

Board of Trustees Regular Meeting
Thursday, February 22, 2024 5:30pm
Forks Branch 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 January 25, 2024
4. Communications
5. Public Comments
6. Presentation: An Overview of the ADA Facility Accessibility Survey NOLS Conducted in 2023
7. Financial Reports: January 2024
8. Approval of Vouchers: January 2024

9. Unfinished Business

None

10. New Business

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

11. Reports

R.1. Monthly Statistics Reports: January 2024

R.2. Monthly Activity Reports: January 2024

R.3. Customer Comments: January 2024

R.4. Highlight Log: January 2024

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 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 agendaize a matter of business on a future agenda.

14. Next meeting: 5:30pm, Thursday, March 28, 2024

15. Agenda items for next meeting

16. Adjournment

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

NOLS Mission Statement
Adopted 11/22/16

Upcoming Board meetings

<u>Date</u>	<u>Time</u>		<u>Location</u>
Thursday, March 28, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, April 25, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, May 23, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, June 27, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, August 22, 2024	5:30pm	Regular meeting	Clallam Bay
Thursday, September 26, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, October 24, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, November 21 , 2024	5:30pm	Regular meeting	Port Angeles

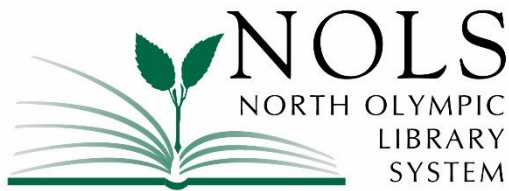
Note: no regular Board meetings scheduled in July or December.

North Olympic Library Foundation meetings generally occur on the same dates as NOLS Board meetings, usually at 3pm 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, January 25, 2024 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 5:30pm. Trustees present: Mark Urnes, Jennifer Pelikan, Cyndi Ross, Bert Caldwell, and Ian Miller. Library staff present: Executive Director Noah Glaude, Public Services Director Meghan Sullivan, Marketing & Communications Manager Karyn Bocko, HR & Business Manager Shaina Lent.
2. Approval of agenda
Motion by Mr. Caldwell to approve the agenda as presented. Motion seconded by Ms. Ross. Motion carried.
3. Approval of minutes for regular meeting of November 16, 2023
Motion by Ms. Pelikan to approve the minutes from the November 16, 2023 regular meeting. Motion seconded by Ms. Ross. Motion carried.

Approval of minutes for special meeting of December 12, 2023
Motion by Ms. Ross to approve the minutes from the December 12, 2023 special meeting. Motion seconded by Mr. Caldwell. Motion carried.
4. Communications
None
5. Public Comments
None
6. Financial reports: November 2023; December 2023
The financial reports for November 2023 and December 2023 were accepted as presented.
7. Approval of vouchers: November 2023; December 2023
Motion by Ms. Pelikan to approve the November 2023 vouchers, numbered #1132 through #1283, in the amount of \$564,468.52. Motion seconded by Ms. Ross. Motion carried.

Motion by Ms. Ross to approve the December 2023 vouchers, numbered #1284 through #1396, in the amount of \$590,837.42. Motion seconded by Mr. Caldwell. Motion carried.
8. Unfinished Business
None
9. New Business

N.1. Approval of the Revisions to Policy 5.5: Purchasing & Procurement

Motion by Ms. Pelikan to approve revisions to Policy 5.5. Motion seconded by Ms. Ross. Motion carried.

N.2. Approval of the Revisions to Policy 5.15: Fiscal Management

Motion by Ms. Pelikan to approve revisions to Policy 5.15. Motion seconded by Mr. Caldwell. Motion carried.

N.3. Approval of the creation of Policy 5.18: Electronic Funds Transfer

Motion by Mr. Caldwell to approve creation of Policy 5.18. Motion seconded by Ms. Ross. Motion carried.

N.4. Approval of the 2024 Capital Budget

Motion by Ms. Ross to adopt the 2024 capital budget for fiscal year 2024 in the amount of \$828,750 as presented. Motion seconded by Ms. Pelikan. Motion carried.

N.5. Approval of Resolution 24-01-01: Authorizing Staff to Transfer Funds

Motion by Mr. Miller to approve Resolution 24-01-01. Motion seconded by Ms. Pelikan. Motion carried.

N.6. Approval of Resolution 24-01-02: Authorizing Disposal of Surplus Equipment and Furniture

Motion by Ms. Pelikan to approve Resolution 24-01-02. Motion seconded by Mr. Caldwell. Motion carried.

N.7. Approval of All Staff Training Day Closures for 2024

Motion by Mr. Caldwell to approve closing all NOLS Libraries for staff training on Thursday, April 18, 2024, and Thursday, October 10, 2024. Motion seconded by Ms. Ross. Motion carried.

N.8. 2024 Board of Trustees Meeting Locations and Presentations

10. Reports

R.1. Monthly Statistics Reports: November 2023; December 2023

R.2. 2023 Annual Statistics Report

R.3. Monthly Activity Reports: November 2023; December 2023

R.4. Highlight Log: November and December 2023

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, February 22, 2024 at the Forks Branch Library

14. Agenda items for next meeting

15. Executive session to conclude annual performance review of Executive Director

At 7:10pm the Chair announced that the Board would move to executive session to discuss the performance review of the Executive Director, and that the session was expected to last approximately 30 minutes.

At 7:50pm the Chair announced that the Board had concluded its executive session, and would now return to open session.

16. (Action on executive session, if any)

Motion by Ms. Pelikan to approve a 10% merit based salary increase to the Executive Director in recognition of excellent performance. Motion seconded by Mr. Miller. Motion carried.

Note for the record that in setting the Executive Director's salary the Board takes into consideration that the Executive Director is ineligible to receive the routine salary adjustments available to other NOLS employees, such as annual step increases, cost of living adjustments, longevity pay benefits, or overtime compensation. Additionally, the Board considers the salaries of other public library directors in Washington.

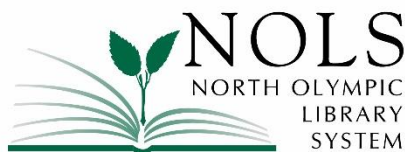
17. Adjournment

There being no further business, the meeting was adjourned by the Chair at 7:55pm.

CERTIFIED AS TRUE AND CORRECT

Chair

Board Secretary



Staff Report

Meeting Date: February 22, 2024
To: Library Board of Trustees
From: Finance Manager, Amy Hough
Subject: Comments on Financial Reports for January 2024

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:

Private Grants and Donations

- \$5,000 to the Streett Memorial Gift Fund from Elizabeth Gordon
- \$2,500 from Friends of Forks Library
- \$25,000 from Friends of Sequim Library
- \$5,000 for Bookmobile Programs from Port Angeles Friends of the Library

NOLS is so grateful for their generosity!

Expenditures:

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

Account Balances:

Payroll Account (US Bank 1301)

- \$334,198 - total payroll and benefit expenses paid in January
- \$278,877 - paid by electronic transfers, \$330 of which was paid to the DOR for Sales and Use Tax (Voucher 61).

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



Revenue Report^{*}

January 31, 2024

Operating Revenue				1/12ths is	8.3%
	Budgeted	Current	YTD	Difference	Percent
Taxes	4,738,147	17,280	17,280	4,720,867	0.4
Grants, Entitlements, Other Payments	31,000	-	-	31,000	-
Goods and Services	18,010	826	826	17,184	4.6
Library Fees	15,000	1,043	1,043	13,957	7.0
<i>Miscellaneous Revenues</i>					
Pool Fund Investment Interest	362,800	-	-	362,800	-
Facilities Leases (Short Term)	1,100	205	205	895	18.6
Contributions and donations ⁽¹⁾	104,000	35,787	35,787	68,213	34.4
Other Miscellaneous Revenue	102,400	161	161	102,239	0.2
Total Miscellaneous Revenues	570,300	36,153	36,153	534,147	6.3
Nonrevenues (excise taxes) ⁽²⁾	800	80	80	720	10.0
Transfers In	1,087,793	-	-	1,087,793	-
Total Operating Revenue	6,461,050	55,381	55,381	6,405,669	0.9

⁽¹⁾ Includes anticipated grants from Friends of the Library groups and other donors.

⁽²⁾ Taxes paid for purchases which did not include tax when tax was due. For example, online purchases made by credit card.

Capital Revenue

Timber Revenues (received in 2024)	-	27,993	27,993	-	-
Total Capital Revenue	-	27,993	27,993	-	-

Grand Total Revenues	83,374	83,374
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* All amounts are rounded to the nearest dollar.



Expenditure Report^{*}

January 31, 2024

				1/12ths is	8.3%
Operating Expenditures	Budgeted	Current	Year To Date	Difference	Percent
<i>Personnel</i>					
Salaries and Wages	3,334,976	244,044	244,044	3,090,932	7.3
Benefits	1,397,873	99,364	99,364	1,298,509	7.1
Total Personnel	4,732,849	343,407	343,407	4,389,442	7.3
<i>Supplies</i>					
Supplies, Office and Operating	120,600	3,898	3,898	116,702	3.2
Fuel	17,300	805	805	16,495	4.7
Collection Materials	480,000	21,866	21,866	458,134	4.6
Merchandise purchased for resale	2,625	-	-	2,625	0.0
Small Tools/Equip (<\$200)	2,650	88	88	2,562	3.3
Total Supplies	623,175	26,657	26,657	596,518	4.3
<i>Services</i>					
Professional Services	347,120	11,158	11,158	335,962	3.2
Communication	222,124	41,493	41,493	180,631	18.7
Travel	28,800	914	914	27,886	3.2
Taxes and Operating Assessments	7,851	-	-	7,851	0.0
Operating Rentals and Leases	2,726	-	-	2,726	0.0
Insurance	136,800	-	-	136,800	0.0
Public Utilities	108,100	8,683	8,683	99,417	8.0
Repair and Maintenance	155,665	12,554	12,554	143,111	8.1
Miscellaneous Services	11,000	608	608	10,392	5.5
Dues	5,240	274	274	4,966	5.2
Total Services	1,025,426	75,685	75,685	949,741	7.4
<i>Intergovernmental Services</i>	800	41	41	759	5.1
<i>Nonexpenditures (excise taxes)⁽¹⁾</i>	800	69	69	731	8.7
<i>Leases (Sequim temp space)</i>	78,000	13,324	13,324	64,676	17.1
Total Operating Expenditures	6,461,050	459,184	459,184	5,937,190	7.1

(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	52,500	9,271	9,271	43,229	17.7
Other Improvements	489,000	1,190	1,190	487,810	0.2
Machinery & Equipment	287,250	209	209	287,041	0.1
Construction of Capital Assets	-	-	-	-	0.0
Total Capital Outlays	828,750	10,670	10,670	818,080	1.3
Grand Total All Expenditures	7,289,800	469,854	469,854	6,755,270	6.4

*All amounts are rounded to the nearest dollar.

Expenditure Report - Jan 2024 Expenses

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Account Balances

January 31, 2024

	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⁾	1,802,709	(946,614)	27,993	-	884,087
Operating Reserve ⁽³⁾	574,077	808,421	-	-	1,382,498
PA Capital Reserve ⁽³⁾	790,505	(393,500)	-	-	397,005
Sequim Capital Reserve ⁽³⁾	-	614,300	-	-	614,300
NOLS Capital Fund ⁽⁴⁾	-	435,250	-	209	435,041
PA Capital Fund ⁽⁴⁾	-	393,500	-	10,461	383,039
Sequim Capital Fund ⁽⁴⁾	1,194,961	-	-	13,324	1,181,637
Capital Budget - 2023 ⁽⁴⁾	102,936	(102,936)	-	-	-
<i>Total Board Designated Accounts</i>	<i>5,772,206</i>	<i>808,421</i>	<i>27,993</i>	<i>23,994</i>	<i>6,584,626</i>
<i>Grants and Donations</i>					
Systemwide Programming Fund	(1,273)	10,500	-	379	8,848
Francis Bode Materials Fund	245,147	-	-	-	245,147
Margaret Bode Materials Fund	264,679	-	-	-	264,679
Clallam Bay Donations Fund	6,887	-	6	-	6,893
Clallam Bay Friends Donations	2,093	(500)	-	-	1,593
Forks Donations Fund	2,175	-	2	-	2,177
Forks Friends Donations	(7)	-	2,500	-	2,493
NOLS Materials Fund	14,706	-	-	152	14,554
NOLS Donations Fund	84,015	-	1,081	-	85,096
Port Angeles Donations Fund	7,954	-	8	-	7,962
Port Angeles Friends Donations	25,457	(5,000)	-	758	19,699
Sequim Donations Fund	41,164	-	1	-	41,165
Sequim Friends Donations	14,383	(5,000)	25,000	184	34,199
Streett Memorial Gift Fund	5,497	-	5,000	-	10,497
Sequim Future Library Donations	567,740	-	4,771	-	572,511
Bookmobile Donations	1,491	-	5,010	171	6,329
<i>Total Grants and Donations</i>	<i>1,282,108</i>	<i>-</i>	<i>43,378</i>	<i>1,644</i>	<i>1,323,842</i>
<i>Unclaimed Property Account</i>	<i>2,803</i>	<i>-</i>			<i>2,803</i>
<i>Total Designated Cash</i>	<i>7,057,117</i>	<i>808,421</i>	<i>71,371</i>	<i>25,638</i>	<i>7,911,270</i>
<i>Undesignated Cash Operating Funds</i>	<i>2,940,568</i>	<i>(1,240,634)</i>			<i>1,699,934</i>
Total WA State Local Investment Pool	9,997,684	(432,213)	71,371	25,638	9,611,204

Notes:

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



Account Balances

January 31, 2024

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Total Investments	9,997,684	(432,213)	71,371	25,638	9,611,204
Cash					
Cash Operating Funds					
Cash held by County Treasurer	-				-
Imprest Accounts					
Revolving Fund (FF 1503)	6,000	-	-	-	6,000
Payroll Account (US Bank 1301)	200	278,877	-	278,877	200
Merchant Account (FF 7401)	1,000	-	-	-	1,000
Branch Change Funds					
Port Angeles	180	-	-	-	180
Sequim	170	-	-	-	170
Forks	50	-	-	-	50
Clallam Bay	50	-	-	-	50
<i>Total Branch Change Funds</i>	450	-	-	-	450
Total Imprest Accounts	7,650	278,877	-	278,877	7,650
Total Cash	7,650	278,877	-	278,877	7,650
Total Cash and Investments	10,005,334	(153,336)	71,371	304,515	9,618,854



Voucher Approval for January 2024

The undersigned Board of Trustees of the North Olympic Library System certify that merchandise or services specified have been received and that the following vouchers #1 through #119 are approved in the amount of \$469,854.49 this 22th day of February 2024.

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

No.	Claimant	Purpose	Amount
1	ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 12-31-2023) - EFT 1052	232,085.76
2	ADP, LLC	Payroll Services - Payroll Processing Fee (PPE 11-30-2023)	1,106.98
3	ADP, LLC	Payroll Services - Payroll Processing Fee (PPE 12-31-2023)	1,210.53
4	AHBL Inc	PO 107 Capital Improvements - PA Driveway Project	1,190.00
5	Alliance 2020 Inc	PO 30 Professional Services - Background Checks - NOLS	121.73
6	Amazon.com	Collection Materials	35.35
7	Amazon.com	Collection Materials	106.96
8	Amazon.com	Collection Materials	155.91
9	Amazon.com	Collection Materials	167.50
10	Amazon.com	Collection Materials	36.72
11	AMS NET	PO 85 Tech Services - Cisco Umbrella Filter Renewal 2024	2,544.00
12	Angeles Communications	Comms - VOIP	903.04
13	Baker & Taylor Entertainment	Collection Materials	404.41
14	Baker & Taylor Entertainment	Collection Materials	332.65
15	Baker & Taylor Entertainment	Collection Materials	424.77
16	Baker & Taylor Entertainment	Collection Materials	446.57
17	Baker & Taylor Entertainment	Collection Materials	20.87
18	Baker & Taylor Information	Collection Materials	1,743.53
19	Baker & Taylor Information	Collection Materials	1,805.39
20	Baker & Taylor Information	Collection Materials	4,852.49
21	Baker & Taylor Information	Collection Materials	2,910.08
22	Baker & Taylor Information	Collection Materials	2,871.34
23	Blackstone Audio, Inc.	Collection Materials	151.60
24	Brodart Company	Collection Materials	95.51
25	Brodart Company	Collection Materials	70.46
26	Brodart Company	Collection Materials	79.71
27	Brodart Company	Collection Materials	99.03

No.	Claimant	Purpose	Amount
28	ByWater Solutions LLC	PO 28 Tech Maint - Annual Aspen Support and Hosting	9,540.00
29	Cal Poly Humboldt	PO 94 Interlibrary Loan Fees - Replacement Fee - TS	35.00
30	Caverly, Sabrina	CO 3 Programming - New Year - New You (FOSL)	150.00
31	CENGAGE Learning	Collection Materials	118.28
32	CENGAGE Learning	Collection Materials	77.49
33	CENGAGE Learning	Collection Materials	25.90
34	CENGAGE Learning	Collection Materials	338.02
35	CENGAGE Learning	Collection Materials	135.54
36	Center Point Large Print	Collection Materials	236.70
37	CenturyLink 300511187 FO	Comms - Voice - FO	91.09
38	CenturyLink 300561130 CB	Comms - Voice - CB	81.32
39	CenturyLink 360-681-7811 468B SQ	Comms - SQ - Voice	150.39
40	CenturyLink Bus. Svcs Acct 80206626	Comms - POTS	71.13
41	CenturyLink Bus. Svcs Acct 89564136	Comms - Data - CB	5,901.00
42	CenturyLink PA 360-457-3125 933B	Comms - Fax - PA	288.69
43	CenturyLink PA 360-457-3125 933B	Comms - Fax - PA	312.96
44	City of Forks	Public Utilities - FO	122.91
45	City of Port Angeles/Orcas Avenue	Public Utilities - PA	246.22
46	City of Port Angeles/Peabody St.	Public Utilities - PA	5,025.71
47	City of Sequim	Public Utilities - SQ	156.69
48	Clallam County Public Works Dept. (Sewer)	Public Utilities - CB	56.50
49	Clallam County PUD	Public Utilities - FO, SQ, SQ2	1,443.01
50	Clallam County PUD	Public Utilities - FO	281.95
51	Clallam County PUD	Public Utilities - FO	407.00
52	Clallam County PUD	Public Utilities - SQ	269.40
53	Clallam County Treasurer	PO 108 Banking - Annual Treasurer's Account Activity Charges 2023 - NOLS	383.23
54	Co-Op Farm & Garden, The	PO 27 Maint Supplies - Light Bulbs - FAC	36.04
55	Co-Op Farm & Garden, The	PO 37 Maint Supplies - Motion Sensor - FAC	21.55
56	Danks, John	Travel - Business - Mileage Reimb - IT	216.15
57	Decker City Hardware	PO 48 Maint Supplies - FO Work Gloves - FAC	17.35
58	Dept. of L&I-Boiler Inspection	PO 60 & 67 Repair and Maint - FO & CB Water Heater Inspection - FAC	59.80
59	Dept. of Labor & Industries	Q4 2023 L&I - NOLS	7,133.43
60	Dept. of Retirement Systems	PERS and DCP (PPE 12-31-2024) - EFT 1053	46,011.20
61	Dept. of Revenue - Use/Sales Tax	December 2023 Sales & Use Tax - EFT 1050	329.84
62	Employment Security Dept	Q4 2023 Unemployment Insurance	190.92
63	Empower Retirement	EmpDCP 01-2024 (PPE 12-31-2023) - EFT 1054	450.00
64	E-Rate Expertise	PO 89 Professional Services - E-Rate Consulting - Quarterly Fee - NOLS	1,375.00
65	Fatbeam LLC	Comms - Internet Services	11,722.66
66	Fatbeam LLC	Comms - Internet Services	11,722.66
67	Fire Chief Equipment Co. Inc.	PO 09 Repair & Maint - PA Fire Extinguisher Service - FAC	144.70
68	Forks Chamber of Commerce, Inc.	PO 10 Dues & Membership - 2024 Dues - FO	100.00

No.	Claimant	Purpose	Amount
69	Haggard & Ganson LLP	PO 25 Legal Services - SQ Project Contract Review - ADM	357.50
70	Health Care Authority	Medical (PPE 12-31-2023)	45,497.84
71	Ingram Library Services	Collection Materials	91.27
72	Ingram Library Services	Collection Materials	392.97
73	Ingram Library Services	Collection Materials	612.45
74	Innovative Users Group	PO 22 Dues & Memberships - 2024 Dues - NOLS	125.00
75	Integrity Energy Services	PO 20 Buildings and Structures - PA Lighting Project	9,270.56
76	KCDA Purchasing Cooperative	PO 80 Maint Supplies - Cleaning Supplies - FAC	374.39
77	King County Library System	PO 11 Professional Services - ILL Loan Fee - TS	6.00
78	Lent, Shaina E	PO 86 Tech Services - DocuSign Digital Signature Service	326.70
79	McNish Family II LLC	SQ Temp Bldg Lease - January 2024 - SQ CPA	6,662.09
80	McNish Family II LLC	SQ Temp Bldg Lease - February 2024 - SQ CPA	6,662.09
81	Midwest Tape	Collection Materials	1,874.22
82	Midwest Tape	Collection Materials	200.92
83	Midwest Tape	Collection Materials	368.17
84	Midwest Tape	Collection Materials	247.78
85	Miller, Shane	Mileage Reimb - Dec 2023 - IT	13.69
86	Murreys Disposal Company, Inc.	Public Utilities - SQ & PA	617.59
87	NOLS Employee	HRA Reimb	445.58
88	NOLS Employee	HRA Reimb	289.53
89	NOLS Employee	HRA Reimb	48.07
90	NOLS Employee	HRA Reimb	152.96
91	NOLS Employee	HRA Reimb	417.30
92	NOLS Employee	HRA Reimb	531.45
93	Olympic Laundry & Dry Cleaners, Inc.	PO 26 Professional Services - Laundry - FAC	174.08
94	OverDrive, Inc.	Collection Materials	99.23
95	OverDrive, Inc.	Collection Materials	299.42
96	Pacific Office Equipment, Inc.	Toner & Ink; Copier Repair and Maint	1,822.37
97	Peninsula Daily News	Collection Materials	187.20
98	Playaway Products LLC	Collection Materials	27.19
99	Quill Corporation	PO 14 Office Supplies - Boxes/Folders - ADM	54.13
100	Rainbow Sweepers, Inc.	Groundskeeping - Snow Plow Parking Lot - FAC	1,668.90
101	Rainbow Sweepers, Inc.	PO 93 Groundskeeping - PA Snow Removal De-Icing 01-17-24 - FAC	163.35
102	Rasler, Karen	Travel - Business - Mileage Reimb - ADM	13.10
103	Secretary of State	Comms - Internet - K20 Bandwidth - July 2023-June 2024	8,950.00
104	Swains General Store, Inc.	PO 18 Maint Supplies - Cleaning Supplies - FAC	297.66
105	Swains General Store, Inc.	PO 31 Maint Supplies - Cleaning, Tools, Fuel Add for BM	39.80
106	Swains General Store, Inc.	PO 92 Maint Supplies - Coat Hooks, Windsheild Scrapers	90.09
107	Swains General Store, Inc.	PO 110 Maint Supplies - Cleaning Supplies - FAC	58.61
108	The Home Depot Pro	PO 06 Maint Supplies - Soap and Sanitizer - FAC	445.00
109	The Leader	Collection Materials	84.00
110	Unique Management Services, Inc.	Professional Services - Debt Collection	265.95
111	United Way of Clallam County	United Way Contributions (PPE 12-31-2023)	245.00

No.	Claimant	Purpose	Amount
112	US Bank	Credit Card Services - January 2024	7,111.26
113	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
114	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
115	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	517.01
116	WCIF	Vi/Li/EAP (PPE 12-31-2023)	1,350.55
117	West Waste & Recycling	Public Utilities - FO/CB	56.43
118	WSCCCE - WPAS, Inc	Dental Premiums (PPE 12-31-2023) - Feb 2024 Coverage	6,304.58
119	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues (PPE 12-31-2023)	2,253.08
			469,854.49

*** Detail - NOLS US Bank Credit Card Purchases -- Voucher #112**

1	8th Street Car Wash	PO 21 Vehicle Maint - Car Wash Ariya - FAC	3.00
2	8th Street Car Wash	PO 29 Vehicle Maint - Car Wash Pacifica - FAC	3.00
3	Alaska Airlines	PO 52 Travel Training - PLA - NOLS	606.20
4	Amazon	PO 12 Maint Supplies - Earplugs - FAC	18.50
5	Amazon	PO 12 Maint Supplies - Safety Vest, Trash Grabber - FAC	73.64
6	Amazon	PO 14 Small Tools - Tool Tote - FAC	44.20
7	Amazon	PO 17 Office Supplies - Pens, Folders, Sticky Notes - ADM	67.80
8	Amazon	PO 35 Small Tools - Manhole Lid Puller - FAC	44.18
9	Amazon	PO 5 Toner & Ink - PA	171.48
10	Amazon	PO 63 Maint Supplies - Roof Seal Tape - FAC	121.84
11	Amazon	PO 7 Program Supplies - Teen Tuesdays (PAFOL)	69.04
12	Amazon.com	PO 1589 Program Supplies - PAHS Book Club (PAFOL)	61.00
13	Association of Bookmobile & Outreach Svcs	PO 53 Membership - Annual Renewal - NOLS	49.00
14	Chevron	PO 3 Business Fuel - Pacifica - TS	29.59
15	Chevron	PO 34 Business Fuel - Bookmobile - OR	94.26
16	Chevron	PO 8 Business Fuel - Pacifica - TS	33.67
17	Circle K	PO 47 Business Fuel - Transit Van - NOLS	71.68
18	Circle K	PO 57 Business Fuel - Blue Prius - NOLS	40.71
19	DialMyCalls.com	PO 77 Tech Services - Staff ER Contact System - NOLS	14.00
20	DialMyCalls.com	PO 77 Tech Services - Staff ER Contact System - NOLS	5.99
21	Displays2go.com	PO 1663 Machinery & Equipment - Signage & Display	158.94
22	E-Fax	PO 51 Tech Services - HR Fax Line - ADM	36.81
23	Evergreen 76	PO 1632 Business Fuel - Red Forester - TS	56.16
24	Facebook	PO 74 Professional Services - Recruitment - NOLS	3.19
25	Jim's Pharmacy	PO 83 Repair & Maint - Sharps Disposal - FAC	5.00
26	Jim's Pharmacy	PO 84 Maint Supplies - Band-aids - FAC	31.72
27	KCDA Purchasing Cooperative	PO 33 Copy Paper - PA	92.60
28	KCDA Purchasing Cooperative	PO 4 Office Supplies - Book Tape, Whiteboard Cleaner	60.19
29	Lower Elwha Food & Fuel	PO 1 Business Fuel - Red Forester - TS	34.79
30	Lower Elwha Food & Fuel	PO 1657 Business Fuel - Bookmobile - OR	50.00
31	Lower Elwha Food & Fuel	PO 1659 Business Fuel - Bookmobile - OR	50.00
32	Lower Elwha Food & Fuel	PO 36 Business Fuel - Red Forester - NOLS	48.40

No.	Claimant	Purpose	Amount
33	Lower Elwha Food & Fuel	PO 61 Business Fuel - Chevy Van - NOLS	41.91
34	Lower Elwha Food & Fuel	PO 62 Business Fuel - Pruis - NOLS	42.65
35	Michael's Store	PO 23 Program Supplies - Yarn for Circle (FOSL)	24.44
36	Microsoft	PO 68 Tech Services - Microsoft Cloud Services (365) - IT	886.22
37	NexusTek	PO 71 Tech Services - MS Project Licenses - IT	110.00
38	North Olympic Library System	Tech Services - Donation Form Test - NOLS	0.88
39	Safeway	PO 39 Program Supplies - Teen Tuesdays (PAFOL)	72.86
40	Safeway	PO 50 Program Supplies - Yarn Circle Snacks (FOSL)	9.48
41	Shell	PO 1590 Business Fuel - Red Forester - TS	51.92
42	Shell	PO 1647 Business Fuel - White Forester - NOLS	50.68
43	Shell	PO 1660 Business Fuel - Bookmobile - OR	109.00
44	Stamps.com	PO 13 Postage - TS	21.75
45	Staples	PO 49 Office Supplies - OR	10.68
46	Sticker Giant	PO 72 Printing & Binding - FOL Stickers for Books (SP)	348.16
47	Sticker Giant	PO 73 Printing & Binding - Bookmobile Stickers - BMOR	171.36
48	Synology	PO 70 Tech Services - Annual Cloud Storage Fee - IT	1,756.23
49	The Spanish Group	PO 1662 Professional Services - Translation Services	24.99
50	The Spanish Group	PO 1664 Professional Services - Translation Services	49.41
51	This Old House	PO 1571 Collection Materials	18.00
52	Tracfone	PO 69 Comms - Branch Cell Phones - IT	93.72
53	Uprinting	PO 1661 Printing and Binding - Bookmarks - NOLS	88.51
54	USPS	PO 24 Postage - TS	250.00
55	WA Food Worker Card	PO 46 Training Fee - Food Worker Card - NOLS	10.00
56	Walmart	PO 54 Program Supplies - Little Hands Art (PAFOL)	12.05
57	Walmart	PO 55 Program Supplies - Teen Lit Bag (SP)	30.46
58	Walmart	PO 56 Program Supplies - Tweens Book Club (PAFOL)	19.48
59	Washington State Ferries	PO 76 Travel - Business - Ferry to Seattle - SQ	47.45
60	Washington State Ferries	PO 76 Travel - Business - Ferry to Seattle - SQ	17.90
61	Wilder Auto Center	PO 82 Vehicle Maint - Pacifica Repair - FAC	126.01
62	Wilder Toyota	PO 19 Vehicle Maint - Prius Brake Repair - FAC	125.23
63	Zoom	PO 78 Tech Services - Monthly Fee - NOLS	239.25
			7,111.26

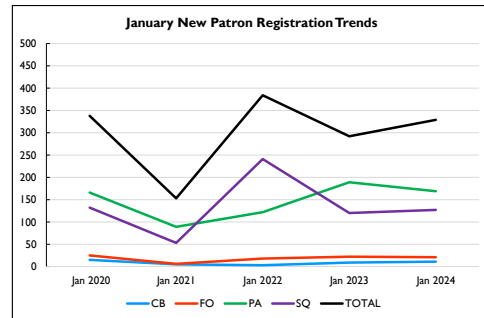
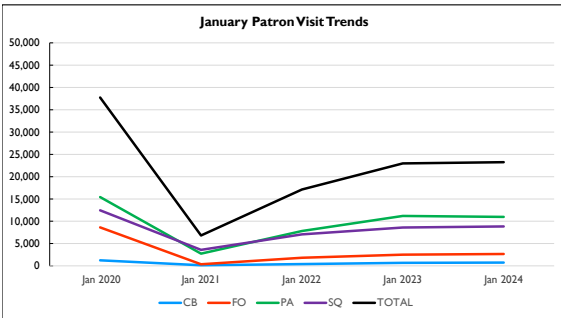
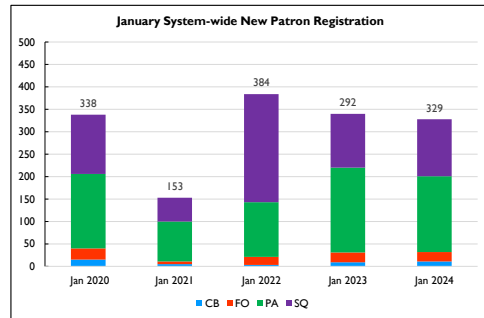
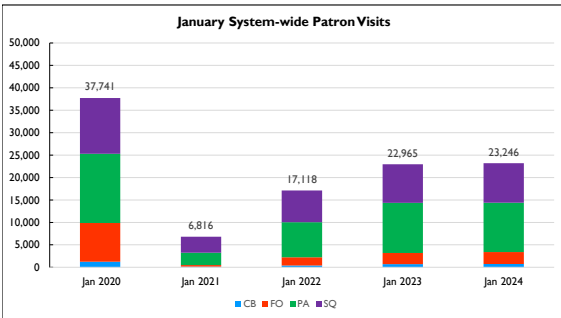
*** Detail - NOLS Electronic Fund Transfer (EFT) Payments for Payroll Services**

1052 ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 12-31-2023)	232,085.76
1053 Dept. of Retirement Systems	PERS and DCP (PPE 12-31-2023)	46,011.20
1054 Empower Retirement	EmpDCP 10-2023 (PPE 12-31-2023)	450.00
		278,546.96

Patron Visits		
	2024	% of System
Port Angeles	10,990	47.3%
Children	13%	
Sequim	8,825	38.0%
Children	5%	
Forks	2,652	11.4%
Children	7%	
Clallam Bay	736	3.2%
Children	17%	
Bookmobile	43	0.2%
Total	23,246	100.0%

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

New Patron Registration		
	2024	% of System
PA	169	51.4%
SQ	127	38.6%
FO	21	6.4%
CB	11	3.3%
BOS	1	0.3%
Total	329	100.0%



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

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

* Due to COVID-19, all NOLS facilities were only open for limited service in January 2022.

* In January 2022, Library hours were expanded in Forks, Port Angeles and Sequim.

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

* 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.

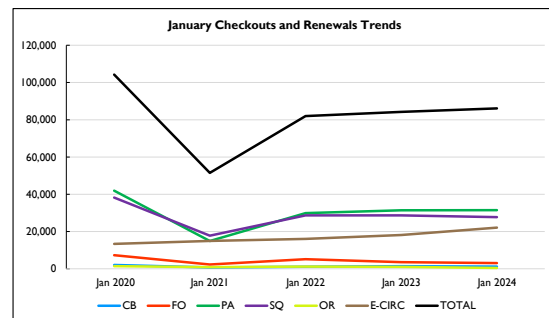
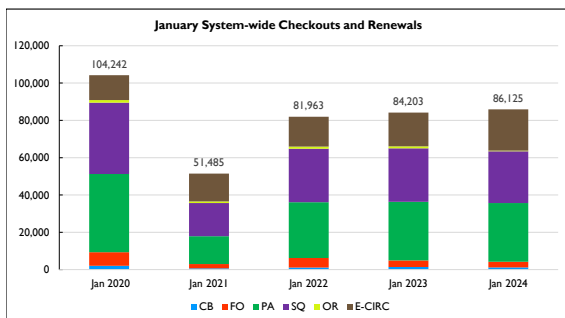
* In January 2024, inclement weather caused reduced hours for one week.

Checkouts & Renewals		
	2024	% of System
Port Angeles		
Checkouts	18,639	30.3%
% From Self-Check	78%	
% From Holds	29%	
Renewals	12,868	52.2%
Total	31,507	36.6%
Sequim		
Checkouts	17,056	27.7%
% From Self-Check	82%	
% From Holds	37%	
Renewals	10,649	43.2%
Total	27,705	32.2%
Forks		
Checkouts	2,507	4.1%
% From Self-Check	74%	
% From Holds	32%	
Renewals	502	2.0%
Total	3,009	3.5%
Clallam Bay		
Checkouts	676	1.1%
% From Self-Check	10%	
% From Holds	33%	
Renewals	502	2.0%
Total	1,178	1.4%
Outreach		
Checkouts	386	0.6%
% From Holds		
Renewals	37	0.2%
Total	423	0.5%
Bookmobile		
Checkouts	126	0.2%
% From Holds	2%	
Renewals	91	0.4%
Total	217	0.3%
Electronic Circulation (WA Anytime Library/Overdrive & Hoopla checkouts do not renew)		
Checkouts	22,086	25.6%
Systemwide Totals		
Checkouts	61,476	
Renewals	24,649	
System Total	86,125	

Interlibrary Loan Services	
Items borrowed from other libraries	220
Items loaned to other libraries	149

*Interlibrary Loan items are included in Checkouts & Renewals statistics

Holds		
	Requests Fulfilled	Avg Days to Fill
PA	5,425	16.56
SQ	6,391	18.56
FO	795	25.69
CB	221	20.99
OR	874	9.24
BOS	5	6.00
Total	13,711	17.63



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* Due to COVID-19, all NOLS facilities were only open for limited service in January 2022.

* In January 2022, Library hours were expanded in Forks, Port Angeles and Sequim.

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

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

* In January 2024, inclement weather caused reduced hours for one week.

Library Programs		
	Programs/Attendees	% of System
Port Angeles	41/734	52%/64%
Sequim	19/281	24%/25%
Forks	12/50	15%/4%
Clallam Bay	6/13	8%/1%
NOLS	0/0	0%/0%
Virtual	1/66	1%/6%
Total	79/1144	100%/100%

Public Meetings		
	Meetings/Attendees	% of System
Port Angeles	33/289	69%/74%
Sequim	0/0	0%/0%
Forks	15/100	31%/26%
Clallam Bay	0/0	0%/0%
Total	48/389	100%/100%

Proctor Exams Administered		
Port Angeles	0	#DIV/0!
Sequim	0	0.0%
Forks	0	0.0%
Clallam Bay	0	0.0%
Total	0	100%/100%

Volunteers		
	Volunteer Hours	# of Volunteers
Port Angeles	40.5	6
Sequim	0	0
Forks	5	2
Clallam Bay	0	0
Outreach	0	0
NOLS	35.25	1
Total	81	9

Community Outreach Events		
	Events/Attendees	% of System
PA	3/536	38%/94%
SQ	1/13	13%/2%
FO	4/24	50%/4%
CB	0/0	0%/0%
OR	0/0	0%/0%
NOLS	0/0	0%/0%
Total	8/573	100%/100%

Read & Return and Program/Outreach Distributions	
Tiny Olympic Libraries (CB, FO, PA, SQ)	239
Read & Ride (Clallam Transit Buses)	116
Dolly Parton Imagination Library	1340
Library Programs & Outreach	140
Clallam County Correctional Facility	175
Total	2010

Outreach Delivery Services	
Deliveries/Pickups	88
New Patrons w/ Delivery Services	2

BookMatch Requests Fulfilled	
Number of Requests	3
Titles Suggested	15

Bookmobile	
Routine Stops	5
Special Stops	-
Appearance (e.g. parade)	-

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	1588	1,194	17.2%
Sequim	6	744	391	30.0%
Forks	10	420	266	12.3%
Clallam Bay	5	267	246	30.8%
Total	53	3019	2097	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	179	88	6.8%
Sequim	2	171	48	11.1%
Forks	2	83	12	2.8%
Clallam Bay	1	0	0	0.0%
Total	11	433	148	6.4%

Computer Prints Made		
	# of Prints	% of System
Port Angeles	9,000	52.3%
Sequim	5,646	32.8%
Forks	1,981	11.5%
Clallam Bay	592	3.4%
Total	17219	100.0%

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

Wi-Fi Access		
	Wi-Fi Accessed	% of System
Port Angeles	4,022	57.6%
Sequim	1,316	18.9%
Forks	1,274	18.2%
Clallam Bay	369	5.3%
Total	6,981	100.0%

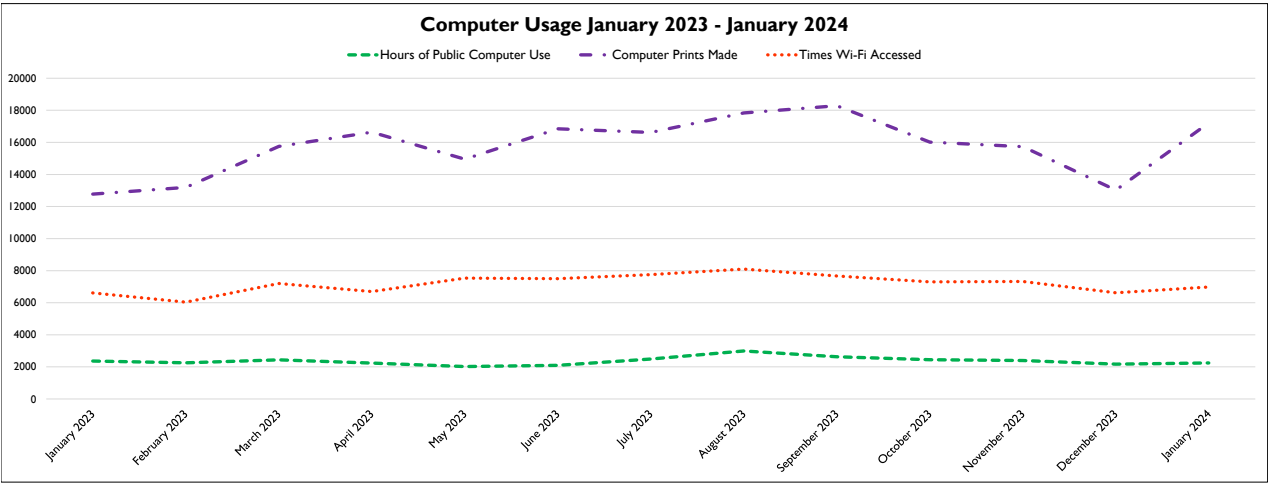
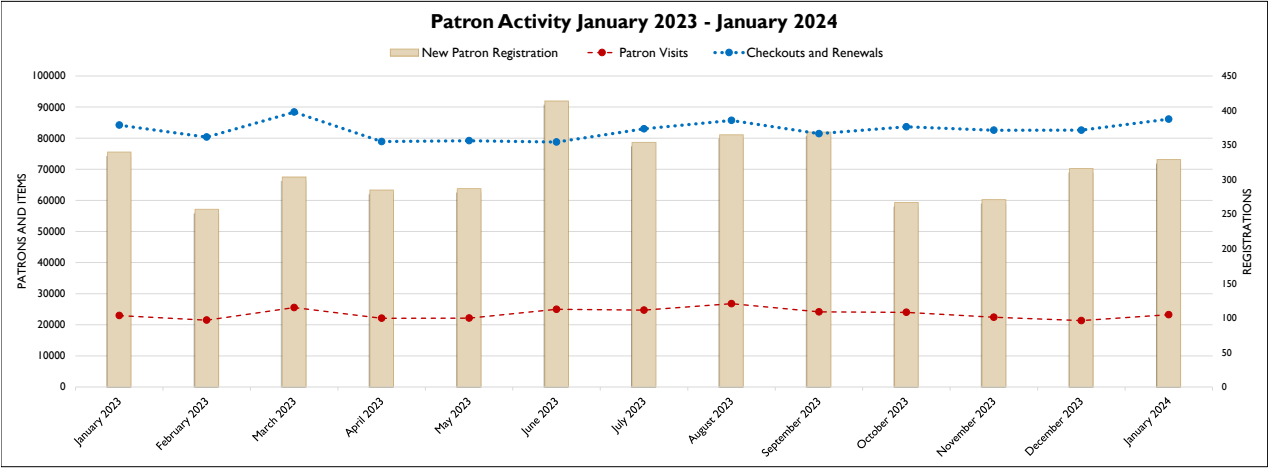
Website Visits	
From outside the Library	21,829
From inside the Library	690
Avg. # of pages visited	2

Facebook Activity	
Followers	5,184
Content Published	58
Reach (unique accounts)	38,258
Reactions/Likes/Comments, etc.	1,077
Link Clicks	139

YouTube Activity	
Subscribers	395
Videos Published	1
Program Recordings	1
Views (lifetime content)	1,213
Watch Time (hours)	73

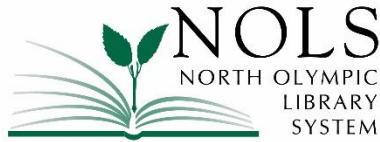
Instagram Activity	
Followers	1,461
Content Published	53
Reach (unique accounts)	1,382
Reactions/Likes/Comments, etc.	506

Advertising	
Ads Run	-
Reach (unique accounts)	-
Link Clicks	-



Significant Events During the Past 13 Months:

- February 2023 - Hours were limited at all branches for several days, due to inclement weather.
- May 2023 - Bookmobile makes first pop-up visits.
- October 2023 - All branches closed one day for an All Staff Training Day.
- January 2024 - Hours were limited at all branches for one week of January, due to inclement weather.



Monthly Activity Report

Meeting Date: February 22, 2024
To: Library Board of Trustees
From: Executive Director and Staff
Subject: Monthly Activity Report for January 2024

Port Angeles Main Library

Jina Felton, Port Angeles Operations Manager

Programming during the month of January included:

- Baby, Toddler, and Preschool Storytimes – 309 participants at 15 events
- Storytime at Mount Angeles View Head Start – 18 participants
- Battle of the Books discussion: *My Aunt is a Monster* by Reimena Yee – 58 participants
- Kids Book Club reading *The Magnificent Makers: Storm Chasers* by Theanne Griffith – 22 participants
- LEGO® Build It! – 89 participants
- BeTween Books & Crafts – 14 participants
- Port Angeles High School Book Club reading *Bone Weaver* by Aden Polydoros – 7 participants
- Teen Lit Bags – 31 participants
- Teen Tuesdays:
 - Teen Game Club – 7 participants at 2 events
 - Teen Advisory Board – 3 participants
 - Teen Book Club – 7 participants
 - Teen Writing Club – 5 participants
- Wednesday Movie Matinee:
 - January 17: *The Art of Racing in the Rain* – 2 participants
 - January 24: *The Peanut Butter Falcon* – 11 participants
- Olympic National Park Winter Perspectives: *The History of Skiing* presented by Dr. Roger Oakes – 134 combined participants (74 in-person, 60 virtual)

- Jigsaw Puzzle contest – 22 participants
- Northstar Digital Literacy Computer Classes – 4 participants
- Second Wednesday Book Group – 6 participants
- Fourth Wednesday Book Group – 9 participants



Other activities Port Angeles staff were involved in during the month of January included:

- Adult and Youth Service Librarians each spent between a couple hours up to a day or more weeding their assigned collections at the Sequim Branch in preparation for the upcoming move.
- As part of an annual review of teams and committees, several Public Service Specialists began orientation and training to participate in new work groups. Overall, Public Service Staff in Port Angeles participated in the following work groups: Programming, Meeting Room, Social Media, Health & Safety, eHelp, Online Resources, Collection Management, Beanstack (reading challenges), Circulation, and more.
- Branch Operations Manager Jina worked with all Public Service Specialists in January to identify training needs in Leap, the online version of the Library's integrated library system platform. Monthly goal setting was incorporated into staff work plans for the year to collectively advance the team's knowledge and use of Leap.
- Jina also participated in recruitment activities for the vacant Shelves position in Port Angeles, presented library reports at the Port Angeles Friends of the Library Board meeting, submitted an article for the PAFOL Newsletter, participated in Branch Manager and Management Team meetings, led staff trainings, and more.

Sequim Branch Library

Emily Sly, Library Manager

January programs for youth included Storytime, Teen Advisory Board (TAB) (2 attendees), Book Magic Book Club (5 attendees), Battle of the Books Discussion Groups at Sequim area elementary schools (47 attendees) and weekly storytimes (91 attendees). Nature Storytime was held at the Dungeness River Nature Center on the last Saturday on January (81 attendees). The Sequim Branch also welcomed a dual 5th and 2nd grade class visits to the library before open hours. Youth Services Librarian Charlotte also offered outreach storytime at Head Start (13 attendees).



Adult programs included a new weekly Yarn Circle held on Saturday mornings (27 attendees). Knitters and crocheters have been enjoying the weekly social meetup and its reach continues to grow. Drop-in Tech help is offered on the first Friday morning of the month, to provide support to patrons wanting a little help accessing NOLS' online resources like Libby or hoopla (1 attendee). Second Saturday Book Discussion group met at the Sequim Library (7 attendees).

Sequim staff are involved in the Collection Management Team, Youth Services Team, Programming Team, Social Media Team, Health and Safety Team, eHelp Team and Bookmatch Team. Emily participated in Sequim Expansion and Renovation Project planning, Branch Manager meetings, Sequim staff meetings, Management Team, Chamber of Commerce meeting and completed interviews for the Shelver position in PA.

Sequim Expansion and Renovation Project – Sequim Project Bid Documents were issued on January 18. Two Bid Walks for contractors and subcontractors were held on January 30 and 31. Noah, Brian, Emily, NOLS Owners Rep Marlo Dowell and SHKS Architects attended the Bid Walks.

West End Branches (Forks and Clallam Bay)

Troi K. Gale, Library Manager

Programming:

- Clallam Bay Branch offered the first monthly Drop-in Tech Help (1 attendee), Bad Art Night for Adults (0 attendees), and continued to offer monthly Game Lounge (0 attendees), Build it! (0 attendees), Storytime (12 attendees) and Movie Matinee (0 attendees).
- Forks Library provided Bad Art Night for Adults (4 attendees), Acoustic, Angst, & Art: Open Mic (11 attendees), and Adult Night Out (6 attendees) reaching 21 adults for adult programming.

- Family Storytime (3 attendees), Game Lounge (18 attendees), Build it! (4 attendees), Anime & Manga (3 attendees), and Movie Matinee (0 attendees) were also offered in Forks reaching 29 children and teens.

Community Visits:

- Much of January's usual outreach was cancelled due to the weather. Community Librarian Mary G. made two visits – one to Forks Elementary School for the second Battle of the Books discussion with 17 engaged 4th graders. So far, the students have enjoyed the books and have been enthusiastic participants in the discussions.
- The monthly visit to the Hoh Tribal Library occurred, but reflected low attendance. In the future we will return to offering visits on early release dates.

Inclement Weather:

- Inclement weather and power outages did impact branch open hours as well as community visits.

Facilities Department

Brian Phillips, Facilities Manager

Port Angeles Library: Repainted Admin foyer and two offices; repaired staff sink and two public restroom toilets; facilitated insurance appraisal with Enduris representative; re-caulked restroom sinks; repaired front entrance door swing arm; snow and ice removal; post-storm clean-up.

Sequim Library: Snow and ice removal; repaired exterior lights; repaired Children's desks; removed picnic tables to Port Angeles Library.

Sequim Library Project: Helped conduct bid walk events for prospective contractors; started temporary location improvements; developed security camera and card reader plans.

Forks and Clallam Bay Libraries: Checked emergency lights; performed post-storm clean-up of parking lots; repaired toilet handle in Forks and cleaned carpet spots there.

Vehicles: Washed vehicles and refreshed anti-rodent scent packets under vehicle hoods; developed bookmobile maintenance program.

Other: Began sorting ADA-related tasks; several staff took leave time away from work.

Outreach Services: Bookmobile and Delivery Services

Kristin Overbey, Community Outreach Lead

Corrina (Older Adult Services Librarian) and Kristin (Community Outreach Lead) presented to 25 attendees at the Olympic Newcomers' Club Monthly Luncheon. Library staff shared about upcoming events and older adult services, as well as demonstrated navigating the NOLS Website and online catalog. The audience had a lot of great questions and interactions with Library staff.



Outreach Delivery Services

During the month of January, 88 deliveries were made and 2 new patrons registered for Outreach Delivery Services. There were 959 items checked out and 64 items renewed for Outreach Delivery patrons.

Adjustments were made due to inclement weather and road conditions.

Bookmobile Outreach Services

- January 2 Neah Bay Route: 6 patrons braved the cold and rain to visit the Bookmobile's first stop of the New Year, including two middle school students who visited for the first time.
- January 4 Blyn Route: 9 patrons, including Jamestown S'Klallam Tribe, Tribal Chairperson, W. Ron Allen.
- January 23 Neah Bay Route: 17 patrons, including one patron expressing her delight at being able to change her home library to the Bookmobile.
- Scheduled Bookmobile routes were cancelled on January 9, 16, and 17 due to inclement weather and road conditions.
- The Port Angeles Friends of the Library generously donated \$5,000 to support Bookmobile programming and giveaways for 2024.

Information Technology (IT) Department

Shane Miller, Information Technology Manager

The first month of 2024 had some big highlights for the IT department. To start, we had the opportunity to support many different NOLS programs and services, such as preparing and maintaining laptops for the NorthStar Digital Literacy class, tech configuration and support for the Bookmobile, and audio/video setup and support for the recording and presentation of our Olympic National Park Perspectives: Winter Speaker Series, just to highlight a few.

IT worked to reduce login/logout time and addressed other issues which affected staff who routinely use multiple workstations. IT also completed the annual renewal of the security certificates that protect NOLS services.

Complications with Microsoft's monthly recurring "Patch Tuesday" updates required extra time this month, rolling over into February.

Technical Services Department

Erin Shield, Collection Services Manager

1257 physical items were processed and available for customers in the month of January. 199 print materials were repaired, including some items from a recent recataloging project. 204 media items were resurfaced or repaired to extend their lives. 69 physical donations were made and will be added to the collection. 830 totes were moved between NOLS' branches by the couriers, as well as 20 Outreach deliveries. Tech Services filled 220 InterLibrary Loan requests for NOLS' patrons and 149 loans out to other libraries. That is almost a record for filling requests and definitely a record for loaning out materials!

Couriers completed the first tote inventory and have scheduled a second one. They will identify if any totes need to be decommissioned due to condition and will work with Mark to get new shipping labels for each one. Sarah C started training on disc repair machine. She has already been trained on InterLibrary Loan requests and Acquisitions, and has taken on reviewing materials in need of mending. Next move: Cataloging training.

Carol enjoyed the unplanned fire drills to really practice and make sure procedures are working optimally. Kim is excited about the rejuvenation of the NOLS Gear Team.

ILL highlight: "One day, I received a call from a Sequim patron who hoped to renew their interlibrary loan. Mere minutes after I requested a renewal from the lending library, they responded by extending the due date more than a month beyond what our patron requested. When I called our patron to let them know, they were overjoyed! They were so thrilled to hold onto the book for a while longer and shared that not only would they be stopping by the Port Angeles library to express their thanks personally, but they would also be mailing a thank you card to the lending library. Interlibrary loan rocks, and so do our patrons!"

In December, Technical Services staff participated in trainings, webinars, tasks and meetings related to Sequim Building move, All Staff Day Committee, NOLS Gear Team, ILS Team, Health and Safety Committee, Clallam County Law Library, Collection Management Team, Evanced replacement, Management Team, and Web Team.

Work Group Highlights

All Managers

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

- The eHelp Team added a new member, Port Angeles Public Services Specialist Becki N.
- In January, the Beanstack team worked to prepare and publish a new reading challenge for patrons. On January 1, the genre challenge was published with the goal to explore new genres, or specific types of books. The team also prepared a reading challenge for Black History Month to help celebrate and allow people to celebrate Black authors and illustrators.
- The BookMatch Team added a new member, Port Angeles Public Services Specialist Viktor G.
- The Book Discussion Team added a new team member, Port Angeles Public Services Specialist, Annie D.
- The Evanced Team continued research into the best solutions to replace the Library's events management and room reservation system. The work included a collection of staff drop-in sessions to inform staff on the process and timeline of the project. After narrowing the candidates down to three top choices, the pros and cons were evaluated the Team selected Communico as the company to move forward with.
- Some of the web materials published by the Web Team included an event for a homebuyer's information night in which experts from Forks Avenue Real Estate are going to visit The Forks Branch Library to discuss the homebuying process and answer questions. The 9th Annual Washington State Zine Contest was highlighted on our website to advertise the contest and promote a workshop at the Port Angeles Main Library. On April 17, the public can attend a Zoom meeting to learn about FireWise principles with staff of the Wildland Fire Management Program at the Washington State Department of Natural Resources.

Administrative Operations Department

Human Resources

Shaina Lent, HR & Business Manager

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

- Management Team meeting
- Mediation & Conflict Management Training with Peninsula Dispute Resolution Center
- Affordable Care Act Annual Reporting

Recruitments:

- Youth Services Librarian I – FO & CB
- Shelver – PA

New Hires:

- Hannah Seligmann – Community Outreach Specialist – PA
- Veronica Giancola – On-Call Public Services Assistant – East End
- Carmen Mendoza-Collins – On-Call Public Services Assistant – West End

Promotions and Transfers:

- Ludmila Holmquist – On-Call Public Services Assistant – West End

Separations:

- None

Marketing and Communications

Karyn Bocko, Marketing and Communications Manager

Email Marketing - Notices

- Testing of “Notice” emails and SMS text messages using the Patron Point platform continued in January. The staff volunteer test group helped identify areas for improvement and Patron Point continues to be responsive to implementing updates.
- The new notices will be sent to the public beginning Monday, February 12.

Request for Qualifications – Summer Reading T-shirt

- An RFQ was published inviting artists to submit their interest in designing the 2024 Summer Reading Challenge T-shirt. Online applications are accepted through February 19.

News Releases & Articles:

- 9 news releases were sent.
 - 5 new programs/events.
 - 4 ongoing programs.
- A photo of Noah Glaude shoveling snow at the main library ran on the front page of The Peninsula Daily News on January 18.
- “Sequim Library expansion opens for construction bids,” by Matt Nash, was published in the Sequim Gazette on January 31 (and in PDN on February 1). The project was also included in the article “A look ahead at Sequim’s projects in 2024,” on January 3.
- The monthly NOLS “Off the Shelf” article in the Sequim Gazette was written by Charlotte McGrew, Youth Services Librarian. It featured a wrap-up of Sequim Library staff’s 2023 favorite reads.



Social Media:

- Posted 113 pieces of content across Facebook, Instagram, and YouTube.
- The top performing organic post – by far – was about the Yarn Circle program in Sequim, with a photo of attendees and their testimonials. The Facebook post reached 23,476 accounts (4,247% higher than median) and received 234 reactions (2,027% higher than median), and 25 comments.
- Other popular posts included Olympic National Park’s Perspective Speaker Series; Sunrise Rotary’s donation to the Sequim Library Expansion and Renovation Project; Adults Night Out at the Forks Library; and the Jigsaw Puzzle Contest at the Port Angeles Main Library.



Meetings and Trainings:

- Planning meeting with North Olympic History Center for an Art in the Library exhibition at the Port Angeles Main Library.
- Meeting with Uptown Arts District, and led two meetings with the district’s marketing committee.

- Marketing staff engaged in the following professional development opportunities: Library and summer reading program marketing; YouTube, Canva and video techniques; Using social media to advocate for diversity and inclusion; Developing authentic relationships with underserved communities.

Financial Operations

Amy Hough, Finance Manager

- Completed Department of Retirement Systems Compliance Review
- Filed W-2s and 1099s
- Participated in Management Team Meetings
- Continued to make improvements to ADP reporting

Public Service Director's Report

Meghan Sullivan, Public Services Director

- Participated in recruitment activities for the West End Youth Services Librarian and onboarding activities for Hannah S., Community Outreach Specialist.
- Continued activities to operationalize Bookmobile service including community partner meetings; IT, Facilities and Marketing meetings; collection maintenance tasks; and staff training.
- Attended the Port Angeles Friends of the Library Board Meeting; West Sound STEM Network Implementation Meeting; CCEM Sequim Operational Area Meeting; Field Arts and Events Hall Programming Brainstorm Meeting; the United Way Team DEI Informational Meeting; and Co-Designing for Trust Workshop (UW iSchool).
- Participated in planning meetings for the Sequim Temporary Library move including discussions on collection, staffing, and Bookmobile Service.
- Coordinated NOLS participation in Clallam County Emergency Management's 2024 Prepare in a Year program.
- Attended monthly ARSL Membership Committee Meeting and ARSL Directors, Managers, & Administration Networking Meeting.
- Routine Branch Manager, Management Team, Outreach Services, Youth Services Team, ILS Team, Programming Team, Collection Management Team, and One-on-One meetings.

Director's Report

Noah Glaude, Executive Director

Significant meetings/events and projects this month:

- 2024 Capital Budget preparation
- Update NOLS' financial policies
- Continued work on the Sequim Library Expansion and Renovation Project
 - Review and finalize bid documents
 - Site tours with potential construction contractors
 - Prepare sign permit for temporary site
 - Meet with architects to refine exterior children's area
 - Prepare detailed plan for move of Sequim Library
- System-wide printer replacement project
- Planning response to ADA Facility Survey
- Cleaning up old expired patron accounts
- Planning exhibit at the Port Angeles Library with the North Olympic History Center
- Attended County Commissioner Meetings regarding timber revenue impacts on junior taxing districts
- Routine Branch Manager, Collection Management and Management Team Meetings



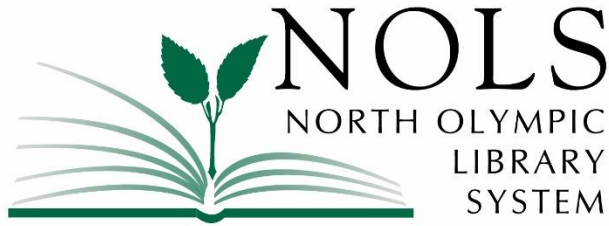
Customer Comments

January 2024

The following comments were received by the Library during the months of August 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: Comment about a very interesting true account book, titled Trail of the Lost by Andrea Lankford, which I recently borrowed from the Sequim Library. It is a very well written book telling about lost hikers on the Pacific Crest Trail which runs from the Mexican border to the Canadian border, passing thru three states along the Cascadian Mountains, in California, Oregon and WA. It is particularly interesting to me since we are near those mountains, which in our state are called the North Cascades. Thanks for purchasing this book!

Response: Thanks for sharing! We're glad you enjoyed it.



Highlight Log

January 2024

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.

01/02/2024 – Port Angeles

Jordan from the Clallam County Sheriff's Office stopped in to pick up the donations. He expressed how impactful the donated materials have been to the residents and expressed appreciation for the library and the volunteer's time. Katherine, the volunteer dedicated to this project, happened to be working on selecting materials right at the same time, and Jordan and Katherine were able to meet for the first time and talk about the materials.

01/05/2024 – Port Angeles

Big shout-out to Jonah and Bryan from IT, who spent over an hour walking Audra, Theresa, and Sarah through the technology set-up for next week's hybrid program, The History of Skiing in Olympic National Park. They made sure everyone tested all the equipment, answered a bajillion questions, and let us tear it all down as a practice run. Their meticulous care and encyclopedic knowledge of the tools available are much appreciated!

01/09/2024 – Forks

A regular Forks Patron that has struggled with using technology said, "I am so happy you all turned me on to Hoopla. I am just loving it. If I know that I am going to wait somewhere, I come to the library and download a show. I have to use it on the phone but I'm not giving up on the Google Chromebook yet. I have found a help feature that walk me through on downloading. I just need to find it again."

Huge shout out to Dianne and Angeles who have helped and coached this patron many times. Their encouragement and support empowered her to tackle technology.

01/09/2024 – Port Angeles

A patron came to check a book out off of the "Happy Mew Year!" cat display that Sarah D and I created; he was so happy to see a display honoring cats. He shared a story with me about his favorite cat, Baba, who was more human than feline.

The Happy Mew Year display has been far more popular than Sarah or I anticipated, it is so fun to see how many items about cats are circulating now!

01/16/2024 – Port Angeles

A patron came in this morning to tell us how thankful she is to our facilities staff for keeping the parking lot and sidewalks clear of snow and ice. Many thanks to our facilities crew for all that you do to keep everyone safe!

01/19/2024 – Port Angeles

Two patrons greeted each other in the stacks near me where I was weeding, they were raving about the Inter Library Loans they recently received. "Mine came all the way from Utah!" one of them exclaimed. They went on for several minutes about the quick turn around in receiving their ILLs and how grateful they are for that service.

01/24/2024 – Port Angeles

After helping a patron request an interlibrary loan, their reply included:

"Thank you so very much for all the hard work our Sequim Library folks put in. Reading/education is so important to society. Have been donating to library expansion. We needed a bigger library here..."

Great job, Sequimmies!

01/24/2024 – Port Angeles

A youth patron needed help putting Pokemon movies on hold today; this led to a spirited conversation about our favorite Pokemon (hers is Mew and mine is Ho-Oh) and all things Pokemon related. It was such a joy!

01/24/2024 – NOLS

A regular Bookmobile patron in Neah Bay was thrilled to find out that she can now reserve items to pick up on the bookmobile.

01/24/2024 – NOLS

Today I spoke with a Sequim patron who hoped to renew their interlibrary loan. Mere minutes after I requested a renewal from the lending library, they responded by extending the due date more than a month beyond what our patron requested. When I called our patron to let them know, they were overjoyed! They were so thrilled to hold onto the book for a while longer and shared that not only would they be stopping by the Port Angeles library to express their thanks personally, but they would also be mailing a thank you card to the lending library. Interlibrary loan rocks, and so do our patrons!

01/25/2024 – NOLS

An Outreach Delivery patron said that they brag to their family members all over the country about the delivery service. She was talking on the phone to her cousin in Oregon about the service, and encouraged her to call the local library. The cousin is now using a books by mail program! I'm so grateful that our service is inspiring the promotion to others and ultimately giving more folks access to the resources of their local libraries!

01/25/2024 – Port Angeles

During Tuesday's computer class, 4 patrons learned how to use the Northstar platform and began working through the modules. They were eager to continue using the resource on their own and were so thankful and appreciative for the class :)

01/26/2024 – Forks

Three teams of two individual members each turned out for the very first Forks Adults Night Out! event - North Olympic Trivia. Four out of six were relative newcomers to the area, all from Texas! The questions proved challenging. Just what is a fjord, anyway? It turned out to be a fun evening of learning and getting to know each other. That's six after-hours participants that came specifically for this even.

01/27/2024 – Sequim

It was a super Saturday in Sequim! The day began with the largest Yarn Circle to date. Sixteen knitters/crocheters chatted about projects & helped each other out. Some exchanged phone numbers and three went out for breakfast afterward! Later in the morning, 81 smiling faces gathered across town for Nature Storytime at Dungeness River Nature Center. Reading, singing, movement, and PUPPETS delighted the crowd! At both events, patrons expressed appreciation for the library and for Saturday program options!

01/31/2024 – Port Angeles

A patron who initially came in looking for historic maps was overcome with emotion after I located a vertical file containing articles and photographs of family and neighbors. One of the newspaper clippings in the file contains a photo that is part of the Kellogg Collection. No members had yet been identified but her large copy of the photo at home has all their names written on the back. Win-win!