 4.9 for criteria for free use)

Room	Capacity	2 hours	4 hours	All day
PA Carver Room	95 seated, 200 standing	\$50	\$100	\$200
PA Carver Room North	45 seated, 95 standing	\$25	\$50	\$100
PA Carver Room South	45 seated, 95 standing	\$25	\$50	\$100
PA Coffey Room	12 seated	\$10	\$20	\$40
PA study rooms	2 seated	\$2.50	\$5	\$10
SQ full room	40 seated	\$25	\$50	\$100
SQ meeting room – south side	25 seated	\$12.50	\$25	\$50
SQ meeting room – north side	12 seated	\$2.50	\$5	\$10
FO meeting room	35 seated	\$12.50	\$25	\$50
FO conference room	7 seated	\$2.50	\$5	\$10
CB meeting room	25	\$12.50	\$25	\$50
In addition to rental fees, a cleaning and/or key deposit may be required.				

Rental of other Library spaces for special events, held when the Library is closed, will be considered by the [Library Executive Director](#) or [Public Services Director](#) on a case-by-case basis.

Fees for Services

~~Online payments~~

Per transaction fee	\$0.50
Minimum payment	\$2.00

Faxes

Fax – Sent	\$1.00 per fax
Fax – Received	\$0.10 per page

Photocopies and Computer Printing

Patrons with a Full Service or Limited Service account are given \$2.50 in free printing each week (Monday through Sunday). This allowance does not cumulate or roll over. Fees for printing beyond the free limit, and for users without a library card, are:

Black and white – One sided	\$0.10 per page
Black and white – Two sided	\$0.15 per page
Color – One sided	\$0.20 per page
Color – Two sided	\$0.25 per page

Public Records Request Costs and Charges *(covered in detail in NOLS Policy 5.14)*

Charges for Sale of Merchandise

For the convenience of library customers and/or to help raise community awareness of the library, NOLS makes the following items available for purchase. Merchandise prices are set to recover original purchases costs, sales tax and associated overhead costs; NOLS does not make a profit on the sale of merchandise.

Merchandise Price List

AAA battery	\$0.50	
Earbuds	\$21.50	
Flash drive	\$53.00	
NOLS branded pint glass	\$6.00	
NOLS sticker (4"x6")	\$1.50	
NOLS Notecard packets		\$61.50
Chico bag	\$7.00	
Canvas tote	\$12.50	

All prices include sales tax

Refunds of Borrower's Fees and Printing Deposit Funds

Credits on borrowers' accounts and funds deposited into print accounts will be held for three years. If an account with a positive balance is inactive for three years, the balance will be removed from the account to the Library's unclaimed property account and reported to the Washington State Department of Revenue as unclaimed property. Account balances held for five years will be deposited to the Library's general fund as a donation to the North Olympic Library System.

Write-Off of Bad Debts

The Library will write-off past due account balances that are no longer deemed collectable.

Patron accounts with a past due balance of fifty dollars (\$50.00) or more for twenty-one (21) days or more are sent to collections per Policy 3.5.3.

Patron accounts that have been expired for seven (7) years and have past due balances will be written off as bad debt. The fees on these accounts have been billed to patrons, remain unpaid, and therefore, are deemed uncollectable.

The Library operates on a cash basis accounting method as directed by the Washington State Auditor's Office. Outstanding patron account balances are not reflected on the Library's balance sheet as an asset but are tracked in the Library's integrated library system (ILS).

ADMINISTRATIVE SERVICES FEE SCHEDULE 111-A
EFFECTIVE 2021

SERVICE	FEE	REFERENCE
Returned check (NSF)	\$40 or the face value of the check, whichever is less	RCW 62A.3-515 (a)



Staff Report

Meeting Date: September 22, 2022
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Approval of Revisions to Policy 5.6: Credit Cards
Attachments: Draft of revised Policy 5.6

Topic/Issue: Approval of revisions to Policy 5.6: Credit Cards.

Discussion: NOLS currently has an \$80,000 credit limit with US Bank. That credit limit is divided among individual employees based on need and is approved by the Executive Director. Most employees have a credit limit ranging from \$500 to \$2,500. Credit limits are frequently adjusted temporarily to accommodate special projects or conference travel.

The primary revision to the policy gives the Public Services Director, who supervises the Branch Managers, a majority of NOLS' Librarians and Community Outreach Specialist, the authority to approve credit cards for staff and adjust credit limits as needed. This proposed revision will improve operational workflows and provide some redundancy in cases when the Executive Director is unavailable.

A few minor additional adjustments have been made to the policy to ensure it accurately reflects current practices, positions and information.

Policy considerations: These policy provisions were proposed by Executive Director, reviewed by staff, and the Board's Policy Committee has reviewed and approved the revisions.

Fiscal considerations: No fiscal impacts are anticipated.

Recommended Action: The Board approve revisions to Policy 5.6 as presented.



Policy 5.6

Credit Cards

Adopted by Library Board of Trustees
10/22/09; 3/27/14; 12/14/2020

DRAFT

The North Olympic Library System's One Card program has been established to provide a convenient, efficient means to purchase commodities from vendors and reduce costs associated with the purchasing process. NOLS has opted to use the US Bank procurement card (One Card) program offered on Washington State Contract No 03907. This program is the only procurement (credit) card authorized for NOLS use unless otherwise authorized by the [Library Executive](#) Director.

The One Card program is a commercial credit card account that offers a number of unique controls that do not exist in a traditional credit card environment. These controls ensure that the cards are used only for specific purchases and within specific monthly dollar limits. In addition, verification of all charges on each month's bill by each cardholder and by the [Library Executive](#) Director or their designee is required before the bill is submitted for payment.

The program is designed to empower authorized employees to purchase items needed for Library business and for travel, and is an enhancement to the purchasing process and a delegation of the purchasing authority.

The Administration Department is responsible for the management and oversight of the program and ensures that all Library employees follow all State and local laws, rules and policies relating to the purchasing function. Each branch manager and department head is responsible for the management of One Card accounts in their department so as to insure that One Cards are used responsibly and in accordance with NOLS policy.

One Card ~~Use to be used for business purposes only~~

The One Card is to be used only for Library business transactions and must not be used for personal purchases. Failure to comply with this restriction will result in revocation of the cardholder's One Card and may result in disciplinary action and/or criminal prosecution.

Authorized Users

Only regular full time and part time employees of the North Olympic Library System may be issued a One Card. If a cardholder's name appears on the card, only that person is authorized to use that card. Employees are not permitted to allow anyone other than the cardholder to use a card to make purchases. All authorized One Card users will be required to sign a statement verifying that they have been provided this policy.

One Card ~~purchases subject to purchasing~~ Laws and Policies

The One Card does not replace requirements to comply with existing State, local and Library laws, regulations, policies and procedures regarding purchasing and/or travel.

Transaction Limits

The monthly maximum credit limit on any single One Card is \$10,000 (ten thousand dollars).

The ~~Library-Executive~~ Director and Public Services Director will set the single transaction limit and monthly transaction limit. In no case will either limit exceed \$10,000. One Card users are specifically prohibited from splitting transactions into multiple charges to circumvent transaction limits.

One Card users must be aware that the monthly transaction limit is a function of the billing cycle of the One Card and is not necessarily the same as a calendar month. If a card is “maxed out”, new credit will become available only in the normal processing cycle in which the monthly bill is received, reconciled, approved and paid. Each purchase may be comprised of multiple items, but the total cannot exceed the transaction limit assigned to the One Card.

Obtaining a One Card

Employees holding One Cards must be preauthorized by the ~~Library-Executive~~ Director or Public Services Director. Authorized employees must complete a One Card Application Form. Cardholders must sign a Cardholder Agreement Form when they obtain their new card. Agreements are maintained by the Administration Department.

Appearance of Card

All One Cards issued will have “North Olympic Library System” embossed on the second line of the card. The first line will reflect the cardholder’s name.

Authorized Card Use

One Cards may be used at any vendor that accepts VISA credit cards. Cardholders must comply with NOLS’ purchasing and travel policies and procedures when using the One Card. Examples of appropriate uses include purchase of library materials, supplies, equipment and services, approved conference/training fees and travel expenses.

Loss or Theft of One Card

Cardholders, card users and One Card custodians are responsible for card security and are required to report real or suspected loss, fraud or theft of the One Card immediately to US Bank Customer Service at 800-344-5696, the Administration Department, and their supervisor.

Important Names and Numbers

NOLS Administration Department: 360-417-8500 x7702

US Bank 24-hour customer service: 800-344-5969

Unauthorized or inappropriate card use

Examples of unauthorized use include, but are not limited to: allowing another individual, including other members of the NOLS staff, to use the card; personal purchases of any kind; cash advances through banks or ATMs; cash refund; employment agencies (temporary help); meals when the cardholder is not in travel status; and purchases that violate established NOLS standards or policies. Any unusual activity or charge from an outside source that occurs on a card must be immediately reported to the Administration Department and the cardholder's supervisor for resolution.

Unauthorized use by a cardholder may result in revocation of the card and /or other disciplinary action. Cardholders shall be personally responsible for any unauthorized expenditures and will be required to repay expenditures that are considered in violation of these policies. Cardholders who violate this restriction will have their card privileges revoked and may be subject to other disciplinary action. NOLS reserves the right to cancel any One Card at any time for violation of these policies.

Returns and Exchanges

The cardholder is responsible for contacting the vendor when goods, equipment, or services purchased with the One Card are not acceptable (incorrect, damaged, defective, etc) and for arranging a return for credit or exchange. If items are returned for credit, the cardholder is responsible for obtaining a credit receipt from the vendor and retaining that receipt with the supporting documentation. If items need to be exchanged, the cardholder is responsible for returning the items to the vendor and obtaining a replacement as soon as possible. In case there are problems, the cardholder should also retain all paperwork relating to returns and exchanges until the next statement is received and processed.

Dispute Process

Each cardholder is responsible for resolving any disputed item directly with the vendor. If resolution is not possible, call the Administration Department or US Bank Customer Service (800-344-5696) to advise of the dispute and follow up with written documentation within sixty days (60 days) of the first statement on which the disputed transaction was charged. The credit card holder is responsible for accurately completing and returning any forms US Bank sends throughout the dispute process.

Receipts/Payment Notices

One Card purchases have the same documentation and voucher requirements as any other NOLS purchase and the Administration Department is responsible for reviewing and verifying all documentation. The cardholder making a purchase must retain the original receipts for all transactions. Receipts must be attached to each cardholder statement in the order that they appear on the statement. Cardholders are responsible for submitting all receipts along with the statement as soon as possible after the statement is available. If a cardholder has lost or misplaced a receipt, they are responsible for obtaining a copy of the receipt from the vendor or merchant. If a copy of the receipt cannot be obtained, the employee must sign a Lost Receipt Affidavit certifying the details of the purchase. NOLS will not pay for transactions that do not have proper documentation attached. The cardholder will be responsible for payment of all

transactions that do not have proper documentation. Repeat occurrences may result in suspension of the One Card.

In cases where receipts are not available for services that are directly billed to the One Card such as monthly subscription charges, other documentation acceptable to the Auditor must be provided.

One Card accounts must be kept current to avoid interest and/or finance charges. No statement should include finance charges or late fees. Failure by an employee to submit proper documentation of purchases in a timely manner that results in interest and/or finance charges is a violation of this policy. Interest and/or finance charges may be assessed against the employee as part of a disciplinary action.

One Card Account Maintenance

Changes to a cardholder's name should be immediately reported in writing to the Administration Department.

Separation from NOLS Employment

The cardholder must turn in the One Card and all receipts pending the next statement to the Administration Department at time of separation. The card will be destroyed, and US Bank Customer Service will be notified.

Cancellation or Revocation of One Card

Employees or supervisors will notify the Administration Department immediately when a One Card is to be cancelled or revoked. The card will be destroyed, and US Bank Customer Service will be notified.



Staff Report

Meeting Date: September 22, 2022
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Revisions to Employee Ethics and Confidentiality Agreements

Attachments: Draft of revised Ethics Agreement
Draft of revised Confidentiality Agreement
Policy 5.1 Privacy and Confidentiality
HR Policy 8.6 Professional Ethics

Topic/Issue: Revisions to the Employee Ethics Agreement and the Employee Confidentiality Agreement.

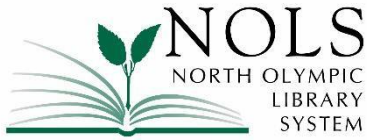
Discussion: At the August 25, 2022 NOLS Board Meeting, the Employee Ethics Agreement was shared as part of a staff presentation on Intellectual Freedom. After some questions about the language used in the agreement were asked and answered, the Trustees present agreed that it would be useful to discuss the Ethics Agreement further at their next meeting to ensure all of the language was as clear as possible.

The Executive Director has drafted revisions to the Employee Ethics Agreement and the Employee Confidentiality Agreement for the Board of Trustees to review.

Policy Considerations: [Policy 5.1: Privacy and Confidentiality](#) and [HR Policy 8.6](#) are both relevant to the agreements.

Fiscal Considerations: None.

Recommended Action: The Board discuss the revisions and make suggestions as needed.



Library Staff
Ethics Statement
DRAFT

Members of the North Olympic Library System staff must promote a high level of library service while observing ethical standards.

Staff must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues or the [institution/organization](#).

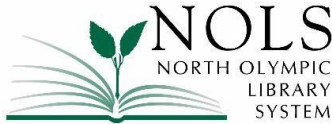
Staff members must distinguish clearly in their actions and statements between their personal philosophy and attitudes and those of the [institution/organization](#), acknowledging the formal position of the Library, even if they personally disagree with it.

Staff members must respect the confidential nature of library [business/patron records](#), while being aware of and in compliance with applicable laws governing freedom of information.

Staff must be prepared to support to the fullest the efforts of staff in resisting censorship of library materials by groups or individuals.

Signature: _____ Date: _____

Printed name: _____



Confidentiality Agreement

DRAFT

As an employee, ~~student/intern~~, volunteer, or acting in any other capacity for the North Olympic Library System, I agree to the following:

1. Follow NOLS Policy 5.1: Privacy and Confidentiality

2. Under RCW 42.56, library records are confidential and protected from disclosure. Without permission of the library patron, NOLS will not release library records to any individual, organization, or to any agency of federal, state, or local government except pursuant to a court order, warrant, or subpoena, as authorized under applicable federal, state or local law.

3. Access to written or electronic Library patron files is limited to Library staff that have a legitimate Library business reason for such access. Access to Library patron records by anyone else must be approved by the Executive Director or Public Services Director. Library files and/or Library patron records will not be removed from the Library building.

4. All written materials concerning containing Library patron informations will be retained at-in their proper storage place when location, when not in use.

2-5. Library files and/or Library patron records will not be removed from the Library building.

3-6. Discussions regarding Library patrons will be held in staff offices or other locations which assure privacy.

4-7. No privileged information about Library patrons will be discussed with family and/or friends; or with Library personnel who do not have a legitimate Library business reason to know such privileged information.

5. Written authorization must be obtained from a Library patron for privileged information, written or verbal, to be shared with other agencies or professionals.

6. Access to written or electronic Library patron files is limited to Library staff that have a legitimate Library business reason for such access. Access to Library patron records by anyone else must be approved by the Library Director or designee.

Formatted: Indent: Left: 0.58", No bullets or numbering

Formatted: Not Expanded by / Condensed by

Formatted: Indent: Left: 0.58", No bullets or numbering

Formatted: Right: 0.51"

Formatted: Indent: Left: 0.58", No bullets or numbering

Formatted: Font: 10 pt

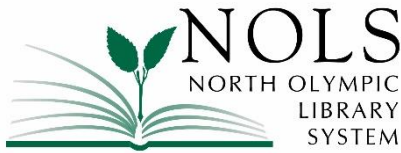
Formatted: Body Text, Space Before: 0 pt, Tab stops: 0.58", Left

Formatted: Not Expanded by / Condensed by

Formatted: Indent: Left: 0.58", No bullets or numbering

Signed: _____ Date: _____

Print name as signed above: _____



Policy 5.1 Privacy and Confidentiality Policy

Adopted by the Library Board of Trustees: 10/22/99
Revised: 03/27/14: 08/25/2016

1. Purpose of Policy.

The North Olympic Library System (NOLS) is committed to protecting the privacy of library customers and the confidentiality of customer information. Privacy is essential to the exercise of free speech, free thought, and free association. Confidentiality exists when a library is in possession of personally identifiable information (PII) about users and keeps that information private on their behalf. Certain measures are in place, therefore, to protect both patron privacy and confidentiality.

In establishing this policy, the Library endeavors to provide a balanced approach to protecting customer privacy, meeting customer expectations for convenience and access, and informing customers of their own responsibilities with regard to privacy protection. This policy explains patrons' privacy and confidentiality rights, the types of information gathered from customers, the purposes for which it is gathered, and the limitations on the Library's ability to guarantee privacy.

As a public institution in the State of Washington, NOLS operates in compliance RCW 42.56 (The Public Records Act) which governs public disclosure requirements. The Library is also legally obligated to comply with the information request requirements of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act, (commonly known as the [USA Patriot Act](#)). Under RCW 42.56 library records are confidential and protected from disclosure. Without permission of the library customer, NOLS will not release library records to any individual, organization, or to any agency of federal, state, or local government except pursuant to a court order, warrant, or subpoena, as authorized under applicable federal, state or local law.

2. Notice Regarding Privacy of Customer Records.

All Library records relating to an individual Library customer's use of the Library and its resources are confidential. NOLS will only collect and use personal information deemed necessary to provide library services to users. The Library will avoid creating or collecting unnecessary records, will store records securely, retain records only as long as needed to conduct library business, refrain from practices that might place private information on public view, and will dispose of records securely.

Cardholder Information: The following information, collected or submitted by customers through the NOLS website, in person, or by phone, in order to facilitate Library business, is stored on NOLS' servers and is only accessible by NOLS staff, law enforcement pursuant to a court order, warrant or subpoena, the cardholder, or persons authorized by the cardholder to access their account. NOLS stores personal information on servers with safety measures in order to protect against the unauthorized access to, or the compromise of, information contained on these servers. Information includes but is not limited to:

Name
Address
Email address
Phone number
Library card number
Date of birth
Personal identification number (PIN)
Password
Listing of materials currently or previously checked out
Listing of items requested for hold
Fines paid, waived, or due
All information listed above for Alternate Borrowers

Credit Card Payment Information: Certain private information may be collected on behalf of NOLS in connection with online credit card payment of library charges. This information is not stored on NOLS' servers, but rather on the secure servers of the financial service vendors used by the library for credit card transactions (such as Pay Pal). Such information includes but is not limited to:

Credit card type
Credit card billing address
Credit card number and security code
Name on credit card
Credit card expiration date

Library staff access to this information is restricted to only that portion of the information which is required to conduct relevant accounting activities; the name of the person, the address, the last 4 digits of the credit card number, and the amount of the transaction.

Public computing and internet privacy issues are covered in detail in **Policy 4.4: Computer Security** and **Policy 4.5: Internet Policy**, respectively.

Other Confidential Information: Other private information may be collected, stored, or used by the Library in a variety of ways, including, but not limited to, reference questions, database access or search records, exhibit applications, program sign-ups, meeting room reservation requests, requests for purchase, incident reports, and disruptive log entries, etc. All such information is collected for the specific purposes of conducting the library business to which it pertains, and will be handled by the Library in accordance with the terms of this policy and Policy 5.3: Computer Security.

Held Materials: Patron names must be linked to requested materials in order to enable self-pickup of holds. Safeguards are in place to protect customer privacy on self-pick up shelves, however absolute privacy cannot be guaranteed. Customers with privacy concerns may discuss alternative options with library staff.

Customer Service Research Data: Information from customer accounts may, on occasion, be used by the Library for purposes of statistical library use analysis, to provide notifications regarding customer service, or for furthering other efforts to enhance library services to better meet community and customer needs.

3. Choice and Consent.

NOLS must obtain certain information about a user in order to establish a library account; library customers who elect to register for a library card must provide this information. NOLS will keep all personal information confidential unless compelled under the law to disclose it. The library will take action as necessary to determine that any court order, or process issued by any court, or pursuant to any purported legal authority, requires that such records be made available.

Subscription resources offered through the library, such as databases or digital resources, may require the library customer to submit information to a third party vendor. Customers who elect to use these services are encouraged to read and become familiar with vendor privacy policies before registering, and to make the choice that works for them with regard to third party vendor privacy practices. See Section 5 of this policy for further information on third party vendors and external websites.

The Library does not sell or license personal information.

4. Access by Users.

Users have the right to access their own Personally Identifiable Information (PII), associated with their library account. Access to personal information by users is available on the library's catalog site with verification of identity. Cardholder verification of the accuracy and status of PII helps ensure that Library services that rely on PII can function properly. It is the cardholder's responsibility to assure that their information is correct and up to date.

It is the cardholder's responsibility to notify the Library immediately if their library card is lost or stolen or if they believe someone is using their card or card number without their permission. The Library will take action to stop transactions on the card once informed of its loss. NOLS encourages customers to protect any PINs and passwords for user privacy and security.

NOLS is committed to safeguarding access to all patron records, regardless of the age of the patron. In accordance with **Policy 4.3.2: Library Use by Youth**, staff are not able to provide confidential information about children's library records to parents/guardians without the child's consent. In accordance with **Policy 3.2: Borrowing Privileges and Responsibilities**, parents or caregivers wishing to gain access to their child's patron record may do so by meeting any of the following requirements:

- Possession of the child's library card
- Possession of the child's library card number or username and password
- Presence and approval of the child

5. External websites and Third Party Vendors.

The Library website contains links to, or the library's public computers may be used to access, external websites not maintained by the Library. NOLS cannot be responsible for patron privacy when visiting websites other than the Library's.

The Library has established business agreements with reputable third party vendors in order to provide specific services to meet the needs of the community. The library will only provide third party vendors with sufficient information to verify that customers are eligible to borrow or access the vendor's resources (such as the library card number and/or customer name and password).

Third party vendors are governed by their own terms and conditions, privacy policies, and practices, not the Library's. NOLS advises library customers to review terms of service and privacy policies before registering/agreeing to use any online service. Third party services may gather, store, and disclose customer information, including but not limited to the following:

- PII provided by the customer, including registration requirements for the site, providing feedback and suggestions, requesting information or creating shared content;

- Other information that could be used to identify users, such as IP addresses, search or borrowing histories, location based data and device ID;

- Non-personally identifiable information, such as ad views, analytics, browser information (type and language), cookie data, date/time of requests, demographic data, hardware/software type, interaction data, serving domains, page views and the web page visited immediately prior to visiting the site, and

- Other data that third party services may collect as described in the vendor's privacy policy and terms of use.

When NOLS customers leave the Library's site to visit an external website or third party vendor's site they are no longer subject to NOLS Privacy and Confidentiality policy, but rather to the privacy policy and practices of the non-library website. The responsibility for understanding and agreeing to the terms, conditions, and privacy statements of non-library sites, and making a personal decision about the acceptability of those privacy parameters, rests with the individual customer.

6. Security Cameras.

NOLS strives to maintain a safe and secure environment. In pursuit of this objective, selected areas of the Library and/or library property may be under video surveillance and recording. The Library's video surveillance system will be used only for the protection and safety of library users, employees, assets, property, and to identify persons breaking the law or violating the Library's Rule of Conduct. Conversations or other audible communication will not be monitored or recorded by the security cameras.

Public Notice. Signage shall be conspicuously displayed at the perimeter of the surveillance areas so that Library users have reasonable and adequate warning that video surveillance is or may be in operation.

Security Camera Location. Camera placement will be determined by the Library Director or her/his designee. Cameras may be placed in locations where patrons and staff would not

have an expectation of privacy such as parking lots and delivery areas. Cameras will not be installed in areas where there is a reasonable expectation of privacy, such as restrooms, nor will they be positioned to identify a person's reading, viewing or listening activities in the Library.

Data Storage. Cameras will record activities in real time and images will be saved to the camera server's hard drive. Cameras will not be monitored continuously by the Library. Images will be automatically deleted as the capacity of the hard drive is reached, unless pertinent activity is recorded.

Access to Recorded Data. Information obtained through video monitoring and/or recording is only accessible to designated NOLS staff and law enforcement pursuant to subpoena. Retention of saved recordings and requests for public disclosure shall be governed by RCW 42.56.

7. Internal Privacy Practices Review.

As a matter of ongoing routine, NOLS reviews library operations and activities to insure that the Library's goals and promises of privacy and confidentiality are supported by its practices. In addition, a periodic review of the Library's privacy practices is conducted as a part of the regular review of this Privacy and Confidentiality Policy, in accordance with the established policy review cycle.

8. Administration of Policy:

The Library Director is responsible for establishing operational procedures necessary for carrying out this policy.



Policy HR 8.6 Professional Ethics

Adopted by the Library Board of Trustees: 01/24/2013

NOLS employees are public servants and as such are expected at all times to conduct themselves in a professional, ethical, and courteous manner and refrain from any activity that is, or may be perceived to be, a conflict of interest. Failure to meet the Library's professional ethics standards may result in disciplinary action up to and including termination of employment.

One way for the Library to hold the respect, trust and confidence of the communities we serve is through the creation and enforcement of ethical guidelines for the conduct of employees. Thus it is the policy of NOLS to uphold, promote, and demand the highest standards from its employees for personal integrity, truthfulness, honesty and fairness in carrying out their duties.

Employees are to avoid any act of impropriety including but not limited to, unauthorized possession or access to Library property and/or confidential information, dishonesty, impropriety or the appearance of impropriety, or the use of their District position or authority for personal gain or in breach of public trust.

1. Gifts

Employees shall not ask for or receive any additional personal compensation, personal gifts, loans, discounts on goods or services nor are they to accept any other things in value, over and above their salary and benefits, for performing their official duties.

Gifts of nominal value, such as an honorarium or gifts of food for the entire workgroup during holidays or other special occasions, are allowed as long as they do not constitute a conflict of interest.

2. Conflict of interest

A conflict of interest occurs when an individual's private interest conflicts with, or appears to conflict with, the best interest of NOLS. Accordingly, no conflict of interest, either real or perceived, can be allowed between the public's trust and private or personal interests.

3. Preferential treatment

Preferential treatment occurs when an employee personally benefits because of his/her employee status with the Library, or when an employee's endorsement of a product or business results in others benefiting. As an example, an employee is not permitted to recommend a particular piece of computer software, manufacturer of an electronic book, where to purchase a book, get photocopies, or make personal recommendations about a specific company.

In addition, employees of the Library are expected to follow the Circulation Policy and will not receive any special privileges different from the public. This includes loan periods, holds, overdue, fines and suspensions.

4. Policy violation

An employee that fails to comply with this policy may be disciplined up to and including termination.

5. Administration

The Library Director is responsible for managing the Library's Ethics policy.

NOLS Strategic Roadmap – Draft 2023 revisions

NOLS Mission Statement *(adopted 11/22/16)*

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

Basic Values

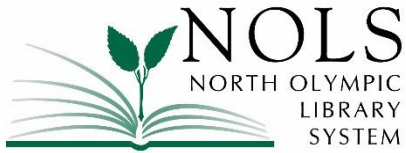
- Power of knowledge, imagination, and exploration
- Free and equal access
- Intellectual freedom and privacy
- Literacy and learning
- Responsible stewardship
- Transparency and accountability
- Community service
- Partnerships to support community vitality
- Flexibility, nimbleness, and adaptability to social and technological change
- Equity, diversity and inclusion

Core Services

- Lend library materials at no direct cost to customers.
- Assist with information and research needs.
- Provide early literacy services and programming.
- Provide access to information technologies.
- Provide meeting space for public interaction.
- Be the hub where community comes together to think, meet, work, play, and create.
- Provide literacy, education and enrichment opportunities for people of all ages.
- Offer diverse programs, events and classes, which promote learning, skills acquisition, intellectual and cultural stimulation, civic discourse, community vitality, social engagement, entertainment, relaxation and creative fun.
- Provide library facilities that are safe, comfortable, functional, and sustainable.
- Deliver library services when, where and how they are needed.

Strategic Initiatives (2021-~~2022~~2024)

- Develop, articulate and publish NOLS' Fiscal Business Plan for the next 5-10 years.
- Develop and articulate a response plan for optimum recovery from disaster.
- Develop and implement a community outreach and marketing campaign to increase library awareness, access and use among Clallam County residents.
- Through an equity, diversity and inclusion lens, begin to develop and implement a comprehensive plan to review NOLS' policies, practices, collections, programs and resources.
- Develop and implement bookmobile service to improve library access in Clallam County.
- Design, fund and complete the Sequim Expansion and Renovation Project.
- Utilizing community feedback and input, develop a new five year strategic plan.



Staff Report

Meeting Date: September 22, 2022
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Overview of NOLS' 2023 Budgeting Process

Attachments: Policy 5.15: Fiscal Management
2023 Fiscal Factors Overview

TOPIC/ISSUE:

This report provides background on NOLS' budgeting process, as a refresher on the factors that underlie staff activities and Board discussions and actions during the upcoming budget season.

BACKGROUND/ DISCUSSION:

NOLS' Budget/Levy Development Process

NOLS' fiscal year is January-December. The District is required to file a levy request with the County by the end of November. A brief outline of the significant mileposts (*and approximate timing*) in the budget and levy development process follows:

- NOLS budget planning season kicks off with development of a detailed budget task timeline (*August*).
- Managers and workgroup leaders initiate development of branch/department/committee workplans for the coming year (*September*). The Library's strategic initiatives are also updated periodically as part of the work planning process.
- A series of Board Finance Committee meetings are scheduled to occur at intervals during the budget development process (*August-January*).
- In years in which collective bargaining occurs, a series of negotiation meetings are scheduled with the bargaining unit(s) (*September-November*).
- The Board adopts Budget Guidelines for the coming year (*September or October meeting*).
- Managers work with branch/department staff to identify operating and capital budget needs for the coming year (*August-October*).
- Branch Managers develop budget requests to be submitted to Friends of the Library groups (*August-October*).

- Administrative staff develop detailed personnel cost projections, and also estimate costs for various “systemwide” expenditures (such as utilities, insurance, payroll, printing, etc.) (*August-September*).
- The Finance Manager works with the county Assessor, and utilizes various other resources, to estimate tax (levy) revenue projections (*late September-November*).
- Revenue and operating expenditure projections come together in a working Operating Budget spreadsheet (*late September*), which is discussed and fine-tuned in a series of Management Team meetings (*September-November*). Copies of the working drafts of this spreadsheet are available to all NOLS staff throughout the budget development period.
- The Board Finance Committee views the working drafts of the budget spreadsheets periodically during development, and ultimately approves a summary budget for full Board review and adoption (*September-November*).
- The Board conducts two Public Hearings on the Operating Budget (at their *October* and *November* meetings). Board packets for the budget hearings include the current iteration of the summary budget, as approved by the Finance Committee, and a detailed budget narrative prepared by the Executive Director. The November packet also includes the required levy resolutions and explanatory staff report(s).
- The Board adopts the Operating Budget and the required levy resolutions (*November meeting*). The Board may also approve collective bargaining agreements in *November*.
- The Executive Director submits the levy resolutions and other required documents to the County prior to the *end-of-November deadline* set by the Assessor.
- The preliminary draft of the Capital Budget is prepared and reviewed by the Finance Committee simultaneously with development of the Operating Budget (*September-January*). NOLS funds its Capital Budget through timber revenues, rather than operating levy revenues; adoption is therefore not subject to the Assessor’s levy deadline. The Capital Budget is finalized and adopted in *January*, so that it will accurately reflect the completion status of prior year capital projects, and prior-year timber-receipt revenues.
- In *January*, the Board also reviews end-of-year budget reconciliations for the previous fiscal year, and approves any transfers necessary to fund the operating “float” and/or Operating or Capital budgets for the upcoming year.

POLICY CONSIDERATIONS:

NOLS follows a methodical and transparent process for budget development, which includes staff, Board, and public input opportunities at multiple stages along the way. Copies of past year budget documents, including detailed budget narratives, are available on the Library’s webpage.

The budget and levy process are also subject to a complexity of state laws and both state and county administrative requirements.

NOLS Policy 5.15 establishes the fiscal, financial, and budget practices that support the Library’s responsible and sustainable stewardship of public resources (copy attached, and also publicly available on the Library’s webpage).

FISCAL CONSIDERATIONS:

NOLS is a Library Tax District as defined under Washington State Law (RCW 27.12). The majority of NOLS' revenues (approximately 93-96% of the annual operating budget) are derived from property taxes.

A detailed discussion of the factors driving NOLS' budget, levy, and fiscal planning can be found in NOLS' *Levy, Budget and Fiscal Outlook* document (copy attached, and also publicly available on the Library's webpage).



Policy 5.15 Fiscal Management Policy

Adopted by the Library Board of Trustees: 10/27/2016

Purpose. The North Olympic Library System Board of Trustees establishes the following Fiscal Management Policy in order insure that the Library's fiscal, financial, and budget practices are conducted according to sound and accepted financial procedures and policies, and to support responsible and sustainable stewardship of public resources.

Budget, Revenues and Expenditures.

In accordance with state law, RCW 27.12.070, the Clallam County Office of the Treasurer serves as the Library's fiscal agent for receiving and disbursing taxes levied on behalf of the Library.

The Board approves an annual Operating Budget defining anticipated revenues and operating expenditures in each fund. The Operating Budget shall be balanced, with revenue equaling or exceeding expenditures.

Current year operations are funded from current year revenues. Permitted exceptions include, but are not limited to, transferring funds between fund accounts or the incurring of debt. As a policy the Library will stay within its projected resources (revenues and reserves) and not incur debt for operational purposes.

The Library maintains long-term budget sustainability based on projected expenditure commitments and compensation practices that are consistent with long-term revenue projections.

The Library's Reserve funds are a fiscal resource to stabilize and ensure long-term library sustainability. As a general rule reserves will not be used as a substitute for budget reductions to meet economic challenges. Use of reserve funds to support operating budget deficit will be approved by the Board only in accordance with NOLS' established reserve and fiscal management policies and strategies.

The Library's Operating Budget shall be officially adopted by the Board of Trustees at the November Board meeting preceding the fiscal year of the budget. The Operating Budget provides for all annual operating costs.

The Library's Capital Budget shall be officially adopted by the Board of Trustees at the January Board meeting for the fiscal year of the budget. The Capital Budget provides for routine annual capital improvement and maintenance of the Library's capital infrastructure.

Large scale non-routine capital projects may be funded from various gift, grant, or Capital Project accounts, which will be approved separately by the Board on a case-by-case basis.

Amended or revised budgets may be adopted by the Board as needed.

Fees and charges will be established through Board action.

Reserve Accounts.

NOLS maintains a number of Board Designated Reserve accounts. These accounts are designated or restricted as to use by the NOLS Board. NOLS may also maintain other Reserve accounts, which are designated or restricted as to use by donors or other legal requirements.

The Library will maintain the following **Board Designated Reserve Accounts**:

- *Fiscal Emergency Reserve*— designated as a reserve resource to be used in the event of a significant fiscal emergency as declared by the Board, including events such as the need to fund the Undesignated Cash Operating account, payout a substantial portion of the workforce, weather widespread tax default, or respond to significant natural catastrophe or civil disruption. The Fiscal Emergency Reserve will be funded to a level that represents approximately four months of operating expenses.
- *NOLS Capital Reserve* - designated as a reserve resource for maintaining and enhancing capital infrastructure. Funds may be designated, at Board direction, to support capital replacement or enhancement projects at any NOLS facility.
- *Port Angeles Capital Reserve*, designated as a reserve resource for capital projects at the Port Angeles Main Library. (This account was originally funded from a sinking fund established for this purpose in conjunction with the bond that funded construction of the Port Angeles facility).
- *Technology Reserve* - designated as a reserve resource to address significant planned or unplanned technology needs or projects.
- *Branch/Facility Capital Project Accounts* may be created at need to receive and disburse funds for capital projects at various Library locations. (e.g *Sequim Capital Project Account*).
- *Operating Reserve account* – serves as a holding account for funds set aside to augment annual revenues in deficit budget years, when operations and maintenance costs exceed expected revenues. Funding and use of Operating Reserves will be authorized by the Board in keeping with established reserve and fiscal management strategies.
- *The Capital Budget account* - serves as a receiving account for timber revenues. Funds in this account are utilized to support projects designated in the approved Capital Budget for the year following receipt of the revenues.

Reserve Account funds may be held jointly in both liquid accounts (such as the State Local Investment Pool) and investment accounts (such as Certificates of Deposit).

For purposes of managing the Library's finances, additional reserve accounts may be designated and/or reserve funds may be transferred between library reserves and/or operating accounts by the Board at any time.

Grants and Donations.

The Library Director or designee will create and maintain designated Grants and Donations funds as necessary to accurately control and account for funds received as grants and donations. Board authorization is not required for establishing grants and donations funds.

Operating Funds.

In order to insure the cash flow needed to maintain operations during months where property tax receipts are low (generally January through April), without the need to borrow money, the *Undesignated Cash Operating Fund* will be funded at the beginning of each fiscal year, at a minimum balance equivalent to at least four months of operating costs, based on the total Operating Budget for that year.

In order to ensure the ability to so fund the *Undesignated Cash Operating* fund, the balance of the *Fiscal Emergency Reserve* will never be depleted below an amount equivalent to approximately four months of operating expenses.

Upon declaring a need for fiscal resources to address a significant emergency having effects that cannot be addressed through the existing budget, the Board may take action to release cash reserves for purposes of meeting fiscal obligations and/or ensuring continuity of operations and services.

Administrative Responsibilities.

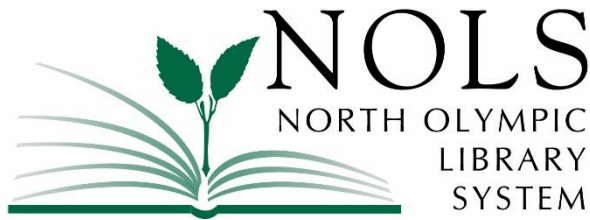
The Board expects the Library Director and designees to carry out the following responsibilities:

1. Establish a budget system and administer the budget process.
2. Establish and maintain financial procedures for managing the Library's cash. Document, keep prudently current, and enforce such financial procedures as an implementation of this fiscal policy.
3. Establish and maintain a strategic fiscal management plan.
5. Develop and manage fiscal practices that support reserve strategies established by the Board.
6. Administer a cash-flow system as an anticipatory approach to budgeting, and meet the Library's expenditure needs for future operations, including bill management.
7. Implement the State of Washington's Budget, Accounting, and Reporting System (BARS).
8. Furnish the Board appropriate financial reports on a monthly basis.

Board Responsibilities

The Board has responsibility for the following:

1. Assist with budget development and approve annual Operating and Capital budgets;
2. Regularly review financial reports;
3. Approve voucher payments;
4. Regularly review reserve balances and strategies;
5. Approve transfer of funds among Board designated accounts as needed;
6. Participate in the bi-annual State audit process.
7. Review this fiscal management policy periodically, and amend it as deemed appropriate.



Fiscal Factors Overview: NOLS' Levy, Budget, and Fiscal Outlook

Updated: September 2022

This document provides a summary of the factors that impact NOLS' levy, budget, and fiscal outlook. Some non-essential details have been omitted or simplified in order to keep the summary as concise as possible.

TRANSPARENCY AND GOOD STEWARDSHIP

NOLS' Fiscal Management Policy ([Policy 5.15](#)) establishes the fiscal, financial, and budget practices that support the Library's responsible and sustainable stewardship of public resources.

NOLS develops budgets through a staff inclusive process, and conducts public hearings on the budget. NOLS' fiscal management policies, financial records, budgets, annual reports, and Washington State Audit reports are routinely posted to the [Library's website](#).

LIBRARY LEVY BACKGROUND

Tax District: NOLS is a Library Tax District as defined under Washington State Law ([RCW 27.12](#)). The majority of NOLS' revenues (approximately 88% of the annual operating budget) are derived from property taxes. The Library's tax revenues are levied and collected by Clallam County.

Calculation of the Library's Operating Levy: Fifty cents per \$1000 of the Assessed Valuation (AV) for all property in the county is the maximum levy rate allowable by state law for rural library districts. This formula ($AV \times .50/\$1000$) establishes the amount of property tax the Library District is theoretically eligible to collect each year. There are however other factors that impact this theoretical levy figure.

Washington State laws impose several limiting factors on property tax levy amounts.

- The levy cannot exceed the statutory maximum levy rate for the district;
- The levy cannot exceed the previous year's levy amount by more than one percent (1%);
- The levy cannot exceed the tax revenue amount specified in the district's approved budget;
- The levy cannot exceed the total levy amount authorized by Board resolution; and
- The levy cannot exceed the highest regular tax which could have been lawfully levied since 1985.

In calculating the levy, separate computations are performed to determine all the possible levy amounts, taking each of the limiting factors into consideration. Final determination of the certified

regular levy computation for the tax district always reflects the least amount that could potentially be levied based on any of the limiting factor computations.

Implicit Price Deflator: The implicit price deflator (IPD) for personal consumption expenditures is a figure used to measure inflation, and it can impact how much property tax revenue a jurisdiction can collect in any year.

Under state law, no local government may increase its property tax levy more than 1% in a given year, and local governments with a population of 10,000 or more are limited to the lesser of 1% or the rate of inflation (RCW 84.55.005 - .010). However, if inflation falls below 1%, a jurisdiction with a population of 10,000 or more may adopt a resolution of "substantial need" allowing it to increase the levy (or bank the excess capacity) up to the full 1%.

The inflation rate for 2021-2022 (as of June 2022) has been sharply increased to 9.1%, which means local governments in Washington with populations 10,000 or greater do not need to adopt a resolution of substantial need in order to receive the full 1% increase as allowed by law.

The Library Levy in times of increasing Assessed Valuation (AV) – 1% growth limitation – shrinking levy rate: Theoretically speaking, when the assessed valuation of County property increases, NOLS' levy would also increase. Functionally speaking however, the 1% growth limitation established by state law ensures that a district's property tax revenues cannot grow by more than 1% over the previous year's actual levy, regardless of the rate of increase of the AV. Under this scenario, an additional levy rate factor may come into play: if the AV grows at more than 1%, and the district's actual levy receipts are capped at 1% growth, this will result in a shrinking levy rate. In essence, the rate is the only piece of the tax levy formula that can be adjusted, so it is.

NOLS' 2022 levy rate stands at 37.6¢ per \$1000 of the AV of all the property in the county. The Library's total property tax revenues may also include separate "add on" amounts for new construction and levy refunds, but in the context of NOLS' overall revenue/budget picture, the amounts of these potential add-ons are minor. Various factors, such as a dramatic drop in assessed valuation, could change the projected trajectory for levy and levy rates in the future. Generally speaking, however, if the present trend of an increasing AV continues, the one percent (1%) cap on year-to-year levy growth will be the pertinent limiting factor for NOLS' budgeting and levy calculation for coming years, and the Library's levy rate will experience ongoing compression.

The impacts of normal inflation on operational costs almost always exceed 1% per year, so even in the best case assessed valuation/levy rate situations, the 1% growth limitation inevitably results in an increasingly restricted levy.

The 2010 Levy Lid Lift: NOLS experienced the 1% limitation/shrinking levy rate scenario described above between the years of 2001 (when the 1% growth limitation was put into effect) and 2010 (when Clallam County voters approved a "levy lid lift" for the Library). Between 2001 and 2010, the District's levy rate dropped from 48¢ / \$1000 AV to 31¢ / \$1000 AV. This reduced levy rate had severe fiscal impacts for NOLS and, consequently, for library services. To improve NOLS' fiscal outlook, and ability to adequately serve the community, the Library developed a fiscal business plan ("The 2012 Plan") built on community input about services, and based in detailed financial projections. A levy lid lift was

referred to the voters of Clallam County in November 2010. As a result of this vote, the Library's levy rate was successfully lifted back to 50¢ / \$1000 AV. The County began to collect this higher rate of tax revenue on NOLS' behalf in 2011.

NOLS' 2012 Plan: The 2012 business plan outlined a number of very specific initiatives that would be implemented in the event the levy lid lift was successful and tax revenues therefore increased. It was called the "The 2012 Plan" because the plan would be (and was) fully implemented by 2012.

Key elements of The 2012 Plan included:

- Longer and more consistent open hours at all branches
- Increased budget allocations for collection materials
- Specified expansions to programming, services, technology support, and the staffing necessary to support increased hours and expanded programs and services
- Capital improvement program to address long-deferred capital needs
- Development of a more robust volunteer program
- Establishment of a Library Foundation and strengthening of other community partnerships
- A commitment that NOLS would not seek additional levy lifts for at least 10 years (not before 2020)

The Hold-for-Out-Years Fiscal Strategy: The 2012 Plan was based on a fiscal reserve strategy that called for building operating reserves during the first several years following the levy lid lift, in anticipation of the inevitable erosion that would result in later years due to the limitations of the 1% cap and the shrinking levy rate. The reserved funds would be available to help balance NOLS' operating budget in the later years. The hold-for-out-years fiscal strategy was implemented, but unfortunately the planned reserve build-up was severely constrained by the unforeseeable local impacts of the recession on local property valuations (see below).

The Library Levy in times of decreasing Assessed Valuation (AV) – statutory maximum levy rate as limiting factor: Almost immediately following the Library's successful levy lid lift, the County's assessed valuation began a multi-year series of dramatic drops related to the recession. The AV decreased year-to-year in 2012, 2013, and 2014, and was almost static in 2015. The "statutory maximum levy rate" was the relevant limiting factor on NOLS' levies during those years; NOLS' tax revenues decreased or remained static in direct proportion to the shrinking AV.

Levy/budget impacts: As a result of the decreasing AV trend, even at the newly approved 50¢ / \$1000 AV levy rate, NOLS' property tax revenues over the first few years of the 10-year projection were significantly less than projected. NOLS had sufficient revenues to implement The 2012 Plan objectives, but except in 2011, did not have extra revenues to put into reserves – undercutting the long term viability of the hold-for-out-years reserve strategy. NOLS has responded to this fiscal situation in a number of ways, including: careful budgeting and spending, more solicitation of grants and donated funds, creative use of gift funds and volunteers, strategic adjustments to personnel costs, and careful preservation of the more-limited-than-expected operating reserves.

Between 72-73% of NOLS' operating expenditures are in personnel costs (salary and benefits). In comparison, approximately 9-10% of the annual budget is expended on the next largest budget

category, library materials (including electronic resources), and all other library operating costs together total only about 17-18% of the annual operating budget.

The personnel budget was the area of the Library operating budget most substantially expanded through use of the increased revenues available following the 2010 levy lid lift. The service expansions called for in the 2012, longer operating hours, more library materials, increased programming, and the addition of identified positions, all required additional staff to implement. Personnel is also the only budget area where significant cost savings or reductions can be realized in times of reduced revenues. Personnel costs routinely increase by at least 3% per year, not including additional increases that may arise from negotiated increases to salaries and/or benefits. Long term inflationary impacts of personnel cost commitments must therefore be prudently considered in projecting the Library's long-term fiscal sustainability.

Draws on Reserves and Banked Capacity. NOLS was able to set aside operating reserves for the "out-years" only in 2011. In 2012 and 2013, NOLS required the entire levy amount to meet annual operating needs, and in 2014, 2015, and 2016 operating budget revenues included a planned draw-down from reserves in order to balance the budget. Through careful expenditure and cost cutting measures implemented during these years, the actual draw on reserve funds in each of the transfer-in years was somewhat less than the draw-down budgeted.

A combination of factors, including the dramatic fall in AV shortly after the Library's lid lift, put NOLS in a unique levy situation that was somewhat new territory for both NOLS and the Clallam County Assessor. As a result of incomplete understanding of these complex factors, NOLS under-levied somewhat in 2016, thereby inadvertently generating some banked levy capacity.

Banked capacity is the difference between the highest lawful levy and the actual levy imposed. An infrequent occurrence in levy calculation, banked capacity is generally applicable only following a levy lid lift. When it occurs, banked capacity essentially results in a levy reserve. The dollar amount of available banked capacity changes each year as the highest lawful levy and the actual levy are recalculated based on that year's AV. This makes it extremely challenging to predict available capacity until all assessed value and other levy calculation figures are known. Furthermore, having banked capacity in one year does not guarantee the District will have it in another year.

In 2013, 2014, 2015 and 2016 the operating budget included negotiated cost of living adjustments (COLAs), of various amounts, for staff. These personnel cost increases were supported through use of levy funds and judicious use of reserves. The 2017 budget included a negotiated 2% COLA. To support this increase to personnel expenditures, NOLS applied some of the Library's banked capacity to reduce the need to draw heavily on library operating reserves to support the negotiated salary increases in the 2017 budget. Applying banked capacity, the levy growth was 7% (approximately \$176,657) over the 2016 certified levy, rather than the 1% growth (plus use of \$207,428 of reserves) originally anticipated. Use of banked capacity helped close the revenue gap for 2017, but did not entirely eliminate the projected draw from operating reserves.

The 2018 budget included another negotiated 2% COLA. To support this increase, NOLS applied the remainder of the library's banked capacity, approximately \$168,500, thus covering what would have

been a 2018 shortfall of \$134,226, and again helping preserve the Library's vital operating reserves against a future date of greater need.

The 2018 Library levy was \$4,105,381. This figure exceeded and replaced NOLS' previous "highest lawful levy" (HLL) figure of \$4,082,156, and became the new HLL growth limiting factor for the Library District. Levy capacity banked in prior years has been fully utilized. In 2019, therefore, the District received only a 1% levy growth over the 2018 levy (plus add-ons for new construction and refunds). In 2020, this resulted in a tax levy, including add-ons for new construction valuation, of \$4,435,000. The District's 2020 levy rate was 43¢ per \$1,000 of assessed valuation. The levy rate dropped to 41¢ per \$1,000 of assessed valuation in 2021.

The District's 2022 levy rate stands at 37.6¢ per \$1,000 of assessed valuation. The gradual erosion of the levy rate, as a result of the 1% growth limitation began in 2018, continued through 2022, and is expected to continue in 2023, and beyond. Operating reserves, which have been carefully maintained, will play an increasingly critical revenue role in future budgets.

The following table depicts AV and NOLS property tax levy for 2011 through 2023.

Year	Taxable Assessed Value (AV) of County	% change from previous year's AV	Levy Limiting Factor	NOLS Levy	% change from previous year's levy
2023	* Not yet known	Projected 12.0%	1% growth	Projection \$4,555,100	1%
2022	\$11,968,220,628	12.2%	1% growth	\$4,505,352	1%
2021	\$10,660,588,245	8.1%	IPD or 1% growth	\$4,397,988	1%
2020	\$9,863,835,562	9.1%	1% growth	\$4,308,000	1%
2019	\$8,321,650,465	8.7%	1% growth	\$4,207,459	1%
2018	\$8,319,296,313	8.1%	HLL w/banked capacity	\$4,105,381	6%
2017	\$7,697,314,552	5.0%	HLL w/banked capacity	\$3,848,657	7%
2016	\$7,329,150,449	3.7%	1% growth	\$3,593,574	1%
2015	\$7,064,518,822	0.9%	Statutory Maximum	\$3,551,460	.74%
2014	\$7,004,800,000	-2.2%	Statutory Maximum	\$3,517,400	(-4.37%)
2013	\$7,165,800,000	-5.0%	Statutory Maximum	\$3,550,000	(-4.67%)
2012	\$7,540,600,000	-9.1%	Statutory Maximum	\$3,770,000	(-6.3%)
2011 (levy lid lift)	\$8,292,700,000	3.3%	Statutory Maximum	\$4,146,378	45%

LIBRARY BUDGET BACKGROUND:

Operating Budget: Every year in the late autumn NOLS develops an Operating Budget in accordance with its service priorities for the upcoming fiscal year (January-December). During this same time period the County Assessor is busy finalizing assessed valuation figures, so NOLS works with estimated levy/revenue figures during much of the development phase of the NOLS operating budget. Ideally, current year operations can be funded from current year revenues. As a matter of policy and fiscal prudence the Library endeavors to stay within its projected resources (revenues and reserves) and not incur debt for operational purposes.

Capital Budget: The Library's annual Capital Budget, which provides for routine capital maintenance and improvements, is submitted to the Board for approval each January. NOLS funds its Capital Budget through timber revenues and capital reserves, rather than operating levy revenues; adoption is therefore not subject to the Assessor's levy deadline. The Capital Budget is finalized and adopted in January so that it will accurately reflect the completion status of prior-year capital projects, and prior-year timber-receipt revenues. See below for and more details on Capital Budget funding and development.

Timber Receipts, Capital Replacement Account, and Capital Budget: In addition to property tax revenues, NOLS also receives a share of receipts from the sale of private and public timber and forest products from County and Washington State Department of Natural Resources (DNR) lands. Timber revenues can be extremely volatile and the amount received in any given year is difficult to predict. As part of The 2012 Plan, the Board redirected this revenue stream into a separate NOLS Capital Reserve (NCR) Account. As a general rule, the revenue base for the annual Capital Budget expenditures is calculated in the context of the timber revenues received during the prior year, although the Board may authorize the use of other capital reserves or gift funds to address capital needs when necessary. After adoption of the Capital Budget, the approved revenue amount is transferred to the Capital Budget Account for expenditure. Capital expenditures tend to be somewhat more discretionary than personnel-heavy operating expenses, therefore in times of low timber revenues capital projects can be postponed or scaled appropriately. This budgeting strategy has worked well for NOLS, in that the District need not rely on difficult-to-predict timber revenues to balance the operating budget, and NOLS is able to budget for capital needs using a known revenue figure. As a result, NOLS is able to maintain public infrastructure responsibly, effectively address capital improvement needs, and make provision against future capital needs.

OTHER FISCAL RESOURCES AND STRATEGIES

Reserve and Designated Accounts: NOLS maintains a number of reserve accounts, which are fully described in [Policy 5.15: Fiscal Management Policy](#). As noted above, reserve funds play a crucial role in NOLS' fiscal management strategy. Capital reserves improve the District's ability to adequately maintain public infrastructure and provide for the safety and comfort of staff and library users. Operating reserves provide a cushion against the inevitable erosion of the operating levy rate, helping the Library deliver library service in Clallam County in an ongoing and consistent manner. The catastrophic impact of the Great Recession on NOLS' ability to fully fund the hold-for-out-years

reserve strategy as originally planned has increased the importance of wisely managing the Library's existing reserves.

NOLS also receives other gift, donation, grant, and bequest funds. Many of these funds are restricted as to use - by donor designation, Board designation, or legal designation. Gift funds are a useful supplemental revenue source for funding purchases and projects both small and large, thereby alleviating some pressure on the operating and capital budgets. Within the constraints of the fund's designated purpose, some gift funds may also serve as a reserve cushion to be utilized in times of decreasing operating levies.

Current balances for reserve accounts and gift funds are always documented in the Board's monthly Financial Reports, published on the [Library website](#).

Fiscal Planning for the Future: The 2012 Plan was a growth plan, outlining fiscal and service objectives to be accomplished in the event of a successful levy lid lift in 2010. Those objectives were all accomplished. In the immediate wake of the Great Recession however, Assessed Valuations dropped dramatically, unexpectedly reducing the Library's anticipated levy amounts for several years, and undercutting the hold-for-out-years fiscal reserve strategy on which The 2012 Plan was based. The 2012 business plan is no longer a good guide for fiscal decision-making into the future.

Development and publication of an updated fiscal business plan is one of NOLS' current strategic initiatives. The Library has navigated the last several years in a fiscally responsible manner with a general and developing understanding of the unexpected impacts of the economic collapse on NOLS. The unpredictable nature of the Clallam County's AV during the last several years, coupled with NOLS' somewhat unique post-levy-lid-lift circumstances, made it extremely difficult to reliably project tax revenues beyond year-to-year. This has constrained NOLS' ability to undertake reliable longer term fiscal planning. The levy calculation scenario that now exists for NOLS (the 1% growth limit), while not a bright revenue outlook, is at least more predictable, and thus better supports longer term fiscal planning.

NOLS has been laying the groundwork for a new fiscal business plan for several years. Fiscal and accounting practices and policies have been clarified or improved, and better understanding of financial resources, commitments, processes, and strategies has been cultivated. These preliminary activities provide a foundation for development of a new fiscal business plan to guide NOLS through the next three to five years. Planning stalled during the COVID-19 pandemic, but will continue in 2023, with 2025 being the first budgeting year for which the outcomes of the new business plan would be fully available as a foundation for fiscal planning.

MORE INFORMATION

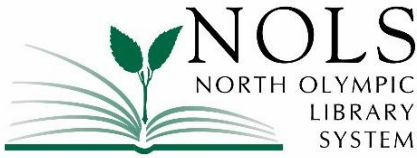
NOLS strives for openness and transparency in its management and reporting of public funds.

Budgets are drafted with input from and involvement of Library staff. As part of NOLS' budget development process, public hearings on the operating budget are held in October and November each year, and the capital budget is reviewed at the regular January meeting; public comment is always

welcomed. Copies of the NOLS' Operating and Annual Budgets, and the annual Budget Glance document are available on the library's webpage. Narrative's discussing the budgets presented to the Board for approval can be read in the Board Packets for October, November (Operating) and January (Capital).

Monthly financial reports, including current balances of reserve and accounts and notes about reserve designations, and are presented monthly as part of Board Packet materials. Annual fiscal reporting and reconciliation are covered in the January Board Packet. All the above documents, and others, such as state audit reports, can be viewed at <https://www.nols.org/board-administration/>.

If you have questions or comments, please contact the Executive Director at Director@nols.org or 360.417.8500 x 7717.



Staff Report

Meeting Date: September 22, 2022
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Adoption of 2023 Budget Guidelines

Topic/Issue:

Review and adoption of the 2023 Budget Guidelines.

Background:

Adoption of annual guidelines stating ongoing and specific objectives for the upcoming budget year is an established practice of NOLS Board of Trustees.

Policy Considerations:

The Executive Director has drafted the 2023 Guidelines and the Board's Finance Committee has approved them for submittal to the Board.

Fiscal considerations:

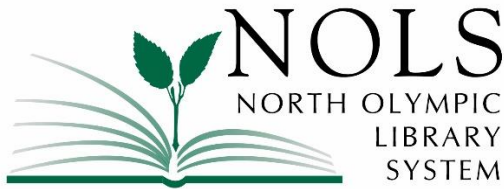
The budget guidelines affirm and establish guiding principles for budgeting. Specific fiscal considerations are addressed in the budget itself.

Alternatives Considered:

The Board may request additional information and/or may propose changes, prior to adopting the 2023 Budget Guidelines.

Motion:

That the Board adopt the 2023 Budget Guidelines as presented (or amended).



2023 BUDGET GUIDELINES *DRAFT*

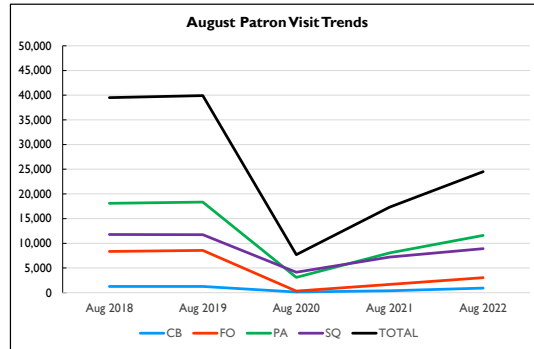
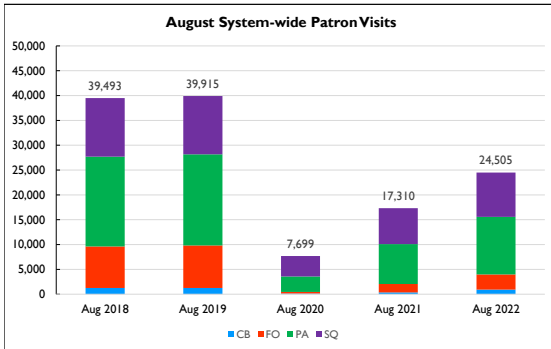
With the 2023 Operating and Capital Budget, the Library Board of Trustees will be a responsible steward of the Library's public and private funds, and manage NOLS resources prudently.

1. Working within available resources, the budget will emphasize services, programs and projects that respond to community needs and support the Library's Strategic Roadmap.
2. Having fulfilled its pledge to the voters by completing implementation of the 2012 Plan and not seeking an additional levy lid lift though 2020 as promised, the Board will continue support for the key elements of the 2012 Plan, to the extent fiscally feasible in the context of shrinking levy capacity, reduced reserves, and the unknown trajectory of the economy.
3. The Library will maintain Board Designated Reserve Accounts as described in Fiscal Management Policy 5.15. The Board recognizes that operating reserves, which have been carefully maintained against the shrinking levy rate, will play an increasingly important role in balancing future budgets.
4. The Board agrees that prudence and fiscal responsibility require that operational efficiencies will be continually sought, identified, and swiftly implemented wherever appropriate.

*Adopted by the NOLS Board of Trustees
Proposed for adoption on September 22, 2022*

Patron Visits

	2022	% of System
PA	11,596	47.3%
SQ	8,930	36.4%
FO	3,038	12.4%
CB	941	3.8%
Total	24,505	100.0%

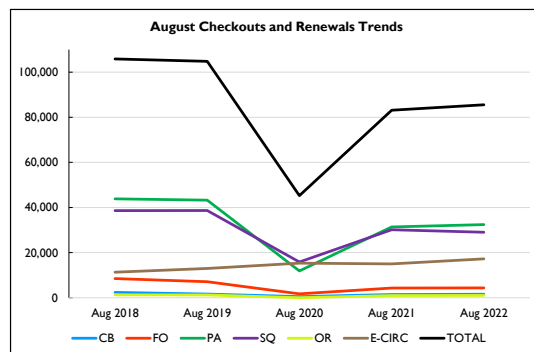
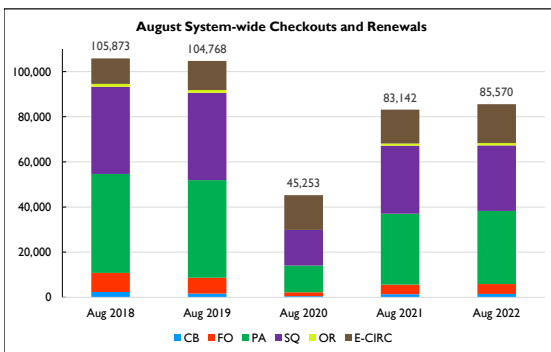


* Curbside service began in June 2020 and continued through June 2021. □

* A new system to count patron visits was installed at each branch in January 2022.

Checkouts & Renewals

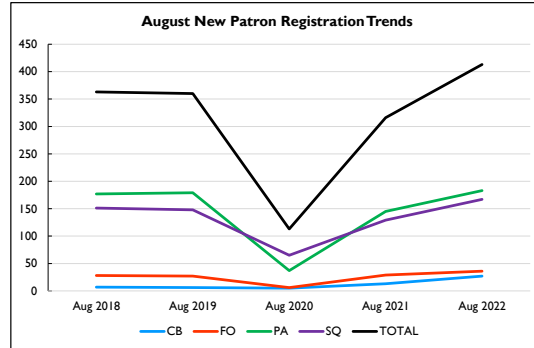
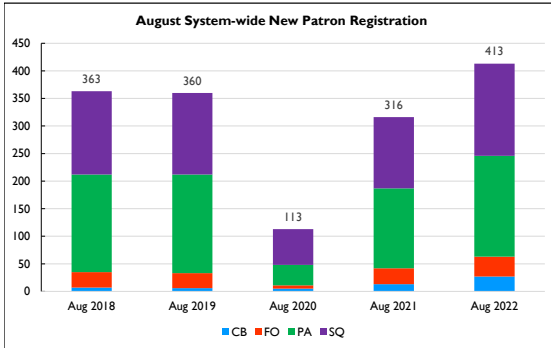
	2022	% of System
PA	32,427	37.9%
Self	45%	
SQ	29,002	33.9%
Self	50%	
FO	4,365	5.1%
Self	15%	
CB	1,524	1.8%
OR	1,025	1.2%
E Circ	17,227	20.1%
Total	85,570	100.0%



* Curbside service began in June 2020 and continued through June 2021. □

New Patron Registration

	2022	% of System
PA	183	44.3%
SQ	167	40.4%
FO	36	8.7%
CB	27	6.5%
Total	413	100.0%



* Curbside service began in June 2020 and continued through June 2021. □

* Registration remained available through the Library's website.

Library Programs

	Programs/Attendees	% of System
PA	4/115	21%/13%
SQ	3/91	16%/11%
FO	2/15	11%/2%
CB	1/2	5%/0%
Virtual	9/545	47%/63%
Total	19/768	100%/100%

Computer Prints Made

	# of Prints	% of System
PA	8,638	60.1%
SQ	3,951	27.5%
FO	1,324	9.2%
CB	448	3.1%
Total	14361	100.0%

Wi-Fi Access

System-wide Total	5,684
-------------------	-------

Volunteers

	Volunteer Hours	# of Volunteers
PA	21.5	3
SQ	1.5	1
FO	0	0
CB	0	0
OR	0	0
NOLS	34.5	1
Total	58	5

Holds

	Requests Fulfilled	Avg Days to Fill
PA	4721	17.63
SQ	5987	17.49
FO	821	13.92
CB	287	13.64
OR	916	10.90
Total	12732	16.75

Public Meetings

	Meetings/Attendees	% of System
PA	9/56	56%/64%
SQ	0/0	0%/0%
FO	6/22	38%/25%
CB	1/9	6%/10%
Total	16/87	100%/100%

Public Computer Use

	# of Computer Hours	% of Total Available Hours in Use
PA	1,486	40.8%
SQ	488	33.5%
FO	331	15.7%
CB	406	57.7%
Total	2711	34.2%

Website Visits

From outside the Library	18,224
From inside the Library	1,266
Avg. # of pages visited	2

Outreach Services

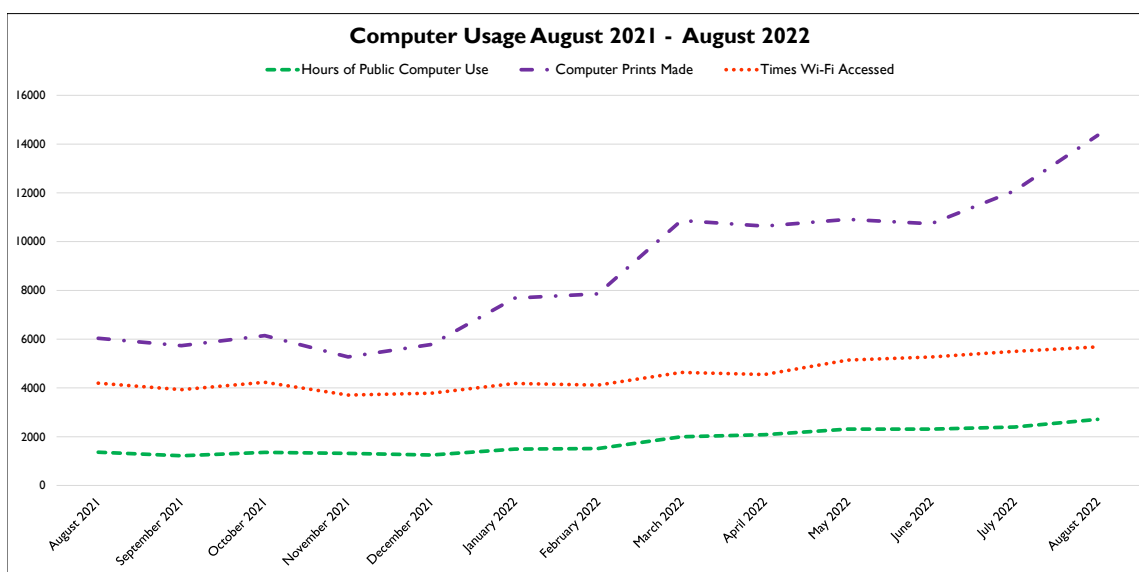
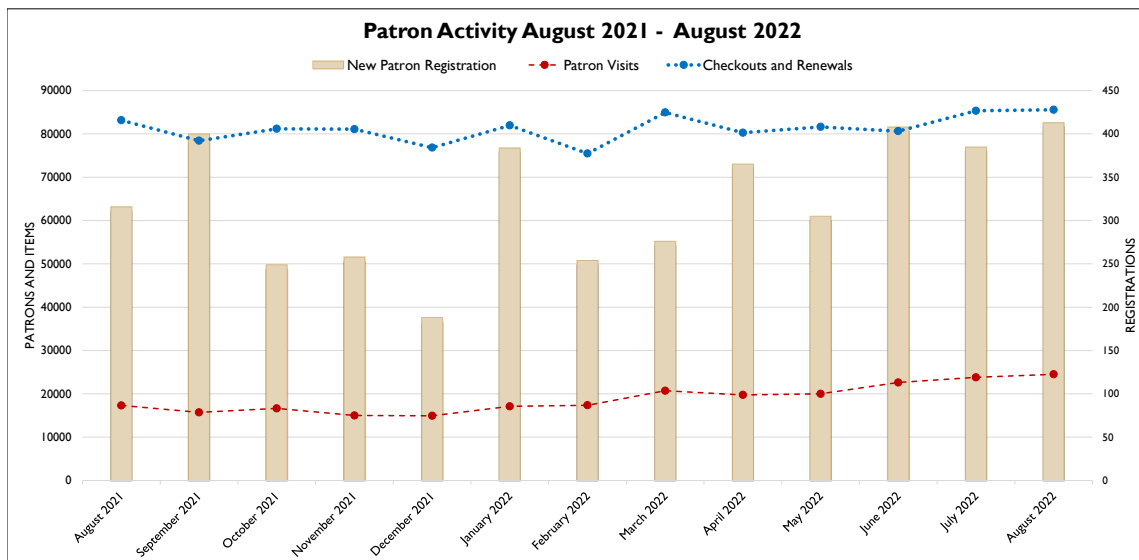
Deliveries to the Homebound	98
New Patrons w/ Delivery Services	0

Interlibrary Loan Services

Items borrowed from other libraries	157
Items loaned to other libraries	110

Read & Return and Program/Outreach Distributions

Tiny Olympic Libraries (CB, FO, PA, SQ)	592
Read & Ride (Clallam Transit Buses)	0
DSHS (Kiosks in offices in FO and PA)	0
NOLS Programs	128
Community Outreach Events	0
Total	720



Significant Events During the Past 13 Months:

August 2021 - County and State implement new mask requirement for everyone inside facilities.

August - September 2021 - A technical error caused public computer prints to not be counted in Forks. It was corrected mid-September.

October 2021 - All branches closed one day for an All Staff Training Day.

November 2021 - Landslides, flooding and limited staffing forced the Clallam Bay and Forks Branches to close for several days.

November 2021 - Drinking water and portable restrooms were made available at the Clallam Bay Library while water was unavailable in the community.

December 2021 - Hours were limited at all branches the last week of December due to inclement weather.

January 2022 - Hours were limited at all branches the first week of January due to inclement weather.

January 2022 - The Sequim Branch Library was closed one Saturday due to a staff shortage.

January 2022 - Regular hours were expanded at the Forks, Port Angeles and Sequim Libraries.

January 2022 - A new system to count patron visits was installed at each branch.

January 2022 - Digital magazines became available through the Washington Anytime Library. There were 501 digital magazine checkouts in January.

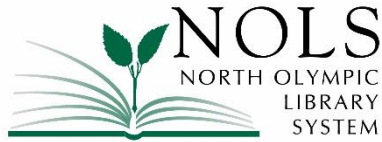
February 2022 - The Forks Branch was closed a half day and the Clallam Bay Library for a day and a half, due to a staff shortage.

March 2022 - State and County Mask Mandate lifted

April 2022 - All branches closed for an All Staff Training Day.

May 2022 - New catalog discovery layer, Aspen, implemented.

June 2022 - NOLS begins recognizing Juneteenth with a one day closure.



Monthly Activity Report

Meeting Date: September 22, 2022
To: Library Board of Trustees
From: Executive Director and Staff
Subject: Monthly Activity Report for August 2022

Port Angeles Main Library

Jina Felton, Port Angeles Operations Manager

Summer programming wrapped up in August with specific events for kids, teens, and adults. For kids, the last Discovery Club program featured activities inspired by the graphic novel *Cardboard Kingdom*. Over 40 participants built a wide variety of structures and costumes using cardboard and their imagination.



Over a dozen youth signed on to join cartoonist and teacher Kori Michele for a virtual Comic Drawing Workshop. Teens learned the mechanics of comics, wrote scripts, sketched, and began inking 4-panel comics while Kori demonstrated each step of the process.

Eric Wagner, a writer and biologist on the Humanities Washington Speakers Bureau Panel, presented *After the Blast: Mount St. Helens 40 Years Later*. The presentation explored the surprising ways plants and animals survived the eruption, and also the complex roles that people have played, all while showing how fascinating Mount St. Helens still is today. Nearly 90 people joined the virtual presentation with more accessing the recording after the event.

Other events during the month of August included:

- Squishy Soap Take & Make – 200 participants
- Books & Locations Wrap Party – 4 participants (100-120 accessed weekly posts throughout summer)
- Silverkite Art Program: Mandalas – 169 participants
- Teen Advisory Board – 2 participants
- Summer Reading Storytime – 33 participants
- Second Saturday Book Group – 8 participants
- Novel Conversations Book – 6 participants
- Second Tuesday Book Group – 5 participants
- Wednesday Evening Book Group – 9 participants
- Outreach Storytime at Peninsula College – 32 participants

With summer winding down, several staff were involved in outreach activities targeting school personnel, students, and families. Youth Services Librarian Jennifer attended Crescent School's Back-to-School event. Jennifer shared information about online resources, created new library accounts, and made connections with several teachers. Nearly 50 people stopped to chat at the event. Public Service Lead Leslie attended the Port Angeles Back-to-School event where over 650 people stopped by to talk about services, programs, and resources for community members of all ages and to pick up pencils supplied by PAFOL and the Library. Many people were excited to either learn or be reminded about Brainfuse tutoring and other online resources available to kids, as well as circulating NOLS Gear.

Aside from community outreach and programming activities:

- Several Collection Management Team members met with the new Midwest Tapes representative.
- Youth Services Librarian Clair attended Youth Mental Health First Aid training and also received training to assist in curating lists for the Washington Anytime Library's Kids and Teens collections.
- Librarian Sarah participated in a collaborative meeting focusing on contributions to the Northwest Digital Heritage hub of the Digital Public Library of America.
- Several staff were involved in a series of NOLS University sessions. The series is presented by staff and is geared towards new hires but is also open to existing staff looking for a refresher. Sessions offered in August included: NOLS 101, Responding to Disruptive Events, Customer Service Standards, and Intellectual Freedom.

Sequim Branch Library

Emily Sly, Library Manager

Summer Reading Program excitement continued through August with more community members picking up their Summer Reading Challenge T-shirt earned after 30 days of reading. Over 1,000 participants signed up for the Summer Reading Program at the Sequim Branch. August programs included Outdoor Storytime, Discovery Club and an in-person book discussion outdoors on the second Saturday.

The end of the month brought back to school fairs and library outreach opportunities. Youth Services Librarian Charlotte attended Wolf Pack Days at the Sequim Middle School and the Sequim School District Back to School Fair held at the football stadium. Several kids signed up for library cards and nearly everyone was thrilled to take home a scratch and sniff bookmark.

Sequim staff are involved in the Collection Management Team, Youth Services Team, Programming Team, Social Media Team, Health and Safety Team, Equity Diversity and Inclusion Team, eHelp Team and BookMatch Team. Emily co-facilitated two NOLS U sessions (Responding to Disruptive Events and NOLS Customer Service Standards) for new NOLS staff. She also participated in Sequim Expansion and Renovation Project planning and fundraising planning, Branch Manager meetings, Sequim staff meetings, Management Team, Public Communications, and Sequim Chamber of Commerce meeting. Emily participated in the recruitment process for a new Sequim Facilities Technician.

Sequim Expansion and Renovation Project – SHKS Architects and their project team met with the NOLS project team for a LEED Charrette – discussing Silver LEED certification and options for meeting certification requirements. SHKS also met with the NOLS team to discuss site plan design. The Sequim Project Team continued to work on exploring funding options and grants.

West End Branches (Forks and Clallam Bay)

Mary Givins, Bilingual and Community Outreach Librarian

Daily operations:

- Public Service Specialists Jeremy and Angeles completed five slide presentations for NOLS Trivia Night program with guidance from PA Adult Services Librarian Sarah.
- Public Service Specialist Jeremy created a book display masterpiece that was featured on NOLS social media pages.



- All West End staff continued to provide excellent customer service, assist with eHelp and microfilm inquiries, create engaging displays, and assist with various work groups and teams.

Programming:

- Youth Services Librarian Kristine presented Discovery Club Cardboard Kingdom which was attended by 15 people in Forks and Clallam Bay.



- Youth Services Librarian Kristine prepared 10 Teen Lit bags for 7th-12th graders in Forks and Clallam Bay.

Outreach & Bookmobile:

- Community Librarian Mary represented the Library at the Quileute Housing Authority Annual Resident Fair at the Akalat Center in La Push. One resident reported that her three children had received their first books from the Imagination Library that they signed up for during Elders Week.

- Community Librarian Mary visited the Quileute Senior Center during a community lunch and engaged with elders about their needs and interests.
- Community Librarian Mary provided a library presence at the Overdose Awareness Day and discussed library resources at the event sponsored by Mariposa House at Tillicum Park.
- Youth Services Librarian Kristine attended Forks Middle School's open house event engaging with 25 people, sharing information about programs and electronic resources. One new library card was created and one library card was renewed.
- Community Librarian Mary met with 40 individuals during the Neah Bay Secondary Schools Back-to-School Night, including high school student who was very excited to tell about his crochet projects.
- Youth Services Librarian Kristine attended Neah Bay Elementary School's open house event and spoke with 45 people. One person signed up for Dolly Parton's Imagination Library and 12 new library cards were created.
- Community Outreach Specialist Ashlee and Youth Services Librarian Kristine represented the Library at Makah Days where they created 7 new library cards, handed out lots of stickers, and interacted with 157 people on the first day. The second day, Ashlee and Public Services Specialist Jeremy interacted with over 158 people.

Facilities Department

Brian Phillips, Facilities Manager

I'm very pleased to announce the addition of Eric Tapp to the Facilities team as NOLS' new Facilities Technician 2 based at the Sequim Library. Eric brings a diverse set of experiences to the job, having worked in commercial property management, security, music, graphic arts and even the railroad industry! His wide range of knowledge and naturally helpful attitude are a valuable asset to NOLS. Welcome aboard, Eric!

Port Angeles Library: Completed HVAC maintenance; met with asphalt consultant to inspect driveway surface condition; installed new post and rope barrier near outdoor staff area; repainted staff area picnic table; removed large wasp nest; trimmed trees and shrubs; mowed lawn.

Port Angeles Lighting Improvements Project: Brian and Meghan attended a preliminary installation planning meeting with the lighting project vendor. Work to install LED lights is tentatively slated to start in November 2022.

Sequim Library: Began Eric's orientation and training; checked emergency lights and fire extinguishers; adjusted and recalibrated thermostats; trimmed hedges; trimmed lawn; pulled weeds; repaired vacuum cleaner.

Sequim Expansion and Renovation Project: Hired Terracon, Inc. to perform hazardous materials consulting services; received geotechnical survey report from AESI, Inc. and forwarded to SHKS; reviewed schematic design with project team; met twice with neighboring church staff to discuss project; attended LEED certification planning meeting; drafted owner's project requirements (OPR) document for LEED certification; drafted documents for tracking furniture inventory.

Forks Library: Restriped parking lot; checked emergency lights and fire extinguishers; installed LED lights in workroom; replaced overhead lights; removed graffiti from bench; repaired vacuum; removed carpet stains; repaired exterior electrical outlet cover; trimmed ivy and hedges; weed control.

Clallam Bay Library: Restriped parking lot; installed LED light above checkout desk; checked emergency lights and fire extinguishers; painted exterior handrails; replaced light ballasts; mowed lawn.

Other: Purchased new weed-eater; repaired leaf blower; had Westy's brakes re-inspected due to squeak reported by staff (caused by minor amounts of rust on the rotor); Brian joined NOLS team in an update meeting with the bookmobile vendor; replenished supplies; updated key inventory; inspected the condition of NOLS' Tiny Olympic Library units.

Outreach to Homebound Program

Kayla Apolito and Kristin Overbey, Community Outreach Specialists

During the month of August, 98 deliveries were made and 1025 items were checked out and/or renewed for Outreach Delivery patrons.

Information Technology (IT) Department

Shane Miller, Information Technology Manager

In addition to the regular server updates, web maintenance, employee support, and troubleshooting, in August the Information Technology team continued to solve ongoing concerns regarding employee profiles, Microsoft Teams, Wi-Fi connectivity and more. Server updates took more time and process than usual in August. Linux updates were more complicated than usual. Updates to our Exchange mail server required some encryption changes. Some of these updates carried over into September.

IT supported staff by maintaining technical equipment, workstations, library catalogs, and self-

checkout stations. We participated in work group meetings, including the Beanstack team, Aspen Discovery Layer implementation group, Social Media team, Sustainability team, Polaris team, EDI committee, All Staff Training Day committee, and the Evanced team. We participated in this year's NOLS-U. Shane spent some time with Public Services staff, and the public, at the NOLS Booth at Clallam County Fair. Shane also participated in the monthly recurring Clallam Broadband meeting sponsored by the North Olympic Development Council.

IT also had numerous hardware repairs and new installations in August. We fixed the coin machine that is connected to the print release station in the Port Angeles Main Branch when it was out of order. IT also repaired a broken USB hub installed in a reading table in PA and helped install a new standing desk in the Forks Branch Library. Finally, we added a second monitor to a computer workstation and replaced a poorly functioning monitor at a circulation desk at the Sequim Branch Library.

In August, IT supported the ongoing Bookmobile project by purchasing IT equipment specifically for the bookmobile. This included three new Dell laptops, and new wireless barcode scanners and receipt printers to be used in the Bookmobile.

The Aspen Discovery Layer Team worked to help solve patron and staff questions regarding the new catalog. This included help with the global payment system and language strings. We posted questions and comments to the Aspen slack channel in hopes of finding solutions and information.

The Web Team worked to update our NOLS Gear web presence with information for the new Shore Aquatic Center Pool pass that is available for hold and checkout in the NOLS catalog. A web page was created to showcase the fall storytime series and highlight the different storytimes that will be offered. This includes a Spanish/English storytime in Forks, preschool, baby, and toddler storytime in Port Angeles and a family storytime at the Sequim Branch Library.

The Web Team added two new members this month. Karyn Bocko was added to help assist with small web updates, organization, and information sharing from the public communication team. Jeremy Mattocks was added to help assist with routine web changes and event development.

IT spent some time on the West End addressing long-standing problems with slow logins and other computer glitches. A new Uninterruptible Power Supply (UPS) was installed at Clallam Bay to replace a failed unit. Cassie reservations for public computers were enabled at Forks as well.

The backup system received a full review to ensure that all systems are covered more efficiently than they had been in the past. Off-site backups to the cloud were also reconfigured for better performance.

IT responded to a brief Polaris outage. The root cause was a non-standard network configuration. The configuration was fixed to restore service, and all other servers were checked for the same issue and fixed.

The IT team received refresher training on the VR equipment from Librarian Cheryl. The equipment was handed off to IT to continue working on the account migration from Oculus to Meta.

The IT team welcomed two new NOLS staff members this month. We welcomed and oriented Eric Tapp as a Facilities staff member in Sequim. We also welcomed and oriented Corrina Desmarais, a new Librarian in Port Angeles.

Technical Services Department

Erin Shield, Collection Services Manager

August saw the completion of the first round of work on vertical files. The next round of work will include a final reconciling of materials in the proper folders and individual items being barcoded but the bulk of cataloging is done. Once materials are barcoded they will be findable in the new catalog.

1566 physical items were processed and available for customers in the month of August (our second biggest month of 2022.) 248 print materials were repaired or recatalogued. 186 media items were resurfaced or repaired to extend their lives. 137 physical donations were made and will be added to the collection. 786 totes were shuttled between NOLS' branches by the couriers, including 22 for Outreach deliveries. Tech Services filled 157 InterLibrary Loan requests for NOLS' patrons and 110 loans to other libraries.

Wendy worked 7 hours in Outreach. Cindy spent 2 hours on Web Team responsibilities. Susan and Erin met with a materials vendor representative. Adam spent 3 hours on Sustainability Team. Kim worked about 4 hours on All Staff Training Day committee. Erin participated in training new staff on customer service standards in a NOLS U session with Emily Sly, meetings related to fundraising for the SQ Library project, Bookmobile, cataloging forum, selection responsibilities, and Management Team.

Volunteer Program

Shaina Rajala, HR & Business Manager

NOLS had 3 volunteers in PA, 1 in Sequim, and 1 in Technical Services for a total of 57.5 system-wide volunteer hours. There was 1 new volunteer added in PA.

Administrative Operations Department

Human Resources

Shaina Rajala, HR & Business Manager

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

- All Staff Training Day Team meeting
- Equity, Diversity, and Inclusion Team meetings
- Management Team meeting
- External Compensation Study Meeting

Recruitments:

- Adult Services Librarian I – PA
- IT Systems Administrator – IT
- Facilities Technician 2 – FAC
- On-Call Circulation Assistant – PA
- Public Services Specialist – PA

New Hires:

- Kaila Thomas – Temporary Public Services Specialist – SQ
- Eric Tapp – Facilities Technician 2 – FAC
- Corrina Desmarais – Older Adult Services Librarian I – SQ

Separations:

- K'Ehleyr McNulty – Public Services Specialist – PA
- Cheryl Martin – Adult Services Librarian I – PA

Financial Operations

John DeFrancisco, Finance Manager

John participated in Management Team Meetings, EDI Normalizing Conversation and All Staff meetings in August.

Accounting Statistics for August:

- 101 Vouchers
- 103 Credit Card Transactions
- 4 Revolving Fund Checks
- 3 Payroll EFT
- 1 Department of Revenue EFT
- 66 Payroll Pays

Public Service Director's Report

Meghan Sullivan, Public Services Director

- Participated in activities for the Bookmobile Service Project, including conversations with IT, Facilities, and Tech Services
- Participated in activities for the Sequim Expansion and Renovation Project including meetings with the architects
- Attended Washington State Libraries Deputy/Assistant Director Monthly Meeting
- Attended Port Angeles Arts Education Committee Meeting
- Site Visits to Clallam Bay and Sequim Libraries
- Assisted in the launch of NOLS U Training Sessions for new staff members to be held weekly from August to November. Provided instruction for the NOLS U Session on Responding to Disruptive Events with Emily Sly.
- Participated in recruitment activities for the IT System Administrator and Port Angeles On-Call Circulation Assistant positions
- Onboarding activities for Corrina Desmarais, Older Adult Services Librarian (PA/SQ)
- Routine Branch Manager, Management Team, Youth Services Team, Adult Services Team, Health & Safety Team, Collection Management Team, Outreach Delivery Services, Port Angeles Staff, One-on-One meetings, EDI Normalizing Conversations, and Librarian/Branch Manager

Director's Report

Noah Glaude, Executive Director

Significant meetings/events and projects this month:

- Continued work on Sequim Library Expansion and Renovation Project
 - Site Design
 - LEED Charrette
 - Grant Writing
 - Collecting feedback from staff and sharing with architect
- Discussions with Bookmobile vendor
- IT Systems Administrator Recruitment
- Led NOLS 101 Training
- Review of guidelines used to determine what publicity will get translated into Spanish
- Initiated Compensation Study process with selected vendor
- Prepared contracts for approval for Board's special July meeting
- Attended DNR's Board Retreat
- Attended Uptown Arts District Meeting
- Met with United Way of Clallam County to plan for Financial Aid Grant
- Met with Jamestown Tribal Library
- Met with Lower Elwha Klallam Library
- Routine Branch Manager and Management Team Meetings



Customer Comments

August 2022

The following comments were received by the Library during the months of August 2022. 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.

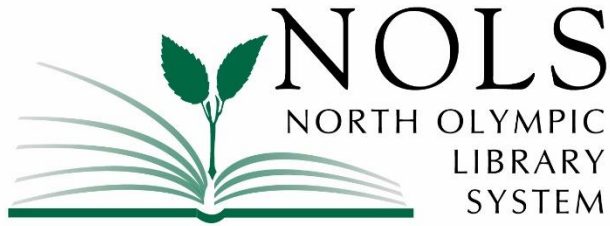
RECEIVED VIA COMMENT CARD IN PORT ANGELES

Comment:

Sarah and Kristin were very friendly and helpful. We were logging onto ArriveCan, and if it weren't for their assistance, my brother would have had major complications returning to Canada.

Response:

No response was requested.



Highlight Log

August 2022

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.

08/02/2022 – Port Angeles

A recent email with positive feedback about staff selections for an Outreach delivery patron - shout out to Wendy, Kayla and Kristin!

"Two of the books you sent are particularly interesting. Just what I want to learn from with my writing ambitions. And you included ethnic writers who are so important too. At a kind of opposite pole is Rachel Cusk (ethnically and stylistically) and I enjoyed 'Kudos' very much for her distinctive approach and mastery of it."

08/03/2022 – Sequim

Just got a call from a patron praising the Escape Room program. They said to let everyone who worked on it know that they did a great job!

08/04/2022 – Sequim

A patron just called so excited to sign up for Summer Reading Program after seeing her adult daughter's sasquatch t-shirt. She said her daughter never wears t-shirts, but was wearing the SRP shirt last night. Their whole family loves this year's t-shirt design. It motivated her to participate in this year's Summer Reading Program.

08/04/2022 – Port Angeles

Over the phone, a patron said that "An Excellent Public Library" was on their list of necessities when deciding where to retire. And they have been very happy!

08/04/2022 – Port Angeles

HUGE shout out and many thanks to our awesome facilities team! Brian, Jeff, and Steve assisted with gathering, delivering, and the clean-up of cardboard for the Cardboard Kingdom building program. Many amazing structures and costumes were built by children and their families! It was a fun and creative ending to the final youth SRP program.

08/05/2022 – NOLS

The Teen Comic Drawing Workshop with guest artist Kori Michele was AWESOME! 13 teens learned about four-panel comics, plugging their own jokes and ideas into either some ready-to-use template ideas from Kori or letting their imaginations run wild. They learned comic mechanics, wrote their scripts, sketched, and then started inking their work. Some teens shared their work and got lots of laughs!

08/05/2022 – Port Angeles

Found among the dwindling stack of uncatalogued materials from the Vertical Files and Archive Room, this comic strip, probably about 1957. The bookmobile, like the library, has many uses beyond books and the patrons know it! Original clipping given to Outreach.



08/11/2022 – NOLS

Outreach Delivery patron called to end delivery services as they don't need them anymore. They were very grateful for the service and offered to become a volunteer!

08/12/2022 – Port Angeles

A visitor from California came in looking for information on her great-grandmother, who moved to Port Angeles in the 1880's as part of the Puget Sound Cooperative Colony. The visitor was very excited to see the Colony-related Vertical Files in the Archive Room, and will be visiting her family member's grave site at Ocean View Cemetery this afternoon. She was also shown the WRH site and how to search photos there.

The patron also donated her grandmother's copies of the Tum Tum (PA HS yearbook) from 1919 and 1920, neither of which NOLS owns. A few other historical papers were also donated.

08/11/2022 – Forks

A participant in the Quileute Housing Authority Resident Fair reported that her three children had received their first books from the Imagination Library that they signed up for during Elders Week. They each received a different book according to their ages.

08/16/2022 – NOLS

Outreach Delivery patron expressed their gratitude -- "This service has saved my life. It's boring at home, but not with books!"

08/23/2022 – Clallam Bay

Shout out to Karen and Facilities! The building always looks great, but it had extra sparkle this morning. Thank you for taking such good care of our buildings!

08/24/2022 – Clallam Bay

A number of youth services related highlights have been and are continuing to happen. I want to give a big shout out to Kristine for all of her efforts, planning and working on our youth programming. Our young patrons and parents have really been enjoying them!

There has been more chatter within the community about our youth and everything that is available for them at the library.

A patron came in yesterday to ask about children's programs. We chatted briefly and then with a smile, they handed me a crisp one hundred dollar bill requesting it go towards the children's programs at the CB branch. Such a lovely way to end the day!

08/26/2022 – Port Angeles

Young patron asked if they are able to check out a Storytime to-go kit and said, "I love to play school at home, so this will be perfect for that!"

08/29/2022 – Sequim

Great connections at the Back to School outreach events in Sequim on Saturday and Monday! One patron in particular thanked us for continuing to provide alternate means of engagement (noting specifically the squishy soap,) and said that they were so grateful because it allows them to participate in library programming.

We also started a star jar filled with origami paper stars that have tiny wishes written on the inside.

08/29/2022 – Port Angeles

At the hardware store the cashier noticed the Libraries Rock t-shirt I was wearing and asked if the Library was open again. I affirmed that yes indeed, we're back open for business with normal hours, at which time they said they had collection of first print Western novels and wanted to donate them to Friends.