SPOKANE PUBLIC LIBRARY

MINUTES OF THE BOARD OF TRUSTEES MEETING
June 17, 2025

The regular monthly meeting of the Spokane Public Library Board of Trustees was held on Tuesday, June 17, 2025 in-person at The Hive with virtual access via Zoom meetings.

Present were:

MEMBERS	Mr. Gary Stokes – Chair of the Board - Absent
	Ms. Dani DeJaegher
	Ms. Mari Margil
	Ms. Shelby Lambdin
	Ms. Alexi Castilla
COUNCIL LIASION	Councilmember Kitty Klitzke- Absent
LIBRARY DIRECTOR	Mr. Andrew Chanse

CALL TO ORDER
The meeting was called to order at 4:30pm by Ms. Lambdin.

VISITORS
Amanda Donovan
Jason Johnson
Nicole Edwards
Denise Neujahr
Jarrel Gooh
Vanessa Strange
Samantha Day
Jordan Hilker
Ashley Lock
Natalie Hilderbrand
Eva Silverstone
Paul Chapin
Amy Burchell
Marcia Johnson
Jennie Anderson
Lisa Cox
Skyler Noble

CHANGES TO THE AGENDA
None

APPROVAL OF APRIL 22, 2025 MEETING MINUTES
Ms. DeJaegher moved to approve the motion. Ms. Margil seconded the motion. The motion passed unanimously.

SPOKANE PUBLIC LIBRARY

APPROVAL OF APRIL & MAY 2025 BILLS & CONTRIBUTIONS

Ms. DeJaegher moved to approve the April bills and contributions. Ms. Margil seconded the motion. The motion passed unanimously.

Ms. DeJaegher moved to approve the May bills and contributions. Ms. Margil seconded the motion. The motion passed unanimously.

FINANCIAL UPDATE

Ms. Edwards covered cash and investment trends. The library could pay 106 days of operating costs as of May. In May, we received Levy Lid Lift dollars as expected. Expenditures for April and May were explained and total for April was $1,127,349 and May was $1,881,420. Ms. DeJaegher asked why interfund charges were so high in May. Ms. Edwards explained there were many second quarter payments in this period and the new Indirect charge is the highest item we have paid for to date. Unemployment and worker's compensation have not been consistent each time with their quarterly

charges and this month they posted in the same month. In the past they haven't fallen on the same month. Ms. DeJaegher asked if this was expected. Ms. Edwards confirmed.

Ms. Lambdin asked if we contract out for snow removal. Ms. Edwards explained we do contract this service and that we use Pete's Garage and we do a request for quotes every 5 years to ensure we get the best deal. Ms. Margil asked if Pete's Garage does snow plowing for the City. Ms. Edwards confirmed that this company does not perform snow plowing for the City.

Bond Update: Combined costs for April and May for the bond projects totaled $182,041 and $124,018 of this was for the Nevada project. Substantial completion was on May 7th for the Nevada project, but the contractor has surpassed that date and is still working on punch list items. They are currently in a $300 penalty-per-day arrangement since we are past the substantial completion deadline. Once the inspection is complete and passed by the City, we will obtain the Certificate of Occupancy. Ms. Edwards covered other expenses in the Bond Update. Ms. Edwards reported there are a few punch list items and shared those for the Nevada project. Final closeout documents will include a certificate of substantial completion, and these items will likely be brought before the board before the end of the year. Ms. Margil asked if we are waiting on those to go live with the Nevada project. Ms. Edwards said no, the Certificate of Occupancy is what is required for opening the Nevada site. Ms. Margil asked if there is a timeline for completion. Ms. Edwards explained we don't have a firm date at this time due to the punch-list items outstanding.

Business Office: Business Office news was shared. The mid-annual budget review happened. Modifications for budget are on an accelerated timeline which is July 20th, but the Library has been provided with a flexible arrangement because we are helmed by our own board. There is an upcoming budget meeting to discuss this with City Budget Office. Accounting managers throughout the City went to a meeting to streamline more processes to for various tasks each department shares. Ms. Edwards covered payroll schedules after the recent hours change.

SPOKANE PUBLIC LIBRARY

CHAIRMAN'S REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Mr. Chanse shared the Director's report from the past two meetings since the May meeting was cancelled. Highlights included feedback for Vision 2030 and his trip to ULC conference in Toronto, Canada. The library posted booklists for AA&NHPI Heritage Month, Jewish American Heritage Month, and Arab American Heritage Month. A new collaboration with Velocity and Zephyr FC was introduced. Due to state budget cuts, the team is working with Gale to see if we can get a deal on a package for databases. Thrive hosted a groundbreaking for the B property on Nevada. New operational hours for the library started on June 8. Congratulations to Eva Silverstone for being named a Mover & Shaker by Library Journal. STAR Spotlight went to Colin Stuart for building the digital exhibit for the Trent Alley exhibit. In May, the STAR went to Sharma Shields and Jordan Larkin. Follow-up questions are being built for the staff engagement survey. Ms.

Lambdin asked if there is more discussion at the state level for funding costs for diversity initiatives. Mr. Chanse answered that at the state Humanities WA level, they are looking for new streams of funding. Mr. Chanse will be on a call with Baumgartner about the national level of some of these things. No further comments.

COUNCIL LIAISON REPORT

None

COMMUNICATIONS REPORT

Ms. Donovan shared the Marketing and Communication highlights from the past two months, including the partnership with Zephyr and Velocity FC culture passes online, the operational hours change from June 8, the Thrive International groundbreaking and kiosk wrap installation, and the end of the My Library, My Story campaign. There were 19 media mentions in May. The most visited library pages were the My Library, My Story and the introduction of the soccer passes. Ms. Donovan covered top social media posts from the past two months. Ms. Murcar covered statistics from the My Library, My Story campaign. Ms. Margil asked if the stories will be used more over time. Ms. Murcar mentioned there is no plan, but they will be archived and could be used. Ms. Castilla asked what the difference between earned and paid media. Ms. Donovan answered that earned media is when the news or a publication covers the library without payment. Ms. Lambdin asked what the average email open rate is because 35 percent seemed high. Ms. Murcar mentioned the average open rate is about 25 percent for the general newsletter and the youth newsletter is around 40 percent. No further comment.

PROGRAMMING REPORT

Mr. Johnson shared programming highlights from the past two months, including the Minecraft Block Party and the Plant Swap. The 25th anniversary of the Office of Neighborhood Councils was featured during Lilac City Live. Mr. Johnson covered other major events from April such as various concerts and documentary showings. Viet Thanh Ngyuen was a special guest speaker for an event partnered with Asians for Collective Liberation. No further questions.

SPOKANE PUBLIC LIBRARY

NEW BUSINESS

13a. Policy Formatting Update - Samantha Day

Ms. Day explained the policies are expected to be reformatted and revised to look more modern and clearer.

The Library Board is requested to approve the updated policy “Volunteering at the Library”, formatting changes only. Ms. DeJaegher moved to approve the motion. Ms. Margil seconded the motion. The motion passed unanimously.

The Library Board is requested to approve the updated policy “Meeting Room Use”, formatting and room capacity changes only (Liberty Park seated capacity). Ms. DeJaegher moved to approve the motion. Ms. Margil seconded the motion. The motion passed unanimously.

The Library Board was requested to approve the updated policy “Social Media Policy”, formatting changes only. Ms. DeJaegher moved to approve the motion. Ms. Margil seconded the motion. The motion passed unanimously.

13b. Update to Resident and Non-Resident Library Card Policy - Caris O'Malley

Mr. O’Malley explained the revisions needed to the Resident and Non-Resident Card Policy, such as expanding criteria for free library card access, clarifying partner and reciprocal access, enhancing digital access, and explaining the fees associated.

Ms. DeJaegher asked what the fee is for non-resident cards. Ms. Edwards explained $42 and $3.50 per month. Ms. DeJaegher asked how many non-resident cards there are. Ms. Edwards reported about between 10 and 20 per month. Ms. Margil asked if there is ongoing communication with the Tribe. Mr. O’Malley explained this is an ongoing process, and we have collaborated on the Land Acknowledgement and the naming of the third-floor stage. Ms. Margil asked if we checked with the Tribe if they want this. Mr. O’Malley replied no. Ms. Margil expressed hesitancy moving forward on this one until we get clarification. Ms. Castilla asked if there is an age requirement for fees for non-residents. Mr. O’Malley explained there is no age distinction on non-resident cards. The motion was placed on hold. No further comments.

13c. Update to Technology and Internet Use Policy - Tara Neumann

Ms. Neumann explained that this policy was reviewed by staff through ThoughtExchange and the updates reflected involve the new and updated technology at the branches. Ms. DeJaegher asked if the old policy was included in the packet. It was confirmed it was in the packet.

SPOKANE PUBLIC LIBRARY

The Library board is requested to approve the revised Technology and Internet Use Policy, effective June 17th, 2025. Ms. DeJaegher moved to approve the motion. Ms. Margil seconded the motion. The motion passed unanimously.

13d. Community Technology Firewall Software Purchase - Nicole Edwards

Ms. Edwards covered the background of the item. The Spokane Public Library Community Technology team had historically and perpetually been implementing firewall software and licensing for our network and the servers that we operate. The purpose of FortiGate software licensing was to enable and manage the full functionality, security features, and ongoing support of FortiGate firewall devices. Licensing would ensure that organizations have access to the latest updates, services, and protections.

Ms. Margil asked for clarification on why a Spokane County Library District address was listed as the delivery on the quote. That was an error from the vendor that will be corrected. Ms. DeJaegher asked if the rates are comparable in the software requested from the same company. Ms. Edwards explained that the quotes are in fact for identical items purchased. This is outlined in the request for quotes so we can be sure it's the

same. Ms. Lambdin asked if the software is for library systems. Ms. Neumann said it is general. Ms. Lambdin clarified if they work with different government groups. Ms. Edwards explained that this company has a government contract with the state and they do work with government agencies. Ms. Margil asked if there is concern over entering a 5-year agreement. Ms. Neumann explained the updates are included in the 5-year agreement. Ms. Edwards explained why this timeline worked well which is because it locks in a fixed expense that will not increase during those five years. Ms. DeJaegher asked if the City would try to streamline through the Library's technology. Ms. Edwards said no, they would not for the purpose of this agreement. Ms. Margil asked for the reason that the cost is so much higher than it was five years ago. Ms. Edwards confirmed that it is a combination of inflation and that we have doubled the items that use this software with the high volume of technology purchases that came with our bond projects.

The library board was asked to approve a motion for the Library to purchase a five (5) year term agreement for firewall software and licensure with CDWG in an amount not to exceed $47,371.50 (quote written was issued May 13, 2025). This amount is subject to minor modifications as required or requested by Library. Ms. DeJaegher moved to approve the motion. Ms. Margil seconded the motion. The motion passed unanimously.

13e. Library Closure for Annual Staff Day - Samantha Day

Ms. Day explained the background of this item with a closure requested for staff day developments. We requested board approval for library closure all day on Wednesday, September 24th, 2025. Regular hours are 9 am to 6 pm. Ms. DeJaegher moved to approve the motion. Ms. Margil seconded the motion. The motion passed unanimously.

13f. 2025 Staff Engagement Survey Results - Samantha Day

Ms. Day shared the changes and results from the annual staff engagement survey. The highest score this year was, "I am proud to work at the library." Areas of improvement

were in workplace policies, resources, and safety. The next step is to seek out more information regarding these items. Ms. Castilla asked if we knew which questions were consistently skipped. Ms. Day did not find this information, but it could be filtered. Ms. Castilla asked what deeper dive" meant. Ms. Day explained we will ask an open-ended question via ThoughtExchange to get more actionable items. Ms. Margil asked if results are anonymous. Ms. Day confirmed. Ms. Castilla asked why Facilities and the safety team was underrepresented. Ms. Day explained that department does not utilize their computers and devices as often as other employees. No further comment.

13g. Summer Reading Club - Denise Neujahr and Skyler Noble

Ms. Noble and Ms. Neujahr shared the details of the Summer Reading Club challenge for 2025. Ms. Castilla asked if the presenters are paid for events. Ms. Neujahr explained that presenters are paid an honorarium. No further comment.

13h. Artist-in-Residence Program Overview – Eva Silverstone

Ms. Silverstone shared an overview of The Hive and the Artists-in-Residence program. No further comment.

SPOKANE
PUBLIC LIBRARY

EXECUTIVE SESSION
None

PUBLIC COMMENT
The public had the option to email trustee@spokanelibrary.org with any comments.

NEXT REGULAR MEETING
The next regular meeting will be Tuesday, July 15, 2025. Location will be at Central Library.

ADJOURNMENT
The meeting adjourned at 6:19pm.

Secretary _____

Chairman, Board of Trustees _____ Date 7/15/25