

The Seattle Public Library
Board of Trustees Meeting
12:00 p.m. Thursday, September 26, 2024

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

Remote Listen Line:

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-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 - date correction
2. Minutes of August 29, 2024 Regular Library Board Meeting
3. July and August 2024 Financial Reports

E. CHIEF LIBRARIAN REPORT

1. Chief Librarian Report
2. System Report
 - a. Cybersecurity Event and Restoration Cost Update: Rob Gannon, Director of Administrative Services

F. OLD BUSINESS

G. NEW BUSINESS

1. 2025-2026 Budget Update and Key Dates
2. 2025 Operations Plan Framework
3. Public Comment to Library Board Policy
4. September Union Report
5. Library Foundation and Friends of the Library Updates
6. Updates from Library Board Members

H. EXECUTIVE SESSION

I. ADJOURN

J. NEXT LIBRARY BOARD MEETING: Oct. 31, 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.

Unapproved Board Minutes

Board of Trustees Meeting
The Seattle Public Library
August 29, 2024

CALL TO ORDER

The regular meeting of The Seattle Public Library (SPL) Board of Trustees was held on August 29, 2024. Library Board President W. Tali Hairston called the meeting to order at 12:00 p.m. Vice President Yazmin Mehdi and trustees Carmen Bendixen, Ron Chew, and Faith Pettis were in attendance. The meeting was conducted with a remote attendance option via video conference.

APPROVAL OF AGENDA

It was moved and seconded to move item E2 ahead of E1 and approve agenda as amended; 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

Appreciation for outgoing Library Board Trustee Jay Reich

Executive Director and Chief Librarian Tom Fay said he recently had an appreciation lunch with outgoing Board Trustee Jay Reich and gave Mr. Reich the crystal book service award marking his years of service. Mr. Fay said he appreciated the conversations he had with Mr. Reich who has been a great thought partner through many issues, including the 2019 levy effort which resulted in nearly \$220 million in levy funds. Mr. Fay thanked Mr. Reich for his support for the Library during the COVID-19 pandemic, and for Mr. Reich's thoughtful leadership and participation in community events. Mr. Fay thanked Mr. Reich for all of the work he has done for the Library. Mr. Reich said it has been a privilege and honor to serve. He said one of the high points was working on the levy which was overwhelmingly successful and demonstrated the public's trust in the Library to make investments with their tax dollars. He said it is apparent to him that the Library Board, leadership, staff, and Foundation step up and earn that trust every day, even as it has been tested by the pandemic, budget uncertainties, ransomware, and other challenges. Mr. Reich said as he returns to being a citizen, he thanks the Board and Library for their work on behalf of the public. He said he will miss the Board and is certain that new Library Board Trustee Faith Pettis will also serve the Board well. He thanked the Board for the crystal book service gift.

Library Board Trustee Ron Chew said Mr. Reich has been a trustee during Mr. Chew's full term and has been an anchor. He said Mr. Reich is dependable, has a steel-trap mind, is diplomatic and gracious, and has a wealth of knowledge and strategic thinking skills. He said he will miss Mr. Reich and thanked him for his work. Library Board Trustee Carmen Bendixen said when she was on the Friends Board and Mr. Reich was on the Library Board during the last levy campaign, they had been slated to interview at The Stranger Editorial Board regarding the levy. She said they had a very interesting conversation, and she heard Mr. Reich speak in their language. She said Mr. Reich is a strategic thinker, and it has been great to work with him. She said she appreciated his support during the Chief Librarian search, and wished him well in his future.

Library Board Vice President Yazmin Mehdi said she has known Mr. Reich for years through her

husband and has enjoyed serving on the Board with him. She said Mr. Reich has shown a great deal of wisdom, and she hopes to emulate his strategic thinking. She said she looks forward to working with Ms. Pettis who will bring shared wisdom to the Board. She thanked Mr. Reich for his service. Library Board President Tali Hairston also thanked Mr. Reich for his service.

Welcome new Library Board Trustee Faith Pettis

Mr. Hairston welcomed new Trustee Faith Pettis to the Library Board. Ms. Pettis said she is honored to join the Board and for the confidence placed in her by the trustees, the mayor, and the City Council. She said she has enormous shoes to fill. She said Mr. Reich had a great influence on her as a young, beginning lawyer, and she has had the privilege of working for 25 years with him as a mentor and partner. She said she hopes to contribute her best to the Library Board. Ms. Pettis said she loves The Seattle Public Library and grew up in libraries as a child. She said she is committed to the vision and purpose of the Library and she looks forward to serving.

Mr. Fay thanked Ms. Pettis for joining the Board. He said he recently met with Ms. Pettis for a basic orientation, and they also joined Mr. Hairston for a lunch to get Ms. Pettis grounded and off to a good start. Mr. Fay said she has a brilliant legal mind and came to the orientation prepared. He thanked Ms. Pettis for her early work in getting to know the organization and he looks forward to working together.

Chief Librarian Report

Mr. Fay said he spoke to the University Sunrise Rotary Club this month to share about Library services and information on the Green Lake Branch project and Books Unbanned. He said there was also a lot of interest in the ransomware event. He said the group had good questions, and they are working with the Foundation to donate toward Books Unbanned. Mr. Fay said meetings and speaking opportunities are a great way to meet and spend time with people, and that he met someone who will be running for the state legislature this year.

Mr. Fay said the Library's leadership team has been holding "Leadership Open Office Hours" since last year. He said office hours were derailed by the ransomware event, but have now reconvened. He said this month's office hour was attended by more than 70 staff members for a discussion on internal reorganization, the ransomware event, and a variety of other topics. He said the sessions are a good opportunity for staff to ask questions, and they will continue to be held.

Mr. Fay said he met with University of Washington (UW) and SPL summer high school interns at the Suzzallo Library on the UW Campus. He said Dean of UW Libraries Simon Neame joined him to welcome the 10 interns. Mr. Fay said he is pleased that the Library Foundation funds this effort that supports first-generation students in their education efforts getting to college, and exposes them to the career field of public and academic libraries. Mr. Fay said he appreciates the work of Lake City Teen Services librarian Nancy Garrett and Teen Services Program Manager Shelley Mastalerz who both support the effort.

Mr. Fay said he joined Mayor Harrell and the Federal Emergency Management Agency (FEMA) to announce a \$5.5 million grant awarded to install air conditioning and electrification at five SPL locations. He said once those location projects have been completed, every library will have air conditioning. He said three years ago there were nine libraries without air conditioning, and funding didn't look optimistic. He said with funding efforts from the levy, Mayor and Council support for two locations, FEMA funding, and some additional earmark money, the Library has been able to move toward having air conditioning in all locations. Mr. Fay said the FEMA deputy administrator recognized SPL's work in this area as innovative and creative, and that she had a strong interest in how other libraries might be able to do the same thing to be eligible for funding.

Mr. Fay said he has been invited to the White House extreme heat summit on September 13 to represent Seattle and SPL. He said there may be an opportunity for additional funding, and he will be able to share the critical need for this level of support in Seattle and across the country.

Mr. Fay said public computers will again be available on September 3, effectively completing the restoration of the ransomware event. Mr. Fay gave kudos to the IT team and staff who have worked through backlogs and changes to return the Library's public services. He said this is the final milestone in restoring systems and functionality. He said there may be smaller work items that follow, but nothing that affects patrons on a large scale. He said SPL is working toward an After Action Report that will likely be completed in October. He said Seattle's Chief Technology Officer Rob Lloyd generously provided half of the funding for the report, which is greatly appreciated. He said the event has resulted in great expense for the Library, but it will be helpful to share the report and learnings with others, as the area has been hit hard. He said the Port of Seattle was recently affected with a cybersecurity event at SeaTac Airport, and the topic is of great interest in the region, especially leading into election season when attacks can hit harder.

Mr. Chew asked what SPL has done in response to the cyberattack to strengthen the system and minimize the likelihood of vulnerability in the future. Mr. Fay said SPL has implemented multifactor authentication as a requirement for accessing the system. He said staff have a fob that allows access. He said other hardening efforts in the system and network equipment have also been implemented. Ms. Mehdi said the Library had already been undertaking the addition of multifactor authentication prior to the ransomware attack, and was already in the process of hardening IT systems to protect against attacks when the event occurred. Mr. Fay agreed and said the IT staff had also already been working on additional intrusion detection, which is why the breach was caught so early, and was what allowed the Library to minimize the impact which could have been much worse. He said there was a lot of great work happening, and that work continues in the hardening efforts. Ms. Medhi said SPL has been very thoughtful about this work.

Ms. Mehdi asked Mr. Fay for more information about the high school summer intern program. She said a librarian position requires a master's degree, and it is impressive to start at the high school level to bring in future librarians. Mr. Fay said SPL has a program for directed fieldwork students, in collaboration with the UW's Masters of Library and Information Science program, which is funded by the Foundation and includes up to 10 students per year. He said the program has a focus on BIPOC students. He said diversification is needed in the library profession, so that is one of the key focuses in the high school intern program as well. He said the high school intern program is to support first-generation college students, not necessarily leading them to library careers, but more to expose them to the college experience, expectations and supports. Mr. Fay said he was a first-generation student and had no idea what was available to him to get to school and keep him in school. He said he is a big supporter of efforts on behalf of first-generation students who may not have family support or a family history of going to college, or know what actions and commitments are needed. He said in this program, Teen Services librarians work with the interns to develop an understanding of college, careers, and other vocational skills.

Systems Reports

Green Lake Branch Update

Director of Administrative Services Rob Gannon said he has enjoyed his nine months at the Library so far and has learned a great deal. He introduced Head of Facilities and Capital Improvement Program, Dennis Reddinger. Mr. Reddinger said the Green Lake Branch project has been underway for a year and a half. He said Green Lake is one of several SPL Carnegie branches. He said it opened in 1910 and is included in the City's portfolio of unreinforced masonry buildings that need seismic upgrades to prevent destruction in a major earthquake. Mr. Reddinger said in the 2019 levy, the Library requested levy funding for seismic upgrades to the Green Lake, University, and Columbia branches. He said Green Lake is the first project undertaken, but it was delayed due to the pandemic and related circumstances. He said the work should be completed over the next 30 days as the certificate of occupancy is worked through.

Mr. Reddinger said the primary goal of the Green Lake project was a seismic retrofit designed to save lives and ensure the building remains standing as a community asset. He said the project also

allows for accessibility improvements, as Carnegie branches were not designed for baby strollers, wheelchairs, and other accessibility needs; and it includes HVAC replacement to add air conditioning and electrification, replacing the outdated fossil fuel system. He said it also allows an opportunity to make interior renovations and to improve sustainability features in the building. Mr. Reddinger said the branch parking lot has been lowered to provide easier access to the lower level of the building which includes a new elevator lobby for improved ADA access. He said a ramp was also added on the southwest side of the building. He said a new loading dock was added to allow collection deliveries to be made directly to the second floor of the building for processing. He showed slides of the seismic structural upgrades and where steel reinforcements and ties have been added to reinforce walls and secure the building in the event of an earthquake.

Mr. Reddinger said the project has also increased the usable square footage without increasing the footprint, and has allowed the addition of library services in the lower level. He said, in the lower level, a new lobby entry area has been created that leads to the upper level. He said service areas have been moved, a staff area and kitchenette has been moved, a staff working office has been expanded, and a meeting room has been added. He said in the upper level, the loading dock allows entry to a new staff area for processing. He said the remodel attempts to open areas and to create flexibility, visibility, and line of sight for safety purposes, as well as consolidation of service points. He said children's and teen's collections are now on wheels and can be moved to create flexibility. He said the entry has been opened on both sides so patrons can better access the reading room and the children's area. He said consolidated points of service allow the staff to have better sight into the spaces and respond to the needs of patrons. He said study rooms have been added, which were not a part of the original Carnegie designs. Mr. Reddinger said the project maintains the integrity and look for a Carnegie library while modernizing it.

Mr. Reddinger said the Library has learned a lot during the Green Lake project. He said remodeling Carnegie buildings comes with many unforeseen circumstances, as codes and building requirements are much different now, creating challenges for structural changes. He said Green Lake is a beautiful branch and SPL is hopeful the building can open to the public in the next 60 days. Answering a question from Ms. Bendixen, Mr. Reddinger said the previous book drop near the street was removed to allow for addition of the ramp. He said the new book drop, located by the elevator lobby, is more efficient for staff who no longer need to go outside to retrieve materials, as the new one goes directly into the building. Ms. Bendixen said she is excited for her neighborhood branch to reopen, and for the improvements and new study rooms. Ms. Mehdi said there is a list of legislators to invite to the opening. Mr. Fay said Community Partnerships and Government Relations Program Manager Kiersten Nelson is prepared for that.

Programming Service Design

Director of Library Programs and Services Kai Tang said she led a Programming Service Design session on August 5 comprised of a wonderful cross-functional team including the Library Programs and Services (LPS) Leadership Team, regional managers, service managers, heads of both Communications and Marketing and Online Services (MOS), as well as team members from MOS, Community Engagement and Economic Development, and the Public Services Scheduling Office. Ms. Tang said human centered design uses design thinking tools and techniques to create real life experiences for real people, understanding that the user is a whole person, and putting their thoughts, feelings, perceptions and needs at the center of the design process to gain insight, ideate, execute, and iterate. She said problem statements are changed into problem questions to produce ideas, draw connections, and find solutions. She said at the August 5 four-hour session, the team participated in small groups to consider how they might strengthen communication and support for staff developing and implementing programs and services for SPL. She said the small groups created personas, which are fictional characters representing different user types. She said the exercise helps to understand who is being designed for, as well as their needs, experiences, behaviors and goals. She said it is important to understand the users to determine what SPL wants from its programs and what the programs do for the Library and the community.

Ms. Tang said a second activity during the session was ‘journey mapping’ to chart an end-to-end experience across time, including a user’s actions, feelings and thoughts, as well as people and touch points the user interacts with. She said the team looked at the current state of programming for pain points and highlights. She said the team finished the day by framing the design challenge to create a collaborative quarterly programming design that involves coordination between divisions and locations in the organization, and it can also include other organizations. She said the goal is to have something as accessible, barrier-free and convenient to use as possible, that incorporates the existing customer service management system, and is focused on producing positive outcomes for the assigned personas, the Library, and the community. She said the program should be testable so that it can be piloted within a few weeks. Ms. Tang said the session was fun and productive. She said the team is working together to create a programming form for staff. She said they will meet quarterly to review programming and to direct programming and services in the future. Ms. Tang said her goal is to roll this out and start programming on a seasonal basis in the winter for December, January, and February.

Ms. Mehdi said when she thinks of programming, she thinks of events such as book talks or a Tet festival, and asked if that is what Ms. Tang meant by programming. Ms. Tang said yes. She said there are some amazing things happening at the Library that may not be known about. She said she is hoping to create a more collaborative process to support staff who are doing fantastic programs and also to give enough lead time to the Marketing and Communications teams to help promote and support them and deliver the message to community members. Ms. Tang said she is very passionate about service design and is doing her best to bring it to different areas of the library system. She gave kudos to her team for being open and willing to try something a little different that can be a great tool to have and to start disseminating throughout the community.

Mr. Fay said Ms. Tang’s experience in this area was one of the reasons she was selected as the Library looks at moving to the next level of outreach, engagement and programming, while being more intentional moving forward. He said the work she is doing on human centered design and having staff teams build those skills will be very beneficial in moving to the next level of service SPL can provide to the community. Mr. Fay thanked Ms. Tang for her work and said he is looking forward to seeing more. Ms. Mehdi said it would be fun to hear more about the personas in a future briefing. Ms. Tang said she would be happy to share them in a future update.

Summer Fun Kits for Staff

Ms. Tang said “Summer Fun Kits” were shared with Library staff, and she thanked the Foundation for supporting the effort to bring a little bit of summer fun and joy to staff. Ms. Tang said play, and incorporating play into daily routines, is important. She said play is often left behind in adulthood, and research has shown myriad benefits when adults incorporate play into their lives. She said play can be linked to an improvement in well-being, act as a stress-reliever, and increase creativity. She said in this time of stress and uncertainty, SPL wants to nurture a positive, supportive, and innovative environment for staff, and introducing play is one way to do that. She said play can contribute to one’s overall well-being and have a positive impact in the workplace by increasing energy, triggering creativity and innovation, refreshing the body and mind, and allowing staff to see problems from a different perspective. She said play encourages teamwork and collaboration and helps reduce stress. Ms. Tang said she has challenged staff to shift the SPL culture to one of play and finding joy and bright spots each day to become an innovative, collaborative, empathetic, supportive space for SPL’s teams and community.

Ms. Tang thanked the Foundation and staff in MOS for helping create the Summer Fun Kits for staff, which she said she will also share with the trustees. She said the kits contain water bottles, cooling towels, Gatorade with water enhancers, fans, and kinetic sand for staff to find a little joy, bright spot, and play in their workday. She thanked MOS staff for developing the “Just be cool” logo. Ms. Tang gave kudos to the Library’s IT team for their work throughout the cybersecurity event, reminding the organization to be cool, de-stress, appreciate the gifts folks have every day,

and find some joy in the summer. Mr. Fay said Ms. Tang brings enthusiasm and a breath of fresh air the organization needs, as well as a deeper understanding that the work is not just about systems or policies, but is also about how the team works and supports each other. He said he appreciates the efforts of Ms. Tang and her team to move past the COVID doldrums and get back to being a creative, energetic organization and he thanked Ms. Tang for leading that effort.

Library Foundation and Friends of the Library Updates

Mr. Hairston said neither the Foundation Board nor the Friends Board met in August.

Updates from Library Board Members

Ms. Medhi said she and her husband went to London and Dublin for their anniversary and found an active literary scene in both cities. She said the bookstores were very busy and she purchased many books including Fitzcarraldo Editions. She said Fitzcarraldo publishes very interesting books, many of which are included in SPL's collection. Mr. Chew said the prior week he had been returning a book at the Beacon Hill Branch when he noticed the Friends of SPL setting up a pop-up book sale. He said it was great to chat with the Friends and purchase some books. Mr. Chew said he will be doing a reading from his memoir at the Beacon Hill Branch on September 28, sponsored by the Jade Guild. He said the Jade Guild had a wonderful experience interacting with Beacon Hill staff. He complimented Beacon Hill staff on their generosity of time and accommodating needs of patrons to figure out how events can work.

Union Report

President of AFSCME Local 2083 Jessica Lucas said the memo in the meeting packet was written a couple of weeks prior, and she feels the Library is moving forward in a good way. She said the Union is currently negotiating fixed schedules, which were part of the recent contract agreement. She said negotiations have taken a lot of work. She said the Public Services Scheduling Office has been doing a great job and the Union appreciates their work. Ms. Lucas said staff received fall schedules on Monday and many were alarmed. She said she has been working to support staff this week and getting them in touch with their managers and supervisors. She said the Union wants to make sure that when fixed scheduling begins, the organization is in a better starting place. She said fall schedules will last three months, but the fixed schedules will be in place for a year with the exception of individual trades. She said scheduling is an important piece in people's lives to enable classes, childcare, and doctor appointments. She said the Union is hoping that preferences will be taken into account when building schedules. She said both sides benefit from having happy staff members who are glad to go to work and feel supported. Ms. Lucas said the Union is excited about the process and having a good experience working with management through the negotiations. She said she has a lot of optimism about where the process will be in January.

Mr. Fay said it is very important to resolve the fixed schedule component of the most recent contract so that the Library is in a good place for the year. He said there will be changes and nuances to consider when bringing a whole new scheduling methodology, and there will be hiccups along the way. He said management hopes to avoid as many as possible and have been having great discussions. He said the goal of creating predictability for staff is in the joint interest of management and Labor as predictable schedules are much easier on everyone. Ms. Lucas agreed. She said it is also important for patrons because staff who are well rested, positive, and happy provide better service in patron interactions.

Wrapping up the meeting, Mr. Fay said he will be connected remotely for the September Board meeting, as he will be in Winthrop for the statewide Washington library directors meeting.

ADJOURN

Board President Tali Hairston adjourned the meeting at 1:07 p.m.



The Seattle Public Library

Memorandum

Date: September 26, 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: **July and August 2024 Financial Reporting**

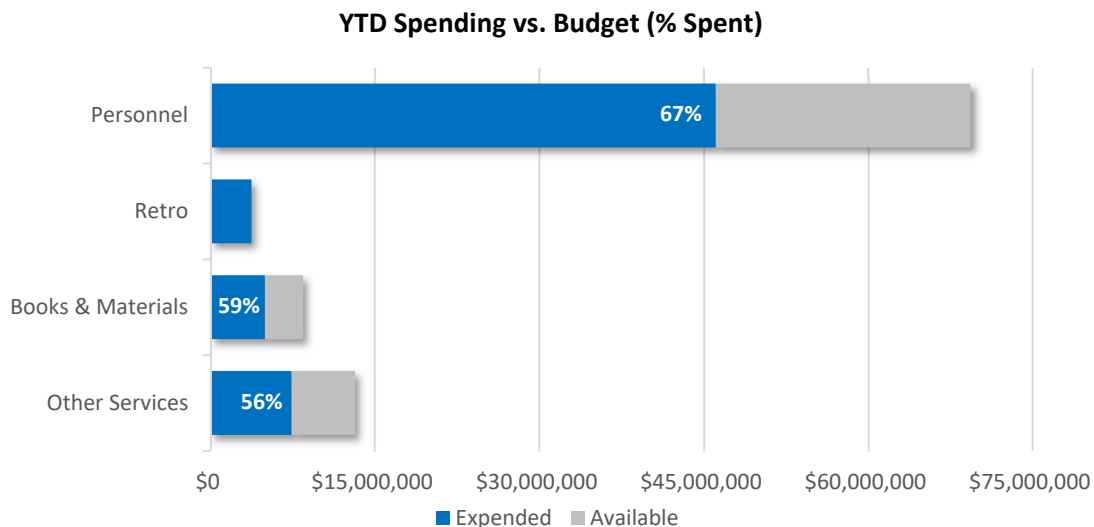
Financial Reporting Impacts

As noted in the May and June Board Financial Report, the Library lost access to PeopleSoft 9.2 (our financial system of record) and the City-wide financial reporting data modules resulting from the cyberattack. 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.

Overview

Apart from the retro payment (which is pending supplementary budget authority), the Library has expended **64%** of its operating budget—with **67%** of the year elapsed. This is in line with the prior year when the Library also expended **63%** of the operating budget. Total expenditures at the end of the month were \$58.5 million when excluding the retro, and \$62.2 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.



2023-2024 Retroactive Wage Adjustments

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

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 **eighteen 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 66% of the personnel budget to be expended.

While year-to-date personnel spending **appears to be on target at 67%**, this figure is a bit misleading without additional context. 2024 wage adjustments were applied for Library employees in May, although the offsetting budget authority is not currently reflected. 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. 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 year-to-date—expenditures are currently at **59%**. 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 **56%** expended.

Cybersecurity Recovery Expenditures

Some expenditures related to recovery from the cybersecurity attack have begun to be processed by the Library, although final cost determination related to recovery efforts is still in process and not yet fully known. We anticipate there will also be costs associated with ongoing cybersecurity enhancements—the impacts associated with said enhancements are still being determined.

Revenues

Library generated revenues for the month of August total **\$13,000**—bringing year-to-date collection to **\$453,000** (56% of our target). As noted on the May and June Board Financial Report, monthly revenue pre-cybersecurity incident was outpacing collections from the same period in the prior year.

Action Requested: Library Board consideration of July and August 2024 Operating Budget financial reporting for approval at September 26, 2024 meeting. Comments or feedback are welcome.

Expenditure Control for August 2024

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries & Wages	44,944	3,618	29,916	67%	15,027
Benefits	24,378	2,013	16,184	66%	8,194
2023-2024 Retro	0	(95)	3,738	- (A)	(3,738)
Personnel Services Sub-Total	\$69,322	5,536	\$49,838	72%	\$19,484
Books and Library Materials					
Books & Materials	8,428	915	4,956	59%	3,472
Books and Library Materials Sub-Total	\$8,428	\$915	\$4,956	59%	\$3,472
Other Services and Charges					
Central Costs	3,027	253	2,025	67%	1,002
Equipment - IT & Facilities	1,801	(60)	917	51%	884
Office Supplies, Printing & Postage	308	20	156	51%	152
Operating Supplies	605	29	289	48%	316
Other Expenses	638	378	663	104% (B)	(25)
Other Maintenance	799	18	231	29%	568
Phone, Wireless & Internet	484	32	249	51%	235
Professional Services	457	145	283	62%	174
Software	876	124	738	84%	138
Staff Training & Travel	293	30	86	29%	207
Vehicle Costs	319	26	201	63%	118
Facilities - Space Rental & Utilities	1,977	142	1,218	62%	759
Facilities - Building & Grounds Maint	1,212	15	328	27%	884
Facilities - Garage Debt Service	403	-	15	4% (C)	388
Other Services and Charges Sub-Total	\$13,198	\$1,153	\$7,399	56%	\$5,800
TOTAL LIBRARY OPERATING BUDGET					
	\$90,949	\$7,604	\$62,193	68%	\$28,756

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 Library has begun paying expenditures related to cyberattack recovery. These costs are currently unbudgeted.

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

Revenue Control for August 2024

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	115,000	(1,157)	47,279	41%
Central Library Parking Garage Fees	345,000	-	206,662	60%
Copy Services/Pay for Print	95,000	4,150	59,079	62%
Space Rental (Private & Inter-Departmental)	162,000	5,839	87,092	54%
Book Sale Consignment	85,000	4,186	37,709	44%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	50	15,386	513% (A)
TOTAL LIBRARY GENERATED REVENUES	\$805,000	\$13,067	\$453,206	56%

Footnotes:

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

Expenditure Control for July 2024

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries & Wages	44,944	5,396	26,298	59%	18,646
Benefits	24,378	2,386	14,170	58%	10,208
2023-2024 Retro	0	(58)	4,252	- (A)	(4,252)
Personnel Services Sub-Total	\$69,322	7,724	\$44,721	65%	\$24,601
Books and Library Materials					
Books & Materials	8,428	720	4,041	48%	4,387
Books and Library Materials Sub-Total	\$8,428	\$720	\$4,041	48%	\$4,387
Other Services and Charges					
Central Costs	3,027	273	1,772	59%	1,255
Equipment - IT & Facilities	1,801	176	978	54%	824
Office Supplies, Printing & Postage	308	21	136	44%	172
Operating Supplies	559	42	260	46%	299
Other Expenses	641	32	285	44%	357
Other Maintenance	799	20	213	27%	586
Phone, Wireless & Internet	486	31	216	45%	269
Professional Services	502	23	138	28%	364
Software	874	251	614	70%	260
Staff Training & Travel	293	11	56	19%	237
Vehicle Costs	319	26	176	55%	143
Facilities - Space Rental & Utilities	1,977	80	1,076	54%	901
Facilities - Building & Grounds Maint	1,212	20	313	26%	899
Facilities - Garage Debt Service	403	-	15	4% (B)	388
Other Services and Charges Sub-Total	\$13,200	\$1,006	\$6,246	47%	\$6,954
TOTAL LIBRARY OPERATING BUDGET					
	\$90,950	\$9,450	\$55,008	61%	\$35,942

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 July 2024

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	115,000	(26)	48,436	42%
Central Library Parking Garage Fees	345,000	30,632	176,029	51%
Copy Services/Pay for Print	95,000	2,672	54,929	58%
Space Rental (Private & Inter-Departmental)	162,000	10,047	77,418	48%
Book Sale Consignment	85,000	3,482	33,523	39%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	305	15,336	511% (A)
TOTAL LIBRARY GENERATED REVENUES				
	\$805,000	\$47,112	\$405,671	50%

Footnotes:

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



The Seattle Public Library

Date: September 26, 2024
To: Library Board of Trustees
From: Tom Fay, Executive Director and Chief Librarian
Re: September 2024 Chief Librarian's Report

1. Every Library staff team was affected by the ransomware event, some in ways that were not visible to patrons. The Library's Finance Team (Rob Gannon, Nick Merkner, Sandy Sivisay, Abbie Romano, Jake Derramas, Janice Melrose, Josie Williams, Shawne Anderson, and Enjie Wang) had to pivot to develop a process for completing work at the City's Seattle Municipal Tower, as well as completing prep work at the Library, during a 10+ week period without remote access to City financial systems. The team took on a big lift, with many competing priorities and several interim processes put in place to accommodate technology limitations. I want to acknowledge the incredible work and impressive efforts the Finance Team undertook to keep systems running exceptionally while moving between the Central Library and Seattle Municipal Tower.

I also want to acknowledge the excellent work of all Library staff during this time. Every staff team and staff member went above and beyond to serve our community in a highly disrupted environment. Please see the attached message that I sent to all staff on Sept. 17.

2. On September 12, Community Partnerships and Government Relations Program Manager Kiersten Nelson and I gave a presentation to the City Council's Libraries, Education, and Neighborhoods Committee on the Library's mid-year update. We provided information on the ransomware event and recovery, the Library's strategic planning efforts, and a preview of our new fall hours. Committee Chair Rivera and the committee members were interested and engaged and had several follow up questions. The Councilmembers are pleased to see additional hours coming to their constituents' branches.
3. September 12-13, I traveled to Washington, D.C. to participate in the White House Extreme Heat Summit. The summit brought together leaders from organizations across the country to hold roundtable discussions on a path toward identifying solutions and creating communities that are safer, cooler, and more resilient to extreme heat.
4. On September 19 and 20, I participated in a two-day Mayor's Cabinet retreat. The working retreat is an opportunity for City department directors to come together to work on cross-departmental priorities and solidify plans to support city-wide public services.
5. The Library is happy to welcome Brian Lawrence as the new CEO of The Seattle Public Library Foundation. I will be at several meet and greets over the next few weeks introducing Brian to the community. A big thanks to the Foundation Board of Directors for their hard

work and diligence in selecting a new CEO. I look forward to continuing our collaboration with Brian.

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; monthly Friends Board 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 Meetings, Talks, Interviews and Visits: KCLS Director meetings; Metro area library director meetings; Puget Sound Library Directors quarterly check-in.
- d. City Meetings, Events and Programs: Deputy Mayor meeting; monthly check-in with Councilmember Rivera; presentation to Libraries, Education, and Neighborhoods Committee.



Published 9/17/2024

Dear staff,

While I'm sure not many of us expected "ransomware" to play such a significant role in our work lives this year, we have spent the last 3+ months recovering from its impacts. Recovery was a massive effort that involved everyone in this organization. I want to take this opportunity to thank each and every one of you for your role in helping us "bounce back better" from this cybersecurity incident.

I want to especially thank **Library Technology Officer Charles Wesley** for his incredible leadership throughout a very challenging technology outage. The **amazing Library IT team** -- led by Charles, Sean Timm and Kevin Tracey -- has worked tirelessly in response to this attack. My many thanks to Albert Amman, Mike Brown, Jordan Calhoun, Shawn Delaney, Ida Kim and Sara Wong who worked diligently to detect, contain and securely restore our systems from this attack. I've shared more information about IT's ongoing work further down in this message.

Charles also oversees the **Material Distribution Services team**, led by Jason Hayes, which worked through a massive backlog of materials in a remarkably short amount of time to get books back to branches. Jason and his team were also patient and welcoming hosts to the Seattle Times who [paid a visit](#) to our Maintenance and Operations Center to see what recovery at the Library looked like. Thank you, MDS team, for your perseverance!

Thank you to all of the staff of the **Library Public Programs and Services division**, led by Kai Tang, who stayed especially nimble in service to our patrons. They manually checked out physical materials, answered patron questions without the technology they were used to, and tested services for us as they came back online. I appreciate the patience you showed to your colleagues and the creativity you showed in helping patrons and each other. Thank you to managers and supervisors who kept your teams informed along the way. Thank you all for asking good questions and sharing helpful information in service to the greater good. I also appreciate the efforts of **union leaders** who helped coordinate staff feedback and ensured contract requirements were met through this period of disruption.

My thanks also to the **Administrative Services division**. Director Rob Gannon was instrumental in leading cross-divisional and cross-agency coordination calls throughout the outage and recovery. He and his team continued providing security support, janitorial/custodial services, and building maintenance work throughout this event. His CIP team kept making good progress on projects like the Green Lake Branch despite the technology challenges. The Finance team, led by Nick Merkner, quickly went into pivot mode and took up temporary residence at the Seattle Municipal Tower to keep critical business functions moving. Thank you for keeping our buildings clean, safe and operating.

The **Human Resources division**, led by Brian Sharkey, also made a big pivot by manually auditing thousands of timesheets to ensure we were all paid on time. While the outage also impacted our

recruitment timeline a bit, HR has since made significant strides in bringing new staff onboard in support of the new fall hours schedule. I am very grateful for HR's efforts!

Thank you to our teams within the **Institutional and Strategic Advancement division**, led by Rick Sheridan, for providing updates and assurance that the Library was constantly making good progress in our recovery. The Communications Office, led by Laura Gentry, and the Marketing and Online Services team, led by Helen Tapping, provided regular and helpful updates throughout this event. Many staff and patrons have shared that the blog posts, emails, social media posts, and even print newsletters that these teams produced helped keep them feeling informed and connected when they weren't sure what to expect from one day to another. Thanks also to our Community Partnerships and Government Relations manager, Kiersten Nelson, who kept Library partners and City of Seattle stakeholders informed about the incident and our progress. I am also grateful for the Department of Neighborhoods, led by director Jenifer Chao, which provided support in amplifying and translating our messaging to make sure our word got out to all communities.

Lastly, I want to thank the Foundation and Friends for their great spirit of partnership as we worked to address this cybersecurity event. Volunteer leadership and staff from both organizations were quick to offer support and encouragement to the Library and staff, demonstrating that SPL is never alone in addressing challenging issues.

The security of our systems

Our IT staff, in consultation with cybersecurity experts, has made several security improvements to our systems, both before and since the ransomware attack. Prior to the attack, Library IT had already migrated all staff to Outlook Online and Teams, more secure systems than we were previously using. The Memorial Day Weekend cybersecurity event expedited their planned efforts, which included migrating to SharePoint Online for our intranet, requiring multifactor authentication on our systems, forcing password resets systemwide, increasing complexity of password requirements, and retiring some legacy on-premises services.

In addition to these changes, IT staff re-imaged approximately 1,000 computers (serving both staff and public) with very generous assistance from Seattle IT, led by Chief Technology Officer Rob Lloyd.

Cybersecurity experts recently lauded this work in a [piece published by GeekWire](#). However, this work is not yet done. IT will be providing an update to staff about their next phase of work. This work will include bringing on a cybersecurity analyst to our IT staff, building out our SharePoint Online site, moving files off of our legacy file share, and more.

Can this happen again?

It is clear that ransomware attacks and other similar cybersecurity events are on the rise. We have recently seen cyberattacks at the [Port of Seattle/Sea-Tac Airport](#), [Highline Schools](#), and many other institutions across the country. The [National Public Data](#) background check site was attacked, leading to a major data breach of nearly 3 billion social security numbers. Attacks at [Ticketmaster](#), [AT&T](#) and other large organizations have resulted in similar data breaches. These types of attacks seem to be an unfortunate new digital and social reality we face with few comforting answers.

While the Library has taken a number of important steps to protect our digital infrastructure, there is unfortunately no 100% safety guarantee in the world of cybersecurity. It takes all of us to keep our systems protected. That includes being mindful of the sophisticated nature of phishing emails, texts and websites – never click a link or open an attachment you weren't expecting to

receive. Never share your passwords or pin numbers. Make sure you follow any security directives provided by our IT staff. If you're unsure if something is safe to access, ask them first. Practice good ["digital hygiene."](#)

On the administrative side, we will continue to retire outdated systems in favor of more modern cloud-based infrastructure, keep our current systems updated, monitor for unusual or unwanted activity on our network, and spring into action if we see anything suspicious. We will also make new investments in IT resources and processes that will add more depth to our network security.

Data investigation update

I know some of you may be wondering about the investigation into data impacts and personal information. We continue to work with our consultant on this investigation and expect a report from them by late October. If that report determines that personal information was affected, we will be notifying those impacted directly. In the meantime, it is not too late to sign up for credit and identity monitoring through Experian. You should have received a letter on July 10 with instructions on how to sign up (look for "Experian IdentityWorks Membership Offer" in the subject line). This service is available for you to register through September 30.

This service can help you understand what, if any, of your data might be on the dark web. If the service finds your personal data impacted, it may recommend password changes, multifactor authentication, credit freezes, fraud alerts, and other steps you can take to protect your identity and credit.

Assessing our response

The Library has committed itself to transparency and accountability throughout this event. In addition to the ongoing communications we have provided since the attack occurred, we are working with a third-party consultant to conduct an After Action Review of this incident. The review will look at what occurred during the attack and what steps the Library took before and after the attack. We expect this review to result in a thorough report that we will be able to share publicly, including with other library systems and agencies who might be able to learn from our lessons.

LIBRARY AT A GLANCE



IN FOCUS: Dementia-Friendly Programming

The Library and UW Memory and Brain Wellness Center collaborated to create dementia-friendly programs.

Overview: Dementia-Friendly Programming

In January 2024, the UW Memory and Brain Wellness Center and the Library hosted a community listening session with individuals with dementia and their caregivers. Insights from the session led to co-design of several dementia-friendly programs, including the "Welcome to Summer" concert series at the Memory Hub on the Frye museum campus, attracting 150+ participants.

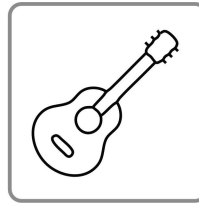
The Library also offered book groups for caregivers, along with workshops for those new to memory loss caregiving and sessions on legal planning.

"Welcome to Summer" Concerts

At this three-part dementia friendly concert series participants enjoyed live music and activities at their own pace. Concerts were held in a garden and included snacks, lawn games, quiet conversation time, and a photo station with props.

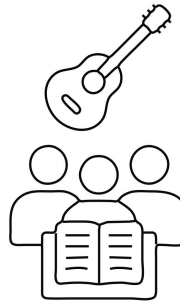


"What Brings You Joy?" A Listening Approach



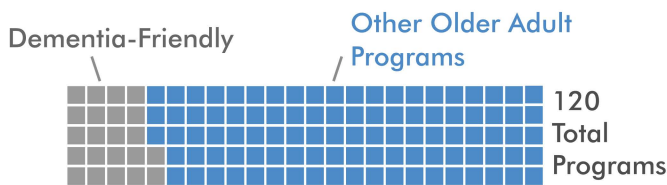
Community listening for people with memory loss requires a different approach. People with memory loss are encouraged to select objects or pictures that bring them joy. Caregivers also assist in articulating their loved ones' preferences and interests.

A Book Club Paired with Music Therapy



Community listening also informed the creation of "Books and Beats," a program where caregivers participate in a book discussion group, while their loved ones with memory loss engage in a music program led by a certified music therapist.

The Big Picture



Dementia-friendly programs are part of the Library's programming for older adults, all of which are designed with intentional input from elders, involving them in the planning process from the start.

What's Next for Dementia-Friendly Programs?



Starting in October, the Library will partner with Seattle Parks & Recreation on the "Memory Cafe," a pilot program designed for residents of low-income and nonprofit housing with memory loss that engages participants with different activities, snacks, music, and socialization.

Marketing and Online Services

September 2024

Helen Tapping - Head of Marketing and Online Services

Leo Galvez - Marketing and Online Services Project Manager

Marketing and Online Services (MOS) ensures the consistency of an outstanding patron experience across our external communication channels. MOS owns and maintains the Library's website, email communication to patrons, social media, digital signage, advertising, and systemwide marketing campaigns. We work closely with internal stakeholders to promote programs and services on these channels. MOS also designs and distributes informational and operational communications in print and digital media and well as leading our efforts in wayfinding and branded spaces. We focus on communications to our harder-to-reach prioritized audiences, by using various targeted marketing strategies, tactics and channels. MOS also leads the work for our Library Language Access Plan.

Project Highlights

Adapting Through the Cybersecurity Event

Whilst the cybersecurity event caused a small initial disruption to our regular communications with patrons, our patron email service and social media was not impacted and became key communication channels. We posted consistently on all social media channels including Spanish Facebook, responded to direct questions and linked to our blog (www.spl.org/Update) to give an up-to-date snapshot of which services were available, with an estimated timeline for restoration of all other services. (This was updated weekly in English, Spanish, Vietnamese and both Traditional and Simplified Chinese.)

Patrons in return used social channels to show their support of the Library, recognize the hard work of our staff and to praise our proactive and transparent communications:

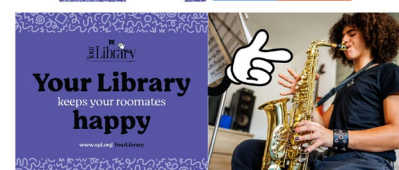
"We're pulling for you. The response to all of this has been a HUGE reminder of how essential you all are and the services that the library provides. I am so proud of our library system, its staff, and all the resources you all graciously provide. It is truly staggering. Keep us in your hopper of people for pulling favors. We've got your back."

"Thanks for all you're doing to keep us informed. So much work!"

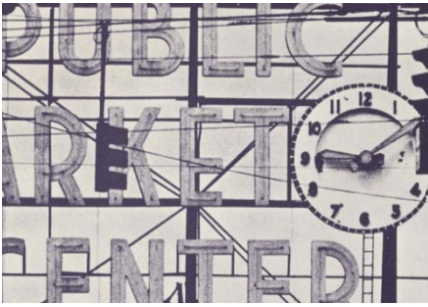
"Thanks very much for all your hard work, SPL staff! The library is such an important part of our community and your hard work and dedication is very much appreciated!"

Library Card Sign Up Month

Our 2024 theme is "Welcome Back to Your Library". Now that our services are back from the hack, our patrons are back from summer break, and our fall events calendar is ramping up, it's the perfect time to see what's happening at the Library. We will be continuing this campaign into the fall, and will evolve our messaging to focus on "Your Library" - because the Library is here to help you pursue your goals, explore your hobbies and interests, and connect with your community. We have interactive displays in branches, outreach items, transit ads - do visit the Northgate Link Station! - all in our prioritized languages. We also implemented an interim online solution for Library Card forms, and we received 100 online applications in one day! www.spl.org/YourLibrary



Unique Collections



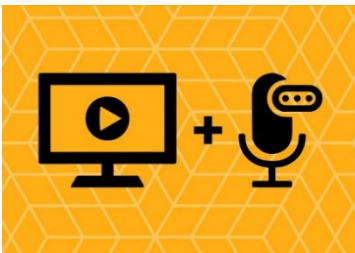
To make it easier for patrons to understand and access some of our thematic collections, we renamed Special Collections as [Unique Collections](#) and launched new pages to showcase the unique content in each. We collaborated with the Special Collections team to streamline the patron experience by consolidating all pages under one high level page. This Unique Collections web page has received 3,475 pageviews since launch. www.spl.org/UniqueCollections We will continue to add more visual content to the website as we promote these diverse collections and also showcase this content on the new Digital Signage by the Seattle Room.

Wayfinding at Central Library

MOS tackled a huge wayfinding project at Central Library this year and updated all the directories on each floor. We led with a patron-first approach and created a map of each floor showing the locations of our different collections, spaces and amenities. The testing took a lot of time, as we iterated designs with staff input at each stage. With each iteration the maps became more informative and patron focused. Change is constant at the Library so these signs are designed for flexibility; The circles are stickers and can be moved or removed as the collection ebbs and flows. The QR code links to the website which we are currently translating the content into our prioritized languages. Updated tour sheets for adults, teens and kids are also being translated.



Recorded Events Optimization



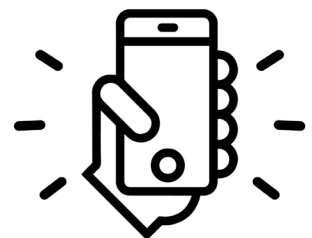
We optimized our recorded events with a goal to combine Podcasts (Audio) & YouTube (Video) organized by our larger program areas to better serve patrons that want to watch and listen to recordings of past Library events, including readings, lectures, and discussions by authors, business experts, and other members of the community. These include events in English, Spanish, Mandarin, Cantonese and Vietnamese. To provide a better user experience, we added new iconography and a search bar that searches across both audio and video events. www.spl.org/RecordedEvents

SPL Mobile App Project – Design & Usability Phase

After completing the discovery and functionality phases which involved staff and patron focus groups, we were able to determine a list of mobile app features that were important or very important to the community and to prioritized audiences in particular and release a Request for Proposals (RFP) for the development of the mobile app. Staff evaluated four vendor demo apps. From this evaluation we shortlisted two apps for patron testing.

We asked patrons to help us by participating in usability testing studies. We were especially interested in hearing from people with disabilities and communities most impacted by the digital divide, including communities of color, seniors, low-income communities, and limited proficiency or non-English speaking communities. We hired a local human-centered design consultancy focused on government agencies, nonprofits and enterprises with a social-impact mission. They conducted demo app testing with patrons at several Library locations in September.

The results from these usability tests, combined with staff feedback, will inform our final App vendor selection. We anticipate selecting a vendor and beginning the implementation phase of this project in Fall of 2024. Testing and public launch is projected for early 2025.





The Seattle Public Library

Memorandum

Date: September 26, 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: **2025-2026 Budget Process Update**

The City's 2025-2026 biennial budget development process operated in similar form to how it has in the past with a baseline phase, issue identification, and department proposed budget submittals occurring in the first half of the year. The purpose of this memo is to provide an update on our progress with the City's 2025-2026 budget, Foundation enhancement grants, and the remaining budget development schedule.

City Budget Update

Mayor Harrell presented his proposed 2025-2026 budget and capital improvement plan to the City Council on September 24, 2024. The Council is now engaged in its review, with only select departments to have meetings with the Budget Committee (the Library is not currently identified as one of the presenting departments). As in years past, Council staff represent the interests of Councilmembers through discussion and requests for information to the Library, by way of the City Budget Office.

The 2025-2026 proposed budget includes **\$98.9 million in operating budget authority**. Of this amount, **\$29 million** is provided by the \$219.1 million, 7-year Library Levy approved by Seattle voters in August 2019. The City is facing a General Fund revenue forecast insufficient to cover all anticipated city-wide costs, and as such the Library was required to identify budgetary reductions of \$2.74M for 2025 and \$2.84M for 2026. As part of our submittal to the City, the Library proposed reductions to materials (\$350,000 in 2025 and 2026) and information technology (\$100,000 in 2025 and 2026); the baseline target for savings from holding positions vacant increased by \$400,000 in 2025 and \$415,000 in 2026; and prior year accumulated fund balance savings of \$1.9M were redirected for 2025 and \$1.975M for 2026. We are fortunate these proposed reductions do not require us to eliminate any positions. These decisions were not easily reached, but were determined to represent the best avenue to offer consistent operating hours, provide a robust physical and electronic collection, invest in community programming, and make progress in implementing the Library's strategic plan.

The budget also includes **\$8.4 million in capital budget authority** for the Library. These resources are critical in ensuring the Library's 28 facilities are in good repair and preserved for future

generations, while also supporting large IT infrastructure projects. The Library will use **\$8 million** in levy support for major maintenance and asset preservation projects, while also providing resources for capital IT infrastructure. Real Estate Excise Tax (REET) collections are directed to the Library to supplement 2019 Library Levy funding for additional building upgrades—the amount of REET included in the 2025-2026 proposed budget is \$386,000.

Foundation Grant Update

The Library reviewed submittals from each division to determine which privately funded programs will continue for 2025, and what opportunities exist related to new bodies of work. Requests were viewed through an equity lens in addition to alignment with the Library’s draft strategic plan.

Operating within the guardrails of the Foundation’s grant making guidance, the Library identified and submitted a budget package in the amount of \$5.2 million. Final approval of the grant is subject to the discretion of the Seattle Public Library Foundation’s independent Board of Directors and will be brought forward to this body as part of the 2025 Operations Plan.

Key Remaining Dates in Budget Process

A summary of the remaining key milestones and schedule to complete the current budget development process are provided below.

September

- **Thursday, September 26th – Library Board 2025-26 Budget Update (City & Foundation)
Library Board review of Operations Plan Framework**

October

- October – SPLF Finance Committee reviews grant requests from the Library
- Monday, October 14th – Preliminary Operations Plan Draft submitted for Library Board of Trustees
- Wednesday, October 16th through Monday, October 21st – City Council Central Staff presentations on policy considerations
- Wednesday, October 30th – City Council Budget Chair’s proposed amendments made public
- Thursday, October 31st – Library Board of Trustees reviews Preliminary Operations Plan Draft

November

- Beginning of November – SPLF Board of Directors approves grant award to the Library
- Wednesday, November 13th – City Councilmembers discuss proposed amendments
- Thursday, November 14th to Friday, November 15th – City Councilmembers vote on amendments
- Tuesday, November 19th – City Councilmembers vote on final budget legislation and technical amendments
- Thursday, November 21st – City Council adopts 2025 budget and endorses 2026 budget

December

- Thursday, December 5th – Operations Plan submitted for Library Board of Trustees
- Thursday, December 12th – Library Board of Trustees adopts 2025 Operations Plan

Action Requested: Presented for informational purposes only. Comments or feedback are welcome.



The Seattle Public Library

Memorandum

Date: September 26, 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: **2025 Operations Plan Framework**

The development process for the 2025 budget is underway, part of which is bringing forward the framework for the annual Operations Plan for Board review and feedback. The Operations Plan provides the Library Board, staff, and the public with an overview of the Library's financial resources and spending plan for the coming year. The Operations Plan is intended to map out a vision and context for funding decisions, while also documenting changes to the Library's base operating and capital budgets.

The 2025 Operations Plan is expected to include:

- Information on key changes/reductions/investments for 2025
- An overview of funding sources at the Library (including sub-sections on the General Fund, Library levy, library generated revenues, and private funds)
- Identification of risks and opportunities

This framework is intended to provide an avenue for soliciting broad brush strokes of feedback on the direction of the Operations Plan. Information included is for illustrative purposes only and is subject to change in the ensuing versions.

Attachment: 2025 Operations Plan Framework

Action Requested: Presented for informational purposes only. Comments or feedback are welcome.



The Seattle Public Library

2025 Operations Plan - Framework

The Seattle Public Library’s 2025 Operations Plan reflects the second year of the City’s biennial 2023-2024 budget cycle and the fifth year of a seven-year, voter-approved, \$219.1 million Library Levy. This plan summarizes planned spending information across the City’s 2024 Adopted Budget (General Fund, Library Levy, Library-generated revenue, Real Estate Excise Tax), in addition to private funding resources from Library gift funds and grant awards provided by The Seattle Public Library Foundation. The Library Board of Trustees is responsible for monitoring Library funds appropriated through the City’s budget.

The Library Board Policy on Race and Social Justice and the City of Seattle’s Race and Social Justice Initiative—a commitment to eliminate racial disparities and achieve racial equity—help guide the use of these funds and all aspects of Library operations.

Economy and Revenue

An update on the economy and revenue impacts on the Library will be discussed here.

City Council Budget Actions

Any City Council budget actions will be discussed here.

Overview of the 2024 Operations Plan relative to the Adopted 2023 Plan

Section provides a brief overview of how 2025 compares to 2024. A summarized view of year-to-year changes will be provided in the attachments.

I. Priority Areas within Library Operations

This will provide an overview of the Library’s work on the strategic plan and how that may carry impacts to how the budget is structured in future periods. Additional information as it relates to the Library’s priority areas, along with notable investments, will be discussed in the proceeding sections.

A. Hours and Access

Library open hours mean access to technology, collections and resources, programs and knowledgeable staff for information and referral. To this end, Public Services staff are versed in the role the Library plays in creating a more equitable community with increased opportunity for low income and historically marginalized individuals and families in Seattle. The Library’s largest expenditure is related to personnel, representing \$xx million, or xx% of total Library resources. One of the Library’s key investments in this area is:

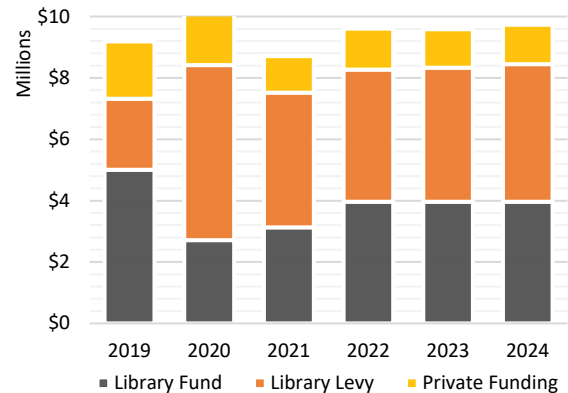
\$TBD for item A (*Funding Source*)

\$TBD for item B (*Funding Source*)

B. Books and Materials

When considering the purchase of materials to be added to the collection, the Collection Services team applies an equity lens that factors in audiences, categories and formats, while also focusing acquisitions on titles that reflect underrepresented voices, including those from people of color, the LGBTQ+ community and other marginalized groups. Circulation trends have rebounded, and over xx million items are circulated per month.

Figure 1: Materials Budget by Funding Source



The Library provides \$xx million (xx% of the overall budget) to support the purchase of books and materials, and the movement of those materials across the system. These resources are provided via a combination of General Fund, Library Levy and private gifts (a summary of which can be seen in Figure 1). Key investments in the 2025 books and materials budget include:

\$TBD for item A (*Funding Source*)

\$TBD for item B (*Funding Source*)

C. Technology and Online Services

The digital environment provides increasing opportunities to participate in the information society, although some individuals and families can face serious barriers to access. These barriers, often referred to as the “digital divide,” may include a lack of affordable internet connectivity; lack of internet ready devices; or a lack of skills, knowledge, or means to access digital resources. The Library plays an important role in helping bridge the digital divide by providing access to patrons who lack this capability at home.

According to a survey conducted by the Library, one-third of Seattle residents said they relied on Library computers or Wi-Fi networks to access the internet and other digital resources. The Library provides free access to digital devices (desktop computers, laptops and tablets) that can be used to search online resources, connect to the internet, or use popular software. Our wireless internet access is provided free to patrons and has experienced exponential growth as patron preferences shift toward mobile access. Additionally, patrons can use their Library card to check out a portable Wi-Fi hot spot. Key investments in this area for 2025 include:

\$TBD for item A (*Funding Source*)

\$TBD for item B (*Funding Source*)

D. Literacy and Early Learning

Libraries play an important role in fostering literacy, particularly for those who have historically faced barriers to access, such as immigrants and refugees, and those developing literacy skills, such as preschool and elementary students. A key investment in this priority area for 2025:

\$TBD for item A (*Funding Source*)

E. Building and Facility Support

As part of the 1998 Library’s for All capital campaign, the Library remodeled and replaced a number of our branches. Many of these renovations and buildings are now over 20 years old and in need of ongoing and careful oversight and maintenance to protect the public investment. The Library utilizes an internally developed and actively managed Comprehensive Facilities Plan to surface and direct where investments are needed throughout the system. However, resulting from budget reductions taken during the COVID-19 pandemic, several building maintenance projects were deferred to future periods. This is not an optimal approach, as timely and ongoing maintenance is less expensive than emergency repairs and replacements—this is particularly salient when considering the iconic and unique buildings present in the Library property portfolio.

Our buildings provide a forum where patrons can read or study in a comfortable environment, listen to interesting and engaging speakers, participate in meaningful community events, or find daytime respite. \$xx million, or xx% of Library resources, support keeping our facilities open, clean, functional, and welcoming to all. A key investment in our building operations are:

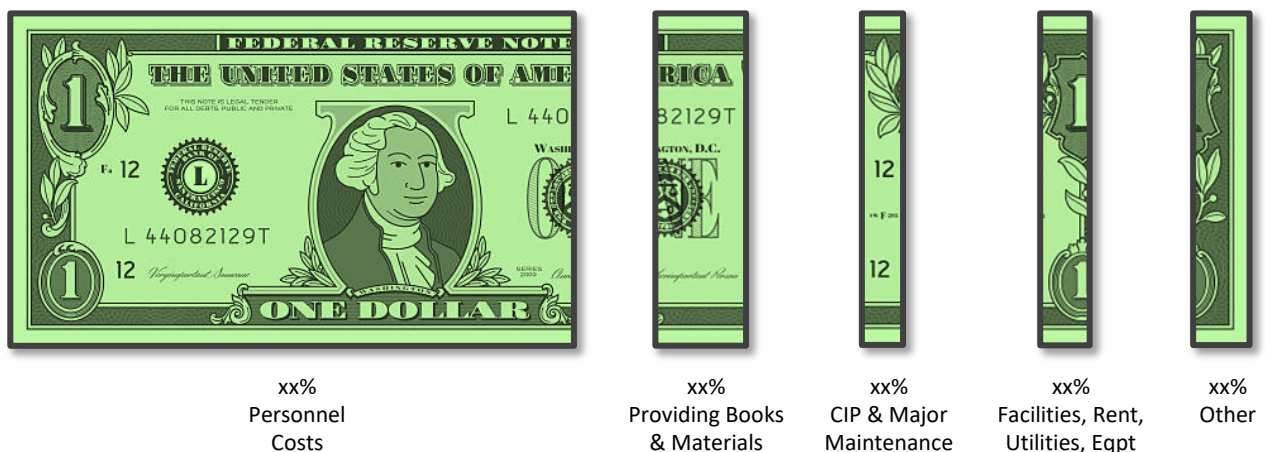
\$TBD for item A (Funding Source)

\$TBD for item B (Funding Source)

II. Operations Plan Overview by Personnel, Collections, and Buildings

There is an overarching and larger scale framework within which our priority areas fall, these consist of: 1) Personnel, 2) Books and Materials, and 3) Buildings. Relative investments of Library resources among these categories are shown below, along with an illustration of how \$1.00 is spent at the Library using this lens. Due to the unique nature of Library services and how they are provided to the public, Library work is inherently people-oriented—meaning the majority of our resources are dedicated toward personnel. Additional department level budget information can be seen on Attachment 1.

Figure 2: How \$1.00 is spent at the Library and the Proposed Budget

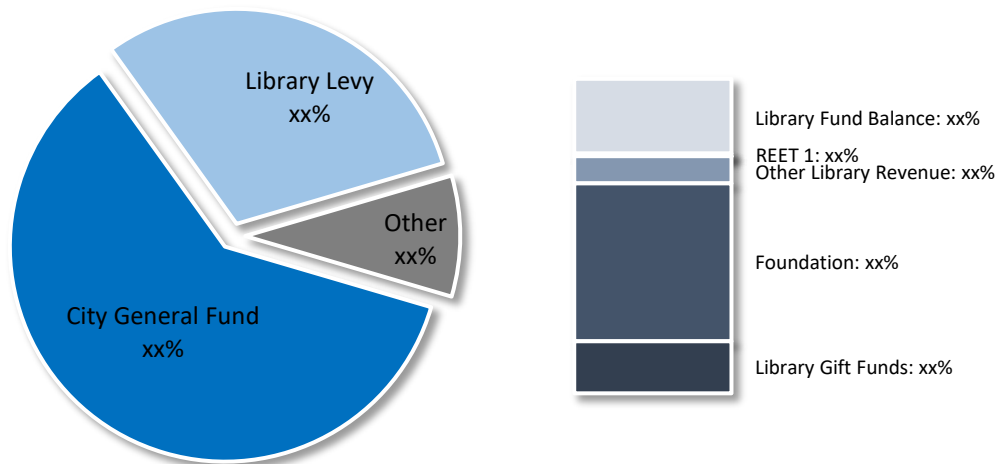


Amounts in \$1,000s	2025 Proposed	%
<i>Personnel</i>		
Public Services, Collections & Access	\$xx	xx%
All Other Departments	\$xx	xx%
<i>Personnel Sub-Total</i>	\$xx	xx%
<i>Providing Books & Materials</i>		
Books & Materials Collection	\$xx	xx%
Collection Processing & Distribution	\$xx	xx%
<i>Providing Books & Materials Sub-Total</i>	\$xx	xx%
<i>Buildings</i>		
Capital Improvements & Major Maintenance	\$xx	xx%
Utilities, Maintenance, Rent, Equipment	\$xx	xx%
<i>Other</i>		
Direct Programming Supplies	\$xx	xx%
City Central Costs	\$xx	xx%
Software	\$xx	xx%
Other	\$xx	xx%
<i>Other Sub-Total</i>	\$xx	xx%
Total	\$xx	

III. Operations Plan Overview by Funding Source

The design and development of the Library budget occurs against a backdrop of equity impacts associated with the City’s Language Access Plan (Library plan included as Attachment 3), as well as the City’s Race and Social Justice Ordinance and the Library Board policy on Race and Social Justice (Attachment 4). Library operations are supported by three main funding sources: City appropriation of General Fund support, an annual allocation from the seven-year, voter-approved Library Levy, and private gift funds—which include annual grants from The Seattle Public Library Foundation.

Figure 3: Operations Plan by Funding Source



Amounts in \$1,000s	2024 Adopted	2025 Proposed	% Change
<i>Operating Fund</i>			
City General Fund (Operating)	\$61,883	\$xx	xx%
2019 Library Levy (Operating)	\$25,194	\$xx	xx%
Other Library Revenue	\$778	\$xx	xx%
Interdepartmental Support	\$27	\$xx	xx%
Use of Library Fund Balance	\$2,212	\$xx	xx%
<i>Operating Fund Sub-Total</i>	<i>\$90,094</i>	<i>\$xx</i>	<i>xx%</i>
<i>CIP</i>			
2019 Library Levy (CIP)	\$5,859	\$xx	xx%
REET I (CIP)	\$78	\$xx	xx%
JumpStart Payroll Expense Tax (CIP)	\$0	\$xx	xx%
<i>CIP Sub-Total</i>	<i>\$5,937</i>	<i>\$xx</i>	<i>xx%</i>
<i>Gifts and Grants</i>			
Seattle Public Library Foundation*	\$4,672	\$xx	xx%
Gift Funds (Balch, Bunn, other)	\$1,490	\$xx	xx%
<i>Gifts and Grants Sub-Total</i>	<i>\$6,162</i>	<i>\$xx</i>	<i>xx%</i>
Total	\$102,193	\$xx	xx%

* Grant awards approved by The Seattle Public Library Foundation Board of Directors

A. General Fund

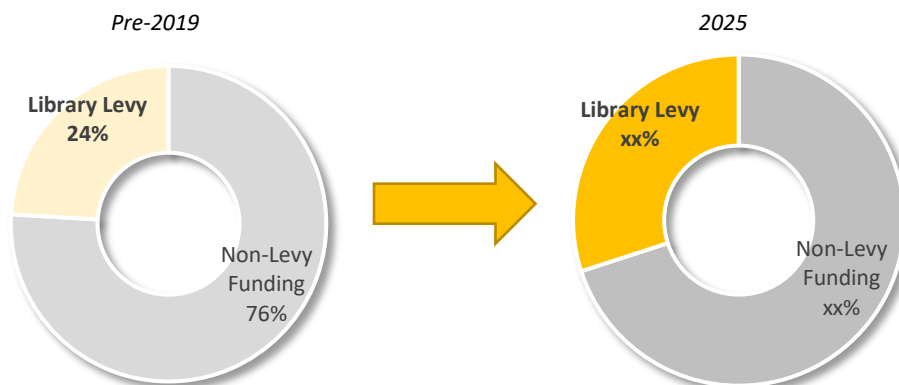
Section to provide information and description of changes related to the General Fund.

Amounts in \$1,000s	2024 Adopted	2025 Proposed	% Change
Hours & Access	\$28,444	\$xx	xx%
Providing Books & Materials	\$13,425	\$xx	xx%
Technology & Online Services	\$4,358	\$xx	xx%
Literacy & Early Learning	\$560	\$xx	xx%
Building & Facility Support	\$7,516	\$xx	xx%
Administration	\$4,817	\$xx	xx%
City Central Costs	\$2,764	\$xx	xx%
Total	\$61,884	\$xx	xx%

B. 2019 Library Levy

In August 2019, Seattle voters approved a seven-year, \$219.1 million 2019 Library Levy renewal to support, maintain, and expand core Library services, renewing a \$122 million Library Levy that was first passed in 2012. With the passage of the 2019 Library Levy, the Library increased our dependence on time-limited voter-approved funding.

Figure 4: Pre-2019 Library Levy Budget % Compared to Current-Year Budget %



Each year, the Library Board of Trustees allocates available levy funds through the Operations Plan. More information on 2019 Library Levy categories, including how they map back to the budget can be found on Attachment 5.

Amounts in \$1,000s	2024 Adopted	2025 Proposed	% Change
Hours & Access	\$13,692	\$xx	xx%
Providing Books & Materials	\$5,931	\$xx	xx%
Technology & Online Services	\$2,670	\$xx	xx%
Literacy & Early Learning	\$381	\$xx	xx%
Building & Facility Support	\$1,947	\$xx	xx%
Major Maintenance (CIP)	\$5,244	\$xx	xx%
Major Maintenance (IT)	\$615	\$xx	xx%
Administration	\$573	\$xx	xx%
Total	\$31,053	\$xx	xx%

Levy – Operating Fund

Section to provide brief overview of levy operating support.

Levy – Capital Improvement Program

Section to provide brief overview of levy capital support.

C. Other Capital Improvement Program Support

Capital improvement projects may carry large fund balances as timelines shift and are influenced by external factors (such as COVID-19), project complexity, supply chain disruptions and materials shortages (more likely with historically-landmarked buildings), and the availability of qualified contractors in a competitive local construction market (also often related to historically-landmarked buildings). Projects require ample planning and are often multi-year in nature—as a result, the Library may have carryforward resources that span multiple fiscal years. A long-term capital improvement program is submitted to the City Budget Office each year and is included as Attachment 7.

Real Estate Excise Tax (REET) – Capital Improvement Program

Section to provide brief overview of REET capital support.

D. The Seattle Public Library Foundation

Section to provide brief overview of Seattle Public Library Foundation support.

Amounts in \$1,000s	2024 Adopted	2024 Proposed	% Change
Hours & Access	\$1,322	\$xx	xx%
Providing Books & Materials	\$1,735	\$xx	xx%
Technology & Online Services	\$428	\$xx	xx%
Literacy & Early Learning	\$698	\$xx	xx%
Major Maintenance (CIP)	\$210	\$xx	xx%
Administration	\$279	\$xx	xx%
Total	\$4,672	\$xx	xx%

E. Library Gift Funds

Section to provide brief overview of Library Gift Funds.

F. Library Enterprise Revenues

Section to provide brief overview of Library Enterprise Revenues.

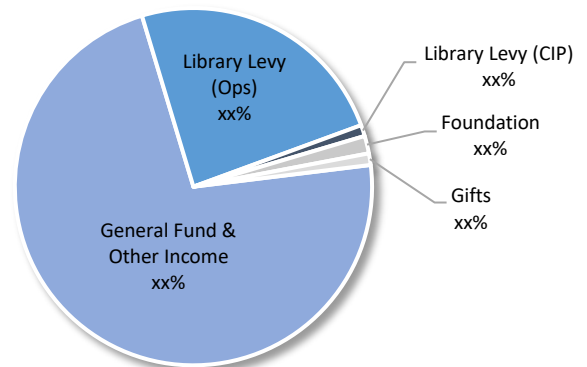
Amounts in \$1,000s	2023 Adopted	2025 Proposed	% Change
Lost Material Fees	\$115	\$xx	xx%
Central Library Parking Garage Fees	\$345	\$xx	xx%
Copy Services/Pay for Print	\$95	\$xx	xx%
Space Rental	\$135	\$xx	xx%
Consignment Fees	\$85	\$xx	xx%
Miscellaneous Revenue	\$3	\$xx	xx%
Total	\$778	\$xx	xx%

IV. Staffing Levels by Funding Source

The 2025 Library budget contains xx positions (xx FTE)—funded via multiple sources (Figure 5).

Figure 5: FTE by Funding Source

	2024 FTE	2025 FTE	% Change
General Fund & Other Income	439.1	xx	xx%
Library Levy (Operations)	146.7	xx	xx%
Library Levy (CIP)	6.2	xx	xx%
Foundation	9.7	xx	xx%
Gift Funds (Bunn & Balch)	6.4	xx	xx%
Total	608.1	xx	xx%



A. Vacancies

Section to provide brief overview of library vacancies.

B. Accrued Vacation and Sick Leave Payouts for Retirement & Other Separations

Section to provide brief overview of library turnover and separation payouts

	2021		2022		2023	
	Count	Amount	Count	Amount	Count	Amount
Separation Payouts	61	\$190,877	33	\$136,808	xx	\$xx
Retirement Payouts	15	\$206,542	12	\$151,425	xx	\$xx
Total	76	\$397,418	45	\$288,234	xx	\$xx

V. Future Risks

In any given year, the Library is faced with risks that can impact our operations in a multitude of ways. Two to three high priority risk areas are analyzed as part of this section.

VI. Opportunities

While the Library is faced with risks each year, we are also presented with opportunities. Two to three opportunity areas are analyzed as part of this section.

Closing Summary

Brief overview of 2025 landscape and horizon.

Attachments (Proposed)

1	2025 Operations Plan compared to 2024 Adopted Budget
2	Key Changes in 2025 relative to 2024 Adopted Budget
3	Library Language Access Plan
4	Library Board Race and Social Justice Policy
5	2019 Library Levy Categories & Budget Cross-walk
6	2025 Capital Improvement Projects
7	Long-Term Capital Improvement Program Plan
8	Library Gift Fund Project Listing
9	Library Organizational Chart



Board Policy

PUBLIC COMMENT TO LIBRARY BOARD	Adopted by the Library Board September 26, 2024
Owner: Chief Librarian	
Approved by: W. Tali Hairston, Library Board President	

BACKGROUND

Meetings of The Seattle Public Library Board of Trustees are open to the public in accordance with the Open Public Meetings Act (RCW 42.30). Public comment periods are reserved on agendas of Library Board regular meetings at which final action is taken (RCW 42.30.250). Public comment periods are typically scheduled at the beginning of regular Library Board meeting agendas; however, the Board reserves the right to alter the agenda order and/or schedule additional public comment periods as required for business needs.

POLICY STATEMENT

The Seattle Public Library Board of Trustees welcomes public comment at its regular meetings. The Board uses the public comment period as an opportunity to listen. The Board does not engage in discussion during the public comment period. Commenters may provide contact information for Library Board or staff to follow up if a response is requested.

Methods for Providing Comment

- Public comment may be submitted in writing by emailing Library.Board@spl.org. Comments must be clearly designated “public comment” to be considered as such. Written comments must be received no later than 24 hours prior to the meeting for which they are intended.
- Public comment may be made in person during the public comment period at regular meetings of the Library Board of Trustees. Meeting date, time, and location are posted to the Library’s public website no later than 24 hours prior to a meeting.
- Public comment may be made remotely during the public comment period at regular meetings of the Library Board of Trustees that are held in a hybrid format with an online meeting connection. Meeting date, time, and remote connection information (when available) are posted to the Library’s public website no later than 24 hours prior to a meeting.

Time Allocation

Public comments are typically limited to three minutes per person. Speakers may not yield their time to another speaker. The Library Board reserves the right to modify the individual time allotment per comment and will announce the limit at the start of the public comment period.

The microphone for remote/online speakers will be muted after three minutes to allow for the meeting to continue. Speakers who are present in person will be asked to conclude their remarks in three minutes and then step away from the designated public comment area to allow for the meeting to continue.

Overall public comment periods are typically not time-limited; however, at its discretion, the Board may establish a time limit for the comment period and is not obligated to provide additional time to accommodate everyone in attendance who wishes to speak.

Rules of Engagement

The Library Board holds the expectation that all meeting attendees and speakers will engage respectfully, observe time allocations for comments, and adhere to the Library's Rules of Conduct. Comments must be directed to matters on the agenda for a particular meeting. Attendees engaging in disruptive behavior may have their public comment period terminated, and may be asked to leave.

APPLICABILITY

This policy applies to all members of the public who seek to engage with the Board during public comment periods.

RELATED LAWS, POLICIES AND PROCEDURES

RCW 42.30, RCW 42.30.250

HISTORY

Approved September 26, 2024



The Seattle Public Library

Date: September 26, 2024
To: Library Board of Trustees
From: Jessica Lucas, President, AFSCME Local 2083
Re: **Collaboration on Fixed Scheduling Implementation**

By the time the Library Board of Trustees meets on September 26, you will see some positive movement in our Fixed Scheduling implementation. The Union and the Library have been working collaboratively towards this landmark for several months and we, the Union, are very excited about what the future holds.

We are very hopeful that this new model will allow the Library to cover leaves and support programs and services that require staff support, while maintaining a sustainable scheduling model that reflects on us as a strong institution. Patrons will value our stability, consistency of hours, and regular programming offerings.

We look forward to Library Administrators continuing to meet us at the table through fixed scheduling implementation to find ways of saying yes to the needs of staff.

Thank you to the Library Board for always seeing staff, no matter what classification, with humanity and empathy.

Action required/requested: Informational only.



The Seattle Public Library

NEWS RELEASES

Date	Title
06-Aug-2024	Volunteer As A Homework Help Tutor At The Seattle Public Library
05-Aug-2024	Lake City Resource Fair On Friday, Aug. 9 Celebrates Community And Connection
02-Aug-2024	End Of Summer At The Library: Magic, Music, Family Parties And More Cool August Events



The Seattle Public Library
MEDIA COVERAGE

Date	Organization	Headline	Details	Link
30-Aug-2024	The Seattle Medium	Podcast: The Seattle Public Libraries' Homework Help Program	Elisa Murray from Seattle Public Library joins the Rhythm & News Podcast to discuss the program and the need for volunteers.	https://seattlemedium.com/seattle-library-volunteer-tutors/
29-Aug-2024	Public Radio Tulsa	E-books are expensive for libraries. Some states are trying to change that	CLARE MCGRANE, BYLINE: People in the Seattle area are big digital readers. According to Overdrive, which supplies libraries across the world with digital books, the county is ranked third globally for e-book and audiobook checkouts. But at the Seattle Public Library, this is a problem.ELENA GUTIERREZ: Libraries often pay three to four times for the digital editions of the same exact books. Quite often, the e-audiobooks are even more expensive. MCGRANE: Elena Gutierrez is the collection services manager at the library. She says when Britney Spears' memoir came out last year, the library spent over \$60 on each digital copy. GUTIERREZ: Whereas if you bought it, as an individual, it was \$17.	https://www.publicradiotulsa.org/2024-08-29/e-books-are-expensive-for-libraries-some-states-are-trying-to-change-that?_amp=true

29-Aug-2024	West Seattle Blog	<u>West Seattle Scene: High Point Library celebrates 20th anniversary</u>	This summer marks the 20th anniversary of the branch, which opened in June 2004, funded by the “Libraries for All” bond measure that built or remodeled more than two dozen branches citywide.	<u>https://westseattleblog.com/2024/08/happening-now-high-point-library-celebrates-20th-anniversary/</u>
27-Aug-2024	Seattle Daily Journal of Commerce	<u>City to install air-conditioning at five Carnegie libraries</u>	The city of Seattle has been awarded a \$5.5 million grant from the Federal Emergency Management Agency (FEMA) to install air-conditioning at five library branches so they can serve as cooling centers in the event of extreme weather events.	<u>https://www.djc.com/news/ae/12165537.html</u>
26-Aug-2024	The Cyber Express	<u>Sea-Tac Airport Cyberattack Disrupts Operations and Travel Plans</u>	The incident at Sea-Tac is the latest in a series of cyberattacks targeting critical infrastructure in Seattle and elsewhere. It follows a July incident where a routine software update led to a mass internet outage, grounding flights and disrupting business operations nationwide. Additionally, a malware attack on the Seattle Public Library in May and a hack at Change Healthcare in February that affected several Washington hospitals are prominent examples of the growing threat of cyberattacks on essential statewide-services.	<u>https://thecyberexpress.com/seattle-tacoma-airport-cyberattack-disruptions/</u>

26-Aug-2024	KOMO News	<u>Seattle receives \$5.5 million FEMA cooling center grant for extreme heat mitigation</u>	This is the first cooling center award given in Washington state and the largest award Seattle has ever received under the mitigation grant program.	<u>https://komonews.com/news/local/seattle-receives-55-million-fema-cooling-center-grant-for-extreme-heat-mitigation-summer-weather-hot-warm-hazards-climate-change-danger-heatwave</u>
23-Aug-2024	Smart Cities Dive	<u>Seattle libraries get \$5.5M for air conditioning in FEMA grant offered post-pandemic</u>	Seattle is spending \$5.5 million in federal grants to install air-conditioning in five public library branches so they can serve as cooling and clean-air centers where residents can take respite when extreme heat or wildfire smoke hits, according to a news release.	<u>https://www.smartcitiesdive.com/news/seattle-air-conditioning-libraries-fema-grant-covid-cooling-clean-air-centers/725084/</u>
23-Aug-2024	The Seattle Times	<u>From horror to romance, round out summer with these 4 beach reads</u>	Consider a chilling horror debut, a near-future climate-themed fantasy, a memoir to be savored or a high-stakes Hollywood romance for your next beach read. (Written by Seattle Public Library staff)	<u>https://www.seattletimes.com/entertainment/books/4-wide-ranging-beach-reads-to-round-out-summer/</u>
21-Aug-2024	Hoodline	<u>Seattle Libraries to Boost Climate Resilience with \$5.5 Million FEMA Grant for Air-Conditioning</u>	According to the Seattle Office of Sustainability and Environment (OSE), the grant will allow the city to quickly and effectively establish more resilient infrastructure to protect residents against the intensifying spells of heat and smoke - phenomena that disproportionately impact communities of color.	<u>https://hoodline.com/2024/08/seattle-libraries-to-boost-climate-resilience-with-5-5-million-fema-grant-for-air-conditioning/</u>

21-Aug-2024	KUOW	<u>Five more Seattle libraries to become extreme-heat refuges</u>	With the new federal grant, Seattle officials say they'll be able to upgrade the city's five remaining public libraries that don't have air conditioning.	<u>https://www.kuow.org/stories/five-more-seattle-libraries-to-become-extreme-heat-refuges</u>
20-Aug-2024	Office of the Mayor	<u>City of Seattle Awarded FEMA Grant to Install Air-Conditioning at Five Library Branches</u>	Today, Mayor Bruce Harrell celebrated the award of \$5.5 million from the Federal Emergency Management Agency (FEMA) to install air-conditioning at five library branches as part of Seattle's climate adaption efforts.	<u>https://harrell.seattle.gov/2024/08/20/city-of-seattle-awarded-fema-grant-to-install-air-conditioning-at-five-library-branches/</u>
20-Aug-2024	West Seattle Blog	<u>West Seattleite becomes CEO of Seattle Public Library Foundation</u>	The Board of Directors of The Seattle Public Library Foundation is thrilled to announce that following an extensive national search, Brian Lawrence has been selected as the Foundation's new Chief Executive Officer.	<u>https://westseattleblog.com/2024/08/west-seattleite-becomes-ceo-of-seattle-public-library-foundation/</u>
20-Aug-2024	West Seattle Blog	<u>FOLLOWUP: Seattle Public Library gets money for Admiral air-conditioning</u>	Back in June, we mentioned that Seattle Public Library was seeking federal funding for air conditioning at five branches that didn't have it yet, including West Seattle (Admiral). Today, the city announced it's getting that funding – a \$5.5 million FEMA grant.	<u>https://westseattleblog.com/2024/08/follow-up-seattle-public-library-gets-money-for-admiral-air-conditioning/</u>
19-Aug-2024	The Seattle Times	<u>Rant and Rave: Reader scratched by dog while walking</u>	RANT AND RAVE Rant to the hackers who attacked the Seattle Public Library. Rave to all the library staff whose patience, diligence and determination served the public and brought the system through the crisis.	<u>https://www.seattletimes.com/life/lifestyle/rant-and-rave-250/</u>

15-Aug-2024	The Seattle Times	<u>Seattle Public Library's online catalog back as recovery nears finish</u>	Laura Girardot gets help from a librarian for a book on embroidery at the Lake City Branch of the Seattle Public Library in April. The Seattle Public Library hopes to get all the remaining services affected by the May ransomware attack back online by early September.	<u>https://www.seattletimes.com/seattle-news/seattle-public-librarys-online-catalog-back-as-recovery-nears-finish/</u>
14-Aug-2024	South Seattle Emerald	<u>News Gleams</u>	Homework Volunteers Needed to Support Youth Literacy and Learning in Rainier Beach, South Park, High Point	<u>https://southseattleemerald.com/2024/08/14/news-gleams-back2school-bash-in-beer-sheva-park-where-to-find-energy-and-ev-rebates/#homework-help</u>
14-Aug-2024	West Seattle Blog	<u>BACK TO SCHOOL: Can you spare a little time to help kids with homework at local libraries?</u>	For 30 years, the Seattle Public Library has welcomed volunteers to help local students with their homework during drop-in after-school hours. This year, they're recruiting volunteers for free Homework Help tutoring at the High Point and South Park branches.	<u>https://westseattleblog.com/2024/08/back-to-school-can-you-spare-a-little-time-to-help-kids-with-homework-at-local-libraries/</u>
11-Aug-2024	Seattle's Child	<u>Seattle libraries need homework helpers</u>	Two-hour shifts are available Monday through Thursday between 3:30 p.m. and 7:30 p.m.	<u>https://www.seattlescchild.com/seattle-libraries-homework-helpers-needed/</u>

8-Aug-2024	West Seattle Blog	<u>FOLLOWUP: Another milestone in Seattle Public Library's restoration of services</u>	Two and a half months after what was described as a "ransomware attack" dramatically disrupted the Seattle Public Library's operations, another milestone in restoration: As of today, the online catalog is accessible again, says SPL	https://westseattleblog.com/2024/08/follow-up-another-milestone-in-seattle-public-libraries-restoration-of-services/
7-Aug-2024	West Seattle Blog	<u>Our list for your West Seattle Wednesday</u>	FIREFIGHTER STORY TIME: 10:30 am at High Point Library (3411 SW Raymond), bring your little one(s) to meet firefighters and learn about safety.	https://westseattleblog.com/2024/08/our-list-for-your-west-seattle-wednesday/
6-Aug-2024	The Seattle Times	<u>Seattle Public Library still reeling from May cyberattack</u>	Now, two months after a ransomware attack shut down many of Seattle Public Library's services, library workers are celebrating: They've finally finished sorting and processing a backlog of thousands of borrowed books.	https://www.seattletimes.com/seattle-news/seattle-public-library-still-reeling-from-may-cyberattack/
5-Aug-2024	West Seattle Blog	<u>Got devices you don't need? Southwest Library is collecting them</u>	From now until September 30, the Southwest Library is accepting a wide variety of used technology on behalf of InterConnection – items do NOT need to be in working condition!	https://westseattleblog.com/2024/08/got-devices-you-dont-need-southwest-library-is-collecting-them/

3-Aug-2024	KNKX	Seattle Public Library StoryWalks highlight Indigenous stories	<p>This is the fourth year Seattle Public Library has partnered with Daybreak Star preschool, a program of the United Indians of All Tribes Foundation, to pick the four books. Each book will spend a week at one of four locations in Magnolia: the preschool, the Discovery Park Visitor Center, the library's Magnolia Branch and the Magnolia Farmers Market.</p>	https://www.knkx.org/arts-culture/2024-08-03/seattle-public-library-storywalks-highlight-indigenous-stories
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