

Board of Trustees Regular Meeting
Thursday, April 27, 2023 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 March 23, 2023
4. Communications
5. Public Comments
6. Presentation: An Update on the Sequim Library Expansion and Renovation Project Design
Presented by SHKS Architects
7. Presentation: Limited Tax General Obligation Bonds Financing Options
Presented by Dave Trageser, Managing Director of Local Government Finance,
D.A. Davidson & Co,

Due to NOLS not having a Finance Manager for one month between mid-March and mid-April, March Financial Reports and Vouchers will be presented at the May 2023 Board of Trustees meeting.

8. Unfinished Business

None

9. New Business

N.1. Discussion of the Sequim Library Expansion and Renovation Project progress and financing

10. Reports

R.1. Monthly Statistics Reports: March 2023

R.2. Monthly Activity Reports: March 2023

R.3. Customer Comments: March 2023

R.4. Highlight Log: March 2023

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 their activities. In addition, Board members may refer an item to staff or other resources for factual information, request staff to report back to the body at a subsequent meeting concerning any NOLS matter, or direct staff to agendize a matter of business on a future agenda.

13. Next meeting: 5:30pm, Thursday, May 25, 2023

14. Agenda items for next meeting

15. Adjournment

Upcoming Board meetings

<u>Date</u>	<u>Time</u>		<u>Location</u>
Thursday, May 25, 2023	5:30pm	Regular meeting	Port Angeles Main Library
Thursday, June 22, 2023	5:30pm	Regular meeting	Port Angeles Main Library
Thursday, August 24, 2023	5:30pm	Regular meeting	Clallam Bay Branch Library
Thursday, September 28, 2023	5:30pm	Regular meeting	Forks Branch Library
Thursday, October 26, 2023	5:30pm	Regular meeting	Port Angeles Main Library
Thursday, November 16 , 2023	5:30pm	Regular meeting	Port Angeles Main Library

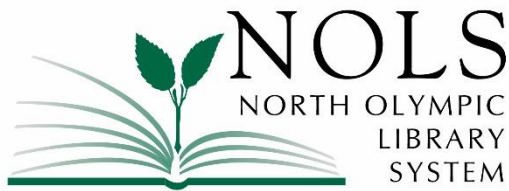
Note: no regular Board meetings scheduled in July or December.

North Olympic Library Foundation meetings generally occur on the same dates as NOLS Board meetings, usually at 2pm via Zoom.

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, March 23, 2023 5:30pm
Port Angeles Main Library

MINUTES

1. Call to order, roll call and introductions
Board Chair Mark Urnes called the meeting to order at 5:30 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, HR & Business Manager Shaina Rajala, IT Manager Shane Miller, and Web and Digital Systems Coordinator Bryan Johnson.
2. Approval of agenda
Motion by Mr. Caldwell to approve agenda as presented. Motion seconded by Ms. Ross. Motion carried.
3. Approval of minutes for regular meeting of February 23, 2023
Motion by Mr. Miller to approve the minutes from the February 23, 2023 regular meeting. Motion seconded by Ms. Pelikan. Motion carried.

Approval of minutes for special meeting of March 2, 2023
Motion by Ms. Ross to approve the minutes from the March 2, 2023 special meeting. Motion seconded by Mr. Caldwell. Motion carried.
4. Communications
None
5. Public Comments
6. Presentation: Overview of the NOLS Website by NOLS Web Team
7. Financial reports: February 2023
The financial reports for February 2023 were accepted as presented.
8. Approval of vouchers: February 2023
Motion by Mr. Miller to approve the February 2023 vouchers, numbered #103 through #196, in the amount of \$507,602.30. Motion seconded by Ms. Ross. Motion carried.
9. Unfinished Business
None
10. New Business
 - N.1. Overview of changes made to the Monthly Statistics Report
 - N.2. Verbal update of the Fatbeam Contract and impact on the Sequim Branch Library

11. Reports

- R.1. Monthly Statistics Reports: February 2023
- R.2. Monthly Activity Reports: February 2023
- R.3. Customer Comments: February 2023
- R.4. Highlight Log: February 2023

All reports were accepted as presented.

12. Public Comments

13. Trustee comments

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

14. Next meeting: 5:30pm, Thursday, April 27, 2023

15. Agenda items for next meeting

Presentation from SHKS Architects on the Sequim Library Expansion and Renovation

16. Adjournment

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

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

NOLS Mission Statement
Adopted 11/22/16

CERTIFIED AS TRUE AND CORRECT

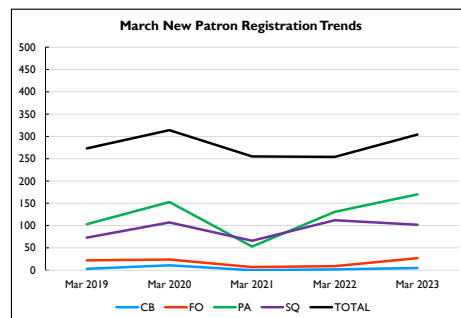
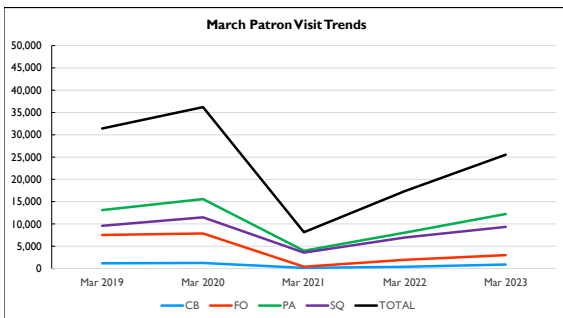
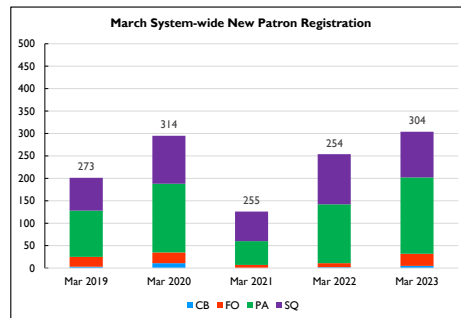
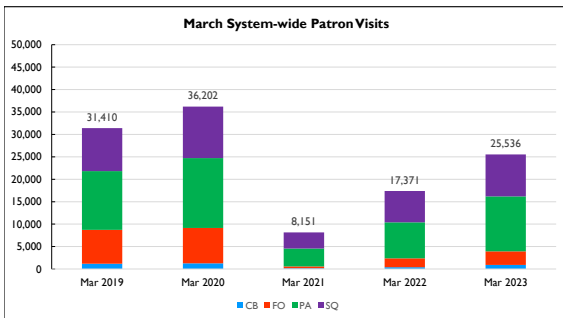
Chair

Board Secretary

Patron Visits		
	2023	% of System
Port Angeles	12,252	48.0%
Children	16%	
Sequim	9,356	36.6%
Children	6%	
Forks	3,030	11.9%
Children	8%	
Clallam Bay	898	3.5%
Children	17%	
Total	25,536	100.0%

*Door sensors count objects less than 4'7" in height as children.

New Patron Registration		
	2023	% of System
PA	170	55.9%
SQ	102	33.6%
FO	27	8.9%
CB	5	1.6%
Total	304	100.0%



* Due to COVID-19, all NOLS locations were closed in March 2021, but curbside service was offered.

* In January 2022, new post-pandemic Library hours were set.

* In January 2022, a new system to count patron visits was installed at each branch.

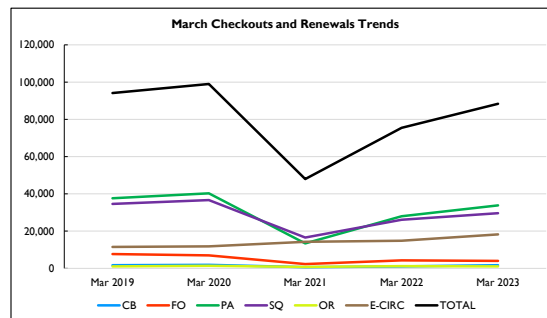
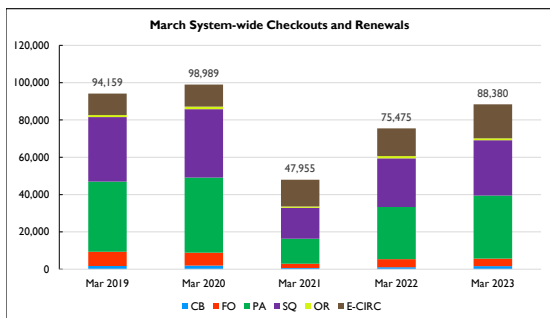
* Registration remained available through the Library's website when the branches were closed.

Checkouts & Renewals		
	2023	% of System
Port Angeles		
Checkouts	19,915	32.2%
% From Self-Check	76%	
% From Holds	25%	
Renewals	13,921	52.4%
Total	33,836	38.3%
Sequim		
Checkouts	18,474	29.9%
% From Self-Check	80%	
% From Holds	33%	
Renewals	11,144	42.0%
Total	29,618	33.5%
Forks		
Checkouts	3,303	5.3%
% From Self-Check	25%	
% From Holds	32%	
Renewals	699	2.6%
Total	4,002	4.5%
Clallam Bay		
Checkouts	968	1.6%
% From Self-Check	2%	
% From Holds	29%	
Renewals	699	2.6%
Total	1,667	1.9%
Outreach		
Checkouts	945	1.5%
% From Holds	88%	
Renewals	79	0.3%
Total	1,024	1.2%
Electronic Circulation (WA Anytime Library/Overdrive & Hoopla checkouts do not renew)		
Checkouts	18,233	20.6%
Systemwide Totals		
Checkouts	61,838	
Renewals	26,542	
System Total	88,380	

Interlibrary Loan Services	
Items borrowed from other libraries	266
Items loaned to other libraries	132

*Interlibrary Loan items are included in Checkouts & Renewals statistics

Holds		
	Requests Fulfilled	Avg Days to Fill
PA	4,911	16.61
SQ	6,116	18.84
FO	1,045	15.81
CB	278	12.33
OR	898	11.92
Total	13,248	17.17



* Due to COVID-19, all NOLS locations were closed in March 2021, but curbside service was offered.

* In January 2022, new post-pandemic Library hours were set.

* In February 2022, inclement weather caused reduced hours for one week.

* In January 2022, eMagazines began being offered through the Washington Anytime Library.

Library Programs		
	Programs/Attendees	% of System
Port Angeles	27/1142	38%/61%
Sequim	12/225	17%/12%
Forks	16/293	23%/16%
Clallam Bay	8/37	11%/2%
NOLS	0/0	0%/0%
Virtual	8/163	11%/9%
Total	71/1860	100%/100%

Public Meetings		
	Meetings/Attendees	% of System
Port Angeles	38/672	60%/81%
Sequim	0/0	0%/0%
Forks	15/113	24%/14%
Clallam Bay	10/49	16%/6%
Total	63/834	100%/100%

Proctor Exams Administered		
Port Angeles	0	0.0%
Sequim	1	0.0%
Forks	0	0.0%
Clallam Bay	0	0.0%
Total	1	100%/100%

Volunteers		
	Volunteer Hours	# of Volunteers
Port Angeles	31.75	5
Sequim	0	0
Forks	3.75	1
Clallam Bay	0	0
Outreach	21	1
NOLS	0	0
Total	57	7

Community Outreach Events		
	Events/Attendees	% of System
PA	1/2051	20%/82%
SQ	0/122	0%/5%
FO	1/101	20%/4%
CB	3/226	60%/9%
OR	0/0	0%/0%
NOLS	0/0	0%/0%
Total	5/2500	100%/100%

Read & Return and Program/Outreach Distributions	
Tiny Olympic Libraries (CB, FO, PA, SQ)	404
Read & Ride (Clallam Transit Buses)	0
Dolly Parton Imagination Library	1187
Library Programs & Outreach	238
Other	0
Total	1829

Outreach Delivery Services	
Home Deliveries	83
New Patrons w/ Delivery Services	3

BookMatch Requests Fulfilled	
Number of Requests	-
Titles Suggested	-

General Public Computer Use <i>(excludes Special Computer Use)</i>				
	Number of Computers	Number of Sessions	Hours of Computers Use	Percent of Total Available Hours in Use
Port Angeles	32	1522	1,164	15.5%
Sequim	6	816	615	43.6%
Forks	10	400	294	12.6%
Clallam Bay	5	176	199	22.8%
Total	53	2914	2272	18.7%

Special Computer Use <i>(ADA, Express, Microfilm, Scanner)</i>				
	Number of Computers	Number of Sessions	Hours of Computers Use	Percent of Total Available Hours in Use
Port Angeles	6	184	72	5.1%
Sequim	2	255	88	18.7%
Forks	2	59	10	2.2%
Clallam Bay	1	0	0	0.0%
Total	11	498	170	6.8%

Computer Prints Made		
	# of Prints	% of System
Port Angeles	9,030	57.3%
Sequim	4,886	31.0%
Forks	1,433	9.1%
Clallam Bay	403	2.6%
Total	15752	100.0%

Laptop Checkouts <i>(For Use on Library Property Only)</i>	
Port Angeles	4
Sequim	6
Forks	0
Clallam Bay	0
Total	10

Wi-Fi Access		
	Wi-Fi Accessed	% of System
Port Angeles	3,878	53.9%
Sequim	1,643	22.8%
Forks	1,286	17.9%
Clallam Bay	392	5.4%
Total	7,199	100.0%

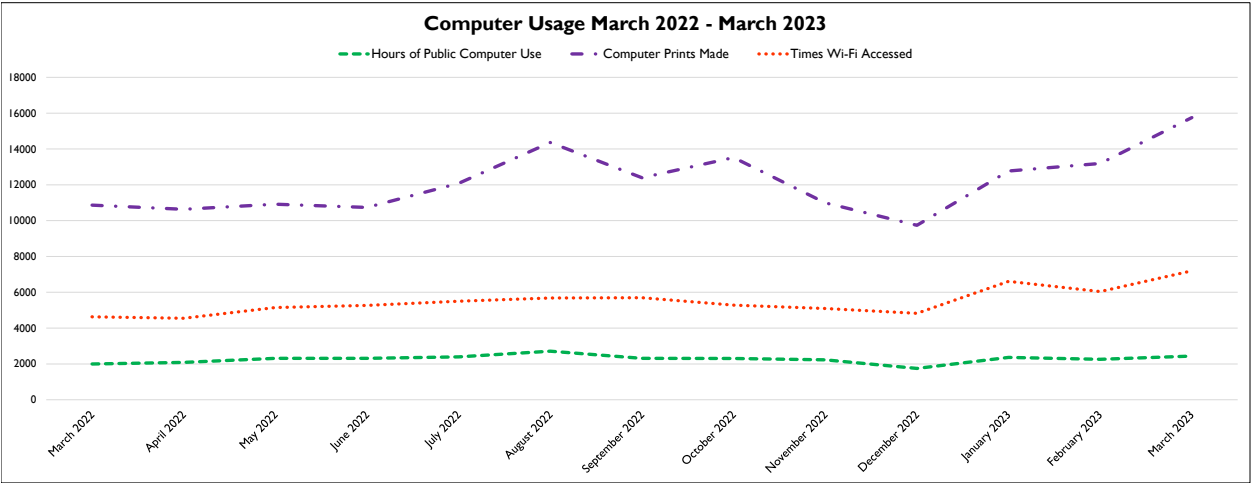
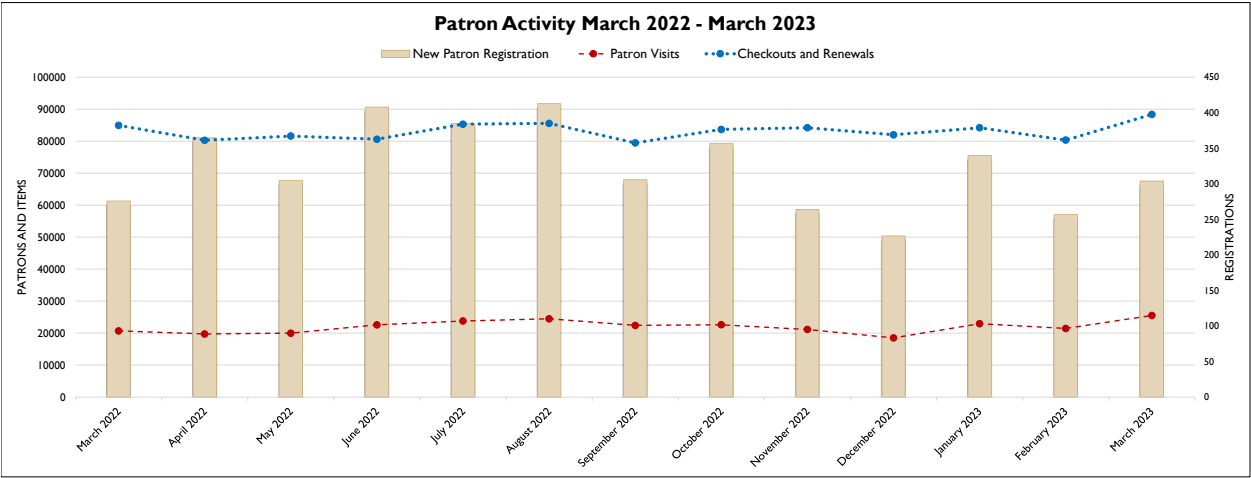
Website Visits	
From outside the Library	20,050
From inside the Library	1,055
Avg. # of pages visited	2

Facebook Activity	
Followers	4,834
Content Published	51
Reach (unique accounts)	40,124
Reactions/Likes/Comments, etc.	2,262
Link Clicks	597

YouTube Activity	
Subscribers	357
Videos Published	4
Program Recordings	1
Views (lifetime content)	783
Watch Time (hours)	71

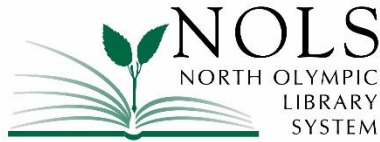
Instagram Activity	
Followers	1,335
Content Published	24
Reach (unique accounts)	2,184
Reactions/Likes/Comments, etc.	760

Advertising	
Ads Run	4
Reach (unique accounts)	5,350
Link Clicks	448



Significant Events During the Past 13 Months:

- 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.
- December 2022 - Hours were limited at all branches for one week of December due to inclement weather.
- February 2023 - Hours were limited at all branches for several days due to inclement weather.



Monthly Activity Report

Meeting Date: April 27, 2023
To: Library Board of Trustees
From: Executive Director and Staff
Subject: Monthly Activity Report for March 2023

Port Angeles Main Library

Jina Felton, Port Angeles Operations Manager

In March, ecologist Dr. Catharine Copass discussed plant diversity as part of the Olympic National Park Perspectives Speaker Series. Dr. Copass' project to inventory, classify, and map the vegetation resources of the Park combined with state of the art mapping techniques resulted in a map with unprecedented resolution and accuracy. The presentation explored the new map and provided new perspectives on familiar park landscapes. Over 80 participants joined the virtual program.

Battle of the Books concluded in March with a Final Trivia Competition at the Port Angeles Main Library. Over 200 students, friends, family members, and teachers turned out for the special after hours event with the Five Acre School team taking home the trophy.



Other events during the month of March included:

- Battle of the Books discussion: semifinals – 136 participants
- Kids Book Club – 25 participants
- LEGO® Build It! – 84 participants
- BeTween Books & Crafts – 9 participants
- Teen Lit Bags – 23 participants in PA
- Teen Advisory Board – 1 participant
- Financial Aid sessions with United Way of Clallam County – 1 participant
- Jigsaw Puzzle Contest – 44 participants
- Introduction to Tarot (virtual) – 67 participants
- Second Tuesday Book Group – 2 participants
- Wednesday Evening Book Group – 5 participants
- Daycare/Preschool Visit to Library – 35 participants from 2 classes
- Storytime at Peninsula College – 62 participants in 4 classrooms
- Storytime at Mount Angeles View Headstart – 15 participants
- Baby, Toddler, and Preschool Storytimes – 461 participants at 14 events

As part of a systemwide initiative, Public Service Staff in Port Angeles began devoting one hour per week to ongoing training and professional development activities. Topics covered by staff included updated Food Handler Safety for programming staff, reviewing procedures for responding to disruptive events, a Defensive Driving course for Bookmobile Team members, Librarians Guide to Homelessness series presented by Ryan Dowd, and LinkedIn Learning webinars covering implicit bias and cultivating cultural competence and inclusion. In addition to weekly professional development opportunities, Librarian Adrienne L. and Public Services Specialists Laureen S. and Audra D. attended the Washington Library Association conference in Wenatchee at the end of the month.

Sequim Branch Library

Emily Sly, Library Manager

The Sunshine Festival included rain and snow this year, so it wasn't quite the community kick-off to Spring everyone hoped for on the first Saturday in March. The library had a table with activities in the morning, reaching community members who came out in the weather. Cozy Storytime also took place in the library that Saturday morning.

Teen Board Game & Art Night continued and Teen Advisory Board (TAB) met. A small gathering of Second Saturday Book Discussion Group participants took place in-person. There was a class visit of Dungeness Virtual Academy students and their families to the library.

Virtual and asynchronous programs included the Novel Conversations Book Discussion Group and Intentional Aging featuring a book discussion of *Remember: The Science of Memory and the Art of Forgetting* by Lisa Genova. Youth Services Librarian Charlotte M. offered Outreach visits to area elementary schools promoting the library and leading book discussions for 4th grade students participating in Battle of the Books. The Battle of the Books Final Competition was held at the PA Main Library, with team from Five Acre School from Sequim winning!

Older Adult Services Librarian Corrina D. toured the Washington Talking Book and Braille Library and Seattle Public Library Central Library, with NOLS Outreach staff.

Sequim Expansion and Renovation Project - The Sequim Project Team met with SHKS Architects and with Common Great capital campaign consultants. The meeting with SHKS included looking at color and fabric samples. Exciting! The Team explored possibilities for a temporary library location in Sequim, and continued to work on exploring funding options and grants.

West End Branches (Forks and Clallam Bay)

Troi K. Gale, Library Manager

Daily operations:

- Public Service Specialist Angeles B. and Jeremy M. went out in the Forks community and took pictures for social media post about the 1st annual Forever Twilight Equinox event in Forks.
- Public Service Specialist Angeles B. attended Washington Library Association (WLA) Conference in Wenatchee.

Programming:

- 7 Teen Lit Bags were fulfilled in Forks and 6 Teen Lit Bags in Clallam Bay. An additional 22 were fulfilled for Neah Bay teens
- 4 attended Anime and Manga Club in Forks and 1 in Clallam Bay
- 11 attended Build It in Forks and 7 in Clallam Bay
- 3 attended the Teen Advisory Board meeting in Forks
- 4 attended Bilingual Family Storytime in Forks
- 27 attended Family Storytime in Fork
- 8 attended Family Movie Matinee in Forks with Deborah assisting as a volunteer
- Youth Services Librarian, Kristine T. facilitated Celebration of the Book to 85 individuals

by conducting a read aloud and promoting Spring Break programs to 1st grade classrooms at Quileute Tribal School, Forks Elementary, and Clallam Bay School in 6 classrooms. Volunteer Deborah assisted with preparing the bags.

- Public Services Specialist Dianne B. lead the first hybrid No Pressure Book Club and Bad Art Night with 7 attending at the Forks Branch.
- Public Services Specialist Dave M. lead two Jigsaw Puzzle Contest one at the Clallam Bay Branch and the other at the Forks Branch with 20 attending.

Outreach & Bookmobile:

- Kristine T. and Community Librarian Mary G. visited the Neah Bay Secondary Schools, Makah Headstart, Makah Senior Center and the Boys and Girls Club of the Makah Nation.



- Library Manager Troi G. attended the Hoh Job Fair while testing the Bookmobile Laptop in an area that had no internet connectivity.
- Mary visited the Quileute Senior Center.
- Kristine and Mary attended Family Night for ECEAP families at Forks Elementary sharing information about library services, early literacy, and presented a bilingual storytime to 60 individuals.



Branch Manager Activities:

- Attended the first monthly Neah Bay Chambers meeting since pre-pandemic.
- Provided EDI Team Onboarding to new members of the team.
- Provided a presentation to all staff for NOLS Equity, Diversity, and Inclusion progress in collaboration with the NOLS EDI Team.
- Continued recruitment activities for the vacant Community Outreach Specialist position.
- Continued progress in planning for the Spring All Staff Training Day in collaboration with the ASTD team.
- Received virtual training from the Bookmobile vendor for operational training and information regarding the Bookmobile.
- Provided testing feedback regarding Bookmobile equipment and Polaris testing for the newly designated Bookmobile branch designation.
- Completed the Clallam Bay Branch Library Accessibility Survey and the Forks Branch Library Accessibility Survey for assessment and planning of the physical spaces.

Facilities Department

Brian Phillips, Facilities Manager

Port Angeles Library: Replaced damaged irrigation valve box and lid; repaired floor grout in lobby; repaired book cart; replaced public restroom occupancy sensor; replaced carpet tile, cleaned several windows; adjusted front door; mowed lawns, removed blackberries, and controlled weeds with vinegar.

Port Angeles Lighting Project: Passed electrical inspection; have several items to follow-up with, but the project is nearly complete.

Sequim Project: Met with SHKS and NOLS team to discuss site plan and parking lot configurations; met with PUD staff to discuss solar grant opportunity.

Forks Library: Removed old workroom counter and replaced it with a table and shelving for bookmobile materials.

Bookmobile Project: Registered and insured the vehicle; performed troubleshooting and repair of electrical issues; stocked with roadside emergency supplies; cleaned exterior;

Other: Updated key inventory; replaced Sequim vacuum; serviced Chevy van and removed winter tires.

Outreach Delivery Services

Kayla Apolito and Kristin Overbey, Community Outreach Specialists

During the month of March, 83 deliveries were made and 3 new patrons registered for Outreach Delivery Services. There were 945 items checked out and 79 items renewed for Outreach Delivery patrons.

Kristin, Kayla, and Corrina went to Seattle for tours of the Washington Talking Book and Braille Library (WTBBL) and the Seattle Public Library's (SPL) Central Branch. The WTBBL tour provided clarity about the scope of their services and who they can benefit. The SPL tour included their bookmobile/outreach vehicles, along with an overview of their Outreach Services department.

Information Technology (IT) Department

Shane Miller, Information Technology Manager

In March, the IT Team performed regular maintenance, made headway on big projects like the Bookmobile and performed routine monthly patches that ended up not being very routine, requiring an emergency migration/update of about 50 computers to resolve an issue stemming from the security patches.

A few highlights from the month included:

- The IT Team helped to research and purchase a new Shure headset for the Carver Room. The headset is an upgrade from the previous lapel microphone we had for staff and public usage in the Carver Room. Staff training was also provided for All Staff Day committee members to help show how to set up and use our microphone system in prep for the April 20 All Staff Day presentations.
- Replaced the PA Express Internet station and fixed DVD drive issues on public computers in PA.
- Upgraded router and web proxy firmware, started upgrading server firmware.
- Continued preparation for the new phone system.
- Continued preparation for our upcoming new branch internet connections.
- Restored some basic, staff-only access to the News index server.
- Implemented nightly restarts for staff computers in to reduce small issues fixed by restarting, and to ensure that security patches are fully applied.

Technical Services Department

Erin Shield, Collection Services Manager

Things ramped back up in March with materials coming in more consistently and lots of ordering being done. Selectors have been weeding and working through their collection areas.

Selectors are testing the usability and functionality of a home-grown tool to help deepen the breadth and diversity of the collection.

1427 physical items were processed and available for customers in the month of March. 120 print materials were repaired. 91 media items were resurfaced or repaired to extend their lives. 131 physical donations were made and added to the collection. 760 totes were moved between NOLS' branches by the couriers, as well as 19 Outreach deliveries. Tech Services filled 266 InterLibrary Loan requests for NOLS' patrons and 132 loans out to other libraries.

Technical Services staff participated in mending training for PA circ staff, Web Team, ILS Team, SQ Library project, Collection Management Team, All Staff Day Committee, Management Team and Bookmobile planning.

Volunteer Program

Shaina Rajala, HR & Business Manager

NOLS had 5 volunteers in PA, 1 in Outreach, and 1 in Forks for a total of 56.5 system-wide volunteer hours. There was 1 new volunteer added in PA.

Work Group Highlights*

All Managers

Accomplishments, new team members, milestones met during past month:

- The Web Team updated content on the Poet Laureate web page. Jaiden Dokken was selected as the Clallam County Poet Laureate and will serve from April 2023 to March 2025. The Poet Laureate inauguration event will take place on Tuesday, April 18, and a web page was published to help promote the event and let everyone know about Jaiden. Information was added for a poetry reading challenge that was created by Jaiden.
- The Beanstack Team worked with IT to organize and prepare for the Summer Reading Program. NOLS will continue to use Beanstack in 2023 to create a Summer Reading Challenge that the public will use to log reading and win prizes. Some of the work included preparing training resources for training staff for this year's Challenge; the staff process will change this year, including shifting to individual staff logins.

** This is a new section of the Monthly Activity Report. When a systemwide team or work group has something significant to report, it will be added here, instead of being owned by a branch or department.*

Administrative Operations Department

Human Resources

Shaina Rajala, HR & Business Manager

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

- EDI Team New Member Onboarding Meeting
- All Staff Training Day planning meetings
- Management Team meetings
- Cross training with Finance Manager in preparation for John's upcoming retirement
- ADM support during the Finance Manager position vacancy

Recruitments:

- Finance Manager – ADM
- Community Outreach Specialist – West End
- IT Specialist 2 – IT
- Marketing Specialist – ADM
- Courier – TS
- Public Services Specialist – PA
- Public Services Specialist – FO/CB

New Hires:

- None

Separations:

- John DeFrancisco – Finance Manager – ADM
- Adam Krey – Courier – TS

Public Service Director's Report

Meghan Sullivan, Public Services Director

- Participated in Bookmobile Service Project activities including Project Team meetings, continued ILS/Polaris and technology testing, virtual training of vehicle systems with TechOps, worked with IT on the final purchases and configuration of technology; and completed Defensive Driving training
- Participated in Sequim Expansion and Renovation Project activities including meetings with SKHS Architects
- Participated in recruitment activities for WE Community Outreach Specialist (COS)
- Attended a Labor Management meeting with MEU
- Site Visits to Clallam Bay, Forks, and Sequim Libraries
- Participated in LED Lighting Project final walk through with IES and WA Department of Enterprise Services
- Attended a two day Navigate 360/ALICE Active Shooter Instructor Certification

Training

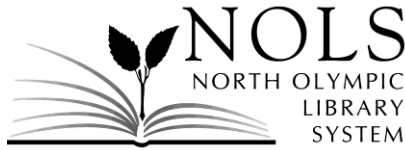
- Participated in two Co-Designing for Trust Library Workshops sponsored by the University of Washington iSchool
- Attended Nourishing Networks of Clallam County Spring Gathering
- Met with Jason Morris, Library Manager, Lower Elwha Klallam Tribal Library
- Routine Branch Manager, Management Team, Youth Services Team, Adult Services Team, Outreach Delivery Services, Health & Safety Team, ILS Team, Beanstack Team, Programming Team, Port Angeles Staff, and One-on-One meetings

Director's Report

Noah Glaude, Executive Director

Significant meetings/events and projects this month:

- Sequim Library Expansion and Renovation Project
 - Meetings with architects to interior finishes, A/V setup, and parking revisions
 - Met with City of Sequim staff for permitting pre-application conference
 - Attended Chamber of Commerce Meeting to speak about project
 - Submitted Department of Commerce EV Charging Grant
 - Submitted Department of Commerce Solar Plus Storage Grant
 - Met with Common Great to begin planning capital campaign launch
 - Met with multiple financial advisers to discuss funding options
 - Toured possible temporary location to lease during construction
 - Staff and Board meetings to collect feedback
- Courier, IT Specialist 2, and Marketing Specialist Recruitments
- Updating Monthly Statistics Reports
- MEU Labor-Management Meeting
- Attended Public Libraries of Washington Legislative Calls
- Forks Branch and Staff Visit
- Routine Branch Manager and Management Team Meetings



Customer Comments

March 2023

The following comments were received by the Library during the months of March 2023. 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.

Comment: I am a regular library visitor, and my husband and I love coming to this library. But I've recently noticed an odor in the library that makes me wonder whether it's cleaned very often. Is Spring cleaning on the to-do list? Thanks for your time.

Response: I'm glad you enjoy the library, but sorry to hear you experienced an unpleasant odor.

All NOLS branches are cleaned daily and receive a lot of routine maintenance throughout the year. Additionally, the heating, ventilation and air conditioning units at each branch are regularly maintained and have high quality filters.

If you can let me know what branch you experienced the odor in, we'll look into the issue further. If you experience the odor again, please let library staff at the front desk know right away. That will help us identify and handle the issue sooner as needed. Unfortunately, other library patrons are sometimes the source of strong odors. Disruptive odors are against Library policy, and staff are trained to deal with those often sensitive issues tactfully, but it can sometimes take a while for odors to clear once they are in the building.

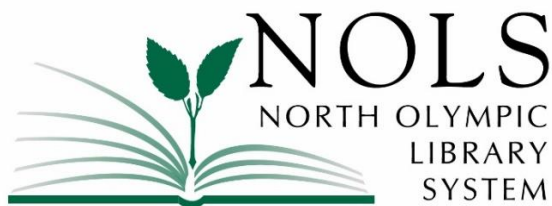
Please let me know if you have further questions.

Comment: Kristen was very helpful in assisting me with signing into Consumer Reports from home. I was researching a business. KUDOS!

Response: No response requested.

Comment: I think it would be beneficial to add French, Italian and German children's books to your collection.

Response: No response requested.



Highlight Log

March 2023

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.

03/03/2023 – Port Angeles

80 people participated in Toddler Storytime this morning! A big shout-out of thanks to Annie Dahlquist for her patience, kindness, and willingness to assist during storytime.

03/03/2023 – Forks

An elder signed up for his first ever library card at the Quileute Senior Center pop-up library in La Push and immediately checked out some materials.

03/03/2023 – NOLS

Close to 70 people attended the March 2nd Virtual Introduction to Tarot. Over 130 people signed up in Evanced, and over 650 (!) people responded as "Interested" to the Facebook event-- so even if people didn't make it to the event, they were interested and NOLS messaging was in the right places. This was another virtual event that attracted a wide audience: in addition to Clallam County attendees, people tuned in from Everett to Massachusetts. Kayla hit it out of the park!

03/06/2023 – NOLS

Kayla and Kristin have been receiving a lot of raves from outreach delivery patrons about how amazing the couriers are. "[Adam] is so nice!" "[Kim] is always so kind!" and other sentiments of how the wonderful staff bring smiles to their faces and brighten their days. A big THANK YOU from the patrons and from the staff!

03/08/2023 – Port Angeles

A patron came to the front desk to rave about our staff and our library. They appreciate that staff go out of the way to be helpful with patrons! This patron wanted to make sure that all staff hear how much we are all appreciated.

03/10/2023 – Sequim

Teen Board Game Night was raucous good fun tonight. Lots of smiles and community bonding and laughter. Beautiful scratch art. They want to come every week into eternity!

03/17/2023 – Forks

Had someone from the community dressed up in a cow costume wearing shamrocks come into the library to wish us a Happy St. Patrick's Day and gave us each a lucky token. It was fun and brought us all a smile!

03/17/2023 – Forks

A Teen Lit Bag patron came up to the front desk and said, "Let me just tell you that last Teen Lit Bag was lit! I'm going to fill out the response card and it's going to be good!" So much spunk and enthusiasm, it was great!

03/23/2023 – Port Angeles

While setting up Poetry Walks along the Spruce Railroad Trail, a parent and child stopped us on our way back to the trailhead to let us know they had been enjoying reading the poems so far on their hike!

03/23/2023 – Port Angeles

Teen and adult patrons were leaving around closing, having checked out a stack of DVDs. "Movie night!" they giggled joyously out the door.

03/23/2023 – Port Angeles

Two fathers walked into the library this morning, coffee in one hand and infant car seats over their arms, taking their little ones to baby story time. The men were chatting with one another as they made their way to the children's area. Totally made my morning to see them spending time with their babies and one another.

03/24/2023 – Sequim

A patron just told me they love coming to the library because the staff is always so helpful!

03/14/2023 – Clallam Bay

Troi attended the Neah Bay Chambers meeting for the first time and members were delighted to share experiences with Librarian's monthly outreach visits and the impact on the community. Additionally, they had some great questions about the Bookmobile.

03/18/2023 – Clallam Bay

Troi was able to attend a Neah Bay Community Flea Market and was excited to see that the North Olympic Drag Story Hour had NOLS resources and booklists to support LGBTQIA+ community members. Additionally, they had a QR code for NOLS Early Learning videos. It was exciting to discuss Drag Pedagogy and see NOLS resources highlighted.

03/24/2023 – Forks

Patron came in today to follow-up on a voicemail they left me yesterday. They wanted to learn more about how NOLS navigates book bans. The individual shared that they have been super impressed with NOLS and the collection, asked some additional questions about how to get their teen connected to the library, and vocalized support for the work that the library does.

03/25/2023 – Forks

At Family Movie Matinee, preschoolers recognized one another from class and happily worked on their coloring and craft while their caregivers introduced themselves, chatted about upcoming Kindergarten, and set up future play dates.

03/27/2023 – Forks

A patron came straight to the desk this morning just to sing the praises of last Saturday's Storytime program at Forks. She said she was extremely impressed and especially loved Kristine's songs and ukulele playing. Shout out to our West End Youth Services Librarian!

03/27/2023 – Port Angeles

Patron reviewing flyers said to me, "We have a Poet Laureate?! This is amazing!! My partner and I will definitely be attending the inauguration!!!"

03/27/2023 – Port Angeles

240 humans attended the 2023 Battle of the Books Final! A huge thanks to Charlotte, Clair, and Kristine for making the evening an amazing event! A shout out of thanks to Laureen for helping things run smoothly on the floor (especially the cookies!).

03/27/2023 – Port Angeles

A patron dropped off the February selection for the 2nd Tuesday Book Group (Immortal life of Henrietta Lacks) and commented that she is really enjoying the variety of books selected for the group. It gives her the opportunity to read books that she would never think of selecting / gets her out of her comfort zone.

03/28/2023 – Port Angeles

While setting up Poetry Walks on the Living Forest Trail, a community member stopped me to say that she is so glad to have the poems back on that trail.

03/30/2023 – Port Angeles

A patron, upon seeing a child joyfully checking out a book and choosing a sticker from the front desk, commented that she is "so happy to see the joy the library brings. This is the happiest place on Earth," she commented.

03/31/2023 – Clallam Bay

The senior Makah van came by. Two of the ladies spent a very long time reading every one of our event flyers and were especially interested in the Intentional Aging program. They wrote down dates and chatted with each other about the programs. One of the seniors got his first ever library card and was very excited. He found a DVD about code talkers and told me how a cousin of his had been a code talker.

A teen who just signed up for the Teen Lit Bag subscription came in asking if it was here and couldn't wait! We talked about the teen events while she was checking out and she took an anime flyer when she left.

03/27/2023 – Forks

A guardian came in with her child and sang the praises of the Celebration of the Book bags and class visits that happened at Forks Elementary yesterday. They added that the book bag will even make it easier for the kiddo to return their library books.

03/30/2023 – Port Angeles

Another successful jigsaw puzzle contest! It was a tight race between three teams. Second and third place finished within seconds of one another and only minutes after the 3-person first place team!

