

The Seattle Public Library
Board of Trustees Meeting
12:00 p.m. Thursday, March 30, 2023

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

Remote Listen Line:

Dial: 206-207-1700 / Access code: 2487 603 0873

Watch Live:

<https://seattle.webex.com/seattle/j.php?MTID=mfdbde369f7690b245a2e1d0d69d3d6ee>

Password: PublicMeeting (78254263 from phones)

Public Comments Received Via: library.board@spl.org

Agenda

- A. CALL TO ORDER
- B. APPROVAL OF AGENDA
- C. PUBLIC COMMENT
- D. CONSENT
 - 1. Minutes of February 10, 2023 Library Board Special Meeting
 - 2. Minutes of February 23, 2023 Library Board Regular Meeting
 - 3. January and February 2023 Finance Reports
- E. CHIEF LIBRARIAN REPORT
 - 1. Chief Librarian Report
 - 2. System Report
 - a. Strategic Planning Project Overview: Greg Netzer, Territory
 - b. Seattle Reads 2023: Stesha Brandon, Literature and Humanities Program Manager
- F. OLD BUSINESS
- G. NEW BUSINESS
 - 1. Urban Libraries Council Declaration of Democracy
 - 2. 2022 Fourth Quarter/Year End Levy Report
 - 3. 2023 Chief Librarian Executive and Merit Leave
 - 4. Library Foundation and Friends of the Library Updates
 - 5. Updates from Library Board Members
- H. EXECUTIVE SESSION
- I. ADJOURN
- J. NEXT LIBRARY BOARD MEETING: April 27, 2023

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

Unapproved Board Minutes

Board of Trustees Special Meeting
The Seattle Public Library
February 10, 2023

CALL TO ORDER

A special meeting of The Seattle Public Library (SPL) Board of Trustees was held in the Washington Mutual Foundation Meeting Room at the Central Library on February 10, 2023. Library Board President Carmen Bendixen called the meeting to order at 9:20 a.m. Vice President W. Tali Hairston and trustees Jay Reich and Ron Chew were in attendance. Trustee Yazmin Mehdi was unable to attend.

APPROVAL OF AGENDA

The agenda was approved as published.

NEW BUSINESS

2022 Accomplishments and End of Year Review

Executive Director and Chief Librarian Tom Fay opened the meeting with icebreaker questions regarding trying new things and considering life 100 years in the future or the past. He said doing new things can be exciting, but also scary, and requires day-to-day tasks to make new initiatives work. He said to have a future that is different, one needs to ask tough questions and make changes to make progress. Mr. Fay said the next two years will focus mainly on infrastructure and catching up on basic needs. He said SPL needs tools and training to get to its next level. He said the Foresight and strategic planning processes will surface what the future can look like, and the Library can then integrate its past into a future-forward look as it develops the strategic plan. He said work may seem operationally heavy, but projects are moving in a positive direction.

Mr. Fay said the Strategy and Policy Advisor in his office is retiring and he will re-hire the position. He said SPL hosted a two-day statewide public library directors' meeting the previous week. Library Board Trustee Jay Reich asked what the hot topics are across libraries. Mr. Fay said levy lid lifts, taxation, capital improvements, staff safety, and issues around drug use and assaults were high priorities across the state. Mr. Fay said about 40 of the state's 63 public library system directors attended, including about 15 new directors, to share information.

Mr. Fay said the Urban Libraries Council (ULC) is considering hosting a two-day Directors Forum at the Fairmont Hotel in Seattle in October for about 150 directors and deputy directors. He said ULC is also undertaking a strategic planning process, and he is serving on their advisory group. He said he has regular meetings with the President/CEO of ULC, and SPL Foundation Board member Grace Nordhoff is also a member of ULC's Board of Trustees.

Mr. Fay said the Library accomplished a lot in 2022. He said the Central Library garage equipment upgrade was completed and the garage is no longer operating at a deficit. He said all leadership and management at SPL completed a Racial Equity Toolkit (RET) training. He said the Library is using the same consultant to review the Library's Rules of Conduct, which will be a thorough process that will include people with lived experiences. He said the Leadership Team and Senior Management Team have set equity analysis and RET goals which are under way. He said additional equity training was held for staff across all levels including librarians to provide baseline knowledge and new insights into how the Library needs to do its work. Answering a question from Mr. Reich about goals, Mr. Fay said the Board will be receiving a presentation on the Library's equity road map that

is in development, with an idea of what the Library needs to do structurally to imbed equity into its work. He said the process will extend over a number of years and will apply to internal and external work. He said the internal infrastructure will also focus on skills leading to competencies. Mr. Fay said a project to create an effective structure for racial caucusing is underway, with leadership by the Race and Social Justice Change Team, and the Library hopes to move forward with training for facilitators in the spring. He said caucusing will create healing spaces for staff and a place for staff to surface issues so that leadership can be aware of them and make structural changes.

Mr. Fay said the Library hopes to have substantial completion of branch air conditioning projects done by late summer; he said parts and equipment require 30 weeks of lead-time. He said the Library is working on a Comprehensive Facilities Plan to cover maintenance and capital needs and deferred maintenance. He said annual needs are approximately \$4 million, which will continue to rise as infrastructure ages. He said the Central Library will be 20 years old next year, and is very expensive to fix. Answering a question from Mr. Reich regarding a funding strategy, Mr. Fay said the Library is looking at a capital bond to integrate fixes with a vision for remodeling spaces to get everything done for a reasonable amount. He said it would be spread out over ten to 15 years and would require a capital bond paired with private funds, similar to the Libraries For All bond. Mr. Fay said the effort will require future planning and other considerations if the downtown area doesn't bounce back from the pandemic downturn. Mr. Fay said the Library will need to work with the Foundation and partners to carefully consider the timing of a capital bond, as an operational levy is needed in 2026.

Library Board Trustee Ron Chew said SPL will need to think about its branches and right-sizing to meet community needs. He asked if there would be a scenario to consider closing, repurposing, or consolidating branches. Mr. Fay said the Library needs to talk about those issues through its planning processes to consider whether the Library is in the right places to serve the community now and in the future. He said discussions will also need to focus on services and infrastructure. He said the Central Library is very expensive to maintain, and the system has 27 buildings for which costs are rapidly increasing. He said the Library needs to consider whether it has the right types of buildings to adequately serve the community, and could consider creative expansion options such as below-ground additions. Mr. Chew said community demographics and population centers look very different than they did 20 years ago. Mr. Fay said the strategic planning process will include thinking about physical spaces, as well as when and where to deliver programming, and what it looks like to deliver in partner spaces. He said the process will create a timeline and roadmap, with the strategic plan covering a three to five year period. Mr. Fay said any big changes to the program of service would come from a 2026 levy. Mr. Fay said the next levy planning process will have more transparency and start earlier than the last. Mr. Reich said there will be difficult decisions the Board will need to rally behind.

Mr. Fay said the Maintenance and Operations Center (MOC) is almost completed. He said the new Automated Materials Handling System (AMHS) is in the last stages of installation there and will likely be activated in March. He said the Library will hold an open house at the MOC, and the Board will be invited to see the space. He said the space houses Facilities staff for painting, welding, and fabrication, and the Library's trucking system is based there. He said the new AMHS system should run smoothly. He said it is a modular system that can process materials moving through the system as well also containing software for pricing discards, among other useful features. Mr. Fay said the new system will have a faster processing speed and will get materials out to patrons more quickly, and may eventually create efficiencies that allow reallocation of staff to other areas.

Mr. Fay said the Library undertook a collection diversity audit to look at the diversity of the collection and compare it against peer libraries. He said the audit considers authorship, illustrators,

and demographic representation; and as a result, the Library is considering means such as looking for small publishers, self-publishers, and more representative authors, illustrators, and publishers. He said as the Library does this work year over year, it will have an impact on the collection and will bring more voices to the forefront. Answering a question from Library Board President Carmen Bendixen regarding publishers, Mr. Fay said libraries seeking to increase the diversity in their collections will also influence publishers to have more diversity in their offerings.

Mr. Fay said the Library has created a directed fieldwork partnership with the University of Washington (UW) Information School for students becoming librarians. He said a grant from the Library Foundation allowed SPL to pay for the students' costs to participate as well as providing some payment for their work. He said the program focused on BIPOC students who were not participating due to cost barriers since it is not a required piece of the master's degree program. He said the Foundation will provide funding to support five students with \$10,000 per year. He said the Library hopes the students will consider SPL for employment, but either way, there is a professional duty to diversify the librarian profession. Mr. Fay said UW is the first library school to have an indigenous people's program directed toward bringing more indigenous people into the profession.

Mr. Fay said the Library has been working on building access control including upgrading keys, pass cards, and alarm codes. He said there are a great deal of information technology (IT) projects under way, and there are a lot of infrastructure upgrades needed in IT. He said the system that does check-ins and check-outs is 30 years old, and the Library is undertaking a process to replace the system. He said it will be an enormous change management process for staff, as well as affecting patrons through changes to the catalog and website. Mr. Fay said the Library will begin to integrate acquisitions processes into the City's finance system which will mean workflow changes, more efficiencies, and fewer staff interactions with unnecessary components. Mr. Fay said the Library's transition to Microsoft Office 365 is still underway.

Mr. Fay said the Library did a lot of training in 2022 and did good work around staff support and employee engagement. He said staff did a great job of developing a program on trauma informed care, as well as developing a peer support group in which they worked with the Seattle Fire Department. Answering a question from Mr. Reich regarding frequency of staff experiencing trauma, Mr. Fay said aggressions and micro-aggressions can occur every day, particularly for non-white and non-male staff members. He said traumatic experiences such as violent incidents, patron overdoses, and attempted suicides occur at Library locations, and the Library is working on system improvements to help staff process events and provide feedback to change systems. He said peer support, staff roles, security roles, and follow up support are all important. He said the Library is working to respond to incidents with a trauma informed approach, but also looking at preventative measures. Mr. Chew said there are elements of working with the public that can be dangerous. Mr. Fay said the Union has been a good partner as Library developed this program. Answering a question from Mr. Chew regarding how issues may relate to recruitment of the next generation of employees, Mr. Fay said recruiting challenges include determining skills and aptitudes for where the Library wants to be such as resiliency, an aptitude for the work, and cultural competencies to do work in the community.

Library Board Vice President W. Tali Hairston said the Library is thinking a lot about preparing staff to respond to social issues and asked if there has been thought about how to manage the behavior of patrons who are struggling to use the Library successfully. Mr. Fay said there is work underway on the Library's Rules of Conduct so that staff have the right tools to respond. He said the current Rules of Conduct are 12 years old and need to be re-thought as the Library works to apply behavioral rules that encourage a welcoming environment. He said staff want more security, and the Library doesn't

have enough security officers to cover every building. Mr. Fay said he is in ongoing contact and discussion with the City and Seattle Police to try to get assistance and suggestions. He said the Library needs an increase in security personnel, and the levy process brought on four new positions through underspend. He said he will be having another meeting with Police Chief Diaz to talk about trouble areas. Mr. Fay said the Library has a great security team that does hard work every day to keep patrons successful in Library buildings. He said the Rules of Conduct review will look at what flash points the Library may be creating and where it can look creatively for solutions with its own social workers, City Human Services, and the Fire Department to find solutions.

Mr. Chew said the other side of recruitment is retention; he said having safe zones, protocols, and Rules of Conduct in place will help to retain good staff. Mr. Fay said the Library also needs to have good supports in place as it works to diversify its staff. He said employees need to know they can talk to management. He said if the Library wants to bring on a diverse staff with the expectation of deeper community engagement, they need tools and support for that. Answering a question from Mr. Reich about the retention rate, Mr. Fay said the Library just went through a big hiring process and will have more data toward the end of the year. He said the last few years have brought retirements, remote work arrangements, fewer hours, and other changes. He said at one point last year the vacancy rate was 17%. He said it is currently at 6%, and is normally 4%. He said it has taken 17 months to replace 70 positions because as one person was hired, another would leave. He said the library profession is also transitioning because of age. He said the role of a librarian and their work is changing. He said as library work changes, there may be a need for a variety of new classifications, skill sets and aptitudes.

2023 Goals and Priorities

Mr. Fay shared a 2023 goals and priorities overview document with the trustees. He said the Library is getting projects underway and keeping goals in the forefront so staff know what they're doing as part of that work. He said as the Library implements the new E3 performance management system, all staff members will have cascaded goals that come down from top level organizational goals. He said as the Library moves through the year refining the E3 process and creating the Strategic plan, it will create a core set of goals that all staff can see that cascade down through front line staff. Mr. Fay said the Library will try not to have more than seven goals, otherwise everything becomes a priority. He said the Library will weave the Race and Social Justice components into every part of the work. Mr. Hairston asked which of the goals need to happen first. Mr. Fay said the Library will start with the strategic plan and work backward to prioritize. He said the 2023 seven goals are work that has to be completed and approached to provide a foundation for new work. He said there will be more specificity in terms of priorities and the order will be laid out as the strategic plan comes together and is implemented in 2024.

Foresight and Strategic Planning Update

Mr. Fay said the Library's goals are tied to a work plan. He said the Library hasn't had a strategic plan for 12 years in which the staff and community was fully involved in the process. He said right now the work is laid out in parallel tracks, and as the Library moves into the transformational pieces, it will lay out what has to happen, where infrastructure is needed to support the work, and what staff capacity and skillsets are needed. Mr. Reich asked if there are things the Library will stop doing. Mr. Fay said there will have to be. He said there will be hard discussions about buildings, lines of work, and how to best use staff time and assets. He said the process will require staff to participate through input, involvement, surveys, and work teams. Mr. Fay said the strategic planning project will continue until about November 2023.

Mr. Fay said the Library is looking at employee engagement and staff support, and is considering the right time to do a climate survey, which will be a key piece of work that should happen toward the end of the strategic planning effort. He said there should be a baseline survey in early 2024 to move the strategic plan forward, and the Library will need to have money to respond to issues raised in the survey. He said the Library will also need to plan for how often to repeat the survey. He said this will help to mitigate issues and create strategies to move forward. He said more work will be done on this effort toward third or fourth quarter. Mr. Fay said another piece is a DEIA assessment, working with a consultant, to determine the Library's readiness as an organization. He said a DEIA assessment will help determine diversity, competencies, and what can be delivered. He said his goal is to have a DEI Director that will report to the Chief Librarian. He said it is important to first do an assessment and consider how to support that person, and what their authority will be in the organization. Mr. Hairston said when someone has been hurt around issues of race, recovery time is long, if ever; he agreed that assessment data is important to know. Mr. Fay said the organization prides itself that it does equity work. He said the Library has much to do to grow in the area, and has staff who want to do the work. He said people doing the work represent their community and they need to trust that the Library represents them. Mr. Fay said the Library will move toward working on a climate survey and DEIA assessment toward the end of the year. He said the past two years have been challenging with the pandemic and the Library is eager to move forward.

Working Together

Mr. Fay asked the trustees their preferences for making meetings more productive, including opportunities for retreats, one-on-one meetings, meeting with more frequency, and other types of information sharing, as there are heavy lifts coming over the next couple of years. Mr. Reich said the Board would also like to know how they can help support Mr. Fay's work. Mr. Fay said the trustees each bring a different and valuable perspective and interest in libraries, with skills that provide relevance to different areas of the work. Mr. Reich said monthly meetings provide little opportunity for trustees to be a sounding board or for complex discussions. Mr. Fay said he holds monthly meetings with the Board president, and past chief librarians had quarterly meetings with individual trustees. He said individual meetings are valuable for gaining input as the Library moves into big work items. Mr. Chew said the past chief librarian had lunch twice a year with each trustee which was an opportunity for questions and discussion. Mr. Reich said meetings in pairs would be more efficient and trustees could be rotated which would also be an opportunity for trustees to bond. Mr. Reich said when he joined the Board, there were two committees which created repetition. He said meetings were honed down to one 90-minute meeting that lacks opportunity for discussion. He asked how a highly functioning board can balance discussion and business. Mr. Fay said individual or paired meetings could be helpful for discussions on bigger issues coming forward. He said the Library Board represents the public, and it is beneficial to have discussions and insights and an opportunity to get answers. He said there will be many opportunities for the Board's involvement in joint advocacy and other committees in the next couple of years.

Answering a question from Mr. Reich regarding participating in meetings with staff, Mr. Fay said there would be opportunities for trustees to join discussions with senior leadership as the Library actualizes the strategic plan and moves through a levy and possibly a capital bond campaign. He said the trustees' involvement in those big efforts will be key. Mr. Reich said trustees are glad to help in practical ways that are not intrusive, given their roles. Mr. Chew said he appreciated the opportunity during the Foresight process to participate in a group with staff. Mr. Fay said more similar opportunities would be coming. Ms. Bendixen said retreats are beneficial at appropriate milestones, and strategic planning may be a good time to have deeper conversations together. Mr. Fay said the Board will have at least two more retreats during the year. He said when the engagement approach of

the strategic planning consultant is ready, it will be important to have the Board and consultant together for bigger discussions.

Mr. Chew said Mr. Fay does a good job with pivoting, time use, and staying centered on things that matter. Mr. Fay said he tries to find a balance and take advantage of trustees' skillsets and connections in the community; he said everyone brings something helpful to the table. He said city politics will change as new councilmembers come in. Mr. Reich said a high level of trust and information exchange between trustees and the Chief Librarian is necessary.

Mr. Fay said the Washington Library Legislative Day was held in Olympia on February 9, and the joint advocacy group created a one-page handout with information about SPL libraries, programs, and services. He said he joined Foundation CEO Jonna Ward, along with members of the Foundation and Friends boards, to meet with representatives, senators, and legislative staff. He said the group had very good discussions and extended an open invitation for the legislators to visit SPL after the session. Mr. Fay said there is an effort among statewide library directors to build a forward-thinking approach with the legislature as a group. He said the group could work together to increase capital funds, and a group of library foundations is also looking at how to work together at the state level to increase support. Mr. Fay said they are considering how to gain alignment with east and central Washington library systems.

Mr. Fay said one issue the group spoke about several times was an interest in getting a tax exemption for public libraries when purchasing physical books. He said the \$500,000 the Library pays in taxes could be put to use buying more books. He said schools don't have to pay the tax, and libraries should be considered under the same exemption, as public library books also go to school kids.

Mr. Fay said there have been recent news stories about library branches in Colorado closing due to methamphetamine contamination. He said the threshold in Colorado is extremely low and requires third party mitigation. He said SPL is working through an issue at the Lake City Branch where a restroom is currently closed and construction work is being done to enable more thorough cleaning of the space and fixtures.

ADJOURN

Board President Carmen Bendixen adjourned the meeting at 11:56 a.m.

Unapproved Board Minutes

Board of Trustees Meeting

The Seattle Public Library

February 23, 2023

CALL TO ORDER

The regular meeting of The Seattle Public Library (SPL) Board of Trustees was held on February 23, 2023. Library Board President Carmen Bendixen called the meeting to order at 12:07 p.m. Vice President W. Tali Hairston and trustees Jay Reich, Ron Chew, and Yazmin Mehdi were in attendance. The meeting was conducted with a remote attendance option via video conference.

APPROVAL OF AGENDA

Library Board President Carmen Bendixen said the Social Services Team Update under the Chief Librarian Report was being postponed, so the item would be struck from today's agenda.

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

PUBLIC COMMENT

There were no public comments.

CONSENT

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

CHIEF LIBRARIAN REPORT

Chief Librarian Report

Chief Librarian Tom Fay said he recently spoke at a University of Washington Information School's 'Future of Libraries' course taught by a colleague and former SPL employee. He said he shared with students about the work SPL is doing around foresight and planning, and some of the findings to date. He said it was great to talk with students, some of whom have an interest in public library work.

Mr. Fay said SPL hosted the statewide public library directors' meeting early in the month, which was the first time the meeting had been held in Seattle. He said the team did a great job managing the space and using the new hybrid meeting technologies to host participants in person and remotely.

Mr. Fay said the Library held its initial meeting with the strategic planning consultant followed by a four-hour discovery session on February 6. He said at the previous Library Board meeting, Trustee Jay Reich had asked for inter library loan statistics, which are included in this month's written report.

Mr. Fay introduced Andy Hines from Houston Foresight. Mr. Hines said he was pleased to share insights from the foresight project on the future of libraries. He said the goal of the project was to feed the Library's strategic planning effort. He said his team creates a mental model among participants about the future and asks, "If this future happened, what might we do?" He said the project took a ten-year look into the future and used a three horizons model to organize the timeframe. He said the first horizon is the current system, the second horizon is a zone of transition where one can start to see changes taking place, and the third horizon is the seeds or the actual changed system starting to emerge. Mr. Hines said the horizons all start at the same place, but the first horizon is the lead. He said over the course of ten years, the current system won't fit as well with

the emerging future, so the second horizon scenarios come into play. He said if the transition is rocky, that leads to a 'collapsed future' scenario, which can be used for planning to avoid that possible future outcome. Mr. Hines said a typical transition scenario is a gradual approach leading to a future called the 'new equilibrium.' He said the third type of scenario is a 'transformation' which is the preferred future. He said by naming a preferred future, the organization has identified what it hopes to get to.

Mr. Hines said that the job of a futurist is to stretch the team to think differently about the future. He said participants considered different ideas of the future and came together as a team to determine the best plausible guess. He said Houston Foresight was surprised at how well aligned the Library's team already is, which speaks to the leadership and what has been happening at the Library before their engagement. He said there was a lot of work done to determine the Library's preferred plausible future, which is an aspirational and visionary future. He said in a new equilibrium scenario, the team looked at a scenario in which the library gets deeply involved in providing social services. He said the preferred future in that regard is not to actually provide services, but to be an anchor, to manage information and coordinate connections in a hub role.

Mr. Hines said after creating scenarios, the team identified themes. He said the common core of themes is called the "super seven." He said in all of the different scenarios, these seven issues will occur, so no matter which way the future unfolds, the Library will need to have a viewpoint on those seven issues. He said how the Library deals with the issue of staffing, for example, will be very different in a collapse scenario than it will be in a baseline scenario, but the issue of staffing will be something that has to be dealt with in any scenario.

Mr. Hines said since no one knows which way the scenarios will actually unfold, the Library will want to monitor the landscape to determine if it is moving toward or away from particular scenarios and react accordingly. He said for each scenario, the team went through a process of identifying implications and potential strategic issues that can be used to develop the strategy process. He said they identified about twenty strategic issues as well as recommended options for action. He said they used a tool called an elevator speech to get a preliminary viewpoint on how the Library might respond, knowing that work will be used to feed a strategic planning process. He said his team pays attention when themes recur. He said the 'prioritize' option appeared in two different scenarios. Mr. Hines said there are a great many things the Library wants to do, but there are limits, so the Library will need to prioritize. He said 'hyper localization' also came up in two different scenarios. He said that shows that the Library puts great importance on community. Mr. Hines said considering the needs of the community was a major theme throughout the whole project. He said 'hyper localization' refers to not only identifying and hearing community needs, but customizing to them.

Mr. Hines said the project spanned over five months and followed a basic approach or framework that Houston Foresight uses in most of their engagements. He said the process begins with framing how they will investigate the future of the organization. He said in their history of doing domain maps, they had never seen a more thorough domain map than what was created in this project. He said it showed a deep concern on the Library's part to be thorough. He said the next step was to scan for signals of change by investigating articles, blog posts, video journal pieces, and other sources for information talking about the future. He said his team collects that information and pulls insights from it to identify trends and issues. Mr. Hines said they conducted more than 50 interviews and received more than 100 survey responses in their research process. He said this information combines to identify 'drivers' which are major themes of change. He said there were 14 drivers as the main ingredients to build out stories about the future. He said they held two scenario workshops in

November in which they used all of the collected information to craft six scenarios. He said that was followed by a second set of workshops to develop the recommendations. Mr. Hines said both sets of workshops included one for staff and one for community partners. He said the workshops were used to develop the 20 issues and options, and an integrated strategic approach. He said common ground was identified as the “super seven” issues, by which time the team was internalizing a mental model of the future and starting to think about potential forward moves. Mr. Hines said this work brings options for the future to life and provides context to move into a strategic planning process.

Library Board Trustee Yazmin Mehdi asked how there would be more engagement with external parties going forward to make sure the Library is aligned with the community; and she asked how SPL’s project compares with other library foresight projects. Mr. Fay said the next step in strategic planning will bring more people into the discussion. He said during the community workshops, the Library heard that it would be great to have partnership specialists who focus on listening, deep engagement, and partnership development and building. He said the Library needs more time and connection with the community to be able to co-create and co-develop. Mr. Fay said there will be more opportunities to invite community partners to come back to participate in the next round of interviews or surveys. Mr. Hines said Houston Foresight works with a broad array of clients, and that he has personally done many library talks and workshops over the years. He said the SPL project was a challenge because SPL is at the top of its field and is already doing a lot of good work.

Library Board Trustee Jay Reich asked who and how many community members were reached out to in the process. Mr. Fay said the team reached out to about 50 different community based organizations that the Library works with. He said some of them were interviewed, some completed surveys, and there were ten or 11 community members in the workshops. Mr. Fay said there was a pretty good mix of participants including folks from communities such as the Deaf/Blind community, the Gender Justice League, and Atlantic Street Center. He said there will never be an opportunity to reach everyone, but the Library did reach out widely, and participants were paid for their time. He said in the processes to come, the Library will reach out even more widely. Mr. Reich asked, aside from organized groups, who represents Gen Z and other groups that can be identified by demographic. Mr. Hines said these projects involve a small microcosm of a huge context, and it’s on Houston Foresight to fill in some of the cracks as they do their research because they can’t have every group there. He said part of the detailed domain map is to show all of the groups who were considered in the project. Mr. Hines said the Library considered the community far more than the typical project his team works on, and the Library was far more inclusive than most of his team’s projects. Mr. Fay said the strategic planning consultant, Territory, said the same thing. He said Territory will spend ten weeks, rather than four weeks, on community engagement in the strategic planning project so that the Library has more time to include community partners who also have very busy schedules. He said taking more time will provide the opportunity for more involvement.

Library Board Trustee Ron Chew asked if there will be an opportunity to see how other libraries are dealing with similar challenges and different scenarios for the future. He said there is always something to learn from sister institutions. Mr. Hines said their project entailed research into what libraries are doing across the country and globally. He said a good inventory of those things and future oriented changes was included in their “scanning library” for the project. Mr. Fay said the full report, which is undergoing final edits, is 100 pages long and has many links to other articles and information sources. He said Mr. Hines’ presentation is a very high level view of what the report contains, and there is deeper information that can be found in the final report. Mr. Fay said Mr. Chew will find the things he is looking for in the report which is very extensive.

Ms. Mehdi said the preferred future is being called the ‘ecosystem anchor’ and she asked Mr. Hines to define the ecosystem in that context. She said that the preferred future is noted as having social and other services distributed to other niches in the community ecosystem that are more qualified. She said that currently the ecosystem doesn’t have adequate resources, so the Library is being asked to handle additional issues. Ms. Mehdi said in order to actually reach that preferred future, the Library would need to proactively ensure that the other people and groups in ecosystem can take on those efforts. Mr. Fay said the Library knows there won’t be a safety net for every aspect, and the Library can’t be the place that will always provide the solution. He said the Library might prioritize certain issues in the community and do better partnering to provide referral services through social workers and social services librarian teams. He said the Library could also partner with community organizations to have them represented in Library spaces in prioritized areas within the city. He said that is an example of looking at the entire ecosystem and considering how the Library is best positioned to assist by developing deeper partnerships with community based organizations. He said in order to do that, the Library will need to have people who are spending the time to develop those partnerships.

Mr. Hines said he is currently working with the Boys and Girls Clubs of America. He said a lot of their operations do not have a physical facility, and they operate inside of other facilities. He said those are the kinds of ideas that are looked at when determining where an organization should be and how it can get there. He said availability of resources does figure into a preferred future and requires considering priorities. He said the process involves digging into tough questions to determine what the Library would do in different scenarios.

Mr. Fay said all of the trustees will be involved as the Library goes through the strategic planning process. He encouraged the trustees to read the full report thoroughly and bring him any questions that come up. He said specific information can also be presented at future Board meetings. He said the Library is thinking of this process as driving toward the 2033 time frame which is creating a pathway for the new mid-century library system. He said the Library is going to have to expect significant changes and doing things differently, as well as having to stop doing some things. He said that will be the tricky part of strategic planning and moving to the preferred future. Mr. Fay said some things will need to be left behind if the Library wants to reach new populations and new generations, and really be able to do the work with the resources. He said the Library will still have collections and will still be information providers. He said how the Library engages the community to do the work is going to change significantly over the next decade. He said new tools, artificial intelligence, and emerging technologies of today will be used every day ten years from now.

Mr. Reich asked Mr. Fay if he was surprised at the preferred alternative or if it confirmed where he thought the Library was going. Mr. Fay said the organization has been on the path for about five years already, but the issue has been not being able to prioritize and not being willing to leave things behind. He said without prioritizing and making changes, the Library will not be able to scale its work to reach communities, and won’t be able to allocate the resources to get work done from an equity perspective. He said those issues have been the limiters to the great work that staff have been trying to do as the Library moves forward. He said a lot of what is seen in the foresight project is not a surprise, but the Library is seeing where it can do better in the community.

Mr. Fay said this is a starting point, and through strategic planning, the Library will refine what that preferred future really looks like, as well as what is obtainable, and what the organization's readiness is to perform it. He said one of the final steps of strategic planning will be determining the organization’s readiness to do the work. Mr. Reich thanked Mr. Hines and Mr. Fay for the foresight

work and presentation. He said the preferred future includes defining what the Library does, why it is important, and how it can be great at it. He said it follows that there are a lot of things people might like the Library to do that it cannot do, and the Library needs to find ways to reach its priorities and meet its goals related to its central purpose.

Ms. Mehdi said some of the services the Library is providing today have been thrust upon the system. She said intellectual freedom training and digital literacy work are an extension of the work of the Library to give people tools and resources for navigating and participating in democracy. She said that work is very important, and when it has to be set aside or given a lower priority because of things that shouldn't be in the Library's bailiwick, the Library is losing an opportunity, especially at this moment of transition around democracy. She said the Library should think about how to educate everyone so that there is a baseline of understanding. Ms. Mehdi said as the Library moves forward in the strategic planning effort, it should think about how the Library and the Board can be proactive in that effort.

Mr. Fay said the Board has been asked to be a part of the advocacy network as the Library continues to push in different areas, going after different types of funding sources. He said that effort will be critical to the next level of actualizing the strategic planning and futures work, and moving into the next levy. He said the levy will need to provide operational funds for daily services, and the Library will need to decide what gets repurposed, and what new work needs to be added to move the Library down the path of the preferred future. Ms. Bendixen thanked Mr. Fay and Mr. Hines and said she enjoyed the workshops she participated in. She said the trustees look forward to reading the report.

NEW BUSINESS

Library Foundation and Friends of the Library Updates

Ms. Bendixen said the Foundation Board did not meet in February. She said she attended the Friends Board meeting where they welcomed two new members, Julio Rodriguez and Wendy Overton, and recapped their recent retreat. She said they spent the rest of the meeting in a work session for their committees. She said they also had two potential new board members visiting and participating.

Updates from Library Board Members

Mr. Reich said he was looking forward to attending a Foundation reception and author program at the Central Library that evening for Bonnie Garmus' *Lessons in Chemistry*. Ms. Mehdi said it is a very thought provoking book and she will be sorry to miss the program. Ms. Mehdi asked for information on the 2023 Seattle Reads program, and Mr. Fay said that Literature and Humanities Program Manager Stesha Brandon will be providing information and a sneak peek at next month's meeting.

EXECUTIVE SESSION

An executive session was held to review confidential personnel matters. No decisions were made during the closed session.

ADJOURN

Board President Carmen Bendixen adjourned the meeting at 1:14 p.m.



The Seattle Public Library

Memorandum

Date: March 30, 2023

To: The Seattle Public Library Board of Trustees

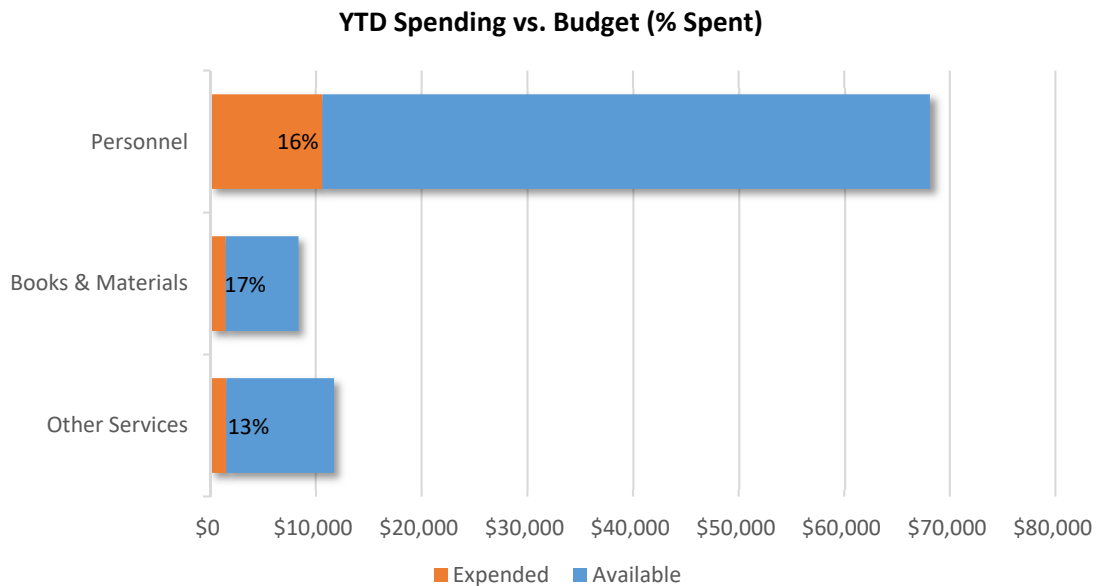
From: Tom Fay, Executive Director and Chief Librarian
H. Alex Yoon, Director of Administrative Services
Nicholas Merkner, Finance and Operations Analysis Manager

Subject: **January & February 2023 Financial Reporting**

Overview

Overall, the Library has expended **15%** of its operating budget with **16%** of the year elapsed. This is well ahead of the prior year when the Library had only expended **12%** of the operating budget. Total expenditures at the end of the month were \$13.5 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 77% of the adopted operating budget. As of this report there have been five pay periods processed, so we expect 17% of the personnel budget to be expended—spending is on target at **16%**.

Non-Personnel Services

The largest individual category of expenditures within the non-personnel budget is related to library books and materials—this category represents 10% of the adopted operating budget. Spending is on target at 10%.

Other accounts which represent 13% of the adopted budget—and include equipment, services, and supplies—are 13% expended.

Revenues

Library generated revenues for the period under review are **\$81,000 (15% of our target)**. It is important to note that the Library's 2023 revenue target of \$553,000 represents an increase \$145,000 year-to-year. However, pre-COVID Library generated revenue projections were \$866,000. Over the past few years, this delta has been funded by use of accumulated Library Fund Balance. The Library Finance Team will continue to monitor actual revenue collection and report on outliers compared to projections.

Action Requested: Library Board consideration of February 2023 Operating Budget financial reporting for approval at March 30, 2023 meeting. Comments or feedback are welcome.

Expenditure Control for February 2023

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries	44,444	3,258	6,814	15%	37,630
Benefits	23,659	1,870	3,779	16%	19,881
Personnel Services Sub-Total	\$68,104	\$5,128	\$10,593	16%	\$57,511
Books and Library Materials					
Books & Materials	8,338	664	1,451	17%	6,888
Books and Library Materials Sub-Total	\$8,338	\$664	\$1,451	17%	\$6,888
Other Services and Charges					
Central Costs	2,814	301	471	17%	2,343
Equipment - IT & Facilities	1,360	95	204	15%	1,156
Office Supplies, Printing & Postage	304	15	18	6%	286
Operating Supplies	509	29	35	7%	474
Other Expenses	475	11	12	3%	463
Other Maintenance	732	23	63	9%	670
Phone, Wireless & Internet	546	7	46	8%	500
Professional Services	400	53	53	13%	347
Software	846	24	186	22% (A)	660
Staff Training & Travel	180	(0)	(0)	0%	180
Vehicle Costs	280	25	53	19%	227
Facilities - Space Rental & Utilities	1,768	147	273	15%	1,496
Facilities - Building & Grounds Maint	1,028	67	73	7%	955
Facilities - Garage Debt Service	450	-	-	0%	450
Other Services and Charges Sub-Total	\$11,693	\$797	\$1,487	13%	\$10,205
TOTAL LIBRARY OPERATING BUDGET	\$88,135	\$6,589	\$13,531	15%	\$74,604

Footnotes:

* Includes \$36k in prior year grant budget authority

(A) Software renewal schedule does not align with calendar year--costs expected to align with budget by year-end.

Revenue Control for February 2023

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	110,000	2,182	5,934	5%
Central Library Parking Garage Fees	235,000	24,577	45,064	19%
Copy Services/Pay for Print	110,000	7,038	13,089	12%
Space Rental (Private & Inter-Departmental)	50,000	1,610	1,970	4%
Book Sale Consignment	45,000	9,468	14,934	33%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	217	479	16%
TOTAL LIBRARY GENERATED REVENUES				
	\$553,000	\$45,092	\$81,471	15%

Footnotes:

Expenditure Control for January 2023

Amounts in \$1,000s	Adopted Budget	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries	44,444	3,557	3,557	8%	40,888
Benefits	23,659	1,909	1,909	8%	21,751
Personnel Services Sub-Total	\$68,104	\$5,466	\$5,466	8%	\$62,638
Books and Library Materials					
Books & Materials	8,338	787	787	9%	7,552
Books and Library Materials Sub-Total	\$8,338	\$787	\$787	9%	\$7,552
Other Services and Charges					
Central Costs	2,814	170	170	6%	2,644
Equipment - IT & Facilities	1,360	109	109	8%	1,251
Office Supplies, Printing & Postage	304	3	3	1%	301
Operating Supplies	509	6	6	1%	503
Other Expenses	439	1	1	0%	438
Other Maintenance	732	40	40	5%	693
Phone, Wireless & Internet	546	39	39	7%	507
Professional Services	400	-	-	0%	400
Software	846	162	162	19%	684
Staff Training & Travel	180	-	-	0%	180
Vehicle Costs	280	28	28	10%	252
Facilities - Space Rental & Utilities	1,768	126	126	7%	1,642
Facilities - Building & Grounds Maint	1,028	6	6	1%	1,022
Facilities - Garage Debt Service	450	-	-	0%	450
Other Services and Charges Sub-Total	\$11,657	\$690	\$690	6%	\$10,967
TOTAL LIBRARY OPERATING BUDGET	\$88,099	\$6,942	\$6,942	8%	\$81,157

Footnotes:

--

Revenue Control for January 2023

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	110,000	3,752	3,752	3%
Central Library Parking Garage Fees	235,000	20,487	20,487	9%
Copy Services/Pay for Print	110,000	6,051	6,051	6%
Space Rental (Private & Inter-Departmental)	50,000	360	360	1%
Book Sale Consignment	45,000	5,466	5,466	12%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	262	262	9%
TOTAL LIBRARY GENERATED REVENUES				
	\$553,000	\$36,379	\$36,379	7%

Footnotes:



The Seattle Public Library

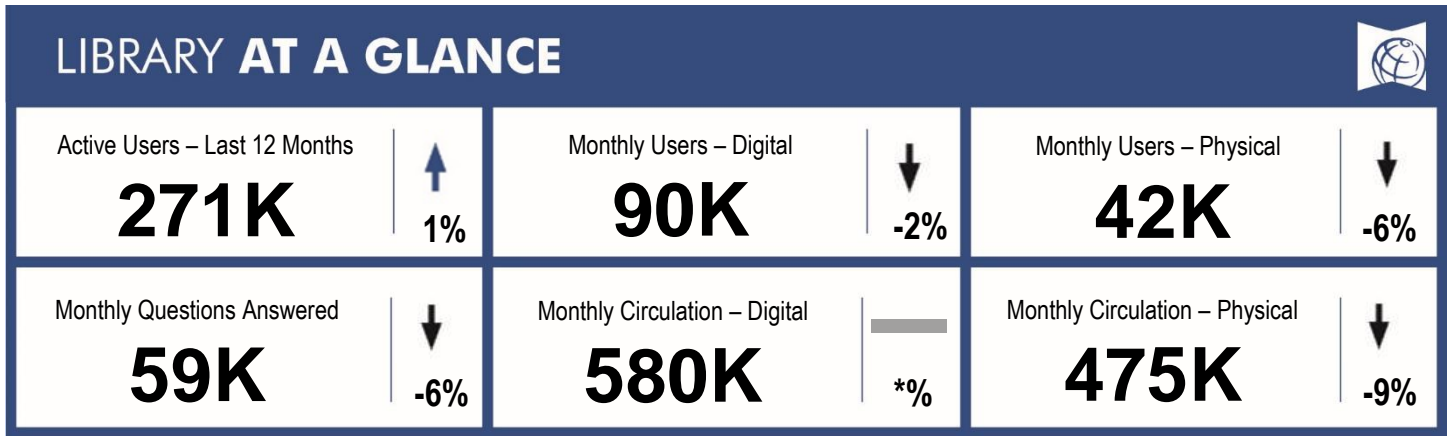
Date: March 30, 2023
To: Library Board of Trustees
From: Tom Fay, Executive Director and Chief Librarian
Re: March 2023 Chief Librarian's Report

1. The Library has transitioned from the foresight futures project to strategic planning. Territory, our strategic planning consultant, is fully on board and working to develop the planning and engagement process. A cross-divisional core team is meeting regularly to drive the work forward. Greg Netzer from Territory will attend the March 30 Library Board meeting to present an overview of the project plan to the Library Board.
2. The Library will add open hours to most branches in March and April thanks to funding from the seven-year, \$219.1 million 2019 Library Levy which supplements city funding to support core Library services including open hours, collections, technology services, children's programming, building maintenance, and seismic retrofit projects at three Carnegie libraries. The expanded hours are being implemented in two phases with new schedules planned to take effect at some branches the week of March 20, and the others taking effect the week of April 3.
3. New holds pick up lockers are now operating at the Northeast and Broadview branches, and lockers at the Beacon Hill Branch are still in a testing phase. The lockers at the Broadview and Beacon Hill branches have a different wrap by a new artist with a bright and lively design. As we begin promoting the new lockers, we look forward to collecting use statistics and discovering their where patrons live who are using this service.
4. On March 20, I joined Southwest Regional Manager Jose Garcia for a full day of visits to all of the Southwest Region branches: Southwest, West Seattle, Delridge, High Point, and South Park. The day was a valuable opportunity for in-depth connection and discussion with Jose and staff throughout the Southwest Region.
5. The Global Reading Challenge city finals were held the evening of March 21. Nine teams advanced from the semi-finals to compete at the Central Library in front of friends, family and supporters. The Dewey Decimal Dragonflies from Thornton Creek Elementary claimed victory after many rounds of exciting competition and ten tie-breakers! Congratulations to the Dewey Decimal Dragonflies and all of the more than 3,500 students from 72 Seattle Public Schools who participated in this year's program, read a great lineup of books, and had a lot of fun! Global Reading Program Manager Jenny Craig will be presenting a full recap of the 2023 program to the Board in a couple of months when the program wrap-up is completed.

6. On March 22, we closed our buildings and held our annual All Staff Day together, in person, for the first time since March 3, 2020. All Library staff gathered at the new Convention Center for a day-long in-service where we connected in trainings, team building, and educational sessions. The day included a continental breakfast, staff art show, and 2023 Employee Recognition Awards. Big congratulations to this year's award winners:
- Customer Service Award: Mamadou Barry - Building Maintenance Worker, Maintenance Services
 - Diversity and Inclusion Award: Gabriel Escobedo - Library Associate II, Capitol Hill Branch
 - Hunter Maxwell Becker Brown Award: Susan Shear - Library Associate II, Northeast Branch
 - Internal Organizational Values Award: Chi Saeteurn - Adult Services Librarian, Rainier Beach Branch
 - Managerial Excellence Award: Lupine Miller - Supervising Librarian, South Park Branch
 - Rinehart Librarian Award: Tina Mat - Adult Services Librarian, Beacon Hill Branch
 - Rising Star Award: Taylor Brooks - Adult Services Librarian, Douglass-Truth Branch
 - Customer Service Team Award: Lake City Branch Team - Team Lead: Ana Alvarez, Operations Manager; Team Lead: Rachel Scott, Regional Manager
 - Working Smart Team Award: Outreach Hotspot Team - Team Lead: Nadiyah Browne, Public Service Programs Manager, Community Engagement & Economic Development

Meetings and events during this reporting period:

- a. Board Meetings: Monthly Library Board of Trustees meeting; Monthly calls with Library Board President; monthly meeting of Friends of the Library's Board; Foundation Board bi-monthly meeting.
- b. Standing Meetings: Compensation Committee; Leadership Team; Senior Management Team; Monthly Managers meeting; Union/Leadership meetings; Long-Term Sustainability meeting; Foundation CEO/Chief Librarian monthly meeting; Strategic Foresight Core Team meetings.
- c. Library Talks, Meetings, Interviews and Visits: KCLS Director meetings; Metro area library director meetings; Meetings with Washington library directors and State Librarian; Urban Libraries Council Director/CEO meeting; Speaker at UW iSchool Future of Libraries class; Meeting with president of Library Foundation Board; ULC focus group on Federal Advocacy.
- d. City Meetings, Events and Programs: Mayor's Monthly Cabinet; Deputy Mayor's monthly meeting; Mayor's Emergency Executive Board; DEEL's Community and Student Safety Workgroup; DSA State of Downtown.



The percent of change is a comparison to prior month data. *Digital circulation not comparable to prior month.



IN FOCUS: Fine-Free, Three Years Later

We are making progress toward our fine-free access policy goals.

Overview

To support equitable access, the Library stopped charging overdue fines and cleared all outstanding late fines for patrons in January 2020 with funding provided by the 2019 Library Levy.

Our goals were to reduce long-term blocked accounts and increase the use of our physical collections without affecting return rates. COVID-19 disrupted our ability to achieve and track these goals. To evaluate the effectiveness of our fine-free policy, we compared activity in 2019 to 2022.

Fewer Blocked Accounts

Patrons blocked at least once in last 12 months.

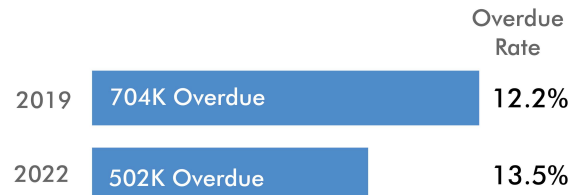


Patrons blocked at least 9 of the last 12 months



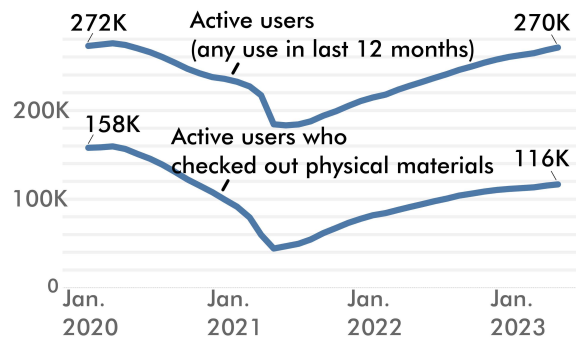
Before 2020, patron accounts were suspended when unpaid late fines were \$15 or over. Patrons are now suspended when materials are more than two weeks overdue, but access is restored once those items are returned. As a result, fewer patron accounts are suspended for long periods of time.

Most Materials Still Returned On Time



Most materials are still returned on time in 2022, with overdue rates comparable to 2019. This is consistent with other fine-free Library systems.

COVID Affected Collection Use



"Active users" — patrons who checked out materials or logged in to use a Library resource in the last year, are just below 2019 levels with larger share now exclusively using electronic materials. We are reviewing whether there are other barriers that prevent equitable access to our collections.

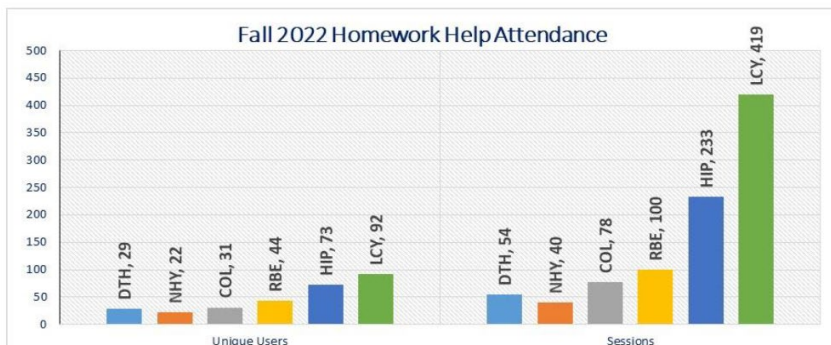
Regional Report – North Regions March 15, 2023

Rachel Scott, Regional Manager Northeast Region
Dawn Rutherford, Interim Regional Manager, Northwest Region

Impacts and Outcome: Based on feedback from Homework Help families, the Lake City branch Homework Help team explored new ways to grow services to better serve diverse youth, the whole family and youth with accessibility issues.

Lake City Homework Help – Growing and Adapting with an Equity Lens

- In the fall of 2022 (September – December) Lake City had 92 unique users and 419 Homework Help sessions.
- 88% of Seattle Homework Help students live in households where a language other than English is spoken at home.
- Homework Help families speak Amharic (42%), Tigrinya (22%), Oromo, Spanish, Somali, Mandarin Chinese, Arabic, Vietnamese and American Sign Language.



Every Tuesday and Wednesday between 4:30 and 7:30-pm at the Lake City branch, around 30 students are attending Homework Help sessions. They work on a variety of subjects, from basic reading and arithmetic, to geometry, chemistry, trigonometry, to a 12th grade project on the U.S. Constitution and freedom of speech. Kindergarteners up through college freshmen, take part in the free drop-in tutoring program. Hermela, a first-year student at UW Bothell, has been benefitting from the program since second grade. She has missed the in-person connections and sense of community the program creates. She plans to continue using Homework Help for support with her college assignments. “The tutors here help me understand my work in so many different ways,” Hermela said. “I just love Homework Help.”

However, there have been challenges. Some youth came to the program hungry, making it hard to focus and learn. There weren’t enough tutors to meet the demands of the community, particularly for new English speakers. Many parents expressed the difficulties of balancing care for younger children and bringing their older children to the tutoring program. And some youth have unique learning challenges that needed to be addressed. This report showcases how the Lake City librarians and the Homework Help team have built up the program and addressed these equity issues impacting learners.

To address student’s most pressing immediate basic needs, teen librarian Nancy Garrett sought out a partner who could help supplement the snack budget of the program. Through her work, and ongoing partnerships, Lake City's [Hunger Intervention Program](#), stepped in to serve healthy snacks and beverages at Homework Help through a grant-funded AmeriCorps position. Recently, there have been up to thirty-five youth attending the nutrition portion of the program per day.

In response to parent and student requests, more Homework Helpers have been added to the Lake City program to meet the greater needs of families and students after the upheavals and educational disruptions of the COVID-19 pandemic. There are currently nearly thirty tutors (ten per day plus substitutes) to respond to student needs. In addition to dedicated returning volunteers, Nancy has also been working to recruit more diverse Homework Helpers who reflect the participating students' and families' cultural communities. In 2023 they have added six new tutors, includes two young adults who are fluent Amharic or Tigrinya speakers. Two are former Lake City branch teen patrons and Homework Help students themselves, who have returned to the library to give back to their communities and to serve as mentors and role models for youth.

To better serve the needs of the whole family, including parents with children ages 0-5, children's librarian Erika Miller collaborated with the team to develop a new program to run concurrently. Starting in 2023, Erika began offering a Sing, Shake, and Shimmy program (incorporating music, movement, and early literacy) for the parents and younger siblings of Homework Help students at the same time as the Lake City tutoring program.

In order to introduce and welcome new Homework Help students and families to the program, the Lake City branch, and the public library in general, teen librarian Nancy Garrett led a tour in January attended by about forty children, teens, parents, and tutors. Participants learned about getting a free library card, checking out books or taking home uncatalogued paperbacks, where to ask a staff member a question, and the location of book collections for various audiences, including world languages books. She introduced Lake City librarians and circulation staff, and children's librarian Erika spoke about the Sing, Shake, and Shimmy program. Every student who joined the tour received a Seattle Public Library canvas "swag bag" with pens, notebooks, bookmarks, library card holders, buttons, and stickers. The Marketing and Outreach Services giveaway bags were a big hit with youth!

Additional changes that have been made to make the Lake City's Homework Help program more equitable, accessible and welcoming include:

- Erika has selected children's books on the topics of Black excellence and Black joy that are displayed in the meeting room during the tutoring program.
- Nancy ordered welcome signage from Marketing and Outreach Services written in multiple languages, including Amharic, Arabic, Oromo, Somali, and Tigrinya.
- Dawit Kassaye, a colleague at Lake City, who is a fluent Amharic speaker, has helped with interpretation when speaking with and welcoming Homework Help parents who are recent immigrants to the U.S. and new visitors to our branch, and who may be unfamiliar with how the public library works.
- Together with C.J. Glenn from LEAP, Nancy ordered welcome signage in American Sign Language. and clear masks for tutors in order to facilitate lip reading (two Deaf students attend the tutoring program regularly).
- Through Greenwood children's librarian Erin Moehring's connections, Student Success managers are also developing a relationship with the [Arc of King County](#) to better support neurodiverse learners within the Homework Help program.
- Student Success Managers are also supporting neurodiverse learners, by connecting Homework Help volunteers to two trainings: "Disability is Diversity" and "Effective Communication with People who have Intellectual or Developmental Disabilities."



Photo credit: Anthony Martinez

By fall of 2023 Lake City is planning to expand the program to an additional weekday to address increased demand. Nancy also plans to add an adjacent quieter room that is exclusively for the use of high school students and neurodiverse teens. High school students have provided feedback that they prefer a more private space to study and to work with tutors, without the distractions or noise of younger children and whole families. Hopefully this additional space will better serve their articulated needs.

Homework Help website: [Homework Help | The Seattle Public Library \(spl.org\)](#)
Lake City Hours: [Homework Help Calendar | The Seattle Public Library \(spl.org\)](#)



The Seattle Public Library

Creating Career Mobility and Staff Support

The Employee Engagement Committee (EEC) and HR team organized multiple resources into a single, easily-accessible location on infoNET (intranet) to guide and support employee development. Staff are encouraged to pursue multiple career-development tools and discuss growth opportunities with their immediate supervisors. To that end, the Human Resources Department has compiled a list of these resources and programs to share with board members.

During the fall of 2019, the library suspended its mentorship program to update and create more employee value. Unfortunately, with the onset of Covid in early 2020, the library was faced with a difficult decision to suspend many of its internal and external training programs that required staff to work more closely together.

Apart from the mentorship program, the library also had several unique internal and external career development resources. Most of these programs were run independently as standalone programs. More recently, the library has taken a deliberate approach to inform staff of the many wonderful opportunities that exist for career development. In 2023, we will be visiting all departments to provide an over of our Talent Management Resources.

Starting in 2023 all of these programs are up and running. The library's human resources department intends to begin tracking the various opportunities and participants from year-to-year. Beginning in 2023, the human resources department will gather statistics in each one of the categories to measure and collect a comprehensive data base of the library's efforts pertaining to staff development opportunities and our progress.

LIBRARY RESOURCES

[Position Descriptions](#)

The Library values promoting from within. Review Classification Descriptions to determine if you meet minimum and desired qualifications for education and experience. If gaps exist, talk with your manager about development opportunities. Current work performance is considered in promotion decisions.

[Out-of-Class Positions](#)

Gain new skills and grow in a temporary position reassignment while retaining your original job. Discuss interest with your manager and review current open positions online.

[External Experience](#)

Join a Library committee to share your vision for the Library and help shape its future. Find volunteer opportunities in your community (employees of the Library ineligible to volunteer at Library). Contact Anne Vedella, Volunteer Services Coordinator, for additional resources or external volunteer ideas.



The Seattle Public Library

[Performance Reviews](#)

The E³ Employee Performance Management system encourages a partnership between employees and managers to discuss goals and share feedback throughout the year. Build a habit of regularly tracking accomplishments. Keep your goals and how you are being measured at the forefront of your mind.

[Stretch Goals & Assignments](#)

Always discuss your career goals with your supervisor as you seek support. A stretch goal/assignment – temporary work with clear start/end date (6 months or less) - may present the chance to develop new skills towards your future career growth. Tasks are agreed to in advance by employee, supervisor, and RM and body of work is completed outside of current employee classification.

[Mentorship](#)

Consider participating in the upcoming revival of the Library mentorship program (May 2023) as either a Mentee or Mentor. The program offers skill development and an opportunity to showcase projects to management members. In addition, members may participate in the [WLA mentorship program](#) (applications accepted every August).

[Joint Labor-Management Committee \(JLMC\) – Educational Development](#)

Annual allocation of funds available by request for self-identified training/educational development of bargaining unit employees. Funds may be used for registration fees, transportation costs, automobile rental/mileage reimbursement, lodging expenses, meal allowance, etc.

[Cornerstone Career Advancement Playlists](#)

We are happy to share that a new suite of [playlist topics](#) has been added to [Cornerstone](#). These lists have been developed based on the most requested topics. Additional online learning can be accessed through [Cornerstone](#) or [SPL Online Learning](#).

CITY OF SEATTLE RESOURCES

[Career Development Resources for City Employees](#)

Review this 2-page guide put together by the Seattle Department of Human Resources. It includes information about job searches, updating resumes, seeking references, interview skills, developing skills, and self-care along with additional resources.

[Job Alerts](#)

You can set up an alert for 12 months to automatically receive an email notification each time a position opens with the City of Seattle and there is a category match based on one your interest.

[Career Quest](#)

Provides career development services for City employees who wish to prepare themselves for workplace changes or want assistance with their long-term career goals. Workshops, mentorships, and scholarships are available.



The Seattle Public Library

[Emerging Leaders Program](#)

A virtual, five-module (5-week) course for non-supervisory, non-Strategic Advisory City employees who want to build personal leadership skills. Discuss 20-hour opportunity and commitment with supervisors/schedulers prior to registering.

[Career Hub](#)

The Career Development Hub is a resource for City of Seattle employees who wish to [explore](#) city career opportunities, [develop](#) their skills, and/or [connect](#) to others via an association, affinity group, or mentorship program. The hub also provides links to valuable [information, tools, and resources](#) to support you along your career journey!

[Leadership and Supervision Learning Opportunities](#)

Heart of the City is a learning program for people managers that centers around the experiences of our employees. It acknowledges managers have an impact on the quality of an employee's experience in the workplace. This program aims to equip people managers with the skills, imagination, and knowledge necessary to promote a culture of learning, belonging, and anti-racism in the workplace. This program consists of 10 modules that reflect the top supervisor learning needs identified in [informational interviews with supervisors](#) and [employee focus groups](#).

STATE AND NATIONAL RESOURCES

[Workshops and hiring events](#) - Both in-person and virtual

[How to Write a Cover Letter](#) – Including writing tips and a sample you can use to get started

[Career Coach: My Resume](#) – Online tool to build a resume using desired job and relevant skills

[Resume Review](#) – Upload your resume for free and receive an assessment and feedback

[100 Interview Questions](#) – Practice with top 100 interview questions and how to answer them

<https://www.urbanlibraries.org> – Resources and webinars

[American Library Association Scholarships](#)

[Council 2 Scholarships](#)

[Society of American Archivists Scholarships](#)

[Washington Library Association Scholarships](#)



The Seattle Public Library

Date: March 30, 2023
To: Library Board of Trustees
From: Tom Fay, Executive Director and Chief Librarian
Andrew Harbison, Library Programs and Services Director
Re: **Urban Library Council's Declaration of Democracy**

Background

As the political climate continues to become more divisive and confrontational, libraries have become a focal point for attacks on access, intellectual freedom, identity, culture and history. This has required libraries to better articulate and defend their core principles of intellectual freedom, expression and access as fundamental and democratic.

The Urban Libraries Council (ULC), a community of more than 160 library systems from major urban areas across North America, representing 30 million people, has identified fostering democracy and intellectual freedom as a critical role for libraries to maintain and re-establish. As a ULC member, and as a public library that sees intellectual freedom and civic engagement as essential and strategic priorities, The Seattle Public Library is joining other ULC member libraries in signing on to the ULC Declaration of Democracy (below).

ULC Declaration of Democracy

Democracy is under siege throughout the world and close to home. Daily, we witness assaults on basic freedoms and human rights we've long cherished as books are banned, programs and events are canceled, disinformation and misinformation spread unchecked and racism is institutionalized. Democracy's future is diminished when people's access to power, information, a diversity of voices and the ability to influence policy are restricted. As cornerstones of democracy, it is incumbent upon libraries to stand up against all efforts to impede the democratic process and limit the full participation in civic life.

Banning books through policy and legislation is one such example of the challenges facing us. These efforts have unfortunately met with success in some parts of the United States as lawmakers codify restrictions on reading material – and we strongly stand against the furtherance of such restrictive policymaking.

As leaders of North America's public libraries, we are committed to preserving, protecting and advancing the highest hopes and ideals of democracy so all members of our communities may fully participate in the democratic process. To meaningfully participate in society, people need access to a broad range of information and ideas, as well as opportunities for open, uncensored discourse to hear, read, debate and learn from each other's perspectives.

It is for this reason that libraries as trusted institutions in their communities join to advance this Declaration and commit to the following:

- Educating and informing the public about the rights afforded to them in the *United States Constitution* and the *Canadian Charter of Rights and Freedoms*, among them the freedom of religion, thought, speech, expression, belief, the press, peaceful assembly and association.¹
- Encouraging an active citizenry where all are engaged in creating an equitable and just society where everyone may realize their potential as individuals within the community.
- Serving as a convener for and facilitator of civic engagement and civil discourse, where all voices may be heard and respect is displayed for community members' diverse opinions, thoughts, histories and cultural heritage.
- Increasing efforts to fight misinformation and disinformation, providing reliable resources and seeking new ways to help patrons find verifiable and accurate information.
- Leveraging programming, collections and other resources to promote human dignity, open dialogue and respect for diverse viewpoints, civil rights, and all other protections and freedoms fundamental to democracies, and based on the conviction that "laws and institutions must go hand in hand with the progress of the human mind"², holding fast to the expectation that "the arc of the moral universe is long, but it bends toward justice"³, and that "*the Just Society will be one in which the rights of minorities will be safe from the whims of intolerant majorities.*"⁴

We resolve to continue to create spaces where entering our doors is an act of participating in democracy, where people can read and learn freely from all points of view, make up their own minds and engage in their communities. We stand as proud leaders of libraries, and as such, we will continue to guard democracy's great promise and ensure all those we serve are included in its fulfillment.

1 See First Amendment in the United States Constitution and Section 2 in the Canadian Charter of Rights and Freedoms.

2 Thomas Jefferson, from a letter to Samuel Kercheval, July 12, 1816, enshrined on Southeast Portico of the Jefferson Memorial, Washington, D.C.

3 Martin Luther King, Jr., Washington National Cathedral, March 31, 1968, enshrined on South Wall of the Martin Luther King, Jr. Memorial, Washington, D.C.

4 Pierre Elliott Trudeau, as cited in The Essential Trudeau, ed. Ron Graham. (pp.16 – 20).

Action required/requested: Request Board consideration of the Library's intent to sign the Urban Libraries Council Declaration of Democracy; for approval at March 2023 meeting.



The Seattle Public Library

Date: March 30, 2023

To: Library Board of Trustees

From: Tom Fay, Executive Director and Chief Librarian
Alex Yoon, Director of Administrative Services
Jan Oscherwitz, Library Levy Administrator

Re: **2022 Annual Levy Report**

By April 15 of each year, the Library is required to submit an annual levy report to the Mayor and Council. Each quarter, the Library board of trustees reviews and approves a quarterly report that documents implementation of the levy priorities and accomplishments. These quarterly reports are intended to detail our progress in implementing the Library levy and describe how levy proceeds have been used to restore, maintain and improve core Library services in the previous year. This annual report, which covers the whole year with an emphasis on the fourth quarter, will be shared with the Mayor and Council after Board approval. The Library is scheduled to present the annual levy report to the City Council's Public Assets and Homelessness Committee on May 17, 2023.

While the Library laid out a clear framework for how 2019 Levy proceeds would be used in its proposal to voters, the COVID-19 pandemic caused massive disruption across all sectors and impacted the way people interact with all institutions, including the Library. Since the start of the pandemic, we have used our quarterly reports to describe the way the Library has responded to the ongoing impacts of the pandemic and has used levy funds to advance progress on investment objectives in the levy categories of Hours and Access, Collections, Technology and Online Services, Children's Programming and Maintenance. In 2022, we also launched a levy-funded Strategic Foresight process, which invited community partners, staff and other key library stakeholders to envision the likely future impacts and potential scenarios facing the Library over the next 10 years. This effort will help inform our strategic planning process in 2023, which will help guide the Library through the final years of the 2019 levy.

2022 Annual Levy Report Overview

We have now completed the third year of our seven-year \$219 million levy. In 2022, the 2019 Levy accounted for \$43.6 million (34%) of the Library's total revised budget of \$129.2 million. The Library spent \$23.8 million, or 55% of the revised 2019 levy budget and \$2 million of the revised 2012 levy budget (51%). Much of the year-to-date lag in spending is associated with the multi-year projects in the capital improvement program, which continue to experience pandemic-related delays.

Hours and Access: We promised to keep libraries open when patrons need them

Through 2022, the pandemic continued to impact our ability to fully restore operating hours at Library locations and prevented us from expanding hours as promised. While we started the year at 95% of our pre-pandemic operating hours, surges in COVID cases at various points in the year and staffing shortages resulted in temporary hours reductions. In addition, extreme heat and severe winter weather resulted in unscheduled closures. By the end of the year, however, we were consistently operating at

over 90% of our pre-pandemic hours and had developed a plan for expanded hours in the spring of 2023.

2022 also saw the return of our free in-person tutoring program, Homework Help, at six branch locations, the launch of our in-house Social services team, the continued success of our fine-free borrowing policy, the introduction of language kiosks at five branches, the implementation of a new social media strategy and the planning for the pick-up lockers at Beacon Hill, Broadview and Northeast branches.

Collections: We promised a robust collection of books and materials

We continued to make significant investments in both digital and physical materials, purchasing 110,000 digital items and over 203,000 physical items from all funding sources. We celebrated the fifth anniversary of our levy-funded Peak Picks collection, and purchased over 13,000 copies of Peak Picks titles. We also completed diversity audits of our collection and added 867 titles that increase representation by BIPOC and LGBTQIA+ and other authors, along with titles promoting greater understanding of other issues. We continued to add important documents to both our digital and physical local history collections.

Technology and Access: We promised to improve computer and online services

Our levy-funded hot spot program continues to provide internet access through our general collection and through targeted outreach. The 775 hot spots in our general collection were checked out nearly 8,000 times in 2022. We worked with 17 community organizations to loan 465 hot spots to provide long-term internet access to communities disproportionately impacted by the digital divide. New partners in 2022 included Harborview Abuse and Trauma Center, Lambert House, University Beyond Bars and Chief Seattle Club – Eagle Village

We also upgraded 219 public computers, installed 22 ScanEZ stations and added seven multi-function printers (MFP). In 2022, patrons printed 146,000 pages from ScanEZ stations and 1.2 million pages from our 84 MFP printers. Over 35,000 patrons used public computers in 2022 more than twice as many as in 2021.

Children's Programming: We promised to add more programming for children ages 0-5.

We offered over 200 virtual programs on our [Kids' YouTube channel](#), including 92 story times in English, Mandarin and Spanish. In October and November, we began offering weekly Play and Learn sessions at Beacon Hill, Columbia, Lake City, Rainier Beach and South Park branches.

Maintenance: We promised to maintain buildings for the next generation

We continued to provide enhanced cleanings related to COVID-19 exposures and increased incidence of vandalism at Library locations. We replaced HVAC equipment at Broadview Branch, substantially completed exterior improvements at the Douglass-Truth Branch, including the reinstallation of the historic Soul Pole sculpture, and readied Green Lake Branch to construct a seismic retrofit project.

We have reason to be proud of what the Library was able to accomplish with levy funding in 2022 as we continued to navigate the ripple effects of a global pandemic. We look forward to sharing details about our Library levy accomplishments and welcome any questions about our progress.

Action required/requested: Request Board review and consideration of the 2022 Annual Levy Report for approval at the March Library Board 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 \$96.3 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.

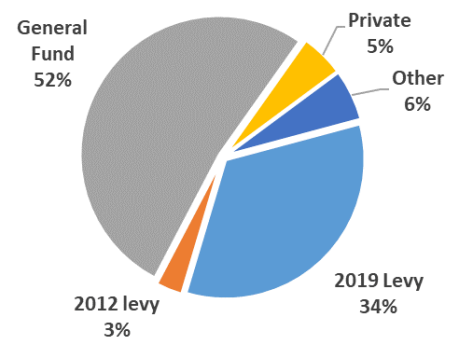
As part of its proposal to voters, **the Library laid out a clear framework for how 2019 Levy proceeds would be used to maintain services that had been funded by the 2012 Levy and provide additional services and programs over the seven-year levy period.** This report, which covers levy activities and 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.

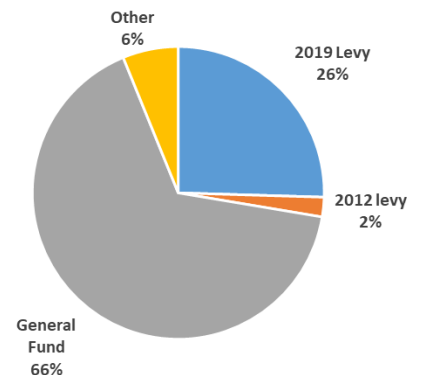
2022 highlights: staffing and weather challenges

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 (\$96.3 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. This year, 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 omicron 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 82% 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, we had stabilized actual open hours at around 90% of pre-pandemic schedules.

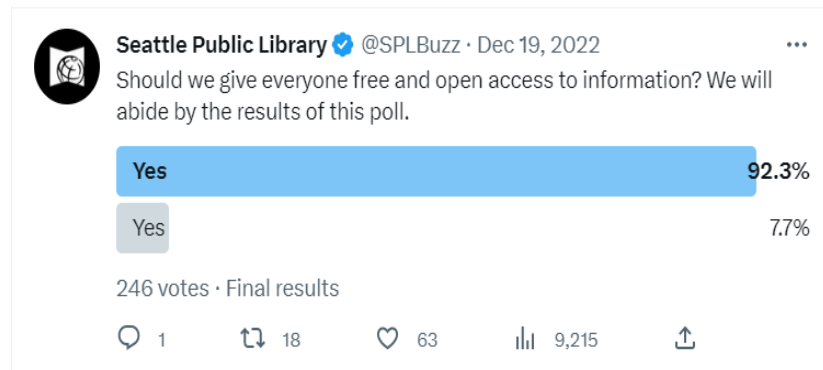
“Shutting down the branches proved simpler than ramping back up.”

- 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, New Holly 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 BIPOC65 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.

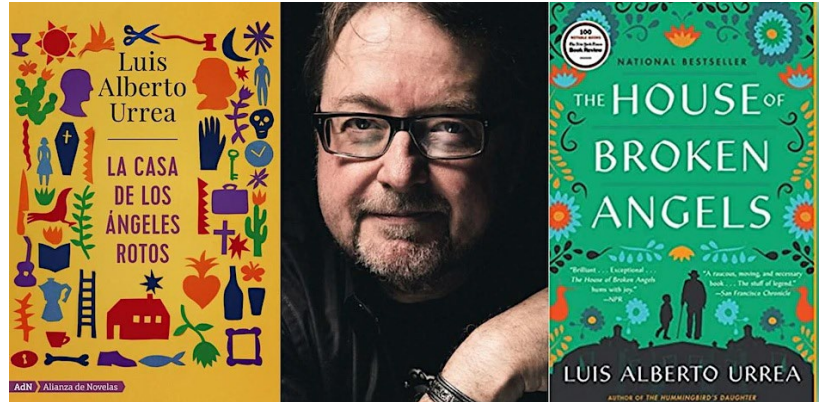
In November and December, the Social Services team provided 99 referrals and support to patrons at the Central Library in housing, food, clothing, mental health, employment and other areas. We also distributed emergency winter supplies through branches and the Level 5 Mixing Chamber at the Central Library. 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, 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 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.”

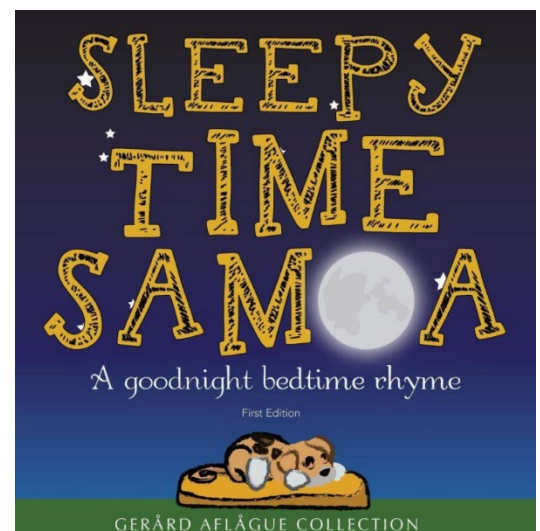
LEVY ACCOMPLISHMENTS: COLLECTIONS

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 6.4 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 52% of 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.”

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.



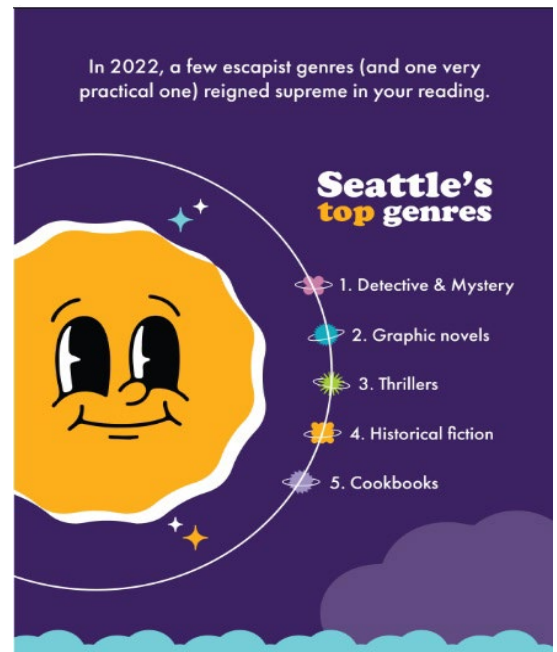
To help tell the story of how the community used the Library in 2022, our marketing team created an engaging infographic spin on Spotify's year-end tradition called "Your [2022 Checked Out.](#)" We distributed it on our website, in a holiday_email to more than 200,000 subscribers and on social media. 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 The Seattle Public Library Foundation (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.

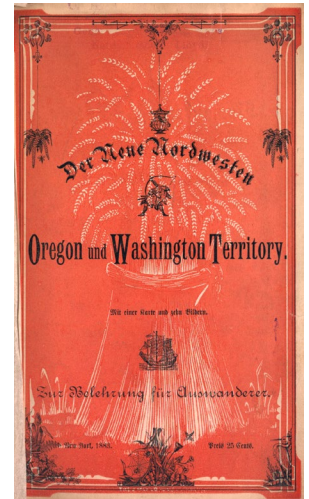
Highlights from Q4 include the addition of the [Maid Adams Collection of Seattle Congress of Racial Equality Materials](#) to our [Black Culture and History Collection](#). Maid Adams was member of the Congress of Racial Equality (CORE) during the 1960s. The collection includes a variety of rich materials 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.



Pamphlet encouraging German migration, 1883

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).

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"

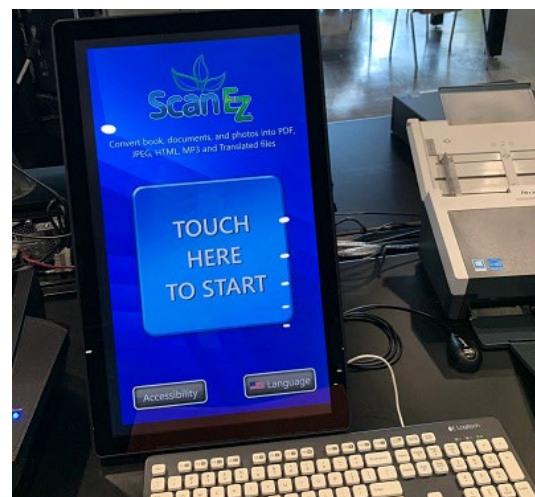
- API Chaya hot spot borrower

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

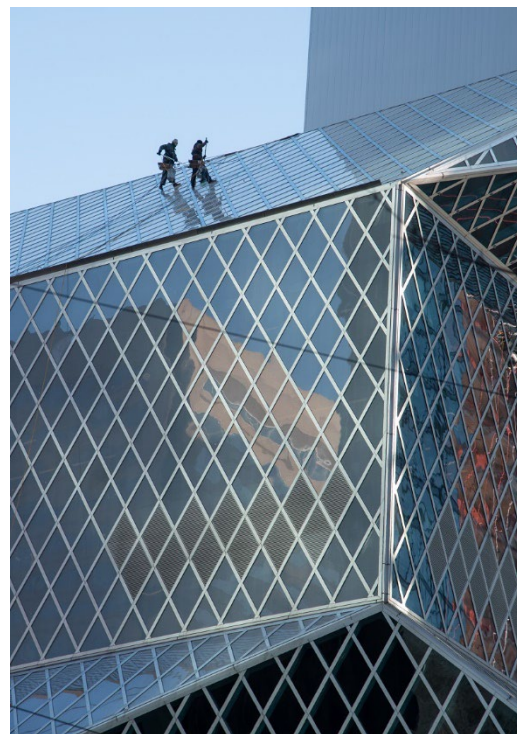
The COVID-19 pandemic continued to present unique challenges and opportunities for keeping the Library clean, safe and accessible, another important levy priority. The members of janitorial/custodial team were busy this past year, completing approximately 1,600 work orders. In addition to their daily 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).



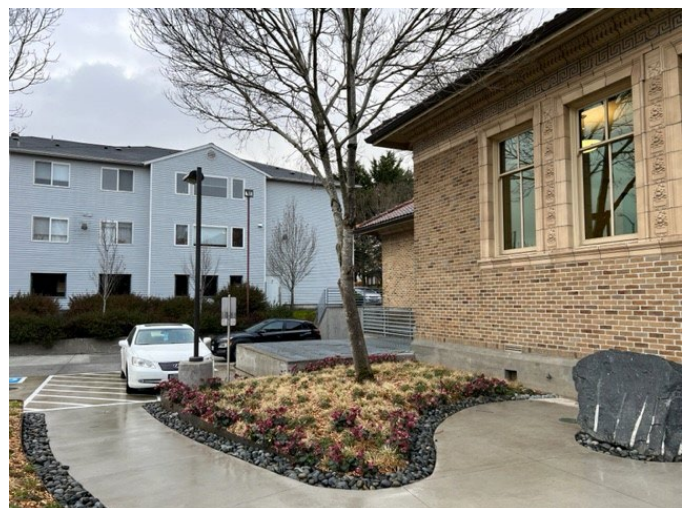
Window washers doing their annual feat at the Central Library

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

NEWS RELEASES

Date			Title
02	01	2023	February 2023 Author Readings and Community Events With The Seattle Public Library
02	02	2023	The Seattle Public Library's Homework Help Program Expands to Eight Locations and Increases Hours
02	09	2023	El Programa De Ayuda Con La Tarea Escolar De La Biblioteca Pública De Seattle Se Expande a Ocho Sucursales
02	15	2023	More Levy-funded open hours coming this spring at The Seattle Public Library



The Seattle Public Library
MEDIA COVERAGE

Date			Organization	Headline	Details	Link
02	01	2023	<i>The Seattle Times</i>	Climate change: Integrate natural cooling through tree	Letter to editor suggesting a large tree be planted on the west side of the Green Lake Library	https://www.seattletimes.com/opinion/letters-to-the-editor/climate-change-integrate-natural-cooling-through-trees/
02	02	2023	<i>The Skanner</i>	The Seattle Public Library's Homework Help Program Expands to Eight Locations and Increases Hours	Library press release reprinted	https://www.theskanner.com/news/newsbriefs/34191-the-seattle-public-library-s-homework-help-program-expands-to-eight-locations-and-increases-hours
02	02	2023	<i>My Ballard</i>	Free tax help available at Ballard Library starting Feb. 7	"The Ballard Library is offering both drop-ins and appointments for tax help on Tuesdays from 11 a.m. to 3 p.m. starting Tuesday, Feb. 7 through April 11."	https://www.myballard.com/2023/02/02/free-tax-help-available-at-ballard-library-starting-feb-7/
02	02	2023	<i>Trinity University Press</i>	Jennifer McGaha and Peter Turchi in Conversation at the Seattle Public Library	"Jennifer McGaha, author of 'Bushwhacking: How to Get Lost in the Woods and Write Your Way Out' and Peter Turchi, author of '(Don't) Stop Me If You've Heard This Before and Other Essays on Writing Fiction' and 'Maps of the Imagination: Writer as Cartographer' will sit down for a timely and intimate conversation on writing both fiction and nonfiction."	https://tupress.org/events/jennifer-mcgaha-and-peter-turchi-in-conversation-at-the-seattle-public-library/

02	02	2023	<i>West Seattle Blog</i>	Seattle Public Library expanding 'Homework Help'	West Seattle location highlights from Library's press release	https://westseattleblog.com/2023/02/seattle-public-library-expanding-homework-help/
02	02	2023	<i>The Seattle Times</i>	Rant and Rave: Trash from neighbors irks Seattleite	"RAVE to the Peak Picks feature of the Seattle Public Library. I lucked out and saw a copy of Prince Harry's new memoir just a couple of days after its release. Now there are 1,040 people in line waiting to read it. Score!"	https://www.seattletimes.com/life/lifestyle/rant-and-rave-trash-from-neighbors-irks-seattleite/
02	03	2023	<i>Madison Park Times</i>	Free tax help offered at Seattle Public Library locations	Library press release reprinted	https://madisonparktimes.com/news/2023/feb/03/free-tax-help-offered-at-seattle-public-library-locations/
02	08	2023	<i>Queen Anne & Magnolia News</i>	Seattle Public Library offers Feb. author readings and events	Library's press release reprinted	https://queenannenews.com/news/2023/feb/08/seattle-public-library-offers-feb-author-readings-and-events/
02	14	2023	<i>The Seattle Times</i>	Across Seattle's libraries, popular books reflect a diversity of tastes, needs	"Physical books — hardcovers, paperbacks, picture books — still have their place. Patrons checked out about 4.6 million of them last year, nearing levels seen before the pandemic as the library system restored open hours and increased in-person programming like author events and free drop-in after-school tutoring."	https://www.seattletimes.com/seattle-news/across-seattles-libraries-popular-books-reflect-a-diversity-of-tastes-needs/

02	15	2023	<i>West Seattle Blog</i>	New 7-day-a-week schedules ahead for local Seattle Public Library branches	“The Seattle Public Library is adding more hours/days at many of its branches, using funding from the 2019 “Libraries for All” levy, and that means – among other changes – that once the additions take effect, all SPL branches in this area will be open seven days a week.”	https://westseattleblog.com/2023/02/new-7-day-a-week-schedules-ahead-for-local-seattle-public-library-branches/
02	15	2023	<i>The Skanner</i>	More Levy-Funded Open Hours Coming This Spring at the Seattle Public Library	“With this expansion, Library locations will be open a total of 223 more hours per week than currently and 133 more hours per week than in 2019 when the Levy was overwhelmingly passed by voters.”	https://www.theskaner.com/news/newsbriefs/34255-more-levy-funded-open-hours-coming-this-spring-at-the-seattle-public-library

02	16	2023	<i>The Seattle Times</i>	Seattle will expand library hours this spring. Here's why it's taken a while	<p>“Though Seattle voters approved a larger library levy in 2019, partly to pay for significantly expanded hours, SPL is only this year starting to deliver on that promise. Hours at KCLS branches remain deep below water, partly because COVID-19 torpedoed the suburban system’s plan to seek a larger levy in 2020.</p> <p>At the same time, SPL and KCLS leaders are rethinking how many hours their branches actually need to be open, and when, because patrons are using libraries differently. Digital checkouts have surged with the pandemic, while physical checkouts that require in-person visits to branches have dropped.”</p>	https://www.seattletimes.com/seattle-news/politics/seattle-will-expand-library-hours-this-spring-heres-why-its-taken-so-long/
02	16	2023	<i>Seattle's Child</i>	Seattle Public Library will soon expand branch open hours	<p>“Of SPL’s 27 locations, most will be open seven days a week, while six locations will be open six days a week. These six-day service locations will be closed on Mondays to align with community-stated preference in a 2021 library survey.”</p>	https://www.seattleschild.com/seattle-public-libraries-expand-hours/

02	18	2023	<i>Care.com</i>	10 public library activities and resources for kids you never knew existed	“Our chief librarian Tom Fay likes to say that public libraries are the great equalizer, one of the few places in our society where you can spend time, no purchase required,” says Elisa Murray, digital communications strategist at the Seattle Public Library (SPL), who adds that the library serves a special role for children, youth and families.	https://www.care.com/c/public-library-activities-for-kids/
02	18	2023	<i>KIRO 7</i>	Ballard Commons Park set to reopen next month	“Kristin believes the Ballard Commons should be open to all. “I feel like a lot of homeless [people] congregate by the library. They might just shift over here, but it doesn’t bother me,” she said.”	https://www.kiro7.com/news/local/ballard-commons-park-set-reopen-next-month/OT4723H5FVE2JPARGILIGZ4DA/
02	19	2023	<i>South Seattle Emerald</i>	‘Meet Me at Higo’ Recalls Executive Order 9066 Through Seattle’s Murakami Family	“On Feb. 1, “Meet Me at Higo: An Enduring Story of a Japanese American Family,” the traveling exhibit from the Wing Luke Museum, opened on Level 8 of The Seattle Public Library’s (SPL) Central Library location. The exhibit tells the story of a Japanese American family in Seattle’s Chinatown-International District before, during, and after World War II, allowing visitors to get a sense of the profound historical roots of the Japanese American community in Seattle.”	https://southseattleemerald.com/2023/02/19/meet-me-at-higo-recalls-executive-order-9066-through-seattles-murakami-family/

02	21	2023	<i>The Seattle Times</i>	Seattle Public Library's top 10 cookbooks of 2022 show what we're hungry for	"The most popular print cookbook of 2022 at the Seattle Public Library wasn't even a 2022 release. It was 2021's "The Weekday Vegetarians" by Jenny Rosenstrach, a 100-recipe, user-friendly title with dinner hits such as a "salad pizza" that started with store-bought dough and ended with dressed greens tossed over the top."	https://www.seattletimes.com/pacific-nw-magazine/seattle-public-librarys-top-10-cookbooks-of-2022-show-what-were-hungry-for/
02	27	2023	<i>KUOW</i>	Celebrate Black literature and history all year long at Seattle Public Library's Douglass-Truth Branch	"Black History Month may be coming to an end, but you can enjoy the works of Black authors, poets, and novelists all year long right here in Seattle. That's because the city is home to what some may consider a hidden treasure at the Douglass-Truth Branch of the Seattle Public Library: one of the largest collections of African-American literature and history on the West Coast."	https://www.kuow.org/stories/celebrate-black-literature-history-all-year-seattle-public-library-douglass-truth-branch
02	27	2023	<i>Secret Seattle</i>	The Top 10 Things You Can Do With A Seattle Library Card	"Did you know your Seattle library card lets you stream music, movies, and TV on your own computer or device? Check out the library's movies and TV page to see the full catalogue and for more information."	https://secretseattle.co/seattle-library-card/