

2021 ANNUAL REPORT



2021

was a year of resilience. As the pandemic plodded into a second year, the Library found ways to safely deliver services to the community, deepened internal training efforts for diversity, equity, and inclusion, and persevered through the challenges presented by the pandemic. In spite of an unusual year, the Library completed work on four new or renovated libraries, built a new website, and was the first public library in the country to launch an open-source FOLIO catalog.

LAND ACKNOWLEDGMENT

What is a Land Acknowledgment?

A land acknowledgment is a formal statement that recognizes Indigenous Peoples as the original residents of the land and brings attention to the history of the land occupied. It is also a commitment to standing in solidarity to combat Indigenous erasure. Land acknowledgments have been released by a growing number of institutions across the United States and Canada. In 2021, Spokane Public Library partnered with the Spokane Tribe of Indians to create this land acknowledgment that is read at the beginning of programs.

All Spokane Public Library buildings sit on the traditional homelands of the four bands of the Spokane Tribe of Indians: **Sntútʔulixʷi**, **Snxʷmeneʔi**, **Sćqesciʔni**, and **Sčewíleʔ** (Upper Band, Middle Band, Lower Band, Chewelah Band). Since time immemorial, the Spokane Tribe of Indians has lived and cared for these grounds. Identifying themselves as “sqélixʷ,” or “Flesh of the Earth.” We pay our respects to their Elders – past, present, and emerging. We show gratitude to the land, river, and peoples who have been fishing, hunting, harvesting, and gathering here for generations. May we learn from one another’s stories, so that we may nurture the relationship of the People of the Spokane Tribe and to all those who share this land.



nxʷyxʷyetkʷ Hall stage under construction at Central Library in 2021

The Spokane Tribe of Indians also honored the Library with a Salish name for the third-floor hall of the renovated Central Library: **nxʷyxʷyetkʷ** Hall, meaning “Life in the Water.” (Pronounced n-whee-whee-et-k-wh). *The Spokane River*, an anthology about the Spokane River edited by Paul Lindholdt of Eastern Washington University, found five or six different traditional names for the Spokane River and **nxʷyxʷyetkʷ** was one of them.

2021 BY THE 1 NUMBERS

TOTAL LIBRARY VISITORS **181,645**

NEW
WEBSITE
AND
CATALOG

465,098
WEBSITE
VIEWS

6

ARTISTS-IN-RESIDENCE
AT THE HIVE

2,280

Items delivered
to Meals on
Wheels seniors

1,500+
meeting
room
bookings



4

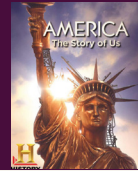


1

Refreshed brand
identity & brand
message guide

CONSTRUCTION
PROJECTS
COMPLETED

America:
The Story of Us
Most watched
on Kanopy



3,270
STA SUMMER
BUS PASSES
HANDED OUT



727 course
completions

LinkedIn Learning

5,618
VINTAGE
POSTCARDS
DIGITIZED



51,785

Video Views
on YouTube

1,180,668

Items Checked Out

543,755 DIGITAL +
636,913 PHYSICAL

5

NEW DATABASES ADDED

Udemy, Teen Resource Center, Brain-
fuse, Northstar Digital Literacy, Craftsy

DIGITAL SERVICES USED

eBooks **193,241**

Audiobooks **173,216**

Videos **92,027**

Music **54,776**

Magazines **30,495**



2

NEW SUMMER
READING
PUBLICATIONS

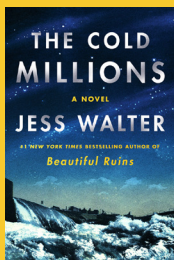


757

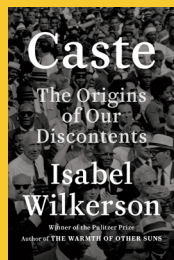
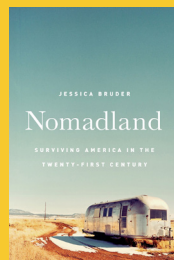
free Covid-19
test kits
distributed

29,251
new cardholders

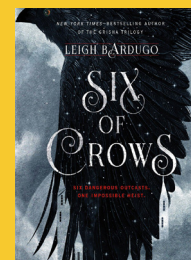
TOP CIRCULATED TITLES



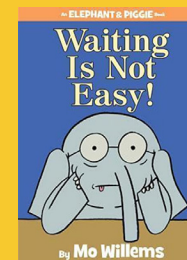
Fiction



Non-Fiction



Young Adult



Youth



Youth & Adult DVD



CAUSE FOR CELEBRATION

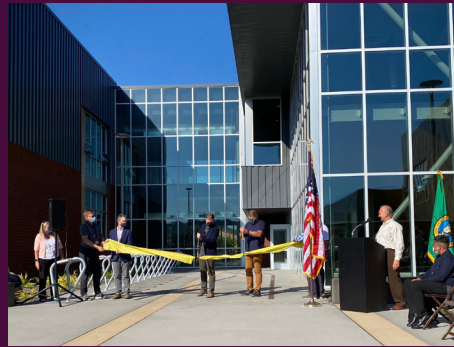
In 2020 and 2021, five new and renovated Libraries were under construction, funded by the \$77 million bond voters passed in 2018. Four of the five active projects opened in 2021.



The Hive™

Opened August 12, 2021

In partnership with Spokane Public Schools, the Library opened a cutting-edge facility in the Sprague Union District. This building includes training facilities and offices for Spokane Virtual Learning as well as studio spaces for local artists. The Hive already won an architecture award from The American Institute of Architects Spokane chapter.



Hillyard Library

Opened September 2, 2021

The new Hillyard Library is located on the Shaw Middle School campus. The Library's partnership with Spokane Public Schools efficiently uses tax-payer funds to expand services to the community. The new Library boasts a mountain-themed children's playspace, three private group study rooms, a large event space, and a maker studio.



Shadle Park Library

Opened November 3, 2021

The Shadle Park Library renovation doubled the size of the existing library to 30,000 square feet. Visitors to the new Shadle Park Library enjoy access to a large event space, several private study rooms, a maker studio, and an enhanced children's playspace called Moose's Market.



Liberty Park Library

Opened November 12, 2021

Located adjacent to the aquatic center at Liberty Park, this building is nearly double in size to the former East Side Library that it replaces. This location features beautiful westward views of the park and a Sasquatch-themed children's playspace. The Library also includes a quiet reading room, two group study rooms, and a large event space.

3 NEW CHILDREN'S PLAYSPACES OPENED IN 2021

In the planning phase of our capital bond project, voters indicated children's spaces should be a top priority. Studies show that play-and-learn spaces in libraries are associated with increases in caregiver and child conversation which supports language, literacy, and STEM skills.

To make these spaces come to life, we engaged Luci Creative, a Chicago-based children's playscape design firm, to develop six whimsical children's spaces at our libraries, three of which opened this year.



Sasquatch Shack, Liberty Park



Mt. Shaw, Hillyard



Moose's Market, Shadle Park

TECHNOLOGY IN THE LIBRARY OF THE FUTURE

With the opening of new facilities and evolving expectations around online user experience, the library introduced new technology in 2021.



LAPTOP KIOSK

Borrow a laptop for 90 minutes at Shadle Park Library to work anywhere within the building.



AUTOMATIC MATERIALS HANDLING

Returned items are sorted effortlessly to get into customer's hands quicker.



REMOTE LOCK

Customers can reserve a room online, receive code by email, and unlock their meeting room in a seamless experience.



NEW LIBRARY WEBSITE

With digital services in increasing demand, the time was right to redesign the dated and verbose Library website. All the design and coding was done in-house.

SPOKANE PUBLIC LIBRARY INTRODUCES FOLIO

After years of being underwhelmed by ILS products, otherwise known as catalog providers, Spokane Public Library decided to throw MARC records out the window, part ways with ILS provider Horizon, and be an early-adopter of an industry disruptor called 'the Future of Libraries Is Open' or FOLIO. FOLIO is a collaborative effort on the part of libraries, vendors, and developers to develop an open-source library services platform. FOLIO is fundamentally different than other Integrated Library Systems, utilizing an extensible operating system and app model.

More than a year of development and planning had transpired when Spokane Public Library opened on Monday, December 13, 2021 with all essential business functions related to FOLIO were up and running. The customer-facing catalog was working, circulation was functioning, and data migration errors were minimal. While FOLIO is already used in several academic libraries globally, Spokane Public Library became the first public library in the United States to go live with FOLIO.



Rob Roose, Support Services Director and Gordon Goldner, Lead Developer, team up on a FOLIO working session at The Hive.

HIGHLIGHTS OF THE YEAR 2021

As the COVID-19 pandemic trudged into the second year, the Library continued to find ways to safely deliver services to the public.

In early 2021, Governor Inslee released a phased re-opening approach. Based on that plan, the library gradually reopened starting in March 2021—exactly one year after closing to the public. With the support of the Communico booking platform, the library initially required appointments for Grab-N-Go access or computer access, but quickly transitioned in April 2021 to allowing customers in for brief visits, no appointment needed.

With fluctuating case counts throughout the year, the Library did its best to keep the doors open while still maintaining a safe environment. While in-person programming was still suspended for the duration of the year, the library completed a number of projects to enhance services, including:



SUMMER READING MAGAZINE

With in-person Summer Reading programs suspended, the Youth Services and Marketing teams wrote and designed a 24-page youth magazine, *Spokane Somersault*, packed with activities, and a 12-page teen zine.



PUBLIC ART SELECTED

A committee of Library staff and Spokane Arts members selected three permanent art pieces

for new and renovated locations and a range of portable works. More than 30% of the pieces purchased are by artists of color or Indigenous artists.

ONGOING CONSTRUCTION

Construction on Central Library continued through 2021 and will complete in mid-2022. South Hill and Indian Trail closed in November 2021 to prepare for renovation.



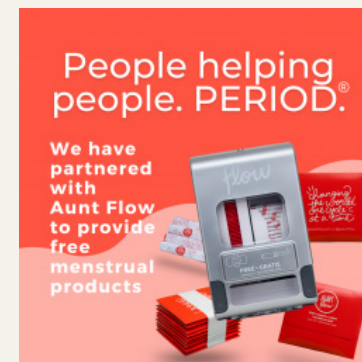
ARTISTS-IN-RESIDENCE

Six artists in residence enjoyed expanded studio space during the first six months of the inaugural artist-in-residence program at The Hive.

PARTNERSHIP WITH HIGHER EDUCATION

In a unique collaboration between higher education and a public library, sp3nw

(a regional startup hub) combines the industry expertise of a life sciences incubator of Washington State University (WSU) with the public reach of the Spokane Public Library. WSU helps cover the subscription costs for Bloomberg and PitchBook.



PROMOTING PERIOD EQUITY

The library partnered with Aunt Flow, a woman-owned company, to provide 100% organic cotton tampons and pads in all public and staff restrooms. By supplying free period products we are combating period poverty in our community.

OPEN 7 DAYS A WEEK

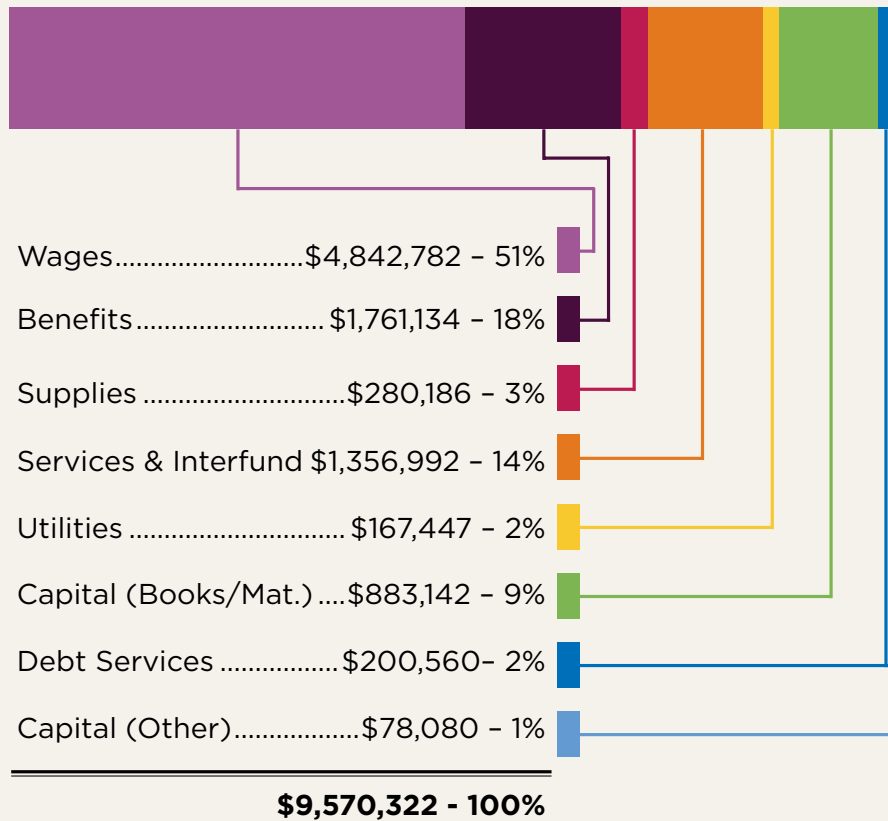
As new and renovated libraries opened, they now offer expanded self-service hours 7 days a week.

DIVERSITY, EQUITY, & INCLUSION

The library continued to deepen internal work on Diversity, Equity, and Inclusion in 2021.

- Staff participated in quarterly training on:
 - Working with LGBTQIA2S+ Communities
 - Anti-Indigenous Racism 101
 - Understanding Implicit Bias
 - Understanding Microaggressions
 - Understanding White Supremacy Culture
- Staff were invited to join affinity groups for LGBTQIA2S+ and People of Color.
- Staff received a monthly DEI newsletter educating and informing staff on DEI issues and learning opportunities.
- Staff formed a book discussion group to center continuous learning around DEI topics.

2021 Expenses



2021 Spokane Public Library Board of Trustees

Lara Hemingway, Chair
 Casey Linane-Booey IV, Vice Chair
 Jim Kershner
 Mary Starkey
 Nathan G. Smith

Library Executive Director: Andrew Chanse

The Spokane Public Library Board of Trustees meets on the 3rd Tuesday of every month. Due to COVID-19 these meetings are held virtually via Zoom and are live streamed on YouTube.

Friends of the Spokane Public Library

An all-volunteer group dedicated to funding special projects for the library through funds raised from used book sales and membership fees.

go.spokanelibrary.org/friends

Spokane Public Library Foundation

A nonprofit organization governed by a Board of Directors, the Foundation enhances programming, services, and resources offered by the library through advocacy, partnerships, and private dollars.

spokanelibraryfoundation.org



spokanelibrary.org