

The Seattle Public Library
Board of Trustees Meeting
12:00 p.m. Thursday, May 25, 2023

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

Remote Listen Line:

Dial: 213-282-4570 / Phone conference ID: 378 563 78#

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Meeting ID: 244 219 876 847 Passcode: SkGWWT

Verbal or written public comment welcome.

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

Agenda

- A. CALL TO ORDER
- B. APPROVAL OF AGENDA
- C. PUBLIC COMMENT
- D. CONSENT
 - 1. Minutes of April 3, 2023 Library Board Special Meeting
 - 2. Minutes of April 27, 2023 Library Board Regular Meeting
 - 3. Minutes of April 29, 2023 Library Board Special Meeting
 - 4. April 2023 Finance Reports
- E. CHIEF LIBRARIAN REPORT
 - 1. Chief Librarian Report
- F. OLD BUSINESS
- G. NEW BUSINESS
 - 1. The Seattle Public Library Equity Statement
 - 2. 2023 First Quarter Levy Report
 - 3. Library Foundation and Friends of the Library Updates
 - 4. Updates from Library Board Members
- H. EXECUTIVE SESSION
- I. ADJOURN
- J. NEXT LIBRARY BOARD MEETING: June 29, 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

April 3, 2023

CALL TO ORDER

A special meeting of The Seattle Public Library (SPL) Board of Trustees was held on April 3, 2023. The Seattle Public Library Foundation Deputy Executive Director Brian Lawrence welcomed attendees and offered an Indigenous land acknowledgement. Library Board President Carmen Bendixen called the meeting to order at 1:06 p.m. A quorum of the Library Board attended this “All Boards Meeting” along with members of the boards of The Seattle Public Library Foundation, the Friends of The Seattle Public Library, and the Library Foundation’s Emeritus Board. The meeting was held remotely via the Zoom meeting platform.

HOUSTON FORESIGHT REPORT

Chief Librarian Tom Fay welcomed nearly 50 attendees. He said the work of Houston Foresight had been to lift the Library out of the thinking of the past couple of years and to help the Library think about what the organization will be in the next ten years. He said the Library is working to distill elements out of the Houston Foresight report to share with staff and the public, and the entire report will also be available. He said the report is also the starting point for strategic planning. Mr. Fay said that does not mean that the envisioned future will not be changed as the Library moves through the strategic planning and community engagement process.

Mr. Fay introduced Andy Hines and Laura Schlehuber from Houston Foresight. Laura Schlehuber said Houston Foresight followed a process of framing and research which was then synthesized into drivers, which were built into scenarios, which were then developed into options for taking action in the future. Ms. Schlehuber said a core team met weekly during the project. She said the project results were due to a strong collaboration between Houston Foresight and the Library. Ms. Schlehuber said the project was framed using a domain map detailing the basis for the research. She said the group spent three or four months gathering community input through interviews and surveys. She said there were also two groups of workshops for internal participants and community participants. She said Mr. Fay also hosted a series of Community Conversations to talk to Library patrons to find out their needs and interests.

Ms. Schlehuber said some general concerns were raised during the participation. She said there were calls for the Library to do more and to have an evolution. She said a major theme was that the Library needs to prioritize. She said after the research and interviews, Houston Foresight synthesized all of the information into a list of 14 drivers which are the main forces of change that will dictate the future of libraries. She said the drivers are also key building blocks for the scenarios. Ms. Schlehuber said through a prioritization exercise, a smaller group of drivers were identified that would each be a part of all of the possible scenarios.

Ms. Schlehuber said the project used the System Archetype approach, and several future scenarios were developed. She said the scenario “Baseline: Not Enough” envisioned a future in which, despite good intentions, increased expenses mean the Library can’t keep up with demands, which disappoints the community and the Library. She said this future sees mostly security issues, and the main theme is prioritization.

Ms. Schlehuber said the scenario “Collapse: Libraries for Some” envisioned a future where Library services move into the cloud with remaining branches more like shelters than traditional libraries. She said money troubles force the Library to go mainly virtual which impacts staff and patrons. She said one of the main uses of the collapse scenario is to try to figure out how to avoid that possible future.

Ms. Schlehuber said another scenario, “New Equilibrium: Pushing the Limits,” envisioned a future in which the Library dramatically expands its scope of services and then scales back.

Ms. Schlehuber said the scenario “Transformation 1: Taking a Stand” envisioned a future in which the Library takes a strong stand for community values and intellectual freedom that earns it a key role in bringing the community together.

Ms. Schlehuber said the scenario “Transformation 2: Trusted Third Space” envisions a future in which trust is built with the community through seamless invisible technology, relationship building, and equitable resource allocation.

Ms. Schlehuber said the scenario, “Preferred: Ecosystem Anchor” is a world in which the Library is able to return to its roots as guides to the world of information, and social and other services are distributed to other niches in the community ecosystem that are more qualified to handle them.

Ms. Schlehuber said Houston Foresight developed an elevator speech around each scenario to lay out the issues, the responses, why each is important, and what should be done about them. She said Houston Foresight also offered a number of provocations that they suggest the team consider and monitor with regularity, as they could potentially be future disruptors.

Andy Hines said the key takeaways are in the Executive Summary of the report. He said that as new events and developments come into the Library’s awareness, Houston Foresight hopes the Library will begin to sort them into the potential scenarios. He said he hopes that Library will have an improved mental model that will allow it to rehearse potential future issues.

Mr. Hines said Houston Foresight looks at the landscape of the future through a series of three horizons that cover the ten years between a current system and a new system. He said the scenarios are organized in time from the “Baseline” or current scenario, moving next into either a “New Equilibrium” or a “Collapse” scenario, and then moving past that to one of the “Transformation” scenarios, and finally out to the “Preferred” scenario.

Mr. Hines said the Library is already doing good work. He said there is also good alignment between the Library’s staff and stakeholders. He said the team settled on “Ecosystem Anchor” as a preferred future, meaning it’s the scenario the team would like to see, while it’s also a plausible and grounded possibility. He said the Library can do some very good things for the community, and there is room to imagine future outcomes such as community partners holding physical space in Library buildings.

Mr. Hines said the “Super Seven,” or the top seven drivers, were all taken into consideration in the preferred scenario. He said the top drivers are: equity, staffing, space, prioritization, localization, digital proficiency, and partnerships. He said strategic issues were considered for each scenario studied. He said prioritization and hyper-localization were both dominant themes in the conversations.

Answering a question about the preferred scenario from Library Foundation Executive Director Jonna Ward, Chief Librarian Tom Fay said the Library wants to avoid trying to be everything to everyone. He said social safety nets have failed, and the Library wants to know how it can better

leverage community partnerships to be a good connector for services in the communities, and to strengthen other city departments and community organizations through the ability to make connections.

Answering a question about how this recommendation is unique to SPL, Ms. Schlehuber said as futurists, Houston Foresight looks at the future of libraries broadly; however, this work was specific to SPL because SPL is already a leading organization and because the preferred future was derived through internal and community input.

Mr. Fay said SPL has been doing this work incrementally, but hasn't been able to focus on equitable service at scale. He said to move that effort to the next level there will need to be reallocation of resources, prioritization, and new revenue. He said to get to scale, the Library must look at ways to develop pathways. Mr. Fay said there are assumptions built into the process all along. He said the Houston Foresight team was asked to make sure the Library wasn't forgetting anything.

Answering a question about the Library being a hub for social services agencies in the city, Mr. Fay said the Library would be able to function as a connector between agencies to serve community needs. He said the Library has 600 or more partnerships, and can provide the service of being able to make connections more effectively through deeper knowledge of the community.

Answering a question about what 'getting up to scale' means in terms of staffing, Mr. Fay said it means adding staff, and adding staff who may have different skills than have been traditionally sought. Mr. Fay said part of the strategic planning effort is meant to identify areas that need to be developed. He said by going to scale, the Library moves from individual impacts to community impacts.

Library Board Trustee Yazmin Mehdi said one of the things that makes SPL unique is its funding source and the need to constantly make a case to the city for how much funding the Library gets from the tax base. Mr. Fay agreed and said funding is a constant and ongoing concern and source of jeopardy. He said the next few years before the next levy will likely bring challenging budget cuts with difficult decisions. He said the Library's budget contains buildings, bodies, and books. He said the Library spends most of its budget on bodies because it is a people service, providing service to people. He said artificial intelligence doesn't replace empathetic equity work in communities for learning outcomes; he said that work requires people to do it. Mr. Fay said the Library needs to leverage technology to make itself more efficient, but the work cannot be done without people. He said every time the Library takes a budget cut, it impacts operations of traditional services, and also dramatically impacts one-on-one or one-on-few programs such as early learning opportunities. He said the Library has looked at alternative funding sources before, such as becoming a district, and may someday need to look at them again.

STRATEGIC PLANNING PROJECT OVERVIEW

Mr. Fay introduced Greg Netzer, the Library's strategic planning consultant from Territory. He said Mr. Netzer has been getting all of Houston Foresight's information in the discovery phase of the strategic planning process, which is now moving into the engagement phase. Greg Netzer said his firm is based in Portland and is a mix between a consulting firm and a design studio. He said his firm collaborates and co-creates in a strategic planning process. He said their process is iterative and will be reviewed along the way in the process. Mr. Netzer said it is unusual for Territory to get to work with a group like Houston Foresight and the core planning team from the Library. He said they have handed Territory a body of work from which to start. He said the biggest phase of this project will be community and stakeholder engagement.

Mr. Netzer said the project would be based on a Theory of Change model. He said a goal at the end of the project will be to assess what needs to be in place to make the plan happen in terms of resources and people, and how that can be addressed. He said the Theory of Change model is a logic-based model that assumes from the beginning that there is an impact an organization wants to make. He said the model considers current resources and what activities they will support, what outputs will be delivered, what the outcomes will be of those outputs, and what the impact is. Mr. Netzer said in a planning model, the work is done backwards, starting with considering what the community impacts are that the team believes the Library can have on the Seattle community ten years from now. He said the project is then worked backward to determine inputs and outcomes, and what is being done in the Library in order to create those outputs. Mr. Netzer said the questions asked in community engagement will be about what the Library wants to achieve in the future, and what kind of impact the Library wants to have in its community.

Mr. Netzer said the strategic planning project would move through phases of: discovery and planning, stakeholder and community engagement, drafting of a strategy design, and delivery of a strategic plan. He said the project was currently moving into the engagement phase, and he would be talking to a lot of people individually, in focus groups, and through a survey tool. Answering a question about how the Foresight work informed Territory's project, Mr. Netzer said the Foresight work created a starting point so that the engagement work started at a place of validation. He said Territory will create a summary report of what they hear during the community engagement process.

Mr. Netzer said any time a project like this is done, a million great ideas come up. He said there is no way that all of the ideas can be done, so considerations will need to be made around prioritization and also looking at what can be stopped or scaled back to make the priority items happen. He said the "big seven" issues identified by Houston became a natural place to focus in the strategic planning process as well, so this process will also address many specific considerations around equity, staffing, space, prioritization, localization, technical and digital proficiency, and partnerships. He said this is a very interesting place to start into a strategic planning process.

Mr. Netzer shared descriptive information from the Foresight Report regarding the preferred scenario, "Ecosystem Anchor," including major changes and major challenges represented in a table in the report. Answering a question about bringing the Mayor and City Council along with this work, Mr. Fay said that will be part of the work. He said they will be involved in providing input to make sure they are on the journey with the Library. He said the Library will need their support in the levy and with General Fund dollars.

Mr. Lawrence asked if programs will be run democratically by community, and what sort of time frame the Library will be thinking about in community partnerships. Mr. Fay said programming may be co-created or co-developed. He said the Library doesn't want to enter communities assuming need, approach, methodologies and delivery. He said the Library will want to engage and move toward co-developed programs that will be impactful to individual communities as the Library works with them. He said that kind of work requires more time and depth and deeper engagement.

Answering a question about how the preferred scenario is connected to the Theory of Change, Mr. Fay said the Library would start with impacts it wants to see in community. Mr. Netzer said initially, the project will validate the "Ecosystem Anchor" scenario among the communities and internal stakeholders and identify a list of different ways that interaction might free up the Library and community partners to create a greater impact in the work they're doing. He said this future positions the Library as a connector that affects the outcome in the community in a greater way. He said the Library will identify what needs to be happening in the community for the impact to happen. Mr.

Fay said it could be space considerations as well. He said meeting space is a community need, and the Library could consider how it might add space or become more flexible with space usage, which could provide for more community group participation. He said there are lots of ways this could come into play aside from just programmatic elements.

Mr. Netzer asked the group their view on the “Ecosystem Anchor” preferred future scenario that came from the Foresight work. Most participants chose the answer, “I like it, but I think it may be hard to achieve” with the next most popular answer being, “Neutral.” Participants offered questions and comments regarding the idea of this preferred future.

Mr. Netzer asked the group, “In ten years’ time, what impact would you like SPL to have on the Seattle community? What difference would you like to see it make?” He asked participants to type responses into a discussion space on the screen. Responses submitted to the screen were: “All children read at grade level.” “Access for all.” “Safe space for everyone.” “Support for democracy.” “Safe space for learning and community.” “Reducing the opportunity gap in a number of areas in the city.” “Ideas across spectrums elevated and celebrated.” “Equity is at the forefront of everything.” “Hub/connector for partners and services.” “Access for all in the way that best fits their needs.” “Safe, accessible place where all are welcome, regardless of circumstance.” “Trusted information resource (information of all kinds.) Community and convening space.” “Welcome space for knowledge acquisition and community.” “A+ provider of information and ideas. Sterling example of diversity.” “Safe space.” “Seattle will be a closer community with more empathy, more shared vision, more commitment to helping people be inspired and to learn.” “Strongly integrated community on the value of education: academic, civic and recreational learning.” “Allowing all points of view to be presented - no censorship of the left or right.” “Main source of information for the community.” “Breaking records for being the best funded library in the world.” “Libraries and their commitment to access help keep our democracy intact.” “Increase the quality of life for all its citizens.” “A place for expression and transmission of culture.” “For the Library to be the source of information for all in our community. Those who need transit, healthcare, data, social services, books, entertainment, education, a safe place. Access for all always.” “Welcoming space for all - yes, a sanctuary for people down on their luck, but also a place where all people feel safe and where parents are comfortable having their kids go.” “A safe, honest, authentic source of information in many forms and a gathering place for all.” “Radically reduce inequality in our city.” “Trusted and safe space for all. Literacy high at all levels.” “All people, all ages, all backgrounds use the Library at least weekly.” “A place that safeguards our history – all of it.” “Strong financial support from the city and private donors.” “Creating a sense of community around all sorts of ideas, not just books (but books are great!)” “Defender of free speech for all.” “More programs addressing unmet needs, especially for underserved communities. Greater collaboration with key strategic partners in the for-profit realm (funding and resource sources.)” “Also have SPL continue to be treasured as one of our greatest civic assets.” “Establish flexible system capable of addressing changing societal and economic needs.” “Where all perspectives can be shared and safe, open discourse can happen.” “A safe place for all cultures, abilities and intellect providing the support for exploration, collaboration and cohesion.” “Become a center of each neighborhood, the place for meetings such as community councils. A center of information on community activities. Yes, a place to register to vote. A source of neighborhood service.” “I would like to see SPL retain (baseline goal) and improve (aggressive goal) literacy. Literacy in this context means reading words on paper or screen which are not social feeds.” “Adequate and competent staff.” “Continue diversity of programs and inclusive nature of programming.” “A model of equitable access and democracy for learning and community.” “A home for bringing all points of view together – sponsoring various forums.” “Advocates for people seeking paths to citizenship.” “Continue to bring diverse perspectives into the librarian profession.”

“Neighborhood centers that meet specific needs.” “Advocates for people seeking paths to citizenship.” “Create dialog for mutual understanding.” “SPL is crystal clear about what they are aiming for.” Mr. Netzer said some words that came up multiple times included safety, literacy, equity, access, community, space, welcoming, belonging, trusted, information, and democracy.

Mr Lawrence said this exercise illustrates how hard and diverse strategic planning can be with many themes emerging. He said there are a lot of great ideas and one question is how to approach this work with an open mind and the ability to work together collaboratively and maintain commitment to the people. Mr. Netzer said that is one of the challenges the planning team will have regularly during this process. He said decisions will not be made in a vacuum, and the process will ensure that as much open dialogue as possible is held to create a path to the future.

A participant said the word ‘democracy’ was raised several times; he said democracy requires literacy, honest information, and a system that respects diversity; he suggested that democracy is a central theme of the ideas generated. Mr. Netzer said the word ‘culture’ was also used in multiple ways. Mr. Netzer said some ideas reflect a huge impact beyond what might typically be considered the Library’s job, yet if the Library does its job, some of these ideas could be reached. A participant said shared interests are safety, community, staffing, and funding; she said common areas that are supported and can be moved together to accomplish. Library Board Trustee Tali Hairston said in a more diversified world with less hierarchy, even if just aspirational, there is a need for third spaces where people can find shared spaces and shared experiences; he said there is a need for places of shared learning as a way of community building so that there is diversity and unity within a democracy that comes from shared experiences. Mr. Hairston said the Library is capable of doing that.

Mr. Netzer thanked the attendees for participating and engaging. He said a variety of conversations would continue over the coming months. He said he would take ideas generated in today’s meeting back to the planning committee to capture and consider this input in the process.

Answering a question from Mr. Lawrence regarding next steps, Mr. Netzer said interviews and focus groups are just beginning to be scheduled. He said the engagement phase is anticipated to go another six to eight weeks. He said a report of thematic findings would be put together and compared for alignment with the Foresight work. He said that information would go back to the core team and the boards to share what has been heard and to discuss next steps from there. Mr. Fay said there is a lot of engagement work to come, followed by synthesis of that learning. He said today’s group would come back together to discuss the findings. He thanked the group for engaging and said there is much more work to come to develop a plan for where the Library will go, how it will get there, and to determine what the Library is ready for. He said this is just the beginning of the strategic planning journey and the project will not be completed until the end of the year. Mr. Fay said the Library wants to be in a position at the beginning of 2024, as it begins budgeting for 2025 and 2026, that it has priorities and strategic approaches settled on to move forward with in a very concerted way before it moves into the next levy.

ADJOURN

The meeting was adjourned the meeting at 3:44 p.m.

Unapproved Board Minutes

Board of Trustees Meeting

The Seattle Public Library

April 27, 2023

CALL TO ORDER

The regular meeting of The Seattle Public Library (SPL) Board of Trustees was held on April 27, 2023. Library Board President Carmen Bendixen called the meeting to order at 12:08 p.m. Vice President W. Tali Hairston and trustees Jay Reich and Ron Chew were in attendance. Trustee Yazmin Mehdi was unable to attend. The meeting was conducted with a remote attendance option via video conference.

APPROVAL OF AGENDA

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

PUBLIC COMMENT

Public comment was accepted via email, in person at the Central Library, and online in the remote meeting. 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

Mr. Fay said he has had a busy month. He said he attended the Washington Library Association conference in Wenatchee in late March. He said it was a great experience and opportunity to meet with library directors and staff from across the state. He said this year's conference had a focus on tribal libraries, and there was a lot of participation from the tribal libraries. Mr. Fay said the spring All Boards meeting featured presentations by Houston Foresight and Greg Netzer from Territory, the Library's strategic planning consultant. He said this month he and Stesha Brandon gave a presentation on the Seattle Reads program to the City Council and received a warm reception. He said he attended Mayor Harrell's press conference on revitalizing downtown, public safety and health. He said this was also an interesting opportunity to meet with other department directors and folks in Pioneer Square as the city looks to revitalize the downtown area in the upcoming years. Mr. Fay said he and King County Library System Executive Director Lisa Rosenblum co-presented at a University of Washington (UW) library school class taught by former Washington State Librarian City Aden who is now Professor of Practice at the UW Information School. He said SPL will hold a community celebration for the 50th anniversary of the Soul Pole on April 29 at the Douglass-Truth Branch and encouraged trustees to attend.

Mr. Fay pointed out written reports contained in the meeting packet. He said there is interesting information on performance indicators and quarterly results around physical circulation, digital circulation, and trends as compared with pre pandemic numbers. He said the number of active library users per quarter is up to and beyond what it was before the pandemic, and circulation has also rebounded. He said use of physical collections are down and electronic material usage is up. He said there is a great report on the Inter Library Loan service including statistics and maps showing how usage has increased in almost every zip code across the city, and that patrons using this service have greater access to materials that SPL might not have. He said there is also a great report on capital

improvements that details some of the current issues and projects. Library Board President Carmen Bendixen said she appreciated the capital improvement report. She said she passes the Green Lake Branch daily and it is interesting to watch the progress of the project. Library Board Trustee Jay Reich said he appreciated the report on Inter Library Loan and the extent of the service.

System Reports

2023 Summer of Learning

Youth and Family Services Program Manager Amy Twito said the theme of Summer of Learning 2023 is “Time Travel Summer.” She said the program will lead kids on a journey through time to explore the past, investigate the present, and travel far into the future through Library materials. She said the program will consist of three major elements: the Summer Action Guide which includes a Reading Tracker, programs, and book giveaways.

Ms. Twito said the Summer Action Guide with the Reading Tracker will be filled with fun activities based on social and emotional learning. She said kids will travel to the past to explore their heritage; they will explore their identities and learn about themselves; and they will travel to the future to explore their aspirations. She said the entire program and action guide were created in partnership with South End Stories, a Black led arts organization that is rooted in trauma informed practices and social and emotional learning. She said the booklet includes a reading tracker for kids to set their own reading goals. She said the tracker page will be translated into the top six or seven languages spoken by students in Seattle Public Schools. Ms. Twito said the Library is working with three or four local BIPOC artists to create the artwork for the program, which is another way to incorporate the community into the creation and implementation of the Summer of Learning Program.

Ms. Twito said the Summer of Learning Program will prioritize deep impacts versus high numbers, and that the Library would rather create deep impacts for ten kids who spend ten to 20 hours in a program over a shallow impact for 300 kids who attend a 45 minute program. She said prioritized audiences include BIPOC, LGBTQIA+, immigrants and refugees, and insecurely housed youth and families, which prioritizes serving those youth who are furthest away from educational justice.

Ms. Twito said the Library has a lot of great partnerships through the Summer of Learning program including South End Stories, Daybreak Star, Delbert Richardson, and Amani Immersion. She said the program will give away approximately 15,000 books to kids. She said most of the book distribution happens via small grassroots BIPOC led community based organizations. She said the Library wants to highlight and elevate the work and the Library’s partnerships with smaller organizations whose boards and staff reflect the communities they serve.

Ms. Twito said this year the Library would host two book fairs. She said the Library would partner with South End stories on their summer school enrichment program to increase home libraries with ten books each for up to 60 kids. She said the Library wants to make sure kids can choose books that are most interesting to them. She said the Library wants to measure how this impacts the time the kids spend reading, as well as their enjoyment of reading. Ms. Twito said books given last year at Lowell Elementary was an effective way to increase the home libraries in kids’ homes.

Ms. Twito said societal cracks that were exposed by the pandemic and that were accelerated by the racial reckoning across the United States have supercharged the Summer of Learning team’s work. She said they continue to pivot from a deficits-based program, focused solely on learning loss, to an assets-based community engagement model that is built on collaboration with families, youth, and the communities. She said the program starts with the assets in the community rather than the problems that need to be solved, and identifies opportunities and strengths. She said rather than being transactional through the program, the Library considers this an investment in people and community partners. She said the program aims to deemphasize the role of the Library, and emphasize the role of

community partners, and focus on the community. She said the community and partners are treated as partners and co-producers of the Summer of Learning Program. She said instead of the Library acting as a gatekeeper or expert, the Library team are also learners, learning from the community, and together with the community. Ms. Twito said every aspect and key element of the Summer of Learning program is co-designed and/or led by BIPOC led community partners. She said the Library is looking forward to another year of a community-created Summer of Learning program.

Library Board Trustee Jay Reich said he is enthusiastic about the program and asked if there is room for students not in the target audiences. Ms. Twito said the Library's programs prioritized middle class white students for almost 100 years. She said the program is changing to support kids who need it most. She said the Library will print 15,000 to 20,000 summer action guides so kids can pick one up in any branch to participate with the action guide, reading tracker and challenge. She said there will be some programs, but fewer for the general public. She said prior to the pandemic, she would see many of the same families driving to programs in multiple neighborhoods; she said those families will not be served quite as much as they have in the past, but the Library will be bringing in new families who have been underrepresented by Library service and the Summer of Learning program. She said, depending on staff capacity, there will be librarian-led programs throughout the city, but it will look and feel very different than it did pre-pandemic. She said rather than numbers, the Library wants to increase the impact of by prioritizing the programs. Mr. Reich said he appreciates the focus, and as long as everyone is welcome, setting priorities with limited resources is critical and makes sense. Ms. Twito said there will be more programs held with community partners serving prioritized audiences, so families outside of those audiences may not hear about some of those programs.

Ms. Bendixen asked if books will be given out at the community based organizations. Ms. Twito said yes. She said in the past, kids who read ten books won a free book. She said when the Library overlaid the free book distribution on a map of income levels in the city, it matched up almost perfectly with higher incomes. She said free book distribution will now be much more targeted, and most kids will receive one or two books over the summer, unless they are in one of the summer school programs that provides ten books. She said she would like to see SPL be able to expand that part of the program to expand home libraries for kids. Ms. Twito thanked the Board for their support.

Library Board Trustee Tali Hairston thanked Ms. Twito. He said the partners involved, including Delbert Richardson, South End Stories, and Daybreak Star, are amazing people who can reach all people, and those who show up at a program will get an amazing opportunity. He said it benefits society for folks who have been able to see themselves in the materials for years to see others in the materials. He said it is healthy for democracy, and libraries play a significant role in that. Mr. Fay thanked Ms. Twito, and thanked the Foundation which funds a significant portion of the Summer of Learning program. He said the book giveaways are made possible by generous donors, and the Library could not provide these types of programs without them. He said having home libraries in homes makes a huge difference in literacy, and early literacy, and getting books into hands is key.

New E-Card Project

Director of Library Programs and Services Andrew Harbison said the Library would be starting a new e-card program in collaboration with Brooklyn Public Library (BPL), pending board approval of a minor policy update which would be covered today. Mr. Harbison said one year ago, BPL launched its Books Unbanned program which was intended to reach teens and young adults outside of their service area by providing access to BPL's digital collection. He said the program was an innovative and timely effort to respond to trend of censorship and book bans happening across the country. He said Brooklyn's program got quite a bit of attention, and SPL patrons and staff shared an interest in doing something similar. He said the Library determined the program is in direct alignment with its strategic priorities, values, and principles, and began discussions with BPL. Mr. Harbison said BPL

was very excited to have a partner in this effort and has worked with SPL to develop a plan for implementation, with SPL benefiting greatly from their experience and information.

Mr. Harbison said Books Unbanned provides an e-card to access SPL's e-book and e-audio book collection for teens and young adults, ages 13 to 26, outside of SPL's service area. He said the Library wants people who live and work in Seattle and King County to still sign up for a full access library card. He said the Books Unbanned card is a targeted card for teens and young adults that are outside of SPL's service area, who may have experienced bans or censorship, and who benefit from an opportunity for increased access. Mr. Harbison said the card has a limit of ten checkouts and five holds at a time, per individual.

Mr. Harbison said the Library wants to recognize The Seattle Public Library Foundation for providing full support for this program with private funding. He said the materials that will be purchased to respond to demand and usage will come from support of the Foundation. He said the Library's collection, access, and use by SPL patrons will not be impacted due to the Foundation's support. Mr. Harbison thanked the Foundation for seeing the value of this program and responding to concerning trends happening in the country. He said the principles of intellectual freedom and access are fundamental to the work of the Library every day. He said SPL is excited to partner with the Brooklyn Public Library to introduce this new card as a west coast implementation of Books Unbanned. Mr. Harbison said he was excited to be sharing this news during National Library Week.

Mr. Harbison said sharing resources with users outside of SPL's service areas is not new. He said Interlibrary Loan is a great example of libraries across the country working to collaborate and expand access. He said the Library has been sharing collections outside of its service area for decades, and this program is advancing that initiative and interest. He said SPL has reciprocal borrowing relationships with eight other library systems in the Puget Sound area, and SPL sees the Books Unbanned program as an extension of these collaborative efforts to increase access. Mr. Harbison said information on the new program will be published following the Library Board's approval of an update to the Borrower Eligibility and Responsibilities Policy that will be reviewed in this meeting.

Mr. Reich asked about the experience of Brooklyn, and asked how someone in a small town outside of Washington will hear about the program. Mr. Harbison said Brooklyn's program received a lot of attention, media coverage, and a recent award. He said BPL has signed up nearly 7,000 card users from all 50 States in the past year, and has checked out roughly 100,000 items to those card users. He said SPL feels that one library need not be responsible for advancing the ideas of intellectual freedom and free and open access; and if SPL participates, perhaps other libraries will follow. Mr. Harbison said the Library's marketing and communications teams will be working to get the word out. He said Mr. Fay and others will also share the program with their contacts, and there will be a number of different efforts to share the news. He said the Library will be watching closely to determine metrics and what the impact is on the collection, as well as where the signups are originating. He said the Library will provide periodic reports on the progress. He said the Library anticipates a lot of interest.

Ms. Bendixen asked if signing up for the Books Unbanned e-card grants the user access to all electronic materials in the collection. Mr. Harbison said the program is specifically for SPL's e-book and e-audio book collection in OverDrive. He said the card provides access to the full collection of those formats in the OverDrive platform. Mr. Harbison said each library's collection is a little bit different, so SPL's collection has a lot to offer to augment what BPL has to offer. He said SPL librarians are also creating a number of great reading lists to accompany the launch.

Mr. Fay said he is very excited about the program. He said this is the start of leveraging national-level networks and relationships. He said the Library is working with the Brooklyn Public Library on an IMLS grant, and they are hopeful that a few other libraries will be joining the effort. He said

libraries are stronger together, and it will be important for libraries to work together as they move through the next several years of the trend of book banning and censorship.

OLD BUSINESS

Revised 2022 Year End Levy Report

Levy Administrator Jan Oscherwitz said last month the Library Board adopted the levy report with a couple of corrections. She said in the course of additional review by the City Budget Office, a few more corrections were found that the Board will be asked to approve before the Library presents the report to the City Council on May 17. She said the version in today's meeting packet has very minor corrections, the most significant of which is that the total spending numbers were inverted; she said the number should have been \$93.6 million, rather than \$96.3 million. She an author's name and book description for a book in the Peak Picks program was also added. Mr. Reich said that there are inevitably minor errors; he said when the Board approves something like this, they can approve it in substantially final form and give the Chief Librarian the discretion to make non-substantive changes that are important without having to bring it back to the Board.

It was moved and seconded to approve the revised 2022 Year End Levy Report in substantially final form; the motion carried unanimously.

NEW BUSINESS

E-Rate Program – Public Use of the Internet Policy Update

Mr. Harbison said in September 2022, the Library Board approved the Library to move forward with the E-rate application process, which is a federal program that provides rebates on Internet-related expenses for participating libraries that meet their standards. He said there are policy edits required to support the implementation of this new program. He said today's meeting packet contains both a clean copy of the proposed policy update as well as a red-lined version to highlight changes. He said the policy changes are necessary to bring the Library into compliance with the Children's Internet Protection Act (CIPA), which is a requirement of receiving E-rate funding. Mr. Harbison said to be compliant with CIPA, the Library is required to have filtering on its public computers. He said the Library already has filters on computers in its children's areas, but participation in the E-rate program requires filters on all public computers. Mr. Harbison said since the E-rate program began 25 years ago, filtering technology has become quite advanced. He said there is little concern at this time that filters will block information and resources that the Library wants its patrons to have access to. He said patrons will be able to opt out of filtering, which will allow people to select their experience and what they want to see when they're using public computers at the Library.

Mr. Harbison said implementation details are still to be figured out. He said there will be questions about how it will work mechanically and from a user experience perspective. He said that work will be the next stage in the process. He said once the Library has an implementation plan and a communications plan, there will be another update presented to the Board for review.

Mr. Fay said the rebates in today's dollars, without getting through the entire process, are about \$500,000 per year. He said it would allow the Library to reallocate those funds to some of the equity work the Library would like to do around digital learning. He said the work will require technology, software and personnel, and this is the first time the Library will be able to reallocate a substantial sum of money to equity initiatives and technologies that support them. He said this would be a good step in the right direction. Mr. Reich said the Board has been approaching this slowly but consistently for a couple of years. He said the changes in the policy seem straightforward and consistent with what has been said. Mr. Hairston said he agreed that it is time to move forward. Mr. Harbison said the Library will likely grapple with some implementation complexity, and he

appreciates the Board's approval of the policy change today. He said many other libraries have moved forward with the program because of the advances in technology and the opt-out function. He said SPL would not be out of line with other libraries in the region. He said other libraries have figured out ways to implement the program while minimizing impacts on access.

It was moved and seconded to approve the updated Public Use of the Internet Policy; the motion carried unanimously.

Books Unbanned Program – Borrower Eligibility and Responsibilities Policy Update

Mr. Harbison said an update to this policy is related to the Books Unbanned launch. He said the policy governs who is eligible for a library card and what the borrowers' responsibilities are. He said language was added to the policy to cover the Library having selective programs outside of the service area at the discretion of the Executive Director and Chief Librarian. He said the update also reflects the work the Library does with Interlibrary Loan and reciprocal borrowing, so while Books Unbanned prompted another look at the policy, the update also reflects some other resource sharing that the Library engages in, and ensures those areas are covered in a policy update.

It was moved and seconded to approve the updated Borrower Eligibility and Responsibilities Policy; the motion carried unanimously.

Library Foundation and Friends of the Library Updates

Ms. Bendixen said the Foundation Board did not meet this month. Mr. Fay said at the Friends Board meeting, they welcomed two new board members, Jennifer Lo and Smadar Ben-Natan. He said the Friends are now donating 100 books per month to the VA Hospital on Beacon Hill, thanks to a referral by the Library. He said the Friends Board went into an executive session to talk about the partnership agreement being worked on between the Library, Friends, and Foundation. He said this was the first opportunity for the entire Friends Board to see the document and have input. He said, following the executive session, they noted some areas that needed clarity and specificity. Mr. Fay said the document has now been passed to the Foundation Board for review. He said the hope is to have all three boards approve the agreement in July. He said this work has brought a change in how the three organizations work together collaboratively and supportively in partnership.

Updates from Library Board Members

Library Board Trustee Ron Chew said he will be reading from his memoir at a Foundation program at the Wing Luke Museum on May 13. He asked trustees to let him know if they have suggestions for excerpts he should read. He said 100 people have registered to attend and he hopes new people will be brought in as Foundation supporters.

Mr. Fay said GiveBIG is May 3. He said the Foundation has a fundraising goal of \$80,000 and asked trustees to spread the word. Mr. Hairston said he would be out of town for the May Library Board meeting, but would attend the Soul Pole celebration on April 29. Ms. Bendixen said the Seattle Reads Program is the week of May 15, and the Library Board's next regular meeting is May 25.

ADJOURN

Board President Carmen Bendixen adjourned the meeting at 1:12 p.m.

Unapproved Board Minutes

Board of Trustees Special Meeting

The Seattle Public Library

April 29, 2023

SPECIAL MEETING

A special meeting of The Seattle Public Library (SPL) Board of Trustees was held on April 29, 2023, as a quorum of the Board attended a community celebration for the 50th anniversary of the Soul Pole at the Douglass-Truth Branch, 1:00 to 2:30 p.m.

Executive Director and Chief Librarian Tom Fay welcomed guests gathered outside the branch near the Soul Pole and shared information regarding the Soul Pole's 50 years in the Central District and its importance in the community. He acknowledged family members of the artists and others in the audience, and gave a brief introduction to program.

Mr. Fay introduced poet and performance artist Elijah Mu'ied, son of Raqib Mu'ied (formerly Gregory X), who led the Soul Pole project as art director for the Seattle Rotary Boys Club. Mr. Mui'ed gave an overview of the meaning behind the Soul Pole and shared stories from his father.

Mr. Fay introduced Taylor Brooks, African American Collection and Community Engagement librarian at the Douglass-Truth Branch. Ms. Brooks invited event attendees inside the Douglass-Truth Branch meeting room for an indoor portion of the event and refreshments.

Ms. Brooks welcomed attendees and shared information about new efforts to amplify the African American collection, how these efforts work together, and how they interact with other community oral history efforts happening in the Central District.

Ms. Brooks showed a 10-minute documentary, ["The Legacy of the Soul Pole."](#) produced by Converge Media.

Following the documentary, Ms. Brooks introduced Stephanie Johnson-Toliver, president of the Black Heritage Society of Washington State. Ms. Johnson-Toliver discussed her organization's role in preserving the Soul Pole and the role of the community in this work. She spoke about future preservation projects for the Black Heritage Society of Washington State, and she introduced Taelore Rhoden, Director of Community Engagement at Historic Seattle. Ms. Rhoden discussed the Preserving Neighborhood Character Award that Historic Seattle awarded the Soul Pole in 2022 and the community effort behind the preservation efforts in the city. She presented information about how community members can nominate structures in their neighborhood.

Taylor Brooks invited participants to share stories, comments or questions, and a number of community members shared stories of their connection to the Soul Pole, the branch and the Central District.

ADJOURN

The program was closed with an invite for attendees to mingle at the reception until 3:00 p.m.



The Seattle Public Library

Memorandum

Date: May 25, 2023

To: The Seattle Public Library Board of Trustees

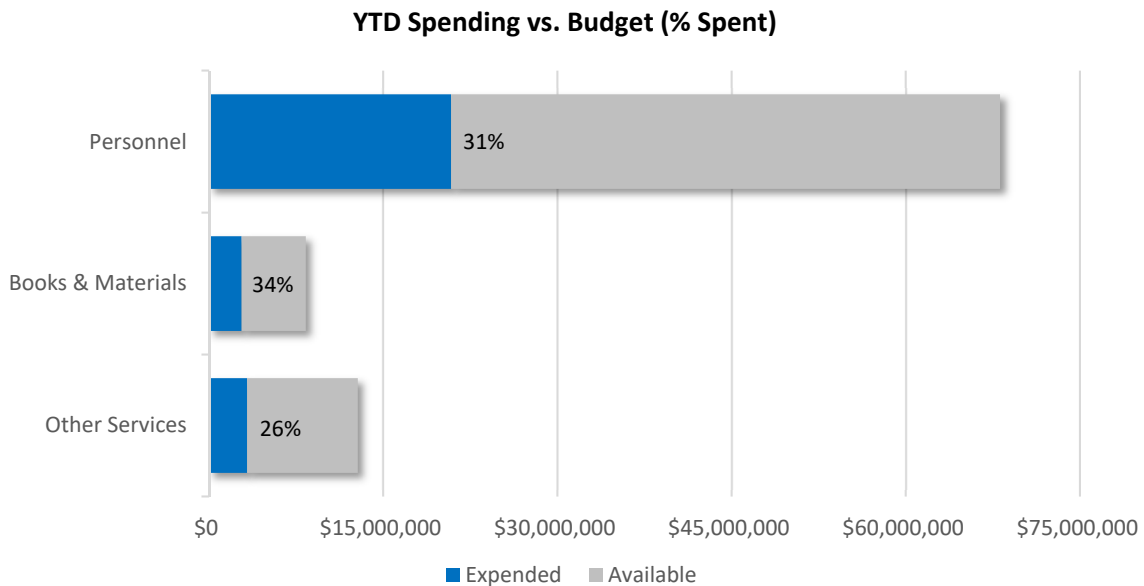
From: Tom Fay, Executive Director and Chief Librarian
H. Alex Yoon, Director of Administrative Services
Nicholas Merkner, Finance and Operations Analysis Manager

Subject: **April 2023 Financial Reporting**

Overview

Overall, the Library has expended **30%** of its operating budget with **33%** of the year elapsed. This is on target with the prior year when the Library had also expended **30%** of the operating budget. Total expenditures at the end of the month were \$27 million.

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



Personnel Services

Personnel costs represent the largest category of expenses at the Library and make up 76% of the revised operating budget. As of this report there have been nine pay periods processed, so we expect 33% of the personnel budget to be expended—spending is largely on target at **31%**.

Non-Personnel Services

The largest individual category of expenditures within the non-personnel budget is related to library books and materials—this category represents 9% of the revised operating budget. Spending is as expected at **34%**.

Other accounts which represent 15% of the adopted budget—and include equipment, services, and supplies—are **26%** expended.

Revenues

Library generated revenues for the period under review are **\$54,000**—bringing year-to-date collection to **\$238,000 (41%** of our target).

As has been noted on previous reports—but is still important to identify from a longitudinal stability perspective—the Library’s 2023 revenue budget of \$584,000 is \$282,000 short of the Library’s pre-COVID revenues of \$866,000. This \$282,000 delta has been funded through use of accumulated Library Fund Balance—which means any over-collection in Library generated revenues in 2023 will reduce our use of Fund Balance to support current year operations.

Action Requested: Library Board consideration of April 2023 Operating Budget financial reporting for approval at May 25, 2023 meeting. Comments or feedback are welcome.

Expenditure Control for April 2023

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries	44,459	3,315	13,378	30%	31,081
Benefits	23,659	1,854	7,473	32%	16,187
Personnel Services Sub-Total	\$68,118	\$5,170	\$20,850	31%	\$47,268
Books and Library Materials					
Books & Materials	8,338	584	2,811	34%	5,528
Books and Library Materials Sub-Total	\$8,338	\$584	\$2,811	34%	\$5,528
Other Services and Charges					
Central Costs	2,814	235	943	33%	1,872
Equipment - IT & Facilities	2,041	69	303	15%	1,738
Office Supplies, Printing & Postage	304	29	67	22%	237
Operating Supplies	509	49	139	27%	370
Other Expenses	492	12	40	8%	452
Other Maintenance	758	30	109	14%	648
Phone, Wireless & Internet	546	62	152	28%	394
Professional Services	564	47	148	26%	417
Software	857	33	288	34%	569
Staff Training & Travel	207	18	38	18%	169
Vehicle Costs	280	27	107	38%	172
Facilities - Space Rental & Utilities	1,768	325	738	42%	1,030
Facilities - Building & Grounds Maint	1,223	88	188	15%	1,036
Facilities - Garage Debt Service	450	-	23	5%	427
Other Services and Charges Sub-Total	\$12,814	\$1,024	\$3,284	26%	\$9,530
TOTAL LIBRARY OPERATING BUDGET	\$89,270	\$6,777	\$26,945	30%	\$62,325

Footnotes:

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

Revenue Control for April 2023

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	110,000	4,074	47,662	43% (A)
Central Library Parking Garage Fees	235,000	29,372	95,678	41%
Copy Services/Pay for Print	110,000	9,714	30,338	28%
Space Rental (Private & Inter-Departmental)	81,050	5,175	34,837	43%
Book Sale Consignment	45,000	5,667	29,111	65%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	26	675	22%
TOTAL LIBRARY GENERATED REVENUES				
	\$584,050	\$54,028	\$238,300	41%

Footnotes:

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



The Seattle Public Library

Date: May 25, 2023
To: Library Board of Trustees
From: Tom Fay, Executive Director and Chief Librarian
Re: May 2023 Chief Librarian's Report








1. The Library's strategic planning project continues to move forward. The project has moved fully into the engagement phase. Focus groups and individual interviews are convening to gather input from a wide variety of community partners, city leaders, boards, and staff. A survey tool is being developed to provide engagement opportunities for even more partners, stakeholders, staff, and the public. The Library's cross-divisional core team continues to meet regularly to collaborate with our consultant, Territory, to drive the work forward.
2. On March 27, the Library joined the Brooklyn Public Library to launch our own Books Unbanned program to provide access to materials for teens and young adults in response to increasing book bans and censorship around the country. We have received a tremendous amount of interest and support from the community and media. In just the first week of the program, we had more than 1,500 young people sign up for the program, and nearly 1,200 items were checked out. We are grateful to the Foundation for providing 100% support for this important and impactful program.
3. The 50th Anniversary of the Soul Pole was celebrated on April 29 at the Douglass-Truth Branch. The community celebration was wonderful and drew a large and engaged audience of community partners, family members of the artists, community members and patrons to celebrate the Soul Pole and to reflect on its history and significance to the community and the Central District.
4. May 7-9 I attended the Urban Libraries Council's CEO RoundTable in New York City. We discussed a wide range of topics impact large urban systems such as staffing, book bans and censorship, security and safety, AI's potential and I presented on foresight and how this method can assist libraries in strategic thinking.
5. The Foundation had to cancel its fundraiser at the Wing Luke Museum on May 13 featuring Library Board Trustee Ron Chew reading from his memoir, *My Unforgotten Seattle*. Unfortunately, the museum and the area lost power for an extended period of time. Look for a rescheduled event.
6. On May 11, I gave a presentation at Mirabella Seattle on current happenings at the Library and our plans for the future. Approximately 80 engaged residents attended including former

librarians and retired doctors, attorneys, nurses, professors, bankers, and a variety of business community members. Foundation Executive Director Jenna Ward also attended and shared information on Foundation giving. We were graciously received and they were also eager to show us the Mirabella Library.

7. On May 15, I attended a program, *Defining our Future Together: AI for Community Impact*, on the Microsoft campus in Redmond, along with Foundation CEO Jenna Ward, Library Programs and Services Director Andrew Harbison and Head Technology Officer Charles Wesley. The program was attended by business leaders from across the Puget Sound region and was an excellent opportunity for learning and discussion on future impacts of this new technology on our businesses and communities.
8. Staff from the YMCA of Greater Seattle visited the Central Library to walk through the library and discuss with Library staff opportunities for partnership and collaboration. We look forward to continuing to explore ways to work together and build connections and programs that will strengthen both organizations and our shared community members. I met with their CEO, Loria Yeadon the next day to continue our discussion on partnership. She graciously sent out our Book Unbanned information to colleagues throughout the United States.
9. Library administration is undergoing change as we say goodbye to Administrative Director Alex Yoon in May, and Human Resources Director Ludy Marz in June, as they both move on to new opportunities. The Library has benefitted greatly from the knowledge and work of these dedicated directors and wish them well in their next roles. We also welcome Jessica Smith as the new Strategy and Policy Advisor in the Chief Librarian's Office. Jessica comes to us from the City of Seattle's Department of Human Resources, filling the position vacated with Jennifer Cargal's retirement.

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; Spring Emeritus Board Meeting.
- b. Standing Meetings: Compensation Committee; Senior Management Team; Monthly Managers meeting; Union/Leadership meetings; Long-Term Sustainability meeting; Foundation CEO/Chief Librarian monthly meeting; Strategic Planning 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 Mirabella Seattle retirement community; SPL Senior Management Team working retreat.
- d. City Meetings, Events and Programs: Mayor's Monthly Cabinet; Deputy Mayor's meeting with department directors; DEEL's Community and Student Safety Workgroup;.

LIBRARY AT A GLANCE			
Active Users – Last 12 Months	 276K 1%	Monthly Users – Digital	 90K -4%
		Monthly Users – Physical	 42K -3%
Monthly Questions Answered	 62K -6%	Monthly Circulation – Digital	 601K -1%
		Monthly Circulation – Physical	 500K -5%

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

IN FOCUS: Tax Help

The Library offers free Tax Help through partnerships using trained volunteers.

Overview: Tax Help

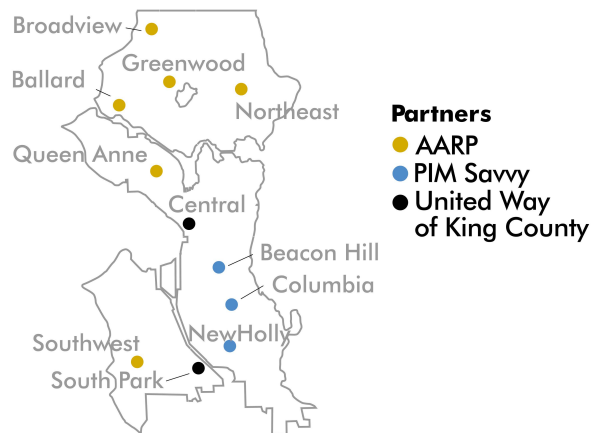
The Library partnered with three organizations — AARP, United Way of King County, and PIM Savvy — to provide federal income tax filing assistance this year.

After only offering tax assistance at the Central Library in 2022 due to challenges recruiting volunteers, this year our partners were able to offer Tax Help at 11 Library locations.

To provide convenient options for accessing Tax Help, assistance was offered on weekdays, on weekends, in the evenings, and in Spanish. To serve people who missed regular Tax Help which ended on Tax Day in April, a "post-season" is also being offered through the end of July.

So far 3200+ tax returns have been filed at Library Tax Help sites this year.





Tax Help at 11 Library Locations



The Mixing Chamber in the Central Library hosted more than half of the 170 tax help events this year. This space has ample room to accommodate multiple 1-on-1 consultations simultaneously.

WORKING FAMILIES TAX CREDIT
A new tax credit for Washington workers.

Apply in 2023 if you:

-  Lived in Washington state over half the year in 2022.
-  Filed a federal tax return with a social security number (SSN) or an individual taxpayer identification number (ITIN).
-  Are between 25 and 65 years old or have qualifying children.
-  Have low-to-moderate income.

Helping Families Claim Rebates

Tax volunteers connect low-income families to tax rebates they may not have known about. PIM Savvy was able to help 40+ families apply for the Working Family's Tax Credit after filing their federal income tax returns.

Communications Office: 2023 Q1 Report

Learn more about us [on our infoNET site](#). Contact us at communications@spl.org.

Activities and accomplishments

Library initiatives and projects supported by the Communications Office

2023 goals and long-term strategic planning: The Communications Office helped support internal communications around the announcement of [2023 Library Goals](#), as well as the [announcement of a consultant](#) selection for the Library's long-term strategic planning efforts. We also developed [new webpages](#) for these planning efforts with support from Marketing and Online Services. The Head of Communications continues to serve on the Library's Strategic Planning core team.

Levy hours expansion: We developed internal [FAQs](#), [external](#) announcements, and branch flyers about the expansion of levy-funded hours systemwide. We also worked with many reporters covering the story, including an in-depth investigative piece by the Seattle Times. A full list of stories can be found in the Media Coverage section of this report.



Green Lake Branch retrofit project: Communications developed [internal](#) and [external](#) announcements preparing staff and patrons for the Green Lake Branch's year-long construction closure.

We also worked on a number of media stories about the project and coordinated a drop-in with Chief Librarian Fay the last week the branch was open prior to the closure.

Security enhancements: The Communications Office is supporting the Administrative Services division in communicating security enhancements being made across the system, including the announcement of a [new security camera](#) at the Central Library's Spring Street staff entrance and [responsive measures](#) being implemented at the Lake City Branch

Rules of Conduct Review Task Force: In Q1, Communications continued serving on the Rules of Conduct Task Force core team, supporting efforts to make the Library's Rules of Conduct and Exclusion Guidelines more equitable. We helped complete the [onboarding of community members](#), compiled background information on the ROC and exclusion procedures and analyzed and presented demographic data on exclusions. We also assisted the team in developing a staff update [on the project](#), [prepared FAQs](#), and presented information about the project during All Staff Day.

Automated Materials Handling System Replacement (AMHS) Project: In Q1, Communications continued serving on the AMHS replacement project transition team, preparing for the installation of the new AMHS at the Maintenance and Operations Center (MOC), the deinstallation of the old AMHS at

Central, and transition to the new AMHS in Q2 2023. We kept staff informed with [regular project updates](#) and provided new training videos and demonstrations of the new system at work [on the project webpage](#).

Library App Project: In Q1, Communications continued serving on the core team of the [Library App Project](#), which aims to develop a new app to make Library services more equitable and accessible. We worked with Headwater Peoples, an external consultant, on patron outreach and engagement and [created a patron survey](#) and distribution plan to collect feedback on potential features and functions.

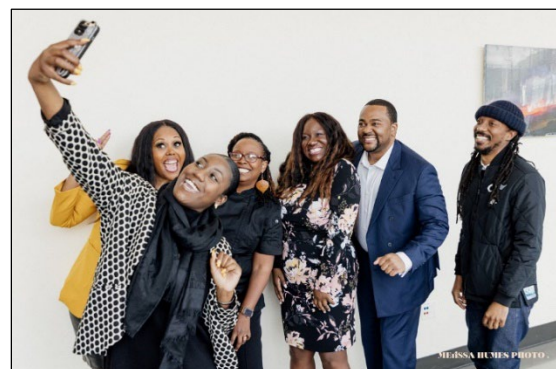
Support for programs and services: Communications supported program and service managers in promoting this year's 25th anniversary [Seattle Reads selection](#); the expansion of [Homework Help hours and locations](#) and the ['Meet Me At Higo' art exhibit](#) with Wing Luke Museum at the Central Library. We also helped promote a [series on creativity curated by poet Claudia Castro Luna](#), an event with Katie Yamasaki about her children's book on her grandfather, famed architect Minoru Yamasaki; the exciting scenes at this year's [Global Reading Challenge](#); the Library's first ever [all-electric Bookmobile](#); [our improved online calendar](#); and [an in-depth interview](#) with a Library to Business program partner.



All Staff Day 2023: Communications played a key role in supporting a very successful All Staff Day 2023, the first in-person Staff Day in three years. We planned internal promotion and communication; edited materials; worked with a small team to organize the Staff Art Show; and drafted a post Staff Day survey. Survey results, photos, session notes and the virtual art show are all [available on infoNET](#).

Communications Office initiatives

Reaching prioritized audiences: In 2023, we continued to focus on reaching Spanish-language / Latinx audiences and working with staff who support those audiences. In addition to supporting the South Park Branch's biweekly "South Park Branch Presents" program with Amigos de Seattle's Radio Comunitaria; we did media outreach to promote poet Claudia Castro Luna's bilingual event series on creativity, which resulted in an Univision TV story and promotion on El Rey radio; and also promoted the expansion of Homework Help to Spanish-language media. A new focus area in 2023 is reaching African-American audiences and promoting the work of community partners. We worked with Black-Owned Business



A snap from the Black-Owned Business Excellence Symposium

Excellence to create and send two press releases about their fourth annual symposium, earning coverage in the [Seattle Medium](#) and the [South Seattle Emerald](#). We also worked with Wa Na Wari to create and send a press release about their Spatial Histories project, earning coverage in the [Seattle Medium](#), [Seattle Facts](#) and [South Seattle Emerald](#). Articles in outlets reaching prioritized audiences accounted for about half of our media coverage in Q1 2023.

Year-end popular titles: Building off of MOS' engaging year-end 'Checked Out' graphic, the Communications Office created two blog posts about the Library's most popular titles of 2022 ([What Seattle Read in 2022](#), and [What Seattle Read in 2022, Teen Edition](#)), and worked with several media outlets on related stories. The Seattle Times' Pacific Northwest magazine covered the [most popular cookbooks of 2022](#), and is also working on a story about the Library's DVD collection, slated for July.

Highlighting the Library's breadth of service: One of the Library's goals this year is to routinely share with the public the breadth of service the Library has to offer. During Community Conversations in 2022, we heard from so many patrons: "I can't believe you offer that and I didn't know!" To help the community understand the breadth of service at the Library in Q1, we shared roundups of [family-friendly streaming movies](#) good for Winter Break, a [floor-by-floor guide](#) of what there is to see and do at the Central Library, and wrote event round-up press releases each month. We also worked with the [Seattle Times](#) on a story about the diversity of needs, tastes and interests the Library serves, as well as a story for [Care.com](#): "10 public library resources for kids you never knew existed."

Library news on Shelf Talk and LinkedIn: The Communications Office collaborates with the Shelf Talk Editorial Team to produce the Library's [Shelf Talk blog](#). We also collaborate with the Human Resources division to share news on our LinkedIn page. In Q1, the Communications Office produced [11 blog posts](#) and [3 LinkedIn posts](#).

Coffee Chat weekly newsletter: We produced [seven newsletters in Q2](#). Highlights included interviews with Director of Library Programs & Services Andrew Harbison, AHMS lead operator Steven Haase, and Custodial Janitorial Support Supervisor Gamada Aliye. We also edited and published two editions of a new ELES-focused newsletter designed to better connect staff to ELES's work and impact and how they can become involved. Highlights included articles on the Global Reading Challenge, new ESOL classes, common questions Library to Business staff get and more.

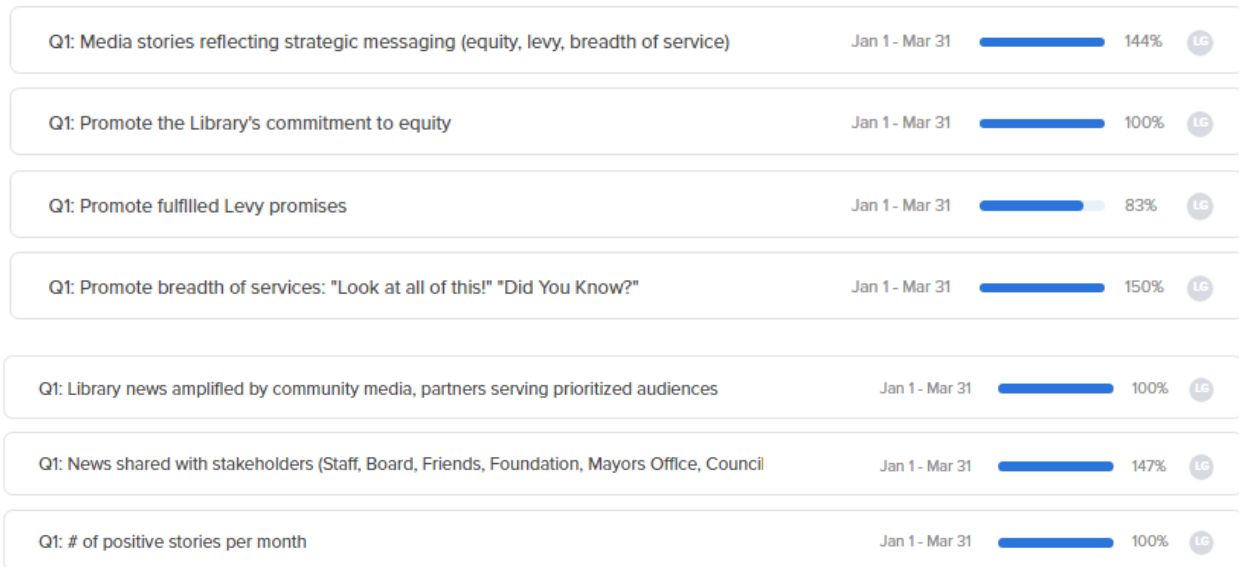
Critical incident communications: Our goal in incident response is to accurately, effectively, and compassionately communicate during and after urgent and rapidly changing situations. Here are critical incidents we helped respond to, and other security-related communications we produced:

- [Sunday, Jan. 8: A difficult loss for the Ballard community](#)
- [Security incident at the Lake City Branch 2/13](#)
- [Lake City Branch assault on staff member 3/3](#)
- [Patron photo from last week's assault at LCY branch 3/7](#)
- [IDC Branch security incident on 3/28](#)
- [Douglass-Truth security incident 3/28](#)



Analytics and reporting

Communication goals and metrics: Communications identified new messaging goals and success measures we have implemented in Q1 for 2023 reporting. Messaging goals include incorporating strategic messaging every month about Levy implementation, equity work and the Library’s breadth of service in our promotional writing and media outreach. Success measure goals include reaching the Library’s prioritized audiences, sharing news regularly with Library stakeholders, and generating positive stories on behalf of the Library.



Reporting: We helped edit the 2022 annual levy report as well as web highlights for 2022 levy accomplishments. We continued to edit and help guide the development of the monthly Library At a Glance infographic for board reports. Levy reports are available [on the SPL.org website](https://www.spl.org). We also created weekly reports for the Mayor’s office on Library activities.

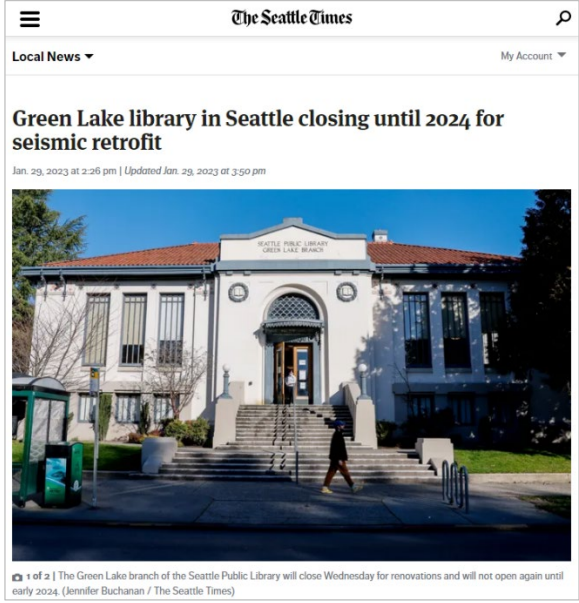
Public disclosure

Communications fulfills public disclosure requests for the Library. In Q1, we worked on 10 public disclosure requests.

Media coverage

Earned media is publicity we receive as a result of media planning and outreach, usually facilitated through media pitches, press releases and building relationships with journalists. The Communications Office generated **16 press releases** in Q1, and earned **around 48 media stories**. A complete list of Library news clips is below.





Seattle Times: [Green Lake library in Seattle closing until 2024 for seismic retrofit](#)



S. Seattle Emerald: ['Meet Me at Higo' Recalls Executive Order 9066 through Seattle's Murakami Family](#)

- Jan. 2: Puget Sound Biz Journal – [The most popular business books among Seattleites in 2022](#)
- Jan. 2: Curiosity – [Here are the most checked-out books from Seattle Public Library in 2022](#)
- Jan. 4: QA & Magnolia News – [Seattle Public Library's January author readings, events](#)
- Jan. 4: The Dispatch – [Here are the most checked-out books from Seattle Public Library in 2022](#)
- Jan. 6: Seattle Times – [Tell us how you want to feel and we'll tell you what to read next](#)
- Jan. 11: Publishers Weekly – [Record Number of Libraries Surpass 1 Million Digital Lends in 2022](#)
- Jan. 11: South Sound Business – [Black-Owned Business Excellence Symposium Next Month](#)
- Jan. 12: Axios – [No "Spare" copies of Harry's memoir at Houston's library](#)
- Jan. 13: S. Seattle Emerald – [Usher In the Year of the Rabbit and the Year of the Cat](#)
- Jan. 13: Seattle Times – [A look at the early works and inspirations of artist George Tsutakawa](#)
- Jan. 17: KING5 – [Green Lake library branch to undergo seismic upgrades](#)
- Jan. 18: KING5/New Day NW – [Books to check out this winter](#)
- Jan. 24: Curiosity – [You can take thousands of online courses through the Library for free](#)
- Jan. 24: West Seattle Blog: [Free tax help about to start at one local library](#)
- Jan. 25: Seattle Times: [In new children's book, Katie Yamasaki pays tribute to her grandfather, noted Seattle architect Minoru Yamasaki](#)
- Jan. 25: Seattle Times – [Rant and Rave: Reader shouts out Seattle library staff](#)
- Jan. 25: QA & Mag News – [Library co-sponsoring Black-owned business symposium](#)
- Jan. 29: Romper – [25 Children's Books About Death & Grief](#)
- Jan. 29: Seattle Times – [Green Lake library in Seattle closing until 2024 for seismic retrofit](#)
- Jan. 30: S. Seattle Emerald – [Seattle Public Library Offers Free Tax Help Through April 2023](#)
- Jan. 31: The Skanner – ["Meet Me at Higo" Opens at The Seattle Public Library's Central Library](#)
- Jan. 31: S. Seattle Emerald – [Black-Owned Business Excellence Symposium in Tacoma](#)

- Feb. 2: The Skanner – [Homework Help Program Expands to Eight Locations and Increases Hours](#)
- Feb. 2: MyBallard – [Free tax help available at Ballard Library starting Feb. 7](#)
- Feb. 2: West Seattle Blog – [Seattle Public Library expanding ‘Homework Help’](#)
- Feb. 2: Seattle Times – [Rave: Peak Picks feature](#)
- Feb. 3: Madison Park Times – [Free tax help offered at Seattle Public Library locations](#)
- Feb. 7: Tacoma News Tribune: [Black-Owned Business Excellence Symposium in Tacoma](#)
- Feb. 8: QA & Mag News – [Seattle Public Library offers Feb. author readings and events](#)
- Feb. 14: Seattle Times – [Across Seattle’s libraries, books reflect a diversity of tastes, needs](#)
- Feb. 15: West Seattle Blog – [New 7-day-a-week schedules ahead for local Library branches](#)
- Feb. 15: The Skanner – [More Levy-Funded Open Hours Coming This Spring at the Library](#)
- Feb. 16: Seattle Times – [Seattle will expand library hours. Here’s why it’s taken a while](#)
- Feb. 18: Care.com – [10 public library activities and resources for kids you never knew existed](#)
- Feb. 18: KIRO 7 – [Ballard Commons Park set to reopen next month](#)
- Feb. 19: S. Seattle Emerald – [‘Meet Me at Higo’ Recalls Executive Order 9066](#)
- Feb. 21: Seattle Times – [Library’s top 10 cookbooks of 2022 show what we’re hungry for](#)
- Feb. 27: KUOW – [Celebrate Black literature and history all year long at Douglass-Truth Branch](#)
- Feb. 27: Secret Seattle – [The Top 10 Things You Can Do With A Seattle Library Card](#)
- Mar. 2: International Examiner – [Arts Etc.: Meet Me At Higo](#)
- Mar. 2: The Memory Hub – [E-Books, Tech Help & More: An Intro to the Library’s Tech Resources](#)
- Mar. 4: The Facts – [Apply to be part of a six-person cohort of community oral historians](#)
- Mar. 4: Seattle’s Child – [Seattle Public Library will soon expand branch open hours](#)
- Mar. 8: Seattle Medium – [Fourth Annual BOBE Symposium Celebrates Black-Owned Businesses](#)
- Mar. 8: Seattle Medium – [Apply To Wa Na Wari’s Oral History And Story Telling Institute](#)
- Mar. 8: S. Seattle Emerald – [Local Authors Featured in Short Story Dispenser](#)
- Mar. 8: Real Change – [Stories on Demand \(Short Story Dispenser\)](#)
- Mar. 9: QA & Mag News – [Library offers author readings, community events this month](#)
- Mar. 9: Univision – [Mantener viva la creatividad](#)
- Mar. 13: S. Seattle Emerald – [Library Branches Will Close for One Day on Wednesday, March 22](#)
- Mar. 17: Seattle Times – [All roads did lead to Seattle’s Dog House — but then that closed, too](#)
- Mar. 19: West Seattle Blog – [Two citywide closures this week that you should know about](#)
- Mar. 21: KOMO – [Most Seattle libraries will be open daily thanks to 2019 levy](#)
- Mar. 21: QA & Mag News – [Seattle poet hosts bilingual program series at Seattle Public Library](#)
- Mar. 21: Boing Boing – [The legacy of a Japanese American family's variety store](#)
- Mar. 23: Seattle Times – [Rave: Broadview Branch staff](#)
- Mar. 29: S. Seattle Emerald – [Poet Claudia Castro-Luna Hosts Bilingual Events at Library](#)

News you can use: How to work with Communications

- **Getting started:** If you'd like to work with Communications, a good first step is to [fill out this simple form](#), which helps us understand your needs.
- **Wondering about how MOS and Communications work together?** Check out the chart at right, which we included in this [Explainer](#) on this topic in Library Coffee Chat.
- **Need "boilerplate" Library info?** Do you need a short description of the Library and its mission? We have a ["general Library content"](#) section of our infoNET site, where you can find blurbs about the Library, our mission, a bio of Chief Librarian Tom Fay and more.
- **Tell your story to the media:** Are you launching a new program, partnership or event? Reach out to us for help writing press releases, talking points, media pitches and more. Start by filling out [this simple form](#).
- **Tell your story to staff:** The Coffee Chat newsletter is designed to inform and connect Library staff. Learn more on the [Coffee Chat page](#) and send your submissions to newsletter@spl.org.
- **Reach out any time:** You can reach the head of the Communications Office, Laura Gentry, at laura.gentry@spl.org. Or you can reach the entire team at communications@spl.org.



Equity, Learning, and Engagement – Community Engagement Services
May, 10th 2023
Emily Billow, Older Adult Program Manager

Impacts and Outcomes: Based on attendance numbers and feedback, a permanent older adult program explored new ways to grow and better serve diverse elders in Seattle.

Civic Coffee: Revamping a Civic Engagement Opportunity



Civic Coffee is a monthly program held in partnership with Age Friendly Seattle where older people can meet city officials, government employees, local nonprofits, and service providers, ask questions and provide feedback. Civic Coffee Hour has been a program with the City of Seattle for decades and within the last 5 years AgeFriendly took on hosting the program with SPL co-hosting starting in 2020.

Before the pandemic, the program was held at various locations throughout the city including community centers, libraries, and City Hall. The program abruptly shifted to virtual delivery during the pandemic and continued to remain virtual until September 2022. The program was held only in English and covered topics that program staff identified as being important to the community and were chosen close to the program date. The number of online participants was fairly high at the beginning of the pandemic but then slowly started to decline.

Toward the end of 2022, AgeFriendly staff and the Older Adult Program Manager looked at the declining numbers and lack of diversity, and the reoccurrence of monthly topics and went back to the drawing board. Throughout several discussions, we decided on a few shifts for programming.

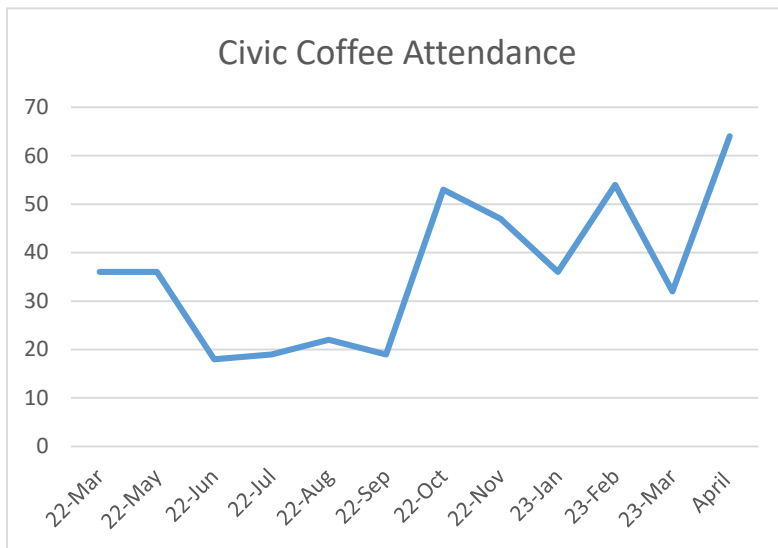
The first adjustment we made was looking at location and topics. We realized that some older adults are limited by mobility, transportation, and accessibility to technology. Instead of asking older adults to come to us or use a device to connect to the program, we started coming to locations where older adults were already congregating and offering the program in a hybrid format. We started to reach out to organizations that are already embedded in the community and asked if their participants would like us to host a program at their space. If the partner said yes, then we asked them what topics might be best for their participants or what their participants want to learn about. We called this, “meeting community where they are at, with topics that they want to discuss.”



Concurrently while we were reaching out to organizations in the community we were mindful of the clients and communities they serve. We wanted this program to be available to all older adults in the community and we knew we would have to make some adjustments to the program to make that happen. We contracted out language help and can offer the program in language for the community with concurrent interpretation and

translated materials. We adjusted the foods we served to be more culturally appropriate and also supported hyper-local businesses in the neighborhood we were in. We modified the time of the program to allow for 30 minutes of chatting, eating, and community building at the beginning and end of the program.

We decided to think and plan for locations and topics ahead of time. In December we reached out to 10 organizations and gauged their interest for 2023 programming. After speaking with those community partners we were able to secure locations and topics for all of 2023. This has allowed us to create better program content and make translated materials. This allows the organization to ask participants about topics in advance and advertise, and it has helped build a stronger community partnership.



Since October 2022, we have seen an increase in participants. We have held programming in Spanish, Cantonese, Mandarin, Somali, Oromo, and Vietnamese. We have held the program at multiple community locations, working with Chinese Information Service Center, SeaMar Community Health, Sound Generations, and Seattle Housing Authority among others. We have covered topics like personal safety, world foods, brain health, hyperlocal elder healthcare options, and fraud and finances. We have focused on providing local culturally appropriate food during the program and supporting small businesses.

In response to the changes in the program, we have had community partners reach out and ask if we can host the program in their space, we currently have a waitlist for 2024. We have also had diverse communities want to participate because of the changes to be a more inclusive program. We are excited for the rest of 2023 as we will be working with South Park Senior Center, Washington Talking Book and Braille, Southeast Senior Center, and the Greenwood Senior Center. We will be holding programming in additional languages including American Sign Language. Plus, covering topics like home efficiency and end-of-life care.

AgeFriendly Civic Coffee website: [Events - AgeFriendly | seattle.gov](https://www.seattle.gov/events/agefriendly)

March, 21st 2023 Program: [Civic Coffee: Senior Safety, Tuesday, March 21, 2023, 12 - 1pm - Event Calendar | The Seattle Public Library \(spl.org\)](https://www.seattle.gov/events/agefriendly)





The Seattle Public Library

Date: May 25, 2023

To: Library Board of Trustees

From: Tom Fay, Executive Director and Chief Librarian
Rick Sheridan, Director of Institutional and Strategic Advancement

Re: **Library Statement on Equity, Race and Social Justice**

The Seattle Public Library is proposing to formally adopt a new statement on equity, race and social justice that builds on previous Library work and the Library Board of Trustees' policy. By doing so, it will demonstrate its deeper institutional understanding of and commitment to equity and racial and social justice, and demonstrate how it puts these values into practice every day through its services, programs and community partnerships. Once adopted, this statement will guide the work of the entire organization and will, along with its associated priorities, formally reside on the Library's public facing website.

Background

In 2015, The Seattle Public Library adopted the City of Seattle's Race and Social Justice Initiative (RSJI), the Citywide effort to end institutionalized racism in City government and inequitable racial disparities in City services and programs.

In 2018, the Library Board approved its own Race and Social Justice Policy, which formalized and strengthened the Library's commitment to equity and racial and social justice. This policy states in part that:

The Seattle Public Library actively commits its programs and resources to eliminate institutional racism by ensuring that barriers to access by staff and the public are eliminated, by supporting broader public access to Library programs and services, and by providing the public and staff equitable opportunities for growth through employment and education.

In 2019, the Library developed a new "Equity Work at the Library" page on spl.org, which promoted the new Race and Social Justice Policy and identified three of the Library's overarching racial equity goals: 1) reducing barriers to access for low-income children of color; 2) striving for equity in internet access and online services; and 3) representing and investing in people of color.

In 2020, amid widespread public outcry in response to the murders of George Floyd, Breonna Taylor, Ahmaud Arbery and others, the Library updated this webpage, publishing a statement of

solidarity with those advocating for anti-racist government reform and protesting the continued violent oppression of Black communities and other communities of color in the United States.

Renewing the Library's Commitment

The Library has made continued progress toward adopting these values as part of its internal culture, while also developing programs and services that provide greater access and yield more equitable outcomes, particularly for prioritized communities.

But over the last few years, primarily as a result of the pandemic, things have gotten significantly worse for people of color, particularly youth of color, who now have fewer economic opportunities and poorer health and educational outcomes than they did before. Decades of progress in educational attainment have been erased since 2020 and the loss for youth of color is staggeringly disproportionate.

As we emerge from the pandemic, the Library must renew its commitment to advancing equity and racial and social justice in all aspects of its work, to developing stronger community partnerships, and to addressing the urgent, unmet needs of those who have been historically marginalized on the basis of race or who remain subject to racial, social and/or economic oppression. The Library must also strive for greater transparency and accountability in its equity work.

These goals are at the heart of the Library's new Statement on Equity, Race and Social Justice, which is included below along with the Library's 2023-2024 Equity, Race and Social Justice Priorities. This statement, which was developed by the Senior Management Team and reviewed by the RSJI Change Team and other stakeholders, will apply to every division and level of the organization.

This statement will be a major component of the updated "Equity Work at the Library" webpage, which we plan to update annually with information about Library efforts – such as new or retooled programs and services – that reflect these commitments and improve community access and outcomes.

Statement on Equity, Race and Social Justice:

The Seattle Public Library's mission is to bring people, information and ideas together to enrich lives and build community. In support of this mission, we seek to ensure that everyone feels welcome, valued, respected and safe in our spaces; to promote [intellectual freedom](#) and protect the rights and privacy of all patrons; and to celebrate the diverse cultures, experiences and perspectives in our community through our spaces, [collections](#) and [programs](#).

We distinguish between equity and simple equality, and strive for the former in all aspects of our work. Equity recognizes relevant differences between people and works to overcome the disadvantages and obstacles that prevent some people from accessing or fully benefitting from Library programs and services. Simple equality, however, requires

treating all people in exactly the same way, regardless of the relevant differences between them, and tends to perpetuate injustice by maintaining those disadvantages and obstacles.

We are committed to [advancing our core values of equity, diversity, inclusion and accessibility](#) at all levels of our organization and in all aspects of our work. In alignment with the City of Seattle's [Race and Social Justice Initiative \(RSJI\)](#), we work to uncover and dismantle institutionalized racism in our organization and to advance racial, social and economic justice in the Seattle community.

We stand with our colleagues in public libraries across the country as a signatory to the Urban Library Council's [Statement on Race and Social Equity](#), which calls for the elimination of racial and social inequities in library programs, services, policies and practices; and its [Declaration of Democracy](#), which opposes institutionalized racism and its corrosive effects on democracy and calls for the full political and civic enfranchisement of all people.

We are committed to removing barriers to accessing Library programs and services, particularly those barriers that result from racial, social or economic oppression. In pursuit of this goal, our priority is to engage with, listen to, and address the unmet needs of people of all ages who have been historically marginalized on the basis of race or who remain subject to racial, social or economic injustice. This includes, but is not limited to:

- Indigenous peoples;
- Black communities;
- Other communities of color;
- People who are experiencing housing insecurity or difficulty meeting basic needs;
- LGBTQ+ people;
- People with disabilities or need for accessibility accommodations;
- Immigrants and refugees;
- English-language learners; and
- People who are currently or formerly incarcerated.

Although this work is difficult and evolves as new challenges and opportunities arise, it is fundamental to our mission and urgent for our community. When more people are empowered and more voices are heard, everyone benefits and the whole community is strengthened. We approach this work with humility and transparency, focusing on building the authentic and transformative community relationships that make lasting progress possible.

Through this work, we aspire to become a library where Seattle's many diverse communities can find their identities, cultures, and interests represented; where their experience and expertise is valued; and where they can easily and equitably access what we have to offer and feel a sense of belonging.

2023-2024 Equity, Race and Social Justice Priorities

In 2023, the Library is working with community partners and external consultants to develop a strategic plan expected to be completed by the end of the year. This plan will represent our collective vision for the future and lay out our short and long-term goals and priorities in centering equity, race and social justice.

While we develop our strategic plan, the Library will be working to advance the following equity, race and social justice priorities:

1. Build and strengthen community relationships through outreach, listening sessions, and direct support for community-led programs.
2. In collaboration with community partners, expand the reach and impact of the Library by offering programs and services in the community, directly to underserved populations.
3. Develop new ways to center and amplify the voices of diverse communities through our collections, programs, services and partnerships.
4. Continue the development and implementation of the Library's Language Access Plan, which provides language support to patrons who speak languages other than English.
5. Build the infrastructure and staff capacity needed for full engagement in equity, race and social justice work.
6. Provide space, support and opportunities for staff to connect and discuss issues of equity, race and social justice through voluntary racial caucusing.
7. Prepare for a Diversity, Equity, Inclusion and Accessibility assessment of Library culture and operations performed by an external consultant in 2024.
8. Expand the use of Racial Equity Toolkits to inform and support equitable public policy, project development, community engagement, implementation and assessment.

Action required/requested: Request Library Board consideration of the Library's Statement on Equity, Race and Social Justice for approval at the May 2023 Library Board Meeting.



The Seattle Public Library

Date: May 25, 2023

To: Library Board of Trustees

From: Tom Fay, Executive Director and Chief Librarian
Jan Oscherwitz, Library Levy Administrator

Re: **1st Quarter 2023 Levy Report**

Background

We have started the fourth year of our seven-year \$219.1 million 2019 Library Levy. This report, which covers activities and spending for the first quarter of 2023, continues the series of ongoing updates for the Library's leadership team and board of trustees to document implementation of the levy priorities and accomplishments. This report describes the way the Library has responded to changes in how our patrons use the Library and how we are using levy resources to support the levy investment areas of Hours and Access, Collections, Technology and Online Services, Children's Programming, and Maintenance.

2022 1st Quarter Levy Report

The 2019 Library Levy provides 37% of the Library's revised total budget of \$132 million in 2023. The Library recorded levy spending of \$5.7 million in the first quarter of 2023, or 12% of the revised levy budget. Much of the lag in spending budget authority is associated with the capital program which has experienced pandemic-related delays. This report also provides information on the remaining \$1.7 million of budget authority from the 2012 Library Levy.

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

By early April, we expanded Library hours to fulfill many promises made to voters in 2019. Our implementation looks slightly different than planned due to what we learned about patron preferences in our [2021 survey](#) and increased staffing requirements in a post-pandemic era. In developing our new schedules, we have prioritized levy promises to historically marginalized communities.

Collections: We promised a robust collection of books and materials

We continued to make significant investments in both digital and physical materials. We also added an array of materials as a result of our collection diversity audits. We continue to enhance our physical collection by buying more copies of popular materials, including Peak Picks, our popular no-hold, no-wait collection of high-interest titles.

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

We continued to loan hot spots through the general catalogue and our partnerships with community organizations. We upgraded over 150 public computers and installed six additional ScanEZ stations that can be used to make free scans and copies, send faxes and translate scanned text to 100 different languages.

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

We continued weekly Play and Learn sessions at five libraries and planned for reintroducing in-person story times in Q2.

Maintenance: We promised to maintain buildings for the next generation

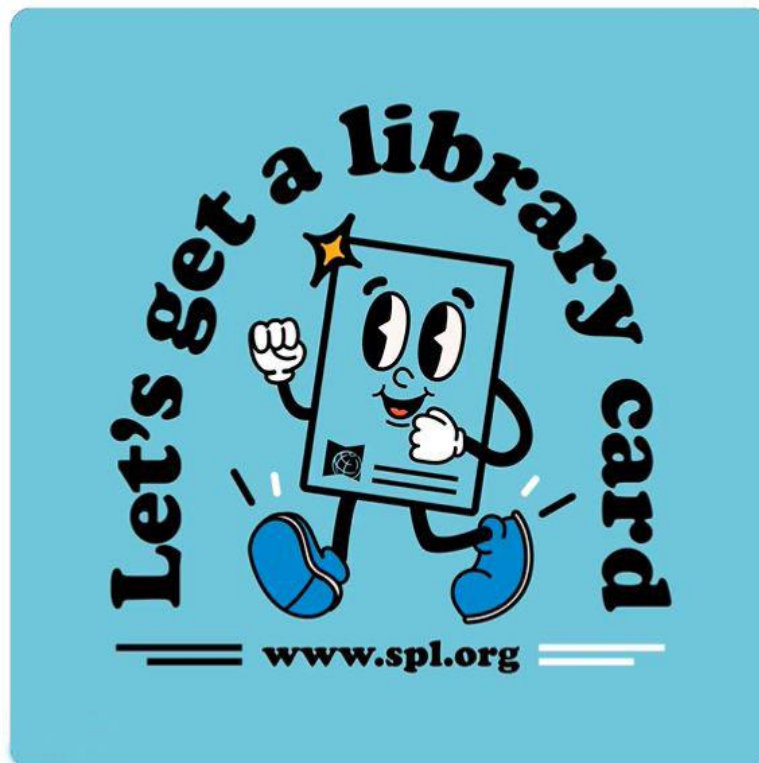
Our facilities and custodial staff completed over 1,600 work orders in Q1 and continued to address increased vandalism.

Our Capital Improvement Program continues to experience unfortunate delays due to widespread supply chain issues and labor shortages. Despite these challenges, we started on construction on the Green Lake seismic retrofit project.

Action required/requested: Request Board review and consideration of 1st Quarter 2023 Levy Report for approval at the May Library Board meeting.

2023 Q1

The Seattle Public Library LEVY REPORT



EXECUTIVE SUMMARY

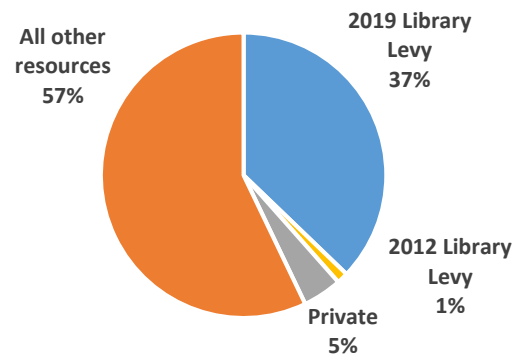
Expanding services

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 2023, the 2019 Levy accounts for \$49 million (37%) of the Library's total revised budget of \$132 million. The 2012 Levy provides \$1.7 million (1%). Other sources including the City's general fund, state and federal grants, private funds and Library fund balance account for the remainder. 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 Q1 2023, continues the series of quarterly levy updates the Library has provided for the Board of Trustees and the public since 2013.

2023 Library Revised Budget (\$132M)



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.

Q1 2023 highlights: Expanded Hours and Strategic Planning

During Q1 2023, the Library 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.

As you'll read in this report, in Q1, we continued to restore Library services for Seattle residents and significantly expanded Library hours. By the end of March, we were open 94% of our hours before the pandemic and 96% of our 2019 baseline. By the first week of April, we had added 90+ hours per week over 2019 levels, for an overall increase of 7% in operating hours. The allocation of these hours were informed by our [2021 public survey](#) and our continued effort to provide safe conditions for our patrons and staff. In addition to adding hours, we are adding two additional security officers in 2023 to make our branches safe and welcoming environments.

Beyond expanding hours in Q1, we continued in-person Play and Learn at five branches, expanded Homework Help to eight branches and increased Homework Help hours, returned to in-person Global Reading Challenge competitions, and in April, restarted in-person story times, with a special emphasis on serving children and families most impacted by the pandemic. Many of our programming activities are supported in part by The Seattle Public Library Foundation. We continually seek to leverage levy funds with funding from other sources to stay connected and nimble in service to the residents of Seattle.

Strategizing for the Future

In early 2023, Executive Director and Chief Librarian Tom Fay presented annual Goals and Priorities to the Library Board of Trustees for the remainder of this year. This work includes:

- 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, and championing intellectual freedom more broadly through a national anti-censorship initiative;
- maintaining safe and inclusive spaces where everyone feels a sense of belonging.

With the Library's Strategic Foresight process complete, the Library is moving forward with a strategic planning process that invites community partners, staff and other key Library stakeholders to envision ways to implement the preferred future as the Library develops over the next 10 years. In Q2 -Q3 2023, the Library will continue engaging patrons, staff, stakeholders and community in discussing the future of the Library through facilitated discussions, interviews and surveys. The Library's Strategic Plan will be presented to the Library's Board of Trustees in late 2023.

LEVY ACCOMPLISHMENTS: HOURS & ACCESS

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 2023 for the Hours and Access category is \$13.3 million.

We started 2020 by eliminating overdue fines and opening our branches one hour earlier on Sundays, the first step in what was intended to be more than 10,000 new Library hours each year funded by the levy. In the wake of COVID closures, restrictions and related staffing challenges, it has taken us several years to restore open hours to pre-pandemic levels. With levy-funded open hours added in late March and early April, our libraries are now open 7% more hours than they were open in 2019. When the Green Lake Branch opens after its seismic retrofit renovation, the Library will have increased open hours by 10% (see Table 1. Weekly hours in 2023 compared to 2019 baseline and pre-pandemic services levels). With our new schedule, most branches have increased open hours, though some branches have experienced minor reductions in order to maximize Library staffing levels and to make progress toward the following goals set forth in the 2019 Levy plan, including:

- Opening all branches Sunday at noon
- Opening the Delridge, Green Lake, NewHolly and Wallingford branches on Friday
- Adding additional morning and evening hours at the High Point, International District/Chinatown and South Park branches
- We have not yet met an additional levy goal -- adding an additional hour of service Monday through Thursday – for reasons described below.

In expanding hours, the Library prioritized meeting levy commitments to serve historically marginalized communities, while trying to balance the need for higher staffing levels to operate in a post-pandemic environment. Library hours have expanded the most (compared to 2019) at the South Park, Delridge, NewHolly, International-District Chinatown, and High Point branches. At several branches that have a small net loss of hours (Beacon Hill, Northeast and Rainier Beach branches), we have installed pickup lockers to provide 24/7 access to physical holds. Pick-up lockers are now in five locations and a sixth locker will be installed at Greenwood Branch later this year with funding from the State.

Our hours expansion was informed by our 2021 survey, which revealed that patrons preferred more hours on the weekend over more hours on weekday evenings (as indicated in a pre-pandemic survey). Therefore, instead of adding more evening hours on weekdays (an original levy goal), we added weekend hours to all branches. Every branch now opens at 10 a.m. and closes at 6 p.m. on both Saturday and Sunday. Patrons also told us they preferred that branches open six days a week close on Mondays instead of Fridays. By making this shift, we have both responded to patron preference and added more open hours to six-day-a-week branches on an annual basis because four holiday closures always occur on a Monday.

The Library is also adding two new security officers to help address the increased number of security incidents we are seeing in and around our buildings, which reflects the increasing stressors facing our community and impacts our operations and employee retention. The additional officers will help ensure our branches are safe and welcoming environments for everyone.

In-House Social Services Team

In Q1, we continued to build our in-house Social Services team by hiring a levy-funded Community Resource Specialist, who will be the expert on services for youth up to age 26. Since starting in April, they have been working closely with teen librarians at the Central Library to support a weekly young adult drop-in program that prioritizes connecting homeless and insecurely housed young adults to social service resources. The drop-in sessions allow youth to build relationships with staff and peers while making crafts, playing games and enjoying coffee and snacks.

The Social Services team provided 181 referrals and support to patrons at the Central Library in housing, food, clothing, mental health, employment and other areas in Q1. They also distributed emergency supplies through branches and the Level 5 Mixing Chamber at the Central Library. Over 150 individuals received supplies out of the Mixing Chamber alone, providing clothing, food, hygiene kits and other highly requested supplies. Library staff continue working with community partners to connect patrons to social services resources, including a successful partnership with Catholic Community Services to offer monthly enrollment events for free and reduced fare ORCA passes at the Central Library.

Beyond providing direct services, our Social Services team is leading a library-wide workgroup to equip public services staff with tools and best practices to better engage with unhoused patrons and those with a history of trauma. Through this effort, we hope to increase staff confidence in addressing social service information needs, share resources and best practices from around the system, highlight successful programs and partnerships, as well as identify possible trainings that will benefit public service staff. Staff are enthusiastic about this effort and many have applied to serve on the workgroup. The first meeting of the workgroup is anticipated to occur in Q2.

In-Person and virtual programming and services

In Q1, we once again offered in-person Tax Help sessions in partnership with United Way of King County at the Central Library, Tax Help also returned to branch locations, with long-time partner AARP and new partner PMI Savvy offering sessions at 10 branches. Together 147 Tax Help Sessions were offered between late January and mid-April. Another 23 will be offered between May and July. Through April, over 3,000 tax returns were filed at Library locations this year.

Getting a coat from the Library "is the nicest thing that has happened to me in a long time! It's so nice to know that the Library really cares about its patrons! I know it's not books – but it really matters!"



Tax help at Broadview Branch

In early February, we expanded Homework Help to eight locations, adding two Homework Help sessions a week at South Park and Northgate branches. We also increased the number of days we offered Homework Help at Rainier Beach, Columbia and High Point branches. At the end of Q1, we were offering 16 sessions a week system-wide and students had visited over 1,000 times.

In Q1, we hosted some well-attended author programs at the Central Library, with support from The Seattle Library Foundation. In February, Bonnie Garmus, author of the bestselling novel "Lessons in Chemistry," spoke with Nancy Pearl to an audience that exceeded 300 people, the largest crowd since in-person programming restarted. Q1 also marked the in-person return of the always popular Global Reading Challenge competition for elementary school students at Seattle Public Schools. Nine early rounds led up to the Finals, and over 300 people attended the wild finish to the Challenge in late March.

As we expand our in-person programs and services, we continue to offer essential services and programs in virtual or hybrid formats. We offered over 130 virtual programs in the first quarter, including author talks, business workshops, English circles and citizenship classes. To help people find what they are looking for in our growing list of programs, we redesigned the event calendar. The redesign gives patrons a more streamlined experience, especially on mobile devices and provides full translations of all in-language or bilingual events, allowing our patrons with limited English proficiency to access our in-language programs more equitably. We are currently offering calendared events in Spanish, Chinese, Vietnamese and English.

As we continue to move out of the pandemic, we're creating social media content that reflects the breadth and variety of our programs and services and meaningfully engages our many audiences. We curate and produce content that is insightful and engaging, we act on idea requests from our online community and respond to all comments. A recent example of how we incorporate patron inquiries in our content is the [Instagram reel](#) our team created in honor of Transgender Day of Visibility that demonstrates how easy it is to change a name on a Library account. The post has garnered nearly 17,000 likes, 1,100 shares and generated over 250 comments.

"Librarians are the best!! Thank you for this easy but impactful act of inclusion."

- comment on Instagram

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 2023, the 2019 Levy provides \$5.9 million in the Collection category, including \$4.6 million for books and materials.

Digital collections reaching more people

More and more patrons are accessing electronic resources at SPL. Over 113,000 patrons downloaded more than 1.2 million digital books (e-books and e-audiobooks) through OverDrive in Q1, an increase of 15% in users and items checked out compared to Q1 2022. Use of SPL streaming services declined, with 5.9% fewer patrons using Kanopy, a video streaming service, and 1.8% fewer using Hoopla, a service for streaming music and comics, compared to Q1 2022.

In response to the sustained interest in digital books, we acquired 30,000 digital copies from OverDrive during Q1 2023, 21% more than in Q1 2022, creating a selection of new material of greater depth and breadth than ever before. Notable Q1 acquisitions include more than 150 popular titles in Spanish, French and/or German in translation or in their original language, including “Spare” by Prince Harry, “The Light We Carry” by Michelle Obama, “Lessons in Chemistry” by Bonnie Garmus, “Murmur of Bees” by Sofia Segovia and a selection of titles by 2022 Nobel Prize winner Annie Ernaux. We also acquired more than 180 children’s digital books in Arabic, Chinese, French, German, Italian, Korean, Russian, Spanish, Ukrainian and Vietnamese and 133 titles and 215 copies that were purchased as a result of our ongoing diversity audits.



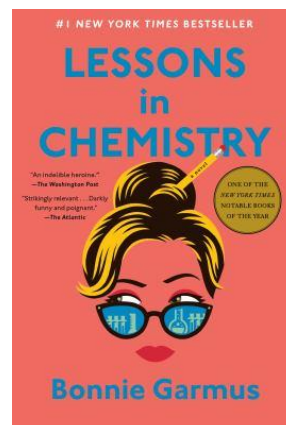
Beyond investing in our OverDrive collection, the Library doubled the size of its Always Available Travel guide collection with another 25 Lonely Planet guidebooks; the latest guides include popular destinations such as Portugal, Iceland, Japan, Belize and Alaska. These guidebooks were checked out nearly 2,000 times in Q1, with Costa Rica as the most popular destination. The Library also added a perennial patron favorite, The Economist magazine, to its PressReader digital magazine and newspaper service. PressReader offers more than 7,000 magazines and newspapers from over 120 countries in more than 60 languages, in full page and full color.

Building physical collections

Demand for physical materials is holding steady as e-usage grows. In Q1, we circulated nearly 1.5 million items, about the same as 1Q 2022. As patrons continue to want materials in a variety of formats, 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, continues to be popular as it enters its sixth year with more than 36,000 checkouts in the first quarter, up 6% from the same quarter in 2022. The most popular Peak Pick title during this period was the debut bestselling novel “Lessons in Chemistry” by former Seattle resident Bonnie Garmus.

We added 31 Peak Picks titles and over 4,700 copies in the first quarter, including the blockbuster memoir “Spare” by Prince Harry; “The Pacific Northwest Native Plant Primer” by Kristin Currin and Andrew Merritt, just in time for spring; and “Poverty, By America” by Matthew Desmond, which explores how most Americans benefit from having a permanent underclass.



The Library continues to center the narratives and experiences of marginalized and underrepresented voices through Levy funds dedicated to increasing the diversity of the collection. Over 200 titles and 1,300 copies were added to the physical collection as a result of our ongoing diversity audit, including 75 diverse picture books and chapter books including titles “Sari, Sari Summers,” “The Carpet: An Afghan Family Story,” and “Calling the Moon: 16 Period Stories” by BIPOC authors. We also acquired books receiving nominations from the Lambda Literary Awards, which celebrate the best in LGBTQ literature; nonfiction from Tacoma-based Blue Cactus Press and more than 100 fiction titles from small, independent publishers and self-published authors.

Adding to local history collections

This January we added [54 new images of the International District](#) taken between 1955 and 1981 to our [Werner Lenggenhager Photograph](#) Collection. In February and March we continued work on our Washington State Digital Heritage Grant with the addition of two new collections to our [Black Culture and History Collection](#). The [LeEtta Sanders King Collection](#) includes correspondence, photographs and other ephemera from circa 1891 to 1940 related to Seattle music teacher, LeEtta Sanders King and her son, musician and bandleader Winfield King. We also added selections from the [Reverend Samuel McKinney Collection](#). McKinney served as pastor at the Mt. Zion Baptist Church, one of Seattle’s oldest and most prominent Black churches, for over 40 years. He was also a tireless advocate for social and civil rights causes.

During the first quarter, the Library acquired a wide range of other photographs, including an exceedingly rare, partially colorized 1917 panoramic photo of the Seattle waterfront and a photograph of Fukuo Sano standing in front of Hashidate-Yu, a Japanese public bathhouse and community gathering place in the Panama Hotel, which closed in 1963. Another photo depicts Seattlites Tom Yamauchi and Tom Kobayashi at the Mini.doka concentration camp in 1943. Finally, a 1972 photo depicts two women, members of the newly formed Gay Mother's Union, walking in the park with their child.



Mount Zion Baptist Church Groundbreaking, 1962



Fukuo Sano standing in front of Hashidate-Yu, 1963



Students from Maritime High School visiting Special Collections, Central Library

In February, the Seattle Room hosted 40 sophomores from Highline School District's innovative Maritime High School as a part of a class field trip on the history of Seattle's working waterfront. After a waterfront walking tour, students learned how documents provide evidence for an ever-shifting definition of the waterfront from pre-European and Indigenous perspectives. The Collections team made available a range of Seattle Room resources, including brochures and scrapbooks and more widely published works like fire

insurance maps, newspapers, and municipal documents. The team assisted students in their research, which culminated in presenting Pier 63 designs and models in a gallery-walk presentation for their entire school.

LEVY ACCOMPLISHMENTS: TECHNOLOGY

Keeping our technology up to date

The 2019 Levy promises around technology include dedicated funding for adding 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. While our buildings have remained closed, our presence online has grown. The levy provides \$2.4 million to support technology operating expenses in 2023 and \$6.4 million, including \$5.2 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](#).

The Library offered 1,130 hot spots in the first quarter of 2023, including 850 that were available to all patrons via our catalogue, 30 that were available through our Mobile Services team and an additional 250 available to patrons and community partners through our outreach team. Hot spots in our catalogue were checked out more than 2,200 times. Average wait times stayed steady at 4 weeks, with an average of 1.6 patron holds per hot spot, still the lowest holds to items ratio for any item in the Library's collection. We also made 98 new loans of outreach hotspots for long-term access. Our ongoing partnerships with community partners continue to support long-term

access to internet and resources benefiting people disproportionately impacted by the digital divide in our city.

This quarter, we developed a new partnership with the University Heights Center Vehicle Program, a team dedicated to helping people who live in their cars and RVs to do so safely and legally, and to move towards stability. Staff from this program use library hot spots in their outreach work to access resources in the field and enable clients to log on during meetings. Clients participating in their Safe Lot program are able to use the internet to take care of their online needs while also getting support from a case management team and community.

Library staff continued in-person outreach with Casa Latina, as well as Tiny House and Tent City communities in the Central District, Northlake, and University District. Staff visited a resident meeting at Tent City to share information about library resources and answer questions about how to get a library card and reserve library materials. One resident reached out via email after the meeting to learn about neighborhood resources. We look forward to continuing to build meaningful connections through our partnerships.

Expanding access to computers, scanners and more

In the first quarter, we continued to modernize and improve patron-facing technology. Through March, we upgraded 151 public computers and have scheduled another 49 as part of replacing computers that have reached the end of their useful lives. In Q1 more than 15,600 people used Library computers over 82,000 times, with 20% more people and 23% more sessions than Q1 2022. Laptop checkouts alone almost tripled, with 1,100 bookings in Q1 2023 compared to less than 400 in Q1 2022.

Last year, we upgraded self-checkout stations at 11 branches. This equipment continues to perform well. System-wide, patrons used self-check over 300,000 times to borrow over 800,000 physical items in Q1. Patrons continue to rave about the recently installed ScanEZ stations. These devices can be used to make free scans and copies, send faxes and translate scanned text to 100 different languages. In Q1, we installed six additional stations and now have them in 24 locations. Patrons used these stations to print over 66,000 pages. Staff report that patrons find the stations very easy to use.

“The hotspots have been really helpful for our students since many kids share the family wi-fi network at home. With the hotspot, students have less video and sound lag during class.”

- Neighborhood House – High Point



Self-checkout station, Beacon Hill Branch

“Thank you ScanEZ for being so user friendly”

- Library staff

Expanding early learning options for children

Play & Learn continues, in-person story time resumes

The 2019 Levy promised additional support for Library early learning programs for children ages 0 to 5, providing about \$300,000 to support this effort in 2023. 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 Care (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, program supplies, website promotion and early literacy support from our children’s librarians. Prior to the pandemic, five Play and Learn programs were offered weekly at Beacon Hill, Broadview, Columbia, Lake City, and Rainier Beach branches.



Play and Learn session, South Park Branch

As a 2019 levy priority, the Library had planned to establish up to six additional weekly Play and Learn sessions. Funds in the levy were allocated to support the direct costs of operating the new programs. 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 redirected to address other emergent needs, including support for remote learning for children in grades K-5.

During this hiatus, the Library’s Early Learning program manager worked with existing Play and Learn partners to support their work and help resume in-person programming. We have had to move at the speed of trust and capacity of our partners, which resulted in a slow rollout of in-person programming in our branches.

Working with long-time partners, Denise Louie Education Center and Chinese Information and Services Center, we began hosting in-person programs at Columbia, Lake City and Rainier Beach branches in October 2022 and at Beacon Hill Branch in November. Also in November, a weekly group in Spanish was launched with a new partner, Villa Comunitaria at the South Park Branch.

Library spaces are beginning to be filled with young children and caregivers again. Our partners tell us about the impacts these groups have on their participants. “Coming out of the isolation of the pandemic, the children have a wide range of reactions and emotions in their first days,” a Denise Louie Education Center staff person shared, noting that sometimes children need to leave the group early or have a hard time leaving when the class is over.

“We have had participants who speak only Spanish or Mandarin, and we find ways to connect through play.”

- Denise Louie Education Center

As children attend the sessions on a regular basis, the change can be transformative. Describing the changes in one toddler, the staff member said, “A child from one of our BIPOC and immigrant families would enter group in his stroller, watch for a while, get out and play, then go back to his stroller when feeling overwhelmed, and reemerge when it felt right for him to play again. Today, he and his grandparent are nearly always the first participants in the room, he happily engages in very active and focused play, and he is a vocal participant in circle time with lively requests for songs and stories.”

The Denise Louie staff members noted that participants often join facilitators in building community that is essential to Play and Learn, “striving to ensure all are welcome at our groups, from adding pronouns to their name tags to just being curious about each other’s stories and experiences.”

Through Q1, the Denise Louie Center also offered a weekly Play and Learn online, although they discontinued this program in Q2 to focus on in-person programming. While we have had success in bringing back some of our partners, the financial landscape has changed and additional support may be necessary to continue the level of programming that existed before the pandemic. We are continuing to evaluate how we can best use levy funds to support the expansion of programming for children 0-5.

Beyond in-person Play and Learn 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 also planned for the resumption of in-person story time, which returned to our branches in April.

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 provides about \$1.8 million in 2023 to support routine maintenance and \$18.4 million to support major maintenance and seismic work.

Routine maintenance: Keeping our facilities clean and safe

The COVID-19 pandemic continues to present unique challenges and opportunities for keeping the Library clean, safe, and accessible, another important levy priority. The facilities and janitorial teams completed over 1,600 work orders in Q1, and continued to address an increase in incidents of vandalism at our locations.

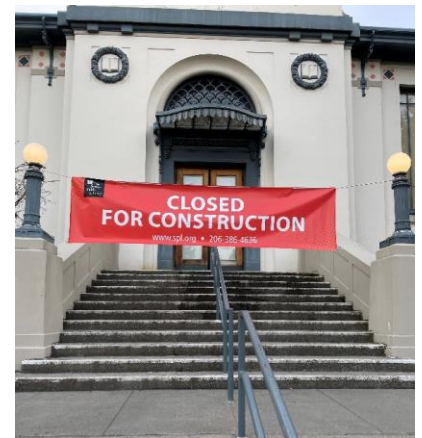
Our facility maintenance and janitorial/custodial teams are essential to keeping our libraries open. Their dedication and hard work amid the fear and uncertainty of the pandemic enables the Library to provide the services our patrons and the community rely on.

Major maintenance: Preserving libraries for the next generation

The 2019 Levy provides \$7.6 million in 2023 budget authority and \$10.8 million in carryforward authority for major maintenance and seismic work. The 2012 levy provided an additional \$1.3 million in carryforward authority. In Q1, the Library spent nearly \$1.2 million of 2019 levy funds on seismic and major maintenance work and over \$500,000 of 2012 levy funds.

Capital project delays persisted in early 2023. Widespread supply chain issues slowed -- or temporarily suspended -- progress, as did labor shortages created by the COVID pandemic. Material scarcity and exponential increases in construction inflation continue to add pressure to already tight project budgets.

Despite these challenges, the Library continued to make progress on several of the largest projects in our capital improvement program. Construction for the Green Lake seismic retrofit project began in Q1 and will continue through early 2024. The University Branch seismic retrofit project is in the design development stage; the project team and architect, SHKS, will meet with the Landmarks Preservation board in Q2, while the public construction bid is tentatively scheduled for late Q4 2023. Architect SHKS has also been retained for an early assessment of a rough scope and cost estimate for the Columbia Branch seismic retrofit; that assessment is due in Q2.



Green Lake Branch, 2023

Progress on other significant projects included the roof replacement at the Queen Anne Branch, which is nearly complete, only awaiting copper downspouts. Exterior access improvements at the Douglass-Truth Branch are also substantially complete, excluding minor punch list items. Construction continues at the Library's Corson Avenue Maintenance and Operations Center (MOC); a second fiber optic line has been installed and the relocation of the Library's Automated Material Handling System (AMHS) to the MOC from the Central Library is almost finished, anticipated to begin operation in Q2.

Finally, construction continues on the Capitol Hill Branch roof; HVAC/mechanical systems units are tentatively scheduled to arrive in August. Electrification upgrades for the Northeast and Southwest branches, notably the addition of air conditioning, continue in design; there is currently a five to six week lead-time for equipment, with a target construction date of Q3. High-priority ADA improvements to Madrona-Sally Goldmark restrooms are complete; we are addressing

punch list items at the remaining four branches (Capitol Hill, Montlake, Northeast and Rainier Beach) with completion anticipated in Q2.

Risks, opportunities and the path ahead:

As you'll read in our 2023 second quarter report, our staff continued 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:

- Continued expansion of Library hours
- 25th Anniversary of Seattle Reads featuring Julie Otsuka, author of "Swimmers"
- Resumption of in-person story times
- Rollout of hybrid meeting room carts

2023 Financials

The 2019 Levy accounts for \$49 million (37%) of the Library's total revised 2023 budget of \$132 million. The 2012 Levy accounts for \$1.7 million. The City's General Fund, and other sources, including The Seattle Public Library Foundation, state and federal grants fund the remainder.

Spending tables below show the 2023 Operations Plan Budget plus encumbrances and unspent budget authority from 2022 in the revised budget columns. Unspent prior year budget authority of \$16 million from the 2019 levy and \$1.7 million from the 2012 levy are available for spending in 2023.

2019 Levy	2023 Ops Plan	2023 Revised	2023 YTD	% Revised Budget	
	Budget	Budget*	Exp.	Available	Spent
Hours & Access	13,283,000	13,327,302	2,187,268	11,140,034	16%
Collections	5,800,000	5,907,076	1,448,487	4,458,589	25%
Technology & Online Services	2,563,000	2,403,817	428,378	1,975,440	18%
Children's Programming	301,000	297,308	30,308	267,001	10%
Maintenance	1,832,000	1,873,460	339,383	1,534,077	18%
Administration	300,000	292,916	80,599	212,316	28%
Capital Improvement Program	8,894,000	24,904,429	1,224,241	23,680,188	5%
Total	32,973,000	49,006,309	5,738,665	43,267,644	12%

* Revised budget includes encumbrances and carryforward authority from 2022.

2012 Levy	2023 Ops Plan	2023 Revised	2023 YTD	% Revised Budget	
	Budget	Budget*	Exp.	Available	Spent
Providing Books & Materials	-	-	-	-	-
Technology & Online Services	-	-	42,672	(42,672)	N/A
Buildings & Facilities Support	-	-	-	-	-
Capital Improvement Program	-	1,684,622	675,829	1,008,793	40%
Total	-	1,684,622	718,501	966,121	43%

*Revised budget authority includes automatic carryforward authority from 2022

Table 1. Weekly hours in 2023 compared to 2019 baseline and pre-pandemic services levels

Location	2019 Baseline	Jan. 1 - Mar. 13, 2020	Jan. 1 - Mar. 20, 2022	Mar. 21 - Apr 2, 2023	Apr. 3, 2023 - TBD	When Green Lake Opens
Ballard Branch	60	61	59	62	62	62
Beacon Hill Branch	60	61	57	57	56	56
Broadview Branch	60	61	57	62	62	56
Capitol Hill Branch	60	61	55	55	62	62
Central Library	62	62	54	62	62	62
Columbia Branch	60	61	53	53	56	56
Delridge Branch	39	40	40	40	56	56
Douglass-Truth Branch	60	61	55	55	62	62
Fremont Branch	39	40	40	48	48	48
Green Lake Branch	39	40	33	CLOSED	CLOSED	56
Greenwood Branch	60	61	61	61	62	62
High Point Branch	46	47	47	47	62	62
International District/Chinatown Branch	46	47	42	42	62	62
Lake City Branch	60	61	61	61	62	62
Madrona-Sally Goldmark Branch	39	40	40	40	48	48
Magnolia Branch	39	40	33	48	48	48
Montlake Branch	39	40	40	40	48	48
NewHolly Branch	39	40	33	33	56	56
Northeast Branch	60	61	57	57	56	56
Northgate Branch	60	61	57	56	56	56
Queen Anne Branch	39	40	35	48	48	48
Rainier Beach Branch	60	61	59	59	56	56
South Park Branch	46	47	47	47	62	62
Southwest Branch	60	61	45	45	56	56
University Branch	46	47	47	47	48	48
Wallingford Branch	39	40	40	48	56	48
West Seattle Branch	60	61	45	45	56	56
Total Weekly Hours	1,377	1,403	1,292	1,318	1,468	1,510
Hours as a % of 2019 baseline		102%	94%	96%	107%	110%
Hours as a % of pre-pandemic		100%	92%	94%	105%	108%



The Seattle Public Library

NEWS RELEASES

Date			Title
04	18	2023	Celebrating 50 Years of the Soul Pole at The Seattle Public Library's Douglass-Truth Branch
04	21	2023	May 19-20: Author Julie Otsuka Will Appear at 4 Seattle Reads Programs to Discuss 'The Swimmers'
04	27	2023	The Seattle Public Library Joins Brooklyn Public Library's Books Unbanned Initiative to Fight Censorship