

Board of Trustees Regular Meeting  
Tuesday, April 29, 2025 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](http://www.nols.org/board-administration).

**PUBLIC COMMENTS**

Any person or group desiring to bring an item to the attention of the Library Board may do so by addressing the Board at meetings. Individuals having comments specifically related to agenda topics should raise their hand at the appropriate point on the agenda to indicate a wish to speak. Public comments on items not on the agenda, but within the jurisdiction of the North Olympic Library System Board of Trustees, are heard at the beginning of the meeting and at the end; individuals may choose to speak at either point. When time constraints require, the Chair may limit public remarks during meetings to less than three minutes. The Board will not 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](mailto: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 the regular meeting of March 27, 2025
4. Communications
5. Public Comments
6. Presentation: New Online Registration and Auto-Renewal Process – Karyn Bocko, Marketing and Communications Manager
7. Financial Reports: March 2025
8. Approval of Vouchers: March 2025

9. Unfinished Business

None

10. New Business

N.1. Revision to Policy 3.1 – Library Cards

N.2. Revision to Policy 3.2 – Borrowing Privileges

N.3. Revision to Policy 3.3 – Circulation of Special Collections

N.4. Revision to Policy 3.4 – Hold Requests and Held Materials

N.5. Revision to Policy 3.5 – Penalties for Overdue, Lost or Damaged Material

N.6. Revision to Policy 4.1 – Basic Rule of Conduct

N.7. New Policy 4.18 – Social Media

11. Reports

R.1. Monthly Statistics Reports: March 2025

R.2. Monthly Activity Reports: March 2025

R.3. Customer Comments: March 2025

R.4. Highlight Log: March 2025

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 May 22, 2025

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**

<b>Date</b>	<b>Time</b>		<b>Location</b>
Thursday, May 22, 2025	5:30pm	Regular Meeting	Clallam Bay
Thursday, June 26, 2025	5:30pm	Regular Meeting	Port Angeles
Thursday, August 28, 2025	5:30pm	Regular meeting	Sequim
Thursday, September 25, 2025	5:30pm	Regular meeting	Port Angeles
Thursday, October 23, 2025	5:30pm	Regular meeting	Port Angeles
<b>Monday, November 17, 2025</b>	5:30pm	Regular meeting	Port Angeles

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

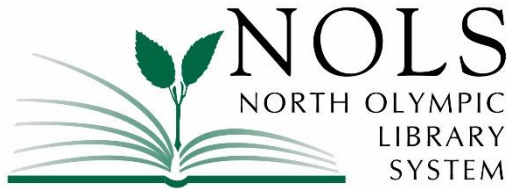
**North Olympic Library Foundation meetings** generally occur on the same dates as NOLS Board meetings, usually at 3pm in the Administrative conference room of the Port Angeles Main Library.

**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, March 27, 2025 5:30pm  
Port Angeles Main Library

## MINUTES

1. Call to order, roll call and introductions  
Board Chair Jennifer Pelikan called the meeting to order at 5:30pm. Trustees present: Jennifer Pelikan, Ian Miller, Bert Caldwell, and Cyndi Ross. Library staff present: Executive Director Noah Glaude, Public Services Director Meghan Sullivan. Guests present: None
2. Approval of agenda  
*Motion by Bert Caldwell to approve the agenda as presented. Motion seconded by Cyndi Ross. Motion carried.*
3. Approval of minutes for regular meeting of February 27, 2025  
*Motion by Cyndi Ross to approve the minutes from the February 27, 2025 regular meeting. Motion seconded by Bert Caldwell. Motion carried.*
4. Communications  
None
5. Public Comments  
None
6. Presentation  
None
7. Financial Reports: February 2025  
*The financial reports for February 2025 were accepted as presented.*
8. Approval of Vouchers: February 2025  
*Motion by Bert Caldwell to approve the February 2025 vouchers, numbered #121 through #217, in the amount of \$504,490.52. Motion seconded by Ian Miller. Motion carried.*
9. Unfinished Business  
None
10. New Business
  - N.1. Resolution 25-03-04: Recognizing James and Agnes Williams' contribution to the Sequim Library Expansion and Renovation Project  
*Motion by Ian Miller to approve Resolution 25-03-04 as presented. Motion seconded by Cyndi Ross. Motion carried.*
  - N.2. Resolution 25-03-05: Recognizing Janet Littlefield's contribution to the Sequim Library Expansion and Renovation Project

*Motion by Cyndi Ross to approve Resolution 25-03-05 as presented. Motion seconded by Bert Caldwell. Motion carried.*

- N.3. Resolution 25-03-06: Recognizing Mark and Sherry Meythaler's contribution to the Sequim Library Expansion and Renovation Project

*Motion by Bert Caldwell to approve Resolution 25-03-06 as presented. Motion seconded by Ian Miller. Motion carried.*

- N.4. Verbal update regarding the Sequim Library Expansion and Renovation Project

**No Action Taken**

**I 1. Reports**

R.1. Monthly Statistics Reports: February 2025

R.2. Monthly Activity Reports: February 2025

R.3. Customer Comments: February 2025

R.4. Highlight Log: February 2025

*All reports were accepted as presented.*

**I 2. Public Comments**

**None**

**I 3. 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.*

- I 4. Next meeting: 5:30pm, Tuesday, April 29, 2025**

- I 5. Agenda items for next meeting**

- I 6. Adjournment**

*There being no further business, the meeting was adjourned by the Chair at 7:07pm.*

**"Nurturing imagination, connection, and understanding,  
to improve lives and strengthen community."**

*NOLS Mission Statement  
Adopted 11/22/16*

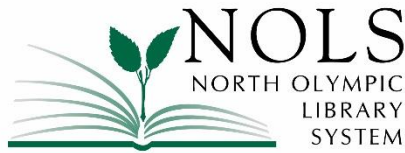
**CERTIFIED AS TRUE AND CORRECT**

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Chair

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Board Secretary



## Staff Report

Meeting Date: April 29, 2025  
To: Library Board of Trustees  
From: Finance Manager, Amy Hough  
Subject: Comments on Financial Reports for March 2025

**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 totaled \$373,813 for the month, including \$334,518 from the North Olympic Library Foundation and \$38,714 from United Way. We are grateful for their wonderful generosity.

In addition to the private grants and donations, NOLS received \$1,950,000 from the Washington Department of Commerce for the Library Capital Improvement Grant.

Other revenue is within the expected range for this time of year.

**Expenditures:** Capital construction costs for the Sequim Library Project this month are \$1,138,726, which includes payments of \$40,137 paid to SHKS Architects, and \$1,094,350 paid to Hoch Construction. Other expenses are within the expected range for this time of year.

**Account Balances:** Payroll Account (US Bank 1301) shows expenses and reimbursements of \$316,279 for amounts paid by electronic transfers. Electronic transfers fund net payroll, payroll taxes and PERS Retirement, and sales and use tax payments. Medical and Dental Insurance, Union Dues and other payroll related items are paid by check. Total payroll and benefit expenses paid in March are \$378,028.

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







## Revenue Report<sup>\*</sup>

March 31, 2025

Operating Revenue				3/12ths is	25.0%
	Budgeted	Current	YTD	Difference	Percent
Taxes	4,799,650	362,419	633,115	4,166,535	13.2
Grants, Entitlements, Other Payments	33,000	-	1,265	31,735	3.8
Goods and Services	18,010	1,072	3,554	14,456	19.7
Library Fees	15,000	762	3,230	11,770	21.5
Miscellaneous Revenues					
Pool Fund Investment Interest	180,000	24,697	54,646	125,354	30.4
Facilities Leases (Short Term)	1,200	298	618	583	51.5
Contributions and donations <sup>(1)</sup>	128,862	373,813	440,368	(311,506)	341.7
Other Miscellaneous Revenue	127,393	958	14,375	113,018	11.3
Total Miscellaneous Revenues	437,455	399,766	510,007	(72,552)	116.6
Nonrevenues (excise taxes) <sup>(2)</sup>	1,100	104	346	754	31.4
Transfers In	2,022,810	-	-	2,022,810	-
<b>Total Operating Revenue</b>	<b>7,327,025</b>	<b>764,123</b>	<b>1,151,516</b>	<b>6,175,509</b>	<b>15.7</b>
<i>(1) Includes anticipated grants from Friends of the Library groups and other donors.</i>					
<i>(2) Taxes paid for purchases which did not include tax when tax was due. For example, online purchases made by credit card.</i>					
Capital Revenue					
Grants	2,499,500	1,950,000	1,950,000	-	78.02
Contributions and donations	30,000	-	-	-	-
LOCAL Investment Interest	-	42	10,660	-	-
Timber Revenues (received in 2025)	-	24,922	46,470	-	-
<b>Total Capital Revenue</b>	<b>-</b>	<b>1,974,964</b>	<b>2,007,130</b>	<b>-</b>	<b>-</b>
<b>Grand Total Revenues</b>		<b>2,739,087.18</b>	<b>3,158,646</b>		



## Expenditure Report<sup>\*</sup>

### March 31, 2025

				3/12ths is	25.0%
Operating Expenditures	Budgeted	Current	Year To Date	Difference	Percent
<i>Personnel</i>					
Salaries and Wages	3,604,798	278,389	797,347	2,807,451	22.1
Benefits	1,527,234	99,640	298,689	1,228,545	19.6
<i>Total Personnel</i>	<i>5,132,032</i>	<i>378,028</i>	<i>1,096,036</i>	<i>4,035,996</i>	<i>21.4</i>
<i>Supplies</i>					
Supplies, Office and Operating	106,231	4,630	15,950	90,281	15.0
Fuel	19,300	501	1,419	17,881	7.4
Collection Materials	504,000	17,312	71,153	432,847	14.1
Merchandise purchased for resale	2,625	-	662	1,963	25.2
Small Tools/Equip (<\$200)	4,000	-	283	3,717	7.1
<i>Total Supplies</i>	<i>636,156</i>	<i>22,443</i>	<i>89,467</i>	<i>546,689</i>	<i>14.1</i>
<i>Services</i>					
Professional Services	469,331	26,648	51,739	417,592	11.0
Communication	220,214	15,169	55,071	165,143	25.0
Travel	33,760	1,620	3,512	30,248	10.4
Taxes and Operating Assessments	6,000	-	5,990	10	99.8
Operating Rentals and Leases	3,740	585	2,223	1,517	59.5
Insurance	133,000	-	-	133,000	0.0
Public Utilities	113,247	9,424	26,329	86,918	23.2
Repair and Maintenance	117,589	5,468	21,681	95,908	18.4
Miscellaneous Services	11,000	303	1,861	9,139	16.9
Dues	5,730	375	2,144	3,586	37.4
<i>Total Services</i>	<i>1,113,611</i>	<i>59,591</i>	<i>170,551</i>	<i>943,060</i>	<i>15.3</i>
<i>Intergovernmental Services</i>	<i>12,700</i>	<i>64</i>	<i>6,993</i>	<i>5,707</i>	<i>55.1</i>
<i>Nonexpenditures (excise taxes)<sup>(1)</sup></i>	<i>1,100</i>	<i>110</i>	<i>364</i>	<i>736</i>	<i>33.0</i>
<i>Debt Repayment</i>	<i>231,175</i>	<i>7,440</i>	<i>46,445</i>	<i>184,730</i>	<i>20.1</i>
<i>Interest &amp; Other Debt Service Costs</i>	<i>200,250</i>	<i>-</i>	<i>-</i>	<i>200,250</i>	<i>N/A</i>
<b>Total Operating Expenditures</b>	<b>7,327,024</b>	<b>467,676</b>	<b>1,409,855</b>	<b>5,917,169</b>	<b>19.2</b>

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

\*All amounts are rounded to the nearest dollar.



## Expenditure Report<sup>\*</sup>

### March 31, 2025

3/12ths is 25.0%

Capital Outlays	Budgeted	Current	Year To Date	Difference	Percent
Buildings and Structures	28,000	-	287,267	(259,267)	1,026.0
Other Improvements	676,500	31,856	48,720	627,780	7.2
Machinery & Equipment	395,750	2,501	7,168	388,582	1.8
Construction of Capital Assets	5,000,000	1,138,726	1,225,888	3,774,112	24.5
<b>Total Capital Outlays</b>	<b>6,100,250</b>	<b>1,173,083</b>	<b>1,569,044</b>	<b>4,531,206</b>	<b>25.7</b>
<b>Grand Total All Expenditures</b>	<b>13,427,274</b>	<b>1,640,759</b>	<b>2,978,899</b>	<b>10,448,375</b>	<b>22.2</b>

\*All amounts are rounded to the nearest dollar.





# Account Balances\*

March 31, 2025

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
<b>Investments</b>					
<b>Washington State Local Investment Pool</b>					
<i>Board Designated Accounts</i>	<i>Board Designated Accounts</i>				
Fiscal Emergency Reserve <sup>(1)</sup>	1,307,019	-	-	-	1,307,019.07
NOLS Capital Reserve <sup>(2)</sup>	797,097	-	24,922	-	822,018.82
Operating Reserve <sup>(3)</sup>	677,199	-	-	-	677,198.93
PA Capital Reserve <sup>(3)</sup>	394,809	-	-	-	394,809.00
Sequim Capital Reserve <sup>(3)</sup>	59,680	-	-	-	59,680.16
NOLS Capital Fund <sup>(4)</sup>	414,338	-	-	17,953	396,384.63
PA Capital Fund <sup>(4)</sup>	321,380	-	-	16,404	304,976.32
Sequim Capital Fund <sup>(4)</sup>	2,596,137	20	2,323,549	1,145,703	3,774,002.57
<i>Total Board Designated Accounts</i>	<i>6,567,659</i>	<i>20</i>	<i>2,348,471</i>	<i>1,180,060</i>	<i>7,736,089.50</i>
<i>Grants and Donations</i>					
Clallam Bay Donations Fund	6,950	-	1	-	6,951.79
Clallam Bay Friends Donations	4,253	-	-	72	4,181.69
Forks Donations Fund	2,274	-	3	-	2,277.23
Forks Friends Donations	2,052	-	-	70	1,981.42
NOLS Materials Fund	473,413	-	-	17,312	456,100.68
NOLS Donations Fund	83,995	(20)	76	-	84,051.42
Port Angeles Donations Fund	11,474	-	10	-	11,484.57
Port Angeles Friends Donations	11,498	-	-	1,298	10,200.20
Sequim Donations Fund	22,082	-	6	-	22,087.36
Sequim Friends Donations	45,703	-	-	1,554	44,149.51
NOLF Donations Fund	(210)	-	210	-	-
Outreach Donations Fund	9,240	-	-	148	9,092.01
<i>Total Grants and Donations</i>	<i>672,725</i>	<i>(20)</i>	<i>306</i>	<i>20,453</i>	<i>652,557.88</i>
<i>Unclaimed Property Account</i>	<i>3,326</i>	<i>-</i>			<i>3,326</i>
<i>Total Designated Cash</i>	<i>7,243,710</i>	<i>-</i>	<i>2,348,777</i>	<i>1,200,514</i>	<i>8,391,974</i>
<i>Undesignated Cash Operating Funds</i>	<i>1,895,236</i>	<i>(1,148,264)</i>			<i>746,973</i>
<b>Total WA State Local Investment Pool</b>	<b>9,138,947</b>	<b>(1,148,264)</b>	<b>2,348,777</b>	<b>1,200,514</b>	<b>9,138,947</b>

## 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.

\* All amounts are rounded to the nearest dollar.



# Account Balances\*

March 31, 2025

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
<b>Total Investments</b>	9,138,947	(1,148,264)	2,348,777	1,200,514	9,138,947
<b>Cash</b>					
<b>Cash Operating Funds</b>					
Cash held by County Treasurer	-	1,098,287			1,098,287
<b>LOCAL Program Proceeds</b>					
Cash held by Office of the State Treasurer	11,155	-	42	-	11,197
<b>Imprest Accounts</b>					
Revolving Fund (FF 1503)	6,000	222	-	222	6,000
Payroll Account (US Bank 1301)	200	316,279	-	316,279	200
Merchant Account (FF 7401)	1,000	(1,110)	1,133	23	1,000
<b>Branch Change Funds</b>					
Port Angeles	180	-	-	-	180
Sequim	180	-	-	-	180
Forks	80	-	-	-	80
Clallam Bay	80	-	-	-	80
<i>Total Branch Change Funds</i>	520	-	-	-	520
<b>Total Imprest Accounts</b>	7,720	315,391	1,133	316,524	7,720
<b>Total Cash</b>	7,720	1,413,678	1,133	316,524	1,117,204
<b>Total Cash and Investments</b>	9,146,667	265,415	2,349,910	1,517,038	10,256,150.14

\* All amounts are rounded to the nearest dollar.



## Voucher Approval for March 2025

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 #218 through #331 are approved in the amount of \$1,644,355.46 this 29th day of April 2025.

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

No.	Claimant	Purpose	Amount
218	Acila Consulting LLC	PO 294 Capital Construction - Owner's Representative - SQ CPA	3,456.25
219	ADP LLC	Payroll Services - Payroll Processing Fee (PPE 01-31-2025, 02-28-2025) - NOLS	1,812.40
220	ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 02-28-2025) - EFT 1137	264,771.34
221	AHBL Inc	PO 359 Capital Improvements - PA Accessible Pathways Project - PACR	5,031.50
222	Alliance 2020 Inc	PO 301 Professional Services - Background Checks - NOLS	207.30
223	Amazon.com	Collection Materials	140.48
224	Amazon.com	Collection Materials	129.51
225	Amazon.com	Collection Materials	55.51
226	Amazon.com	Collection Materials	76.49
227	Angeles Plumbing Inc.	PO 290 Repair & Maintenance - CB Toilet Rebuild - FAC	558.07
228	Baker & Taylor	Collection Materials	2,764.08
229	Baker & Taylor	Collection Materials	386.98
230	Baker & Taylor	Collection Materials	1,793.57
231	Baker & Taylor	Collection Materials	1,810.67
232	Blackstone Audio Inc.	Collection Materials	7.95
233	Book Depot	PO 393, 422 Program Supplies - SRP Books (FOSL, BMOR)	448.56
234	Brito Angeles	Travel - Business - Mileage Reimbursement - FO	19.60
235	Brodart Company	Collection Materials	138.27
236	Brodart Company	Collection Materials	71.25
237	Brodart Company	Collection Materials	232.16
238	Canon Financial Services Inc	Leases - Printer & Copier Contract - NOLS	940.03
239	CENGAGE Learning	Collection Materials	214.60
240	CENGAGE Learning	Collection Materials	180.34
241	CENGAGE Learning	Collection Materials	311.09
242	CENGAGE Learning	Collection Materials	180.53
243	Center Point Large Print	Collection Materials	197.76
244	CenturyLink 300511187 FO	Communications - Voice - FO	95.95
245	CenturyLink 300561130 CB	Communications - Voice - CB	90.36

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
246	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	154.06
247	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	82.33
248	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	317.88
249	Cerium Networks Inc	PO 291 Technology Services - Managed Services - IT	1,938.40
250	Cerium Networks Inc	PO 430 Technology - AudioCodes - NOLS	876.62
251	Cherbib Miriame	PO 302 Professional Services - Leadership Coaching - NOLS	375.00
252	City of Forks	Public Utilities - FO	146.78
253	City of Port Angeles/Orcas Avenue	Public Utilities - PA	355.94
254	City of Port Angeles/Peabody St.	Public Utilities - PA	6,057.83
255	City of Port Angeles/Permits	PO 421 Capital Improvements - PA Accessible Pathways Project Permit - PACF	7,798.20
256	City of Sequim	Public Utilities - SQ	44.77
257	Clallam County Public Works Dept. (Sewer)	Public Utilities - CB	56.50
258	Clallam County PUD	Public Utilities - SQ2	1,436.62
259	Clallam County PUD	Public Utilities - CB	676.24
260	Clallam County PUD	Public Utilities - FO	592.52
261	Clallam County Treasurer	FEB 2025 Investment Service Fee paid in MAR - EFT 1144	50.00
262	Decker City Hardware	PO 303 Maintenance Supplies - Cleaners, Sponges - FAC	17.89
263	Dept. of Retirement Systems	PERS and DCP (PPE 02-28-2025) - EFT 1138	51,262.46
264	Dept. of Revenue - Use/Sales Tax	February 2025 Sales & Use Tax - EFT 1141	245.56
265	Empathy Studios LLC	PO 379 Training and Conference - Homeless Trainings - NOLS	859.00
266	Fatbeam LLC	Communications - Internet Services Mar - NOLS	11,755.65
267	Fire Chief Equipment Co. Inc.	PO 318 Repair & Maintenance - FO Backflow Assembly Test - FAC	307.86
268	First Book Marketplace	PO 383 Program Supplies - SRP Books (FOSL)	560.54
269	Gary's Plumbing, Inc.	PO 353 Repair & Maintenance - PA Toilet Repair - FAC	190.58
270	GFOA	Dues/Memberships - GFOA Dues - ADM	160.00
271	Gilbert Jewel	Business - Mileage Reimbursement - PA	23.58
272	Glaude Noah	Travel - Business - Mileage Reimbursement - ADM	682.43
273	Health Care Authority	Medical (PPE 02-28-2025)	51,024.32
274	Hi-Tech Security Inc.	PO 306 Repair & Maint - PA Annual Fire Alarm Monitoring - FAC	483.52
275	Hoch Construction Inc	PO 300 Capital Construction - Sequim Library Construction - SQ CPA	638,312.25
276	Hoch Construction Inc	PO 396, 397 Capital Construction - SQ Project Construction - SQ CPA	456,037.53
277	Ingram Library Services	Collection Materials	676.21
278	Ingram Library Services	Collection Materials	801.28
279	Ingram Library Services	Collection Materials	1,162.28
280	Jerry's Small Engines	PO 355 Groundskeeping - Snow Removal - FAC	641.15
281	K & L Ventures	PO 687 Capital Construction - Relocate SQ Shed to PA Annex	1,250.00
282	KCDA Purchasing Cooperative	PO 372 Capital Improvements & PO 316 Maintenance Supplies	18,299.29
283	King County Library System	PO 385 Professional Services - ILL Loan Fee - TS	14.00
284	Les Schwab Tires	PO 335 Repair & Maintenance - Tire Change White Forester - FAC	104.21
285	Les Schwab Tires	PO 350 Machinery & Equipment - New Tires Pacifica - FAC	1,263.59
286	Lowe Amellia	Travel - Business - Mileage Reimbursement - FO	21.00
287	Lumen	Communications - VOIP - NOLS	498.72
288	Materials Testing & Consulting Inc	PO 337 Capital Construction - SQ Project Construction - SQ CPA	782.50
289	McGrew Charlotte	Travel - Business - Mileage Reimbursement - SQ	21.62
290	McNish Family II LLC	SQ Temp Bldg Lease - April 2025 - SQ CPA	6,977.89



No.	Claimant	Purpose	Amount
291	Midwest Tape	Collection Materials	419.37
292	Midwest Tape	Collection Materials	1,403.64
293	NAMI Washington	C07 Programming - Care and Custody Panel Discussion (PAFOL)	220.00
294	Newlon Becki	Travel - Business - Mileage Reimbursement - OR	21.56
295	NOLS Employee	HRA Reimbursement - PA	369.74
296	NOLS Employee	HRA Reimbursement - FO	254.99
297	North Olympic Library System	February Revolving Fund Reimbursement	221.82
298	OCLC Inc.	PO 296 Technology Services - EZ Proxy - IT	762.81
299	Olympic Laundry & Dry Cleaners Inc.	PO 305 Professional Services - Laundry - FAC	191.66
300	Olympic Springs Inc	PO 312 Operating Rentals - SQ Temp Water Service - FAC	107.21
301	OverDrive Inc	Collection Materials	139.99
302	OverDrive Inc	Collection Materials	1,338.30
303	OverDrive Inc	Collection Materials	224.49
304	Pacific Office Equipment Inc.	Copier & Paper Use Charges Feb 25 - NOLS	1,431.63
305	Peninsula Water Solutions	PO 440 Repair & Maintenance - FO Backflow Valve Repair - FAC	660.41
306	Phillips Brian	PO 78 Maintenance Supplies - FO Key Replacements - FAC	23.03
307	Playaway Products LLC	Collection Materials	281.74
308	Playaway Products LLC	Collection Materials	363.39
309	Renell Melissa	Travel - Business - Mileage Reimbursement - ADM	16.80
310	Renton Technical College	PO 420 Professional Services - ILL Loan Fee - TS	50.00
311	Samurai Tree Service	PO 434 Capital Improvements - PA Tree Care - PACR	2,389.20
312	Shield Erin	PO 404 Travel - Training - IUG 2025 Travel - NOLS	10.00
313	SHKS Architects	PO 373 Capital Construction - SQ Library Expansion Project	40,137.02
314	Snider Lance	C14 Professional Services - Library Card Design - NOLS	500.00
315	Springshare LLC	PO 340 Professional Services - Annual Subscription - NOLS	11,385.00
316	Summit Law Group	PO 287 Professional Fees - Legal Services - ADM	1,167.00
317	Summit Law Group	PO 405 Professional Fees - Legal Services - ADM	2,223.00
318	Swains General Store Inc.	PO 348 Maintenance Supplies - Cleaners, Batteries, PPE - FAC	255.93
319	Tapp Eric	PO 319 Maintenance Supplies - SQ Toilet Handle Replacement - FAC	10.31
320	Taylor Jason	C13 Programming - Art in the Library Opening Night (PAFOL)	500.00
321	The New York Times	Collection Materials	3,016.00
322	Unique Management Services Inc.	Professional Services - Debt Collection	216.70
323	United Way of Clallam County	United Way Contributions (PPE 02-28-2025)	50.00
324	US Bank	Credit Card Services - March 2025	8,623.09
325	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
326	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	553.86
327	WCIF	Vi/Li/EAP (PPE 02-28-2025)	1,236.67
328	West Waste & Recycling	Public Utilities - FO & CB	56.43
329	WSCCCE - WPAS, Inc	Dental Premiums (PPE 02-28-2025) - APR Coverage	7,357.99
330	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues (PPE 02-28-2025)	2,325.70
331	ZooBean	PO 361 Technology Services - Beanstack Annual Renewal - NOLS	2,199.75
			<b>1,644,355.46</b>

**\* Detail - NOLS Revolving Fund Account -- Voucher #297**

2435	NOLS Patron	Patron Refund	20.98
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No.	Claimant	Purpose	Amount
2437	NOLS Patron	Patron Refund	16.98
2438	NOLS Patron	Patron Refund	13.95
2439	NOLS Patron	Patron Refund	22.00
2440	NOLS Patron	Patron Refund	10.00
2441	NOLS Patron	Patron Refund	13.99
2442	NOLS Patron	Patron Refund	70.00
2443	NOLS Patron	Patron Refund	16.95
2444	NOLS Patron	Patron Refund	24.99
2445	NOLS Patron	Patron Refund	11.98
			<b>221.82</b>

**\* Detail - NOLS US Bank Credit Card Purchases -- Voucher #324**

1	8th Street Car Wash	PO 213 Vehicle Maintenance - Ariya Car Wash - FAC	5.00
2	ABC Shuttle	PO 339 Travel - Training - IUG 2025 Transportation - NOLS	174.81
3	Adobe	PO 368 Technology Services - 6 Creative Cloud Monthly Licenses	209.94
4	Alaska Airlines	PO 262 Travel - Training - IUG 2025 Flight - NOLS	168.30
5	Amazon	PO 198 Office Supplies - Binder, Pens, Staples - FO	40.64
6	Amazon	PO 221 Machinery & Equipment - Cables - IT	52.25
7	Amazon	PO 260 Program Supplies - Maker Boxes for Teens (CBFOL)	54.42
8	Amazon	PO 260 Program Supplies - Maker Boxes for Teens (CBFOL)	17.33
9	Amazon	PO 269 Program Supplies - Sensory Kit (FOSL)	65.00
10	Amazon	PO 269 Program Supplies - Teen Lit Bags (FOSL)	48.00
11	Amazon	PO 269 Program Supplies - Teen Night (FOSL)	9.62
12	Amazon	PO 386 Program Supplies - Family Bingo (PAFOL)	26.83
13	Amazon	PO 387 Program Supplies - Family Bingo (PAFOL)	114.11
14	Amazon	PO 388 Program Supplies - Family Bingo (PAFOL)	10.88
15	Arco	PO 292 Courier Fuel - Pacifica - OR	32.86
16	Best Western	PO 366 Travel - Training - PLW Winter 2025 Lodging - ADM	288.33
17	Circle K	PO 274 Business Fuel - Transit Van - NOLS	56.45
18	Circle K	PO 342 Business Fuel - Blue Prius - NOLS	35.54
19	Costco	PO 253 Program Supplies - Yarn Circle, Movie & Teen Nights	87.97
20	Costco Fuel	PO 272 Business Fuel - Red Subaru - NOLS	42.71
21	Demco Inc.	PO 268 Office Supplies - Statwall Shelves, Periodic Tracker	80.42
22	Demco Inc.	PO 284 Program Supplies - Earth Day (FOSL)	25.00
23	Demco Inc.	PO 284 Program Supplies - General/Outreach (FOSL)	79.41
24	E-Fax	PO 326 Technology Services - Confidential Fax Line - ADM	36.84
25	E-Replacement Parts	PO 97 Maintenance Supplies - Lawn Tractor Parts - FAC	(103.54)
26	Facebook	PO 351 Professional Services - Sponsored Posts - NOLS	19.99
27	Forks Outfitters	PO 238 Program Supplies - Anti-Valentine's Day Party (FOFOL)	19.35
28	Forks Outfitters	PO 257 Program Supplies - Forks Feb Fashion Show (FOFOL)	22.95
29	Forks Outfitters	PO 314 Program Supplies - Stuffed Storytime (FOFOL)	13.51
30	Forks Outfitters	PO 343 Program Supplies - Library Takeover (FOFOL)	14.60
31	Frontier Airlines	PO 262 Travel- Training - IUG 2025 Flight - NOLS	172.98
32	Joshua's Restaurant	PO 276 Travel - Business - Community Meeting - NOLS	5.98
33	KCDA Purchasing Cooperative	PO 283 Office Supplies - Tape, Markers, Organizers - PA	59.10

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
34	Kinza Teriyaki	PO 365 Travel - Training - PLW Winter 2025 Meal - ADM	31.29
35	Lower Elwha Food & Fuel	PO 227 Business Fuel - Bookmobile - OR	46.56
36	Lower Elwha Food & Fuel	PO 258 Business Fuel - Bookmobile - OR	40.29
37	Lower Elwha Food & Fuel	PO 277 Business Fuel - Bookmobile - OR	50.00
38	Lower Elwha Food & Fuel	PO 308 Business Fuel - White Subaru - NOLS	21.78
39	Lower Elwha Food & Fuel	PO 321 Business Fuel - Bookmobile - OR	47.30
40	Lower Elwha Food & Fuel	PO 346 Business Fuel - Blue Prius - NOLS	21.90
41	Lower Elwha Food & Fuel	PO 358 Business Fuel - White Subaru - NOLS	38.87
42	Microsoft	PO 367 Technology Services - A5 Licenses - IT	1,225.47
43	MRSC	PO 233 Training & Conferences - Annual Financial Reporting Webinar	140.00
44	Olympic Stationers	PO 261 Office Supplies - Pentouch - TS	11.22
45	Peterson's Automotive	PO 200 Vehicle Maintenance - Bookmobile Annual Maintenance	204.43
46	Prime Video	PO 232 Program Supplies - Teen Night (FOSL)	6.51
47	Prime Video	PO 320 Program Supplies - Friday Night Movie (FOSL)	4.66
48	Quill Corporation	PO 285 Office Supplies - Book Tape, Markers - SQ	175.86
49	RealTaxTools	PO 328 Technology Services - ACA Reporting Software	640.74
50	Safeway	PO 225 Program Supplies - Anti-Valentine's Day Party (PAFOL)	35.21
51	Safeway	PO 273 Program Supplies - TTRPG Night (FOSL)	25.97
52	Safeway	PO 307 Program Supplies - Teen Advisory Board (FOSL)	19.99
53	Safeway	PO 352 Program Supplies - Art in the Library (PAFOL)	117.60
54	Shell	PO 228 Courier Fuel - Pacifica - OR	32.34
55	Shell	PO 315 Business Fuel - Blue Prius - NOLS	34.28
56	Stamps.com	PO 219 Postage - TS	250.00
57	Stamps.com	PO 231 Postage - TS	250.00
58	Stamps.com	PO 233 Postage - TS	250.00
59	Stamps.com	PO 239 Postage - TS	250.00
60	Stamps.com	PO 275 Postage - TS	250.00
61	Stamps.com	PO 288 Technology Services - Monthly Service Charge - TS	21.77
62	Stamps.com	PO 298 Postage - TS	250.00
63	Swains General Store Inc.	PO 327 Office Supplies - Employee Key Rings - ADM	6.04
64	Synology	PO 237 Technology Services - Cloud Storage - IT	272.78
65	TFD Supplies	PO 220 Program Supplies - Headphones for Computer Class	69.50
66	Uplift Desk	PO 345 Machinery & Equipment - File Cabinet PA Librarian Cubicle	282.05
67	Uplift Desk	PO 371 Machinery & Equipment - Desk - PA	902.78
68	Uprising	PO 263 Printing and Binding - Bookmarks - NOLS	302.85
69	UW Foster School of Business	PO 212 Training & Conferences - EDI Training Cancelled	(375.00)
70	WA Food Worker Card	PO 259 Training & Conferences - Food Handler's Card	10.00
71	WA Food Worker Card	PO 265 Training & Conferences - Food Handler's Card - NOLS	10.00
72	WA Food Worker Card	PO 278 Training & Conferences - Food Handler's Card	10.00
73	WA Food Worker Card	PO 286 Training & Conferences - Food Handler's Card - NOLS	10.00
74	WA Food Worker Card	PO 293 Training & Conferences - Food Handler's Card	10.00
75	Walmart	PO 270 Program Supplies - Sensory Kit (FOSL)	6.51
76	Walmart	PO 322 Office Supplies - Post It Easel - PA	19.52
77	WellBefore	PO 325 Maintenance Supplies - Staff Masks - NOLS	165.83

No.	Claimant	Purpose	Amount
78	Westside Pizza	PO 254 Program Supplies - Anti-Valentine's Day Party (PAFOL)	62.09
79	Westside Pizza	PO 271 Program Supplies - Teen Night (FOSL)	55.55
80	WFOA	PO 304 Dues/Memberships - Annual Membership Dues	75.00
81	WSDOT	PO 370 Travel - Training - PLW WInter 2025 Bridge Toll	6.50
82	Zoom	PO 369 Technology Services - Zoom Workplace Monthly Licenses	239.47
			8,623.09
* Detail - NOLS Electronic Fund Transfer (EFT) Payments for Payroll Services			
I 137	ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 02-28-2025)	264,771.34
I 138	Dept. of Retirement Systems	PERS and DCP (PPE 02-28-2025)	51,262.46
			316,033.80



## Staff Report

Meeting Date: April 29, 2025  
To: Library Board of Trustees  
From: Noah Glaude, Executive Director  
Subject: Circulation Policy Revisions

Attachments: Draft of Revised Policy 3.1 – Library Cards  
Draft of Revised Policy 3.2 – Borrowing Privileges  
Draft of Revised Policy 3.3 – Circulation of Special Collections  
Draft of Revised Policy 3.4 – Hold Requests and Held Materials  
Draft of Revised Policy 3.5 – Penalties for Overdue, Lost or Damaged Materials

**Topic/Issue:** Approval of revision to Policies 3.1, 3.2, 3.3, 3.4 and 3.5.

**Discussion:** The circulation policies were reviewed thoroughly for the first time in nearly five years. The Branch Managers and Collection Management Team discussed and made initial revisions before all library staff were given an opportunity to provide feedback. Many of the revisions clarify and cleanup the policy language, or align policy with operational improvements.

Some of the revisions to Policy 3.1, specifically the creation of the Temporary Card type and forms of accepted identification, were made to prepare for the Library's use of a new online registration software called Verify.

**Policy Considerations:** The Board's Policy Committee has separately reviewed and approved the revisions.

**Fiscal Considerations:** No fiscal impacts are anticipated.

**Recommended Action:** The Board approve revisions to policies 3.1, 3.2, 3.3, 3.4, and 3.5 as presented.



## Policy 3.1 Library Cards

Adopted by Library Board of Trustees: 6/26/2008  
Revised: 10/31/2012; 11/25/2013; 02/26/2015;  
07/27/2017; 08/22/2019  
*4/29/2025 Draft*

### 3.1 Library Cards

The circulation policies of the North Olympic Library System ([NOLS](#)) promote broad community access to the materials in the library's collections while providing a reasonable level of protection for these materials. This policy is in accord with the American Library Association's Library Bill of Rights.

NOLS library cards are issued in order to identify individuals who are authorized to:

- check out NOLS library materials, and/or
- use ~~in-library~~ [NOLS](#) public ~~computer~~ [internet-s](#) and ~~printers~~ [workstations](#), and/or
- access [NOLS](#) on-line ~~databases and resources which are licensed for NOLS card holder~~ [user resources](#), and/or
- [reserve NOLS meeting rooms](#).

NOLS issues cards to reflect the following categories of borrowers:

- Full Service
- [Limited Service](#)
- ~~—~~
- Paid Subscriber
- ~~Homebound~~ [Outreach Delivery](#) ~~Patrons/~~ [Outreach Delivery](#) ~~Homebound~~ Institutions
- ~~ILL~~ [Interlibrary Loan](#) Institutions
- [Educators](#)
- [Temporary](#)
- [Meeting Room](#)

#### 3.1.1 Full Service Library Cards

A Full Service library card allows a patron to borrow library materials, with no specified limit on the total number of items that may be checked out, except for those listed in Policy 3.2.

- a. Any resident of, or property owner in, Clallam County may receive a Full Service card if able to provide proof of identification (ID), current address, and residency/property ownership by any means described in section 3.1.~~7-9~~ of this policy.

- b. ~~Young people~~ **Patrons** under the age of ~~15~~ **18**, may receive a Full Service card if authorized by a parent/guardian who can establish proof of identity, current address, and residence/property ownership eligibility (either for the Parent/Guardian or the Minor).
- c. Emancipated minor residents of Clallam County must provide court-ordered proof of emancipation, in addition to proof of identification ~~(ID)~~, current address, and residency/property ownership.
- d. Full Service cards may also be issued to residents of communities within Washington State that provide tax support for public library services. Proof of **identification** ~~ID~~, current address, and a library card from that community library are required.

### 3.1.2 Limited Service Cards

The Limited Service **library** card allows a patron to have up to two (2) items checked out at any given time. Limited Service cards may be issued to any individual who does not meet qualifications for a Full Service card, but who can establish proof of identity by any means described in section 3.1.7-9 of this policy.

If “General Delivery” is given as patron’s mailing address, they will be issued a Limited Service card.

Parental **or guardian** approval is not required for a Limited Service card.

Interlibrary Loan items cannot be **requested or** checked out with a Limited Service card.

### 3.1.3 Paid Subscriber Cards

Paid Subscriber **library** cards are available for individuals who do not meet the residence/property ownership **or reciprocal borrowing** qualifications for Full Service cards, but who wish to be allowed the privileges of the Full Service borrower.

Paid Subscribers must establish proof of identity and proof of current address as set out in section 3.1.7 of this policy.

The fee for the Paid Subscriber card is **\$60 per year, or \$30 for six months, per household** set outlined in Policy 4.2. The fee covers all members of the household. “Household” is defined as the individuals who comprise a family unit and who live together under the same roof. Every person in the household may have an individual library card for the single fee. ~~Paid Subscriber cards will not be issued for less than are only available for terms of a six months period or one year and will not be prorated. “Household” is defined as the individuals who comprise a family unit and who live together under the same roof. Every person in the household may have an individual library card for the single fee.~~

### 3.1.4 ~~Homebound/Outreach Delivery Patron/Homebound Outreach Delivery~~ Institution Cards

~~Homebound-Outreach Delivery library~~ cards and ~~Homebound-Outreach Delivery~~ Institution cards are issued ~~only by the NOLS Outreach Department staff for patrons enrolled in the Outreach Delivery program, in conjunction with the Outreach to Homebound program. Loan periods are set by the Executive Director, Public Services Director or designee.~~

### 3.1.5 ~~ILL-Interlibrary Loan~~ Institution Cards

~~Interlibrary Loan~~ Institution cards are issued ~~only by the NOLS Technical Services Department staff for other libraries participating in an interlibrary loan program, in conjunction with Inter-library loaning and borrowing. Loan periods are set by the Executive Director, Public Services Director or designee.~~

### 3.1.6 Educator Cards

~~An~~ Educator ~~library~~ cards allows ~~a~~ patrons to borrow most library materials for educational use, ~~such as~~ in a daycare, public school, private school, or homeschool, for 42 days. Material checked out to an Educator card cannot be renewed, ~~but may be returned and re-checked out, per Policy 3.2.4.~~

Educator cards can be issued to patrons ~~who~~ meeting the following criteria:

- Have a ~~NOLS~~ Full Service card in good standing;
- Have a photo ID that matches their NOLS Full Service card;
- Have proof of employment at ~~a~~ daycare, public or private school, or of being a homeschool provider. This can be established with one of the following:
  - School or childcare identification;
  - School or childcare pay stub; if in-home childcare, patron may provide a business license;
  - Letter on school or childcare letterhead from the school administrator or childcare director;
  - A copy of the homeschool provider's Declaration of Intent as submitted to a local school district as annually required by the State of Washington;



Educator cards expire on September 1<sup>st</sup> each year and may be renewed after August 1<sup>st</sup> when educators:

- Verify their employment and ID using the same criteria used to issue a new Educator Card;
- Demonstrate that their Full Service card and Educator card accounts do not have charges that exceed the blocking amount and do not have any overdue items.

At the discretion of the NOLS Executive Director or designee Public Service Director, patrons using ~~an~~ Educator card for personal use may result in suspension of eligibility for an Educator Card for up to one (1) year.

### **3.1.7 Temporary Cards**

Temporary library cards may be issued to patrons who lack without photo ID or if a to patrons who attempts to register for a library card online but the Library's system is unable to confirm they are a resident of Clallam County, they will be issued a Temporary card.

Temporary cards allow access to NOLS online resources and public computers, but do not allow physical library materials to be checked out.

Patrons with Temporary cards will have 30 days to visit a NOLS location, verify their personal information, and have their account transferred to a permanent card type (Full Service, ~~or~~ Limited Service, or Paid Subscriber). Temporary cards that are not converted to a permanent card type will expire ~~within~~ 30 days ~~will expire~~.

### **3.1.8 Meeting Room Cards**

Meeting Room cards may be issued to businesses, non-profits, or other community organizations that need to regularly reserve meeting rooms but do not have an individual employee or member with a personal NOLS library card who is able to access the NOLS meeting room reservation system. A Branch Manager, the Public Services Director, or the Executive Director must approve the creation of a Meeting Room card.

With the exception of items from the Equipment Collection, such as meeting room keys or ~~digital projection equipment~~ers, Meeting Room Cards do not have the ability to borrow library materials.

### **3.1.79 Proof of identification, address, and residency**

Proof of identity, current address, and residency/property ownership may be established by providing one or more of the following, in sufficient combination to meet the requirements for the type of card to be issued:

- a. valid driver's license

- b. other government issued photo ID, [including military or tribal IDs](#)
- c. current school ID with photo of student
- d. Youth Services Class Visit Application (certified by [teacher/educator](#))
- e. ~~current utility bill~~ [with current address](#)
- f. checks imprinted with name and current address
- g. canceled official mail, postmarked within the last two weeks
- h. typed lease showing current address
- i. voter registration card
- j. recent property tax statement
- k. deed or official title document verifying ownership of land in Clallam County
- ~~k.l.~~ [NOLS address verification software](#)

### **3.1.810 Lost, Stolen, and Replacement Library Cards.**

Patrons must report lost or stolen cards to the library in order to avoid being held responsible for materials checked out on their cards after the loss or theft is reported.

If a patron reports a card lost or stolen, the patron must provide identification in accordance with Policy 3.1.79 above in order to be issued a new library card. Replacement cards will be issued at no cost.

When a patron moves, it is the responsibility of the patron to promptly inform the library of the new address.

### **3.1.9—11 Library Card Expiration**

All library cards, with the exception of Educator ~~cards~~, [Paid Subscriber cars](#), and [Temporary cards](#), are valid for three (3) years. [Full Service cards will automatically renew when possible through the Library's address verification software. All other cardholders can contact Library staff in person, by phone or by email to renew their library card.](#)

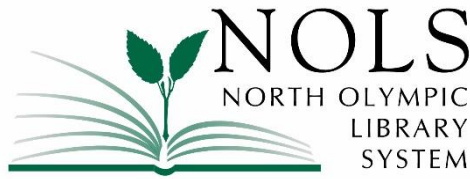
~~-Library cards that have not been renewed within three (3) years of their expiration date and have no fees associated with them will be deleted. All library cards that have been expired for more than seven (7) years will be deleted.~~

~~In order to maintain accuracy and currency in patron accounts, patrons will be asked to verify their contact information annually.~~

~~Accounts created online are considered temporary and will expire after three (3) months unless the patron confirms their account information with staff at any NOLS location. Once the account information is confirmed, a regular Full Service or Limited Service library card will be issued.~~

Patrons who want to delete their account must present staff with a form of photo ID approved in Policy 3.1.97. The [library](#) account must not have a remaining [financial](#) balance nor any items

checked out. Patrons unable to visit a NOLS location to request deletion of their own account, or an account of someone in their care or deceased, must discuss [their request](#) with a Branch Manager [or their designee](#).



## Policy 3.2 Borrowing Privileges and Responsibilities

Adopted by Library Board of Trustees: 6/26/2008  
Revised: 10/31/2012; 11/25/2013; 02/26/2015; 11/19/2015;  
07/27/2017; 08/22/2019; 12/14/2020  
*4/29/2025 Draft*

### 3.2 Borrowing Privileges and Responsibilities

The circulation policies of the North Olympic Library System ([NOLS](#)) promote broad community access to the materials in the library's collections with a reasonable level of protection of these materials. This policy is in accord with the American Library Association's Library Bill of Rights.

#### 3.2.1. Patron Responsibility for Materials Checked Out on Card

A patron is responsible for all materials checked out on their library card.

Parents [and/or guardians](#) are legally responsible for all materials checked out on their [card of their child under the age of 18's card](#). Because the library is obligated to protect the privacy of all library patrons, the library may not release specific information about materials checked out on a child patron's library account to anyone other than the child, unless permission to do so has been granted by the child. Possession of the library card for the child patron account, or knowledge of the barcode number and password, implies that such permission has been granted (see Policy 3.2.7).

If a card is lost or stolen, [the patron's should immediately report the lost or stolen card to library staff.](#) ~~the p~~ Patrons ~~are~~ responsible for all items checked out prior to the date the theft or loss is reported to the library.

Patrons use library materials at their own risk. The library will not accept responsibility for damage that may occur to a patron's audio/visual or computer equipment during use, or as a result of use, of library materials.

#### 3.2.2. Loan periods

NOLS sets loan periods in order to provide all patrons with fair and reasonable access to library resources. Materials must be returned on or before the assigned due date or the items will be auto-renewed if eligible. Most library materials have a loan period of three weeks (21 days). DVDs have loan period of seven (7) days. DVD sets with three (3) or more discs have a loan period of fourteen (14) days. Materials, collections, and equipment which have loan periods of

other than 21 days, are described in Policy 3.3. Library card types that allow non-standard loan periods are described in Policy 3.1

When the due date falls on a holiday for which the library is closed, the library will automatically extend all loan periods until the next day that the library is open.

~~Items returned when a branch library is closed will be checked in as if received at that particular branch during its most recent open day.~~

Borrowed materials must be returned to ~~a NOLS location~~~~one of the four NOLS branch libraries~~. NOLS items returned to any other library system will be considered overdue until the item is returned to NOLS.

~~Loan periods for certain types of materials (such as holiday materials, or materials on specific subjects or by specific authors, etc.) may be temporarily reduced at the discretion of the Branch Manager.~~

Special loan period extensions, up to a total of nine weeks (63 days), may be granted for specific items, at the discretion of the Branch Manager or their designate, in order to accommodate extended vacations or similar needs. Extended loan periods will not be granted for high demand materials, or items for which there are pending hold requests.

### 3.2.3. Loan limits

With the exception of DVDs, the Library places no limits on the total number of materials borrowed by Full Service card holders. A maximum number of thirty (30) DVDs may be checked out to a ~~patron's~~ Full Service account at any given time. Paid Subscribers, Outreach Delivery, and Educator Cards have the same loan limits as Full Service cards holders.

Limited Service card holders may have up to two (2) items checked out at any given time.

Except as described in Policy 3.3, Circulation of Special Collections and Materials, ~~t~~The Library generally places no limits on the number of items in a specific genre or format which may be checked out at any given time. ~~At the discretion of the Branch Manager, loan limits may be temporarily imposed for certain types of materials that may experience periods of high demand (such as holiday materials or materials on specific subjects or by specific authors, etc.).~~

### 3.2.4. Renewals

The Library automatically renews eligible library materials as a courtesy. Limits on renewals exist so that all patrons can have an equal opportunity to use the library's materials.

Generally, all NOLS materials, ~~for which there are no active hold requests,~~ will be renewed twice. Materials for which renewals are not allowed are described in Policy 3.3. Material checked out to an Educator card cannot be renewed.

If a patron wishes to retain an item which has already been renewed twice, the item must be physically brought into a ~~library~~[NOLS location-branch](#), where it will be checked in and inspected for damage. If the item is found to be in good condition, and if there are no active hold requests, it may be checked out again, and it is once again eligible to be renewed twice.

### **3.2.5. Claims Returned ~~and~~ [Claims Never Had](#)**

Errors occasionally occur ~~in discharging when clearing~~ items from patron accounts, and therefore the library allows a patron to state that they have returned materials that are still attached to the patron's account.

If a patron indicates, by phone, e-mail, or in person, that they have returned items that are still listed as “checked out” on the patron's account, staff will note these items as “claims returned” on the patron’s account and search for the items. If the items are found, they will be ~~cleared~~[discharged](#) from the patron's account in such a way that no fines ~~or fees~~ are incurred.

“Claims returned” entries remain “active” on the patron account until the item is found. Borrowing privileges are not affected by “claims returned” entries unless five (5) or more active claims are entered on the patron’s account. Accounts with five (5) or more active “claims returned” items are blocked until a sufficient number of the items in question are found, returned, or paid for, bringing the total number of active claims below five (5), or until the patron makes special arrangements with the Branch Manager. If an account accumulates ten (10) or more claims returned entries, [any combination of](#) active or resolved, the account will be blocked until the patron makes arrangements with the Branch Manager.

### **3.2.6 Borrowing Materials Without Presenting a Library Card**

In order to expedite service, patrons are encouraged to bring their library card when they visit the library and to present it whenever they check out library materials.

A patron who wishes to check out materials without presenting their library card must be able to establish their identity to a member of the library staff ~~which provides by: showing ID that provides~~ sufficient patron account data to establish the patron’s identity ~~beyond reasonable doubt;~~ or utilizing an established username and password [or electronic barcode](#) when using a self-service device.

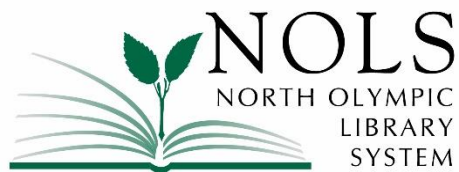
### **3.2.7 Borrowing Materials Using Another Patron’s Library Account (“Third Party” Borrowing)**

A “third party” may borrow materials using another patron’s library card or account only if they are able to establish that they have been granted permission to do so in one of the following ways:

- by presenting the library card for that account; or
- by the owner of the library account listing the third party as an Alternate Borrower in the library account. providing a statement from the card holder, in a form established by the library, granting the third party permission to borrow materials on that account. Such authorization will be entered into the card holding patron’s account by library staff, and considered viable by the library until specifically retracted by the owner of the library account~~card holder~~. Authorized third party borrowers, who are unable to present the borrowed library card, must provide proof of their own identity by presenting their own library card, or another acceptable form of ID (as established by Policy 3.1.7).

Any person in possession of a library card, or of the account barcode or username and password, will be assumed to be the patron to whom the card is issued, or to have the permission of that patron to use the card.

In order to prevent unauthorized use of a card or account, passwords should be kept private, and theft or loss of library cards should be reported to the library immediately.



## Policy 3.3 Circulation of Special Collections and Materials

Adopted by Library Board of Trustees: 2/28/2008

Revised: 6/26/2008; 11/19/2009; 9/22/2011;

11/25/2013; 02/26/2015; 11/19/2015; 08/22/2019; 12/14/2020

4/29/2025 Draft

The [North Olympic Library System \(NOLS\)](#) collection includes various special materials, equipment, and collections which may be available for borrowing. Circulation periods and parameters for these materials vary, based on the special nature, availability, and intended usage of the items or collections.

### 3.3.1 DVD Collections

Because of the high demand for DVDs, and the generally shorter period of time needed to enjoy a DVD, materials in DVD collections have a loan period of seven (7) days. DVD sets with three (3) or more discs have a loan period of fourteen (14) days. Hold requests may be placed for DVDs. Two (2) additional renewals of the original loan period will be enacted, if there are no pending hold requests for the item.

### 3.3.2 Reference Materials

Materials which are designated as non-circulating (e.g. reference books, newspapers, ~~new~~ [magazines](#), microfilm) may be checked out only with the specific permission of a Librarian or Branch Manager, who will determine the due date.

### 3.3.3 Interlibrary Loan Materials

Interlibrary Loan (ILL) is a courtesy service that allows [NOLS North Olympic Library System \(NOLS\)](#) patrons to borrow library materials from other libraries ~~world-wide~~. The circulation policies, borrowing periods, and loan procedures for ILL materials are established by the loaning library, and therefore differ from those for NOLS owned materials.

Each NOLS patron may make up to 25 ILL requests each calendar year free of charge. A non-refundable ~~search fee of \$5 per item~~ will be charged for each ILL request beyond 25. [The fee will be set in Policy 4.2](#)



Some loaning libraries and institutions may charge a fee for providing ILL materials. Whenever possible, NOLS will obtain ILL materials free of charge, but in the event the loaning library imposes a borrowing or photocopying fee, that fee will be passed on to the NOLS patron. If the publication date for an item is less than two years in the past, and the item is still in print, NOLS will not place an ILL request for that item. Patrons may, however, request that such items be purchased for the NOLS collection.

NOLS reserves the right to decline ILL requests for any item which is readily available to the patron through other sources (such as items already in the NOLS collection; mass market items which are still in print; DVDs, etc.)

If an ILL item is damaged or lost, the fees charged to NOLS from the lending library or institution will be passed on to the borrowing NOLS patron.

Educator, and Limited Service, and Temporary cards cannot are not eligible to request or check out ILL materials.

### 3.3.4 Downloadable and Streaming Media

Downloadable and streaming media have lending parameters that are based on vendor specifications. Checkout times are between 3—21 days with renewal availability dependent on the vendor. The NOLS Collection Management Team will set~~consider loan periods~~additional circulation guidelines s-for on downloadable and streaming media based on vendor options, community needs, and cost factors.

### 3.3.5 Miscellaneous Other Materials and Collections

The Library may make other special materials and collections (such as AV equipment, reading group book kits etc.) available for borrowing. The Executive Director or designee sets~~c~~Circulation periods and parameters for these following items are established based on their special nature, availability, and intended usage, as follows:

- Digital, Slide, and Overhead Projectors
- Book Kits
- Computers and Laptops
- NOLS Gear (instruments, tools, community passes, etc.)

<b>Item</b>	<b>Loan Period/Limits</b>	<b>Auto Renewals</b>	<b>Holds Allowed</b>
<u>Digital, Slide, and Overhead Projector</u>	<u>1 day</u>	<u>Yes, if no holds</u>	<u>Yes</u>
<u>Reading Group Kits</u>	<u>6 weeks</u>	<u>Yes, if no holds</u>	<u>Yes</u>
<u>Laptop</u>	<u>2 hours</u>	<u>No</u>	<u>No</u>





## Policy 3.4 Hold Requests and Held Materials

Adopted by Library Board of Trustees: 6/26/2008

Revised: 11/19/2009; 9/22/2011; 02/26/2015

4/29/2025 Draft

### 3.4. Hold Requests and Held Materials

The hold request system supports wide access to the entire NOLS collection by all NOLS patrons. Patrons are encouraged to place hold requests for NOLS materials.

#### 3.4.1. Placing of Hold Requests

With the exception of materials designated in the library catalog as “not holdable” (e.g. reference materials, and certain special materials, such as pamphlets, maps, ~~sheet music~~, etc.), a hold request may be placed on any item in the NOLS catalog.

Patrons may place hold requests themselves, by using the public catalog, either in the library or via the Internet. There is no limit on the number of hold requests which a patron may place on NOLS materials, ~~or have active at any one time~~.

~~Patrons may also ask staff to place holds on their behalf. Because placing holds for patrons puts extra burdens on staff time, the library reserves the right to limit the number of “staff assisted” hold requests when work demands are especially high.~~

There is no charge for placing a hold request.

Parameters for Interlibrary Loan holds are set in Policy 3.3.3.

#### 3.4.2. Pick-up of Held Items

Patrons will be notified when a held item is awaiting pick-up. Patrons may choose whether to receive hold notifications by automated e-mail, ~~or automated phone~~, or text message. Patrons are encouraged to keep their notification contact information up to date.

Holds at library branches will be held for pick up for seven (7) library open days from the date the notification is sent.

~~Held items~~ held at library branches that are not picked up by the patron within 7 library open days will be returned to circulation.

Items selected to be held on the Bookmobile or through the Outreach Delivery Service will held according to the programs service model approved by the Executive Director or Public Services Director.



## Policy 3.5 Penalties for Overdue, Lost, or Damaged Materials

Adopted by Library Board of Trustees: 6/26/2008  
Revised 5/27/2010; 4/26/2012; 11/25/2013; 02/26/2015;  
07/27/2017; 08/22/2019  
*4/29/2025 Draft*

### 3.5 Penalties for Overdue, Lost or Damaged Materials

In order to provide a reasonable level of protection for library materials, and to insure that they are available for use by all patrons, [North Olympic Library System \(NOLS\)](#) imposes ~~certain~~ penalties for lost or damaged library materials. Patrons are responsible for managing their ~~own~~ accounts. Failure to receive a notice or bill does not exempt the patron from charges.

#### 3.5.1. Blocked ~~A~~accounts.

A patron retains full library borrowing privileges as long as their library account is not blocked. A library account becomes blocked under the following circumstances:

- a. ~~When t~~There is an item on the account fourteen (14) days or more overdue.
- b. ~~When the total amount of unpaid fees exceeds \$2524.0099.~~
- ~~b.c.~~ [When the total amount of unpaid fees is less than \\$25.00 but includes any unpaid portion of the \\$10.00 materials recovery fee \(see Policy 3.5.3.\).](#)
- ~~c.d.~~ When a patron's account includes five (5) or more unresolved "claims returned" or "claims never checked out" entries, [or a combination of both](#), or ten (10) total "claims returned" or "claims never checked out" entries, [or a combination of both](#), during any period of time (see Policy 3.2.5).

Once a patron's library card is blocked, circulation privileges of physical materials for that patron are suspended, including borrowing and renewal of items. Patrons may continue to use all other library services, including [NOLS e-book, and downloadable and streaming collections, databases and online resources, and public computers.](#) [Free weekly printing allowance is not impacted by library fines.](#)

#### 3.5.2. Charges for Lost and Damaged Materials.

Items not returned within twenty-one (21) days of the due date will be assumed to be lost, and a bill for replacement costs will be ~~mailed sent~~ to the patron. Charges for lost items will be waived if the items are returned to the library [in good condition](#).

~~Payments for~~ For lost items which are paid for and subsequently found, a refund will be ~~refunded~~ issued if the item is returned directly to library staff in good condition (see section 3.5.4).

When an item is returned damaged to such an extent that the item is unusable, a bill for replacement costs will be ~~mailed~~sent to the patron.

The replacement charge for NOLS-owned lost or damaged-beyond-repair items ~~will be based on the cost to replace that item~~ is determine in Policy 4.2: Fees and Charges. ~~NOLS does not accept replacement items provided by patrons in place of replacement charges.~~

The replacement charge for Interlibrary Loans ~~will be the amount~~are determined by the lending library.

~~At the discretion of the Branch Manager, patrons may be allowed the option of clearing charges for a lost or damaged item by providing an acceptable replacement, and paying a restocking fee to cover expenses associated with physical processing and updating the database of holdings and physical processing.~~

~~The replacement item must be in excellent condition, and acceptable to the Branch Manager and/or appropriate selector.~~

If a patron pays for ~~or provides an acceptable replacement an~~ item within three (3) months of the item being declared damaged-beyond-repair, the patron may ask to keep the damaged-beyond-repair item at the time they pay for the item or provide an acceptable replacement.

The library reserves the right to impose a repair charge for damage to library materials and packaging, even if the damage does not render the item unusable. Charges for partial damage will be made at the discretion of the Branch Manager, appropriate to the nature and amount of the damage, and in accordance with the guidelines established by Policy 4.2: Fees and Charges Schedule.

### **3.5.3. Library Materials Recovery ~~(Collection)~~ Agency.**

The services of a library materials recovery agency are utilized to assist the library in recovering long overdue materials in order to maintain the integrity of the library's collection and ensure availability of materials to library users.

Accounts that have unpaid bills for lost or damaged material totaling more than \$50.00 for a period of twenty-one (21) days or more will be referred to the materials recovery agency. A non-refundable \$10 service charge is added to the patron account when it is referred to the collection materials recovery agency.

Once a patron account has been referred to the collection agency materials recovery agency, all fines, fees, and service charges must be paid in full before borrowing privileges can be restored, unless a payment plan has been negotiated with the Branch Manager. During the time the payment plan is in effect, the library will arrange for the collection materials recovery agency to

suspend collection activity. At the discretion of the Branch Manager, limited service may be restored during the time a payment plan is in effect. Failure to fulfill the terms of the payment plan will result in the account again becoming active with the collection agency, and limited service, if any, being blocked.

#### **3.5.4. Refunds of Payments for Lost Materials which are Later Found**

If a patron has paid for a lost item, and later finds the item [within one year of paying for the lost item](#), the patron may request a refund of the replacement and processing charges, provided:

- a. the material is in good condition when it is returned to the library;
- b. the payment was not for replacement of an individual disc that was part of a set. Individual CDs and DVDs are the exception to the refund policy, because once the replacement charge has been paid, a replacement tape or disc is purchased to complete the set, and a single “lost” tape or disc which is subsequently found will not be of any use to the library;
- c. the payment was not for an interlibrary loan item.

Refund requests are processed promptly and mailed to the patron within four weeks of the receipt of the request.



## Staff Report

Meeting Date: April 29, 2025  
To: Library Board of Trustees  
From: Noah Glaude, Executive Director  
Subject: Basic Rule of Conduct Policy Revisions

Attachments: Draft of Revised Policy 4.1 – Basic Rule of Conduct

**Topic/Issue:** Approval of revisions to Policy 4.1.

**Discussion:** From the [MRSC](#) website: “Many municipalities have laws restricting soliciting aid in public rights-of-way (such as on major roads), within certain distances of ATMs, or at certain times of day. Localities defend these laws as content-neutral time, place, and manner restrictions on soliciting aid. However, since aid solicitation often involves written aid requests conveyed on signs, restrictions on soliciting aid may also incidentally regulate First Amendment protected speech.

The court scrutiny given to these laws changed with the United States Supreme Court decision in [Reed v. Town of Gilbert](#) (2015). In Reed, the Court struck down a town sign code that imposed different regulations on signs depending on their content. The court ruled that government regulations restricting speech content on signs must be as narrow as possible to fulfill a “compelling government interest.”

A year after the Reed decision, the Washington Supreme Court decided [City of Lakewood v. Willis](#) (2016), a case involving a Lakewood misdemeanor ordinance that prohibited “begging in restrictive areas.” The city charged Willis with violating the ordinance for walking into traffic lanes while holding a sign soliciting aid at an I-5 off ramp. The Willis Court noted that the “First Amendment protects charitable appeals for funds,” and following Reed’s reasoning struck down the ordinance because it didn’t just regulate Willis’s *conduct* in creating a potential freeway traffic hazard—it also targeted the “begging” *content* of Willis’s sign and therefore impermissibly restricted protected speech.

Following Willis, laws prohibiting soliciting aid are generally unconstitutional under the First Amendment due to their restrictions on free speech.”

To reduce any risk of NOLS violating someone’s right to free speech, it’s proposed to strike “panhandling” from the list of behavior that is specifically listed as unacceptable in Policy 4.1. NOLS [Policy 4.6, Designated Public Expression Areas on Library Property](#), can still be utilized by Library staff as needed.

**Policy Considerations:** The Board’s Policy Committee has separately reviewed and approved the revisions.



**Fiscal Considerations:** No fiscal impacts are anticipated.

**Recommended Action:** The Board approve revisions to Policy 4.I as presented.



## Policy 4.1 Basic Rule of Conduct

Adopted by Library Board of Trustees: 2/28/08

Revised: 1/26/12; 3/27/14; 3/26/15

4/29/2025 Draft

### 4.1.1 Basic Rule

—North Olympic Library System is committed to providing library visitors with quality service in a safe and pleasant atmosphere. The “basic rule” of customer conduct, therefore, is that library visitors are expected to refrain from any conduct that interferes with the business of the library, unduly disrupts the library activities of other visitors, or creates a risk to public health or safety.

### 4.1.2 Enforcement:

—This basic rule of conduct will be enforced in a firm, fair, and consistent manner.

Library visitors who fail to observe this basic rule:

- will be asked to discontinue the unacceptable behavior;
- may be asked to leave the library for a period of up to one (1) week.

At the discretion of the Library Executive Director or Public Services Director, a longer suspension of access to library premises, and/or an extension of the access ban to other library branches, may be imposed.

Law enforcement may be called to support library staff in resolving a disruptive situation if:

- criminal activity is involved or suspected;
- the disruption is severe;
- the disruptive behavior continues or repeats after warnings;
- the disruptive person fails to leave when asked, or creates additional disturbance while leaving;
- a criminal trespass procedure must be invoked to enforce a library use suspension.

The Library Executive Director and Public Services Director are responsible for administering this policy.

#### **Policy 4.1 Enforcement Guidelines.**

The following guidelines are provided to assist staff and patrons in identifying and addressing behaviors that have been previously determined to be unacceptable under the Basic Rule of Conduct defined in Policy 4.1. These operational guidelines may be revised from time to time at the discretion of the [Library Executive Director](#) or [Public Services Director](#).

Conduct which has been specifically identified as unacceptable under Policy 4.1 includes, but is not limited to, the following:

- Criminal activity
- Failure to observe Library policies and guidelines
- Damage, destruction, or theft of library or customer property
- Creation of disruptively loud noises
- Loud conversations, including loud cell phone conversations
- Audible profane language
- Disruptive, aggressive, or violent behavior
- Computer viewing or printing of illegal materials
- Computer viewing or printing of materials that unduly disrupt library use by others
- Creation or emanation of any odor that can be detected from six feet away
- Sexual misconduct (such as exposure, offensive touching, or sexual harassment of patrons or staff)
- Evidence or strong indication that an individual's presence in the library creates a risk to public health or safety
- Sleeping in the library
- Camping on library property
- Bathing, shaving, or washing clothes or personal possessions in restrooms
- Consumption of alcohol, marijuana, or any controlled substance on library property
- ~~Panhandling, or busking for payment on Library property~~



## Staff Report

Meeting Date: April 29, 2025  
To: Library Board of Trustees  
From: Noah Glaude, Executive Director  
Subject: Creation of Social Media Policy 4.18

Attachments: Draft of Policy 4.18 – Social Media

**Topic/Issue:** Approval of Policy 4.18.

**Discussion:** NOLS needs a social media policy to help staff determine how to manage the Library's social media accounts. Utilizing examples from other libraries, the NOLS Marketing Team drafted a policy based on the Library's needs and best practices.

The policy defines the Library's social media platforms as limited designated public forums. More information about public, limited and nonpublic forums can read [here](#).

**Policy Considerations:** The Board's Policy Committee has separately reviewed and approved the revisions.

**Fiscal Considerations:** No fiscal impacts are anticipated.

**Recommended Action:** The Board approve creation of Policy 4.18 as presented.



## Policy 4.18 Social Media

Adopted by Library Board of Trustees: 4/29/2025

4/29/2025 Draft

The North Olympic Library System (NOLS) presence on social media platforms provides a limited designated public forum to help broaden awareness about NOLS' resources, services, and programs, and other library-related subjects.

NOLS requires that social media users stay on topic and abide by the law. The standards represented in Policy 4.1 Basic Code of Conduct apply to NOLS' online spaces and social media use.

Everything posted to NOLS' social media accounts is public record and subject to public disclosure. Patrons are strongly encouraged to protect their privacy when commenting or posting on social media.

By posting a comment to NOLS' social media accounts or tagging NOLS in a post, users give NOLS permission to reproduce, distribute, publish, or display their submissions for any library-related purpose in any form on any media.

NOLS reserves the right (but is not obligated) to review, screen, edit, hide and delete comments, or remove timeline posts in accordance with the North Olympic Library System Public Comment Guidelines below.

The following is a non-exhaustive list of prohibited comments to a NOLS' social media space:

- off-topic or unrelated to the original post;
- speech that uses abusive language or other content prohibited by the social media platform's filters;
- speech that is not protected by the First Amendment such as obscenity, child pornography, defamatory or libelous, or imminent or true threats against NOLS, employees, or other social media users;
- discriminatory or harassing posts;
- designed to advertise, promote, or solicit for any business, commercial transaction, or non-government service,
- fraudulent, including impersonating someone else or misrepresentations;
- chain messages or obvious SPAM;
- promoting or opposing current ballot questions or persons seeking office unless directly related to a library program, event, or resource;
- violating copyright of images, music, video or published works without source credit or permission of the owner;

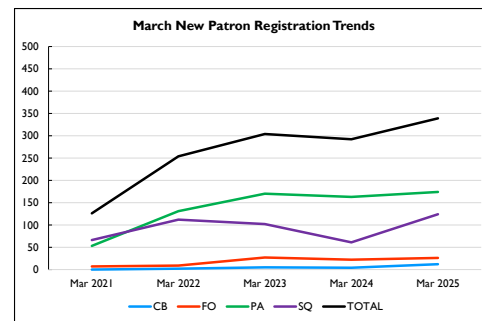
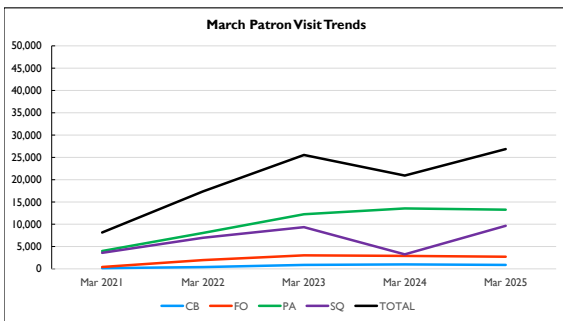
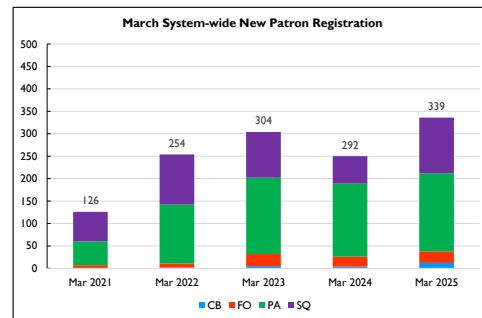
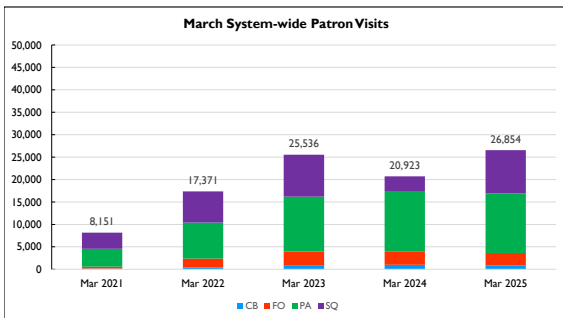
- confidential or proprietary information, or personnel/disciplinary matters;
- duplicated posts from the same individual;
- personally identifying information, including contact information.

By choosing to comment or participate, users agree to these rules.

Patron Visits		
	2025	% of System
Port Angeles	13,271	49.4%
Children	14%	
Sequim	9,652	35.9%
Children	6%	
Forks	2,735	10.2%
Children	8%	
Clallam Bay	886	3.3%
Children	13%	
Bookmobile	310	1.2%
<b>Total</b>	<b>26,854</b>	<b>100.0%</b>

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

New Patron Registration		
	2025	% of System
PA	174	51.3%
SQ	124	36.6%
FO	26	7.7%
CB	12	3.5%
BOS	3	0.9%
<b>Total</b>	<b>339</b>	<b>100.0%</b>



\* Due to COVID-19, all NOLS locations offered limited services in 2021.

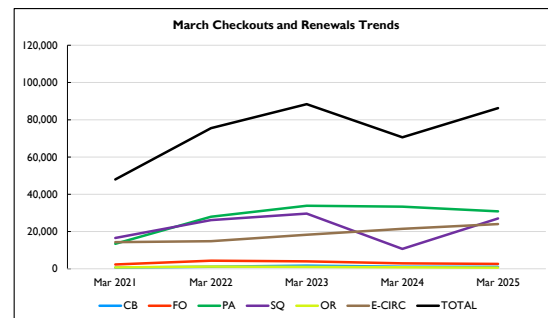
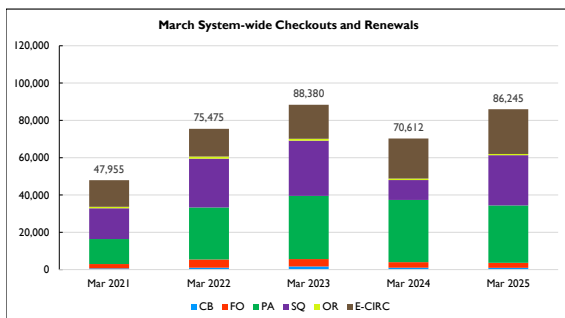
\* The Sequim Branch Library was closed for three weeks in March 2024, while the Library was moved to a temporary location.□

Checkouts & Renewals		
	2025	% of System
<b>Port Angeles</b>		
Checkouts	17,200	28.3%
% From Self-Check	79%	
% From Holds	29%	
Renewals	13,602	53.5%
Total	30,802	35.7%
<b>Sequim</b>		
Checkouts	16,149	26.5%
% From Self-Check	81%	
% From Holds	35%	
Renewals	10,815	42.6%
Total	26,964	31.3%
<b>Forks</b>		
Checkouts	2,204	3.6%
% From Self-Check	32%	
% From Holds	27%	
Renewals	410	1.6%
Total	2,614	3.0%
<b>Clallam Bay</b>		
Checkouts	579	1.0%
% From Self-Check	19%	
% From Holds	47%	
Renewals	410	1.6%
Total	989	1.1%
<b>Outreach</b>		
Checkouts	589	1.0%
% From Holds		
Renewals	18	0.1%
Total	607	0.7%
<b>Bookmobile</b>		
Checkouts	118	0.2%
% From Holds	9%	
Renewals	152	0.6%
Total	270	0.3%
<b>Electronic Circulation</b> <i>(OverDrive/Libby, Hoopla &amp; Kanopy checkouts do not renew)</i>		
Checkouts	23,999	27.8%
<b>Systemwide Totals</b>		
Checkouts	60,838	
Renewals	25,407	
<b>System Total</b>	<b>86,245</b>	

Interlibrary Loan Services	
Items borrowed from other libraries	150
Items loaned to other libraries	114

\*Interlibrary Loan items are included in Checkouts & Renewals statistics

Holds		
	Requests Fulfilled	Avg Days to Fill
PA	5,029	18.54
SQ	5,631	19.43
FO	602	20.48
CB	270	13.76
OR	687	8.40
BOS	24	1.63
Total	12,243	18.34



\* Due to COVID-19, all NOLS locations offered limited services in 2021.

\* The Sequim Branch Library was closed for three weeks in March 2024, while the Library was moved to a temporary location.□



Library Programs		
	Programs/Attendees	% of System
Port Angeles	42/654	49%/60%
Sequim	19/222	22%/20%
Forks	13/92	15%/8%
Clallam Bay	6/32	7%/3%
NOLS	1/6	1%/1%
Virtual	4/83	5%/8%
Total	85/1089	100%/100%

Public Meetings		
	Meetings/Attendees	% of System
Port Angeles	38/787	66%/86%
Sequim	0/0	0%/0%
Forks	13/87	22%/10%
Clallam Bay	7/37	12%/4%
Total	58/911	100%/100%

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

Volunteers		
	Volunteer Hours	# of Volunteers
Port Angeles	70.95	10
Sequim	0	0
Forks	0	0
Clallam Bay	0	0
Outreach	0	0
NOLS	0	0
Total	71	10

Community Outreach Events		
	Events/Attendees	% of System
PA	2/286	29%/51%
SQ	4/109	57%/19%
FO	0/0	0%/0%
CB	0/0	0%/0%
OR	1/167	14%/30%
NOLS	0/0	0%/0%
Total	7/562	100%/100%

Read & Return and Program/Outreach Distributions	
Tiny Olympic Libraries (CB, FO, PA, SQ)	177
Read & Ride (Clallam Transit Buses)	39
Dolly Parton Imagination Library	1,312
Library Programs & Outreach	35
Clallam County Correctional Facility	76
Total	1639

Outreach Delivery Services	
Deliveries/Pickups	73
New Patrons w/ Delivery Services	1

BookMatch Requests Fulfilled	
Number of Requests	4
Titles Suggested	20

Bookmobile	
Routine Stops	6
Special Stops	1
Library Pop-Ups (no bookmobile)	2
Appearance (e.g. parade)	-
Miles Traveled	511

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	2,030	1,675	30.0%
Sequim	6	960	615	47.7%
Forks	9	348	196	10.1%
Clallam Bay	6	227	328	35.9%
Total	47	3,565	2,813	28.9%

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	5	363	87	8.1%
Sequim	2	178	39	9.0%
Forks	3	31	22	3.3%
Clallam Bay	1	31	13	8.6%
Total	11	603	160	7.0%

Computer Prints Made		
	# of Prints	% of System
Port Angeles	10,353	52.7%
Sequim	7,267	37.0%
Forks	1,426	7.3%
Clallam Bay	581	3.0%
Total	19,627	100.0%

Wi-Fi Access		
	Wi-Fi Accessed	% of System
Port Angeles	4,281	58.9%
Sequim	1,288	17.7%
Forks	1,252	17.2%
Clallam Bay	450	6.2%
Total	7,271	100.0%

Facebook Activity	
Followers	5,752
Content Published	40
Reach (unique accounts)	24,681
Reactions/Likes/Comments, etc.	684

Instagram Activity	
Followers	1,722
Content Published	35
Reach (unique accounts)	2,077
Reactions/Likes/Comments, etc.	372

Advertising	
Ads Run	2
Reach (unique accounts)	2,590

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

\*Laptop checkouts were paused in September 2024 so the service could be revamped.

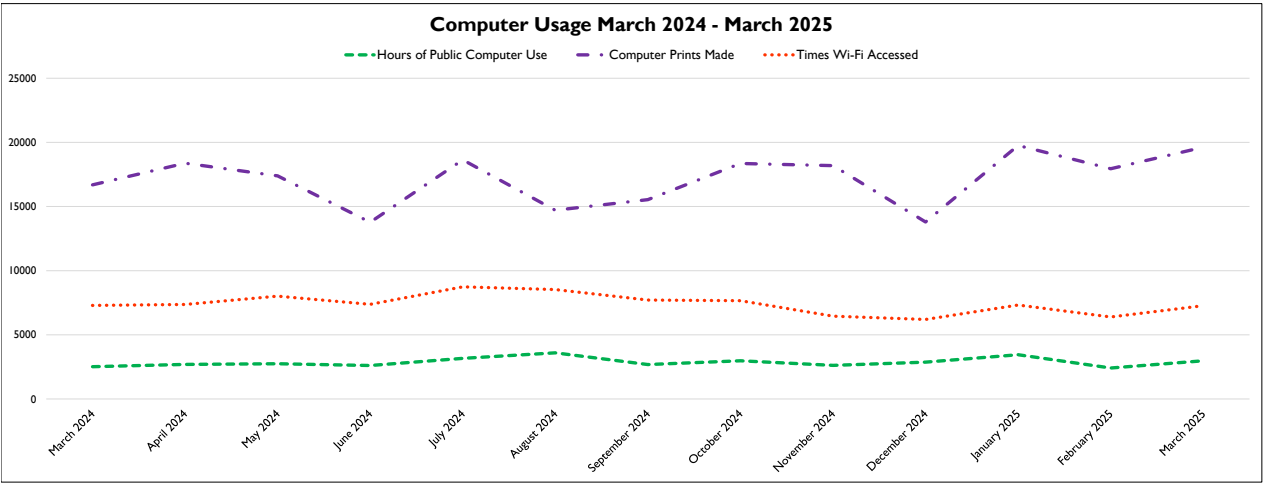
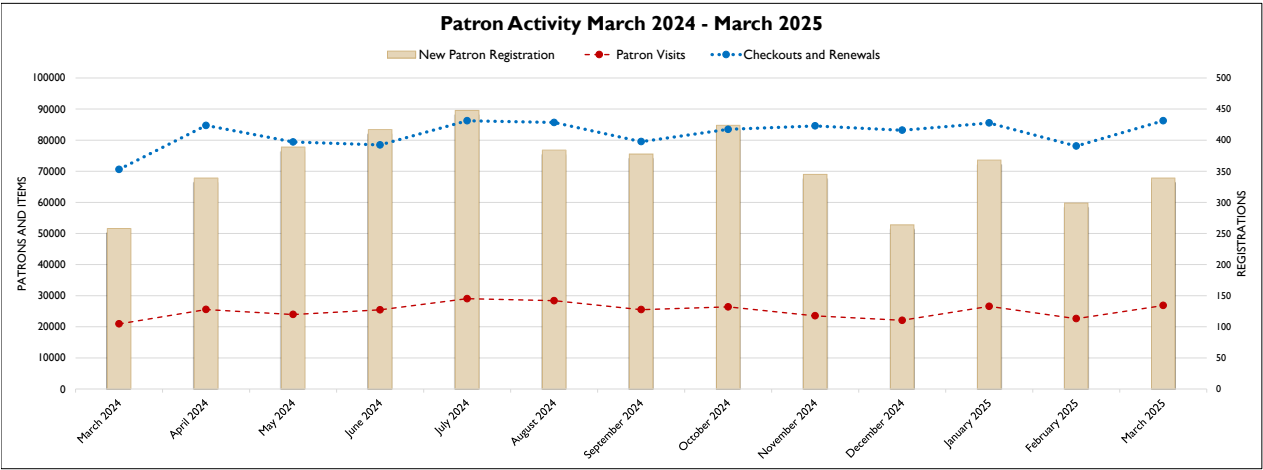
Website Visits	
Total Visits	35,292
Unique Visitors	10,211
Average Time on Site	1m 13s

Database Access	
Total Sessions on all Databases	4,662

YouTube Activity	
Subscribers	445
Videos Published	-
Program Recordings	2
Views (lifetime content)	1,107
Watch Time (hours)	56

eNewsletter	
Number Sent	19,416
Read Rate	0
Click-Through Rate	0

Notices	
Number Sent	15,920
Read Rate	67%



**Significant Events During the Past 13 Months:**

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 for the Sequim Branch Library.

April 2024 - All branches closed one day for an All Staff Training Day.

July - August 2024 - The Clallam Bay and Forks Branches reduced their hours during the entire month of June, due to staffing limitations.

September - October 2024 - The Bookmobile was out of service for repairs. Some stopes were completed using an alternative vehicle.

October 2024 - All branches closed one day for an All Staff Training Day.

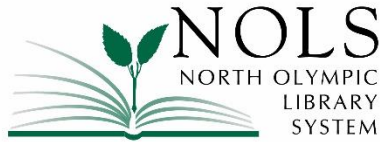
November - December 2024 2024 - New public printers were installed and print station adjustments were made in each branch.

January 2025 - Operating Hours were adjusted at all branches.

February 2025 - Inclement weather impacted hours for several days at all branches.

February 2025 - NOLS launches Kanopy, an online movie streaming service.





# Monthly Activity Report

Meeting Date: April 29, 2025  
To: Library Board of Trustees  
From: Executive Director and Staff  
Subject: Monthly Activity Report for March 2025

## Port Angeles Main Library

*Lynn Johnson, Library Manager*

Programming during the month of March included:

- Baby, Toddler, and Preschool Storytimes – 316 participants at 16 events
- Build It! with LEGO – 26 Participants
- Class visits to the library- 34 visitors
- Kids' book club – 8 participants
- Tweens Magic Mondays – 17 participants at 5 events
- STEAM for Tweens – 4 participants
- Teen Lit Bags – 22 participants
- Teen Tuesdays:
  - Teen Games & Art – 10 participants
  - Teen Advisory Board – 9 participants
  - Teen Book Club – 7 participants
  - Teen Writing Club – 5 participants
- Book Wars Final – 18 participants



- Jigsaw Puzzle Contest – 24 participants

- Tabletop Role-Playing Game Night – 28 participants
- Care & Custody, movie and panel discussion- 10 participants
- Fourth Wednesday Evening Book Group reading– 7 participants
- Lost Fire Lookout Hikes and Histories – 31 participants



- Olympic National Park Perspectives Speaker Series – 88 participants
- Computer Class with Northstar Digital Literacy – 8 participants



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

- Jefferson Elementary Family Literacy Night – 51 participants
- Medicine turn-in table – 15 participants
- Kiwanis Kids Fest at the Vern Burton Community Center- 220 visitors. Bookmobile and PA staff attended. The event featured numerous public safety displays as well as other youth activities hosted by area community service agencies.
- Poetry Walks are set up. Self-guided trail walks featuring poetry in the landscape. April 1-May 31 At Madison Falls, Spruce Railroad Trails, Elk Creek and Lyre Conservation Area.





## Sequim Branch Library

*Emily Sly, Library Manager*

March youth programs included Family Storytime, Teen Advisory Board (TAB), Teen Lit Bags and Teen Night 80's party with Librarian Charlotte M. Books and Trivia final competitions were held at Helen Haller Elementary, Five Acre School and Olympic Peninsula Academy.

Drop-in Tech Help was held on the first Friday of the month, Movie Night featured the film *Are You There God? It's Me, Margaret*, Second Saturday Book Discussion Group met in-person and Yarn Circle continued each Saturday morning. A program about Lost Fire Lookouts of the Olympic Peninsula by author Leslie Romer was popular. Virtual programs coordinated by Librarian Corrina D. included Aging Well featuring Dr. Panza speaking about support for the aging immune system, and three art education programs offered by SilverKite Community Arts.

Community outreach included Sequim staff presenting about library services at a National Federation of the Blind meeting, and offering an afterschool storytime and craft to Jamestown S'Klallam youth in Blyn.

Sequim staff are involved in the Collection Management Team, Youth Services Team, Programming Team, Social Media Team, Health and Safety Team and Equity, Diversity and Inclusion Team. Emily participated in Sequim Expansion and Renovation Project planning, Branch Manager meetings, Sequim staff meetings, Management Team, and a Chamber of Commerce meeting.

## Sequim Expansion and Renovation Project

SQ Project Team met with Olympic Moving and Storage to discuss the upcoming move.

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

*Troi K. Gale, Library Manager*

### **West End Daily operations:**

- A Cassie software upgrade has allowed NOLS to update guest passes to be in alignment with policy.
- The escrow balance on the coin-op machine has been increased from \$5 to \$10. The previous limit of \$5 created a barrier to printing larger documents at one time, requiring patrons to send print job in sections or 50 pages or less, or staff use of bypass key with patron paying for prints at front desk.
- Public Services Specialist Dianne B. concluded her time at NOLS after five years. Patrons will miss her diligence and the West End department will miss her systematic skill set.

### **West End Programming:**

- Youth Specialist Angeles B. continues to foster meaningful connections with families during storytime by engaging families with interactive storytelling, vibrant illustrations, and a variety of books.
- Participants had a wonderful time at the library during our Family Movie Matinee, where we screened the recently released movie Moana 2! Kids brought their favorite cozy chairs and comfy blankets to settle in and enjoy this family-friendly film together. This program had 14 participants. Four storytimes in Forks were attended by 31 participants. One storytime in Clallam Bay had zero participants.
- Youth Specialist Angeles B. conducted two class visits in Clallam Bay. One of the classes was the 8th graders, who had the opportunity to explore Hoopla. The second class included first and second graders. Angeles provided a STEAM station, and the student with the tallest spaghetti tower won a small bubble machine. All the students checked out one or two books before leaving the library.
- Adult Specialist Jennifer S. and Lexi from North Olympic Land Trust led a Nature Journaling and Scavenger Hunt at the Elk Creek Conservation Area. It was a beautiful early spring day, and two participants were pleasantly surprised by how little mud there was on the trail.
- Forks hosted a Craft Supply Swap that was very well attended. Patrons were able to donate craft supplies prior to the event. Adult Specialist Jennifer organized and set up the supplies on the day of the swap, and 34 patrons left with new items. The leftover donated supplies will be used at Clallam Bay's supply swap in April.
- The theme for March's Bad Art Night was "Monster March," and it was attended by four patrons.
- The Forks Business and Connection program had two attendees who were interested in learning about grant opportunities for small businesses.



- At the Clallam Bay Homebuyers Information Night, Sergei Holmquist of Ideal Real Estate and Arthur Buhrer of CrossCountry Mortgage spoke with one very motivated patron.
- The event about the Lost Fire Lookout of the Olympic Peninsula drew 10 attendees at the Clallam Bay Branch. There was a lively discussion and sharing of histories related to local fire lookouts, with a promise to send pictures to Leslie, the presenter.
- The Forks League of Women Voters hosted a session on Running for Local Office on Saturday, March 29th. The event received an enthusiastic response on social media, but drew zero attendees.

#### Community Visits:

- Adult Specialist Jennifer S. attended the West End Business Association (WEBA) meeting on the first Wednesday of the month. During the meeting, she shared information about all the monthly programs happening at the West End Branches. She also encouraged WEBA members to contribute any program ideas they might have.

### **Outreach Services: Bookmobile and Delivery Services**

*Victoria Harmon, Library Manager*

#### **Outreach Delivery Services**

During the month of March, 73 deliveries were made and 1 new patron registered for Outreach Delivery Services. There were 589 items checked out and 18 items renewed for Outreach Delivery patrons.

- Community Outreach Specialist, Becki N. and Community Outreach Librarian, Adrienne L. met in-person with a patron interested in starting Outreach Delivery Service. They were able to chat in depth about interest areas and favorite films. The patron's son was also there and took a lot of information about our digital services and the Washington Talking Book and Braille Library (WTTBL).
- Community Outreach Specialist, Arriana M. attended the Makah Employment & Training Career Fair on March 18 and shared information on NOLS services and resources. Arriana interacted with 167 attendees where everyone was excited to select NOLS magnets, NOLS carabineers, and Bookmobile stickers. Teens and Tweens were given a checklist to find out about NOLS jobs and what they require. It was refreshing to see how engaged many of the tweens and teens were and two even asked Arriana to go through an interview process.
- Community Outreach Librarian, Adrienne L. met with Clallam Mosaic to talk about a possible partnership.



- Community Outreach Specialist, Kayla A. and Community Outreach Librarian, Adrienne L. posted Poetry Walk signs on the Madison Falls and Spruce Railroad trails. Many trail visitors commented and shared their excitement about reading the poems along the trails.

### ***Bookmobile Outreach Services***

During the month of March, there were 310 visitors across 8 Routine Bookmobile Stops and 1 Special stop. There was 1 Outreach Services program with a total of 167 participants.

- The Port Angeles Food Bank stop was busier than usual with patrons coming aboard the vehicle to browse, update their accounts and request information about gaining Kanopy access through NOLS!
- Community Outreach Specialist, Kayla A. and Port Angeles Public Services Specialist, Annie D. brought the Bookmobile to the Kiwanis Kidsfest 2025 event at Vern Burton. 235 patrons come aboard the Bookmobile as part of the “Touch-a-Truck” activities outside. It was great get out into the community and connect with families.
- Becki enrolled a new reader in the 1000 Books Before Kindergarten program. This patron reads with their grandmother and submits their tracking sheet weekly. They are expected to complete the program by Makah Days in August. The grandmother has been sharing information about the 1000 Books Before Kindergarten program within the community and encouraging enrollment.
- While we continue to see our regulars at the La Push pop-up events, we are also seeing many new faces! Some patrons have begun bringing family members of various ages, including children and grandchildren.

## **Facilities Department**

*Brian Phillips, Facilities Manager*

Temporary Facilities Tech I Noah M. has been hired to fill the recently vacated full-time Port Angeles Library based Facilities Tech 2 position. As noted previously, Noah possesses a wide range of skills and abilities which are of great value to NOLS. Meanwhile, Anthony C. has been hired to fill the temporary Facilities Tech I position vacated by Noah. Anthony is yet another very capable addition to the Facilities Department. Welcome to NOLS, Anthony!

*Port Angeles Library:* Tree work – removed dying cedar tree, trimmed deadwood and dangling branches from two large trees, and trimmed tops of plum trees; L&I water heater inspection (passed); distributed electronic key cards to staff; replaced rooftop air handler filters; assembled office desk; patched walls; deep cleaned workrooms; cleaned windows; cleaned-up old tools; lawn care and weed control.

*Sequim Library Project:* Approved pay application for construction work in Feb; installed new electrical meter; reviewed HVAC thermostat locations, parking lot signage, final key plan, EV charger order, ceiling support above study rooms, restroom floor options, stage options; met with moving company; began planning move.

*West End Libraries:* Repaired Forks backflow valve; changed HVAC filters; monitored fuel spill that occurred in the alley behind the Forks Library.

*Other:* Purchased and installed new storage shelving in Annex building; cleaned bookmobile and several library cars; removed winter tires from fleet.

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

*Erin Shield, Technical Services Manager*

IT staff have been working on a variety of tasks associated with the massive computer replacement/Windows 11 upgrade project. As almost all computers will need to be replaced by October 2025, the project is being managed in various stages. Sequim will be the first branch to get new computers as it makes the most sense to open the new building with new equipment. Since state contracts will be used for the bulk purchases, a complete tally for the various models and peripherals is in the works. Some current computers are able to accommodate Windows 11 and so will be repurposed for specific tasks, such as catalog computers.

Work continued on the new ticketing system (part of the Remote Monitoring & Management (RMM) software, NinjaOne). This software is part of the critical infrastructure overhaul of IT to allow the department to better prioritize tasks, coordinate workflow, and have better transparency with staff reporting issues.

Other tasks completed:

- Corrected pronunciation of Sequim in phone notifications
- Received Law Library computer terminals for testing
- Purchased and deployed manager test laptops (and sent subsequent survey)
- Surveyed all staff about their Teams desk phones (usage, understanding, etc.)
- Created Active Directory security group report for auditing by management
- Configured phone system for holiday closures
- Tested iPad for monitoring environmental sensor alerts
- Mapped network ports and workstation locations for Clallam Bay and Forks
- Various troubleshooting with printers, software, and hardware

## **Technical Services Department**

*Erin Shield, Technical Services Manager*

In March, Technical Services procedures were in final draft states. It was a long slog and there were many revisions. With much of the workflow shifting to Leap a majority of procedures needed to be re-tooled and some are still awaiting updating as more functionality becomes available in the browser version of Polaris. Catalog staff ironed out the year's recataloging project schedule including making manga formats display correctly in the catalog, Dewey call number changes, and additional information added to series for better patron experience.

Technical Services Lead Wendy O. and Technical Services Manager Erin S. met with a vendor representative who provided reports and listened to concerns about acquisitions. Wendy "was amazed at the large crowd waiting for the Food Bank van out in the parking lot. It is gratifying that the library is able to facilitate such a needed service." Technical Services Specialist Sarah C. was pleased to finally finish the cataloging manual with Technical Services Specialist Jennifer F. Technical Services Specialist Cindy T. was grateful for completed procedures. Processor Mark J. learned some new book repair skills. Jennifer F. completed a list of manga titles that will help both selectors and cataloging staff moving forward.

In March, Technical Services staff participated in trainings, webinars, tasks and meetings related to ILS Team, Health and Safety Committee, Collection Management, Web Team, Management Team, Sequim Remodel project, and EDI Team.

Statistics:

- 743 physical items processed;
- 246 print materials repaired (including recataloging project items);
- 139 media items repaired;
- 26 physical donations added to collection;
- 150 InterLibrary Loan requests for NOLS' patrons filled;
- 114 titles loaned to other libraries;

- 82 issues reported by staff and resolved by cataloging staff including incorrect cover images, titles not grouping together properly, and a variety of other issues

## **Administrative Operations Department**

### **Human Resources**

*Shaina Lent, HR & Business Manager*

Significant meetings/events and projects this month:

- Management Team meeting
- All Staff Training Day planning meeting
- Info gathering meeting with ADM & MKT departments regarding EDI Training needs
- Benefits meeting with Washington Counties Insurance Fund (WCIF)
- Meetings with new Volunteer Coordinator to transition volunteer program

#### **Recruitments:**

- Public Services Specialist – PA
- Public Services Specialist – FO/CB
- Temporary Facilities Technician I – FAC
- Facilities Technician 2 – FAC

#### **New Hires:**

- Jarrod Jackson – Public Services Specialist – SQ
- Anthony Cirincione – Temporary Facilities Technician I – FAC
- Abby Christensen – Public Services Specialist – PA

#### **Transfers/Promotions**

- Amber Kleefeld – Public Service Librarian – PA
- Kim van Der Elst – Public Services Specialist – SQ
- Noah Mohmand – Facilities Technician 2 – FAC

#### **Separations:**

- None

## **Financial Operations**

*Amy Hough, Finance Manager*

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

- Submitted necessary documents for reimbursement from DOC for the Library Capital Improvement grant

- Management Team Meeting
- EDI Team meeting discussing Admin training needs
- Brainstorming session for branch cash and coin-op procedures
- City of Sequim T.I.F. information session with PFM

## Marketing and Communications

*Karyn Bocko, Marketing and Communications Manager*

Marketing Specialist Jessica S. completed the design of the 2024 Annual Report and 2025 Budget Glance. Both have been published to [NOLS.org/AnnualReport](https://NOLS.org/AnnualReport) and to the Board and Administration webpage. Printed copies are also available.

New York Times All Access was announced as a digital resource newly available to NOLS library cardholders. The March eNewsletter resulted in a high click-through rate for NYT and the Kanopy streaming service.

### News Releases & Articles:

- 16 news releases were sent.
- Peninsula Daily News, March 8, a letter to the editor by Julie Hess noted that “the Port Angeles Public Library is an amazing community resource ... the librarians are so welcoming and the library is an inclusive place.” Hess gave accolades for two recent free events (harp concert, and Art in the Library with Jaiden Dokken and Whump).
- The monthly NOLS “Off the Shelf” article in the Sequim Gazette, contributed by branch manager Emily Sly, provided recommendations for movies and TV shows to watch on the new Kanopy streaming service.



## Public Service Director's Report

*Meghan Sullivan, Public Services Director*

- Participated in recruitment activities for the Port Angeles Part-Time Public Services Specialist position as well as continued onboarding and training activities for the Outreach and Port Angeles Library Managers.
- Continued activities to support Outreach Services.
- Continued work with small groups of Port Angeles Public Services staff to complete items on the 2025 Branch Work Plan.
- Attended monthly virtual Association of Rural & Small Libraries (ARSL) Membership Committee meeting.
- Branch Site Visits to Clallam Bay and Forks Branches.

- Routine Management Team, Branch Manager, Outreach Services, ILS Team, Health & Safety Team, Beanstack Team, Collection Management Team, Youth Services Team, Sequim Library Reopening Planning, Branch Staff Meetings (PA, SQ, and WE), IT Department, Port Angeles Friends of the Library Board Meeting, NOLF Board Meeting, NOLS Board of Trustees and One-on-One meetings.

## **Executive Director's Report**

*Noah Glaude, Executive Director*

Significant meetings/events and projects this month:

- Sequim Library Expansion and Renovation Project
  - Weekly Owner, Architect and Contractor (OAC) meetings
  - Department of Commerce grant administration
  - Planning for move into new building
- Draft Circulation Policy Updates
- Cassie Public Computer/Printer Management Software Updates
- Port Angeles Facilities Recruitments
- Planning for new computer acquisition
- E-Rate Filing
- Clallam County Revenue Advisory Committee
- Branch visit to Forks and Clallam Bay
- Public Libraries of Washington Legislative Update Calls
- Routine Branch Manager, Collection Management, ILS, IT, and Management Team Meetings







## Customer Comments

### March 2025

*The following comments were received by the Library during the months of March of 2025. Where the customer requested a personal reply by phone or email, it was provided. Customer comments and responses are posted on the Library's website.*

**Comment:**

I would love a sf/f/h speculative fiction book discussion group! I would be happy to volunteer in an organizational role if that helps.

**Response:**

Thank you for sharing your ideas for possible genres for NOLS' Book Discussion Groups. NOLS currently offers three monthly [Book Discussion Groups](#) that provide a wide range of fiction and nonfiction titles that are designed to get the community talking and thinking more deeply about books while expanding interests in genres or topics that individuals might not choose on their own. I will share your request for more science fiction, fantasy, and horror titles with the staff that select the Book Discussion Group titles. We also provide a wide selection of [Book Kits for Adults](#) that can be checked out from the Library for patrons to host their own book group. Each book kit contains several copies of the same book.

**Comment:**

Hello! I have been checking out libraries nearby and also near loved ones to gather a resource list and found a program our library doesn't seem to offer that I'd love to see added! <https://freegalmusic.com/> is offered through several other libraries in Washington state but ours is not listed. With so many people now looking to shift away from subscription services I would love to see this program added to NOLS if possible. It's possible we have something similar that I didn't see as our current resource offerings are quite extensive (Kudos and thank you!) but if not maybe this program can help fill a gap. Thank you for everything y'all do!

**Response:**

Thanks for the suggestion. NOLS doesn't currently subscribe to Freegal Music, but I'll share this suggestion with the Library's Electronic Resources Team which reviews options and makes recommendations. Most of these streaming services have a significant cost, so changes aren't usually made until the beginning of the year, so the Library can budget for them properly.

NOLS does currently subscribe to Hoopla, which provides a music streaming service, in addition to audiobooks, movies and TV shows. You can learn more about it at [www.nols.org/online-resources](http://www.nols.org/online-resources).

If you have further questions, please let me know.

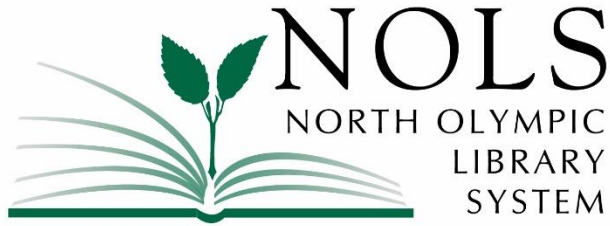
**Comment:**

I can't thank you enough for offering our community free access to "The New York Times" online. Purchasing a subscription has been way out of my budget, but now I can go online, any time I like, and read to my heart's content.

I've discovered I can also use my access anyplace I might run across an article online from "The Times": on Facebook, on a cooking website with a NYT Cooking recipe, doing a Google search that brings up NYT's video clips focusing on a current disaster.

I look forward to using my access to tune into the NTY's live blogs for election results, the Oscars or Golden Globe Awards, or sport's events, like a soccer match or the French Olympics coming up.

Very, very gratefully yours,



## Highlight Log (March 2025)

*The Highlight Log provides an intranet location for NOLS staff to share uplifting anecdotes and patron comments. It was created in 2016 to provide an emotional counter-balance to the DE Log, which is used to track and document disruptive events in that occur in the library. It provides an interesting glimpse into community perceptions about the Library. The following is a list of Highlights logged during the past month.*

### **03/04/2025 – Bookmobile**

A great day in Neah Bay! We signed up new patrons, renewed cards, and handed out free books! We had a visitor who spent at least fifteen minutes pouring over the "What to Read Next" binder from Youth Services and placing holds with us. Way to go Youth Services for this awesome resource! A patron we see regularly cheered when they got their holds and said, "You two take such good care of me!"

### **03/05/2025 – Sequim**

A tween-aged fellow came to the front desk with a large speaker of some sort. He was just popping in to use the restroom and said his friend (a non-library user) was outside and he thought it would be fun for me to "kick him out" to prank his friend. I was in before he could finish his sentence! Right as he got to the front door, he cranked up his music and I took him by the collar and "tossed" him out, yelling "and stay out!!" as his friend looked on in shock. We let the friend in on the joke and we all had a good giggle. Made my whole day.

### **03/06/2025 – Port Angeles**

This week I helped two separate patrons find books on watercolor and oil painting techniques. After locating the books, they both asked if I would like to see their recent paintings, which of course I did. They were both so excited to share, and both were so talented and amazing!

### **03/06/2025 – Port Angeles**

While on my break, I happened to witness this interaction—a patron walked up to the front doors carrying one of the NOLS telescopes and ran into a friend. The friend was shocked by the telescope, and the other friend went on to explain how they could put one on hold and everything they were able to see with it!

### **03/07/2025 – Sequim**

Books and Trivia for 4th graders in Sequim (previously Battle of the Books) had the first of three final trivia competitions last Friday at Helen Haller school after hours. (There will be two separate trivia competitions at Five Acre and OPA schools.) Six teams had pizza and snacks, then competed to see who could remember the most about the two books we read together and discussed in January and

February. Winners of the trivia night—team Starburst—got signed certificates and a printout of books to select from. Their selected book will be purchased with programming funds and donated to the school library on the students' behalf with an inscription of their team name inside. It was loads of fun! They remembered a TON!

### **03/07/2025 – Port Angeles**

We held the final trivia competition for Book Wars at Stevens Middle School today! Shout out to Katie for coming to help tabulate scores. Team Kitty Kitty Meow Meow knew their stuff and took home the winning title—and will be getting gift certificates to Welly's for their hard work! Participants told us they had read books that they otherwise wouldn't have picked up (and liked them!), that the trivia aspect got them to actually read something, and that they enjoyed bonding with their teams.

### **03/12/2025 – Bookmobile**

Today, I had the chance to sit down with Steve. We enjoyed a view of the water and talked about how nothing compares to the ocean. The conversation eventually shifted to cats and other topics. As we wrapped up, Steve thanked me for sharing a meal and stories with him. It was a wonderful opportunity to connect with the patrons at the senior center. We were so caught up in conversation that I was halfway through packing up when someone asked if I was leaving. I said yes, and they quickly realized they hadn't selected their books and movies yet! I unpacked and set everything back up, allowing them to choose their items. I ended up staying over 30 minutes past my scheduled time. It was a great experience to engage with the community and introduce myself in a meaningful way.

### **03/12/2025 – Port Angeles**

2nd Wednesday book group met today to discuss *The Library Book* by Susan Orlean. One of the discussion questions asked what relationship people have with their libraries; participants started talking about all the things they love about their library and the events and programming we provide. Every single participant said that virtual events, like 2nd Wednesday book groups, allow them to interact with people, make friends, and feel like they are a part of their community on days where leaving home feels overwhelming. Many were very excited for the new Sequim branch to open, some were grateful to the library for providing a space for unhoused patrons to come and be safe, and others were excited to see what virtual events were upcoming on the events calendar. It was a great discussion!

### **03/14/2025 – Sequim**

Teens celebrated the 80s in style at Teen Night on Friday. We watched *Honey*, *I Shrunk the Kids*, played retro NES games on Switch, and listened to some New Wave. Some really fun costumes, including a Rick Astley.

### **03/14/2025 – Port Angeles**

A patron approached the front desk to thank NOLS for now offering Kanopy. He told me that at first he wondered if it would really be any good, but tried it out and says, "It's slick, easy to use, and I've watched several really great movies!"

### **03/15/2025 – Port Angeles**

A patron from the Women's League of Voters brought in a box of donuts with a note thanking us for

helping to "protect our democracy." Staff enjoyed some of the donuts, and even more the uplifting message. Hopefully, there were a few donuts left for Monday morning staff.

### **03/18/2025 – Port Angeles**

A patron commended the library for the fantastic Transgender Day of Visibility Display curated by Vik. She thanked the library for standing up for marginalized people. Way to go, Vik!!

### **03/21/2025 – Port Angeles**

I was chatting with a patron in the stacks, and she shared with me a story from her childhood. She struggled to make friends due to a large birthmark she has on her forehead, and it really affected her self-confidence. Upon hearing this story, I was so excited to tell her about a new picture book we have, *Toto* by Hyewon Yum. *Toto* is about a young person who has a birthmark (in the same exact place as our patron) who makes a friend who doesn't mind her birthmark and, in fact, thinks it is pretty wonderful! I snagged the book from the children's new book cart and gave it to her to look at. She exclaimed, "I don't usually check picture books out, but I am taking this one home with me right now! Where was this book when I needed it when I was little?! Kids can be so mean to each other. This gives me hope that things are changing." Picture books are for everyone! Thank you to our YS staff for keeping our shelves filled with inclusive books for kiddos.

### **03/25/2025 – Forks**

One of our regular patrons needed to receive and send faxes to his insurance company in Everett. After completing his paperwork, he was so happy he told us, "You just saved me about \$100 and an all day trip. Do you all want some pizza?" He was back about ten minutes later with our tasty reward.

### **03/25/2025 – Port Angeles**

Incoming Poet Laureate Nellie Bridge came to Teen Tuesday creative writing day to lead us through reading an "I Am From" poem, discussing it, and then writing our own versions. The teens were all wonderful about this change of pace and having a guest. Their first impressions of the poem were "I don't get it" and "This was REALLY confusing!" but by the end one teen went so far as to say "I actually really, really like this poem--can I keep the print out?" They all wrote amazing poems themselves and got to ask Nellie and me about what Poets Laureate do.

### **03/25/2025 – Outreach**

Kayla and I had a wonderful day putting up signs on Madison Falls and Spruce Railroad Trails. With the beautiful weather, many hikers were out and shared much gratitude for seeing the poetry on their walks. A big shout out and thank you, to Clair for all of the hard work she has put in to make Poetry Walks successful over the last few years!!

### **03/26/2025 – Bookmobile**

A young patron who recently enrolled in 1000 Books before Kindergarten is bringing their tracking list in weekly and showing us their progress. They read 11 books last week! Their adult was encouraging other patrons to sign up all of their young readers too.

**03/26/2025 – Port Angeles**

Tonight at 4th Wednesday book group we read *If the Oceans Were Ink* by Carla Powers. We had two new attendees tonight! One regular group member shared that this book helped them examine her prejudices and realize they were unfounded and false, she was humbled. It was a serious, even difficult discussion, but everyone present was kind and open with each other.

**03/31/2025 – Port Angeles**

One of our volunteers was able to be honored at Field Hall by having her portrait painted while she sat for one hour, and then was able to attend the Silk Road Ensemble. In her words, "thank you so much for inviting me to the portrait painting and Silk Road Ensemble concert at Field Hall on Saturday. I had an absolutely wonderful time! The portrait artist, Tracy, was amazing and wowed the crowd, painting a beautiful and sensitive likeness in an hour. Silk Road Ensemble was everything I'd hoped for and more. It was a very special experience and I'm so grateful you invited me. Thanks!" She added that the portraits that were done will be shown at the Grover Gallery in Port Townsend in June.

We're so grateful for all of our wonderful volunteers!!