

The Seattle Public Library
Board of Trustees Meeting
12:00 p.m. Thursday, April 27, 2023

Washington Mutual Foundation Meeting Room 1, Level 4
1000 Fourth Ave., Seattle, WA 98104

Remote Listen Line:

Dial: 213-282-4570 / Phone conference ID: 282 980 728#

Watch Live:

<https://www.microsoft.com/microsoft-teams/join-a-meeting>

Meeting ID: 263 997 064 831 Passcode: kUxZY5

Verbal or written public comment welcome.

Submit written comments in advance to: library.board@spl.org.

Agenda

- A. CALL TO ORDER
- B. APPROVAL OF AGENDA
- C. PUBLIC COMMENT
- D. CONSENT
 - 1. Minutes of March 30, 2023 Library Board Regular Meeting
 - 2. March 2023 Finance Reports
- E. CHIEF LIBRARIAN REPORT
 - 1. Chief Librarian Report
 - 2. System Report
 - a. 2023 Summer of Learning: Amy Twito, Youth and Family Services Program Manager
 - b. New E-card Project: Andrew Harbison, Director of Library Programs and Services
- F. OLD BUSINESS
 - 1. Revised 2022 Year End Levy Report
- G. NEW BUSINESS
 - 1. E-Rate Program – Public Use of the Internet Policy Update
 - 2. Books Unbanned Program – Borrower Eligibility and Responsibilities Policy Update
 - 3. Library Foundation and Friends of the Library Updates
 - 4. Updates from Library Board Members
- H. EXECUTIVE SESSION
- I. ADJOURN
- J. NEXT LIBRARY BOARD MEETING: May 25, 2023

(For more information, call Laura Gentry, head of the Communications Office, at 206-915-9028.)

Unapproved Board Minutes

Board of Trustees Meeting
The Seattle Public Library
March 30, 2023

CALL TO ORDER

The regular meeting of The Seattle Public Library (SPL) Board of Trustees was held on March 30, 2023. Library Board President Carmen Bendixen called the meeting to order at 12:02 p.m. Vice President W. Tali Hairston and trustees Yazmin Mehdi and Ron Chew were in attendance. Trustee Jay Reich was unable to attend. The meeting was conducted with a remote attendance option via video conference.

APPROVAL OF AGENDA

It was moved and seconded to approve the agenda as published; the motion carried unanimously.

PUBLIC COMMENT

Executive Assistant Amy Lawson said one written public comment had been received from a patron with associated questions regarding that patron's exclusion from the Library. Ms. Lawson said the comment had been shared with all trustees via email. Executive Director and Chief Librarian Tom Fay said the Library would review and satisfy the requests contained in the email, and would then provide an update to the board.

CONSENT

It was moved and seconded to approve the consent agenda as published; the motion carried unanimously.

Mr. Fay and Library Board Trustee Yazmin Mehdi thanked Ms. Lawson for thorough meeting minutes from the February 10 Library Board special meeting/retreat.

CHIEF LIBRARIAN REPORT

Chief Librarian Report

Mr. Fay said the Global Reading Challenge finals were held the week prior at the Central Library. He said the challenge was amazing and took ten tie-breaker questions for a win. He said the second place team ultimately missed only one part of a two-part question to bring the competition to a close. He said more than 300 people attended, and the Library had to open overflow seating in the auditorium to accommodate everyone. He said there was great enthusiasm and excitement. He gave kudos to the program lead, Jenny Craig, and her entire team, and encouraged trustees to attend in future years.

Mr. Fay said the Library had been fortunate to be invited to participate in the Federal Community Projects Funding process with the City's Office of Intergovernmental Relations (OIR), and now has two community project funding requests, for \$2.5 million each, supported by the Mayor's Office and OIR. He said the first request is associated with youth workforce development, and the second is related to a capital project for the University Branch to fund seismic retrofit needs. He said Representative Pramila Jayapal's team has been very helpful in navigating the seismic funding request. He said now is the time for Foundation and Friends board members to advocate for the Library by contacting their representatives or senators. Mr. Fay said including FEMA grants and other requests, the Library could potentially receive up to \$12 million in federal funds. He said the

requests could still be derailed, but there has been great work by Library staff and Friends and Foundation board members in support of these efforts.

Mr. Fay called attention to a “Fine Free – Three Years Later” infographic contained in a staff report included in the meeting packet. He said the infographic contains good information on how well the change is working to meet many of the Library’s equity goals as intended. He said the meeting packet also contains a great report from the North Regions that provides insight into the work and challenges in those branches, as well as a report from Human Resources staff on Creating Career Mobility and the work being done to provide better development opportunities and support for staff.

Ms. Mehdi said she would be sending a personal letter to request support for community project funding from the federal government, and asked whether the board might send a letter as a group. Mr. Fay said Library Board President Carmen Bendixen did send a letter of support on behalf of the board for both sets of requests. Mr. Fay offered kudos to Community Partnerships and Government Relations Program Manager Kiersten Nelson and other members of the staff team who worked quickly to turn around the requests and support letters, navigating all of the requirements.

System Reports

Strategic Planning Project Overview

Mr. Fay introduced Greg Netzer, the lead consultant from Territory, who is working with SPL on its strategic planning effort. He said Mr. Netzer has reviewed the work done by Houston Foresight, has been working with the Library’s Core Team, and has presented two sessions at the Library’s All Staff Day. He said Mr. Netzer has been good about honing in on areas the Library needs to work on and helping to design an engagement process for community and internal stakeholders.

Mr. Netzer said Territory is different from other consulting firms in that they marry a design studio and management consultancy, so their projects are based on visual thinking and human-centered design. He said they are not prescriptive, and they engage in co-creative and collaborative work that brings all voices into the conversation to find ways to move forward together. He said they work with for-profit and nonprofit clients, and work with systems and processes the organizations have. Mr. Netzer said Territory is following the work of Houston Foresight and will put together a plan to move the preferred scenario forward while bringing the community along. He said they will build deep engagement with the Library’s community, both within and outside of the organization. He said it will be important to include marginalized communities as well as those who don’t typically use Library services. He said Territory will be using the “theory of change” model as the model for the strategic plan. Mr. Netzer said at the end of the process, Territory will assess where the organization is today and where it is capable or needing support to bring the agreed upon future to fruition.

Mr. Netzer said the theory of change model is based on the idea of is going into an effort with the understanding that one is trying to achieve some sort of change. He said the process is built on the idea of the impact of the change and what needs to be in place in order to create that impact. He said the process typically includes elements of “resources” and “activities” which can be planned for, “outputs” and “outcomes” that come out of those, and “impacts” of the plan. Mr. Netzer said the interesting part of doing a strategic plan like this is that the work is done backwards. He said the effort starts by focusing on what impact the Library believes it can have on the larger Seattle community in 10 years’ time, and then working backward to understand what needs happen in the community in order for that impact to be achieved. He said the results of the Library’s work will create the outcomes that will make the impact possible. He said activities would include what SPL needs to do to affect the outputs, and what resources are needed in terms of finances, staffing, and partnerships to do the work to create the impact.

Mr. Netzer said phase one of the project included reviewing a significant amount of background going back ten years and continuing through the Foresight work. He said it included meetings with the Library's Core Team to understand their work to date, as well understanding what they think the future vision could look like and how the Library might impact the community. He said in a meeting earlier that day, the team looked at SPL's existing internal values to ask whether they still hold true for the future of the next ten years. He said they asked how the Library might adjust, and how it might think about including all of the communities it hopes to engage. He said the Library will need to draw from its values as well as hold itself accountable to them.

Mr. Netzer said the project is currently in phase two which is the beginning of stakeholder and community engagement. Ms. Mehdi said the strategy chosen in the Foresight process was called "ecosystem anchor." She said the definition of those two words is dependent upon how it is seated. She said phase two would need to be iterative to receive feedback about what it means to be the ecosystem anchor. Mr. Netzer said the whole process is framed as an iterative process so that decisions can be tested and reviewed throughout the process to make adjustments and keep everything in alignment. He said iteration is very important in this process, especially with broad community input. He said the project is getting ready to conduct individual interviews to lean into what stakeholders think of the preferred future. Mr. Netzer said there may be an opportunity within the interviews to talk more specifically about the words "ecosystem anchor" and how they are understood. He said the team would need to determine an agreed-upon definition that can be shared with the community for discussion and feedback. He said the Library could then adjust or iterate.

Trustee W. Tali Hairston asked if there will be a particular framework or methodology to interpret the data. Mr. Netzer said there will be a collaborative review. Mr. Hairston asked if data would be viewed through a lens or framework that might help one to understand how conclusions were reached. Mr. Netzer said SPL has a racial equity framework and there have been initial conversations about using that as a way to hold the project accountable to that lens. Mr. Hairston said he can appreciate using a racial equity lens. He said he could also appreciate looking with a thematic lens, or a qualitative or historically qualitative lens. He said it could be looked at structurally in terms of quantitative data. Mr. Hairston said how the data is treated would be his question for further discussion. Mr. Netzer said his team does take a thematic approach, and most of the work will be qualitative in nature, with individual and focus group conversations where his team will look for thematic "heat map" areas. He said he is primarily thinking of broader survey data as qualitative.

Mr. Netzer said following the engagement, Territory will produce a summary document on information received. He said, based on today's conversation, he will connect with Mr. Fay to think further about how that is put together. He said coming out of the engagement phase, the team should have a good sense of direction and priorities of the Library's key stakeholders and communities. He said it would then be wrapped into the planning for activities and resources that are needed. Mr. Netzer said once the engagement phase is complete, there will be a series of strategic workshops with the Core Team to co-create the strategy, working backward from the impacts the community wants to see. He said once that is drafted, the team will reconnect with stakeholders to ask for their response to the draft, and will make any necessary alterations as well as publish the responses.

Mr. Netzer said the Houston Foresight work identified seven elements the Library will need to pay attention to, regardless of which future scenario comes about. He showed a page listing "The Big Seven" which include: equity, staffing, space, prioritization, localization, technical and digital proficiency, and partnerships. He said the Library will need to think about how to address these seven issues and formulate a response or plan around each. He said thinking about each of these pieces will be a critical part of moving this plan forward. Mr. Netzer said "The Big Seven" are the starting place. He said he gave presentations at the Library's All Staff Day and asked participants

which of the seven they thought were most important. He said half of all staff respondents said that prioritization is the number one most important issue.

Mr. Netzer said the team is in the process of finalizing the question guide for the initial stakeholder interviews and focus groups. He said they are also clarifying audiences for surveying. He said he would be joining the All Boards Meeting to share this information with the Foundation and Friends boards, and to get a sense around the impact the boards want to make.

Ms. Mehdi said it was interesting and unexpected to her that prioritization is the biggest issue for half of the staff. She said that knowledge informs her thinking, as a trustee, in how she views “The Big Seven.” She said that is what she meant by iteration. Mr. Fay said prioritization was not a surprise to him or to the senior leadership team. He said it has been an issue for the eight years he has been at SPL. He said as the Library has moved from more traditional library services and programs to trying to do more equity and race and social justice work, it has meant that staff need to fit additional work into the day while also running branches. He said staff know the new work is a priority, but the other work still remains, so it makes sense that prioritization is a focus, followed by staffing. He said splitting people multiple ways to accomplish work is not the most effective and means many programs and services cannot be taken to scale. He said staff realize that services and programs need to be at scale to have impact.

Seattle Reads 2023

Literature and Humanities Program Manager Stesha Brandon said the 2023 Seattle Reads selection is *The Swimmers* by Julie Otsuka. She said Ms. Otsuka will be doing four programs with the Library in May. Ms. Brandon said the Library thought it would be fitting, on the 25th anniversary of the program, to bring back a beloved author. She said Ms. Otsuka is one of the most impactful authors to have come through the program, and it was perfect timing that she has another fantastic book that is discussable, interesting, and focused on topics that haven’t yet been explored in Seattle Reads. Ms. Brandon said Ms. Otsuka was the Seattle Reads author in 2005.

Ms. Brandon said *The Swimmers* begins as a story about what happens to a group of recreational swimmers when a crack appears at the bottom of their local pool. She said one of the swimmers is a woman named Alice who is slowly losing her memory. She said one of the beautiful parts in the first movement of the book is how the community cares for Alice as they recognize she is losing her memory. Ms. Brandon said as Alice’s memory loss progresses, the book shares glimpses of some of Alice’s childhood memories when she was in a Japanese American incarceration camp during World War II. She said, in the final chapter, Alice’s estranged daughter re-enters her mother's life at that devastating moment. Ms. Brandon said the book is written in three distinct sections, almost like movements in musical sense, which are very different from one another, and which read very differently. She said, taken together, the text has a building incantation, which ends with a moving and brutal impact, but is also very beautiful. She said themes of the book are memory loss, dementia, community, an exploration of memory itself, and the question of what debts we owe one another.

Ms. Brandon said Ms. Otsuka was born and raised in California and is very well respected. She said Ms. Otsuka was the recipient of a Guggenheim Fellowship and her first novel, *When the Emperor Was Divine*, won the 2003 Asian American Literary Award and the 2003 American Library Association Alex Award. She said her second novel, *Buddha in the Attic*, was a bestseller and a finalist for the National Book Award, and won the 2012 PEN/Faulkner Award for fiction. She said Ms. Otsuka now lives in New York, and the Library is very excited that she is able to come and celebrate 25 years of Seattle Reads with this amazing book.

Ms. Brandon said the Library has been doing community outreach and has two community liaisons this year: retired Elliott Bay bookseller Karen Maeda Allman, who was the first person to recommend *The Swimmers* for Seattle Reads, and the Library's older adults program manager Emily Billow, who is working to connect the Library to programs with older adult and memory loss communities. Ms. Brandon said Ms. Otsuka will do four programs: two at Senior Centers, one at the Lake City Branch, and one at the Central Library. She said daytime programming will be prioritized to ensure accessibility for older adult patrons. She said it was a conscious choice to time the programs to coincide with Dementia Awareness Week, as well as just prior to June which is Alzheimer's and Brain Awareness Month, to help bring awareness for community partners. Ms. Brandon said the Library is working with enthusiastic partners the Frye Art Museum's Creative Aging Program, the Memory Hub at the University of Washington Brain and Wellness Center, the Greenwood Senior Center, and with Densho. She said reading suggestions from partners have been integrated into the discussion guide. She said the Frye Creative Aging Program and the Memory Hub are hosting an auxiliary event that will be a facilitated gallery walk focused on art with ties to themes in the book, followed by a moderated discussion of the book.

Ms. Brandon said 25-30% of the Library's cataloged copies are being set aside for prioritized audiences and distributed through partners to community centers and specific book groups, such as a book group at the Greenwood Senior Center that is specifically for mothers experiencing dementia and their daughters. She said cut paper artist Lauren Iida will create a "memory net" inspired by *The Swimmers*, which will be displayed as part of the programs in May, and will remain on display at the Central Library through June. Ms. Brandon said an exhibit in the Central Library's Level 8 gallery space will celebrate the 25th anniversary of Seattle Reads with posters, photos, video, and other items from throughout the program's history. She said the exhibit will honor the work of the program's early stewards, Nancy Pearl and Chris Higashi, with whom she has been in touch, and both of whom are very supportive of the project. She said the exhibit will include a TED talk given by Ms. Higashi in 2012, as well as a host of fun memorabilia. She said the exhibit will show the history and timeline of the program, as well as its global impact. Ms. Brandon said it shouldn't be understated that the One Book One City program started in Seattle in 1998 and has now spread around the world.

Library Board Trustee Ron Chew said he has begun reading the book and it is wonderful. He said he has ideas for partnerships for promotion including the National Asian Pacific Center on Aging, as well as contacts in the community who focus on seniors in the Asian Pacific Islander community, and the Japanese American Citizens' League. He said he would be happy to help connect Ms. Brandon with more contacts. Ms. Mehdi said she is excited the Library is working with Ms. Maeda Allman and thanked the team for recognizing Ms. Pearl and Ms. Higashi for their role. She said as the daughter of a parent who died of dementia, she loves that the Library is working with the Frye, and asked whether they or some of the senior centers might also do something around engaging caregivers for people with dementia. She said it is easy to feel isolated and alone as a caregiver for someone with dementia, and those organizations likely have connections to support groups for caregivers. Ms. Bendixen said she read the book earlier in the year when it was a Peak Picks selection, and she is happy for the opportunity to re-read it. She congratulated the team on the 25th anniversary of the program. Ms. Brandon said it has been a fun project to find historical memorabilia, and it is an honor to be able to steward the program.

NEW BUSINESS

Urban Libraries Council Declaration of Democracy

Mr. Fay said a memo in the meeting packet contains background. He said the political climate continues to be more divisive and confrontational, and constant attacks on access, intellectual freedom, identity, culture, and history are putting libraries at the forefront of cultural wars. He said

the Library recently revamped its Intellectual Freedom training and is trying to take a bigger stance on some of these issues. He said it is important to line up with colleagues throughout the country. He said the Library is a member of the Urban Libraries Council, along with 160 major urban libraries in the U.S. and Canada, representing 30 million people. Mr. Fay said the Declaration of Democracy statement gets to the heart of what libraries are, and what they do in this particular area around access and intellectual freedom. He said the Library would highlight this statement, much like it does with the American Library Association Bill of Rights and several other documents around intellectual freedom that the Board has approved, as a companion component to Library policies.

It was moved and seconded to approve the Library's signing on to the Urban Libraries Council Declaration of Democracy; the motion carried unanimously.

2022 Fourth Quarter/Year End Levy Report

Mr. Fay said Levy Administrator Jan Oscherwitz does an incredible amount of work and collaboration in preparing quarterly and annual reports, as well as supporting the chief librarian in working with the Mayor's Office and presenting the report to City Council. He said she is the Library's expert in levy work. Ms. Oscherwitz said the board would be asked to approve the report with a couple of corrections. She said the report must be submitted annually to the City Council by April 15, which is the deadline required by levy ordinance. She said the Library would also be presenting the report on May 17 to the City Council's Public Assets and Homelessness Committee.

Ms. Oscherwitz said the Library has completed the third year of its seven year \$219 million levy, and its third year of operating in a global pandemic. She said in 2022, the Library spent \$23.8 million of the revised 2019 levy budget of \$43.6 million. She said it also spent \$2 million of 2012 levy funds, which is about half of what is remaining from the 2012 levy. She said most of the underspend is associated with multi-year technology and construction projects in the capital improvement program, and funds associated with those projects automatically carry forward into the current year budget. She said the Library spent in levy investment categories that are defined by the levy ordinance: Hours and Access; Collections; Technology and Online Services; Children's Programming; and Maintenance. She said levy money was also used to launch the strategic foresight process.

Ms. Oscherwitz summarized information about work done in the Hours and Access category from the 2022 Annual Levy Report memo contained in the meeting packet. She said she had some corrections to the report contained in the meeting packet; she said on page 3 of the report, the percentage of open hours during the summer should be 87%, not 82%, and a qualifier will be added to the last sentence of that paragraph to say that the Library was operating at 90% of its pre-pandemic schedule by the end of the year, except for during a week of extreme weather in late December.

Ms. Oscherwitz said 2022 marked three years of fine-free borrowing, funded by the levy. She said an infographic in the packet highlights some of the results from that effort so far. She said SPL was recently selected to be part of the city's "Seattle by Design" pilot program to work with volunteers from the U.S. Digital Response Group, a nonprofit that provides pro-bono technical expertise to governments and nonprofits. She said they would be helping the Library with user research to determine what other barriers there are to accessing the collection now that fines have been eliminated. Ms. Oscherwitz shared additional information from the memo on work done in the levy categories of Hours and Access and Collections.

Ms. Oscherwitz said another correction should be made to pages 8 and 9 of the report about circulation statistics. She said in the last paragraph on page 8, in the section about digital collections reaching more people, the total number of e-books and e-audiobooks circulated through Overdrive is

actually 4.7 million, not 6.4 million. She said 6.4 million is the total circulation of all e-materials, which represents 52% of the Library's total circulation of 12.3 million items. She said she would like to add those numbers to the last sentence of that paragraph in the report.

Ms. Oscherwitz shared additional information included in the memo summarizing work completed in the levy categories of Collections, Technology and Access, Children's Programming, and Maintenance. She said if the Board would approve the report with corrections as noted, a copy of the revised report would be added to their April meeting packet, as well as posted to the Library's website, and the report would be delivered to the Mayor and City Council by April 15.

Ms. Mehdi said the report was excellent and is helpful to see how the levy funds are being used. She said information about the Homework Help program at the Lake City Branch is a good reminder as the Library thinks about future space use, that some locations need more space to accommodate important programs. She said as she has been recovering from surgery, she has made good use of the Kanopy streaming service to access films. Ms. Mehdi thanked Ms. Oscherwitz for the great report. Mr. Fay said programming space will be an important piece of the Library's discussion and strategic planning around creating or reallocating space. He said he had the chance to spend some time with kids in the Lake City program, and when he asked the older kids what could be better, they said they would like more days. He said it is good to know the impact the program is having.

It was moved and seconded to approve the 2022 Fourth Quarter/Year End Levy Report with corrections to pages 3, 8, and 9, as discussed; the motion carried unanimously.

2023 Chief Librarian Executive and Merit Leave

Human Resources Director Ludy Marz said the Library has a discretionary pay plan which allows for executive and merit leave. He said four days of executive leave are automatically provided to the executive director upon board approval. He said the board can decide to award up to six merit leave days to the executive director. He said executive and merit leaves are called out in the Compensation Plan and are made on a yearly basis. Mr. Marz said this consideration is normally done at the beginning of the year, but is being introduced late this year. He said the Library is in the middle of contract negotiations. He said usually executive and merit leave are looked at as part of a merit increase for the executive director, but because contract negotiations with the coalition of unions have not been resolved, the salary portion is being postponed. He said today the board is only approving executive and merit leave days.

Ms. Bendixen said the board could grant up to six merit leave days to the executive director. Ms. Mehdi said Mr. Fay has already demonstrated incredible leadership and accomplished quite a bit. She said she was in favor of six days. Ms. Bendixen said Mr. Fay has shown a lot of leadership. She said he came into the role with ideas and has been working with his team to implement them. She said he has not micromanaged, but has trusted his team to be great at their jobs, which is great leadership.

It was moved and seconded to grant six days of merit leave and four days of executive leave to the executive director/chief librarian in recognition of his work; the motion carried unanimously.

Mr. Fay thanked the trustees for their kind words and for the time awarded.

Library Foundation and Friends of the Library Updates

Ms. Mehdi said she attended the Friends Board meeting where Assistant Managing Librarian Robin Rousu gave a great presentation about programming in support of older adults. She said the program expansion and support being provided is remarkable. She said the Friends Board added two new

board members. She said Mr. Fay briefed the board about potential earmarks. She said the board heard committee reports, and they continue to be in a strong cash position. She said they continue to provide books for teachers, provide Owl Totes, and work closely with the Foundation. Ms. Mehdi said the Friends Board talked about the idea to have people give volunteer hours in exchange for a Friends membership instead of paying the \$25 fee, which she said was innovative and thoughtful. Mr. Fay said he agrees it is a great option to offer volunteer hours. He said the Friends lead grassroots advocacy, and that is a great way to get more information out on the advocacy side.

Mr. Fay said the Foundation Board met on March 8 in a hybrid set-up at the Central Library. He said the Stim Bullitt Civic Courage Scholarship is in its tenth year of providing educational funding to three winning essayists. He said Stim Bullitt was the largest donor in the Foundation's history, and the program connects SPL, DEI, and the community, and will be showcased at the 'State of the Library and Foundation event in July. Mr. Fay said National Library Foundation efforts continue to grow to advance philanthropy and advocacy. He said there will be an International Public Library Fund-raising Conference in Austin, Texas in June. He said the conference was started by The Seattle Public Library Foundation and has expanded to include the U.S. and Canada. He said Library Giving Day is April 4. He said the Library Support Network, which is a core group of leaders working to make change that will benefit library directors, will expand access and collective advocacy.

Mr. Fay said he and Foundation Executive Director Jonna Ward attended the Knight Foundation Conference in Miami. He said Ms. Ward had been working for some time to secure funding from the Knight Foundation to support the Library Support Network and to run a pilot. Mr. Fay said he was fortunate to be able to speak supportively with several Knight Foundation Vice Presidents and other leaders in the organization who had been interested in a library director's view on what the program could do nationally for advocacy and fundraising. He said, at the conference, the Knight Foundation and all of the library directors in attendance stood up and sang *Happy Birthday* to Ms. Ward, and then the Knight Foundation announced that they would be giving \$155,000 to the Library Support Network to start their pilot. He said that gift required a match. Mr. Fay said Director of Institute of Museum and Library Services (IMLS) Crosby Kemper then announced that the IMLS would provide the match. Mr. Fay said Ms. Ward's birthday celebration came with a lot of money and support. He said the Library Board would hear more about this effort going forward from Ms. Ward.

Mr. Fay said 2022 Foundation highlights included raising \$4.29 million, with a goal of \$2.9 million. He said a total of \$5.24 million was raised including estate and in-kind gifts. He said 2023 Foundation themes are to: partner with SPL; reconnect with and inspire donors; grow advocacy efforts; position the Foundation for a future comprehensive campaign to support the Library's strategic planning; embed DEI into Foundation work; and board engagement. He said the Foundation participated in Library Legislative Day in Olympia on February 9 which was successful, fun, and energizing. Mr. Fay said the Library was able to work with Senator Noel Frame on a request for funding for lockers at the Greenwood Branch; he said that request has moved forward in the budget. He said more information will be forthcoming on Library Giving Day, coming up on April 4.

Updates from Library Board Members

Ms. Mehdi said she has been going to the Queen Anne Branch more than usual as she prepares for a trip. She said every time she, or anyone, walks into the branch, they are greeted and welcomed. She said she wasn't expecting it the first time, and it really makes her day. Mr. Fay thanked Ms. Mehdi for her feedback and said it would be shared with the Queen Anne staff and manager.

Mr. Chew said a reception and book reading for his memoir, *Unforgotten Seattle*, is being planned. He said the event will be a fundraiser for the Foundation, with a goal to combine his network and that of Foundation Board member Grace Nordhoff, to bring further diversity into the donors who support

the Foundation. He said Ms. Nordhoff has graciously agreed to purchase copies of his memoir to give to everyone who attends the fundraising event. He said the event will be held at 11:30 on May 13 at the Wing Luke Museum, and will include tours of the International District/Chinatown Branch. Mr. Chew said there will be lots of food, and he will read from some of his favorite chapters and some sections that relate to the impact of the Library in his life.

Ms. Bendixen said Trustee Jay Reich will still be traveling next month, and asked all trustees to let Ms. Lawson know their schedule to ensure a quorum at the April meeting. Mr. Hairston said he may also be traveling and will let everyone know.

ADJOURN

Board President Carmen Bendixen adjourned the meeting at 1:40 p.m.



The Seattle Public Library

Memorandum

Date: April 26, 2023

To: The Seattle Public Library Board of Trustees

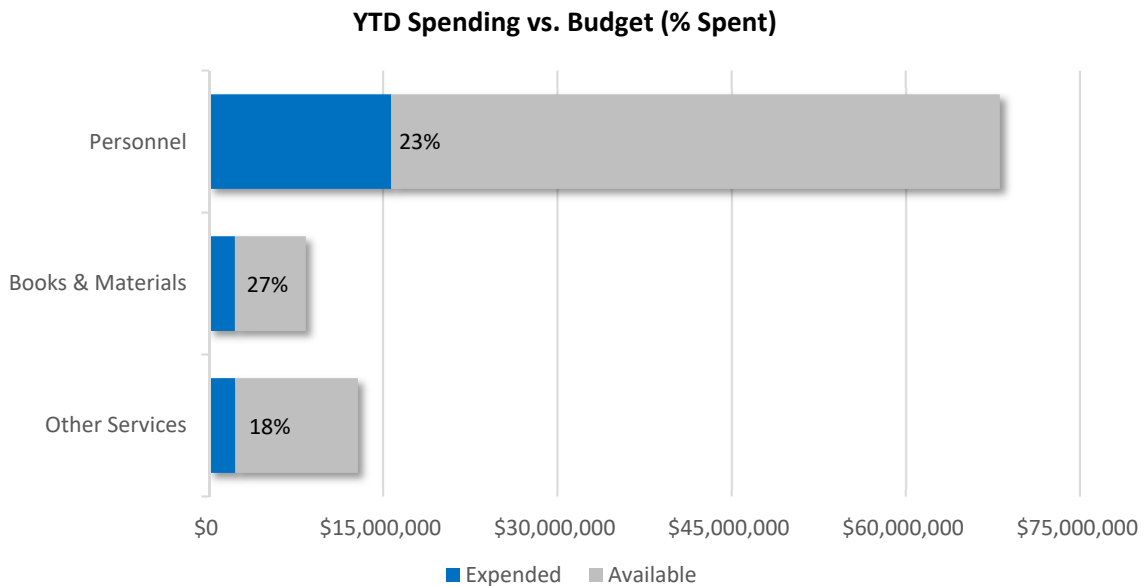
From: Tom Fay, Executive Director and Chief Librarian
H. Alex Yoon, Director of Administrative Services
Nicholas Merkner, Finance and Operations Analysis Manager

Subject: **March 2023 Financial Reporting**

Overview

Overall, the Library has expended **23%** of its operating budget with **25%** of the year elapsed. This is slightly ahead of the prior year when the Library had expended **22%** of the operating budget. Total expenditures at the end of the month were \$20.1 million.

The chart below provides a high level overview of year-to-date spending by budget group, and also helps to illustrate relative sizes within the Library's operating budget.



Personnel Services

Personnel costs represent the largest category of expenses at the Library and make up 76% of the revised operating budget. As of this report there have been seven pay periods processed, so we expect 25% of the personnel budget to be expended—spending is mostly on target at **23%**.

Non-Personnel Services

The largest individual category of expenditures within the non-personnel budget is related to library books and materials—this category represents 9% of the revised operating budget. Spending is on target at **27%**.

Other accounts which represent 15% of the adopted budget—and include equipment, services, and supplies—are **18%** expended.

Revenues

Library generated revenues for the period under review are **\$96,000**—bringing year-to-date collection to **\$184,000 (32%** of our target). As has been noted on previous reports, while we are trending slightly ahead of 2023 projections, our initial budget of \$584,000 is still \$282,000 short of the Library's pre-COVID revenues of \$866,000. This \$282,000 delta has been funded through use of accumulated Library Fund Balance—which means any over-collection in Library generated revenues in 2023 will reduce our use of Fund Balance to support current year operations. First quarter revenue performance has been a bright spot for the Library, and it will continue to be closely monitored by the Financial Services team.

Action Requested: Library Board consideration of March 2023 Operating Budget financial reporting for approval at April 27, 2023 meeting. Comments or feedback are welcome.

Expenditure Control for March 2023

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries	44,444	3,248	10,062	23%	34,382
Benefits	23,659	1,839	5,618	24%	18,041
Personnel Services Sub-Total	\$68,104	\$5,088	\$15,681	23%	\$52,423
Books and Library Materials					
Books & Materials	8,338	776	2,227	27%	6,112
Books and Library Materials Sub-Total	\$8,338	\$776	\$2,227	27%	\$6,112
Other Services and Charges					
Central Costs	2,814	236	707	25%	2,107
Equipment - IT & Facilities	1,360	30	234	17%	1,126
Office Supplies, Printing & Postage	304	20	38	13%	265
Operating Supplies	509	55	90	18%	419
Other Expenses	1,603	16	28	2%	1,575
Other Maintenance	732	17	80	11%	653
Phone, Wireless & Internet	546	44	90	16%	456
Professional Services	400	47	100	25%	299
Software	846	69	255	30%	591
Staff Training & Travel	180	20	20	11%	160
Vehicle Costs	280	27	80	29%	199
Facilities - Space Rental & Utilities	1,768	141	414	23%	1,355
Facilities - Building & Grounds Maint	1,028	26	100	10%	928
Facilities - Garage Debt Service	450	23	23	5%	427
Other Services and Charges Sub-Total	\$12,821	\$773	\$2,260	18%	\$10,561
TOTAL LIBRARY OPERATING BUDGET	\$89,263	\$6,637	\$20,168	23%	\$69,095

Footnotes:


* Includes \$1.2M in prior year encumbrance and grant budget authority

Revenue Control for March 2023

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	110,000	37,654	43,588	40% (A)
Central Library Parking Garage Fees	235,000	21,242	66,306	28%
Copy Services/Pay for Print	110,000	7,534	20,624	19%
Space Rental (Private & Inter-Departmental)	81,050	21,277	29,662	37%
Book Sale Consignment	45,000	8,509	23,444	52%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	170	649	22%
TOTAL LIBRARY GENERATED REVENUES				
	\$584,050	\$96,387	\$184,272	32%

Footnotes:

(A) There was a lag in the recognition of 2022 year-end PayPal lost material fee collections

LIBRARY AT A GLANCE								
Active Users – Last 12 Months	274K	↑ 1%	Monthly Users – Digital	94K	↑ 4%	Monthly Users – Physical	44K	↑ 4%
Monthly Questions Answered	66K	↑ 12%	Monthly Circulation – Digital	607K	↑ 5%	Monthly Circulation – Physical	528K	↑ 11%

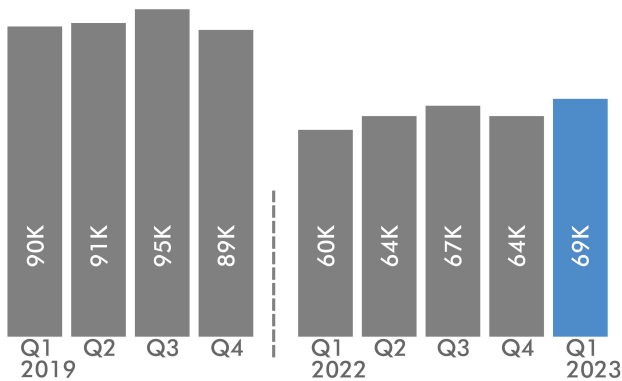
The percent of change is a comparison to prior month data. Physical circulation includes renewals.

IN FOCUS: Quarterly Key Performance Indicators (KPIs)

This month we look at quarterly KPIs.

Quarterly Borrowers - Physical

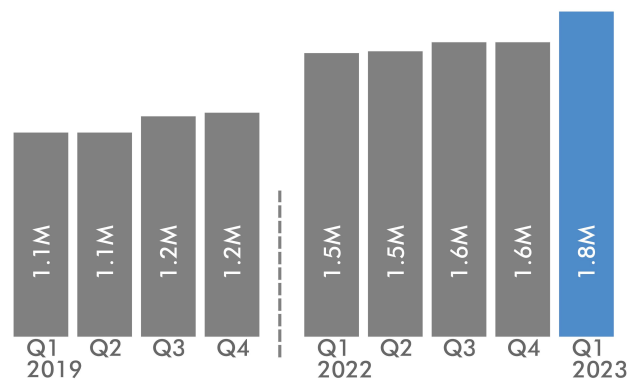
of unique patrons who borrowed physical materials



Unique users who checked out in-person in Q1 is up 15% from the same quarter last year, but there are fewer in-person users compared to pre-COVID (90K in Q1 2019).

Digital Circulation

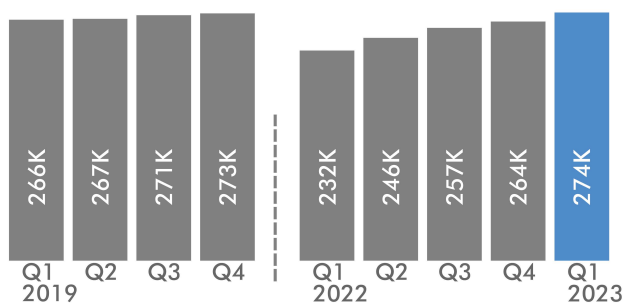
of items circulated



More digital materials circulated in Q1 2023 than in any previous quarter. The use of e-content has replaced some use of the physical collection.

Active Library Users

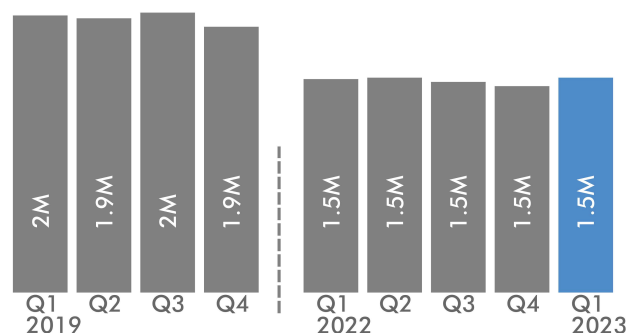
"Active users" at end of quarter



"Active users" — patrons who checked out materials or logged in to use a Library resource in the last year has increased by more than 40K patrons since the same quarter last year, just above pre-COVID levels of 266K in Q1 2019.

Physical Circulation

of items circulated or renewed



Physical circulation has been flat over the last several quarters. Q1 this year is 22% lower than the same quarter in 2019.

Collections and Access Services

April 13, 2022

Bo Kinney, Circulation Services Manager

Impact Areas

Access: Making sure our public has access to all that we offer. This means encouraging everyone to get Library cards, providing great collections that serve every age and making sure patrons have access to our staff, resources, programs and services.

Literacy, Learning, and Achievement: Providing assistance to support the personal pursuit of educational, informational and recreational interests for formative and lifelong learning.

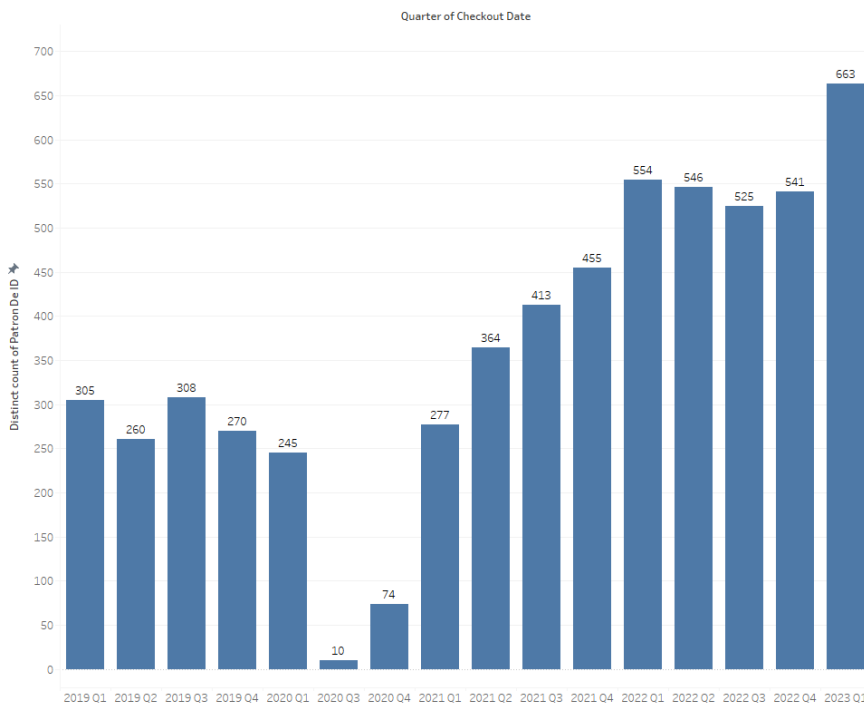
Interlibrary Loan

Interlibrary Loan (ILL), is the process of sharing books and materials among libraries to provide greater access to patrons. Through a library’s ILL service, library patrons can access obscure, arcane, and specific items that are not available in their local library’s collections. The American Library Association considers ILL a “core library service” and states that “ILL is based on a tradition of sharing resources between various types and sizes of libraries and the belief that no library, regardless of its size or budget, is completely self-sufficient.” (ALA, [Interlibrary Loan Code Explanatory Supplement](#), 2016).

SPL regularly loans materials to, and borrows materials from, other libraries throughout the world. ILL participates in a regional courier network managed by the [Orbis Cascade Alliance](#) to exchange materials with other public and academic libraires in the Pacific Northwest, and exchanges materials with other libraries around the world via mail and courier

(UPS, FedEx etc.). This year, due to COVID restrictions lifting somewhat, we are once again able to borrow materials from Australia and New Zealand.

Unique ILL patrons per quarter, 2019-2022



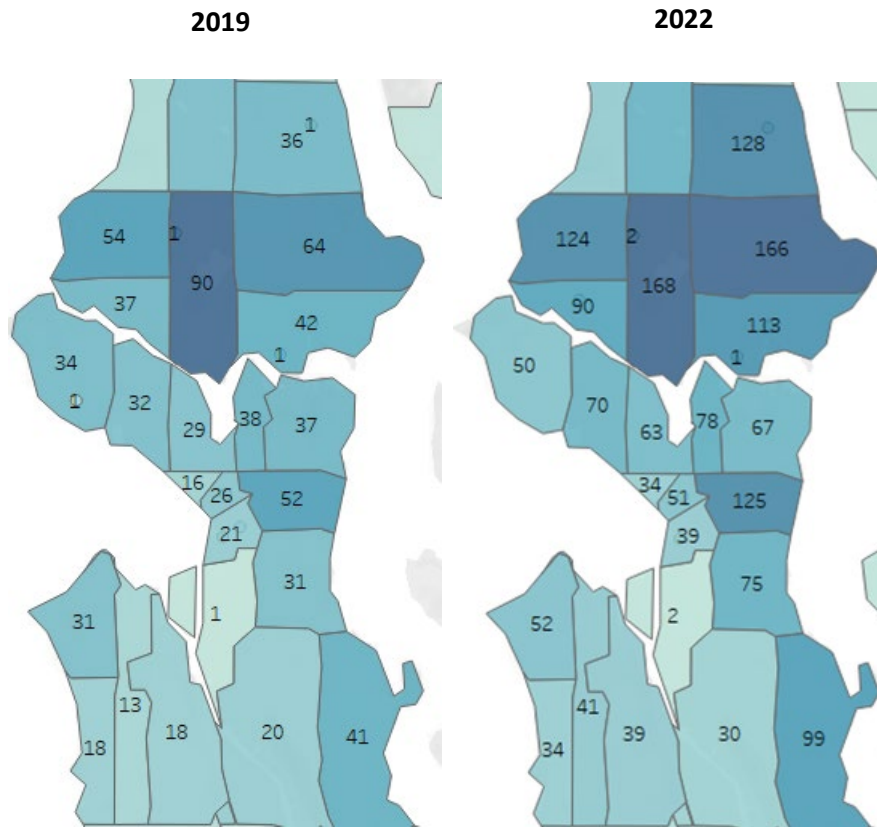
Distinct count of Patron De ID for each Checkout Date Quarter. The marks are labeled by distinct count of Patron De ID. The data is filtered on Item Type, Patron De ID and Checkout Date Year. The Item Type filter keeps dcillb. The Patron De ID filter excludes 72444cfe212245d35a4f942c67978941f5f98592589e481d1bfff8c2c3142625. The Checkout Date Year filter keeps 2019, 2020, 2021, 2022 and 2023. The view is filtered on Checkout Date Quarter, which excludes 2023 Q2.

In addition to borrowing physical materials, library patrons can also request copies and scans of articles, as well as microfilm for research. Scans and copies that ILL sends and receives are often very technical, and are from reference items that cannot be borrowed and have not been digitized: theses, dissertations, obscure journals, museum catalogs, government documents, etc. Many genealogy researchers request microfilm copies of historical newspapers to search for obituaries, as well as accessing published family history research materials. ILL also frequently borrows non-English language materials not owned by SPL.

Eliminating Fees

In 2009, faced with serious budget shortfalls, SPL began charging patrons a \$5 fee to request an item from another library through ILL. The hope was that this would lessen the cost of this essential service and allow SPL to continue to provide ILL, albeit in a more limited way. Unfortunately, the request fee also created a barrier for many patrons and drastically reduced the number of patrons using the service.

Unique ILL patrons by ZIP code



In 2020, with many libraries closed or not lending materials due to the COVID pandemic, and ILL service even further limited, ILL temporarily eliminated the request fee. To keep workload and request volume manageable, ILL imposed a borrowing limit for patrons of 1 request per week. This change was successful, and it was made permanent in 2022. Consequently, ILL has seen a significant increase in requests, and in patrons using the service. By 2023, the number of unique ILL patrons had more than doubled compared to 2019, with over 600 patrons requesting at least 1 ILL item in the first quarter of the year (compared to a quarterly average of less than 300 in 2019).

In 2019, ILL filled about 2,200 patron requests for materials from other libraries. In 2022, the number of filled requests increased to over 4,300.

Eliminating the ILL request fee has had a citywide impact, with more patrons in every part of the city now using the service, as the ZIP code maps show. The greatest percentage increase in patrons has been in Lake City (ZIP code 98155) and Delridge/Central West Seattle (ZIP code 98126), with more than threefold increases in unique patrons in those areas. Several other low opportunity/high priority neighborhoods in Central and Southeast Seattle have also seen significant increases in patrons using ILL.

ILL is Highly Collaborative

The small but mighty ILL team consists of a core crew of three staff. The ILL work unit collaborates closely with many other work groups, internally and externally, including:

- Information and circulation staff at every library location (who field and deliver patron requests)
- Mobile Services (whose patrons regularly request ILL materials)
- The Quick Information team (who filters incoming ILL requests and ensures patrons honor the request per week limit)
- Materials Distribution Services (who support shipping, receiving, and delivery services)
- Special Collections (whose genealogy patrons are regular ILL users)
- Other library systems around the world (who borrow and supply library materials to and from SPL)

Capital Improvement Program & Building Maintenance

As of April 13, 2023

Alex Yoon, Director, Administrative Services

In the early second quarter of 2023, the Library's Capital Improvement Program has several major capital improvement projects underway; below are highlights on the capital improvement work for the Library Board of Trustees as well as our staff.

Seismic Retrofit Projects

Green Lake – Construction is underway; necessary demolition is at roughly 75% finished (much of it removal of dirt, walls and concrete slab in the lower floor). Excavating for new plumbing begins soon, and the CIP team is working through the furniture and fixtures selections with branch staff.

University – The University project is continuing in the Design Development phase; the CIP team and the University project architect, SHKS, are meeting with the Landmarks Preservation board in the second quarter.

Columbia – Architect SHKS has been retained for an early assessment of a rough scope and cost estimate, due in the second quarter.

ADA Projects

Restroom upgrades for five locations – Improvements at Madrona/Sally Goldmark are complete; the remaining four branches are nearly complete, with only a few punch list items remaining:

- Capitol Hill – install door kick plates
- Montlake – touch up paint
- Rainier Beach – adjust man door closures to the bathrooms to reach ADA requirements
- Northest – new custom skirt for the drinking fountain

Other Capital Improvement Projects

Security Cameras – New cameras are scheduled to be installed within the year at targeted branches: Lake City, Capitol Hill and Ballard. Central will be adding and replacing existing security cameras this year as well.

Queen Anne Slate Roof Replacement – This project is nearly complete, only awaiting copper downspouts.

Douglas-Truth Exterior Access Improvements – The exterior improvements included replacement of existing entry ramps, new hand rails, repair of city sidewalks on the South and West side of the property, improved parking by reconfiguring the existing parking lot, and restoration of the exterior Soul Pole art installation. This project is also substantially complete, excluding minor punch list items.

Capitol Hill Roof & HVAC – The project scope is the full replacement of the roof and replacement of the HVAC equipment; as mandated by the City of Seattle, this building will be converted from a current fossil fuel powered system to an all-electrical system. The branch has been closed and roof work continues. Mechanical units are tentatively scheduled to arrive in August.

Corson Maintenance and Operation Center (MOC) – Construction continues for the MOC. A second fiber optic line has been installed, and the relocation of the Library’s Automated Material Handling System (AMHS) to MOC from Central Library is anticipated to go live in May 2023.

Northeast & Southwest branches HVAC/Electrification – Initial pricing and scope are being developed, with the goal of being under contract in the second quarter. There is currently a five to six week lead-time for equipment; tentative construction could occur late second quarter or early third quarter 2023.



The Seattle Public Library

Date: April 27, 2023
To: Library Board of Trustees
From: Tom Fay, Executive Director and Chief Librarian
Jan Oscherwitz, Levy Administrator
Subject: 2022 Annual Levy Report – Updated, final version

The Library Board approved the 2022 Annual Levy Report presented by staff at the March 30, 2023 Library Board meeting. Subsequently, a number of corrections have been identified which are reflected in the attached final version of the report. The Library is asking the Board to review this updated, final version of the 2022 Annual Levy Report for approval at the April 27 Library Board meeting.

In addition to typographic corrections, the following changes have been made:

- Corrected total Library spending in 2022 on page 1 in text and in graph from \$96.3 million to \$93.6 million
- Added missing author name and book description for Peak Picks title. “Seattle from the Margins: Exclusion, Erasure, and the Making of a Pacific Coast City” on page 9

The Library is scheduled to present the annual levy report to the City Council’s Public Assets and Homelessness Committee on May 17, 2023.

Action Required/Requested: Request Board consideration of updated, final version of 2022 Annual Levy Report for approval at April 2023 meeting.

2022 Annual
The Seattle Public Library
LEVY REPORT



Year of Wonder art by Kellie Kawahara-Niimi

EXECUTIVE SUMMARY

Expanding services and navigating transitions

Levy background

In August 2019, Seattle voters overwhelmingly approved (76%) a seven-year, \$219.1 million property tax levy to maintain and enhance Library services from 2020 through 2026, renewing a seven-year \$122.6 million levy that expired at the end of 2019.

In 2022, the 2019 Levy accounted for \$43.6 million (34%) of the Library's total revised budget of \$129.2 million. The City General Fund accounted for \$67.3 million (52%), and other sources, including The Seattle Public Library Foundation, federal grants, and Library fund balance provided the remainder. The Library spent \$93.6 million (72% of its revised budget) in 2022, including \$23.8 million of 2019 Levy funds and \$2 million of 2012 Levy funds. Most of the levy budget underspend was related to multiyear projects in the Library's Capital Improvement Program and those funds carry over into 2023.

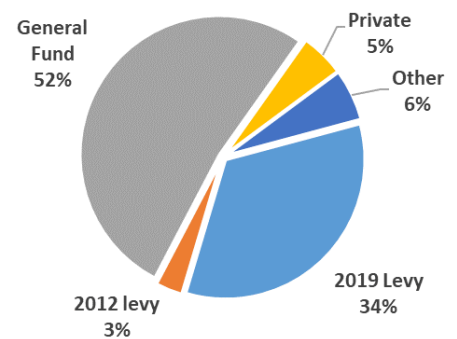
As part of its proposal to voters, **the Library laid out a clear framework for how 2019 Levy proceeds would be used to maintain services that had been funded by the 2012 Levy and provide additional services and programs over the seven-year levy period.** This report, which covers levy activities and spending for 2022 with an emphasis on Q4, continues the series of quarterly levy updates the Library has provided for the Board of Trustees and the public since 2013.

Beyond renewing 2012 Levy commitments, the 2019 Levy provides support for additional Library hours; elimination of overdue fines; improved collections and technology; safer, cleaner buildings; specialized programming and services for children; and development of a plan for the future of library service.

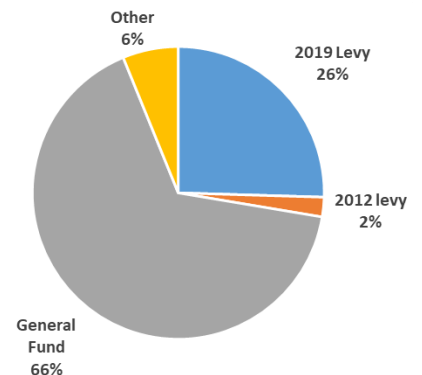
2022 highlights: staffing and weather challenges

In 2022, the Library experienced staffing, operational and environmental challenges that were similar to other government agencies, businesses and organizations around the region, country and world. The ripple effects of COVID-19 continued to disrupt day-to-day operations. COVID challenges were compounded by extreme weather in both summer and winter, which resulted in unexpected branch

2022 Library Revised Budget (\$129.2 M)



2022 Library Spending (\$93.6 M)



closures at a time when we were already experiencing staffing shortages. Our goals within this challenging environment were to keep most locations open every day, gradually increase hours and service levels, and offer our patrons a robust portfolio of resources and services that they could access both in person and online.

As you'll read in this report, we have continued to adapt to our new operating environment to meet the needs of Seattle residents in the levy investment areas of Hours and Access, Collections, Technology and Online Services, Children's Programming and Maintenance. Although we again deferred the levy promise of expanded hours, we restored some in-person programming and laid the groundwork to make more in-person services available in the years to come, including our community resource specialist program for youth and adults and our weekly Play and Learn programs for children ages 0 - 5.

Planning for the future of the Library

Over the course of the year, Executive Director and Chief Librarian Tom Fay focused on guiding the Library in advancing the priorities he had outlined at the beginning of the year. These included:

- developing a sustainable building improvement strategy;
- creating and implementing an organizational roadmap that advances equity, diversity, inclusion and accessibility;
- engaging with community members to inform the future of Library services;
- preserving intellectual freedom in Library collections, programs and services;
- maintaining safe and inclusive spaces where everyone feels a sense of belonging.

Fay will present the Library's 2023 Goals and Priorities to the Library Board of Trustees in early 2023.

In Q4, Fay began wrapping up the Library's Strategic Foresight process, which invited community partners, staff and other key Library stakeholders to envision the likely future impacts and potential scenarios facing of the Library in the next 10 years. This report will be presented to the Library's Board of Trustees in Q1 2023, and it will be shared with the Library's strategic planning consultant, [Territory North America, Inc.](#), which was selected in the final months of 2022. Informed by the Foresight process and stakeholder and community engagement, Territory will help the Library develop a new long-term strategic plan.

In Q3 and throughout the Strategic Foresight process, Fay worked with consultant Houston Foresight to engage patrons, staff, stakeholders, and community in discussing the future of the Library through workshops, interviews and surveys. Similar outreach and engagement work will be conducted in 2023 with Territory and the Strategic Planning process. Fay also held Community Conversations in Q3 at the High Point and Rainier Beach branches, which patrons and community partners attended and shared feedback on everything from how Library meeting rooms can be used for Library services they'd like to see in the future to how the Library conducts community outreach. Additional Community Conversations may be planned for 2023.

Opening doors and increasing access

The Hours and Access category of the 2019 Levy supports operating hours in neighborhood branches and the Central Library; providing access to Library programs and services in the community; and outreach and engagement services throughout the city. Many elements of this levy category relate to increasing access to Library services through measures such as eliminating late fees and adding open hours. The revised levy budget in 2022 for the Hours and Access category is \$13.9 million.

We started 2020 by opening our branches one hour earlier on Sundays, which was intended to be the first step in adding more than 10,000 new Library hours each year funded by the levy. Since the onset of the COVID-19 pandemic in March 2020, unfortunately, we have had to defer our promise of providing additional open hours as we continue to work toward re-establishing pre-pandemic service levels.

At the start of 2022, our locations were operating at 95% of our pre-pandemic schedules. Due to a surge in cases in the winter, however, in late January, we temporarily reduced schedules to 75% of pre-pandemic hours. By the end of March, we were able to restore hours to 93%, but another COVID surge forced us to reduce hours again at the beginning of July. Through the summer, Library locations' scheduled hours were at 90% or more of our pre-pandemic levels; libraries, however, were only open at about 87% of our pre-pandemic levels due to unexpected closures in non-air conditioned branches related to heat as well as ongoing staffing issues. By the end of the year, except for a week of extreme weather in late December, we had stabilized actual open hours at around 90% of pre-pandemic schedules.

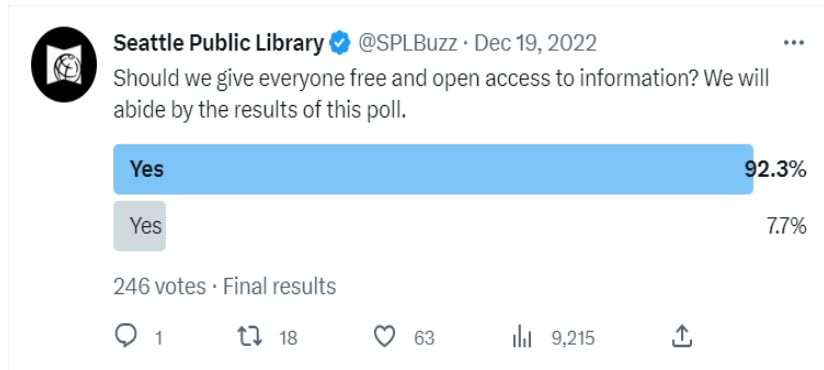
“Shutting down the branches proved simpler than ramping back up.”

- Andrew Harbison, SPL Director of Public Services, quoted in the [Seattle Times](#)

Throughout the year, we worked hard to communicate schedule changes to the public. We created a new page on our blog, spl.org/today that provides up-to-date information on unexpected closures or changes, and updated our [Hours and Schedules web page](#) to also provide up-to-date alerts. As the Library's operating hours have stabilized, patrons are returning to our branches to check out books and other resources. Over 113,000 people checked out physical Library materials in 2022, compared to 84,000 in 2021, an increase of 34%. We are still below our pre-pandemic baseline of 158,000, but in-person checkouts are steadily increasing as we add hours and restore in-person programming.

As patrons return to the Library, our marketing staff have realigned promotional strategies to increase engagement, especially among young adults. The team developed customized content for each of our four main social media channels – [Facebook](#), [Spanish Facebook](#), [Instagram](#), and [Twitter](#). For Instagram, for example, we began a strategy of creating short videos (90 seconds or less) that provided a behind-the-scenes look at Library

operations (see this [day in the life of a student assistant](#)), promoted specific events in ways that would resonate with our followers (such as this [Legendary Children video series](#)) or aligned promotion with what [was trending](#) on Instagram. On Twitter, we used timely, in-the-moment content humor to showcase the Library’s brand ([see this crafty tweet](#)).



A creative approach for our Library Card Sign-up Month campaign in September featured retro-inspired graphics and other unexpected imagery and visuals to promote the Library, which we can continue to evolve to engage audiences in 2023. During September, nearly 6,000 people signed up for Library cards.

Reducing barriers to Library services

Beyond opening doors, the levy supports improving access to Library services for everyone, especially those who face barriers to using Library resources. A key element of our 2019 levy included the elimination of overdue fines for Library materials, which had disproportionate impacts on lower-income communities.

With levy funding, in January 2020, we [stopped charging fines](#) and eliminated all past due balances associated with late fees. This had the immediate impact of restoring access for nearly 18,000 patrons whose accounts had previously been suspended. The percentage of patrons with suspended Library accounts due to overdue items decreased by half — from 10% to 5% — which has remained steady throughout 2022. This was accomplished without impacting access to the collections. In 2022, Library items were returned, on average, six days before they were due, similar to when late fines were in place. Return rates in 2022 for books and other items were also similar to 2019, with 87% of items returned on time or early in 2022 compared to 88% in 2019.

“Being able to reassure people they’re OK to return books without a punitive policy or letting them know there’s no need for them to feel shame helps transform a negative experience into a positive one.”

- Bo Kinney, Circulation Services Manager, quoted in the [Seattle Times](#)

Unfortunately, the advent of the COVID-19 pandemic shortly after the elimination of fines counteracted some of the expected impacts of the policy change, specifically the expectations that lapsed patrons would return to the Library and that use of the Library’s collection would

increase. Throughout 2022, we have seen overall Library use steadily increase since our pandemic closure but there are still disparities. Evaluation of use data since 2020 shows that Library patrons living in the lowest-opportunity neighborhoods (as defined by the City's [Office of Planning and Community Development](#)) have been slower to resume borrowing Library materials post pandemic than residents of higher-opportunity areas. We plan to conduct additional research with patrons to better understand what barriers to Library use still remain, and what steps we can take to address them.

In addition to eliminating late fees, we have eliminated other Library fees, including the request fee for Interlibrary Loan materials. This change has increased the number of patrons using the [Interlibrary Loan service](#), which allows Seattle residents to request materials from any library in the world. We continue to evaluate financial policies and are reviewing debt collection practices for lost items in 2023 with the goal of further reducing financial barriers to access while maintaining our responsible stewardship of the Library's collection.

Beyond reviewing our borrowing policies, we are trying to reduce barriers for patrons who speak languages other than English. As part of a Limited English Proficiency pilot program, in the fall of 2022, we installed five Language Access kiosks at branches that serve multilingual patrons and provide patrons with materials in their native language: International District/Chinatown, Beacon Hill, South Park, Columbia and Lake City branches. An additional kiosk will be installed at the Northgate Branch in Q1 2023. The kiosks include our core brochures that have been translated in three languages, Spanish, Vietnamese and Chinese. In addition, we have translated the "Get Started with the Library" brochure into Somali and Amharic.



Language kiosk at the Chinatown/
International District Branch

Relaunching priority in-person programs and services

The Library continues to make strides in bringing back in-person services. We restarted our popular in-person tutoring program, [Homework Help](#), at six branches in September. Seventy-five trained volunteers provided a total of 62.5 hours per week of academic tutoring and social-emotional learning support for students in grades K-12 at Columbia, Douglass-Truth, High Point, Lake City, NewHolly and Rainier Beach branches. Over 290 students attended 900+ Homework Help sessions between September and December 2022.

In determining where to host Homework Help sessions this past fall, we evaluated school data and community assets to ensure we were continuing to prioritize locations that serve BIPOC youth and families furthest away from economic and educational justice. Based on recent surveys of our Homework Help participants, we are reaching students who live in households where a language other than English is spoken at home (88%) and who attend schools where 40% or more students qualify for Free and Reduced Lunch (40%).



Homework Help restarted at six branches. Photo - Anthony Martinez

Surveys also indicate that Homework Help is helping these students. Seventy-seven percent reported that the program helped them get better grades and 74% said Homework Help helped them complete their schoolwork. In 2023, we will expand the program to two more branch locations – South Park and Northgate – and expand hours at three existing locations.

Building an in-house Social Services team

In 2022, we hired staff for our new Social Services team, which includes a social services librarian, a senior community resource specialist and a community resource specialist, funded by the levy (not yet hired), who will be the expert on services for youth up to age 26. This team provides expertise to the Library on social service resources, coordinates with other providers, works closely with our security team to support staff in de-escalation and trauma-informed practices and assists patrons in need of referrals or who are in crisis.

With the addition of this team, we have shifted from a contract model (with Downtown Emergency Service Center) to an in-house model. Our hope is that this shift will promote greater integration with our structure and services, more flexibility and longer staff tenure.

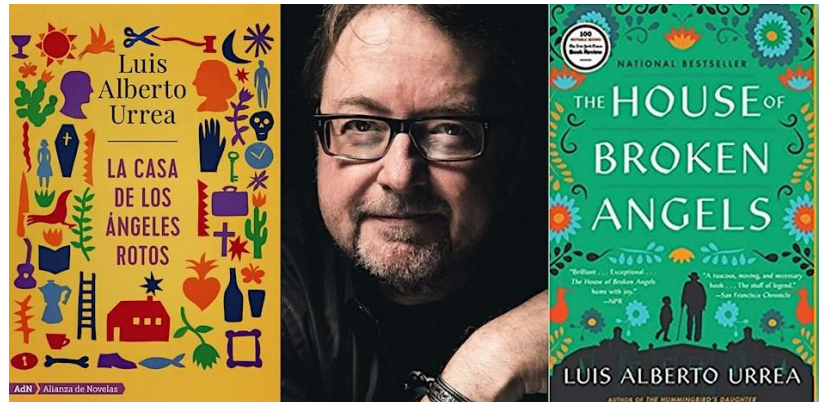
In November and December, the Social Services team provided 99 referrals and support to patrons at the Central Library in housing, food, clothing, mental health, employment and other areas. We also distributed emergency winter supplies through branches and the Level 5 Mixing Chamber at the Central Library. Over 270 individuals received supplies out of the Mixing Chamber alone, providing needed warmth during December's record cold days.

As an example, Library staff built a relationship with a couple who were experiencing homelessness and dealing with serious physical and mental health issues. The Library provided them a tent, sleeping bags, and food appropriate for their medical condition. This support helped the couple stabilize enough to access a Veterans Administration (VA) Supportive Housing voucher and, with the help of the Lived Experience Coalition, find hotel accommodations until they were able to move into their VA permanent housing support.

Our Social Services team is also focused on building the capacity of our frontline staff to better address the needs of our patrons. They have created many resource guides and lists for staff on topics including food access, gender-based violence support, eviction prevention and where to get assistance completing forms, and emergency shelters.

Library programs continue to be offered in multiple formats

We continued to offer in-person programming in our libraries and in the community, hosting several notable events in the fourth quarter. In mid October, we held our first in-person Seattle Reads program since 2019, featuring “The House of Broken Angels” by Luis Alberto Urrea. [Seattle Reads](#), which is funded by The Seattle Public



Library Foundation (SPLF), offered three public events, including one in Spanish. These events drew audiences of between 40 and 115 people. The event at the Central Library was live-streamed and watched by 90 additional people. The Levy provided additional copies of the title to the collection, including physical copies as a Peak Picks selection and digital copies through the Always Available collection.

We resumed our monthly programming of Ladies Musical Club Concerts at the Central Library in October and the West Seattle Branch in November. Since September, we have offered the Low Vision Book group at the Central Library.

We also reactivated gallery spaces at the Central Library. The Library is committed to creating a platform for regional artists by supporting the Washington artist community and acting as a pathway for upcoming artists to show their talent, gain experience and profit from their artistic point of view. In December, we opened a [six-week exhibit](#) at Central Library in the Level 8 gallery, featuring the works of the local artists we worked with throughout the year. We actively seek out BIPOC and LGBTQ+ artists to highlight the experiences of traditionally under-represented people as well as encourage art that expresses the artist’s “own voice.” The exhibit was well-received and 75+ patrons visited the opening artist reception.



Year of Wonder Artist Exhibit, Level 8 Gallery, Central Library

In addition to bringing programs back to our branches and the Central Library, we have re-established our presence in the community. In 2022, library staff visited preschools to offer outreach story time, elementary schools to promote the Summer of Learning and Global Reading Challenge programs, middle and high schools to support reading and literacy efforts and tiny house villages to support digital literacy.

As we restore in-person programs and services, we continue to offer essential services and programs in virtual formats. We offered over 100 virtual programs in the fourth quarter, and over 400 for the year including weekly English classes, workshops to support aspiring entrepreneurs and art classes for people over age 50. In November, we offered the Bullitt Lecture in American History featuring Pulitzer Prize winning historian Ada Ferrer on her book “Cuba: An American History.”

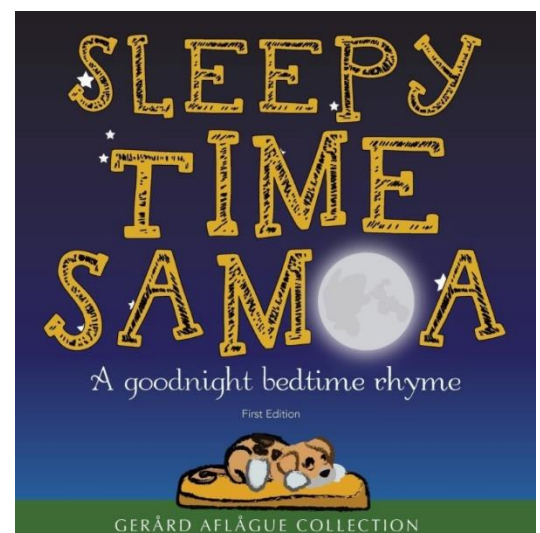
LEVY ACCOMPLISHMENTS: COLLECTIONS

Building robust collections in print and digital formats

The 2019 Levy commits resources to maintaining and expanding the Library’s collection of physical and digital materials. The levy includes additional funding for e-books, e-audiobooks and streaming services; continuation of Peak Picks; and funds to support the acquisition and digitization of local history items. In 2022, the 2019 Levy provided 45% of the Library’s total spending of \$9.5 million for books and materials.

A more inclusive collection

In 2022, the Library conducted diversity audits of its print and digital collections. Working with vendors for print books (Ingram, Baker & Taylor) and digital books (OverDrive), the Library added 867 titles and 1,800+ copies to the collection that increase representation by BIPOC and LGBTQIA+ authors, along with titles promoting greater understanding of disability and neurodiversity, substance abuse and addiction, and equity and social issues. We also added 20 titles and 85 copies to the children’s collection with some fiction and nonfiction titles focusing on the Pacific Island nations of Samoa and Tonga. To ensure our collection maintains its diversity, we’ve added software to allow us to monitor the collection on a quarterly basis.



Digital collections reaching more people

An increasing number of library users continue to access our electronic resources. Over 151,000 patrons downloaded more than 4.7 million digital books (e-books and e-audiobooks) through OverDrive in 2022, including 108,000 in Q4 alone. These annual numbers represent a 10%

increase in users and an 8% increase in items checked out compared to 2021. Use of our streaming services held steady in 2022, with over 16,000 patrons using Kanopy, our video streaming service, and nearly 14,000 using hoopla, our service for streaming music and comics. E-materials accounted for 6.4 million (52%) of 12.3 million total circulation in 2022.

We purchased nearly 110,000 digital copies during 2022, 12.5% more than we purchased in 2021, creating a selection of new materials of greater depth and breadth. We also used levy funds to provide unlimited access during September and October to the e-book and e-audiobook versions of “The House of Broken Angels” by Luis Alberto Urrea in advance of the Seattle Reads programs. During this period, this title was checked out over 6,000 times, making it one of the most popular items in our collection in 2022.

Building physical collections, adding language, and making holds available 24/7

In Q4, patrons checked out more than 1.4 million physical items (including renewals), bringing the year’s total to nearly 6 million, up 32% from 2021. More than 113,000 people checked out physical Library materials in 2022, compared to 84,000 in 2021, an increase of 34%. We added over 203,000 physical items to our collection using funds from all sources. As patrons return to physical materials, we continue to deliver on our levy promise of more materials when patrons want them.

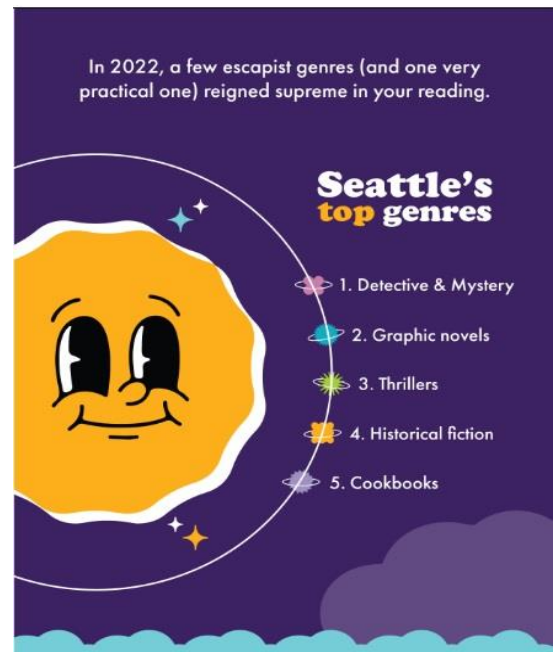
[Peak Picks](#) – the Library’s popular no-holds, no-wait collection of high-interest titles funded by the levy — celebrated its 5-year anniversary in 2022. In 2022, we added 112 Peak Picks titles and over 13,000 copies, including 30 new titles in Q4 alone. Q4 fiction highlights include “Afterlives”, Nobel Prize-winner Abdulrazak Gurnah’s latest novel about an East African family fractured by German colonization in the 1800s; Bonnie Garmus’ blockbuster debut about a woman scientist in the 1960’s, “Lessons in Chemistry”; “The Passenger” by Cormac McCarthy; and the dystopian novel by Celeste Ng, “Our Missing Hearts.” Nonfiction highlights include “I’m Glad My Mom Died”, Jennette McCurdy’s provocative memoir about being a child actor with a domineering stage mother; “Ducks: Two Years in the Oil Sands”, Kate Beaton’s graphic novel/memoir chronicling her experiences as a woman working in the mines of Northern Canada; and “Seattle from the Margins: Exclusion, Erasure, and the Making of a Pacific Coast City”, Megan Asaka’s history of the Emerald City told through the lenses of labor, race and migration.

Checkouts of Peak Picks continued to rebound in Q4, and November’s circulation topped 13,000, the highest monthly total since March 2020. For the year, nearly 31,000 people checked out Peak Picks copies over 141,000 times, up 22% from 2021. Since the collection’s inception, Peak Pick copies have been checked out more than 800,000 times.



To help tell the story of how the community used the Library in 2022, our marketing team created an engaging infographic spin on Spotify's year-end tradition called "Your [2022 Checked Out.](#)" We distributed it on our website, in a holiday_email to more than 200,000 subscribers and on social media. The infographic and related content, such as our year-end blog post, also sparked interest in several media stories, including on KUOW and in the Seattle Times.

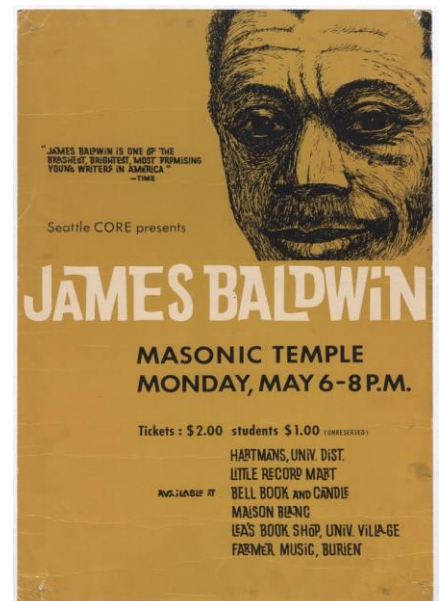
With the generous support of SPLF, the Library purchased and installed [holds pick-up lockers](#) at Rainier Beach and High Point branches in 2021. These lockers provide access to our physical collection when branches are closed by allowing patrons to pick up materials at any time of day. In 2023, we will add lockers at Northeast, Beacon Hill and Broadview branches. Two of the new lockers are funded with American Rescue Plan Act (ARPA) funds through the Washington State Library and a third is being funded by SPLF.



Adding to local history collections

In 2022, we added over 1,100 items to our digital local history and culture collections with additions to our [Black Culture and History Collection](#), [Seattle Historical Photograph Collection](#), [Northwest Photograph Collection](#), and [Covid-19 Community Collection](#). Over the course of the year, our digital collections were accessed by over 40,000 unique users, an increase of 8 percent over 2021. These users visited the site nearly 54,000 times.

Highlights from Q4 include the addition of the [Maid Adams Collection of Seattle Congress of Racial Equality Materials](#) to our [Black Culture and History Collection](#). Maid Adams was member of the Congress of Racial Equality (CORE) during the 1960s. The collection includes a variety of rich materials including [picket signs](#) created for CORE's boycotts of local businesses with racist employment practices and advocacy around the integration of schools; correspondence and clippings from the [Crosstown Bus Campaign](#), which advocated for the establishment of better bus service for the Central District, resulting in the creation of the 48 bus line; posters for CORE fundraising events including [James Baldwin's 1963 Seattle speaking engagement](#); and materials from national organizations such as the Student Nonviolent Coordinating Committee and The Black Panthers. This is part of a grant-funded project supported by the Washington State Library that will continue through April 2023.



In November, we completed archiving and cataloging the digital collection of the [Helix](#), Seattle's first underground newspaper which was published from March 1967 to June 1970. The paper was founded by Paul Dorpat with the help of many others, including Walt Crowley, who was a regular contributor and later editor. The contents cover events such as police misconduct and brutality, riots in American cities, the assassinations of Martin Luther King, Jr. and others, the Vietnam War, debate over Native American fishing rights, and other local issues such as the fight to save Seattle's Pike Place Market.

We continued to acquire physical material of significance to our region's history to the Seattle Collection, including 600+ postcards, 400 photographs, 110 books and pamphlets, 50+ menus and several important maps. Important additions in Q4 include a photograph a young Black student being bussed as part of Seattle's desegregation program and several photographs of the African American East Madison/East Union Mardi Gras Festival parade in the 1950s. We also acquired a rare 1883 illustrated promotional pamphlet, *Ner Neue Nordwesten*, intended to encourage German migration to Washington and Oregon Territories by touting the advantages of the area with information on available real estate, land laws, and routes to the region.

Of special interest, over the course of the year, we also acquired 250 early Seattle business cards, which provide insight into the commercial history of the city. Finally, we added several important archival collections, including the archives of the Seattle Music Study Club (founded 1938), the Seattle Antiquarian Society (founded 1916), the Peter Blecha Ravenna Park Collection, and the papers of Seattle activist Dennis Saxman (2003-2021).



Pamphlet encouraging German migration, 1883

LEVY ACCOMPLISHMENTS: TECHNOLOGY

Keeping our technology up to date

The 2019 Levy promises around technology include dedicated funding for digital equity offerings; replacing infrastructure for public internet access; replacing outdated technology for acquisition and circulation; and maintaining and upgrading public technologies and the spl.org website. Since the start of the pandemic, our presence online has grown. The levy provided \$2.5 million in budget authority to support technology operating expenses in 2022 and \$5.7 million, including \$2.5 million in carryforward, for the technology capital program.

Digital equity and the HotSpot circulation program

Internet access is a critical need for everything from job-seeking help to social connection to remote learning. The 2019 Levy is the primary funding source for our [HotSpot program](#), and we have been able to leverage levy funding with additional Foundation and federal funds to offer more hotspots in the community.

The Library offered 1,270 hot spots in 2022, including 775 that were available to all patrons via our catalogue and holds, 30 that were available through our Mobile Services team and an additional 465 available to patrons and community partners through our outreach team. Hot spots were checked out over 8,200 times in 2022 and average wait times for a hot spot through our catalogue stayed steady at 3-4 weeks over the course of the year, with an average of 1.5 patron holds per hot spot, the lowest holds to items ratio for any item in the Library's collection.

Through strategic partnerships, the Outreach Hotspot team centered people from BIPOC communities, immigrants, refugees, people experiencing housing insecurity, diverse linguistic communities, people with low/no income, people impacted by the legal system, members of LGBTQIA+ communities and survivors of domestic violence. The team worked to strengthen partnerships with community-based organizations and groups that provide support and services to communities disproportionately impacted by the digital divide. This year, we strove to build more direct connections with the people they serve. In 2022 we worked with 17 different partners, including four new ones in 2022: Harborview Abuse and Trauma Center, Lambert House, University Beyond Bars and Chief Seattle Club – Eagle Village.

Many of our partners continued to operate virtually due to accessibility needs and ongoing safety measures in communities disproportionately impacted by the pandemic. Others, after careful consideration, offered in-person options. The Library expanded outreach in alignment with our partners' practices. Staff met virtually with students attending online digital literacy classes, and in person with immigrants connecting with job and education resources as well as residents of Tiny House Villages.

This has made such a difference in my life - I wouldn't be able to contact my family without it"

- API Chaya hot spot borrower

Over 350 outreach hotspots were checked out in 2022. These hot spots enabled participants to connect with a community of support while learning about relevant resources and information at the Library and beyond. The Library outreach team also shared vetted information outlining pathways to more sustainable long-term access to the internet and devices via low-cost and discount programs. We recognize the ongoing need for patrons to have this critical tool enabling people to convene and pursue their goals.

Expanding access to computers, scanners and more

In 2022, our technology team continued to modernize and improve patron-facing technology. We upgraded 219 public computers in 2022. Another 200 are scheduled for upgrade in 2023 as part of our planned refresh cycle. These computers replace existing stations that have reached the end of their useful lives. In 2022, over 35,000 people used Library computers nearly 300,000 times. This is about double the number of people who used Library computers and nearly three times the number of sessions compared with 2021. Average session length increased from an average of 48 minutes in 2021 to 55 minutes in 2022. This increase is likely due to modifications we have made in our computer policies. Based on staff suggestions, we extended session limits on the express internet computers in our branches and at the Central Library from 15 to 30 minutes. This gives computer users more time on the express terminals, which is especially helpful when the computers with two-hour use limits are at capacity.

Other public-facing technology improvements include the upgrade of self-checkout stations in 11 branches in Q4. System-wide, patrons used 79 self-check stations to take home over 741,000 items. We installed ScanEZ stations early in the year, which have proved popular with patrons who can use them to make free scans and copies, send faxes and translate scanned text to 100 different languages. We currently have 22 stations in place and plan, in early 2023, to install five additional units at branches that do not currently have them. Over the course of the year patrons printed over 146,000 pages at our Scan-EZ stations. We also added seven public multi-function printers (MFP) in 2022. Patrons printed over 1.2 million pages on our 84 MFP printers.



Behind the scenes, we completed a long-planned upgrade to the automated checkout system that installed new RFID hardware and checkout software for staff work rooms and service desks at all Library branches. We also added five new core infrastructure servers, which increased our server fleet by 22%. This expanded capacity supports outreach, helps us prepare for the Integrated Library System (ILS) upgrade or replacement, improves public computing and printing resiliency, and supports other key Library functions. As we look ahead to future technology infrastructure purchases, we plan to leverage levy funds with funds available through the E-Rate program, a federal program that provides rebates for eligible internet service and hardware expenses. In Q4, as part of this effort, we issued and awarded RFPs for core switches, wireless access points, and universal power supplies at branch locations and the Central Library. These are significant investments that ensure our libraries have dependable internet access.

In 2022, the Library worked with a consultant to develop a roadmap to replace the existing Integrated Library System (ILS), upgrade the discovery layer and make investments in digital asset management. This process included in-depth discovery sessions across all library functions. The Library will begin the RFP process to solicit responses from the ILS market in 2023. The 2019 Levy includes \$4 million to support these system upgrades.

Expanding early learning options for children

Play and Learn programs gearing up, virtual programs continue

The 2019 Levy promised additional support for Library early learning programs for children ages 0 to 5, providing about \$280,000 to support this effort in 2022. A key element of our early learning program is our continued support for the Kaleidoscope Play and Learn program, which offers drop-in neighborhood-based play groups for the Family, Friend and Neighbor Caregiver (FFN) community. Weekly sessions, which are facilitated by early childhood educators, are available to children between the ages of birth to 5. Parents, caregivers, and children are guided through a variety of developmental activities that promote early learning. The Library has historically partnered with local community-based organizations and agencies to offer these programs by providing meeting room space and access to group supplies. Additionally, our children's librarians have provided early literacy support, promoted library programs and services and built connections with family, friend and neighbor caregivers. Prior to the pandemic, five Play and Learn programs were offered weekly at Beacon Hill, Broadview, Columbia, Lake City, and Rainier Beach branches.



As part of the 2019 levy, the Library had planned to establish up to six additional weekly sessions, either offering a second session per week at branches that already had programs or at branches that had previously not offered Play and Learn. The plan was to launch the new groups in late 2020. With the closures of library facilities in March 2020, all in-person children's programming went on hiatus, and some levy funding for Play and Learn was re-directed to address other emergent needs, including support for remote learning for children in grades K-5.

During this hiatus, the SPL Early Learning program manager worked with existing Play and Learn partners to support their work and to help resume in-person programming in the fall of 2022. We have moved at the speed of trust and capacity of our partners, which has resulted in a slow rollout of programming in our branches. One longtime partner, Denise Louie Education Center, began offering weekly programming online in 2020 and in October 2022, restarted in-person

programs at Columbia, Lake City and Rainier Beach branches. Another partner, the Chinese Information and Service Center, began a weekly group in Mandarin and English at the Beacon Hill Branch in November. Also in November, a new partner, Villa Comunitaria, started a weekly group in Spanish at South Park Branch. Library spaces are beginning to be filled with young children and caregivers again. As programs resume, we have been providing materials and curriculum support. Needs assessment at each location is ongoing. While we have had success in bringing back some of our partners who operated pre-pandemic, the financial landscape has changed and additional support is necessary to continue pre-pandemic programming.

Through 2022, we continued to offer a robust menu of virtual programs through our [Kids' YouTube channel](#), including over 200 different videos of story times, Play and Learn programs, Early Learning at Home programs, and children's activities online that are available to the public to enjoy at any time. We have a total of 92 virtual story times in English, 36 in Mandarin and 18 in Spanish. Overall, our children's videos were viewed 25,000 times. Our most popular video, first published in 2020, "What Firefighters Wear" garnered over 2,300 of those views.

"Play and Learn is a strong program because it is offered in the community and delivered by community members. Partnering with the Library allows us to introduce more resources for families. Connecting communities to libraries reinforces that these are their spaces too."

- Xiomara Melgar
South Park Kaleidoscope Play and Learn Facilitator

LEVY ACCOMPLISHMENTS: MAINTENANCE

Protecting our investments

The 2019 Levy promised to maintain Library buildings, preserve funding for major maintenance and add resources to undertake earthquake retrofits for the [historic Columbia, Green Lake and University branches](#). The 2019 Levy provided about \$2 million in budget authority in 2022 to support routine maintenance and \$12.9 million to support major maintenance and seismic work.

Routine maintenance: Keeping our facilities clean and safe

The COVID-19 pandemic continued to present unique challenges and opportunities for keeping the Library clean, safe and accessible, another important levy priority. The members of janitorial/custodial team were busy this past year, completing approximately 1,600 work orders. In addition to their daily job duties, they responded to numerous requests for deep cleaning related to COVID-19 exposure and illegal drug activity in restrooms. They also put an emphasis on keeping the exterior of the Central Library clean by frequently pressure washing the Fourth Avenue, Spring Street and Fifth Avenue plazas. Other important maintenance work was performed by our vendors, including window washing and deep cleaning of all hard surface floors and carpets in branches and at the Central Library.

The facilities team was also busy in 2022. The 19 team members completed over 6,000 work orders, performing activities that ranged from maintaining the Automated Materials Handling System (AMHS) to performing fire/safety checks to undertaking plumbing and roof repairs. They also converted all the lighting at the Greenwood Branch to LED and retrofit the lighting on Level 4 and in all the elevator lobbies at the Central Library to LED. The team was also able to reconfigure furnishings within each branch back to pre-COVID layouts.

Both the facilities team and the custodial/janitorial team partnered to address an increase in vandalism at Library properties and other challenges in the past year. Several branches experienced broken windows, graffiti and damage to the exterior grounds. Facilities were repaired, glass replaced building surfaces were cleaned and/or painted over and additional safety and anti-graffiti window film was installed. At the Ballard Branch, the teams worked together to address the impacts of an increase in encampments of the insecurely housed near Library property. Daily pick-up of garbage and weekly pressure washing of the exterior plaza were required to keep the Library and the adjacent Neighborhood Service Center presentable and accessible to the public.

Major maintenance: Preserving libraries for the next generation

The 2019 Levy provided \$5 million in 2022 budget authority and \$7.9 million in carryforward authority for major maintenance and seismic work. The 2012 levy provided an additional \$3.5 million in carryforward authority. In Q4, the Library spent nearly \$600,000 of 2019 levy funds on seismic and major maintenance work (nearly \$2.2 million for the year) and \$867,000 of 2012 levy funds (\$1.8 million for the year).



Window washers doing their annual feat at the Central Library

Much like the past two years, our Capital Improvement Program continued to experience unfortunate delays. Widespread supply chain issues slowed -- or temporarily suspended -- progress, as did labor shortages created by the COVID pandemic. Heightened materials cost/scarcity and general construction inflation also added pressure to already tight project budgets.

Despite these challenges, the Library completed several small projects, including the replacement of HVAC equipment at the Broadview Branch and the reinstallation of the [Soul Pole at Douglass-Truth Branch](#) in April 2022, after it had undergone a successful conservation project. The Soul Pole project, which was funded by the 2012 levy, generated a lot of community and media interest, including a [10-minute documentary by Converge Media](#). The documentary focused on the history and the conservation of the Soul Pole and its importance to Seattle's Black community.

We also made progress on several of the largest projects in our capital improvement program, the seismic retrofit projects at Green Lake and University branches. Construction for the Green Lake project will begin in February 2023 and continue through Q1 2024. The University Branch seismic retrofit project was in the schematic design phase at the end of 2022; the public construction bid is tentatively scheduled for late Q4 2023.

Progress on other significant projects included the roof replacement at the Queen Anne branch, which we expect to complete in Q1 2023. We neared completion on exterior access improvements at the Douglass-Truth Branch as we awaited materials to repave the branch driveway. Likewise, we are awaiting IT materials and equipment to complete the installation of the Library's new automated materials handling system (AMHS) at the Maintenance and Operations Center (MOC). The new location for the AMHS moves our delivery and distribution operations from the downtown core to a less congested area in Georgetown where our delivery trucks are parked.



New ADA walkway at Douglass-Truth Branch

Finally, construction on the Capitol Hill Branch roof and mechanical systems replacement project is scheduled to begin during Q1 2023. We awarded the contract in July 2022 but construction was delayed due to HVAC equipment shortages and permitting issues. Electrification upgrades for the Northeast and Southwest branches, notably the addition of air conditioning, are in design, with a target construction date of Q3 2023. We are addressing punch list items for our multi-site restroom accessibility project and expect completion in Q1 2023. This project makes high-priority ADA adjustments to the restrooms at the Capitol Hill, Madrona-Sally Goldmark, Montlake, Northeast and Rainier Beach branches.

Risks, opportunities and the path ahead:

Ongoing challenges related to enduring COVID impacts, staffing and extreme weather have delayed the delivery of some of our levy promises, particularly in the area of expanded hours and completion of construction projects. At the same time, we are making good progress on restoring and expanding our in-person services.

As you'll read in our 2023 first quarter report, our staff continue to adapt, enhance and launch services and programs to help our community respond to the COVID-19 crisis and beyond. Here's a quick preview:

- Expanded Library open hours
 - Launch of Strategic Planning effort
 - New locations for pick up lockers
 - In-person tax help at 8 Library locations
 - Development of Library app
-

2022 Financials

The 2019 Levy accounted for \$43.6 million (34%) of the Library's total revised 2022 budget of \$129.2 million. The City General Fund provided \$67.3 million (52%), and other sources, including The Seattle Public Library Foundation, accounted for the remainder. The Library spent \$93.6 million in 2022, including \$23.8 million of funds from the 2019 Levy and \$2.0 million of funds from the 2012 Levy.

Spending tables below show the 2022 Operations Plan Budget plus encumbrances and unspent budget authority from 2021 in the revised budget columns. Carryover budget authority of \$12.2 million from the 2019 levy and nearly \$4 million from the 2012 levy were available for spending in 2022. We spent 55% of the 2019 Levy's revised 2022 budget authority and 51% of the 2012 Levy's revised 2022 budget authority.

2019 Levy	2022 Ops Plan Budget	2022 Revised Budget*	2022 Expenses	Available	% Revised Budget Spent
Hours & Access	12,671,000	13,855,390	11,211,941	2,643,449	81%
Collections	5,648,000	5,801,139	5,595,316	205,824	96%
Technology & Online Services	2,461,000	2,519,078	2,293,315	225,763	91%
Children's Programming	284,000	280,397	146,294	134,103	52%
Maintenance	1,883,000	2,026,880	1,667,464	359,416	82%
Administration	289,000	495,232	288,081	207,150	58%
CIP	8,215,000	18,642,499	2,632,370	16,010,129	14%
Total	31,451,000	43,620,614	23,834,780	19,785,834	55%

* Revised budget includes encumbrances and carryforward authority from 2021. Unspent CIP funds at the end of 2022 automatically carryforward into 2023. CIP includes Major Maintenance and Technology CIP projects.

2012 Levy	2022 Ops Plan Budget	2022 Revised Budget*	2022 Expenses	Available	% Revised Budget Spent
Technology & Online Services		424,711	166,451	258,259	39%
Buildings & Facilities Support		12,000	2,690	9,310	22%
CIP		3,539,327	1,854,705	1,684,622	52%
Total	-	3,976,038	2,023,847	1,952,191	51%

* Revised budget includes carryforward authority from 2021. Unspent CIP funds at the end of 2022 automatically carryforward into 2023.

Table 1. Weekly hours in 2022 compared to pre-pandemic service levels

Location	Pre Pandemic	Jan 1 - Jan 20, 2022	Jan 21 - Mar 29, 2022	Mar 30 - May 10, 2022	May 11 Jul 4, 2022	Jul 5 - Aug 20, 2022	Aug 21 - Oct 11, 2022	Oct 12 - Dec 31, 2022
Ballard Branch	61	61	57	61	61	57	57	59
Beacon Hill Branch	61	61	53	59	59	57	57	57
Broadview Branch	61	61	57	61	61	57	57	57
Capitol Hill Branch	61	53	40	53	53	53	53	55
Central Library	62	58	58	58	58	54	54	54
Columbia Branch	61	61	45	59	59	53	53	53
Delridge Branch	40	40	33	40	40	40	40	40
Douglass-Truth Branch	61	53	45	53	53	53	53	55
Fremont Branch	40	40	26	40	40	40	40	40
Green Lake Branch	40	40	28	40	40	33	33	33
Greenwood Branch	61	61	45	61	61	61	61	61
High Point Branch	47	47	47	47	47	47	47	47
International District/Chinatown Branch	47	47	35	47	47	42	42	42
Lake City Branch	61	61	52	53	61	61	61	61
Madrona-Sally Goldmark Branch	40	40	26	33	40	33	33	40
Magnolia Branch	40	40	19	40	33	33	33	33
Montlake Branch	40	40	21	40	40	35	35	40
NewHolly Branch	40	40	28	28	28	28	33	33
Northeast Branch	61	45	45	53	61	57	57	57
Northgate Branch	61	45	29	45	61	57	57	57
Queen Anne Branch	40	40	28	35	35	35	35	35
Rainier Beach Branch	61	61	53	59	59	57	57	59
South Park Branch	47	47	42	47	47	47	47	47
Southwest Branch	61	53	53	53	53	45	45	45
University Branch	47	47	28	40	47	47	47	47
Wallingford Branch	40	40	21	40	40	40	40	40
West Seattle Branch	61	53	45	53	53	45	45	45
Total Weekly Hours	1,403	1,335	1,059	1,298	1337	1,267	1,272	1,292
Hours as a % of pre-pandemic		95%	75%	93%	95%	90%	91%	92%



The Seattle Public Library

Date: April 27, 2023
To: Library Board of Trustees
From: Tom Fay, Executive Director and Chief Librarian
Andrew Harbison, Library Programs and Services Director
Re: E-Rate Program – Public Use of the Internet Policy Update

Background

On September 28, 2022 The Library Board of Trustees approved The Seattle Public Library to participate in the E-Rate program. The Washington State Library describes the E-Rate program as:

E-Rate, otherwise known as Universal Service Rate Discounts for Schools and Libraries, came into existence with the passing of the 1996 Telecommunications Act. An expansion of the existing Universal Phone Service, E-Rate is intended to provide schools and libraries with affordable access to advanced telecommunications in the form of service discounts. Telecommunication Services, Internet Access and Internal Connections are all subject to E-Rate discounts. Computers, software and other unrelated services, however, do not qualify for service cost reductions under this program. E-Rate is administered by the Universal Service Administrative Company (USAC), under FCC direction.

As noted in the technology budget forecasting section of the “E-Rate Program” memo included in the September 28, 2022 Library Board meeting packet, the Library expects to receive approximately \$1.4 million in applicable discounts from 2023 to 2025. A precondition for receiving E-rate discounts, as well Library Services and Technology Act grants, is compliance with the Children’s Internet Protection Act (CIPA), which requires installing internet filtering software on public PCs and reviewing and updating relevant internet use policies.

Due to significant improvements to internet filtering technology over the past 25 years (when E-Rate was introduced) as well as the self-directed ability of patrons to opt out of being subject to internet filtering, there are few remaining concerns with E-Rate’s potential impact on access to information. As a result of these advances, more public libraries are participating in E-Rate, including other large public library systems in the region and comparable peer urban public library systems in many other parts of the country.

At this stage in the process, the Library is presenting for Board review an updated version of its Public Use of the Internet Policy (Addendum), which will ensure E-Rate compliance and eligibility, and welcomes any public comments about this proposed policy change. The policy

makes clear that The Seattle Public Library has chosen to comply with CIPA and it reflects CIPA guidelines and requirements for public libraries.

The installation of internet filtering software on public PCs will be scheduled, coordinated and communicated at a later date, as the next stage in the process.

Recommendation

The Library recommends approval of the attached updated *Public Use of the Internet Policy* which ensures E-Rate compliance and eligibility.

Action Required/Requested: Request Board consideration of proposed updated *Public Use of the Internet* policy for approval at April 2023 Library Board meeting.



Board Policy

PUBLIC USE OF THE INTERNET	Adopted by the Library Board April 27, 2023; Supersedes <i>Public Use of the Internet</i> approved Oct. 28, 2015
Owner: Chief Librarian	
Approved by: Carmen Bendixen, Library Board President	

BACKGROUND

The Seattle Public Library provides access to a broad range of information resources, including resources available through the Internet. The Library makes Internet service available to the public as part of its mission to bring people, information and ideas together. In this effort, the Library provides free and open access to all types of information for Library patrons of all ages and backgrounds.

The Internet is a global network of ideas, images and commentary that provides free and timely access to large amounts of practical and educational materials from around the world. However, the Library cannot control the information available over the Internet and is not responsible for its content. Some websites provide information that is inaccurate, incomplete or dated, and some content may be offensive, disturbing and potentially illegal.

To help protect the privacy of computer users and the interests of other Library patrons, the Library attempts to minimize the unintentional viewing of potentially offensive content to the extent that it is feasible to do so by intentional placement of computers and provision of privacy screens. The Seattle Public Library has chosen to comply with the Children’s Internet Protection Act (CIPA) and the Public Use of the Internet Policy reflects CIPA guidelines and requirements for public libraries. The Library complies with CIPA requirements for Internet filtering in order to be eligible for federal funds such as e-rate reimbursements and Library Services and Technology Act grants.

POLICY STATEMENT

The Seattle Public Library upholds the rights of all Library patrons to read, seek information and speak freely as guaranteed by the First Amendment, regardless of format or technology. These are fundamental rights in a democratic society and are core values of the Library. Consequently, except as set forth in this Policy, the Library does not monitor, filter or endorse materials on the Internet. The Library has attempted to select filtering software that best complies with CIPA while providing Library users with the broadest possible access to constitutionally protected speech and information.

Rules Governing Use

In order to allow all patrons an opportunity to use the equipment, patrons are asked to comply with sign up and time limitations. All computer users are asked to respect the privacy of other users and not attempt to censor or comment upon what others are viewing. The Library's Rules of Conduct and pertinent state, federal and local laws and regulations apply to all Library patrons, including computer users.

Library computers and Wi-Fi may not be used for any illegal activity including, but not limited to:

- Damaging or altering computer equipment, systems or software.
- Displaying, printing or sending any material that is illegal, libelous, threatening or harassing.
- Downloading or installing any harmful program defined as, but not limited to, spyware, viruses, Trojans, malware or any other illegal utility on any computer.
- Accessing unauthorized computers or systems for unlawful purposes (“hacking”).
- Violating copyright or trademark laws, software licensing agreements or intellectual property rights.

Users engaging in these activities may lose computer privileges and/or be asked to leave the Library. Library staff may summon law enforcement authorities if necessary.

Access by Adults

Library patrons age 17 and older may disable the filtering software without staff intervention in order to obtain unfiltered Internet access for research or other lawful purposes.

Access by Minors

The Library affirms the right and responsibility of parents and caregivers to monitor their child's use of Library materials and resources, including their use of Library computers to access the Internet, electronic mail, chat rooms, and other forms of direct electronic communications. To assist parents in monitoring their child's use of the Internet, the Library:

- Provides specially designed Web pages for children and young adults, with links to age-appropriate websites and filtered search engines.
- Maintains commercial filtering software on public access computers that restricts minors under the age of 17 from accessing visual depictions that are obscene, contain child pornography, or are otherwise harmful to minors. This filtering software will block many specific sites that may be offensive to some, but may not block out all materials that may be offensive to all users. Parents should inform their children of materials they do not want them to use and may wish to supervise their children's Internet sessions.
- Considers placement of public computers in each Library location to minimize inadvertent viewing of public computer sessions.
- Encourages all parents and guardians to learn about their children's online activities and to join in their children's exploration of the Internet. The Library also encourages parents and caregivers to tell their children about the importance of: (i) not revealing personal

information online and (ii) asking for permission before giving their last name or personal information to any website.

APPLICABILITY

This policy applies to all Library patrons who access the Internet at a Library branch, including the Central Library.

RELATED LAWS, POLICIES AND PROCEDURES

Board Policy, *Intellectual Freedom in Libraries*.

Administrative Procedure, *Online Privacy and Terms of Use*.

HISTORY

Supersedes *Public Use of the Internet* adopted June 27, 2012 and revised Oct. 28, 2015. Previously titled *Internet Use Policy*. Current version supersedes *Internet Use Policy* adopted by the Library Board Dec. 14, 1999 and revised Jan. 22, 2002.

Board Policy

PUBLIC USE OF THE INTERNET

Owner: ~~City Chief~~ Librarian

Approved by: ~~Theresa Fujiwara~~ Carmen Bendixen, Library Board President

[Signature]

Adopted by the Library Board ~~June 27, 2012; March 30~~ April 27, 2023; supersedes [Public Use of the Internet](#) Wording clarified and approved Oct. 28, 2015

Background

The Seattle Public Library provides access to a broad range of information resources, including resources available through the Internet. The Library makes Internet service available to the public as part of its mission to bring people, information and ideas together. In this effort, the Library provides free and open access to all types of information for Library patrons of all ages and backgrounds.

The Internet is a global network of ideas, images and commentary that provides free and timely access to large amounts of practical and educational materials from around the world. However, the Library cannot control the information available over the Internet and is not responsible for its content. Some websites provide information that is inaccurate, incomplete or dated, and some content may be offensive, disturbing and potentially illegal.

To help protect the privacy of computer users and the interests of other Library patrons, the Library attempts to minimize the unintentional viewing of potentially offensive content to the extent that it is feasible to do so by intentional placement of computers and provision of privacy screens. [The Seattle Public Library has chosen to comply with the Children's Internet Protection Act \(CIPA\) and the Public Use of the Internet Policy reflects CIPA guidelines and requirements for public libraries. The Library complies with CIPA requirements for Internet filtering in order to be eligible for federal funds such as e-rate reimbursements and Library Services and Technology Act grants.](#)

Policy Statement

The Seattle Public Library upholds the rights of all Library patrons to read, seek information and speak freely as guaranteed by the First Amendment, regardless of format or technology. These are fundamental rights in a democratic society and are core values of the Library. [Consequently, except as set forth in this Policy, the Library does not monitor, filter or endorse materials on the Internet. The Library has attempted](#)

[to select filtering software that best complies with CIPA while providing Library users with the broadest possible access to constitutionally protected speech and information.](#)

Rules Governing Use

In order to allow all patrons an opportunity to use the equipment, patrons are asked to comply with sign up and time limitations. All computer users are asked to respect the privacy of other users and not attempt to censor or comment upon what others are viewing. The Library's Rules of Conduct and pertinent state, federal and local laws [and regulations](#) apply to all Library patrons, including computer users.

Library computers and Wi-Fi may not be used for any illegal activity including, but not limited to:

- Damaging or altering computer equipment, systems or software.
- Displaying, printing or sending any material that is illegal, libelous, threatening or harassing.
- [Downloading or installing any harmful program defined as, but not limited to, spyware, viruses, Trojans, malware or any other illegal utility on any computer.](#)
- [Accessing unauthorized computers or systems for unlawful purposes \(“hacking”\).](#)
- Violating copyright or trademark laws, software licensing agreements or intellectual property rights.
- Users engaging in these activities may lose computer privileges and/or be asked to leave the Library. Library staff may summon law enforcement authorities if necessary.

[Access by Adults](#)

[Library patrons age 17 and older may disable the filtering software without staff intervention in order to obtain unfiltered Internet access for research or other lawful purposes.](#)

Access by [Children](#) [Minors](#)

The Library affirms the right and responsibility of parents and caregivers to monitor their child's use of Library materials and resources, [including their use of Library computers to access the Internet, electronic mail, chat rooms, and other forms of direct electronic communications.](#) To assist parents in monitoring their child's use of the Internet, the Library:

- Provides specially designed Web pages for children and young adults, with links to age-appropriate websites and filtered search engines.

- ~~Provides computers with commercial filtering software for public use in the children's area at each location in the Library system. Maintains commercial filtering software on public access computers that restricts minors under the age of 17 from accessing visual depictions that are obscene, contain child pornography, or are harmful to minors.~~ This filtering software will block many specific sites that may be offensive to some, but may not block out all materials that may be offensive to all users. Parents should inform their children of materials they do not want them to use and may wish to supervise their children's Internet sessions.
- ~~Considers placement of public computers in each Library location to minimize inadvertent viewing of public computer sessions.~~
- ~~Encourages all parents and guardians to learn about their children's online activities and to join in their children's exploration of the Internet. WeThe Library also encourages parents and caregivers to tell their children about the importance of: (i) not revealing personal information online and (ii) asking for permission before giving their last name or personal information to any website.~~

Applicability

This policy applies to all Library patrons who access the Internet at a Library branch, including the Central Library.

Related Laws, Policies and Procedures

Board Policy, Intellectual Freedom in Libraries.

[Administrative Procedure, Online Privacy and Terms of Use.](#)

History

~~Supersedes *Public Use of the Internet* adopted June 27, 2012 and revised Oct. 28, 2015. Previously titled *Internet Use Policy*. Current version supersedes *Internet Use Policy* adopted Dec. 14, 1999 and revised Jan. 22, 2002. Reviewed and wording clarified on Oct. 28, 2015. Supersedes Internet Use Policy adopted by the Library Board Dec. 14, 1999 and revised Jan. 22, 2002.~~



The Seattle Public Library

Date: April 27, 2023

To: Library Board of Trustees

From: Tom Fay, Executive Director and Chief Librarian
Andrew Harbison, Library Programs and Services Director

Re: Books Unbanned Program – Borrower Eligibility and Responsibilities Policy Update

Background

The Seattle Public Library (SPL) will begin a partnership with the Brooklyn Public Library (BPL) to participate in BPL’s Books Unbanned program, which was launched one year ago. Like BPL, SPL will now offer teens and young adults across the nation a library card that provides free access to each library’s e-book and e-audiobook collections, for a limited time with some additional parameters. The card, which will be available via a simple online form, is intended for youth outside our service area: most people who live, work or go to school in Seattle or King County can get a regular, full-access free Seattle Public Library card.

Books Unbanned helps counter the series of increasingly coordinated and effective efforts to remove books from public and school libraries across the nation, which continues to gain momentum. In March 2023, The American Library Association’s Office of Intellectual Freedom reported that 2022 saw a record number of demands to censor library books and resources. More than 2,500 unique titles were targeted for censorship, a 38% increase since in 2021. Of the reported book challenges, “58% targeted books and materials in school libraries, classroom libraries or school curricula; 41% of book challenges targeted materials in public libraries,” the American Library Association’s press release said, and “the vast majority were written by or about members of the LGBTQIA+ community and people of color.”

Recommendation

The Library recommends approval of the attached updated *Borrower Eligibility and Responsibilities Policy* which reflects the scope of the Books Unbanned program.

Action Required/Requested: Request Board consideration of proposed updated *Borrower Eligibility and Responsibilities Policy* for approval at April 2023 Library Board meeting.



Board Policy

BORROWER ELIGIBILITY AND RESPONSIBILITIES	Adopted by the Library Board April 27, 2023; Supersedes <i>Borrower Eligibility and Responsibilities</i> adopted by the Library Board December, 2019; Effective Date January 2, 2020.
Owner: Library Programs & Services Director	
Approved by: Carmen Bendixen, Library Board President	

PURPOSE

The Seattle Public Library provides circulating materials for public use. This policy assures that eligible borrowers have maximum access to the Library's circulating collection. The Seattle Public Library board of trustees authorizes the Executive Director and Chief Librarian to develop and implement effective procedures and guidelines in accordance with this policy.

POLICY STATEMENT

Borrower Eligibility

The following individuals and groups are eligible for free borrowing privileges:

- Residents of Seattle, their spouses and underage dependents
- Nonresidents who pay property tax in Seattle, their spouses and underage dependents
- Nonresidents employed in Seattle, their spouses and underage dependents
- Nonresidents attending school in Seattle
- Businesses located in Seattle
- Individuals taking responsibility for the borrowing activity of schools, day cares, and nonprofit organizations located in Seattle
- Other borrowers eligible under the terms of a reciprocal borrowing agreement between the Library and their home library
- Eligible individuals participating in national or statewide programs sponsored by The Seattle Public Library.

Borrowing privileges are available for a fee to the following groups:

- Individuals living in Washington State who do not qualify in other ways
- Businesses in Washington State, outside of Seattle
- Temporary residents

To obtain borrowing privileges, applicants must provide verification of identity and eligibility. Applicants can obtain more specific information on the Library's public website and/or by asking a Library staff member.

Applicants are generally required to sign their applications, or when applying online, appearing at the Library in person to sign for their borrower card(s). Appropriate arrangements will be made for those who are unable to sign for themselves or who are physically unable to come to the Library.

Borrower Responsibilities

A borrower is responsible for:

- All use made of the borrower's card(s)
- All items borrowed and for charges incurred through use of the card(s)
- Reporting loss or theft of borrower's card(s) to the Library and all use of the card(s) until after the loss is reported
- Informing the Library of changes to the borrower's name, address, and other contact information

The loan periods for Library materials align with standard library practices and are intended to maximize public access. Adequate notice will be provided for any changes in loan period regulations.

Specific information about loan periods and fees is available in each Library location and on the Library's website.

Failure to return borrowed materials or to pay replacement fees may result in the loss of borrowing privileges. Failure to return materials also may result in legal proceedings pursuant to state and local laws.

The Executive Director and Chief Librarian is responsible for the development and maintenance of effective procedures to implement the provisions of this policy.

APPLICABILITY

This policy applies to all individuals and entities seeking Library borrowing privileges.

RELATED LAWS, POLICIES AND PROCEDURES

Administrative Procedure, *Loaning of Library Materials*.

HISTORY

Supersedes *Borrower Eligibility and Responsibilities* adopted by the Library Board December, 2019; Effective Date January 2, 2020; Supersedes *Borrower Eligibility and Responsibilities* revised April 22, 2015. Previously titled *Materials Loan Policy*. Current version supersedes *Materials Loan Policy* adopted Jan. 17, 1977 and revised on Jan. 14, 1980, June 24, 2009, Sept 22, 2010, and Aug. 28, 2013.

Board Policy

BORROWER ELIGIBILITY AND RESPONSIBILITIES	<p>Adopted by the Library Board April 27, 2023; Supersedes <i>Borrower Eligibility and Responsibilities</i> adopted by the Library Board December, 2019; Effective Date January 2, 2020.</p>
Owner: Library Programs & Services Director	
Approved by: Carmen Bendixen, Library Board President	

PURPOSE

The Seattle Public Library provides circulating materials for public use. This policy assures that eligible borrowers have maximum access to the Library's circulating collection. The Seattle Public Library board of trustees authorizes the Executive Director and Chief Librarian to develop and implement effective procedures and guidelines in accordance with this policy.

POLICY STATEMENT

Borrower Eligibility

The following individuals and groups are eligible for free borrowing privileges:

- Residents of Seattle, their spouses and underage dependents
- Nonresidents who pay property tax in Seattle, their spouses and underage dependents
- Nonresidents employed in Seattle, their spouses and underage dependents
- Nonresidents attending school in Seattle
- Businesses located in Seattle
- Individuals taking responsibility for the borrowing activity of schools, day cares, and nonprofit organizations located in Seattle
- Other borrowers eligible under the terms of a reciprocal borrowing agreement between the Library and their home library
- **Eligible individuals participating in national or statewide programs sponsored by The Seattle Public Library.**

Borrowing privileges are available for a fee to the following groups:

- Individuals living in Washington State who do not qualify in other ways
- Businesses in Washington State, outside of Seattle
- Temporary residents

To obtain borrowing privileges, applicants must provide verification of identity and eligibility. Applicants can obtain more specific information on the Library's public website and/or by asking a Library staff member.

Applicants are generally required to sign their applications, or when applying online, appearing at the Library in person to sign for their borrower card(s). Appropriate arrangements will be made for those who are unable to sign for themselves or who are physically unable to come to the Library.

Borrower Responsibilities

A borrower is responsible for:

- All use made of the borrower's card(s)
- All items borrowed and for charges incurred through use of the card(s)
- Reporting loss or theft of borrower's card(s) to the Library and all use of the card(s) until after the loss is reported
- Informing the Library of changes to the borrower's name, address, and other contact information

The loan periods for Library materials align with standard library practices and are intended to maximize public access. Adequate notice will be provided for any changes in loan period regulations.

Specific information about loan periods and fees is available in each Library location and on the Library's website.

Failure to return borrowed materials or to pay replacement fees may result in the loss of borrowing privileges. Failure to return materials also may result in legal proceedings pursuant to state and local laws.

The Executive Director and Chief Librarian is responsible for the development and maintenance of effective procedures to implement the provisions of this policy.

APPLICABILITY

This policy applies to all individuals and entities seeking Library borrowing privileges.

RELATED LAWS, POLICIES AND PROCEDURES

Administrative Procedure, *Loaning of Library Materials*.

HISTORY

Supersedes Borrower Eligibility and Responsibilities adopted by the Library Board December, 2019; Effective Date January 2, 2020; Supersedes Borrower Eligibility and Responsibilities revised April 22, 2015. Previously titled *Materials Loan Policy*. Current version supersedes *Materials Loan Policy* adopted Jan. 17, 1977 and revised on Jan. 14, 1980, June 24, 2009, Sept 22, 2010, and Aug. 28, 2013.



The Seattle Public Library

NEWS RELEASES

Date			Title
03	02	2023	Apply to Wa Na Wari's oral history and community story telling institute by March 10
03	03	2023	Black-Owned Business Excellence Shares Highlights From Its Fourth Annual Symposium
03	06	2023	Local Authors Now Featured in Library Short Story Dispensers
03	09	2023	All Locations of The Seattle Public Library Will Close Wednesday, March 22, for Staff In-Service Day
03	14	2023	Reflections Dance Festival: Artists of Color Share a Third Love Letter to Seattle at the RSJI Summit on Friday, March 24
03	15	2023	Seattle Poet Claudia Castro Luna Hosts a Bilingual Series on Creativity at The Seattle Public Library
03	16	2023	Seattle Reads Turns 25: Celebrate by Reading Julie Otsuka's 'The Swimmers' With The Seattle Public Library
03	31	2023	April 2023 Author Readings and Community Events With The Seattle Public Library



The Seattle Public Library
MEDIA COVERAGE

Date			Organization	Headline	Details	Link
03	02	2023	<i>International Examiner</i>	March 1, 2023 – Arts Etc.	“‘Meet Me at Higo’ is a traveling exhibit from the Wing Luke Museum now on view in the Level 8 Gallery of the Seattle Public Library’s Central Library.”	https://iexaminer.org/artsetc-78390-2/
03	02	2023	<i>The Memory Hub</i>	E-Books, Tech Help & More: An Intro to Seattle Public Library’s Tech Resources	“On Tuesday, February 21, the Tech Lab welcomed Emily Billow of the Seattle Public Library for a workshop on e-books and digital content.”	https://thememoryhub.org/article/e-books
03	04	2023	<i>South Seattle Emerald</i>	Somali Family Safety Task Force Teaches Somali Through Storybooks	“In 2017, The Seattle Public Library and Seattle Public Schools approached the Task Force to partner on a summer project for children. Mohammed suggested creating Somali/English children’s books.”	https://southseattleemerald.com/2023/03/04/somali-family-safety-task-force-teaches-somali-through-storybooks/

03	04	2023	<i>The Facts Newspaper</i>	Apply to be part of a six-person cohort of community oral historians in training	<p>“The second Institute is a partnership between Wa Na Wari, the Black Heritage Society of Washington State and The Seattle Public Library, with support from 4Culture.</p> <p>The first cohort completed their training in June of 2022, and they are now working on creative activations of the stories they recorded, which they will share with the public at an exhibit at Wa Na Wari in November, 2023.”</p>	https://www.thefactsnewspaper.com/post/apply-to-be-part-of-a-six-person-cohort-of-community-oral-historians-in-training
03	08	2023	<i>The Seattle Medium</i>	Fourth Annual BOBE Symposium Celebrates Black-Owned Businesses	<p>“The Seattle Public Library was a co-sponsor of the symposium, which aimed to serve and empower entrepreneurs and business owners to relaunch, revive, and expand their businesses in preparation for generational wealth and legacy building.”</p>	https://seattlemedium.com/fourth-annual-bobe-symposium-celebrates-black-owned-businesses/
03	08	2023	<i>South Seattle Emerald</i>	News Gleams Southeast Seattle Schools Launch Fundraiser; Local Authors Featured in Short Story Dispenser	<p>“According to a press release from The Seattle Public Library, ‘Since the installation of story dispensers in January 2020, more than 14,000 short stories have been printed.’ The ones installed by The Seattle Public Library are the first and only in Washington State, according to Short Edition’s website.”</p>	https://southseattleemerald.com/2023/03/08/news-gleams-southeast-seattle-schools-launch-fundraiser-local-authors-featured-in-short-story-dispenser/

03	08	2023	<i>Real Change News</i>	Build baby, build A little bare More housing Stories on demand Support the youth	“Curious readers can hit up short story dispensers on Level 3 of the Central Library and at The Station, a Beacon Hill coffee shop, to get short stories produced by local Seattle writers.”	https://www.realchannews.org/news/2023/03/08/build-baby-build-little-bare-more-housing-stories-demand-support-youth
03	09	2023	<i>Queen Anne & Magnolia News</i>	Seattle Public Library offers author readings, community events this month	Library’s press release reprinted	https://queenannene.ws.com/news/2023/mar/09/seattle-public-library-offers-author-readings-community-events-this-month/
03	10	2023	<i>Elliott Bay Book Company</i>	Dr. Nguyễn Phan Quế Mai at the Seattle Public Library	“Our friends at the Seattle Public Library will host Dr. Nguyễn Phan Quế Mai for the Seattle launch of her latest, the novel Dust Child.”	https://www.elliottbaybook.com/events/23084
03	13	2023	<i>South Seattle Emerald</i>	News Gleams SPS Invites Public to Budget Deficit Meeting; City Seeks Youth for Employment Program	“Seattle Public Library Branches Will Close for One Day on Wednesday, March 22”	https://southseattleemerald.com/2023/03/13/news-gleams-sps-invites-public-to-budget-deficit-meeting-city-seeks-youth-for-employment-program/

03	13	2023	<i>The Stand</i>	Sign petition: RSPCT for Seattle city workers	<p>“The Coalition of City Unions (CCU) represents more than 6,000 City of Seattle employees and includes members from multiple unions: PROTEC17, LIUNA Local 242, AFSCME Council 2, Boilermakers Local 104, Seattle Dispatchers Guild, Sheet Metal Workers Local 66, IBEW Local 46, IAM District 160, Teamsters 117, Teamsters 763, and IATSE Local 15. The coalition began contract negotiations in September 2022 and did not receive the city’s first economic proposal until March 2023. What they received — which included a proposed one (1) percent cost of living adjustment for 2023 — was too little, too late.”</p>	https://www.thestand.org/2023/03/sign-petition-rspct-for-seattle-city-workers/
03	17	2023	<i>The Seattle Times</i>	All roads did lead to Seattle’s Dog House — but then that closed, too	<p>“The Seattle Public Library has an online collection of more than 2,000 menus of these old places so you can go down memory lane. It was started by library employees gathering menus from restaurants they visited. You’re welcome to submit menus you might have by going to the library’s Ask Us service.”</p>	https://www.seattletimes.com/pacific-nw-magazine/all-roads-did-lead-to-seattles-dog-house-but-then-that-closed-too/

03	20	2023	<i>West Seattle Blog</i>	Two citywide closures this week that you should know about	<p>“...closures later this week are for staff training:</p> <p>SEATTLE PUBLIC LIBRARY: Its facilities will be closed Wednesday (March 22nd), but branch book drops will be open.”</p>	https://westseattleblog.com/2023/03/two-citywide-closures-this-week-that-you-should-know-about/
03	21	2023	<i>KOMO News</i>	Most Seattle libraries will be open daily thanks to 2019 levy	“Of Seattle Public Library's (SPL) 27 locations, most will be open seven days a week. Six of those locations will be closed on Mondays to align with library goers' preferences in a 2021 survey.”	https://komonews.com/news/local/seattle-public-libraries-extended-hours-2019-library-levy-reading-books-king-county
03	21	2023	<i>Queen Anne & Magnolia News</i>	Seattle poet hosts bilingual program series at Seattle Public Library	“Join award-winning poet Claudia Castro Luna for a bilingual spring program series at The Seattle Public Library that explores how Seattle can keep creativity alive. The former Washington State Poet Laureate Castro Luna guest-curated the series, which kicks off with a program called ‘Creativity Everyday / Creatividad Cotidiana,’ which explores cultural practices around creativity.”	https://queenannene.ws.com/news/2023/mar/21/seattle-poet-hosts-bilingual-program-series-at-seattle-public-library/
03	21	2023	<i>Boing Boing</i>	The legacy of a Japanese American family's variety store	“There is also an exhibit at the Seattle Public Library Central Branch through March 26th.”	https://boingboing.net/2023/03/21/the-legacy-of-a-japanese-american-familys-variety-store.html

03	23	2023	<i>The Seattle Times</i>	Rant and Rave: A broken neon sign shines a poor light on Seattle	“RAVE to the staff at Seattle Public Library Broadview Branch for contacting me promptly when they found some cards I had accidentally left there (credit card, ORCA card, etc.) so I could return and collect them.”	https://www.seattletimes.com/life/lifestyle/rant-and-rave-a-broken-neon-sign-shines-a-poor-light-on-seattle/
----	----	------	--------------------------	--	---	---