

Board of Trustees Regular Meeting
Thursday, May 23, 2024 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.

AMENDED AGENDA

1. Call to order, roll call and introductions
2. Approval of Agenda
3. Approval of minutes for regular meeting of April 25, 2024
4. Communications
5. Public Comments
6. Presentation: Youth Services at NOLS
7. Unfinished Business
None

8. New Business
 - N.1. Verbal update on Sequim Library Expansion and Renovation Project
 - N.2. Verbal update on Clallam County Revenue Advisory Committee activity
 - N.3. Approval of Resolution 24-05-06: Authorizing the Recognition of Robert and Robby Streett in the Expanded and Renovated Sequim Library.
 - N.4 Verbal Update and Discussion of West End Branch Library Hours
9. Reports
 - R.1. Monthly Statistics Reports: April 2024
 - R.2. Monthly Activity Reports: April 2024
 - R.3. Customer Comments: April 2024
 - R.4. Highlight Log: April 2024
10. Public Comments
11. Trustee Comments

Library Board members may ask a question for clarification, make a brief announcement or make a brief report on 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.
12. Next meeting: 5:30pm, Thursday, June 27, 2024
13. Agenda items for next meeting
14. 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, 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

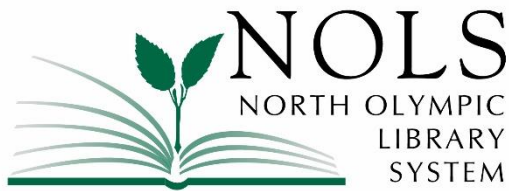
Note: no regular Board meetings scheduled in July or December.

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, April 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, Ian Miller, Cyndi Ross and Bert Caldwell. Library staff present: Executive Director Noah Glaude, HR & Business Manager Shaina Lent, Finance Manager Amy Hough, Collection Services Manager Erin Shield, Youth Services Librarian Charlotte McGrew, and Adult Librarian Sarah Morrison.
2. Approval of agenda
Motion by Ms. Ross to approve the agenda as presented. Motion seconded by Ms. Pelikan. Motion carried.
3. Approval of minutes for regular meeting of March 28, 2024
Motion by Mr. Caldwell to approve the minutes from the March 28, 2024 regular meeting. Motion seconded by Ms. Ross. Motion carried.
4. Communications
None
5. Public Comments
None
6. Presentation: An Overview of NOLS Collection Management Practices
7. Financial reports: March 2024
The financial reports for March 2024 were accepted as presented.
8. Approval of vouchers: March 2024
Motion by Ms. Ross to approve the March 2024 vouchers, numbered #232 through #336, in the amount of \$ 465,157.54. Motion seconded by Mr. Miller. Motion carried.
9. Unfinished Business
None
10. New Business
N.I. Approval of Resolution 24-04-03 - Designation of Signature Authority
Motion by Ms. Pelikan to approve Resolution 24-04-03 as presented. Motion seconded by Ms. Ross. Motion carried.

N.2. Approval of Resolution 24-04-04 - LOCAL Program Reimbursement Resolution
Motion by Ms. Pelikan to approve Resolution 24-04-04 as presented. Motion seconded by Mr. Caldwell. Motion carried.

N.3. Approval of Resolution 24-04-05 - LOCAL Program Authorizing Resolution
Motion by Mr. Caldwell to approve Resolution 24-04-05 as presented. Motion seconded by Ms. Ross. Motion carried.

N.4. Sequim Library Expansion and Renovation Project Verbal Update

I 1. Reports

R.1. Monthly Statistics Reports: March 2024

R.2. Monthly Activity Reports: March 2024

R.3. Highlight Log: March 2024

All reports were accepted as presented.

I 2. Public Comments

I 3. 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.

I 4. Next meeting: 5:30pm, Thursday, May 23, 2024

I 5. Agenda items for next meeting

I 6. Executive session to discuss performance of a public employee

At 7:25 the Chair announced that the Board would move to executive session to discuss the performance of a public employee, and that the session was expected to last approximately 20 minutes.

At 8:06pm the Chair announced that the Board had concluded its executive session, without taking any action, and would now return to open session.

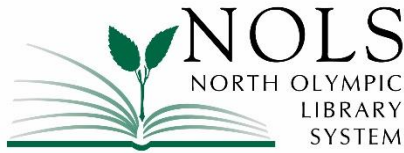
I 7. Adjournment

There being no further business, the meeting was adjourned by the Chair at 8:06pm.

CERTIFIED AS TRUE AND CORRECT

Chair

Board Secretary



Staff Report

Meeting Date: May 23, 2024
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Approval of Resolution Authorizing the Recognition of Robert and Robby Streett in the Expanded and Renovated Sequim Library

Attachments: Resolution 24-05-06

Topic/Issue:

Approval of Resolution 24-05-06, Authorizing the Recognition of Robert and Robby Streett in the Expanded and Renovated Sequim Library.

Background:

NOLS is currently working to complete the [Sequim Library Expansion and Renovation Project](#).

NOLS wishes to recognize and encourage contributions and support for the Sequim Library Expansion and Renovation Project. In addition to listing donors on-site, rooms, spaces and features at the Sequim Library can be named for individuals making significant contributions to the renovation project. Based on estimated room/space/feature sizes, the amount of use expected, and how often the name of that room/space/feature would likely be used publically, the NOLS Board of Trustees approved the following plan in June 2022:

All gifts that total \$250 or more will be recognized on a custom-designed donor wall near the entrance of the library. Donors who pledge at least \$25/month for one year will be designated as a “sustaining donor.” Larger donations will be further distinguished by the following levels:

\$250	Lavender
\$1,000	Salmon
\$2,500	Elk
\$5,000	Cedar
\$10,000	Eagle
\$25,000+	Olympic

Certain areas inside and outside the Sequim Branch Library are also available as named gift opportunities. These will be designated with special plaques near the areas themselves. They are:

Activity & Meeting Room - \$500,000
Children's Area - \$200,000
Outdoor Stage - \$200,000
Outdoor Play Area - \$150,000
Conference Room - \$150,000
Reading Area - \$100,000
LEED Silver Certification - \$75,000
Teen Area - \$75,000
Study Room - \$50,000

Discussion:

Robert Streett served as a NOLS Board Trustee from January 2016 through July 2017. Representing the Sequim Area, Robert participated in early efforts to build a new Sequim Branch Library and was a strong advocate for the Library in the community.

Robby Streett served as a NOLS Teen Volunteer for years. Robby not only participated in library programs, but genuinely cared about helping the Library and the work the Library and its staff were doing.

After [Robert and Robby Street died in a tragic car crash in 2017](#), the Street Memorial Fund was established to allow community members to make donations to the Library in their memory. The Streett Memorial Fund balance is currently \$10,497.

Considering the contributions Robert and Robby made to the Sequim Library, including their volunteer work and the motivation and inspiration they provided to the Sequim Library Project forward, Library staff believe it would be appropriate to name the Teen Area in the renovated Sequim Branch Library after Robert and Robby Streett.

Noah Glaude and Emily Sly met with Josslyn Streett, Robert's widow, and discussed the naming opportunity with her. Josslyn appreciated the suggestion and agreed that naming the Teen Area after Robert and Robby would be a nice way to honor their memory.

It was also discussed with Josslyn that the signage naming the space after Robert and Robby can be customized to fit them and the space well. When Library staff are working with a vendor on interior signage for the renovated Sequim Library, they intend to gather feedback from Josslyn when a sign for Robert and Robby is designed.

Policy Considerations:

Policy [5.17 - Naming and Recognition](#) and Policy [5.13 – Gifts and Donations](#) must be followed.

Section 2 of Policy 5.17 specifically states that:

“The Library may also choose to name facilities, programs, and other property for individuals who have provided distinguished service to the Library or the community. Candidates considered for honorific naming recognition should reflect the vision and mission of the Library through outstanding achievements in learning, or demonstrated leadership of lasting value to the Library or the community at large.”

Library staff believe that Robert and Robby Streett clearly meet this criteria. Therefore, it is appropriate to name the Teen Area of the Sequim Branch Library after Robert and Robby, even though the \$10,497 contribution from the Streett Memorial Fund towards the Sequim Project does not meet the \$75,000 amount the Board first established as the naming opportunity level for the Teen Area.

Recommendation: That the Library Board of Trustees approve Resolution 24-05-06 authorizing the Teen Area at the renovated Sequim Branch Library be named for Robert and Robby Streett.



Resolution 24-05-06

Library Board of Trustees
North Olympic Library System

Authorizing the Recognition of Robert Streett and Robby Streett at the Sequim Branch Library

Whereas, the North Olympic Library System wishes to recognize support and contributions to the Sequim Library Expansion and Renovation Project; and

Whereas, in June 2022, the Board of Trustees developed naming opportunities in the expanded and renovated Sequim Branch Library; and

Whereas, Robert Streett served as a North Olympic Library System Board Trustee, representing the Sequim Area, from January 2016 until his death in July 2017; and

Whereas, Robert Streett was an early champion of a larger Sequim Library, serving on the Sequim Library Capital Project Committee, and advocating for the Library at community and business meetings; and

Whereas, Robby Streett served as an active Teen Volunteer at the Sequim Branch Library until his death in July 2017; and

Whereas, in addition to being incredibly active in their community, Robert and Robby Streett were strong Library supporters and understood the important role libraries play in the lives of community members of all ages; and

Whereas, the Streett Memorial Fund, which was established in 2017 to honor the memory of Robert and Robby Streett through donations to the Library, has received over \$10,000; and

Whereas, Josslyn Streett, the widow of Robert Streett and mother of Robby Street has met with Library staff and supports their recommendation that the Streett Memorial fund be utilized for the Sequim Library Expansion and Renovation Project, and that naming the Teen Area in the renovated Sequim Library is an appropriate way to honor the memory of Robert and Robby Streett;

Now therefore be it resolved: The Teen Area at the renovated Sequim Branch Library will be named for Robert and Robby Street and Library staff will develop signage for the space recognizing Robert and Robby Street in coordination with Josslyn Street.

Passed by the Board of Trustees of the North Olympic Library System at the regular meeting held this day of May 23, 2024.

Chair

Trustee

Trustee

Trustee

Trustee

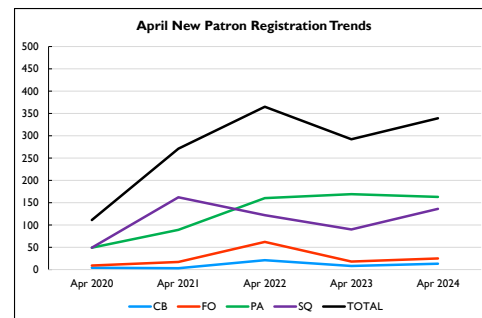
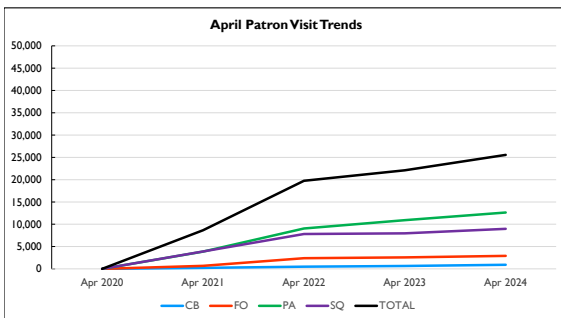
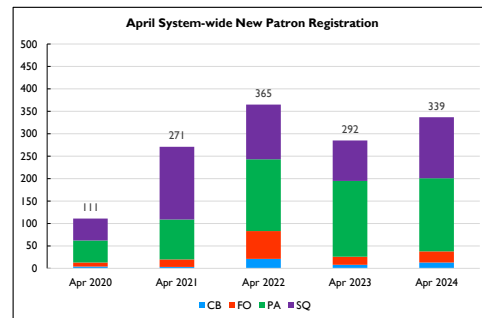
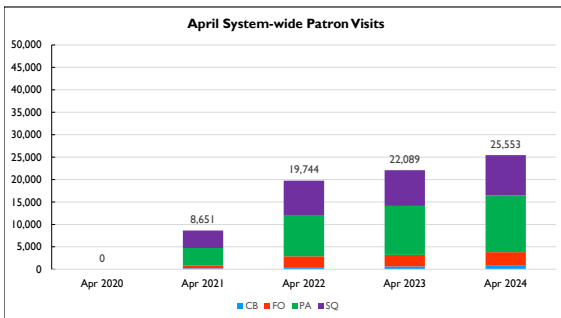
Attested by:

Secretary to the Board

Patron Visits		
	2024	% of System
Port Angeles	12,635	49.4%
Children	17%	
Sequim	8,974	35.1%
Children	5%	
Forks	2,913	11.4%
Children	9%	
Clallam Bay	911	3.6%
Children	18%	
Bookmobile	120	0.5%
Total	25,553	100.0%

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

New Patron Registration		
	2024	% of System
PA	163	48.1%
SQ	136	40.1%
FO	25	7.4%
CB	13	3.8%
BOS	2	0.6%
Total	339	100.0%



* Due to COVID-19, all NOLS locations were closed in April 2020, but curbside service was offered.

* Due to COVID-19, all NOLS facilities were only open for limited service in April 2021.

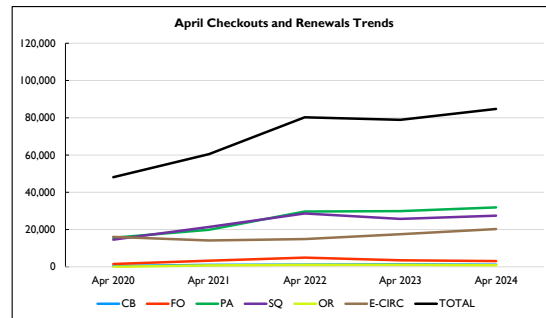
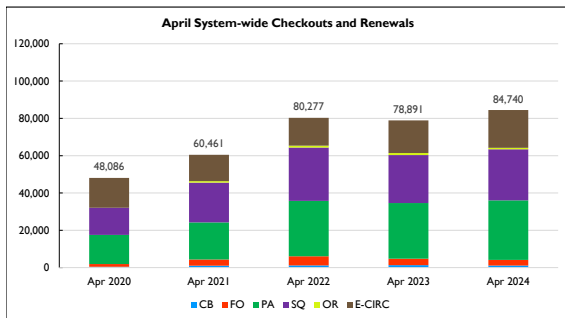
* April 2024 - The Sequim Branch Library began operating out of a temporary location during the expansion and renovation for the Sequim Branch Library.

Checkouts & Renewals		
	2024	% of System
Port Angeles		
Checkouts	17,911	30.6%
% From Self-Check	80%	
% From Holds	29%	
Renewals	13,951	53.3%
Total	31,862	37.6%
Sequim		
Checkouts	16,451	28.1%
% From Self-Check	76%	
% From Holds	30%	
Renewals	10,958	41.9%
Total	27,409	32.3%
Forks		
Checkouts	2,561	4.4%
% From Self-Check	29%	
% From Holds	28%	
Renewals	491	1.9%
Total	3,052	3.6%
Clallam Bay		
Checkouts	628	1.1%
% From Self-Check	9%	
% From Holds	46%	
Renewals	491	1.9%
Total	1,119	1.3%
Outreach		
Checkouts	689	1.2%
% From Holds		
Renewals	97	0.4%
Total	786	0.9%
Bookmobile		
Checkouts	87	0.1%
% From Holds	30%	
Renewals	168	0.6%
Total	255	0.3%
Electronic Circulation (WA Anytime Library/Overdrive & Hoopla checkouts do not renew)		
Checkouts	20,257	23.9%
Systemwide Totals		
Checkouts	58,584	
Renewals	26,156	
System Total	84,740	

Interlibrary Loan Services		
Items borrowed from other libraries		155
Items loaned to other libraries		118

*Interlibrary Loan items are included in Checkouts & Renewals statistics

Holds		
	Requests Fulfilled	Avg Days to Fill
PA	5,237	20.30
SQ	5,005	25.74
FO	729	23.89
CB	288	22.48
OR	684	12.58
BOS	76	10.14
Total	12,019	22.33



* Due to COVID-19, all NOLS locations were closed in April 2020, but curbside service was offered.

* Due to COVID-19, all NOLS facilities were only open for limited service in April 2021.

* April 2024 - The Sequim Branch Library began operating out of a temporary location during the expansion and renovation for the Sequim Branch Library.

Library Programs		
	Programs/Attendees	% of System
Port Angeles	36/526	43%/39%
Sequim	13/231	15%/17%
Forks	16/87	19%/6%
Clallam Bay	9/317	11%/23%
NOLS	1/54	1%/4%
Virtual	9/145	11%/11%
Total	84/1360	100%/100%

Public Meetings		
	Meetings/Attendees	% of System
Port Angeles	38/603	67%/84%
Sequim	0/0	0%/0%
Forks	18/109	32%/15%
Clallam Bay	1/3	2%/0%
Total	57/715	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	41.5	6
Sequim	0	0
Forks	0	0
Clallam Bay	0	0
Outreach	0	0
NOLS	40	1
Total	82	7

Community Outreach Events		
	Events/Attendees	% of System
PA	0/0	0%/0%
SQ	0/0	0%/0%
FO	3/29	75%/59%
CB	0/0	0%/0%
OR	1/20	25%/41%
NOLS	0/0	0%/0%
Total	4/49	100%/100%

Read & Return and Program/Outreach Distributions	
Tiny Olympic Libraries (CB, FO, PA, SQ)	277
Read & Ride (Clallam Transit Buses)	25
Dolly Parton Imagination Library	1,392
Library Programs & Outreach	39
Clallam County Correctional Facility	202
Total	1935

Outreach Delivery Services	
Deliveries/Pickups	97
New Patrons w/ Delivery Services	-

BookMatch Requests Fulfilled	
Number of Requests	1
Titles Suggested	4

Bookmobile	
Routine Stops	12
Special Stops	1
Appearance (e.g. parade)	-
Miles Traveled	-

* April 2024 - The Sequim Branch Library began operating out of a temporary location during the expansion and renovation fo the Sequim Branch Library.

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	26	2054	1,509	26.7%
Sequim	6	732	416	32.0%
Forks	10	379	233	10.7%
Clallam Bay	5	270	239.72	29.8%
Total	47	3435	2397.74	24.2%

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	235	258	19.8%
Sequim	2	95	21	4.8%
Forks	2	77	16	3.6%
Clallam Bay	1	0	0	0.0%
Total	11	407	295.02	12.7%

Computer Prints Made		
	# of Prints	% of System
Port Angeles	10,620	57.8%
Sequim	5,759	31.3%
Forks	1,287	7.0%
Clallam Bay	706	3.8%
Total	18372	100.0%

Laptop Checkouts <i>(For Use on Library Property Only)</i>	
Port Angeles	1
Sequim	2
Forks	0
Clallam Bay	0
Total	3

Wi-Fi Access		
	Wi-Fi Accessed	% of System
Port Angeles	4,358	59.2%
Sequim	1,085	14.7%
Forks	1,423	19.3%
Clallam Bay	500	6.8%
Total	7,366	100.0%

Website Visits	
From outside the Library	788
From inside the Library	19,705
Avg. # of pages visited	2

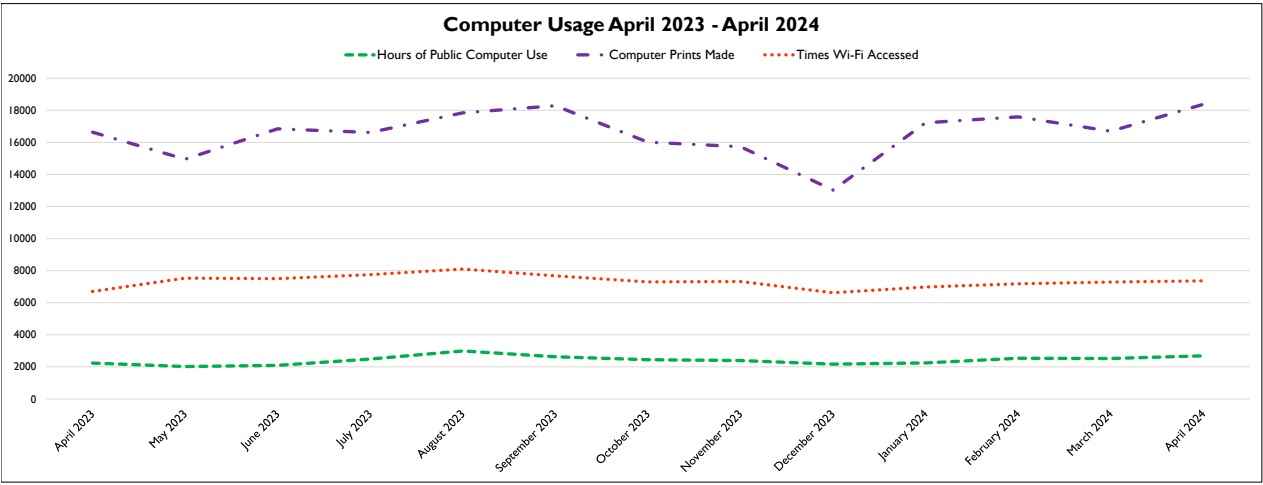
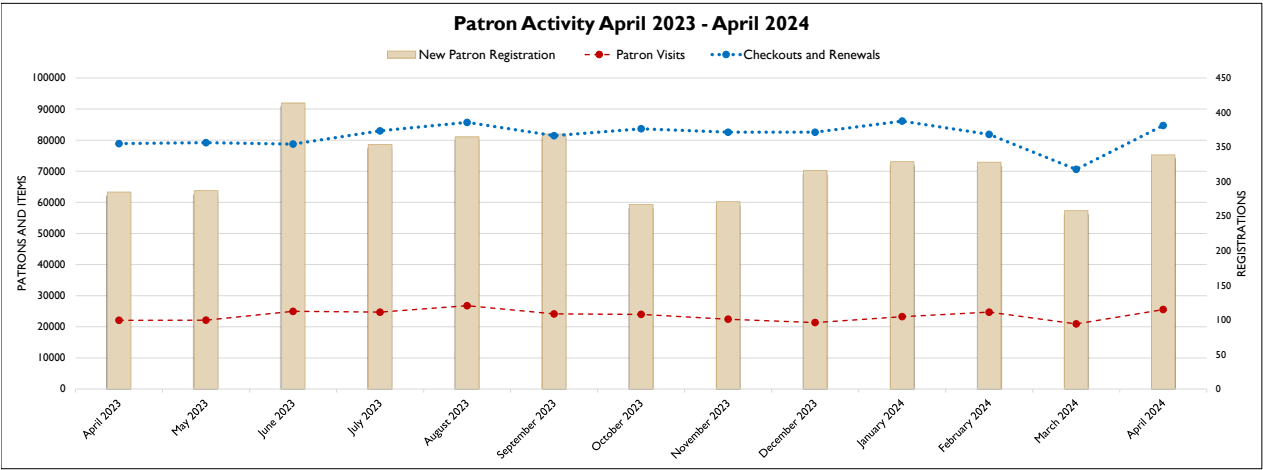
* April 2024 - The Sequim Branch Library began operating out of a temporary location during the expansion and renovation fo the Sequim Branch Library.

Facebook Activity	
Followers	5,334
Content Published	52
Reach (unique accounts)	46,153
Reactions/Likes/Comments, etc.	1,360
Link Clicks	372

YouTube Activity	
Subscribers	408
Videos Published	-
Program Recordings	2
Views (lifetime content)	1,235
Watch Time (hours)	77

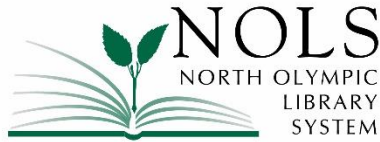
Instagram Activity	
Followers	1,515
Content Published	75
Reach (unique accounts)	1,709
Reactions/Likes/Comments, etc.	765

Advertising	
Ads Run	4
Reach (unique accounts)	10,757
Link Clicks	474



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.
- March 2024 - The Sequim Branch Library was closed for three weeks in March 2024, while the Library was moved to a temporary location.
- April 2024 - The Sequim Branch Library began operating out of a temporary location during the expansion and renovation fo the Se quim Branch Library.
- April 2024 - All branches closed one day for an All Staff Training Day.



Monthly Activity Report

Meeting Date: May 23, 2024
To: Library Board of Trustees
From: Executive Director and Staff
Subject: Monthly Activity Report for April 2024

Port Angeles Main Library

Jina Felton, Port Angeles Operations Manager

Programming during the month of April included:

- Baby, Toddler, and Preschool Storytimes – 326 participants at 16 events
- Little Hands Art – 101 participants at 2 events
- Kids Book Club – 18 participants
- LEGO® Build It! – 69 participants
- BeTween Books & Crafts – 12 participants
- Spring Break Family Movie – 43 participants
- Port Angeles High School Book Club – 7 participants
- Teen Lit Bags – 34 participants
- Teen Tuesdays:
 - Teen Game Club – 14 participants at 2 events
 - Teen Advisory Board – 6 participants assisted in planning fall programs
 - Teen Book Club – 8 participants
 - Teen Writing Club – 6 participants
- Wednesday Movie Matinee:
 - April 17: Arrival – 7 participants
 - April 24: The Best Exotic Marigold Hotel – 7 participants
- Olympic BirdFest Film Night – 17 participants
- Craft Café – 5 participants
- Olympic National Park Winter Perspectives: Bat Research on the Olympic Peninsula– 54 participants in-person, 31 online



- Jigsaw Puzzle Contest – 9 participants
- Northstar Digital Literacy Computer Class – 5 participants (1 person created their very first email account!)
- Second Wednesday Book Group reading *If Beale Street Could Talk* by James Baldwin – 6 participants
- Wednesday Evening Book Group reading *Convenience Store Woman* by Sayaka Murata – 6 participants

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

- Youth Services Librarian Clair D. and Adult Services Librarian Adrienne L. attended the Public Library Association Conference in Columbus, Ohio
- Adult Services Librarian Sarah M. participated in the Digital Content Legislative Working Group.
- Youth Services Librarians Clair D. and Jennifer L. participated in creating and delivering a training on Youth Ages & Stages with the Youth Services Team for April's All Staff Training Day.

Sequim Branch Library

Emily Sly, Library Manager

April 1 was a big day for the Sequim Branch – opening day at the Temporary Location! Patrons were very happy to be back in the library and staff were happy to be open to the public again after the big move in March.

Family Storytime, Yarn Circle and Drop-In Tech Help resumed at the Temporary Location, along with Teen Board Game and Art Night and Second Saturday Book Discussion. There was a writing workshop for 6th -12th graders, Día del Niño afterschool celebration and a Musical Singalong featuring *The Wizard of Oz*. The Sequim Temporary Location also hosted a National Library of Medicine traveling exhibit: *Take 2 and Call Me in the Morning, the Story of Aspirin Revisited*.



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, and Management Team. Sequim staff attended All Staff Training Day held at the Port Angeles Library with all NOLS staff on April 18

Sequim Expansion and Renovation Project – The Groundbreaking for the Sequim Library Expansion and Renovation took place on Wednesday morning, April 24.



West End Branches (Forks and Clallam Bay)

Troi K. Gale, Library Manager

West End Daily Operations:

- Library Service Specialist Jennifer S. attended the 2024 Public Library Association Conference in Columbus, OH.
- Additional staff professional development included:
 - *Bringing Out the Best in People: How to Enjoy Helping Others Excel*
 - *Local Contexts: Tools for Supporting Indigenous Rights and Interests in Collections*
 - *Support Mental Health with Gale OneFile*
 - *Crafting a Successful Adult Education Program for Small, Rural, and/or Part-Time Libraries*
 - Overdrive and Hoopla Training for Staff
 - Northstar: basic computer skills, internet basic, using email

- West End staff continue to work with Collection Management team to weed and distribute collections. Ample attention was dedicated to the Forks Reference and Forks Non-Fiction collections.
- Staff started working on tasks to prepare for Spring and Summer programs.

West End Programming:

- The National Library of Medicine Exhibit, “Take Two and Call me in the Morning: The Story of Aspirin Revisited” was on display in the Clallam Bay Meeting Room April 1 thru 17. Patrons were impressed by the exhibit and being able to have access to the exhibit in their local community.
- Adults Night Out Blues Fusion Presenter Heather Lietzke taught a few but eager group some dance moves and shared some history of blues fusion music.
- Routine monthly youth programs continued to see moderate engagement in Clallam Bay and Forks.
- Two sessions of the Earth Month Seed Exchange reached 27 participants who were eager to learn and connect regarding community based agriculture.



- 40 people participated in the annual Día del Niño celebration in Forks. Dianne led the Lotería game while Mary led the light-up flower activity and volunteer Carmen Segundo painted faces. The event culminated with the piñata, created by community member Norma Solano. Treats and books were distributed.



West End Community Visits:

- In honor of the annual return of the whales, NOLS' StoryCraft program was whale themed at Alder Grove and La Push. Kids enjoyed an interactive whale song with puppets, read books, and created their own ocean stage with a whale puppet. One girl used a wordless book to tell her own story and said she wants to be a storyteller when she grows up!
- The monthly pop-up visit to the Quileute Seniors has shifted to a Bookmobile visit that was well-received by the community at large.
- Library Services Specialist Jennifer S, attended the Forks Volunteer Fair and interacted with 15 potential volunteers.

West End Recruitments:

- Jennifer Smathers started in her new role of Library Services Specialist with an Adult Services focus.
- Angeles Brito accepted a promotion for the Library Services Specialist position with a Youth Services focus, which will start May 1.
- Positions of the Public Services Specialist and the Public Services Lead that were left vacant due to these promotions, are actively in recruitment.

Facilities Department

Brian Phillips, Facilities Manager

Port Angeles Library: Completed HVAC controls system maintenance; replaced two leaky faucets; reconfigured shelving in Admin work room; repaired front door swing arm; replaced broken floor outlet box covers; put yellow highlighting paint on a raised seam in the sidewalk; removed dead tree and several dead shrubs; trimmed trees and shrubs; lawn care.

Sequim Library Project: Continued work to set-up temporary library facility; helped set up for the groundbreaking ceremony; removed final items from Sequim Library building; facilitated construction mobilization.

Forks Library: Installed new air conditioner in server room; removed carpet stain; washed windows; mowed lawn and weeded landscape beds.

Clallam Bay: HVAC maintenance; weeded landscape

Vehicles: Completed seasonal tire changes; serviced Chrysler van.

Other: Staff attended All Staff Training Day.

Outreach Services: Bookmobile and Delivery Services

Kristin Overbey, Community Outreach Lead

Outreach Delivery Services

During the month of April, 82 deliveries were made for Outreach Delivery Services. There were 689 items checked out and 97 items renewed for Outreach Delivery patrons.

Bookmobile Outreach Services

- **Continued enthusiasm around digital resources – Libby and Hoopla:** Arriana (WE PSS) showed a patron at the Neah Bay stop how to download and install Libby and Hoopla. The patron, who is a voracious reader is very excited to start using both apps.
- **Bookmobile Program:** At the Neah Bay Boys and Girls Club, the 5th Graders enthusiastically volunteered to read to the younger students. All the children happily engaged in the reading activity.
- **Two Outreach and Bookmobile Programs at Jamestown S’Klallam Tribe Youth Center:** Early in the month, NOLS COS staff, Laureen and Hannah, offered a storytime and activity, reading Raven and the Tide Lady using puppets to play act the story. The activity encompassed coloring pages that identified creatures found in or near the ocean, a raven coloring page, and a Seaweed dance. We returned later in the month with the Bookmobile for a Scavenger Hunt and Storytime that was well received by the kids and staff.



- **First Bookmobile visit to Quileute Senior Center in La Push!** 10 visitors in La Push, many who said they saw it on Cliff Hoekstra's Facebook post. Cliff is the director of the Senior Center and always promotes the library visits. We made a new card for an elder that hasn't had a card since the 1980s and was very excited to check out a DVD. We also enrolled one toddler in Dolly Parton's Imagination Library. One of the Food Bank employees came up because she recognized the bookmobile. All in all, the switch from pop-up to bookmobile was a big hit.
- **Intersection of Bookmobile and Outreach Delivery at The Market!** We were greeted with enthusiastic staff and volunteers from The Port Angeles Market. We learned that one of our OR Delivery patrons is 'market royalty' for all their work supporting the Food Bank. It was great to connect in-person with our OR patron and have them introduce us to market staff.

- **A Bright Welcome:** Thank you Karyn for designing the new “Open” sign for the Bookmobile!



Information Technology (IT) Department

Shane Miller, Information Technology Manager

April was a whirlwind month of transition within our IT department. In coordination with our vendor, Cerium, we began to prepare for the migration of our email service to the Cloud – a prerequisite to forthcoming phone upgrades - and revamped our workspace for incoming IT personnel. This involved removing old furniture and setting up new workstations. Concurrently, we are still in the midst of preparing for our transition of meeting room software from Evanced to Communico. The IT department is excited for the benefits that all of this transition will bring.

Some of the work that was accomplished around our transition to Communico, our new meeting room reservation and event management service, included staff training and public awareness campaigns to provide people with information about the change. An alert notice was added to our Meeting Room web page to provide information about the switch, and we created a News and Alerts page to provide information on important highlights regarding the move to Communico.

IT Systems Administrator, John D., worked with Technical Services to improve several Polaris reports in order to make them more useful to staff.

Technical Services Department

Erin Shield, Collection Services Manager

1226 physical items were processed and available for customers in the month of April. 348 print materials were repaired. 287 media items were resurfaced or repaired to extend their lives. 61 physical donations were made and will be added to the collection. 809 totes were moved between NOLS' branches by the couriers, as well as 20 Outreach deliveries. Tech Services filled 155 InterLibrary Loan requests for NOLS' patrons and 118 loans out to other libraries. Selectors' carts maintained an average ordering turnaround of 2 days from submission in April.

Carol is excited that the travel book re-cataloging project is moving closer to completion. Kim is proud she and Jan recycled the MASSIVE pile of unused tax forms. Wendy enjoyed All Staff Training Day – specifically the communication style training. Erin's highlights were the Sequim groundbreaking & the Collection Management Team Board report with Charlotte and Sarah. Cindy's happy to be getting more cross-training interdepartmentally. Several Outreach patrons expressed gratitude when the couriers delivered materials to them. Sarah appreciates becoming more familiar with a variety of tasks in the department – this month related to shipping, mail, and notices.

In April, Technical Services staff participated in trainings, webinars, tasks and meetings related to grants, Sequim Building move, All Staff Day Committee, Health & Safety Committee, Collection Management Team, NOLS Gear Team, ILS Team, EDI Team, Public Library state statistics, Management Team, E-Resources Committee, Puget Sound Collection Development Team, and Web Team.

Work Group Highlights

All Managers

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

- The All Staff Training Day team organized another successful training day. Training focused on communication styles, providing services to youth, and cultural inclusivity.
- The Beanstack team continued the process of creating a public challenge for the upcoming Summer Reading Program. The team considered the best avenue for staff training and the layout for the SRP challenge in Beanstack.
- The Sustainability Team prepared a staff newsletter that was sent to all staff in early April. The newsletter tackled a variety of sustainable ideas for home and the community. It provided helpful links about edible landscaping and permaculture for everyone to review. The newsletter also discussed the Sustainable Libraries Certification Program and all its advantages.

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
- All Staff Training Day planning meetings & preparation
- Equity, Diversity, and Inclusion Team meeting
- All Staff Training Day
- HR Manual Update Project with HR Consultants
- Staff Appreciation for National Library Worker's Day (April 9)
- Volunteer Appreciation for National Volunteer Week (April 21-27)
- United Way of Clallam County Event – representing NOLS for the nomination of Equity, Diversity, and Inclusion award

Recruitments:

- Youth Services Library Services Specialist – WE
- IT Specialist 2 – IT
- IT Specialist 3 – IT
- Marketing Lead – ADM
- Public Services Lead – WE
- Public Services Specialist – WE
- Public Services Specialist – PA
- Technical Services Specialist – TS

Promotions

- Jennifer Smathers – Adult Services Library Services Specialist – WE

New Hires:

- Melissa Renell – Administrative Operations Specialist 2 – ADM

Separations:

- None

Marketing and Communications

Karyn Bocko, Marketing and Communications Manager

Email Marketing – Notices via Patron Point

- 15,434 email notices were sent in April, and achieved an average read ratio of 70%.

Media:

- Noah Glaude and Librarian Sarah Morrison were included in a Northwest Public Broadcasting web article “The last bellwether standing: Clallam County,” posted on April 1.

News Releases & Articles:

- 14 news releases were sent.
 - 2 calls for submissions (Eco Art in the Library and Sequim Writing Contest).
 - 1 about poetry events and how to request Poet Laureate.
 - 6 new programs.
 - 4 ongoing programs.
 - 1 update due to a presenter cancellation.
- The monthly NOLS “Off the Shelf” article in the Sequim Gazette announced the Temporary Location opening and April programs. It was written by Emily Sly.
- “PA firm Hoch Construction to build Sequim Library” was on the cover of the April 3 Sequim Gazette. A rendering from SHKS Architects and a photo from the Temporary Location opening day were included.
- “Helen Haller Elementary team wins annual Battle of Books” ran in the April 17 Sequim Gazette.
- “Sequim Library breaks ground” was on the front page of the Peninsula Daily News on April 29.
- The spring newsletter of the North Olympic History Center features the exhibition “Signs & Designs: 100 Years of Advertising in Clallam County,” which displays history center objects in the Port Angeles Main Library.

Meetings and Projects:

- Meetings with Uptown Arts District and Communico.

Financial Operations

Amy Hough, Finance Manager

- Participated in NOLS All-Staff Training Day activities.
- Participated in Management Team meetings.
- Attended the MRSC Annual Financial Reporting Webinar Series – Report Year 2023.

PA firm Hoch Construction to build Sequim Library

\$7.5M contract awarded to renovate 1983 building

By MATTHEW NASH
Sequim Gazette

Construction is set to begin later this month on the Sequim Library's expansion and renovation project.

Hoch Construction of Port Angeles won the approximate \$7.5 million construction contract on March 25 to add about 3,800 square feet to the existing 6,255-square-foot building at 30 N. Sequim Ave.

The expansion will feature more space and new equipment inside, along with a new parking lot, play area and on-site stormwater management facility.

Kyle Priest, owner of Hoch Construction, said he loves the design SHKS Architects came up with.

"It'll have a real hometown farm style look when it's done," he said. "It's going to fit into Sequim like it's been here a 100 years."

Construction is expected to go through spring 2025.

Library trustees approved the base contract for approximately \$6.9 million with Hoch in a special meeting, on Monday, March 25, in a 4-0 vote; trustee Bert Caldwell was excused.

NOLS' architect's original cost estimate for the project was \$6.143 million over the last year. Hoch's base bid was about \$6.5 million, and with an added solar backup system alternative project

for \$384,000, taxes, and a 10% contingency, the total construction construction cost will be just under \$7.5 million.

Asked about the difference between the architects' estimate and the contract, NOLS executive director Noah Glaude said on March 25 that while the cost difference is more than \$1 million, it's not uncommon — particularly with the other four bidders, primarily from the 1-5 corridor, bidding significantly higher.

According to NOLS documents' Hoch's base bid was about \$356,000 less than the next bidder.

See LIBRARY, A4



Sequim library breaks ground

3,800-square-foot facility expansion expected to be complete by spring 2025

By MICHAEL DASHIELL
Peninsula Daily News

SEQUIM — More than four decades after Gertrude Nelson helped break ground for a facility, Sequim Library celebrates the start of a new chapter in its history.

Staff, supporters and partners of the North Olympic Library System planted their shovels into a mound of earth in front of the to-be-renovated library at 30 N. Sequim Ave. on Wednesday, marking the start of a project that will add about 3,800 square feet and expand amenities to the well-used structure.

"I think people of Sequim will be excited about what they see," library trustee Bert Caldwell said.

Tons of library materials and resources were moved from the North Sequim Avenue building to its temporary location in the former Brian's Sporting Goods, 400 W. Washington St., Suite 21, which opened April 1. Library patrons will use that location until the renovations are completed in spring 2025.

See LIBRARY, Page A3



Public Service Director's Report

Meghan Sullivan, Public Services Director

- Attended the Public Library Association (PLA) Conference in Columbus, OH; April 2-6.
- Participated in NOLS All-Staff Training Day activities.
- Participated in recruitment activities for the West End Youth Library Services Specialist and Marketing Lead positions.
- Continued activities to operationalize Bookmobile service including community partner meetings; collection maintenance tasks; staff training; and providing staffing support for the Neah Bay Route on April 16.
- Participated in project activities with Cerium Networks for Microsoft Exchange migration to cloud and new phone system.
- Assisted with planning and preparation for new meeting room reservation and event management software, Communico
- Site visits to Sequim Temporary Library and Forks Library.
- Attended monthly ARSL West Region Meeting.
- Completed responsibilities as a juror for the American Librarian Association 2025 Julia J. Brody Public Librarian Scholarship.
- Routine Management Team, Outreach Services, Adult Services Team, Youth Services Team, Health and Safety, ILS Team, 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
 - Coordinated legal review and finalized contract with Hoch Construction
 - Sequim Library Temporary Location opening
 - Review of final furniture, fixture and equipment orders
 - Met with Washington State Treasure staff to discuss LOCAL Program
 - Groundbreaking Event
 - Weekly Owner, Architect and Contractor (OAC) meetings
- Coordinated contract with Cerium Networks for Microsoft Exchange migration to cloud and new phone system
- With Brian Phillips and Erin Shield, completed a Washington Department of Commerce Library Capital Facilities grant for parking lot and accessibility improvements at the Port Angeles Library.
- Assisting with planning and preparation for new meeting room and program registration software, Communico
- Continued coordination of a system-wide printer replacement project
- Participated in recruitment activity for the West End Circulation Lead, Marketing Lead, and IT Specialist 2 and 3 positions
- Attended Clallam County Hazard Mitigation and Climate Resilience Steering Committee Meeting
- Routine Branch Manager, Collection Management and Management Team Meetings



Customer Comments

April 2024

The following comments were received by the Library during the months of April 2024. 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:

It is wonderful that kids have access to computers and games at the library, but it would be GREAT if the library monitored or limited what games are played/accessible. I brought my young child to the Clallam Bay branch recently after the school across the street had let out for the day, and found 2 young boys (approx ages 7-9?) playing first player shooter/sniper games with each other while loudly talking about their sick kill count, wondering why the enemies they're shooting at wouldn't die, talking about grenades they had used on their enemies, etc. I understand that some parents let their children play these games, but these children had no parents or adults around and were very loudly discussing topics that I don't want my young child exposed to. I believe the game was Roblox but might have misheard them.

Response:

Thank you for sharing your concerns and experience. Finding exactly the right balance between different patron needs and perspectives is a continual challenge for library staff as perspectives on appropriate public behavior continue to shift.

As a space that is open to all, NOLS has an obligation to protect everyone's right to enjoy library resources and access to information.

Currently, NOLS does have an Internet Policy (4.5) that is guided by the following American Library Association statements on access to information:

- The Library Bill of Rights
- Freedom to Read Statement
- Interpretation of the Library Bill of Rights: Access to Library Resources and Services for Minors and Access to Digital Information, Services, and Networks.

Within that policy, NOLS is in accordance with the Children's Internet Protection Act (CIPA), which provides filtering on public internet computers. The filters visual depictions of obscenity, child pornography, and, in the case of person under the age of 17 years, materials that are "harmful to minors."

In section 7 of the policy, Internet Access by Minors is addressed. It is the responsibility of parents or legal guardians to guide and control their child's use of the Library and library resources, including the Internet. Beyond the implementation of filtering software, as described above, the Library cannot and will not act in the place of parents in providing supervision of children as they explore the Internet.

Library staff do their best to address inappropriate library behavior when it occurs in accordance with the Library's Basic Rule of Conduct Policy (4.1), but it is not always simple or straightforward to do so, particularly when children are involved. In essence this policy requires that all patrons refrain from conduct that hinders others from enjoying the library in peace.

In the future, if volume of other patrons hinders your library experience, please know that staff are happy to assess the impact of volume on others in the space and address behaviors in alignment with Library's Basic Rule of Conduct Policy (4.1).

Comment:

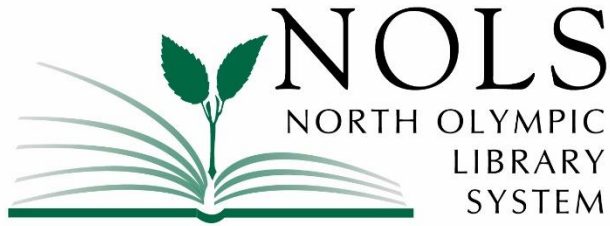
Please can you make a way for reciprocal cards to be available to those over the phone without coming to one of the branches. I have a PACREG barcode but can't use it now and live outside the NOLS area. I called but was told I have to come to one of the branches to get a card. This doesn't make sense if you offer a reciprocal service but it's not really reciprocal. Other libraries can do this over the phone and it would be nice if you did as well.

Response:

The North Olympic Library serves the people of Clallam County. The intent of the Library's [Library Card Policy \(3.1\)](#) is to allow people who are residing in or may be visiting the county to still fully access the Library's resources while in Clallam County. For example, someone with a library card from Spokane Public Library who is visiting Olympic National Park this summer could stop by a NOLS branch, get a NOLS library card and checkout some hiking guides during their visit.

The intent of the Library's Library Card Policy is not to provide remote access to all of the online resources the Library subscribes to for all residents of Washington State. The cost of many online resources are based on the size of the population the Library serves, and other online items, such as eBooks or streaming music, are paid for per use.

Providing library cards and full access to library resources available online to people who are not in Clallam County, is not fiscally sustainable for the Library.



Highlight Log

April 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.

4/2/2024 – Outreach

A young patron entertained and educated us about his favorite animals—axolotls and tardigrades. He also told about his dad's tribe in Costa Rica—the Brunka. The patron was also very excited to meet a new baby and was absolutely certain that her first word would be "bruh." All in all, it was another great day in Neah Bay.

4/4/2024 – Port Angeles

An employee helped a regular patron untangle a chain attached to her glasses before she went off to browse. She uncharacteristically told the employee, "You're wonderful!" before heading off. We think our patron is wonderful!

4/12/2024 – Forks

An elder at the Welcoming the Whales ceremony told me that she really liked the book I recommended on my last visit to the Quileute Senior Center, *These Are the Stories: Memories of a 60s Scoop Survivor*. She said that three people have read it and all liked it.

4/16/2024 – Port Angeles

At Teen Tuesday today, one teen shared, "I come to Teen Tuesday because every week when I'm in second period and bored, I know that at the end of the day I'll be here."

4/16/2024 – Clallam Bay

We had a patron open the outside book drop, shove a book through the slot, and then yell into the book drop, "These are really overdue!" ... totally made me crack up!

4/16/2024 – Port Angeles

A teen audibly gasped when they saw *Heartstopper Vol 5* on the New Graphic Novels and Manga display, then exclaimed, "I didn't think the LIBRARY would have *Heartstopper 5*!" to their family.

4/19/2024 – Sequim

The day before All-Staff Training Day we were gifted two plates of homemade Rice Krispies treats from our favorite baker. She said she thought we deserved a treat to keep us going at our training. We were also gifted a jar of local honey. Our patrons are too good to us!

4/19/2024 – Port Angeles

I went out to put away last week's completed community puzzle, and two patrons (who did not appear to know each other) approached. They commiserated about a previous difficult puzzle, chatted about other recent puzzles, and one patron asked about the schedule for the ongoing Port Angeles monthly puzzle competition. April's puzzle competition was sparsely attended, probably due to being the first gorgeous weekend of the year, but competition was hot and the winning team set a new record for shortest time!

4/23/2024 – Sequim

This morning at Storytime a mom gave youth services librarian Charlotte a bouquet of broccoli! It was wrapped in brown paper like flowers even. The mom said she had remembered Charlotte saying she loved broccoli. So sweet.

4/24/2024 – Forks

In honor of the annual return of the whales, StoryCraft was whale themed at Alder Grove and La Push. Kids enjoyed an interactive whale song with puppets, read books, and created their own ocean stage with a whale puppet. One girl used a wordless book to tell her own story and said she wants to be a storyteller when she grows up.

4/27/2024 – Forks

Another fun Día del Niño in Forks with games, a craft, books, and a PIÑATA. Thanks to local moms and makers who made the Cookie Monster piñata and painted all the kids' faces. Shout out to PSS Dianne who helped decorate and took on the role of Lotería caller while I helped with the light-up flower craft.



4/27/2024 – Port Angeles

One of the volunteers who pulls holds for us at the Port Angeles Main Library absolutely squealed with delight over the coffee mug filled with treats and the notecard thanking her for the time she spends at NOLS. She had no idea there was such a thing as volunteer appreciation week. Said she has volunteered here longer than some of the staff have been on board and that she was not done yet! As she left, she commented that she was taking her new favorite mug home. So nice to see her smile at being appreciated for all she does here. Big shout out to all NOLS volunteers!

4/27/2024 – Port Angeles

The Port Angeles Main Library was gifted a lovely fresh tulip from the Baha'is of Clallam County East group for the front desk.