

The Seattle Public Library
Board of Trustees Meeting
12:00 p.m. Thursday, August 29, 2024

Howard S. Wright & Janet W. Ketcham Family Meeting Room 2, Level 4
1000 Fourth Ave., Seattle, WA 98104

Remote Listen Line:

Dial: 213-282-4570 / Phone conference ID: 424 390 306#

Watch Live:

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

Meeting ID: 259 657 718 847 / Passcode: UTH2vx

-To submit public comment in writing, email: library.board@spl.org.

-To provide public comment in person at the Central Library, sign up in the meeting room.

-To provide public comment remotely, join meeting with link above and enter your full name in Q&A.

Agenda

A. CALL TO ORDER

B. APPROVAL OF AGENDA

C. PUBLIC COMMENT

D. CONSENT

1. Minutes of July 25, 2024 Regular Library Board Meeting
2. May and June 2024 Financial Reports

E. CHIEF LIBRARIAN REPORT

1. Welcome new Library Board Trustee Faith Pettis
2. Appreciation for outgoing Library Board Trustee Jay Reich
3. Chief Librarian Report
4. System Report
 - a. Green Lake Branch Update: Rob Gannon, Director of Administrative Services; Dennis Reddinger, Head of Facilities and Capital Improvement Programs
 - b. Programming Service Design: Kai Tang, Director of Library Programs and Services
 - c. Summer Fun Kits for Staff: Kai Tang, Director of Library Programs and Services

F. OLD BUSINESS

G. NEW BUSINESS

1. August Union Report
2. Library Foundation and Friends of the Library Updates
3. Updates from Library Board Members

H. EXECUTIVE SESSION

I. ADJOURN

J. NEXT LIBRARY BOARD MEETING: Sept. 26, 2024

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

Unapproved Board Minutes

Board of Trustees Meeting

The Seattle Public Library

July 25, 2024

CALL TO ORDER

The regular meeting of The Seattle Public Library (SPL) Board of Trustees was held on July 25, 2024. Library Board President W. Tali Hairston called the meeting to order at 12:08 p.m. Vice President Yazmin Mehdi and trustees Jay Reich, Carmen Bendixen and Ron Chew were in attendance. 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

Executive Director and Chief Librarian Tom Fay said at the 60-day mark, the Library continues to make progress following the ransomware event. He said a third-party after-action report will be prepared for transparency, covering the incident from the beginning through the restoration of services, and including information about mitigation, remediation, and security. He said the hope is for service restoration to be complete toward the end of August or beginning of September. Mr. Fay said staff at every level and area of the organization are working on something related to this event while also doing their day-to-day jobs. He said staff across the system have had to absorb a great deal of change including multifactor authentication and reimaged computers that work in new ways. He said these changes can be frustrating for staff, and the Library appreciates staff members' creativity and extraordinary efforts in serving the public in less than ideal circumstances. Mr. Fay said the Library has a small IT team who are exhausted, and he appreciates the grace provided by staff and the public while navigating this event. He said IT staff are working with an unbelievable number of competing priorities yet need to bring on systems in a particular order of operation to ensure success and stability. He said the Library also had the misfortune to be affected by the CrowdStrike global issue.

Mr. Fay said he represented the Mayor and the City of Seattle at the UNESCO Creative Cities Conference in Braga, Portugal. He said Seattle is one of two Cities of Literature in the United States. He said he attended the event along with Stesha Brandon, the Library's literature and humanities program manager, who also serves on the Seattle City of Literature's Board of Directors as the UNESCO Focal Point. He said he and Ms. Brandon attended several presentations and discussions on culture and the positive effects on humanity. He said he met colleagues and librarians from other Cities of Literature and sister cities from a number of countries. He said many cities would like to do additional programming with Seattle, and he enjoyed hearing their ideas. He said it was great to see how Ms. Brandon was respected and admired by her colleagues for her efforts in the City of Literature this year. He said Ms. Brandon was assisting the conference in multiple areas as well as shepherding him through his first attendance. He said he appreciated her efforts and kindness in making sure he was introduced,

never sat alone, and was invited to tables. Mr. Fay said he appreciates Ms. Brandon's good work on behalf of the Library as well as her work with the City of Literature.

Mr. Fay said, earlier in the day, he and Community Partnerships and Government Relations Program Manager Kiersten Nelson attended the City Council's Libraries, Education and Neighborhoods Committee meeting, chaired by Councilmember Rivera. He said the Committee heard from Faith Pettis, whom the Mayor has appointed to the Library Board to replace Jay Reich whose term has expired. Mr. Fay said the Committee unanimously approved moving the appointment recommendation forward to the full City Council, and the confirmation vote would likely occur the following week.

Mr. Fay said the meeting packet contains a great report from Special Collections Managing Librarian Sean Lanksbury and Special Collections Librarian John LaMont about the Northwest Asian Weekly preservation and digital access project. Mr. Fay said he had the opportunity to meet Northwest Asian Weekly publisher Assunta Ng at a Foundation event, and found her to be an amazing and powerful speaker on the good and value of libraries, as well as being a force in the community for many years. He said he appreciates Ms. Ng's collaboration in this effort. Mr. Fay said another report in the packet from the Collections and Access Services team does a good job of laying out challenges with digital versus physical book collections.

Library Board Trustee Jay Reich said he echoed Mr. Fay's sentiments regarding the tremendous work that staff has done as well as the Library's work to keep the public informed. He thanked staff on behalf of the Board. Mr. Reich asked whether leadership has a full understanding of the financial impact of this event and whether some financial relief may be provided by the City or elsewhere. Mr. Fay said a report will be coming to the Board, likely in September, which will cover restoration costs from the beginning of the event through early September, as well as looking at the longer-term cost of increasing cybersecurity. He said that information will be available as the Board begins its review process before approving the Operations Plan and budget in December. Mr. Fay said he has been inquiring with the City regarding assistance, but the City also has serious budget issues. He said he has asked Ms. Nelson to do some additional research on state and federal funding that may be available, and to work with the City's Office of Intergovernmental Relations to identify other dollars that may possibly be available.

Library Board Vice President Yazmin Mehdi said it will be important to share information on the ransomware attack and origins with the public. She said the community has been patient with SPL in the face of this issue followed by the CrowdStrike event. She said people mostly understand this was not the fault of the Library, but they deserve explanation. Mr. Fay said the after-action report will be a public document that will be made available online for easy access. He said the press has also had an interest, and the Library has been trying to share as much information as possible. He said the Library has not been able to speak freely, as it has been in active negotiations with the threat actor, and there are security issues to be settled before communicating. He said the report will be transparent about the event and related costs. Ms. Mehdi commended staff for dealing with this very disappointing issue on top of performing their jobs. She said it is remarkable that Seattle is one of only two Cities of Literature in the United States. She said it is a testament to the work of Ms. Brandon throughout her career. She said she hopes that Seattle will continue to be one of the most literate cities in the country. She commended staff for their work on digitizing the Northwest Asian Weekly. She said, like Trustee Ron Chew's book, the Northwest Asian Weekly has a key part in elaborating history of the city that isn't otherwise documented.

Board President W. Tali Hairston said Ms. Mehdi, Mr. Fay, and he discussed Board responsibility and development around issues like ransomware, and what Boards need to know now that they didn't before in preparation for future issues. He said the Board should consider training and development to better understand potential issues before they happen. Mr. Fay said much of the communication needs to be managed due to legal requirements and restrictions;

however, because of this experience, Library leadership can develop information for the Board around what needs to happen in the first days of an incident, and why. He said this can be done in the early fall.

Systems Reports

Technology Update

Mr. Fay said Library Technology Officer Charles Wesley has been in the thick of the experience for 60 days and offered appreciation for Mr. Wesley's work and leadership. Mr. Fay said Mr. Wesley has also been the interim leader for the Collections and Materials Distribution teams who also have been greatly impacted in their work. Mr. Wesley said the cyberattack that was launched against the Library over Memorial Day weekend is an ongoing criminal matter and some details may not be disclosed. He said he would share what he could about what happened, what actions the Library took, and where the Library is in its road to recovery. Mr. Wesley said the attack was experienced shortly before the IT team's planned maintenance window for routine infrastructure upgrades. He said a criminal element gained unauthorized access to the SPL network, and through a series of actions, was able to escalate their access and broadly deployed ransomware software in the environment. He said this activity was quickly detected by the Library's information security capabilities that were in place, and IT staff responded. He said the team quickly assessed that this was a significant event and leveraged existing relationships with local and federal agencies as well as contracts with private sector partners to respond.

Mr. Wesley said in the hours and days after the breach, significant response prioritized stopping the active threat. He said the IT team took the SPL network offline and then took efforts to prevent further damage by the criminal element. He said additional steps were taken to secure the environment and preserve forensic evidence. He said an assessment was conducted to understand the scope of the impact, and after a thorough review, the findings indicated that the Library's business continuity capabilities successfully protected its backups from this attack. He said it was on this basis that the IT team began a significant effort to restore the entire infrastructure. He said this work was prioritized to ensure that the restoration and recovery would be done in an intentional, secure, and sustainable manner while, in parallel to this technical recovery work, Library operations continued in an offline state.

Mr. Wesley said SPL locations remained open and staff continued to report for their shifts. He said materials lending and other services continued, following an analog/offline process where possible, including circulating physical materials utilizing handwritten records, and performing some business processes manually in the technology recovery work stream, starting with core capabilities. Mr. Wesley said restoration followed a concentric circle model where the next ring of recovery work commenced as prerequisite systems came back online. He said, for example, after some critical servers were brought online, the IT team worked to bring the integrated library system (ILS) back. He said the ILS was not accessed by the criminal element in the attack and was cleanly restored. He said this allowed staff to begin checking out patron materials using a staff-assisted checkout process in lieu of a manual, handwritten procedure. He said, shortly after, the IT team was also able to restore access to online resources such as Libby and OverDrive.

Mr. Wesley said another critical milestone was reconnecting SPL's network to the outside world. He said, prior to the attack, the Library was in the process of deploying multifactor authentication to all staff. He said following the attack, SPL expedited the completion of this project, and combined with other measures, ensured that the security of every account was validated prior to restoring external connections. He said it was on this basis that staff were able to begin accessing online resources and other critical information. He said the next focus was getting the automated materials handling system back online. He said a backlog of approximately 65,000 returned items had grown while operations were suspended. He said in early July, machine operators at the Maintenance and Operations Center began processing the backlog, and materials began returning to branches for shelving and patron access. Mr. Wesley said he was proud to share that as of July

25, the backlog processing has been virtually completed. He said this is a major step toward continuing restoration of materials access, such as fulfilling patron holds.

Mr. Wesley said public Wi-Fi, which allows patrons to access the Internet on personal devices and computers in Library buildings, was restored in early July. He said recovery milestones have also included resumption of various internal business processes. He said in the cyberattack, City of Seattle business systems for key functions such as Human Resources and payroll, were not at risk to compromise. He said these citywide systems are not hosted on Library networks, and the scope of the attack did not expand outside of Library systems. He said the Library expects the last recovery milestones will be at or near completion in August. He said these milestones will include resumption of access to BiblioCommons, which is the online system patrons use to view their account information and due dates for checked out materials, as well as the ability to place and manage holds. He said access to catalog stations or self-checkout stations is expected in early August, and public computers are anticipated to be available by the end of August. Mr. Wesley said the team's guiding principles of emphasizing an intentional, secure, and sustainable recovery has really helped to solve not just for the technical work of restoring services, but also to ensure the rest of the organization can be prepared to provide services and support patrons.

Mr. Wesley said independent of the cyberattack, on July 19, there was a global IT infrastructure failure due to a CrowdStrike update. He said CrowdStrike is a security company that released a patch to some of their software that, unfortunately, caused Windows computers to crash into an unrecoverable state. He said the only way to fix the error was by an IT person manually fixing each computer. He said it was a very difficult problem to solve. He said, unfortunately, the Library was impacted by this event, as were several of its third-party partners. He said the Library was able to quickly resolve this issue for critical systems, but did need to send technicians to all 27 SPL locations to bring all of the desktop computers back online. Mr. Wesley said, for a demonstration of the "One Seattle" approach, the Library and he would like to acknowledge and thank the City of Seattle Information Technology Department for dispatching additional tech support for the Library's IT team. He said, through combined efforts, the teams were able to remediate the CrowdStrike outage. He said it took three days for all locations to be visited, but not only did this resolve the CrowdStrike outage, but it also further accelerated recovery timelines for the Library's cyberattack restoration.

Mr. Wesley said he would like to recognize and thank the significant efforts of Library staff from across the organization. He said the dedicated and brave members of the IT team have his respect and appreciation for working very hard to defend the Library against this attack. He said he has seen public-facing staff helping patrons find books, explaining why systems technology is unavailable, and empathizing with them for how this attack has impacted our community. He said the commitment of the administrative and back-of-house staff to making the business of the Library continue in the face of these challenges is commendable and appreciated. He said the Library is at this stage of recovery this quickly because of the collective efforts, large and small, of very many people.

Ms. Mehdi said she wanted to underscore a few things from Mr. Wesley's presentation. She said the City having robust backups of SPL data was part of the reason the Library's IT team has done such an amazing job of getting SPL back online so quickly. She said the multifactor authentication effort had already been underway before the attack. She said she wanted to repeat her previous statement that this terrible situation has helped people understand how valuable the Library is to the community in big and small ways. She said public Wi-Fi being restored is one of the big ways that SPL adds value to so many individuals. She said the only silver lining in the situation is that the Library's value to the community has been shown, when it comes time to ask for funding. Ms. Mehdi thanked Mr. Wesley for his leadership and said she wanted to underscore the thanks that he gave to others.

Library Board Trustee Carmen Bendixen said when she regained access to her email account, she noticed that more messages were being quarantined than were previously. She asked if that was being done to err on the side of caution. Mr. Wesley said he would not go into too much detail on how the Library is securing and defending its systems, but generally speaking, as SPL recovers, decisions are being made regarding the depth and breadth of how to apply some of the capabilities it has around security of email, accounts, logins, and activities. He said having visibility into how information is moving within the organization and being able to protect the system from threat actors is a continued emphasis. He said staff should expect to see improvements continue throughout the year, and IT will be communicating internally about it. He said there will be opportunities for additional training, and the team will likely be coming back with some policy or procedural changes to reflect that shift in posture.

Mr. Fay echoed Mr. Wesley's thanks to the Seattle IT department. He said all City departments have given their support to the Library in one way or the other, even if just to offer words of support. He said there is one other department to call out specifically with thanks, and said Director Chao at the Department of Neighborhood Services and her team helped get Library messages out in the early days to community organizations and partners, and in additional languages where appropriate. He thanked Director Chao for stepping up and in, to help the Library get its messaging out to communities that may not be connecting digitally to know that Library services were not available. He said the Library appreciated those efforts. Mr. Fay again thanked Seattle IT. He said Rob Lloyd is the new Chief Technology Officer at the City, and doesn't know Mr. Fay or any of the Library's team, but his team members stepped up and in, and he supported them in their efforts. Mr. Fay offered kudos and thanks for stepping in and saying yes just weeks into the job.

2023 Impact Report

Digital Communications Strategist Elisa Murray said SPL recently published its 2023 Impact Report. She said the team had hoped to get the report out sooner this year, but had been slowed by recent challenges. She said a few things were changed about the report this year, following conversations with internal stakeholders and looking at statistics of who the report is reaching. Ms. Murray said the Impact Report is available in a web version and print version, and covers how the Library served the community and had an impact. She said the report is told in numbers and stories. She said the report has been produced for more than 20 years. She said the Library had not published a print version of the report since the pandemic, but did so this year in response to requests for a simple version that could be shared with partners, patrons, and staff. She said the Communications team streamlined the web version and developed a very simple print version for sharing at branches. She said the Communications team worked on the report with a number of staff who helped collect all numbers, as well as the Marketing and Online Services team.

Ms. Murray said this year's web version of the report is simple, and contains statistical and financial summaries that are shared annually for comparison year-to-year. She said the statistics portion of the report covers circulation, holds, collections, patron activity, and the operating budget. She said 2023 is the first year the Library is getting back to normal in terms of some of the statistics that were heavily affected by the pandemic. She said next year's statistics will be interesting due to the technology outage. Ms. Murray said there is a PDF version online that is an easier way to access and print all of the statistics together. Ms. Murray said the web version of the report also contains stories. She said stories were previously spread out over five or six pages, and this year the team has consolidated and focused on a few key stories that are good examples of Library activities that are timely, connect to equity goals, and are serving SPL's communities. She said stories this year feature fine-free borrowing; Early Learning programs including resumption of Story Times and the expansion of the Kaleidoscope Play and Learn program; the work of the Social Services Team; the Books Unbanned program; Homework Help, HotSpot lending, and the guest-curated author program.

Ms. Murray said the print version, to be distributed at branch circulation desks, has an infographic with some key statistics designed in an eye-catching way. She said it includes a number of other statistics that give a compelling glimpse into what the Library is doing, such as number of tax returns filed, Museum Passes loaned, and Peak Picks borrowed. She said last year the Library had 293,000 active patrons, which is a record high, driven by an increase in digital book checkouts and digital holds. She said the report includes statistics on programs, the increase in open hours last year, and compelling numbers on highlighted programs. She said the print version is a two-sided 8.5x11 page, and the back side contains a few of the stories contained in the web version that tell the Library's story.

Ms. Murray said the Library is promoting the report through all of its channels including social media, email newsletter, and the website. She said she will also be reaching out to the media. She said the report is a huge team effort involving staff throughout the Library to gather the numbers, staff who work on specific programs, and Marketing and Online services staff who designed the report. She thanked Data Analysis Librarian David Christensen and Levy Administrator Jan Oscherwitz, who she said were particularly helpful in collecting and vetting the numbers.

Ms. Bendixen said the report looks great, and offered thanks for highlighting the fine-free piece because people may not remember that is a newer offering. She said follow-up information and stories about fine-free borrowing are great. Ms. Murray said fine-free borrowing began in January of 2020, and a lot of that messaging did get lost, so the Communications team continues to bring it up so that people know they don't need to worry about overdue fines.

Ms. Mehdi said the report is terrific, nicely laid out, and easy to read. She said the numbers could be more interesting with context. She said, for example, if 293,000 active patrons is a record high, context would help people to understand what that number means. She said she doesn't know what the right context would be, and asked if the team thought about presenting some kind of context. Ms. Murray said in the financial and statistical summaries, the report does call out a few of the changes. She said she could share information with trustees from the past couple of years in spreadsheet form. She said the way the Library measures several things changed during the pandemic, so there is not always a clear year-to-year comparison. She said the team tries to call out context where possible, and will do so more in the future to help tell the story.

NEW BUSINESS

Union Report

President of AFSCME Local 2083 Jessica Lucas said her report is included in the meeting packet. She said Union members have noticed that intermittent staff have recently been getting more hours and are relieved and happy to be working. She said the Union would like to convey their appreciation to everyone who made that happen. She said she would also like to give appreciation for the acknowledgement in today's meeting for staff work during these difficult times. She said it is important for staff to hear the acknowledgement and thanks, and if there were a way to share it in another format outside of this meeting, it would be lovely and would go a long way. Mr. Fay said that was a good point. He said the meetings are recorded and streamed on the Seattle Channel, and he will think about other ways to share the acknowledgements.

Library Foundation and Friends of the Library Updates

Mr. Chew said the Foundation Board met on July 10. He said it was a bittersweet meeting, as it was the last meeting with Chief Executive Officer Jonna Ward. He said the meeting included a report on the International Public Library Fundraising conference which was held recently in Washington, D.C. He said SPL was involved in creating that conference, and Ms. Ward received an award there to recognize her work. He said the Foundation Board also received a report on 2024 fundraising, which has raised \$2.8 million toward the goal of \$3.27 million. He said fundraising is up 50% from last year, and estate giving has increased as well. He said the Library Foundation delivered baked goods to the Central Library and all branches to thank staff for their work during the cybersecurity event. He said a portion of the meeting focused on governance and

a plan to create tools for future recruitment with a focus on expanding expertise and diversity. Mr. Fay thanked Mr. Chew for attending the meeting while Mr. Fay was out of the country. Mr. Hairston said the July Friends Board meeting had been canceled.

Updates from Library Board Members

Mr. Reich said while planning for a move, he donated books to the Friends of the Library at their Georgetown location. He said it was a wonderful experience. He said Friends Business Manager Lisa Lee greeted him each of the three times he visited, and said he was the first Library Board trustee to visit the Friends' new space. He said the new space is quite impressive. He said the Friends have lots of volunteers, they gave books away at the Pride event, and they give books to teachers at Title 1 schools. He said he met a volunteer who takes books to the Veterans' Administration. Mr. Reich offered his thanks to the Friends of The Seattle Public Library for the good work they do. He said the Friends accept many kinds of books and they hold sales; he said they work with book collectors to help dispose of or determine value for books coming in that may seem obscure. Mr. Reich recommended to trustees to visit the Friends' Georgetown location. Mr. Fay said the Friends have a 'Books For Teachers' event coming up at their new location on a Saturday. He said his executive assistant will share that information with the trustees in case they have an interest in seeing it.

Mr. Reich said when he was recently in the Central District, he dropped by the Douglass-Truth Branch and checked out the Soul Pole. He said he went inside and introduced himself to the staff member at the front desk and commiserated with the staff member on the number of recent challenges the Library has faced. Mr. Reich said these are tough times, and he appreciates the comments by the Union president about the burden that has been placed on staff. He said staff have done a terrific job, he was glad to see them, and the Library was beautiful. He said public computers were not yet operable, so there were fewer people in the branch than usual.

Mr. Reich said he watched a PBS special on photographer Asahel Curtis, brother of photographer Edward Curtis who photographed Seattle from 1900 to about 1940. Mr. Reich said Trustee Chew appeared in the film to interpret the views that Asahel Curtis had captured of the International District, including who the people were and some of their stories. He said it was quite a surprise to see Mr. Chew in the film. He said Mr. Chew was terrific and congratulated him on his work.

Mr. Reich said today was his last meeting as a Library Board member. He said he may return to meetings as a member of the public, but he wanted to say goodbye and thank you. He said it has been a true honor and pleasure to serve on this board. He said the Library Board has been very interesting. He said he greatly appreciates his trustee colleagues, Mr. Fay, Library staff, Friends and Foundation, and all of the people he has come to know and enjoy. He said the Library is an important institution in the Seattle community, and he thinks the community supports the Library because they know that role. He said he is confident that the Library Board and the Library will continue their great work. He said if he could be of any help to anybody in that effort, to please call. Mr. Fay said the Board hopes to invite Mr. Reich back to the meeting next month to fully recognize his service. He said new trustee Faith Pettis wanted to be at that meeting as well, and it will be her first meeting. Mr. Fay said he knew that Mr. Reich was one of Ms. Pettis' mentors in her life and career. Mr. Fay said he appreciates the support Mr. Reich has provided to him. He said Mr. Reich is always calm and steady, and has been a great thought partner as the Library moved through some very challenging things during the past many years. Mr. Fay said he would appreciate if Mr. Reich could spare a few more minutes to join the Board meeting again next month. Mr. Hairston said he also hoped Mr. Reich could attend next month. Mr. Hairston thanked Mr. Reich for the ways in which he has mentored him on the Board. He said he looks forward to the next meeting to pass the baton to Ms. Pettis, and also to celebrate Mr. Reich.

Ms. Bendixen said Mr. Chew, Mr. Hairston, and she attended the American Library Association conference in San Diego. She said she intended to type up her session notes she would like to share. She said there was one session on the top 10 things board members should know, as well

as one on differentiating between the roles of Friends, Foundations, Boards of Trustees, and Executive Directors. She said the conference was a worthwhile experience and was great to attend with her colleagues. Mr. Hairston agreed they had a great time. He said he was able to attend a session featuring Ms. Ward, and several of her references were to work happening in Seattle. He said the relationship between Friends, Foundations, Boards of Trustees and Chief Librarians was a robust conversation and he really enjoyed it, as well as the other sessions. He said a highlight was being also able to sit with Ms. Bendixen and Mr. Chew and not talk about business. Ms. Bendixen said she didn't bump into many SPL staff, but that she did bump into former SPL Chief Librarian Marcellus Turner several times and he says hello. Mr. Hairston said ALA does a fabulous job of coordinating the travel to and from the conference center and hotels. He said the SPL trustees had a great dinner with trustees from Cleveland and South Carolina.

EXECUTIVE SESSION

An executive session was held to review confidential personnel matters and the performance of a public employee. No decisions were made during the closed session.

NEW BUSINESS

Executive Director and Chief Librarian Performance and Compensation Review

Mr. Hairston said the Library Board has the responsibility of determining compensation review and merit awards for the Chief Librarian. Ms. Mehdi said without a comprehensive review, the Board feels that an increase considered today is the minimum the Board would like to award. She said the Board recognizes that Mr. Fay has put in quite a lot of energy and work into both crisis situations as well as the extraordinary work involved in strategic planning. She said the Board has strong confidence in his leadership to date, and expects that they will want to consider further compensation in the future. Mr. Hairston said the Board would like to attach an additional merit award in the future, once there has been the opportunity to engage in a comprehensive review. He said the Board has found no red flags and Mr. Fay's performance has been strong in strategic planning and crisis management.

It was moved and seconded to provide a merit increase in compensation of five percent to the Chief Librarian, retroactive to the first pay period of the year, and to award six days of Merit Leave; the motion carried unanimously.

Ms. Mehdi thanked Mr. Fay for his work. Mr. Fay thanked the Board for their consideration and their kind words.

ADJOURN

Board President Tali Hairston adjourned the meeting at 1:32 p.m.



The Seattle Public Library

Memorandum

Date: August 29, 2024

To: The Seattle Public Library Board of Trustees

From: Tom Fay, Executive Director and Chief Librarian
Rob Gannon, Director of Administrative Services
Nicholas Merkner, Head of Finance and Accounting

Subject: **May and June 2024 Financial Reporting**

Financial Reporting Impacts

Stemming from the cybersecurity incident that took place on May 25, 2024, the Library lost access to PeopleSoft 9.2 (our financial system of record) and the City-wide financial reporting data modules. Interim processes have been stood up by the Financial Services team to provide short-term, emergency level response that is focused on continuity of our business operations—which includes vendors being paid on time, contract issuance, and position control. Special care was paid to develop interim processes in a way that protect sensitive vendor information, along with placing an emphasis on maintaining internal controls and exercising due diligence. The team documented these deviations and have added copies of said modifications to our files to be produced for the State Auditor’s Office as needed. As of the date of this report, access to our financial systems are still impacted by the outage, and restoration efforts led by the Information Technology team are ongoing.

2023-2024 Retroactive Wage Adjustments

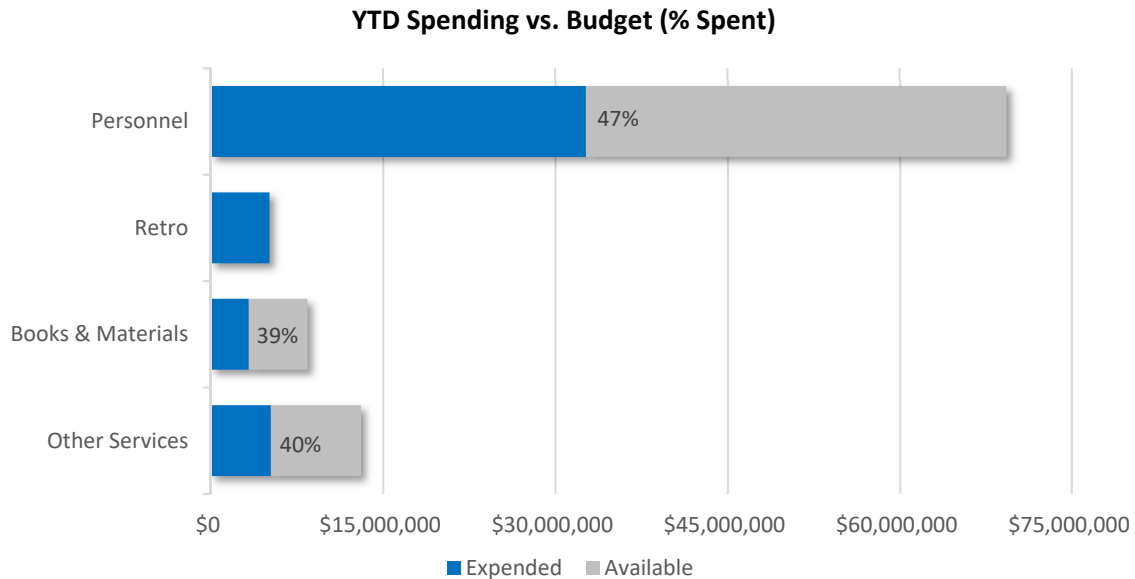
During the month of May, the City of Seattle posted 2023-2024 retroactive wage adjustments for Library employees. These retroactive payments are in accordance with the Collective Bargaining Agreement approved by this body at your February 2024 meeting. The costs associated with retroactive salary adjustments **total \$5.1M**.

Legislation to provide commensurate appropriation authority for the Library is in process at the City level and expected to be approved during Q3. Once City Council has approved this budget allocation for the Library, it will correspondingly require action by the Library Board of Trustees to accept and approve use of this budget authority in alignment with Library expenditures. The Financial Services team will return with a budget amendment for your consideration and action at that time.

Overview

Apart from the retro payment (which is pending supplementary budget authority), the Library has expended **46%** of its operating budget—with **50%** of the year elapsed. This is in line with the prior year when the Library also expended **46%** of the operating budget. Total expenditures at the end of the month were \$41.3 million when excluding the retro, and \$46.4 million when adding it in.

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 **thirteen pay periods processed** (with the first pay period of the year split between 2023 and 2024, resulting in only two days from that pay period charged to the current year)—as such we expect 47% of the personnel budget to be expended.

While year-to-date personnel spending **appears to be on target at 47%**, this figure is a bit misleading without additional context. 2024 wage adjustments were applied for Library employees in May, although the offsetting budget authority from the City has not come through yet. Said slightly differently, as of May, Library employee wages have been paid using 2024 rates, but the budget hold for those pay periods reflects 2022 wages (i.e. resulting in costs on a pay period level that appear to be outpacing the budget).

When accounting for the presumptive budget increase, the Library has actually generated labor savings (attributable to the City-wide hiring freeze). The Financial Services team is closely monitoring our cash position in accordance with the wage adjustment and retroactive payout, in addition to the projected impacts on what will be an amended labor budget. As noted above, the Library is working with the City on a budget authority supplement for costs associated with the total 2023-2024 retroactive wage adjustment. Additional action will be required at a later date by the Board of Trustees to amend the 2024 budget.

Hiring Freeze

As noted in the March 2024 Board Financial Report, the Mayor’s Office provided guidance to all City departments relating to a hiring freeze as of January. The guidance limited any new hiring efforts and required that a specific hiring freeze exception be granted. The Library Board of Trustees maintains control over positions at the Library and has the authority to institute its own hiring policies. Even so, to address budget challenges facing the Library system, we implemented a hiring freeze in tandem with the City’s hiring freeze mandated for executive branch departments.

In support of patron certainty of access and continuity of open hours, the Library shifted to a reduced summer hours model. Careful review and consideration of vacant positions is ongoing, and Chief Librarian Tom Fay has approved several exemptions to the hiring freeze to help with our service levels and to support in-branch staffing. We are in close communication with the Mayor’s Office as we work through the budget process to better understand any impacts to our General Fund allocation in the 2025-2026 City budget.

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 related to the books and materials budget was placed on hold shortly after the cybersecurity incident, resulting in depressed costs for May and June—expenditures are currently at **39%**. It is anticipated that ordering and payment processing will make up for this difference in the coming months, resulting in a fully expended budget by year-end.

Other services which represent 15% of the adopted budget—and include equipment, services, and supplies—are **40%** expended.

Revenues

Library generated revenues for the month of June total **\$46,000**—bringing year-to-date collection to **\$399,000** (50% of our target). Monthly revenue pre-cybersecurity incident was outpacing collections from the same period in the prior year. However, owing to system-wide cybersecurity outage incident, revenue collection was correspondingly impacted in May and June.

- Branch staff were not able to collect payments for print and copy services, nor were they able to receive patron payments related to lost material fees. The result of this is a cumulative \$15,000 under-collection of revenues.

Patron print and copy services were restored in July, as were the ability of branch staff to begin collecting payments for lost materials. The Financial Services team will continue to monitor these accounts. Our Central Library garage management partner was unaffected by the cybersecurity incident, and parking services continued to be offered at the Central Library.

Action Requested: Library Board consideration of May and June 2024 Operating Budget financial reporting for approval at August 29, 2024 meeting. Comments or feedback are welcome.

Expenditure Control for June 2024

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries & Wages	44,944	3,591	20,902	47%	24,042
Benefits	24,378	1,986	11,784	48%	12,594
2023-2024 Retro	0	-	5,115	- (A)	(5,115)
Personnel Services Sub-Total	\$69,322	5,577	\$37,802	55%	\$31,520
Books and Library Materials					
Books & Materials	8,428	560	3,321	39%	5,107
Books and Library Materials Sub-Total	\$8,428	\$560	\$3,321	39%	\$5,107
Other Services and Charges					
Central Costs	3,027	250	1,499	50%	1,528
Equipment - IT & Facilities	1,801	27	801	44%	1,000
Office Supplies, Printing & Postage	308	11	115	37%	193
Operating Supplies	559	28	218	39%	341
Other Expenses	641	82	253	39%	389
Other Maintenance	799	21	193	24%	606
Phone, Wireless & Internet	486	34	186	38%	300
Professional Services	502	5	115	23%	387
Software	874	30	362	41%	511
Staff Training & Travel	185	0	45	24%	140
Vehicle Costs	319	27	150	47%	169
Facilities - Space Rental & Utilities	1,977	192	996	50%	981
Facilities - Building & Grounds Maint	1,212	43	293	24%	919
Facilities - Garage Debt Service	403	-	15	4% (B)	388
Other Services and Charges Sub-Total	\$13,092	\$750	\$5,240	40%	\$7,852
TOTAL LIBRARY OPERATING BUDGET					
	\$90,842	\$6,887	\$46,363	51%	\$44,479

Footnotes:

* Includes \$1M related to prior year encumbrances and grant carry-forward

(A) 2023-2024 Retroactive wage adjustments in accordance with CBA--corresponding budget authority increase from City is pending

(B) The City is anticipated to post the entire Garage Debt Service chargeback in Q4

Revenue Control for June 2024

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	115,000	3,787	48,463	42%
Central Library Parking Garage Fees	345,000	27,600	176,029	51%
Copy Services/Pay for Print	95,000	3,184	52,256	55%
Space Rental (Private & Inter-Departmental)	162,000	6,381	77,418	48%
Book Sale Consignment	85,000	4,931	30,042	35%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	50	15,031	501% (A)
TOTAL LIBRARY GENERATED REVENUES	\$805,000	\$45,933	\$399,238	50%

Footnotes:

(A) Insurance proceeds check received to offset portion of repair cost related to Ballard Library vehicle strike

Expenditure Control for May 2024

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries & Wages	44,944	3,617	17,311	39%	27,633
Benefits	24,378	1,983	9,799	40%	14,580
2023-2024 Retro	0	5,115	5,115	- (A)	(5,115)
Personnel Services Sub-Total	\$69,322	10,714	\$32,224	46%	\$37,098
Books and Library Materials					
Books & Materials	8,428	95	2,761	33%	5,667
Books and Library Materials Sub-Total	\$8,428	\$95	\$2,761	33%	\$5,667
Other Services and Charges					
Central Costs	3,027	250	1,249	41%	1,778
Equipment - IT & Facilities	1,801	128	775	43%	1,027
Office Supplies, Printing & Postage	308	40	104	34%	204
Operating Supplies	559	50	189	34%	369
Other Expenses	641	49	171	27%	471
Other Maintenance	799	26	172	22%	627
Phone, Wireless & Internet	486	37	151	31%	334
Professional Services	502	30	110	22%	392
Software	874	42	333	38%	541
Staff Training & Travel	185	22	45	24%	140
Vehicle Costs	319	25	123	39%	196
Facilities - Space Rental & Utilities	1,977	138	804	41%	1,173
Facilities - Building & Grounds Maint	1,212	30	250	21%	962
Facilities - Garage Debt Service	403	-	15	4% (B)	388
Other Services and Charges Sub-Total	\$13,092	\$866	\$4,490	34%	\$8,602
TOTAL LIBRARY OPERATING BUDGET					
	\$90,842	\$11,675	\$39,475	44%	\$51,367

Footnotes:

* Includes \$1M related to prior year encumbrances and grant carry-forward

(A) 2023-2024 Retroactive wage adjustments in accordance with CBA--corresponding budget authority increase from City is pending

(B) The City is anticipated to post the entire Garage Debt Service chargeback in Q4

Revenue Control for May 2024

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	115,000	6,406	44,675	39%
Central Library Parking Garage Fees	345,000	30,324	148,430	43%
Copy Services/Pay for Print	95,000	10,975	49,072	52%
Space Rental (Private & Inter-Departmental)	162,000	12,623	71,037	44%
Book Sale Consignment	85,000	4,688	25,111	30%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	307	14,981	499% (A)
TOTAL LIBRARY GENERATED REVENUES	\$805,000	\$65,323	\$353,305	44%

Footnotes:

(A) Insurance proceeds check received to offset portion of repair cost related to Ballard Library vehicle strike



The Seattle Public Library

Date: August 29, 2024
To: Library Board of Trustees
From: Tom Fay, Executive Director and Chief Librarian
Re: August 2024 Chief Librarian's Report

1. On August 1, I gave a speech to the University Sunrise Rotary Club. I shared with the group about general library services, the Green Lake project, Books Unbanned and the recent ransomware event. The group had great questions and truly appreciated the Library's efforts.
2. On August 14, the Leadership Team hosted its first online Open Office Hours since the cyberattack. More than 70 attendees tuned in to hear updates about the ransomware event and recovery progress, internal reorganizations, a FEMA grant award for install air conditioning at Carnegie branches, fall service hours, the new city-wide timekeeping and HR system, and more. The Leadership Team is hosting these office hours on a bi-monthly basis as an opportunity for staff to hear updates and ask questions in a real-time cross-divisional format.
3. On August 19, I attended a gathering of the UW Libraries/SPL Summer High School Internship students at the Suzzallo Library on the UW Seattle Campus. Dean of UW Libraries Simon Neame and I welcomed ten interns to the program which is an opportunity for paid high school interns from diverse backgrounds to learn about college admissions, college experiences, fields of study, and potential careers in librarianship; and to meet librarians and researchers from various departments, and create and present digital stories about their lives and interactive GIS StoryMaps. The program is funded through the Seattle Library Foundation.
4. On August 20, I joined the Mayor and FEMA to announce a grant award for \$5.5 million to install air conditioning at five Carnegie era branches. The work will include some electrification and will result in cooler, cleaner air in the branches, as well as fewer unplanned closures due to high temperatures. When complete, all branches will have air-conditioning.

Meetings and events during this reporting period:

- a. Board Meetings: Monthly Library Board of Trustees meeting; monthly meeting of Library and Friends leadership; bi-monthly Foundation Board meeting; Foundation Board Executive Committee meeting.
- b. Standing Meetings: Compensation Committee; Senior Management Team; Monthly Managers meeting; Union/Leadership meetings; Foundation Interim CEO/Chief Librarian bi-monthly meetings; Strategic Planning Core Team meetings.

- c. Library Talks, Meetings, Interviews and Visits: KCLS Director meetings; Metro area library director meetings.
- d. City Meetings, Events and Programs: Deputy Mayor meeting; monthly check-in with Councilmember Rivera.

Human Resources Recruitment, Development & Employee Engagement August 9, 2024

With contributions from HR Manager Shawna Dennard and HR Generalist Danika Mowery.
Compiled and edited by HR Director Brian Sharkey.

In the second half of 2024 the SPL Human Resources (HR) team focuses on increasing staffing levels after the significant impact from the hiring freeze slow down. Staff are resilient in utilizing backup systems to ensure continuity through a multitude of disruptions. The Employee Engagement Committee focuses on connections that increase joy in the workforce. This brief report will highlight some of the key plans and successes in these three areas.

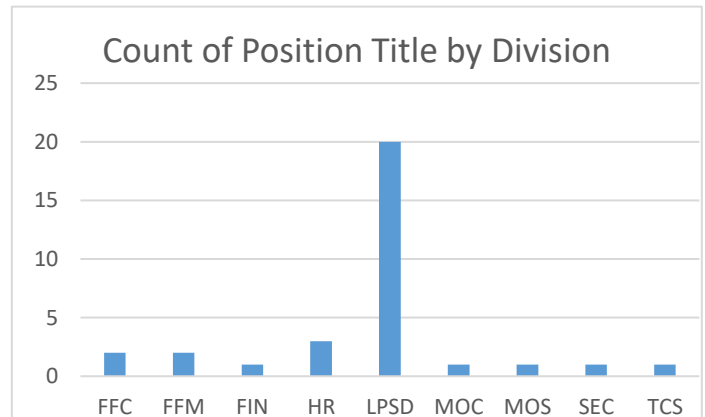
Recruitment

Despite significant challenges including the hiring freeze that began in January and the Ransomware attack in May, the Library filled a total of 37 vacancies since the beginning of 2024.

With a commitment to maintaining minimum staffing levels and to keep branches open and operating, 65 hiring exceptions were granted between March and July 2024. A total of 32 SPL positions were filled since the hiring freeze was imposed. There are currently 33 active recruitments in various stages. The vast majority of open recruitments are housed in Public Services to support the current hours structure and upcoming hours expansion.

Hiring Exception Positions Filled

- A/V Tech & Events Assistant
- Accounting Specialist
- Adult Services Librarian
- AMHS Operator
- 2 Building Maintenance Worker positions
- Digital Marketing Strategist
- HR Associate
- HR Specialist
- 2 Janitor positions
- 9 Intermittent LA II positions
- 3 Intermittent Librarian positions
- Library Associate IV
- 3 Operations Supervisor positions
- 2 Regional Manager positions
- Security Officer
- Sr. Administrative Specialist



In addition to the positions above, the SPL will host 5 Direct Field Workers from University of Washington (3 in fall quarter, 2 in winter quarter) for the 2024-2025 school year, with support from the Seattle Public Library Foundation.

Development & Employee Engagement

Organizational Resilience

The ransomware attack and CrowdStrike outage both introduced significant disruptions to the library system. SPL team members at all levels banded together and found creative solutions to prioritize continuity of operations. IT staff worked around the clock to secure and restore systems, HR implemented a manual payroll system in less than a week, and public services staff turned to non-automated checkout processes to ensure patrons could still access materials. Managing these extreme changes took a significant amount of emotional and mental labor, especially having two disruptive events in such short order. As we move through the rest of the year, SPL leaders are encouraged to take time to debrief, rest, and heal with their teams, and also to celebrate the successes of keeping critical spaces and services online.

Summer Splash

The Employee Engagement committee hosts two social gatherings a year for staff and families – an outdoor event in the summer and an indoor event during the winter. This year's **Summer Splash** occurred on Saturday, July 13th, from 4- 8 at Jefferson Park. A conservative \$330 was spent to reserve the shelter and provide guests with water & snacks. Circumstantial challenges, including limited communication channels due to Library tech issues and impactful nationwide events (the afternoon Trump was injured), potentially effected the turnout. For those in attendance, the event was an enjoyable, lowkey opportunity to visit, play a few yard games, and relax in the sunshine.

All Staff Day – Employee Recognition Awards

Promoting a culture of recognition is a core component of the Employee Engagement Committee (EEC), particularly highlighted through the annual **Employee Recognition Awards** presented at All Staff Day at the end of March. There are seven (7) awards for individuals and two (2) awards for work teams. The EEC received 85 unique nominations with representatives from more than half of our 61 total departments. The EEC diligently reviewed and rated each nomination, determined award recipients, purchased certificates & plaques, and presented them alongside Chief Librarian, Tom Fay at the All Staff Day ceremony.

National Library Workers Day

This year *National Library Workers Day* was observed on Tuesday, April 9th, 2024. To recognize the hard work of our staff, the Union, Library Management, and EEC annually join forces and budgets to shower employees with celebratory food and drinks. The EEC manages the ordering, organizing, and distribution of these items. For the past couple of years, Snack Boxes from Costco and a variety of tea and hot cocoa mix has been a big hit. Over 100 snack boxes and a variety of tea and cocoa were thoughtfully circulated to all levels of the Central Library, delivered to all 26 branches, with the addition of several boxes and refreshments sent to the SPL materials processing site in Georgetown for the hardworking Materials Distribution staff.

Current Projects

- Proposal to transition “Our Way Forums” into SPL Equity Lenses, a quarterly hour-long staff panel hosted and moderated by EEC team, which invites different work groups to showcase how they have employed equity principles in their work at SPL. Aiming to start with the Social Services team in Q4 2024.
- Develop new Kudos page on SharePoint Online (SPO) along with revamp of EEC SharePoint page.
- Return of everyday peer-to-peer recognition through the *Library Magic Awards* (gnomes) and blog.
- Begin planning for popular *Tacos at Twilight* winter staff event hosted at the Northgate branch.

Youth and Family Learning

Raising A Reader

August 9, 2024

Compiled and edited by Early Learning Program Coordinator, Sumaya Dirie and
Early Learning Program Manager, CiKeithia Pugh

Background

In 2007, Early Literacy was one of the City Librarian's five service priorities for The Seattle Public Library. To move forward in this area, Library staff and an ad hoc committee of the Library Foundation researched best practices and possible projects and presented their findings at the Foundation's March retreat. At that meeting, The Seattle Public Library Foundation committed to raising \$235,000 to fund a two-year demonstration project on early literacy to help young children develop their capacity for learning and success in school. One of the early literacy project activities proposed was Raising A Reader.

Raising A Reader is a parent/caregiver engagement program that uses books to cultivate a love of learning and caregiver-child bonding. Each week children bring home a bag of developmentally appropriate, multicultural books to enjoy. Throughout the year, families are exposed to a robust collection of books and receive support for book sharing and developing skills to support reading readiness. Research shows that exposing children to books at an early age promotes healthy development and later school success. Additionally, caregivers who participate report an increase in connections to community, frequency of read-alouds, and knowledge of child development.

The program has experienced significant growth since it began in 2007. In the first year of the program, 12 classrooms participated serving 272 children ages 3 to 5. 17 years later, this program now serves 39 sites, including Seattle Preschool Program, Head Start, Parents as Teachers and Parent Child Plus programs with an annual average participation of 1,200 to 1,500 children from ages 1.5 to 5. Raising A Reader implements racial equity strategies to ensure the program reaches audiences that have been historically and disproportionately impacted by limited access to high quality early learning experiences. Participating sites are selected based on specific criteria including income, service delivery setting (center and home-based), and racially and ethnically diverse demographics of enrolled families.

The program is delivered in the community and consists of a collection of books that are multilingual, developmentally, and culturally appropriate. Parents/caregivers and youth have access to materials and resources to support informal learning opportunities in multiple languages including but not limited to materials in English, Somali, Mandarin Chinese, Vietnamese, Portuguese, Spanish, Arabic, Tigrinya, Amharic, Oromo, Burmese, French, Nepali, and Japanese.

Impact and Outcomes

Program Reach and Participation:

- 1,432 children aged 18 months to 5 years participated in the program in during the 2023-2024 school year.
- Raising A Reader is currently being implemented in site and home-based programs including Parent Child Plus, Parents as Teachers, Head Start and Seattle Preschool Program.
- Evaluation Highlights
- 68% of parents/caregivers report attending at least one library literacy event at their child's early learning program
- 73% of parents/caregivers report reading daily with their child
- 62% of parents/caregivers report increase in knowledge of early literacy practices and ways to support their child in learning

We would like to highlight the comprehensive district-wide training sessions we have conducted for staff on the Raising A Reader (RAR) program as well as virtual and in-person caregiver literacy nights, focusing on its implementation. In addition to these broad training efforts, we also provide tailored, on-site training at schools that request further technical assistance. To enhance program familiarity, we conducted information sessions at schools at the start of each school year, allowing families to meet program representatives and better understand the program's offerings.

Currently, the program encompasses 39 participating sites, with this number steadily increasing each year. The demographics of the families we serve vary by region, reflecting the diverse population we reach. We address this diversity by offering books in the home languages of the families, ensuring that all participants have access to culturally and linguistically appropriate resources.

Participant Demographics

Child's primary ethnicity	Participating youth %
Spanish/Hispanic or Latino	39%
Asian	26%
Black/African American	16%
Two or more Races	11%
White	6%
Filipino	4%
American Indian/Alaskan Native	2%



Raising A Reader West Seattle Elementary Preschool 2023/2024

Partner Quotes

- “Raising A Reader is such an important program to be able to offer our families. In addition to the books, our literacy events really provide families with important read aloud information and tips. So grateful for this program!” - Omeury Toledo, Parent/Child and Kaleidoscope Play and Learn Supervisor, El Centro de la Raza
- “Families are enjoying the multicultural books that are in the collection. I have been able to use many of the books during my circle time.” - Head Start Teacher, James Baldwin Elementary
- “Our families have really enjoyed this program. We discuss this program at pick up and drop off time with parents and it is a regular part of all of our parent conferences as early literacy is so important. Families like knowing the program is also free to participate.” - Head Start Teacher, Broadview Thomson K-8
- “Story time in Spanish with Xiomara at our joint Raising A Reader events with El Centro is a great way to connect in person with the home visiting families. It is nice to see how many families already knew Xiomara from other story times in the community. Looking forward to our events next year!” - Maren Ostegard, Early Literacy and Outreach Librarian, King County Library System (Note: We partner with KCLS to deliver Raising a Reader to home visiting families county wide)
- “We had such a wonderful Dia de los Muertos program as a part of Raising A Reader. Thank for your support of culturally relevant programs for our families.” - Family Support Supervisor, Refugee and Immigrant Family Center



The Seattle Public Library

Date: August 29, 2024
To: Library Board of Trustees
From: Jessica Lucas, President, AFSCME Local 2083
Re: **Looking Ahead**

As we move through challenges arising from the cybersecurity event in May, our workers continue to labor to bring normalcy for our patrons. Reassuring them as services come back online, as their holds come in at once, as the catalog is still not working quite right. When the hold list is 30 pages long and the book drop is full and holds are still waiting to be checked in, it's hard not to catch the urgency that is everywhere around us and push ourselves too hard physically or bear the mental load of patrons who express their frustrations about services that don't work quite right.

Staff are working hard to bring information and services to our patrons because they care about the critical services the library provides. The library is one of the few places where folks can just be, without having to purchase something or pay a fee. Whether one is looking for a place to enjoy the cool air, take a drink of water, or use a bathroom, staff are in the background keeping the books on the shelves, pulling holds, providing resources, and offering a kind word. We are a place that provides cultural programming, so that our patrons from various backgrounds can see themselves highlighted and others can learn through culturally responsive programming. We are a place where those with low vision can check out large-type and audiobooks with fewer barriers. We are a place where new and exciting books can be found, recommended by a staff person or by browsing the shelves. We are a connector that provides information to social services throughout the city. These are some of the joys of working in the library and every worker supports these services in some way.

How can we bring workers back to feeling safe and valued by the Library System?

We can plan ahead for future catastrophes. The Library had some safeguards in place that made recovery from the Ransomware attack easier, but think if we'd had more? The best thing about the situation was that it pushed us in the right direction while recovering.

If we have learned anything over the last few years it is this, the worst can happen. Let us think proactively in the future and have better control over our reactions. Let us look at library trends throughout the country and have a response when they come to our doors. Let us focus on thinking deliberately when things come our way to minimize mistakes that hurt our staff. We

can be prepared and know how to support each other, cutting down on the mental and physical load each worker takes on and can lead to distress. A supported staff member is one who also supports their employer.

Thank you to The Library for all of the positive changes that have been made in these last few weeks. Let's keep that momentum rolling into a future of empathy, sustainability, and support.

Action required/requested: Informational only.



The Seattle Public Library

NEWS RELEASES

Date	Title
19-Jul-2024	Explore the Seattle Public Library's ZAPP Zine Collection during weekly open hours this summer
05-Jul-2024	Explore Indigenous Stories At Four Storywalks In Seattle's Magnolia Neighborhood From July 5 To August 30



The Seattle Public Library
MEDIA COVERAGE

Date	Organization	Headline	Details	Link
27-Jul-2024	Seattle's Child	Got mature teens? Check out SPL's zines	The collection, primarily focused on Pacific Northwest authors, has been open for the first time since 2019. Find it in the library's Zine Room on Level 7 of the building.	https://www.seattlechild.com/zapp-collection-zines-for-older-teens/
25-Jul-2024	KUOW	Down, but not out: Seattle Public Library shuts the book on two-pronged tech challenge	Charles Wesley, the library's technology officer, gave an update to the library's board Thursday. He said he expects all normal services and operations will be fully operational within the next four to five weeks.	https://www.kuow.org/stories/down-but-not-out-seattle-public-library-shuts-the-book-on-two-pronged-tech-challenge
25-Jul-2024	The Seattle Times	You can now return books and other items to Seattle Public Library	Any item checked out does not have to be returned any sooner than Aug. 31, the library said in a blog post. The library also doesn't charge overdue fines. "Please don't rush as it's helpful if returns don't come in all at once," the library said.	https://www.seattletimes.com/seattle-news/you-can-now-return-books-and-other-items-to-seattle-public-library/

25-Jul-2024	KING 5	People can now make physical returns to the Seattle Public Library weeks after ransomware attack	Now, people are allowed to make returns at their convenience, and items that had been previously checked out have a due date of Aug. 31, according to a statement from SPL. The library system is now offering in-building WiFi and a variety of other services that have been restored in the weeks after the initial outage. Some recovery has been stalled by the global CrowdStrike IT complications which struck last Friday.	https://www.king5.com/article/news/local/seattle/return-physical-items-seattle-public-library-cyber-attack/281-af0bd245-5ba9-4cca-948e-5af9659bba33
24-Jul-2024	South Seattle Emerald	News Gleams	The ransomware attack continues to affect a number of library offerings, though many have now been restored. Notably, during the recent heat wave, Wi-Fi access was once again made available.	https://southseattleemerald.com/2024/07/24/news-gleams-illinois-deputy-fatally-shoots-sonya-massey-inside-her-home-summer-food-service-program-returns/
12-Jul-2024	Seattle's Child	Seattle Public Library almost back to full service	Computers and Museum Pass still out, but most kid services are back.	https://www.seattleschild.com/whats-working-and-whats-not-at-seattle-public-libraries/
12-Jul-2024	Cascade PBS	What's back, on hold six weeks after Seattle library cyberattack?	All digital services were restored and are now available for use, including the library website, streaming services like Hoopla and Kanopy, Museum Pass, Seattle Room Digital Collections, online newspapers and magazines, and learning tools for students and adults like tutoring and homework help.	https://www.cascadepbs.org/briefs/2024/07/whats-back-hold-six-weeks-after-seattle-library-cyberattack

10-Jul-2024	The Seattle Times	Wi-Fi restored at Seattle Public Library after cyberattack pause	The library announced Wednesday that free Wi-Fi, scanning and faxing services are available for use again. The library also stated free printing services will be restored later this week.	https://www.seattletimes.com/seattle-news/wi-fi-restored-at-seattle-public-library-after-cyberattack-pause/
10-Jul-2024	KING 5	Wi-Fi is back at Seattle Public Library over 1 month after ransomware attack	Free scanning and faxing services are also now functioning and free printing will be available later this week.	https://www.king5.com/article/news/local/wi-fi-back-seattle-public-library-months-after-ransomware-attack/281-ef61a662-b511-45b2-987d-53a5a3d1b316
10-Jul-2024	The Seattle Times	5 books to accompany summer music festival season	The Seattle Public Library loves to promote books and reading. This column, submitted by the library, is a space to share reading and book trends from a librarian's perspective. You can find these titles at the library by visiting spl.org and searching the catalog.	https://www.seattletimes.com/entertainment/books/5-books-to-accompany-summer-music-festival-season/
9-Jul-2024	South Seattle Emerald	South End Guides Beat the Heat: A Cool-Off Guide for the South End	Here is a list of 20 Seattle air conditioned libraries, which include Beacon Hill, International District/Chinatown, and Rainier Beach Branches.	https://southseattleemerald.com/2024/07/09/beat-the-heat-a-cool-off-guide-for-the-south-end/
8-Jul-2024	South Seattle Emerald	News Gleams	The Seattle Public Library Launches 2024 'Summer of Learning' Activities	https://southseattleemerald.com/2024/07/08/news-gleams-seattle-public-schools-approves-2024-2025-school-year-budget-seatac-airport-celebrates-75-years/#summer-of-learning

7-Jul-2024	My Northwest	Where are the closest cooling centers?	In a news release on Friday, The Seattle Mayor’s Office said the Central Library in Seattle and 20 neighborhood branches of the Seattle Public Library have air conditioning and are available for use during operating hours.	https://mynorthwest.com/3963803/where-are-the-closest-cooling-centers/
6-Jul-2024	The Seattle Times	Free places to escape the heat in King, Snohomish counties	Seattle officials also recommend visiting an air-conditioned library or a community center to escape the heat.	https://www.seattletimes.com/seattle-news/weather/free-places-to-escape-the-heat-in-king-snohomish-counties/
5-Jul-2024	The Seattle Times	6 Hot-Weather Activities to Do Around Seattle	Make progress on Summer Book Bingo — a Seattle Public Library program that celebrates reading and yes, includes prizes — with these four picks.	https://www.seattletimes.com/entertainment/7-hot-weather-activities-for-the-warm-seattle-weekend/
4-Jul-2024	The Seattle Times	Some Seattle Public Library Services will return in late July	According to the timeline published by the library, some services are on track to be restored the week of July 8, including Wi-Fi, printing via Wi-Fi and email, and in-building catalog stations.	https://www.seattletimes.com/seattle-news/some-seattle-public-library-services-will-return-in-late-july/
3-Jul-2024	Seattle Magazine	Story Strolls	Read Indigenous stories while wandering Magnolia’s trails this summer	https://seattlemag.com/seattle-culture/story-strolls/

3-Jul-2024	Seattle Channel	Half a Century of Pride: Seattle Gay News Celebrates Milestone	Current and former employees, contributors, and friends of Seattle Gay News recently gathered at the Seattle Central Library to celebrate 50 years of the LGBTQ+ publication. The exhibit, located on Level 8, features headlines and articles chronicling Seattle's LGBTQ+ community from 1974 to the present. Created through a partnership between SGN, the University of Washington Libraries, and the Washington State Library, the exhibit will be on display until Aug. 25.	https://www.youtube.com/watch?v=9O9RJyK3A3w
3-Jul-2024	West Seattle Blog	Library wi-fi is almost back, and other service-restoration updates from Seattle Public Library	In summary, SPL's update says, "The Library expects that most, if not all, remaining offline services will be restored in the next 6-8 weeks."	https://westseattleblog.com/2024/07/library-wi-fi-is-almost-back-and-other-service-restoration-updates-from-seattle-public-library/
1-Jul-2024	KING 5	One month after ransomware attack, Seattle Public Libraries system is still working to recover	The chief librarian said the library is working with the FBI to investigate the attack.	https://www.youtube.com/watch?v=3ztA_4LCRWA