

**The Seattle Public Library**  
Board of Trustees Meeting  
**12:00 p.m. Thursday, October 31, 2024**

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

**Remote Listen Line:**

Dial: 213-282-4570 / Phone conference ID: 107 244 79#

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

Meeting ID: 276 619 268 789 / Passcode: k4Snrn

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

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**Agenda**

A. CALL TO ORDER

B. APPROVAL OF AGENDA

C. PUBLIC COMMENT

D. CONSENT

1. Minutes of September 26, 2024 Regular Library Board Meeting
2. September 2024 Financial Report

E. CHIEF LIBRARIAN REPORT

1. Chief Librarian Report
2. System Report
  - a. Friends of the Library Update – Angel Sauls, President, Friends of The Seattle Public Library Board
  - b. Library Foundation Update – Sarah Stanley, President, The Seattle Public Library Foundation Board

F. OLD BUSINESS

G. NEW BUSINESS

1. Union Report
2. Updates from Library Board Members

H. EXECUTIVE SESSION

I. ADJOURN

J. NEXT LIBRARY BOARD MEETING: Nov. 21, 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  
September 26, 2024

### CALL TO ORDER

The regular meeting of The Seattle Public Library (SPL) Board of Trustees was held on September 26, 2024. Library Board President W. Tali Hairston called the meeting to order at 12:02 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 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 corrected July 25, 2024 meeting minutes as published; the motion carried unanimously.

It was moved and seconded to approve the August 29, 2024 meeting minutes with spelling corrections to Yazmin Mehdi's last name on pages 3 and 6; the motion carried unanimously.

It was moved and seconded to approve the July and August 2024 Financial Reports as published; the motion carried unanimously.

### CHIEF LIBRARIAN REPORT

#### **Chief Librarian Report**

Executive Director and Chief Librarian Tom Fay said September has been a busy month. He said the Library is wrapping up its work around the ransomware event. He said he wanted to highlight the Library's Finance Team (Rob Gannon, Nick Merkner, Sandy Sivisay, Abbie Romano, Jake Derramas, Janice Melrose, Josie Williams, Shawne Anderson, and Enjie Wang) and their work to pivot their operation to the City of Seattle's Municipal Tower. He said they have spent the past several months going back and forth between the two locations to ensure the Library's accounts, bills, contracts, and all financial operations continue as the Library works to get restored access to the financial system. Mr. Fay offered appreciation for the team's professionalism, patience, and due diligence in a challenging situation while working between two locations.

Mr. Fay said he and Community Partnerships and Government Relations Program Manager Kiersten Nelson gave a mid-year update presentation to the City Council's Library, Education and Neighborhoods Committee and shared information on the Library's systems recovery, strategic planning efforts, and a preview of the new fall hours. He said the presentation topics were well-received by engaged Councilmembers. Mr. Fay said he went straight from the Council meeting to the airport, having received an invitation from the White House to attend an Extreme Heat Summit. He said the summit was very interesting and was attended by 12 to 15 federal agencies that are working on heat-related issues, and providing new resources and access to data with mapping and visualizations. He said attendees ranged from education to the National Weather Service, to the Centers for Disease Control (CDC), and many others. He said Victoria Salinas, the Federal Emergency Management Agency (FEMA) deputy administrator who was present in

Seattle with Mayor Harrell and Mr. Fay a month ago to announce SPL's \$5.5 million FEMA grant, was also at the summit and highlighted the City of Seattle, The Seattle Public Library, and Mayor Harrell for their work in extreme heat and for innovative and creative solutions.

Mr. Fay said he also participated in a two-day Mayor's Cabinet retreat that focused on goal setting. He said department directors came together to think through dealing with complex and complicated goals. He said Mayor Harrell's slogan and philosophical approach is "One Seattle," and the mayor makes sure all departments understand they work together, not in silos. He said attendees got a preview of budget messaging before the mayor delivered his budget speech to the City Council. Mr. Fay said he and others from SPL attended the mayor's budget speech.

Mr. Fay said the Library is happy to welcome Brian Lawrence as the new CEO of The Seattle Public Library Foundation. Mr. Fay said he is participating in meet-and-greets at a number of branches. He said he and Mr. Lawrence also collaborated on an op-ed on book banning that was recently published in the Seattle Times, and he offered appreciation to Mr. Lawrence, strategic planning consultant Lisa Voight, and SPL's communications team for their work preparing the op-ed. Mr. Fay said the Books Unbanned program is a big effort across the country, and libraries are increasingly intentional about highlighting the program. He said he gave a presentation on Books Unbanned to the Folio last week during Banned Books Week.

Library Board Vice President Yazmin Mehdi said she wanted to underscore and commend the work of the Finance Team to split their time between the Library and the Municipal Tower. She thanked the team for their work. Library Board Trustee Carmen Bendixen also offered kudos on the Books Unbanned program and the op-ed in the Seattle Times. She said she wanted to underscore the importance of the program. She said banning is not currently an issue in Seattle, but the program provides access to everyone no matter where they live. She gave thanks to the Foundation for their support of the program. Library Board Trustee Faith Pettis said she wanted to give a warm welcome to Mr. Lawrence. She said she was very excited to see his appointment, and he will be a wonderful friend to the Library. Library Board President Tali Hairston said he and Mr. Fay had the opportunity to congratulate Mr. Lawrence on behalf of the Board at an event.

## **Systems Report**

### *Cybersecurity Event and Restoration Cost Update*

Director of Administrative Services Rob Gannon said he would provide the Library Board with a brief and high-level overview of the expense incurred in the Library's efforts to respond and recover from the ransomware attack. Mr. Gannon said the event began over the Memorial Day weekend and persisted through the Labor Day weekend. He said the work to respond began immediately with the Library's IT team integral in providing response to the situation as it was understood, as well as tapping a number of consulting resources to assist. He said the first organization engaged was called Critical Insight. He said Critical Insight identified that the threat actor had infiltrated the Library's system and a breach occurred, and then began immediately helping to determine how to shut off systems and expel the threat actor from the Library's network. He said the cost of that support work was about \$16,000.

Mr. Gannon said the Library next engaged Charles River Associates to do multifaceted work including forensic investigation to understand where the threat actor had infiltrated SPL systems and the vulnerabilities they were able to exploit, as well as to understand how far into the system they were able to go and what information may have been exfiltrated. He said Charles River Associates also assisted SPL in threat actor negotiations. Mr. Gannon clarified that the threat actor was the group that infiltrated the Library's system, attempted to encrypt information and exfiltrate data, and then hold them to ransom. Mr. Gannon said Charles River Associates was SPL's proxy and did direct negotiations on behalf of the Library with the threat actors. He said the Library has continued to use Charles River Associates to do ongoing data mining. He said the data mining has been broken up into an initial phase to look at information in the file tree that had been exfiltrated and begin to assess what components of the file tree may have contained sensitive or private information the Library is obligated to protect. He said, based on the initial

assessment, SPL engaged Charles River Associates further to do detailed data mining, which is currently ongoing, and is likely to take an additional couple of months until a report is in hand to understand fully what, if any, information was exfiltrated and requires notice to affected individuals. Mr. Gannon said, all told, the cost for Charles River Associates' work is anticipated to be around \$400,000 by the time they complete the final phase of the data mining analysis.

Mr. Gannon said the third organization the Library engaged was a consulting group called Alvaka who worked in two phases, largely in remediation and helping to restore the Library's network assets and some computer terminals. He said Alvaka worked to restore safe, reliable access to SPL networks by scrubbing them and getting them ready to be restored online. He said they worked to understand what the threat actor did in the network and make it ready for subsequent use. He said Alvaka's work was done in the first six to eight weeks of the event and concluded midway through the summer. Mr. Gannon said the total cost for that effort was about \$262,000.

Mr. Gannon said, in addition to the three main consultants, SPL engaged two law firms to provide legal analysis and support. He said in the early phase of the response, the Library brought in the law firm Mullen Coughlin LLC who did excellent work to help SPL arrange with the consulting resources described. He said they also helped SPL set up privileged channels of communication and began the early assessment of potential notice obligations to affected individuals. He said they began to outline how the Library could identify notification requirements and assess the legal environment across Washington state and other jurisdictions, if that became the case.

Mr. Gannon said, midway through the efforts, SPL worked with the City Attorney's office to switch to a different outside legal firm for support. He said Mullen Coughlin LLC had been excellent, but the Library switched to Orrick, Herrington & Sutcliffe LLP because they have a local office and a great depth of experience both in cybersecurity events and in working with the City of Seattle. He said Orrick, Herrington & Sutcliffe LLP is very familiar with the general environment in the Pacific Northwest, the specific environment of the city; and having done work previously with the City of Seattle, they were able to make a quick transition into the work with SPL and pick up the work that Mullen Coughlin LLC had begun. Mr. Gannon said the work of Mullen Coughlin LLC is substantially complete, and SPL incurred legal expenses of about \$52,000. He said the work with Orrick, Herrington & Sutcliffe LLP is ongoing with expenses, to date, of about \$35,000. He said they will continue to do legal support through the data mining assessment phase, and will be critical local counsel as the Library undertakes notification of any affected individuals and prepares for any legal claims that may come as a result of the breach.

Mr. Gannon said SPL has engaged two other groups. He said the Library contracted with Experian, a national credit monitoring bureau, to provide credit monitoring services for all SPL employees. He said the cost for initial enrollment and the opportunity for all Library employees to enroll in credit monitoring services was \$4,000. Mr. Gannon said the Library also engaged Cybertrust America, which provides post-response and recovery assistance. He said this organization is assisting in doing an after-action review to determine how SPL can understand what occurred in the ransomware event, how to better prepare and harden systems going forward, and to do an analysis of what went well and where specific improvements can be made.

Mr. Gannon said the total cost for these external services is just below \$800,000 in current year expenditures. He said, in addition to consulting costs, SPL has taken on roughly \$200,000 of additional IT costs which range from upgrading Windows Server licenses to acquiring multi-factor authentication devices for all Library staff, to upgrading services such as privilege access management, to purchasing additional laptops for replacement of outdated laptops in order to assure technology security. Mr. Gannon said the total expenditure forecasted for this year is roughly \$1 million in consulting and IT costs in response and recovery to the ransomware event.

Ms. Mehdi asked if the Library has any sense of how the costs compare to breaches that happened to Toronto Public Library or the British Library. Mr. Gannon said he did not have that information. Mr. Fay said it is important to note that every ransomware event and cyber-attack is

different and are not able to be directly compared. He said Toronto is the largest public library in North America, dwarfing even New York Public Library in branches and physical assets.

Library Board Trustee Ron Chew said the question he gets from his constituents is related to the breach of personal data and asked what can be shared. Mr. Gannon said it is known that information was taken by the threat actor, and the data mining effort is to evaluate exactly what type of data was exfiltrated, where there was personal information, and what the notice obligations are. He said that work is underway right now and SPL hopes to have the information in hand within the next six weeks. He said, at that time, an effort will begin to ensure that affected individuals are appropriately notified. Mr. Gannon said, also at that time, the Board will receive a report on the status of the data mining analysis and how the Library is proceeding. Mr. Fay said the data mining process is a like a filter to drill down each step, which is why it takes time.

Mr. Fay said Mr. Gannon was the incident command in this effort, and Library Technology Officer Charles Wesley led the team working through a number of areas as well as overseeing the Library's distribution operations which includes materials handling and delivery. Mr. Fay gave kudos to Mr. Gannon and Mr. Wesley for managing this very complex issue over the past four months. Mr. Hairston also thanked Mr. Gannon and Mr. Wesley. Mr. Hairston said there has been discussion as to how this experience may have built the capacity and skillsets of SPL's team to manage this issue in ways they may not have been able to previously; and hearing how well the team dealt with the event makes him feel better that the Library has these competencies within the building. Mr. Fay said the Library has amazing staff. He said to recover from something like this effectively in 90 days is amazing, given the amount of infrastructure impacted. He said logistics were handled by everyone from Public Services to Human Resources to Finance. He said it was a huge all-hands-on-deck situation, and it took everybody to get the work done.

## NEW BUSINESS

### **2025-2026 Budget Update and Key Dates**

Mr. Gannon said he would give a brief overview of the budget development process and speak to some of the major changes the Library is considering. He said the budget development process is undertaken throughout the full fiscal year, not just in the fall. He said efforts began in January at which time an announcement of a City hiring freeze gave indication SPL may be asked to consider reductions to the general fund allocation. He said work began in the early spring to develop an overall plan for SPL and to determine where general fund reductions could be made if required. He said this work has required confidentiality within the deliberative budget process.

Mr. Gannon said SPL's 2025-2026 proposed budget just shy of \$100 million in operating budget authority, with a notable portion provided by a seven-year Library Levy approved by voters in 2019. He said the City is facing a general fund revenue shortfall, insufficient to cover all of its desired expenditures and obligations. He said the Library was asked early on to consider budget reductions to reflect this. He said SPL, working with the City Budget Office and Mayor's Office, identified reductions totaling \$2.74 million in 2025 and \$2.84 million in 2026, for roughly a 4% reduction in SPL's general fund allocation. He said the Library Board maintains fiduciary responsibility to determine how those resources are allocated and expended, and the budget proposal will itemize this information in greater detail. Mr. Gannon said SPL proposed to the City that it would consider reductions in four major areas to create savings that would amount to the general fund reductions, which are itemized at a high level in the memo in the meeting packet.

Mr. Gannon said the first area is a modest reduction to the collections budget of about \$350,000 per year. He said any reduction to collections is difficult, but the Library believes it can sustain this reduction by eliminating some database costs, beginning to retire some legacy media, and making small cuts to the physical materials budgets in areas such as print, adult fiction and non-fiction, some magazine and newspaper subscriptions, and beginning to retire CDs, DVDs and Blu-Rays. He said any reduction to the collection is taken very seriously, and the Library is

continuing to look at ways to offset these reductions or find ways to augment the collection. He said part of the developing strategic plan is actually to increase the amount spent on collections.

Mr. Gannon said the second area of reduction is a modest reduction in the Information Technology budget. He said that budget can be reduced by about \$100,000 in each year of the biennium by foregoing certain costs and making some investments that will create efficiencies to make the \$100,000 an absorbable expense. He said the team was developing this component of the budget prior to the ransomware attack, before it was known there would be sizeable additional expenditures in 2024 as well as anticipating additional necessary expenditure in 2025 and 2026. Mr. Gannon said the reduction to the IT budget will require some additional analysis that will ultimately be reflected in the Operating Plan presented to the Board later this fall.

Mr. Gannon said the other two areas are in tapping resources the Library will now not spend. He said the largest is to take advantage of about \$1.9 million each year of accumulated fund balance on the operating side of the levy funds. He said these amounts will be redirected as one-time savings in each year to offset the general fund reduction. He said this will then require additional analysis to look beyond 2025 and 2026. He said the Library will also accumulate savings to address the reduction by increasing the vacancy savings target in each year by holding more positions vacant. He said SPL generally holds about a 4% vacancy rate, which will be increased to about 5.5%, and the accumulated savings will be used against the general fund reduction.

Mr. Gannon said those four areas should allow SPL to address the general fund reduction in 2025 and 2026. He said this work is part of the ongoing effort to analyze SPL's budget and consider what additional costs are necessary, including those resulting from the cyberattack to strengthen cybersecurity systems and harden network assets to make them sustainable for future years.

Ms. Bendixen asked if holding positions vacant over the next two years would affect fall open hours. Mr. Fay said it would not. He said SPL is working to ensure that staffing for 2025 hours is accounted for in the planning. He said, with the recent Union contract negotiations, SPL will implement fixed scheduling in January, 2025, which will bring a new set of hours that will be an increase. Ms. Bendixen said, while SPL isn't able to do anything about it, she has feelings regarding the raiding of levy funds to be used for cuts from the general fund. Ms. Mehdi agreed. Ms. Mehdi said when the Library takes one-time savings, it is not sustainable and potentially pushes off a bigger problem into the future. She said one has to hope for higher revenue for the City. Ms. Mehdi said SPL's whole effort around strategic planning is trying to provide the best services to people. She said e-materials licenses cost more money, while the collections budget is decreasing due to the budget reduction from the City, so the Library's purchasing power goes significantly down. She said it is terrible that these things are coming together at the same time. Ms. Mehdi said there is also a certain level of staffing required to operate the branches, and keeping positions open makes it harder to operate. She said the Library has been very thoughtful about vacancies and is working very hard to ensure that operating hours are not affected.

Mr. Fay said he agreed with all statements. He said it is challenging to have to give up money that could be held in reserve. He said the decision is not being made lightly, and he has always been concerned that SPL's reserves are not anywhere near as high as he would like, or as high as he has seen required in other states. He said it is a challenge to cut to this level. Mr. Fay said SPL made it clear in discussions with the City Budget Office and the Mayor's Office that having no reserves could be catastrophic, with the ransomware event as an example. He said SPL is hoping that through those discussions, the City understands SPL's position well. He said he feels thankful that the Mayor's Office and City Budget Office listened and collaborated on working through the budget. He said this has been the most collaborative effort he has seen in his time at SPL, and it is a credit to them that they were trying to find solutions and not just provide a cut.

Ms. Pettis asked about the \$1 million cost from the ransomware event. She asked what impact it would have on the numbers presented in the memo; if an accumulated fund balance savings would be contributed or impacted; what the City's policy might cover; and if deeper staffing cuts

will be needed to balance the costs. Mr. Fay said the City's policy is not going to pay for the ransomware costs, as it has a \$1 million deductible. He said SPL does not anticipate ransomware recovery costs will impact staffing. He said there are other areas to look to as SPL reconciles and closes out 2024, and there will be opportunities to find additional savings. He said there are challenges of approving a budget in December and doing the reconciliations in January or February, so there may be areas the Library can tap to help mitigate the hit from the cyberattack once that reconciliation occurs. Mr. Fay said more details will be available as SPL moves through operations planning in the next few months. Mr. Hairston said there are key dates listed in the memo, and the Board will vote to approve the Operations Plan in December. Mr. Fay said the Mayor's proposed budget has been remanded to the Council who now have an opportunity to make amendments over the next couple of months. He said the Library will make sure the Board is in the loop as soon as more information is received.

### **2025 Operations Plan Framework**

Mr. Gannon said the meeting packet contains a memo describing the current budget process and providing an outline of the Operations Plan framework. He said a list of dates highlights opportunities to bring forward information and engage in deeper discussion. He said conversation is not needed at this point; however, this is an opportunity for the Board to provide high-level direction or offer insights they would like the Library to consider entering into the next phase of budget development. Ms. Mehdi said she would like to be very clear on how the Strategic Plan is directing what is in the Operations Plan, and to have a very clear overlay. Mr. Fay agreed. Mr. Hairston asked if there were any changes from the previous year in terms of the framework. Mr. Gannon said the framework is a shell document that is very consistent with prior years. He said it is a format the Board is familiar with, but staff are happy to answer questions or address formatting revisions the Board may be interested in.

### **Public Comment to Library Board Policy**

Mr. Fay introduced Gary Smith from the City Attorney's Office. Mr. Smith said he has been an attorney with the City Attorney's Office for 16 or 17 years, and has been the primary attorney advising the Library for about 10 years.

Mr. Fay said the proposed policy is coming forward to make sure the Board is up to date and in compliance with the Open Public Meetings Act. Mr. Fay called attention to the second sentence under Rules of Engagement, in the last full paragraph on the second page, which states that public comments must be directed to matters on the agenda of the meeting. He said this rule is used by the City Council and is an option for the Library Board. He said the rule comes into play in cases where Board meetings or Council meetings have been usurped by issues not on the agenda. He said, if including this provision, the Library Board would need to self-enforce the rule to not hear public comment on any topic off-agenda, good, bad or indifferent.

Mr. Smith said, with regard to further background on the legal standard, the Open Public Meetings Act (OPMA) that governs the Board, the Board's operations, and meetings of the Board requires that public comment be accepted. He said the Board accepts written public comment, which satisfies the requirement under the OPMA. He said the OPMA encourages the receipt of oral public comment, in person or remotely, though it is not required. He said when an opportunity for oral public comment is provided, it is important to note the First Amendment protections that govern an individual's ability to provide public comment. He said while the First Amendment applies, the courts have held that the public comment period opens a limited public forum, which is not like a park or a street corner where a wide variety of comments need to be tolerated. He said in a limited public forum, the courts have held that restrictions are legally defensible if they are reasonable and viewpoint neutral. He said there is a fair amount of case law interpreting that standard, and the courts have upheld time limits on an individual's opportunity to provide public comment, the overall time period that is provided for public comment, and the restriction on public comment that it be directed to matters on the agenda. Mr. Smith said these are all justifiable to promote the efficient operation of the Board and to receive comments that are

most relevant to the matters that are currently before the Board. He said this restriction is defensible from a legal perspective, and it is important that the restrictions must be applied in a reasonable and viewpoint neutral manner. He said an individual providing comments critical of an item on the agenda must be treated in the same manner as an individual whose comments are of a positive nature directed to a matter on the agenda. He said if the restriction is adopted, it must be applied consistently and regardless of the particular viewpoint being expressed by the commenter. Mr. Smith said it is not required that the Board restrict comments to matters on the agenda, but it is important to know that the restriction is legally defensible so long as it is applied in a consistent and viewpoint neutral manner.

Mr. Fay clarified that this is a new policy, and the Board did not previously have one. He said he wanted to point out this key section as noteworthy of discussion, as this potential restriction would be different than past practice of the Board.

Ms. Mehdi said she understood why this sentence would be useful to add and asked how it is enforced. Mr. Smith said that can present somewhat of a challenge. He said there is a judgement call that needs to be exercised in determining whether topics are directed to a matter on the agenda. He said, for example, the budget was on today's agenda, which is a very broad topic and would encompass a wide variety of comment. He said for that reason, many boards and commissions do not include this optional provision. Mr. Smith said that the City Council does have a similar restriction that is a bit broader and restricts comments to matters that are within the Council's work plan or within the purview of a particular committee. He said this is even more broad than topics on the agenda. He said it can be a challenge in interpreting and applying the rule, but if it is interpreted narrowly and comments are restricted based on this provision, a narrow interpretation should be applied regardless of the viewpoint of the particular individual providing public comment. Ms. Mehdi said she doesn't think they Board should not include it, but believes it will not necessarily be helpful in practice.

Mr. Hairston asked if there is a way that community can put an agenda item on the agenda. Mr. Fay said there is not. Mr. Fay said agendas are crafted with Board leadership. He said trustees, as representatives of the public, may have an issue come to them that they would discuss and add to an agenda. Mr. Hairston asked how community members would reach the Board. Mr. Fay said, as in current practice, the public can reach out to the Library Board in writing or through email. He said the public can continue to bring things to the Board that are not necessarily matters at hand or on future agendas. He said issues, concerns, complaints, and recommendations are all things that can come in from the public in writing.

It was moved and seconded to adopt the Public Comment to  
Library Board Policy as published; the motion carried  
unanimously.

### **September Union Report**

President of AFSCME Local 2083 Jessica Lucas said her report is in the meeting packet. She said the Union is happy to have come to a tentative agreement on the fixed scheduling memorandum of agreement with the Library that should be signed soon. She said the Scheduling Office and all of the administrators and staff involved in the scheduling process have already begun that process and are happy with it so far. Ms. Lucas said Library staff have experienced another setback with the new Workday system and the most recent paychecks. She said some staff were underpaid and many paychecks had mistakes. She said these issues are not the fault of the Library's Human Resources (HR) team, as this is a Citywide problem. She said she wanted to acknowledge that this has been hard on Library staff and the Library's HR division, especially for HR staff fielding complaints and the staff members who have gone without pay. She said work is still happening to unravel where mistakes are occurring. She said the situation is impacting all staff and it feels like the Library has just come out of the ransomware attack and hit another roadblock. She said staff are looking forward to the future when there are many fewer and less-impactful roadblocks. Ms. Lucas said she appreciates the Library's HR partners getting things taken care of. She said it is



very stressful for staff who have been unpaid or underpaid, and their feedback to HR may not have been as friendly as it could be. She said she wants the Library's HR partners to know that they are appreciated for the work they are doing. Mr. Fay thanked Ms. Lucas. He said he has been working with HR to take care of employees who were not paid or had a significant pay reduction due to the Workday implementation. He said the Library will be managing these issues locally until it can be sorted out at the City. He said the Library will not wait for the City's process which can take five to seven days. He said the Library's team hopes to have a result in the next day. Ms. Lucas said she appreciated hearing that the Library is making some adjustments to make an earlier timeline possible. Mr. Fay clarification for the Board that the Workday project is replacing the City's previous time-keeping system which was a legacy system and very outdated. He said the new system will ultimately be better, but there are implementation and change management challenges across the City, not just at the Library. He said there are probably a few more weeks of issues to bear, and the Library's HR team is working to minimize errors in the next payroll. He thanked Ms. Lucas for the update and hopes there will soon be a happier message for staff who have been impacted.

### **Library Foundation and Friends of the Library Updates**

Ms. Mehdi said the Friends Board met on September 17. She said Library Programs and Services Director Kai Tang gave a terrific presentation about upcoming Books Unbanned events, which the Friends are excited to attend. She said preparation is underway for the Friends' annual meeting on November 2, which she will attend on behalf of the Library Board, and at which local author Laurie Frankel is the confirmed guest speaker. She said the Friends Board reviewed two recent community events held in partnership with the Foundation: SOPA Super in South Park, and the Columbia City Farmers Market. She said the Friends do a great job of distributing books at these events, and in total, 444 books were shared with the community. She said the Friends received more than 40 Advocacy PLAN signups. Ms. Mehdi said the PLAN is the Public Library Advocacy Network, which anyone can sign up for to be kept abreast of important advocacy work on behalf of the Library. Mr. Fay said every Library Board Trustee can be an advocate.

Mr. Fay said at the Foundation Board's meeting they welcomed Mr. Lawrence to big rounds of applause. He said Mr. Lawrence delivered his 90-to-121 Day Plan on where he sees the Foundation going. Mr. Fay said he will ask Mr. Lawrence to attend a Library Board meeting to lay out some of his longer-term vision and goals. Mr. Fay said the Foundation's 2024 total fundraising to date is \$3.6 million, which is a little above target. He said estate giving has been a big plus this year at one over \$1 million already, with some additional gifts coming. Mr. Fay said the Foundation's DEI Working Group gave a report with some additional revisions to their DEI statement, to which the Foundation Board provided feedback. He said the group wants to update this statement annually as they make additional changes in their work moving forward. Mr. Fay said the Foundation Board accepted the 2023 IRS Form 990, and the Morgan Stanley Wealth Management team presented an overview of the Foundation's journey in making a major change in the investment policy to align with their DEI values. He said there was an interesting discussion on how they are approaching their investment strategy over the next several years, and then the Foundation Board held an executive session.

### **Updates from Library Board Members**

Ms. Mehdi said it was her brother's birthday and wished him a happy birthday. She said she wanted to share that she attended a very sad event over the weekend in Cordova, Alaska, where they held a celebration of life for her college roommate who died a year ago. She said Cordova is a town of 2,500 people, and their library is literally in the center of the town. She said it was great to visit it and see how important smalltown libraries are to their communities. She said the libraries are where they have classes. She said a disproportionate number of kids are home-schooled and boat-schooled, and the library is where the kids do their schoolwork and research and apply for colleges. She said it reminded her that in some regards SPL's branch libraries are like the smalltown libraries because in areas like South Park, the community is cut off by roadways and waterways making it difficult to get in and out of the neighborhood, so libraries

become a lifeline. She said in her Queen Anne neighborhood where it is hard for people to get up and down a big hill, it is very important to have the library where it is. Ms. Mehdi said it is also good to know also that SPL might be serving kids in Cordova through the Books Unbanned program. She said she is proud of that work and thanked the Foundation for funding it. Mr. Fay said when people have said to him that they don't use libraries, he has said, "you don't until you need to." He said the greatest reckoning came from the Great Recession, when he heard a lot of those same people say that they now can't imagine their life without it.

#### ADJOURN

Board President Tali Hairston adjourned the meeting at 1:22 p.m.



# The Seattle Public Library

## Memorandum

Date: October 31, 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: **September 2024 Financial Reporting**

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### Financial Reporting Impacts

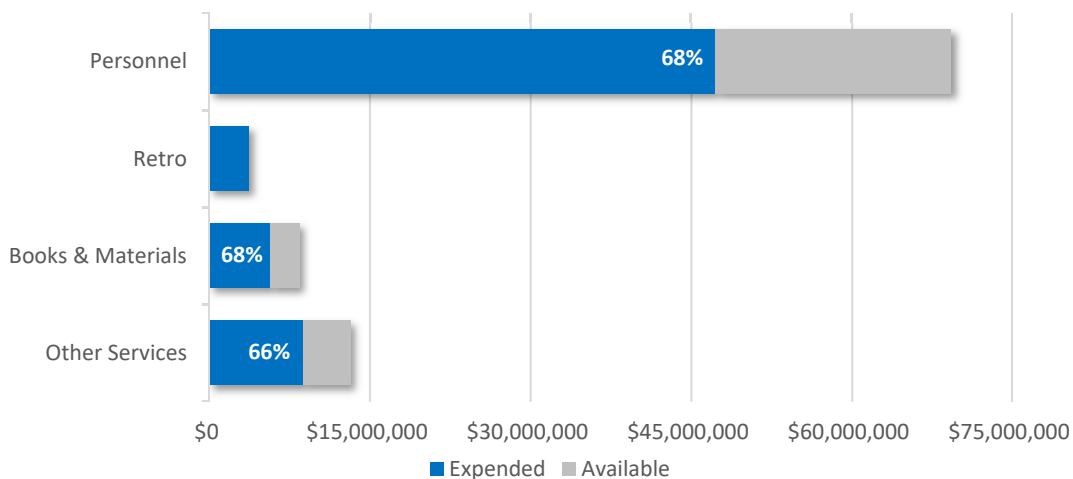
As previously report to the Board, the Library lost access to the citywide financial reporting data modules resulting from the cyberattack. As of the date of this report, access to our financial systems continues to be impacted by the outage. This issue is expected to be substantially resolved in time for the remaining monthly reports as well as year-end reporting.

### Overview

Adjusting for the retroactive annual wage increase payment (which is pending supplementary budget authority); the Library has expended **68%** of its operating budget—with **75%** of the year elapsed. This is slightly behind the prior year when the Library had expended 71% as of this point.

Total expenditures at the end of the month were \$61.7 million when excluding the retro payment, and \$65.4 million when adding it in. Chart 1 provides a high-level overview of year-to-date spending by budget group, and helps illustrate relative sizes within the operating budget.

**Chart 1: YTD Spending vs. Budget (% Spent)**



## **2023-2024 Retroactive Wage Adjustments**

Legislation to provide appropriation authority is currently in process and will require subsequent action by the Library Board of Trustees. The Financial Services team will return with a budget amendment for your consideration and action during Q4.

## **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 **twenty 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 74% of the personnel budget to be expended. Spending is behind the target at 68% and is attributable to a reporting lag caused by the citywide migration to the Workday payroll system. Labor costs for pay periods ending 9/10/2024 and 9/24/2024 have not yet populated to the financial system. There is not currently an estimate for when this issue will be resolved, however per City messaging once the integration issues are cleared, September will be temporarily reopened to allow for a labor cost chargeback to the appropriate period.

### 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.

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 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 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 **68%**. Ordering and processing are expected to 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 **66%** expended.

### Cybersecurity Recovery Expenditures

The Library has begun processing expenditures related to recovery from the cybersecurity attack. Although a final determination of total costs related to recovery efforts is not yet available, we intend to bring a year-end summary to the Board in the December report. We anticipate there will also be costs associated with ongoing cybersecurity enhancements. These costs will be described in the draft 2025 Operations Plan, and ready for the final consideration at the December meeting.

### **Revenues**

Library generated revenues for the current month total **\$48,000**—bringing year-to-date collection to **\$501,000** (62% of our target). Revenue-generating activities were restored from the ransomware event on a staggered schedule from the rest of the system, and as such not all areas of enterprise revenues have returned to a pre-breach operating status. The remaining priority area is associated with electronic payments for lost material fees—the Library IT team continues to work diligently toward restoring this area of our operations.

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**Action Requested:** Library Board consideration of September 2024 Operating Budget financial reporting for approval at October 31, 2024 meeting. Comments or feedback is welcome.

## Expenditure Control for September 2024

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
<b>Personnel Services</b>					
Salaries & Wages	44,944	-	29,916	67%	15,027
Benefits	24,378	1,195	17,379	71%	6,999
2023-2024 Retro	0	-	3,738	- (A)	(3,738)
<b>Personnel Services Sub-Total</b>	<b>\$69,322</b>	<b>1,195</b>	<b>\$51,033</b>	<b>74%</b>	<b>\$18,289</b>
<b>Books and Library Materials</b>					
Books & Materials	8,428	746	5,702	68%	2,726
<b>Books and Library Materials Sub-Total</b>	<b>\$8,428</b>	<b>\$746</b>	<b>\$5,702</b>	<b>68%</b>	<b>\$2,726</b>
<b>Other Services and Charges</b>					
Central Costs	3,027	250	2,275	75%	752
Equipment - IT & Facilities	1,801	141	1,058	59%	743
Office Supplies, Printing & Postage	308	35	191	62%	117
Operating Supplies	605	28	317	52%	288
Other Expenses	638	44	707	111% (B)	(69)
Other Maintenance	799	3	234	29%	564
Phone, Wireless & Internet	484	57	306	63%	178
Professional Services	457	28	311	68%	146
Software	876	83	821	94%	55
Staff Training & Travel	293	3	89	30%	204
Vehicle Costs	319	-	201	63%	118
Facilities - Space Rental & Utilities	1,977	210	1,427	72%	550
Facilities - Building & Grounds Maint	1,212	62	390	32%	822
Facilities - Garage Debt Service	403	370	384	95% (C)	18
<b>Other Services and Charges Sub-Total</b>	<b>\$13,198</b>	<b>\$1,313</b>	<b>\$8,712</b>	<b>66%</b>	<b>\$4,487</b>
<b>TOTAL LIBRARY OPERATING BUDGET</b>					
	<b>\$90,949</b>	<b>\$3,254</b>	<b>\$65,447</b>	<b>72%</b>	<b>\$25,502</b>

**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) Garage Debt Service chargeback from the City--final costs expected to align with budget

## Revenue Control for September 2024

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
<b>Operations Plan Other Library Revenue</b>				
Lost Material Fees	115,000	1,760	49,039	43% (A)
Central Library Parking Garage Fees	345,000	30,251	236,912	69%
Copy Services/Pay for Print	95,000	6,293	65,372	69%
Space Rental (Private & Inter-Departmental)	162,000	6,229	93,664	58%
Book Sale Consignment	85,000	2,962	40,672	48%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	354	15,739	525% (B)
<b>TOTAL LIBRARY GENERATED REVENUES</b>	<b>\$805,000</b>	<b>\$47,849</b>	<b>\$501,398</b>	<b>62%</b>

**Footnotes:**

(A) Library lost material fees have not been collectible via electronic payment since the cybersecurity breach in May

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



# The Seattle Public Library

**Date:** October 31, 2024  
**To:** Library Board of Trustees  
**From:** Tom Fay, Executive Director and Chief Librarian  
**Re:** October 2024 Chief Librarian's Report

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1. The Library has received comments from patrons about a recent Library room booking made for the Central Library's Level 1 Auditorium on Sunday, November 17 by a group called Women's Declaration International USA (WDI USA). The group convened meetings last year in Portland and San Francisco that were met by community protests related to the group's views about transgender women and women's rights.

Please note the distinction between a meeting room booking and a Library event. WDI USA is one of many organizations that have booked use of our spaces this year. The Library does not promote, sponsor, endorse, host or play any role in private meetings beyond providing access to publicly available space.

**I want to be very clear that The Seattle Public Library affirms, values and celebrates transgender and gender-diverse people. The Library strongly believes that conversations about women's rights should include, not exclude, the voices and concerns of trans women so that such conversations can lead to a positive, safe and inclusive future for all women.**

Though the Library allows meeting room access to anyone, this does not mean the Library agrees with all points of view shared in our community meeting rooms – just as we do not agree with all points of view reflected in our collection.

2. September 26-27, I attended the Washington State Public Library Directors bi-annual meeting. The two-day meeting was hosted by Winthrop Library in North Central Washington. Public library directors from around the state convened to hear about pressing topics in our field including artificial intelligence, e-materials, upcoming state legislative planning and more. The semi-annual meetings are an invaluable opportunity for discussion and information sharing and collaboration in our region.
3. On October 3, Community Partnerships and Government Relations Program Manager Kiersten Nelson and I met with Washington State Representative Kristine Reeves to discuss potential e-materials legislation. The Library continues to work on this issue locally and nationally to chart a path forward on solutions.
4. On October 4, Director of Institutional and Strategic Advancement Rick Sheridan and I met with Chris Paulus of the Capital Hill Community Council to discuss the Library's place in



community, the future of the Library, the Library Levy, and increasing civic and community engagement. Mr. Paulus recently reestablished the Capital Hill Community Council and had thoughtful questions around ways to engage the community with the Library.

5. On October 3 and 16, I participated in welcome events for new Foundation CEO Brian Lawrence at the Ballard and West Seattle branches respectively. Library staff and community members are excited to welcome Brian and hear about his vision and priorities for the Foundation in the coming years.
6. On October 20, I attended the Friends' Volunteer Celebration at the Friends' Georgetown location. The Friends have more than 60 volunteers who join their board, volunteer at the book sorting facility, help out with book sales, donate books, and work in the FriendShop at the Central Library. The Library appreciates their support and work in the community to promote a love of books and libraries.
7. By request of the Executive Director of Baltimore County Public Library, I was invited to speak at the October 22 Baltimore County Public Library Leadership Forum about what library leadership looks like in the Pacific Northwest. The forum was attended by 60 managers and administrators within their system.
8. October 23-25, I continued on to Philadelphia where I attended the Urban Libraries Council's Annual Leadership Forum. The forum brought together library leaders from around the country for three days of programming centered around the theme of 'Trust, Transformation and Tomorrow' for addressing crucial aspects of organizational change and growth for urban public libraries. I also attended a pre-conference on considering philanthropic growth for libraries and their supporting organizations.

Meetings and events during this reporting period:

- a. Board Meetings: Monthly Library Board of Trustees meeting; monthly meeting of Library and Friends leadership; 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; Baltimore County Public Library Leadership Forum; Urban Libraries Council Annual Leadership Forum.
- d. City Meetings, Events and Programs: Deputy Mayor meeting; meet and greet with new Race & Social Justice Division Director Roderick Morrison in Office for Civil Rights.

# LIBRARY AT A GLANCE



## **IN FOCUS:** English Language Learning

The Library offers a variety of English classes, combining different resources to meet the needs of learners.

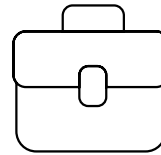
### Overview: English Language Learning

The Library offers English language classes at various levels, tailored to support educational and professional goals like resume writing or improving conversational fluency.

The Library delivers programs through partnerships with community organizations, contracts with providers, and with volunteer tutors.

Our mix of programs is designed to meet community needs and informed by community listening and an understanding of the opportunity gaps in language learning that we might serve.

### Combining Job Skills and English Learning



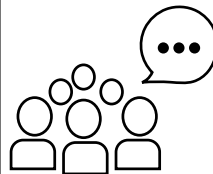
The Library partners with Hopelink to offer "English for Work" at the Rainier Beach Branch. This class series helps immigrants and refugees improve their English skills while learning about resumes, job searches, interviewing, and U.S. workplace culture.

### 1-on-1 Tutoring for English Language Learners

Focusing on essential skills including English language learning, the Adult Tutoring program provides one-on-one and small group tutoring at Broadview, Lake City and Rainier Beach branches. Volunteer tutors offer personalized support to help learners reach their educational goals.

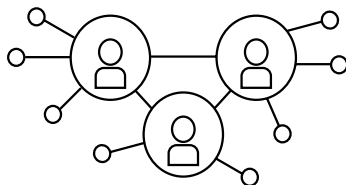


### English Conversation Circle



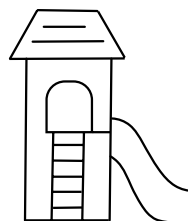
In partnership with Literacy Source, the Library offers English Conversation Circles online and at three branches. Learners can practice language skills in a lively, informal setting, discussing everything from health to homelessness in conversations guided by facilitators.

### English Language Learning Referrals



Library staff track and refer patrons to free English language classes offered by organizations like OneAmerica and local community colleges. By understanding the full range of available programs, staff can make tailored referrals that better meet individual needs.

### Integrating Free Childcare into Classes



Free childcare is available for participants attending a 13-week English class at the Southwest Branch or a 13-week computer skills class at the Delridge Branch. These in-person classes are offered through a partnership with Villa Comunitaria. The planning process identified free childcare as a key support to help learners participate.

## Collections and Access Services Technical Services

October 16, 2024

Kate Sellers, Technical Services Manager

### Impact Areas

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

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

### Cyberattack response from Technical and Collection Services

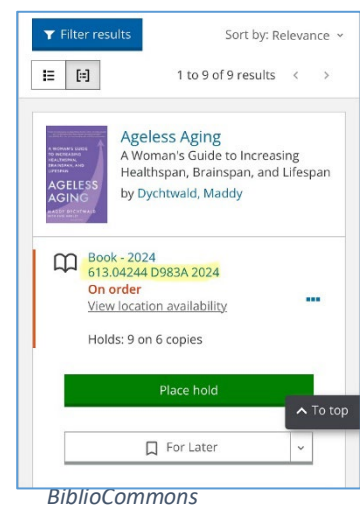
While the Library was dealing with the overall situation of the recent cyberattack on our systems, the Technical and Collection Services (TCS) department had to find clever ways to keep our work going without most of our usual tools and programs. Using lessons initially learned in 2020 at the start of the pandemic, this successful pivot to backup systems and workarounds allowed us to come out of the cyberattack with a minimum of missed work or backlogged materials, and made sure we could keep materials moving quickly for patrons when systems came back online.

#### **Providing hotspots for staff use all across the system**

- The first task TCS staff took on during the cyberattack was the deployment of hotspots to allow staff access to critical online systems and the ability to provide direct patron service while we were without our own internet access. The hotspot team in TCS gathered all available hotspots and sent them to all locations and departments, including Finance, HR, and our Scheduling Office. This provided support for all Library systems during the first few months of the cyberattack and its aftermath.

#### **Processing materials manually**

- Without access to the staff catalog, Horizon, most of the work that our Processing team does seemed impossible. But with a little ingenuity, the team was able to keep physically processing new materials. They individually re-programmed their non-networked label printers to work with Notepad and manually printed labels for new materials. They would usually need Horizon to find the right call number to use on each title, but since many items had already been cataloged before the cyberattack, but were not yet processed, the team was able to look up call numbers in BiblioCommons.
- The Processing team also added RFID barcodes and other labels to all the materials we had access to, so that when we could start adding item records back into Horizon, the work would go quickly.



## Cataloging without OCLC Connexion or Horizon

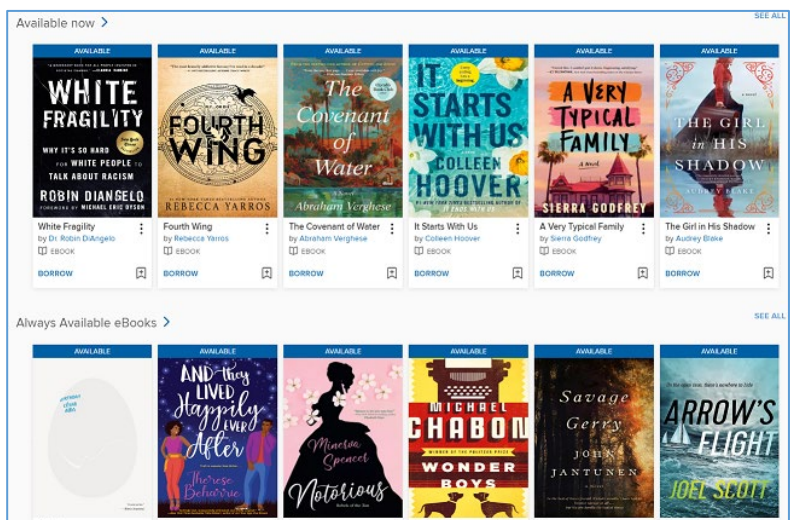
- The Cataloging team at the Library uses a program called OCLC Connexion to catalog our materials, share records with other OCLC members across the world, and load records into our Library ILS, or staff catalog, Horizon. This program was inaccessible during the cyberattack for security reasons. Luckily, OCLC has an online-only cataloging system available. It has fewer features than the full program and a very different interface, but when that became the best option, our eight catalogers quickly learned the new interface and kept cataloging new materials.
- The Cataloging team also started writing the call number on our tracker slips for each title, so that even without being able to use Horizon, our Processing team could still print call number labels and get books physically processed. Even with this backup system, we were unable to load these created records into Horizon for more than a month. When Horizon became available again thanks to the work of our IT staff, the cataloging team loaded all the saved records they had created to get the information updated in the catalog.

## Clearing the backlog of invoices and orders to vendors

- All data from completed work on 5/23 & 5/24 was lost, including orders placed with vendors, shipments received, invoices paid, and magazine check-in. They had to re-create this work by contacting vendors to identify purchase order numbers and invoice numbers and request that the vendors resend invoices and share SPL purchase orders from those days. This information then had to be re-entered into Horizon so that incoming shipments could be received and invoices processed. The team also had a very large backlog of orders to submit once they got some of their tools back. They cleared that backlog – over a month of orders – in a week.
- The team also worked hard to manually track orders made before the cyberattack, which we continued to receive. This helped us to keep manually processing materials even without the usual tracking process for orders, and it made it possible for the team to quickly catch up once some tools were back.

## Continuing to create new materials orders and making electronic materials findable for patrons

- The Selection team kept working in our vendor websites to select new titles for purchase, and held those orders until we could send them in again.
- The team also worked with SPL IT to get access to OverDrive back for patrons. Once it was available again but we still couldn't add new titles, they created new curated lists highlighting materials that were already available for patrons to help people find things to read right away.
- We're on track to spend out our collections budget in 2024, despite more than a month of not being able to submit orders, thanks to this team.



Custom Lists in OverDrive

Through this work done by each unit in TCS (Selection, Acquisition, Cataloging, and Processing), we were able to quickly move through the backlog so that materials were ready for patrons as soon as holds were turned on again. We all had to do things outside of our usual comfort zones, and the end result is a more resilient and cohesive team.

Government Relations & Community Partnerships  
October 16, 2024

Kiersten Nelson, Manager Government Relations & Community Partnerships

**Access:** Making sure the public has access to all that The Seattle Public Library offers.

**Equity:** Developing an environment where patrons have access to quality programs and services, no matter their demographic background, through public policy development at the local, state, and federal levels of government.

**Sustainability:** Educating government officials on the need for sustainable funding to ensure the Library will continue to operate and fulfill the needs of our community for today and the future.

***Educating public officials about The Seattle Public Library and Building community through partnerships.***

Over the past year, Government Relations and Community Partnerships have spent considerable time educating elected officials, pushing for state and federal funding, and expanding partnerships across the City as we continue to emerge from a pandemic landscape.

### **Council Relations**

In the fall of 2023, the city sent five new members to City Hall with a sixth appointed in January to replace outgoing councilmember Teresa Mosqueda. As directed by Chief Librarian Tom Fay, The Seattle Public Library prioritized the creation of relationships with new members of the City Council through an extensive education campaign.

With the new council makeup, committees were recreated with The Seattle Public Library falling under the purview of the Library, Education, and Neighborhood Committee. New councilmember Maritza Rivera is the chair this committee joined by new members Joy Hollingsworth, Cathy Moore, Tanya Woo, and second term member Tammy Morales. With only Councilmember Morales having previously sat on the committee that oversaw the Library, this year served as a prime opportunity to educate the Council on the role the Library plays and the challenges it faces.

Over the past nine months, the Library worked in partnership with Councilmember Rivera to provide information other members found useful and highlighted some of the nontraditional work of library staff. Monthly meetings with Councilmember Rivera began in early spring and served as a crucial time to provide updates to the chairwoman about the status of the Library's ongoing work and responses to emergent issues such as the cybersecurity event. Staff also presented in front of the committee three times before the budget work began in late September. Tom Fay presented a general introduction to the Library, the annual Levy update, and a midyear review primarily discussing the cyberattack.

Councilmembers receive weekly emails updating them on various items of interest from the Library from the past week. These emails include upcoming events, awards/grants won, program summaries, extreme weather event responses, Levy reports, and data metrics similar to those provided during Board of Trustee meetings. The Library is excited to invite councilmembers to the reopening of the Green Lake Branch before the year end.

### **Council Concerns**

Through our strategic efforts to build strong relationships, councilmembers know to reach out to the Library directly when they or their constituents have concerns regarding SPL. In 2024, these conversations revolved around the hiring freeze, hours of operations, the cyberattack, and responding to warm weather conditions. This directed connection allows the Library to provide more insight into constituent concerns and offers councilmembers the opportunity to respond more meaningfully.

### **State and Federal Outreach**

Led by Tom Fay and in partnership with The Seattle Public Library Foundation (SPLF) and Friends of The Seattle Public Library (Friends), government relations used 2024 as a year to expand engagement with legislators at the state and federal levels in a more impactful way. This began with participating in the Washington Library Association's lobby day in

February. Through this day of advocacy, Tom Fay, members of SPLF, the Friends, and myself met with 14 out of the 18 members or their staff that represent districts with a Library presence.

These conversations had a heavy focus on digital content, the cost of e-materials and challenges retaining copies of said materials in perpetuity. This led to interest from Representative Kristine Reeves in exploring possible legislation on retaining access to digital materials after the completion of a lease agreement with the publishers. The Library also participated in a statewide workgroup looking at developing legislation surrounding the costs of digital content. Through this process, The Seattle Public Library is leading an effort, in partnership with public libraries across the state, to create a statewide study designed to identify challenges in the current e-material purchasing and outline a legislative solution that could be voted upon in 2026.

The Library was awarded state funds at the start of 2024 to install electric vehicle chargers in five branches and at the Maintenance and Operations Center for fleet vehicles. The Library's grant was the only award within Seattle city limits for broad public access. Most awardees were residential buildings or fleet depots. Additionally, the Federal Emergency Management Agency (FEMA) announced around \$5 million will go to The Seattle Public Library to install air conditioning in the remaining five branches that currently do not have it as part of their Hazardous Mitigation fund. This grant request we completed in partnership with the City of Seattle and Washington State's Emergency Management Department. SPL is the first library in the country to receive such funds resulting in Tom Fay's invitation to attend an Extreme Weather Summit at the White House.

In June, Tom Fay, Rick Sheridan, and several members of The Seattle Public Library Foundation Board of Trustees and staff descended upon Washington, DC and met with legislators and staff. Given the timing of this visit, shortly after the cyberattack, these meetings offered us a chance to discuss the need for funds to harden library technology systems across the country as well as the financial challenges that libraries face for collections and digital materials as well as capital projects. This resulted in a tour of the Central Library for Senator Murray's DC staff in August.

The Library also worked closely with the City of Seattle's Office of Intergovernmental Relations (OIR) to develop a community funded project request (formerly known as earmarks) that was selected by the City to be a part of the requests they submitted to Congress. Representative Adam Smith advanced our request for funding to support updates at the Columbia Branch. To date, that request has passed through the Homeland Security Appropriations subcommittee and the full House of Representatives, albeit at a lower rate than the original submitted request of \$3 million. The Homeland Security proposed budget is not likely to be accepted as is in the Senate, but they do not expect community funded projects to be rejected when the bill goes to the conference committee.

### **Community Partnerships**

Another year and the Library has seen another increase in the number of organizations participating in the Museum Pass program. We are excited that the Children's Museum returned to the portfolio and continue exciting conversations with institutions both in and outside of the city's boundaries. The Museum Pass was greatly impacted by the cyberattack, but with restoration of all services, patrons are clamoring to reserve passes once more.

Community partnerships are part of the fabric of the work we do. After much work and testing, we launched the new electronic partnership form at the beginning of the year. Once the forms are completed they are uploaded to our Customer Relations Management (CRM) system and allow staff to more easily track and manage partnerships with outside organizations as well as create a searchable and accessible list of all our partners.

### **The Seattle Public Library Foundation Liaison**

The Seattle Public Library Foundation (SPLF) supports many aspects of the Library's work. The Library works closely with SPLF staff to ensure that the Foundation is using the same messaging as the Library and their advocacy priorities align with those of SPL. The Foundation saw the departure of longtime leader Jonna Ward and the selection of Deputy Director Brian Lawrence to replace her. Through Brian's leadership, the Foundation now hosts quarterly meetings with division leaders who receive SPLF grant funds, monthly meetings with Library leadership, weekly meetings between the communications, marketing, and community partnership teams. Through these efforts the Foundation feels greater transparency between the two organizations and an increasing level of responsiveness.





# The Seattle Public Library

**Date:** October 21, 2024  
**To:** Library Board of Trustees  
**From:** Jessica Lucas, President, AFSCME Local 2083  
**Re:** **October Union Report**

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The Library continues to move forward on Fixed Schedules. The Union and the Library hope to finalize the Memorandum of Understanding in the next few days. Union Leadership trusts that the current template creation process for 2025 is going well in its current phase and are pleased that preferences will be taken into consideration.

Our members are struggling with the continuing hurdles we face. We are supporting each other and hearing the messages of support from Library Administrators and our hard-working HR department. We appreciate that both are trying to limit the impact to staff from Workday and events that are out of our control. These are highly distressing times for many in our organization and it feels like the hardships just keep coming.

I wish I had a positive story to share, but aside from our continued dedication to our patrons and our fellow workers, the future is very hazy at the moment.

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**Action required/requested:** Informational only.