

**The Seattle Public Library
Board of Trustees Meeting
11:00 a.m. Thursday, April 24, 2025**

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

Remote Listen Line:

Dial: 213-282-4570 / Phone conference ID: 179 696 056#

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

Meeting ID: 268 378 628 685 2 / Passcode: fS78xh9C

Public Comment: comments must be directed to matters on the agenda.

- 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.
 - To submit public comment in writing, email 24-hours in advance of the meeting: library.board@spl.org.
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Agenda

A. CALL TO ORDER

B. APPROVAL OF AGENDA

C. PUBLIC COMMENT

D. CONSENT

1. Minutes of March 27, 2025 Regular Library Board Meeting
2. March, February, and January 2025 Finance Reports

E. CHIEF LIBRARIAN REPORT

1. Chief Librarian Report
2. System Report
 - a. Legislative Update – Kiersten Nelson, Community Partnerships and Government Relations Program Manager

F. OLD BUSINESS

G. NEW BUSINESS

1. Information Technology Resource Acquisition Policy
2. Union Report
3. Library Foundation and Friends of the Library Updates
4. Updates from Library Board Members

H. EXECUTIVE SESSION

I. ADJOURN

J. NEXT LIBRARY BOARD MEETING: May 29, 2025

(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

March 27, 2025

CALL TO ORDER

The regular meeting of The Seattle Public Library (SPL) Board of Trustees was held on March 27, 2025. Library Board President W. Tali Hairston called the meeting to order at 11:02 a.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 was no public comment.

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/Chief Librarian Tom Fay congratulated Trustee Carmen Bendixen on her March 18 reappointment to the Board. He said he values Ms. Bendixen's time and experience, in addition to her background and experience with the Friends of the Library which she is able to carry into her liaison work with the Foundation.

Mr. Fay said the Global Reading Challenge was underway and encouraged trustees to attend an event. He said the kids are amazing, teams are competitive, and the competition is very fun. He said many hours of preparation by librarians and staff go into creating the questions.

Mr. Fay said preliminary discussions about a potential 2026 levy have begun with the Mayor's Office, and discussions will continue over the next year. He said he attended the EBSCO Public Library Leaders Advisory Board meeting in March, where he and King County Library System (KCLS) Executive Director Heidi Daniel gave a presentation on foresight and strategic planning, as KCLS begins their strategic planning effort. He said their presentation included how to shift tactics when confronted with changes such as challenges currently happening at the federal level.

Mr. Fay said he spoke at a Library Foundation lunch event held at the Queen Anne Branch. He said the events have been an opportunity for Foundation Executive Director Brian Lawrence and he to meet many of the donors in person. He said one of Mr. Lawrence's goals is to be out in the public meeting with donors. Mr. Fay said he appreciates the Foundation providing him the opportunity to meet folks as well. Mr. Fay said the Central Library is hosting an exhibit of artwork created by SPL staff on Level 8 through April 25 and encouraged trustees to stop by.

Mr. Fay said he would be traveling to the American Library Association's Fly-in to Washington, DC the next week to represent Washington libraries, along with Susan Hempstead who oversees government affairs at Sno-Isle Libraries. He said they would be discussing recent challenges regarding the federal removal or defunding of the Institute of Museum and Library Services (IMLS). He said SPL has made a statement, and the Foundation has also been working in support.

Mr. Fay said more people across the country are starting to push their congressional delegates to respond to the issue and to reject the attempts to defund the IMLS. He said he will be in Washington, DC much of the following week, and he would report back on the visit.

Library Board Vice President Yazmin Mehdi said it was wonderful to see that Inspire Washington sent an e-mail to their members about the defunding of IMLS and to encourage people to write to their delegates. She said, thanks to Mr. Fay, she had some examples of how SPL benefits from IMLS. She said she knew from serving on the Library Council of Washington 20 years ago, that Library Services and Technology Act money is directed to libraries throughout Washington state which tend to be in rural areas. She said the funding is small, but is incredibly important state-wide. Ms. Mehdi said it is important for people to understand who is actually impacted by the cuts. She said SPL also benefits from the funds in small but important ways. She said the State Librarian negotiates special rates for databases, which patrons rely on. She said if libraries aren't able to get negotiated rates, the costs will increase, which has a budget impact. She said it is very important for those who care about libraries to send messages to their delegates with concrete examples of what a loss of IMLS funding will mean. Ms. Mehdi said she attended the Foundation lunch event at the Queen Anne Branch, and it was packed with people who care about their library.

Library Board President Tali Hairston asked if this is the first time Library staff art has been exhibited at the Library and asked how the contributors were chosen. Mr. Fay said it is the first time the Library is aware of, and staff volunteered their art to be included. He said he has a Fine Arts degree and was asked why he didn't contribute; he said he hopes to contribute when he has time. Mr. Fay said the Library has staff who are very talented in all arts, including music.

Referring to the IMLS, Mr. Fay said IMLS funding is critical to support the Washington Talking Book & Braille Library (WTBBL) which could be affected considerably by defunding. He said the sole function of WTBBL is to support all Washingtonians with sight issues and disabilities. He said WTBBL can provide material that SPL cannot for a variety of legal and/or copyright reasons, and it would be a huge loss if those services were not available. Mr. Fay said SPL also partners with the University of Washington's Information School which receives several IMLS grants that SPL works on for research and development. He said the most recent examples are a Teen Mental Health Project the Library is working on, as well as a project working with San Jose State University involving large systems around the country to develop ongoing training for library staff in a number of key areas that the modern public library needs. He said there are a number of grants that can total up to \$1 million over a number of years. He said there is benefit to SPL and the whole library profession when this research and development occurs.

Systems Reports

2024 Library Foundation Grant Funding

Community Partnerships and Government Relations Program Manager Kiersten Nelson said last year the Library was able to expend 99.8% of the total Foundation grant award from 2024. She said the Foundation awarded the Library just over \$5.6 million, of which \$5,597,871 was expended. She said the award was an increase over a \$5.1 million award in 2023. Ms. Nelson said 2024 brought a host of challenges including a hiring freeze that created uncertainty and unfilled positions. She said Mr. Fay brought leadership together to identify areas of potential underspend and strategize how to reallocate funds and use them to maximum value. She said when the ransomware attack in May interrupted programming, the Library was already on top of identifying programs in areas where funding could be reallocated.

Ms. Nelson said the Foundation also experienced upheaval in 2024 when longtime CEO Jonna Ward departed, and Mr. Lawrence stepped in as the new CEO. She said Mr. Lawrence set up quarterly meetings with Mr. Fay to build a good understanding of the spending, to drive an open flow of communication, to understand what project managers needed and how best to spend the funds, as well as discussing potential grant opportunities.

Ms. Nelson highlighted some of the many accomplishments that were made possible by grants and were included in the “2024 Seattle Public Library Foundation Grant Award Summary Report” contained in the meeting materials packet. She said grant funding went to a wide variety of supported areas including: new titles for the Japanese language collection and identifying target languages for 2025; furniture purchases for the Green Lake Branch following a major seismic retrofit and remodel at the branch; furniture and interior upgrades at the West Seattle, Delridge, Capitol Hill, High Point, Beacon Hill, Northgate, Rainier Beach, Ballard, Greenwood, and Broadview branches; HVAC upgrades at the Northeast and Southwest branches; support for Library technology upgrades and equipment following the May cyberattack; support for English conversation circles; support for mobile service at special events as well as regular monthly service delivery to preschools, adult facilities, tiny house villages, home service patrons and Books by Mail patrons; support for Summer Learning programs in branches across the city; Homework Help programs at the Broadview, Columbia, Douglas, Truth, High Point, Lake City, NewHolly, Northgate, Rainier Beach and South Park branches; Coffee and Conversations programs at the Ballard Branch; branch anniversary events; the purchase and installation of a sensory wall at the Northeast Branch; and support for a patron survey ahead of a potential 2026 levy for public input on priority focus areas as the Library moves into the next 10 years. Ms. Nelson said the Library is excited about the continued partnership with the Foundation and continuing conversations about maximizing donor support and grant funding. She said, given the many challenges faced in 2024, the 99.8% grant spend rate is a testament to staff and leadership at the Library, and the value of Library programs in community.

Mr. Hairston agreed and said being able to operationalize the grant funding during a very difficult season took great work by everyone involved to ensure responsible spending in significant areas that really make a difference. Ms. Bendixen thanked Ms. Nelson for the report in the meeting packet that is full of information. She said the cumulative report that covers overspend and underspend anticipates the trustees’ questions. She said the tracking and accountability is helpful to know, and she appreciates that the report will be standard practice going forward. Ms. Mehdi said the report highlights programs such as Coffee and Conversations, Summer of Learning, Homework Help, and patron surveys as an important part of the work of the Library does to deliver services and reach new audiences. She thanked Ms. Nelson for the report, staff for their great work in programming, and the Foundation for providing significant funding. Ms. Mehdi asked about the external grants that are footnoted on the first page of the report. Ms. Nelson said external grants include the IMLS grant for Teen Mental Health, KidsTeam, and others.

Trustee Faith Pettis said the report is thorough, and is both high-level with the overarching numbers as well as digging into details, includes comments about personal impacts. She said she appreciates the Foundation’s trust-based philanthropy and extended thanks to the Foundation for putting their trust in the Library to use the funds appropriately. She said she hopes the Library is earning that trust through detailed reporting and tracking. Ms. Pettis said it is clear the money goes to very good fundamental uses for the Library, as well as icing-on-the-cake types of use. She offered big thanks to the Foundation, and kudos to the team for building the trust relationship between the two organizations. Mr. Fay said the partnership piece is a big element. He said it took about two years to craft a partnership agreement between the Friends, Foundation, and Library, which can now be seen to be paying off in how well the organizations work together.

Mr. Fay said one area that wasn’t mentioned in the report – because the funding doesn’t go directly to the Library – is that the Foundation for the first time provided a grant to the Friends organization so that they didn’t need to fundraise. He said this support was agreed to in the partnership agreement and really allows the Friends to stay focused on the awareness and grassroots work the Friends do on a daily basis in areas that the Library could not do, and could not do as efficiently as the Friends do with volunteers. Mr. Fay said when he started at SPL, the grant spend rate was not very good, there weren’t great processes in place, and the trust-based philanthropy was not in place yet. He gave kudos to the Foundation and their board of directors

and CEO for their trust in the Library. He said new CEO Mr. Lawrence has also tasked the Foundation with raising more and wants to see the grants at \$8 million in three to five years, and at \$10 million ten years down the road. Mr. Fay said one very important thing to note is that the Foundation is what allows the Library to put on programs at all. He said there would be no funding, other than some of the staff support through general fund or through the levy, to do programming, and Foundation dollars are critical for programming to occur in the system. He said usually there is a budget line item, but at SPL, the Foundation is the baseline. Mr. Fay said he greatly appreciates the Foundation's efforts on behalf of the Library and all of its patrons.

Library Board Trustee Ron Chew said Mr. Lawrence had visited the Friends of Little Saigon to talk about ways to partner and listen to their needs. Mr. Chew said Mr. Lawrence and Foundation Board President Sarah Stanley have been out in the community talking to folks and building relationships. He said he appreciates the proactive approach which also spreads the word about the Library and its programming to community leaders and groups. Mr. Chew thanked Mr. Lawrence and the Foundation team for their efforts.

NEW BUSINESS

2024 Q4/Year End Levy Report

Levy Administrator Jan Oscherwitz said each quarter, the Library Board reviews and approves the quarterly levy report, which documents levy spending and accomplishment of levy priorities, and are posted on the Library's website. She said the fourth quarter report is combined with the annual report each year that is submitted to the Mayor and City Council by April 15. Ms. Oscherwitz said historically the Library has presented the report to the City Council committee responsible for libraries after the report has been submitted. She said this year, at Councilmember Rivera's request, Mr. Fay presented to the Council's Libraries, Education and Neighborhoods Committee on February 27, using preliminary 2024 results. She said the version of the report that the Board received in the meeting materials packet has an inset on page 10 that needs corrections to add the 10th most popular book to the Peak Picks title list and fix a formatting error. She said the corrected version will be sent to the Mayor and Council and posted to the website.

Ms. Oscherwitz said in 2024, the Library spent \$31.7 million of levy funds, or 63% of the revised budget of \$50.3 million. She said that spending rate has been true for the past couple years, and most of the delays in spending are associated with projects in the capital improvement program which tend to be big ticket items such as the Green Lake Branch seismic retrofit project. She said the levy lays out a clear framework for spending to support levy investment areas of: Hours and Access, Collections, Technology and Online Services, Children's Programming, and Maintenance. She said 2024 was a challenging year with a hiring freeze in response to citywide budget challenges, followed by the cyberattack in May that had impacts to Library technology for several months. Ms. Oscherwitz said the challenges were unforeseeable when the levy was proposed, and while they disrupted day-to-day operations, they didn't stop the Library from making progress on delivering key levy promises.

Ms. Oscherwitz reviewed information provided in the "2024 Fourth Quarter and Annual Levy Report" memo in the meeting materials packet. When reviewing investments made to Hours and Access, she added that in 2024, the Library celebrated five years of fine-free borrowing. She said that discontinuing fines did not impact materials return rates, and many patrons report that fine-free borrowing had benefited them by reducing financial anxiety and giving parents extra time to return children's materials. When reviewing the investments made in Collections, Ms. Oscherwitz added that impacts from the cyberattack meant fewer digital materials were checked out in 2024 than 2023, but despite the service disruption, the number of people who checked out at least one digital item increased. When reviewing investments to Technology and Access, she added that following the cyberattack, the Library accelerated efforts to improve cybersecurity, including moving systems to the cloud and implementing multi-factor identification systemwide. She added that the Library also made significant progress on a new app, which is about to launch,

that will allow patrons to manage Library transactions through a mobile app. When reviewing investments made in the area of Children's Programming, Ms. Oscherwitz added that while the funding is reflected in Hours and Access, it is important to note that the levy pays for 35% of the Library's Children and Teen Service librarians. Ms. Oscherwitz thanked Digital Communications Strategist Elisa Murray and the Library's Communications Team for their help with the levy report.

Ms. Mehdi thanked Ms. Oscherwitz for a great report. She said it is important for the public to recognize the importance of the Levy in terms of leveraging other funding sources for major projects. She said despite the Levy funding being underspent, as opposed to the Foundation funding that was nearly 100% spent, it is important for the public to understand that Levy spending is different in the area of capital projects. Ms. Mehdi asked if the Peak Picks program includes digital books in addition to physical copies. Mr. Fay said the Library hopes to get digital copies for Peak Picks in the future, but does not currently have them. Ms. Bendixen thanked Ms. Oscherwitz for the great work.

It was moved and seconded to approve the 2024 Annual Levy Report with the provision for staff to correct scrivener's errors; the motion carried unanimously.

2024 Cyberattack After Action Review Report

Administrative Services Director Rob Gannon said the ransomware attack significantly impacted the Library's 2024 operations, after which the Library committed to evaluate its response and effectiveness in the recovery and identify lessons learned and recommendations to implement. Mr. Gannon said the after action review was conducted by an outside consultant, Cybertrust America, under direction of the Library's attorneys from the City Attorney's Office and Oreck, the Library's outside legal counsel. He said Anna Stuart from Oreck was present in today's meeting and was helpful and instrumental throughout the after action review. He said Joe Santiesteban from Oreck and Aaron Valla from the City Attorney's Office were also present in the meeting. Mr. Gannon said the Library worked on the review in partnership with the City of Seattle's Department of Information Technology so that lessons learned also benefit the Library's relationship to City IT, as well as City IT specifically. He said the report took time to create due to the careful nature of the review, and was done under the direction of our attorneys to protect the information from security perspective. Mr. Gannon offered to answer specific questions in the meeting or in the coming weeks, letting the report speak for itself.

Ms. Mehdi asked how recommendations from Cybertrust America may have impacted the efficacy of the response, since the response was already in the top 5% of responses. Additionally, she asked regarding the recommendations, how much of that work might more appropriately sit at the City IT level as opposed to the Library IT level. In response to the first question, Mr. Gannon said when the Library engaged Cybertrust America, it didn't know how good or bad or acceptable its response was, and the evaluation was helpful to better understand how the Library performed in the midst of the attack, and in the response and recovery phase. He said the Library's team thought it did a fair job and was working hard and diligently, and relying on things that were not well practiced. He said one of the values of the recommendation is to see that good work was done by the Library and its consulting partners. He said the Library can now make that part of a response plan to be better prepared in the future, as well as understanding where it needs to strengthen day-to-day resources, even absent an attack. Library Technology Officer Charles Wesley said the Library is proud of its response. He said there are always lessons learned from a real-world effort versus a theoretical environment, and incorporating those lessons into ongoing practices is a good opportunity. He said the security landscape is always evolving and changing, so to keep pace, the response plan cannot be static, and the Library needs to be continually responding and evolving to maintaining pace with the environment.

In response to Ms. Medhi's second question, Mr. Gannon said the Library wants to continue to explore the nature of its relationship with Seattle IT. He said the SPL is substantially independent from the City structure and relies a great deal on Library-based IT resources, practices, and structures to respond. He said the report shows the Library's great dependence and interdependence with the City, and the Library wants to figure out how to continue to strengthen those bonds. He said some of the structures that are contemplated in the report exist at the City IT level, and the Library is looking into how to establish those structures or appropriately connect with City IT resources, and what that means for an ongoing relationship and structure so that as threats evolve and circumstances change, SPL is in the better posture of connection with City IT. Mr. Wesley said prior to the attack, the Library had a good relationship with City IT, that has now been strengthened. He said there are opportunities to align in strategy and approach. He said the details of how closely Library and City IT can interoperate will be dictated by a variety of factors. He said where it makes sense and there is ability to leverage each other, there is mutual interest. He said there are trade-offs depending on who is taking the lead on which aspect and how aspects are implemented. Mr. Wesley said the Library is in a good position to work with City IT. He said this a risk-based approach. He said opportunities lie in looking at the risks and mitigations and where interoperability and cooperation are the best strategy to manage those risks.

Ms. Mehdi thanked Mr. Gannon and Mr. Wesley. She said SPL did a remarkable job getting the systems back, and it is wonderful to have it underscored what a good job the Library did. She said the Library pays what is basically an overhead expense to City IT, and she wants to make sure SPL is getting the kind of support it is due in exchange for that payment. Mr. Fay said Seattle IT was a critical partner in supporting the Library throughout this situation. He said the Crowd Strike issue came on the heels of the cyberattack, and City IT sent several staff members over to help, accelerating the Library's recovery time considerably. He said that was done at a time of transition in City IT leadership, and showed the professionalism of the of the City IT team as well. He said the Library and City IT have generally always had a good working relationship. He said cybersecurity issues need to be worked together on as a team. He said anything that happens at the Library could affect the City, and vice versa, so the teams need to stay engaged. Mr. Fay said SPL also has a great relationship with the Emergency Operations Center (EOC), and as a department director, he can call to activate the EOC, along with the Mayor's Office. He said, fortunately, this event didn't rise to that level, but there are City department response components in place. Mr. Hairston thanked Mr. Gannon and Mr. Wesley and said the Board would be interested in a future discussion about how next steps from the recommendations are going.

Rules of Conduct Update

Mr. Gannon said the Library is in the process of revising its Rules of Conduct. He said the effort that began in 2019 and has had a number of interruptions, as well as diligent work to thoroughly think through revisions. He said formal documents will be presented for review in the Board's April meeting. He said Downtown Regional Manager Valerie Wonder will explain the revision process from "Rules of Conduct" to the "Community Use Agreement," some of the community involvement in the process, and preparations being undertaken to put the revisions into effect for the Library, community, patrons, staff, and security. Mr. Gannon said Southeast Regional Manager Richard Counsel has also been deeply involved in the work and was scheduled to join Ms. Wonder in today's meeting, but had an unavoidable conflict.

Ms. Wonder said the Rules of Conduct were last updated in 2013. She said when the process was begun in 2019, the team felt the Rules of Conduct were not reflective of current strategies and values around equity and inclusion and the efforts the Library had made to create a more welcoming environment. She said Mr. Counsel has been the chair of the Rules of Conduct Task Force for the entire six years since 2019. She said, following the pandemic, the team came together to focus on how to engage the community in the process. She said they worked with an external consultant and brought community members onto the task force. She said there were initially eight community members on the task force who were either leaders or advocates in

communities of color and people with lived experience of homelessness. She said they attended sessions for two years and provided a voice and some accountability to the team through the process. She said the team did community listening sessions with communities that are disproportionately impacted by the Rules of Conduct including youth of color and people experiencing homelessness. She said they also engaged librarians, library associates, frontline managers, and security officers who are charged with maintaining a welcoming environment and also implementing the Rules of Conduct. She said the team heard consistent feedback that the Rules of Conduct are a long list of no's that are unwelcoming, negative, complicated, and don't reflect SPL's values of equity and inclusion.

Ms. Wonder said the community members on the team felt strongly that the word 'community' should be a part of the title, along with 'agreement' to emphasize the mutuality. She said the proposed new document is not a long list of no's that the Library is inflicting on a community, but is an agreement being entered into together that sets out responsibilities and values that all are abiding by. She said it is much shorter and has far fewer rules, in easier to read and simpler language. She said the team tried to use positive language and created sidebars to call out a commitment to equity, accessibility, and intellectual freedom. She said a preamble emphasizes that the Library wants the community in its spaces and highlights some of the ways it wants to work with community. She said a current rule says using restrooms for bathing, shampooing, doing laundry, or changing clothes isn't allowed, and the proposed new language says to use restrooms responsibly and keep them safe and usable for others. She said it is not necessary to call out all of the ways people might use the restrooms that may be problematic, and that changing clothes in the restroom isn't necessarily problematic. She said the team spent hours thinking about the language, specific items, and safety strategies for keeping people safe and creating a welcoming environment.

Ms. Wonder said the document is a list of agreements, and as it is rolled out to staff, the team will emphasize the kind of environment the Library wants to create and the steps they can take to make that happen. She said SPL staff already do de-escalation training and talk about safety strategies in trainings and onboarding. She said the Community Use Agreement will be integrated as a second side to the same ecosystem. She said the team has already begun to socialize this work with staff by going to quarterly trainings with all of Library Programs and Services staff to provide presentations and more detail. She said staff are excited and feel this is moving in the right direction. She said the new agreement creates a tool staff can use to build trust and support in the community. Ms. Wonder said the rollout will include an e-learn for staff, as well as a supervisor training and a workbook, with a variety of scenarios and talking points to address key questions and concerns that supervisors can speak to during unit meetings. She said the team will join unit-meeting-based trainings with supervisors to work through the changes more in depth, and will have virtual drop-ins for staff with questions or concerns to talk through scenarios and implementation. Ms. Wonder said there will be brochures, signage, and social media around the new language that also lends itself to breaking into pieces to address a particular interest, such as the restroom use rule being displayed independently in the restrooms. Ms. Wonder said a final policy document would come to the Board for review and action this summer.

Ms. Mehdi said it can be hard to implement something that is not clear or is subject to interpretation, and pointed to the example of using the restroom responsibly as being open to interpretation. She asked if the team looked at language similar to what was used when the rules around eating and drinking in the Library were changed. She said the rule prohibiting eating in the Library was discontinued, but there is some specificity around where eating and drinking is allowed. She asked if this team took into consideration how the implementation of that change in policy went. Ms. Wonder said that specific rule change didn't necessary influence this document, though it is reflected in the draft document. She said the team talked a lot about a shift away from specific language that can create tension and places additional burden on staff. Mr. Gannon said there are many elements of the Community Use Agreement that remain quite specific and

explicit, but are presented in short, understandable statements rather than long, complicated rules and legal terminology. He said there is a balance in the Community Use Agreement that will help staff effectively implement it and patrons to understand it. He said there are many areas of the agreement that complement each other in terms of keeping the environment safe and welcoming while also restricting or limiting certain activities. He said rather than having one rule for every possible event, the new document is a set of parameters and indications of what the community should be using the space to do, which can be used to address areas that evolve as problematic. Ms. Mehdi said she will be interested to hear an update on implementation and whether it feels like the level of clarity and transparency is useful to ensuring the agreements are met.

Ms. Pettis said she had concerns similar to Ms. Mehdi's. She said she applauds the effort to replace the old language with something less dense and something more welcoming and open. She said she wants to make sure that staff feel they have a basis upon which to tell someone no. She said it needs to be absolutely clear and not subject to a lot of interpretation about whether someone is misusing Library space to the detriment of other people. She said she is interested to see the final language, and would like to schedule a future date for a formal check-in to see how things are going post-implementation to make sure that staff feel they are able to adequately use the agreement. Ms. Pettis said she would also like an update on how the changes to eating and drinking in the Library have played out, and whether the change is working as intended.

Mr. Fay said the changes will be made with the understanding that it will still be iterative as conditions change. He said what cannot happen is another case where the rules are not reviewed for 10 years. He said the new version is built to be iterative, and to be able to gain information from staff who are working through these, as well as the community that is experiencing the environment. He said as conditions change, the Community Use Agreement may also need to change. Ms. Wonder said there will be an evaluation, and the team hopes to bring the language to the Board every year or two for adjustment as needed. Mr. Hairston thanked Ms. Wonder and Mr. Gannon.

2025-2026 Chief Librarian Performance Review Process

Mr. Hairston said he and Ms. Mehdi have reached out individually to trustees regarding the chief librarian's performance review process. He said in 2024, the Board approved a pay raise that was attached to a desire to do a performance review in 2025-2026. He said the Board prefers to do the process in 2025, and discussed strategies and approaches they could take with Library Human Resources Director Brian Sharkey. Mr. Hairston said he would lead the review process by gathering a list of names and constituent groups from trustees with whom to discuss the performance of the chief librarian. He said the Board will also develop a set of questions. Mr. Hairston said he would speak with identified parties and seek to complete gathering feedback by the December 2025 board meeting. He said the Board does not anticipate needing to do a more comprehensive review that requires additional resources to accomplish, and can do an effective performance review internally through the resources of the Board. He asked each trustee to prepare a list of individuals, constituent groups and questions. Ms. Mehdi agreed with Mr. Hairston and said she found it useful to speak with former Library Board members about how the process was run in the past. She said the process puts a lot of work on Mr. Hairston's shoulders, and offered to assist if needed. She said this is the past process the Library Board has used, with the Board itself conducting the review, asking the questions, and having the conversations. She said this makes the most sense as it will not be filtered through a consultant, and will not affect budget. Ms. Pettis thanked Mr. Hairston for willingness to shoulder the work and Ms. Mehdi for volunteering to assist. She said outside consultants can be costly and the Board would like to be mindful of spending. Mr. Chew agreed and thanked Mr. Hairston for shouldering the work. He said he has been involved in past processes, and a simplified process will yield better results. Ms. Bendixen agreed. She said the Board is the hiring authority for the chief librarian, so having a direct hand in the review process is important. She asked about the list of names and questions, to which Mr. Hairston replied that the Board will compile the contacts and questions. He said

speaking with former trustee Jay Reich has been helpful for understanding the previous processes and kinds of conversations that are useful. Mr. Hairston said trustees will work independently and come back toward the end of the year with a final report.

Union Report

President of AFSCME Local 2083 Jessica Lucas apologized for the negative tone of her report and said it is a reflection of how SPL staff are feeling. She said in light of that, management reached out to the Union in collaboration and to bring the new agreement to work together toward fixing some of the shared interests. She said she appreciates the olive branch and thanked Mr. Gannon and Interim Human Resources Director Shawna Dennard for listening and making suggestions. She said the Library came out of that meeting stronger and will move forward in a positive direction and hopes to remedy some of the issues that staff feel are hard right now. Ms. Lucas said, in addition to burdens at work, the federal defunding of the Institute of Museum and Library Services (IMLS) is weighing on staff. She said it is heartening to see the joint statement between SPL and King County Library System and to hear about Mr. Fay's work with state partners to plan around the defunding.

Mr. Hairston said the Board is concerned about staff morale and are feeling the tone of Ms. Lucas' report. Ms. Lucas said one problem is that tone can be implied in emails even when unintended. She said there is tone in her message, but a lot of tone has been felt in recent emails where it may not actually exist. She said they are working on that and will continue to try to move in a positive way. Mr. Hairston said the Board has concern for the culture of the Library and the community in which it serves. He thanked Ms. Lucas for her report. Ms. Mehdi said staff have a lot of external pressure including the IMLS defunding and nationwide book banning. She said the Board recognizes external things that staff are feeling. She said to the extent that morale is affected by things the Board can impact, the Board is supportive of doing so.

Library Foundation and Friends of the Library Updates

Ms. Mehdi said the Friends will be signing a three-year lease with the Orcas Business Park in Georgetown for the continuation of sales and events at that location, which has been good for small sales and community volunteer efforts. She said the Seattle Waterfront has asked to partner with the Friends, and the Friends will be selling books on Pier 62 on weekends throughout the summer. She said the Friends are reviewing and updating their internal manual, as well as working on their own strategic plan that takes into account the Library's strategic plan.

Ms. Bendixen said the Foundation Board met on March 12 and expressed their appreciation to Mr. Fay, Mr. Gannon, Head of Finance and Accounting Nick Merkner, and the whole team for achieving a 99.8% spend rate of their \$5.6 million grant. She said they expressed gratitude for SPL's thoughtful approach to spending, and for reports prepared throughout the year. She said the Foundation Board and staff held a half-day retreat in February focused on strategic planning, and will be receiving proposals and choosing a consultant to hire next month to begin the work. Ms. Bendixen said Special Collections Managing Librarian Sean Lanksbury gave a presentation on "Historical Literacy – The Black Spatial Histories Institute," a project done in partnership with SPL. Ms. Bendixen said Foundation staff presented their "2024 Review and 2025 Goals" that included Foundation staff, the Foundation Board President, and the Foundation Board Committees' goals and workplans. She said the Foundation's fundraising is in a great position, having started the year with raising more than \$500,000, which exceeded last year's amount by 78%. She said the 2024 fundraising grand total was \$8.3 million, including estate giving which has proven especially beneficial.

Updates from Library Board Members

Mr. Chew said he is deeply concerned about the IMLS funding cuts. He thanked Mr. Fay and Digital Communications Strategist Elisa Murray for gathering information, and said he wasn't previously aware of SPL's IMLS grant to support Teen Mental Health. Mr. Chew said he had been approached by several media sources to do stories on IMLS. He said he has served for more

than two decades as a reviewer, and the IMLS does amazing work supporting amazing efforts. He said the funding cuts are tragic. Regarding the cyberattack, Mr. Chew said he has heard questions from folks around the country related to cybersecurity and asked if anyone from SPL will be presenting on a panel to talk about it at the American Library Association conference this summer. Mr. Chew said he has also been getting approached by people with concerns about the elevators at the Central Library.

Mr. Fay said one of the elevators at the Central Library is back up and functioning today. He said Mr. Gannon and Head of Capital Improvement Projects and Facilities Dennis Reddinger have been working to get a new servicer for the elevators. He said there have been a lot of complexities with elevators world-wide as parts have become more proprietary, which has been very challenging for the Library's previous service provider. He said the Library will now be dealing with the manufacturer directly, who has already ordered the parts and will be able to start getting the elevators back to functioning. He said having the elevators functioning means they are up to all standards and code, but the Library is aware of the need to modernize the elevators. He said the technology in all of the elevators get old, and with four elevators, including one very large freight elevator, there will be additional resource needed to modernize. Mr. Fay said SPL also has other locations with elevators, and that is something to keep in mind when talking about capital maintenance needed over time. He said the hope is to have Central Library elevators running by Monday morning.

Regarding the cyberattack, Mr. Fay said that Mr. Wesley has been doing a variety of seminars, and Head of Communications Laura Gentry also did one from a communication perspective. He said Head of Marketing and Online Services Helen Tapping and her team, and Ms. Gentry and her team did a great job communicating out to the public on the attack and the progress the Library was making. He said SPL has done a number of presentations, but he isn't currently aware of anything planned at the ALA conference. Mr. Fay said he will be sure to meet with all of the trustees who will be attending the ALA conference this year to review the program and provide input on where to start.

ADJOURN

Library Board President Tali Hairston adjourned the meeting at 12:50 p.m



The Seattle Public Library

Memorandum

Date: April 24, 2025

To: The Seattle Public Library Board of Trustees

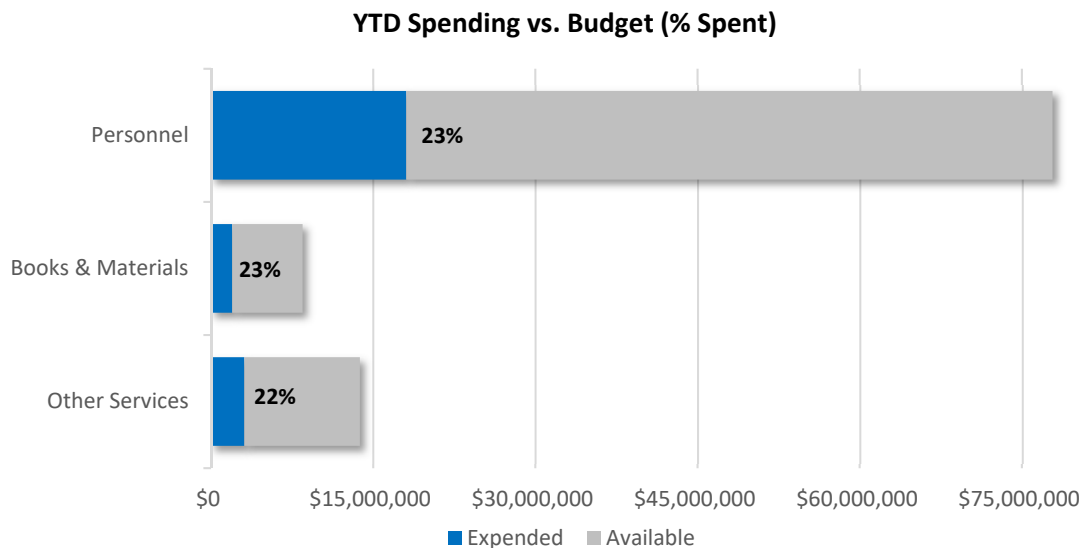
From: Tom Fay, Executive Director and Chief Librarian
Rob Gannon, Director of Administrative Services
Nicholas Merkner, Head of Finance and Accounting

Subject: **March, February & January 2025 Financial Reporting**

Overview

Overall, the Library has expended **23%** of its operating budget with **25%** of the year elapsed. This is in line with the prior year when the Library had also expended **23%** of the operating budget. Total expenditures at the end of the month were \$23 million.

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



Personnel Services

Personnel costs represent the largest category of expenses at the Library and make up 78% of the revised operating budget. As of this report there have been **six pay periods processed**—as such we expect 23% of the personnel budget to be expended. Spending is on target at **23%**.

Non-Personnel Services

The largest individual category of expenditures within the non-personnel budget is related to library books and materials—this category represents 8% of the revised operating budget. Spending is as expected at **23%**.

Other services which represent 14% of the adopted budget—and include equipment, services, and supplies—are **22%** expended. Within this category, there is \$1.2 million associated with prior year grants, contracts, and other ongoing bodies of work that had budget authority continue into 2025. These amounts are reflected on the attached Expenditure Control report.

Revenues

Library generated revenues during the month of March were \$65,000, with total year-to-day collections at **\$179,000**—representing a 22% collected rate. This \$179,000 reflects a \$4,000 decrease in revenues compared to the same period from 2024. However, the Library has yet to restore access to digital payment acceptance related to lost materials fees—we anticipate once this functionality for patrons has returned, revenues will realign in this category through the remainder of the year.

Action Requested: Library Board consideration of January, February, and March 2025 Operating Budget financial reporting for approval at April 24, 2025 meeting. Comments or feedback are welcome.

Expenditure Control for March 2025

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries & Wages	51,207	3,867	11,707	23%	39,499
Benefits	26,639	2,112	6,355	24%	20,283
Personnel Services Sub-Total	\$77,845	\$5,979	\$18,062	23%	\$59,783
Books and Library Materials					
Books & Materials	8,483	738	1,968	23%	6,515
Books and Library Materials Sub-Total	\$8,483	\$738	\$1,968	23%	\$6,515
Other Services and Charges					
Central Costs	3,305	276	828	25%	2,477
Equipment - IT & Facilities	1,493	55	325	22%	1,168
Office Supplies, Printing & Postage	304	21	75	25%	229
Operating Supplies	606	34	99	16%	506
Other Expenses	1,679	67	198	12%	1,480
Other Maintenance	569	24	107	19%	462
Phone, Wireless & Internet	507	7	59	12%	448
Professional Services	364	51	59	16%	305
Software	869	27	227	26%	642
Staff Training & Travel	180	3	5	3%	174
Vehicle Costs	358	29	87	24%	272
Facilities - Space Rental & Utilities	2,093	287	729	35%	1,364
Facilities - Building & Grounds Maint	1,044	57	284	27%	760
Facilities - Garage Debt Service	404	8	8	2%	397
Other Services and Charges Sub-Total	\$13,775	\$943	\$3,090	22%	\$10,685
TOTAL LIBRARY OPERATING BUDGET	\$100,103	\$7,660	\$23,120	23%	\$76,983

Footnotes:

* Includes \$1.2M related to prior year encumbrances and grant carry-forward

Revenue Control for March 2025

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	115,000	10,583	21,996	19% (A)
Central Library Parking Garage Fees	345,000	28,247	86,214	25%
Copy Services/Pay for Print	95,000	10,944	33,925	36%
Space Rental (Private & Inter-Departmental)	162,000	11,129	22,955	14%
Book Sale Consignment	85,000	4,091	13,364	16%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	171	395	13%
TOTAL LIBRARY GENERATED REVENUES	\$805,000	\$65,165	\$178,849	22%

Footnotes:

(A) Library lost material fees have not been collectible via electronic payment since the cybersecurity breach in May 2024

Expenditure Control for February 2025

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries & Wages	51,207	3,862	7,840	15%	43,366
Benefits	26,639	2,103	4,243	16%	22,395
Personnel Services Sub-Total	\$77,845	\$5,965	\$12,084	16%	\$65,761
Books and Library Materials					
Books & Materials	8,483	562	1,230	15%	7,253
Books and Library Materials Sub-Total	\$8,483	\$562	\$1,230	15%	\$7,253
Other Services and Charges					
Central Costs	3,305	276	552	17%	2,753
Equipment - IT & Facilities	1,430	114	270	19%	1,161
Office Supplies, Printing & Postage	304	35	54	18%	250
Operating Supplies	606	41	66	11%	540
Other Expenses	1,741	43	131	8%	1,610
Other Maintenance	569	6	84	15%	485
Phone, Wireless & Internet	507	32	52	10%	455
Professional Services	364	9	8	2%	356
Software	869	13	200	23%	669
Staff Training & Travel	180	3	3	2%	177
Vehicle Costs	358	29	58	16%	301
Facilities - Space Rental & Utilities	2,093	309	443	21%	1,651
Facilities - Building & Grounds Maint	1,044	220	227	22%	817
Facilities - Garage Debt Service	404	-	-	0%	404
Other Services and Charges Sub-Total	\$13,775	\$1,129	\$2,146	16%	\$11,628
TOTAL LIBRARY OPERATING BUDGET	\$100,103	\$7,655	\$15,460	16%	\$84,643

Footnotes:

* Includes \$1.2M related to prior year encumbrances and grant carry-forward

Revenue Control for February 2025

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	115,000	5,247	11,414	10% (A)
Central Library Parking Garage Fees	345,000	35,500	57,967	17%
Copy Services/Pay for Print	95,000	12,055	22,981	24%
Space Rental (Private & Inter-Departmental)	162,000	8,022	11,827	7%
Book Sale Consignment	85,000	4,857	9,272	11%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	124	224	7%
TOTAL LIBRARY GENERATED REVENUES	\$805,000	\$65,804	\$113,684	14%

Footnotes:
(A) Library lost material fees have not been collectible via electronic payment since the cybersecurity breach in May 2024

Expenditure Control for January 2025

Amounts in \$1,000s	Revised Budget*	Current Month Expenditures	Year to Date Expenditures	% Expend	Balance of Budget
Personnel Services					
Salaries & Wages	51,207	3,978	3,978	8%	47,229
Benefits	26,639	2,141	2,141	8%	24,498
Personnel Services Sub-Total	\$77,845	\$6,119	\$6,119	8%	\$71,726
Books and Library Materials					
Books & Materials	8,483	669	669	8%	7,815
Books and Library Materials Sub-Total	\$8,483	\$669	\$669	8%	\$7,815
Other Services and Charges					
Central Costs	3,305	276	276	8%	3,029
Equipment - IT & Facilities	1,430	155	155	11%	1,275
Office Supplies, Printing & Postage	304	19	19	6%	285
Operating Supplies	606	24	24	4%	581
Other Expenses	1,741	88	88	5%	1,653
Other Maintenance	569	78	78	14%	491
Phone, Wireless & Internet	507	21	21	4%	487
Professional Services	364	(1)	(1)	0%	365
Software	869	187	187	22%	682
Staff Training & Travel	180	-	-	0%	180
Vehicle Costs	358	29	29	8%	329
Facilities - Space Rental & Utilities	2,093	134	134	6%	1,959
Facilities - Building & Grounds Maint	1,044	8	8	1%	1,036
Facilities - Garage Debt Service	404	-	-	0%	404
Other Services and Charges Sub-Total	\$13,775	\$1,018	\$1,018	7%	\$12,757
TOTAL LIBRARY OPERATING BUDGET	\$100,103	\$7,805	\$7,805	8%	\$92,298

Footnotes:

* Includes \$1.2M related to prior year encumbrances and grant carry-forward

Revenue Control for January 2025

	Revenue Budget	Current Month Revenue	Year to Date Revenue Collected	% Collected
Operations Plan Other Library Revenue				
Lost Material Fees	115,000	6,166	6,166	5% (A)
Central Library Parking Garage Fees	345,000	22,467	22,467	7%
Copy Services/Pay for Print	95,000	10,926	10,926	12%
Space Rental (Private & Inter-Departmental)	162,000	3,805	3,805	2%
Book Sale Consignment	85,000	4,416	4,416	5%
Coffee Cart & Miscellaneous (vending machines, etc.)	3,000	100	100	3%
TOTAL LIBRARY GENERATED REVENUES	\$805,000	\$47,880	\$47,880	6%

Footnotes:

(A) Library lost material fees have not been collectible via electronic payment since the cybersecurity breach in May 2024



The Seattle Public Library

Date: April 24, 2025
To: Library Board of Trustees
From: Tom Fay, Executive Director and Chief Librarian
Re: April 2025 Chief Librarian's Report

1. On March 25, I was honored to speak at the first-ever Seattle Civic Poet Inaugural Ceremony. The ceremony was hosted by the City of Seattle Office of Arts and Culture, in partnership with the Library and Seattle City of Literature, and marked the commencement of a new two-year term for the fifth Seattle Civic Poet Dujie Tahat.
2. April 1-3, I participated in the American Library Association's Legislative Fly-in to Washington, DC. Along with Susan Hempstead, assistant director of strategic relations for Sno-Isle Libraries, I represented Washington state libraries in meetings with national legislators to discuss issues of importance facing libraries across the country, which are now even more critical following cuts to the Institute of Museum and Library Services.
3. Since the White House Executive Order was issued in mid-March to eliminate the Institute of Museum and Library Services, libraries in Washington state have lost millions of dollars in federal grant funding. SPL and King County Library System released a [joint statement](#) in response to the order, and we continue to work with our library partners and communities locally and nationally on solutions.
4. We are excited to announce that the Library's mobile app is live and available in app stores for both Apple and Android devices! Through the app, patrons can check out items and place new holds, view their checkouts and holds, reserve meeting rooms, register for events and programs, and receive important notifications about their account. Patrons can also add and manage multiple accounts through the app, making it easier for parents and caregivers to help younger patrons with access. More information is available at <https://www.spl.org/using-the-library/using-this-website/mobile-app-project>. Many thanks to Head of Marketing and Online Services Helen Tapping and the entire app project team for their hard work. The work has been underway since 2023, and included a community engagement process with focus group conversations and survey responses from more than 3,000 people to develop a product with features and functions that are important to the Library's community.
5. The Library is working with Public Health - Seattle & King County to distribute free naloxone kits to community members in need. Providing access to naloxone can help reduce opioid overdose deaths in our community, and is a natural extension of the work that libraries do to connect patrons to information and resources and respond to community needs. The Library will receive 500 naloxone kits each month to distribute through branches on a self-serve basis. Fentanyl test strips, which can identify the presence of fentanyl in a drug, will

also be distributed at the Central Library. Public Health - Seattle & King County and the Washington State Department of Health are making these supplies available to the Library free of charge. In addition, Public Health - Seattle & King County is providing a one-time, limited supply of wound care kits, hygiene kits, and safer sex kits that will be distributed at libraries until they run out.

6. On April 2, the Global Reading Challenge held its 30th annual citywide final, with the Library Lynx team from Queen Anne Elementary winning the championship title. At a time when literacy is in decline, this collaboration between Seattle Public Schools and The Seattle Public Library is more important than ever. More than 3,500 fourth and fifth graders from 72 schools participated in the program by reading and studying the Global Reading Challenge books together. The Library is grateful to Seattle Public Schools teachers, librarians, administration, and The Seattle Public Library Foundation for their strong support of this program. Global Reading Challenge Librarian Jenny Craig will provide a full report at the May 2025 Library Board meeting.

Meetings and events during this reporting period:

- a. Board Meetings: Monthly Library Board of Trustees meeting; monthly meeting of Library and Friends leadership; Friends Board meeting; Foundation Board Executive Committee meeting.
- b. Standing Meetings: Compensation Committee; Senior Management Team; E-Team; Monthly Managers meeting; Union/Leadership meetings; Foundation CEO/Chief Librarian bi-monthly meetings.
- c. Library Meetings, Talks, Interviews and Visits: Metro area library director meetings; ULC Director/CEO weekly meetings; American Library Association Legislative Fly-in, Washington, DC.
- d. City Meetings, Events and Programs: Deputy Mayor bi-weekly meeting; Councilmember Rivera monthly meeting; Mayor's Cabinet meeting.

LIBRARY AT A GLANCE



IN FOCUS: Usage Trends

Quarterly usage trends point to recovery from ransomware outage.

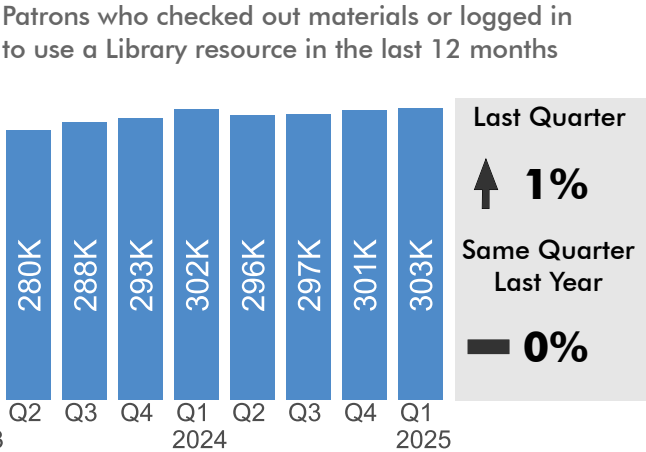
Overview: Usage Trends

It's been over six months since the Library completed its recovery from the 2024 ransomware outage, which significantly disrupted borrowing and overall library use for 3+ months. Library use in Q1 2025 reflects steady demand for both digital and physical materials.

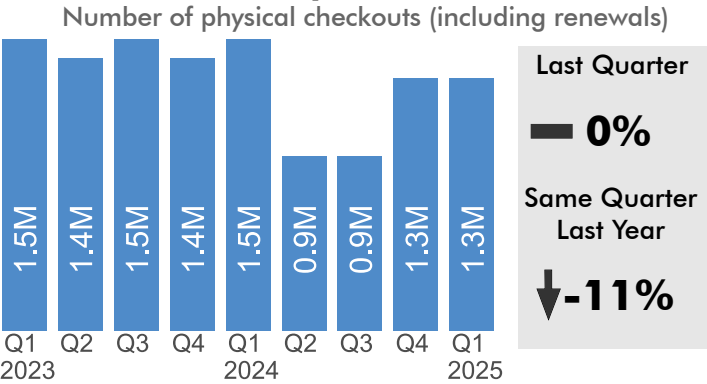
Digital use has returned to levels seen a year ago but is slightly lower than 2023 totals, reflecting the January 2024 discontinuation of Freegal, the Library's former music streaming platform. The number of digital borrowers continues to grow, with 145K patrons checking out digital materials, including 10K using Books Unbanned cards.

Physical checkouts and renewals are slightly lower than last year, but the number of borrowers has rebounded.

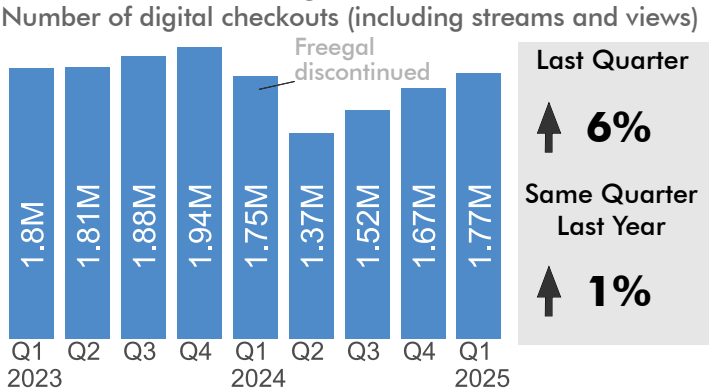
Active Library Users



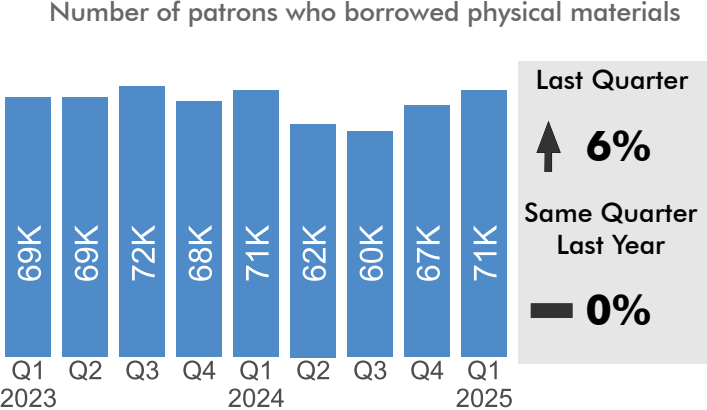
Physical Use



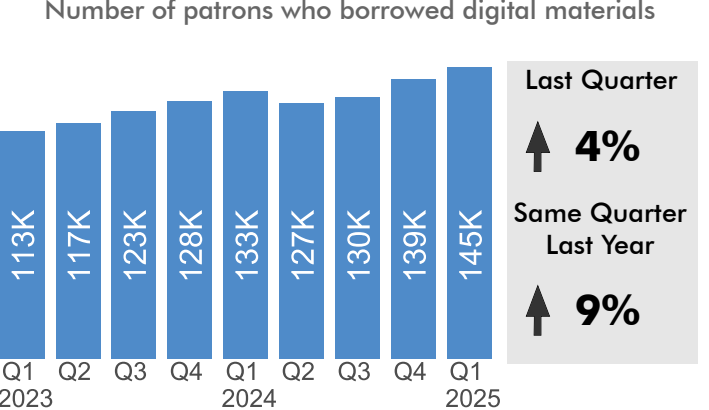
Digital Use



Borrowers - Physical



Borrowers - Digital



Facility Maintenance and Custodial

SPL's Facilities and Custodial/Janitorial are having yet another busy start to what looks like another busy year. Between the two departments, there were 3,009 work orders requested throughout the SPL system, which includes daily, weekly, monthly, quarterly, and annual tasks, inspections, and maintenance and service checks.

Facilities had started and completed 1,278 work order requests revolving around building maintenance and repairs, grounds clean up, HVAC maintenance walkthroughs and filter replacements, and fire and sprinkler system maintenance and repairs. They also had 1,233 work order tasks involving routine maintenance.

Custodial started and completed 498 work order requests with a majority of those requests being restroom related (biohazard clean ups, unclogs, etc).

Both departments have welcomed and onboarded new staff to the library.

Circulation Services

April 14, 2024

Bo Kinney, Circulation Services Manager

The Library will...connect people to free books and information, resources, and to each other; ... Use new technologies to assess and improve the effectiveness of Library systems; ...Ensure patron confidentiality and privacy through enhancements to cybersecurity technologies (2024-2033 Strategic Plan)

Connecting People to Free Books and Information with a New Online Library Card Application

The cybersecurity incident on Memorial Day, 2024, disrupted most Library services. Luckily, we were able to restore and recover many services very quickly. But there has been a longer, ongoing process to improve and rebuild certain core technologies and technology-supported services in a more sustainable and secure long-term way. One example is the completely redesigned online Library card application, which launched on April 1, 2025, after several interim steps.

Background

Prior to the 2024 cybersecurity incident, SPL offered patrons the opportunity to sign up for Library cards online through a custom process developed in-house by SPL IT staff. This process was created in 2021 in response to the COVID-19 pandemic and worked very well for the three years it was in operation. With this custom process, new Library patrons could sign up for a Library card online and receive an active Library card number for immediate use.

Unfortunately, this homegrown Library card signup process could not be restored after the cyberattack. Instead, Information Technology leadership recommended launching a new, vendor-supported service. This would be more secure and sustainable—critical requirements for a tool that collects personal information and communicates directly with our patron database.

Interim Solutions

Because the procurement and implementation process for a vendor-supported product takes time, we first had to design and implement an interim solution that would allow new patrons to sign up for Library cards online, securely and expediently. The Borrower Services team at the Central Library, with support from the

Information Technology team, Marketing and Online Services Team, Quick Information Team, and Circulation Services Manager, developed a workable process using the Library's LibAnswers ticketing system. A secure form allowed patrons to submit their name and personal information and attach eligibility documentation, which created a ticket for Borrower Services staff to review. After Borrower Services staff confirmed new patrons' eligibility, a daily script created borrower accounts in the Integrated Library System (patron database) and notified patrons that their account was ready for them to use. While this process was not immediate for patrons, and was labor-intensive for staff, it did allow us to restore a fully online signup process relatively quickly after the ransomware attack.

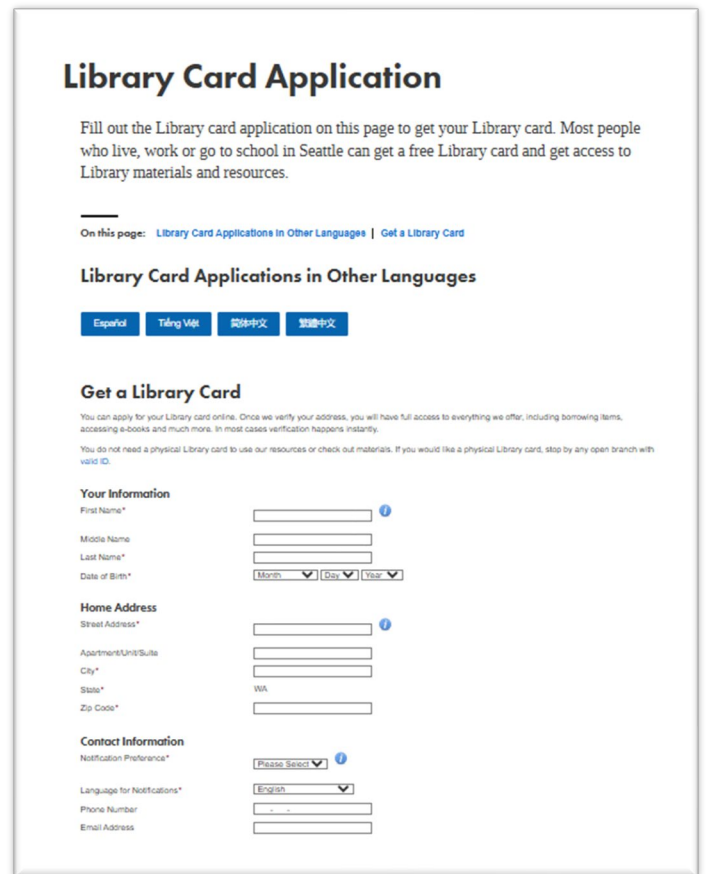
During the seven months of the interim process, over 40,000 new patrons received Library cards, only 4% fewer than the comparable timeframe the previous year.

This interim process ended up lasting longer than anticipated, due to delays in procurement and implementation: Borrower Services staff created over 10,000 new patron accounts using the interim form between September 2024 and March 2025. Meanwhile, Public Services staff at all library locations continued to sign patrons up in person using paper forms. During the seven months of the interim process, over 40,000 new patrons received Library cards, only 4% fewer than the comparable timeframe the previous year.

A New Form

On April 1, 2025, we launched a new and much improved online signup form for Library patrons. This form uses the eCARD product offered by the Quipu Group, an experienced library technology company. As a hosted, vendor-supported product, the new signup form is secure and sustainable. It also offers a number of service improvements for Library patrons, including:

- Instant verification for Seattle and King County residents
- One simple form for all ages
- Support for multiple languages (English and Spanish at launch, Vietnamese and Chinese coming soon)
- Provisional accounts for reciprocal and qualifying non-resident patrons (which can still be fully approved digitally through a staff-mediated verification process)
- Bibliocommons (Library catalog) account creation during registration process
- Improved security of patron information
- Management portal to track statistics and errors

The image shows a screenshot of the 'Library Card Application' web form. At the top, the title 'Library Card Application' is in a large, bold font. Below it, a paragraph explains that users can get a free library card and access to resources by filling out the form. There are links for 'Library Card Applications in Other Languages' and 'Get a Library Card'. Below these links are four buttons for different languages: 'Español', 'Tiếng Việt', '繁體中文', and '简体中文'. The 'Get a Library Card' section has a sub-header and a paragraph explaining the application process. Below this, there are four sections of form fields: 'Your Information' (First Name, Middle Name, Last Name, Date of Birth), 'Home Address' (Street Address, Apartment/Unit/Suite, City, State, Zip Code), 'Contact Information' (Notification Preference, Language for Notifications, Phone Number, Email Address), and 'Get a Library Card' (which is a button). Each section has a small information icon (i) next to it.

While the new form is designed to support online signup, it works just as well for patrons who are visiting the Library to sign up for a card in person. Patrons can complete the form on any Library computer or even a personal device, saving manual data entry for staff and ensuring the accuracy of information submitted by patrons. (It also saves paper by greatly reducing the need for paper forms.) In the first two weeks since launching the new form, over 2,000 new patrons have successfully used it to sign up for a Library card, either online or in-person at a Library location. This has been a welcome improvement for both staff and patrons. The eCARD product has also been successful at filtering out spam and fraudulent applications, a critical function of any online form in our current technology environment.

What's Next

- By May 2025, a working group will review feedback collected from patrons and staff and make updates and improvements to the form and confirmation screens. The forms will be translated into Vietnamese and Chinese (Traditional and Simplified) at that time as well.
- User experience and overall functionality will continue to be reviewed and improved on an ongoing basis.
- Staff training and internal procedure updates will also continue in 2025, to ensure that we are providing a consistently positive and welcoming experience for all new Library patrons.

Additional tools and technologies, most prominently a new Library mobile app and upgraded Integrated Library System, are on the horizon and will also impact Library card signup and account management systems and processes. As we roll out these new tools, we will continue to collect feedback to assess and improve the user experience as we welcome new patrons to the Seattle Public Library.



The Seattle Public Library

Date: April 24, 2025

To: Library Board of Trustees

From: Tom Fay, Executive Director and Chief Librarian
Rob Gannon, Director of Administrative Services
Charles Wesley, Library Technology Officer

Subject: **Information Technology Resource Acquisition Policy**

As discussed in the February 27, 2025 Library Board meeting, The Seattle Public Library is drafting policies and procedures to implement a new technology acquisition process. Policies will define high-level principles, goals, and expectations of the organization, while administrative procedures detailing the steps outlining how to request technology, and how these requests will be reviewed and acted upon will follow. We intend to bring forward a specific policy to address the Library's use and support of artificial intelligence.

The attached draft Information Technology Resource Acquisition Policy is a critical first step in governance of the Library's technology assets and resources. The Library will have affiliated administrative procedures to guide the technology request and approval process.

Future steps include the formation of a standing Generative AI Governance Committee, which will be tasked with reviewing requests, understanding how the practical use of these approved tools is in keeping within the guardrails defined by policy, and making regular recommendations on how the organization should adjust its practices in this space.

Action required/requested: Library Board review and consideration of Information Technology Resource Acquisition Policy for approval at April 2025 Library Board meeting.



Board Policy

INFORMATION TECHNOLOGY RESOURCE ACQUISITION	Adopted by the Library Board April 24, 2025
Owner: Chief Librarian	
Approved by: W. Tali Hairston, Library Board President	

PURPOSE

The purpose of this policy is to establish standards for the acquisition of information technology resources by The Seattle Public Library. This policy will ensure that all purchases, leases, or other acquisitions align with the strategic priorities, existing technical infrastructure, standards, information security concerns, sustainable commitment of funds and resources, and compliance with applicable laws, policies, or other regulations.

SCOPE

This policy is applicable to all divisions, employees, vendors, and contractors of The Seattle Public Library. This policy covers the procurement of all information technology resources including hardware, custom developed software, commercial off-the-shelf software, hosted solutions, and other devices with a computer or network connectivity component.

The Library's Information Technology division will neither install nor support hardware or software that has not been approved in advance of purchase and/or lease.

All administrative procedures developed to support this policy will be reviewed annually.

DEFINITIONS

- **Acquisition of Information Technology:** Buying, obtaining, or developing an information technology resource.
- **Information Technology Resource:** Any hardware, software application, service, system, or database used in support of Library information and data activities. This includes systems or applications hosted on Library or third-party servers, services, data centers, or other hardware.
- **Library Data:** any digital information that is collected and stored by The Seattle Public Library.

POLICY STATEMENT

1. **Information Technology Register:** A list of pre-approved technology resources – including devices, applications, services, or products – will be maintained by the Library's Information Technology division.

2. **Approval Process:** All information technology resource acquisition must be submitted and approved according to the process defined in the accompanying administrative procedure before acquiring any software. Information technology acquisition requests must include necessary details including the purpose, functionality, cost, and anticipated benefits of the software.
3. **Evaluation:** The following areas must be evaluated according to the accompanying administrative procedure for this policy:
 - a. **Vendor Evaluation:** Before acquiring any information technology, a thorough evaluation must be conducted to ensure the vendor's reliability, reputation, and compatibility with the Library's standards.
 - b. **Compliance Evaluation:** All information technology acquisitions must comply with applicable laws, regulations, contracts, policies, and procedures.
 - c. **Security and Privacy Evaluation:** Any information technology considered for acquisition must undergo a security assessment by the Library's Information Technology division to identify potential risks and ensure compliance with the Library's security policies and standards. Additionally, the technology must adhere to relevant data protection and privacy regulations, policies, and administrative procedures to safeguard sensitive information.
 - d. **Cost Management Evaluation:** A sustainable source of funding must be identified at levels adequate to cover the total lifecycle of the technology, including initial and ongoing costs. Efforts should be made to negotiate favorable pricing and licensing terms with vendors to optimize cost savings.
 - e. **Technical Evaluation:** The Library's Information Technology division must evaluate the proposed technology to ensure it is compatible with the Library's existing environment. This may include evaluating software, hardware, or other factors to determine whether the new service is compatible with architectural or operational constraints.
 - f. **Sustainable Maintenance and Support Evaluation:** Acquisition of information technology must include an assessment for the deployment, support, maintenance, and management of the technology over all phases of the lifecycle from acquisition to decommission.

POLICY ENFORCEMENT

Non-compliant technology acquisitions will not be supported by the Library's Information Technology division and will not be permitted to connect to the Library's network. Additionally, data held by The Seattle Public Library is not permitted to be collected or stored through information technology resources acquired outside of this policy. Violations of this policy will result in notification to the appropriate Senior Director and/or the Chief Librarian for remediation.

POLICY REVIEW

This Information Technology Resource Acquisition Policy shall be reviewed and revised periodically to ensure its effectiveness and relevance considering changing business needs, technology trends, and regulatory requirements.

APPLICABILITY

This policy applies to all divisions, employees, vendors, and contractors of The Seattle Public Library and covers the procurement of all information technology resources including hardware, custom developed software, commercial off-the-shelf software, hosted solutions, and other devices with a computer or network connectivity component.

RELATED LAWS, POLICIES AND PROCEDURES

Information Technology Resource Register

Administrative Procedure *Information Technology Acquisition Approval*

Administrative Procedure *Information Technology Evaluation*

HISTORY

Adopted April 24, 2025.



The Seattle Public Library

Date: April 24, 2025
To: Library Board of Trustees
From: Jessica Lucas, President, AFSCME Local 2083
Re: **April Union Report**

Thank you to Tom Fay and the Library Foundation, conveyed by their CEO Brian Lawrence, for their advocacy on the importance of libraries. We are especially appreciative to the Foundation for the additional programming funds this year. As with anything newly rolled out, there have been some growing pains as the capacity to use the funds vary from region to region. If we are fortunate enough to receive these funds again, we hope our organizations can think more equitably about how the funds are distributed among branches.

We are happy to have the library card sign-ups back online and communicating with our ILS, as that manual entry had an outsized impact on LA2s, especially LA2s at Central. As mentioned above, a roll-out is never completely smooth but we look forward to the continuing improvements and thank our IT team for their hard work on this.

Feeling a bit like a broken record but staff are still struggling. The cuts to the IMLS and attacks on libraries throughout the country, along with our staffing and capacity woes, are not helping morale. It is hard to be a library worker right now. I want to recognize all the work our staff does to keep the library running and patrons feeling welcomed at all our locations despite the state of things. Every single person plays their part in keeping the Library a trusted and loved institution.

Action required/requested: Informational only.



The Seattle Public Library

NEWS RELEASES

Date	Title
08-Mar-2025	All Locations of The Seattle Public Library Will Close Wednesday, May 1, For Staff In-Service Day
17-Mar-2025	U.S. Poet Laureate Ada Limón Will Visit Seattle For Seattle Reads Events on May 16 and 17
24-Mar-2025	April and May 2025 Author Readings and Community Events at The Seattle Public Library
27-Mar-2025	SPL/KCLS Statement: IMLS provides invaluable support to libraries in Washington state and throughout the U.S.



The Seattle Public Library

MEDIA COVERAGE

Organization	Date	Headline	Details
KUOW	01-Mar-25	KUOW Book Club's March pick: Putsata Reang's award-winning memoir	Spoiler alert: In case you missed it, the KUOW Book Club partnered with Seattle Public Library for this year's Seattle Reads.
LinkedIn	02-Mar-25	The Seattle Public Library was a special place for me as a kid. Even now...	The Seattle Public Library was a special place for me as a kid. Even now, at nearly 70, I still think about the times I spent here reading books with my Gami.
Madison Park Times	05-Mar-25	Free tax help available	The Seattle Public Library, United Way of King County (UWKC) and AARP are collaborating to offer free, in-person tax preparation service through mid-April at 12 Library locations.
Queen Anne & Magnolia News	05-Mar-25	Levy helps to fund Seattle Public Library's massive e-circulation collection	Tax dollars helped the Seattle Public Library garner more books, e-books and audio books last year, making it one of the largest such collections in the nation.
The Seattle Times	05-Mar-25	Author Karen Russell discusses new Depression-era novel 'The Antidote'	Russell will be at The Seattle Public Library's Central branch for an event with Elliott Bay Book Company on Wednesday, March 12.
South Seattle Emerald	07-Mar-25	Review: Omar El Akkad's new book 'One Day Everyone Will Have Always Been Against This' asks, 'Who are you in relation to empire?'	The Seattle Public Library will host a discussion with Omar El Akkad about his latest work.
West Seattle Blog	09-Mar-25	Ladies' Musical Opera at West Seattle Library	Ladies Musical Opera presents 'Mythology, Folklore and Legend' at the West Seattle branch of the Seattle Public Library.
The Seattle Times	10-Mar-25	Seattle library ransomware attack affected nearly 27K people	The Seattle Public Library confirmed that a ransomware attack compromised data of nearly 27,000 patrons.
The Seattle Times	11-Mar-25	Pageturners that celebrate a world of witchery	The Seattle Public Library recommends these spellbinding reads for fantasy enthusiasts.

The Seattle Times	15-Mar-25	Librarian hears, 20 years later, how her kids felt they belonged	A former Seattle Public Library children's librarian reflects on the impact of her story times.
Seattle Daily Journal of Commerce	19-Mar-25	University Branch library closed for major renovation	The branch closed on Jan. 29 and is expected to reopen in late 2026, once the work is completed.
West Seattle Blog	21-Mar-25	Spring sunset watch, Day of Forests walk, music, more for your West Seattle Friday	Drop-in help at Southwest Library (9010 35th SW), 11 am–4 pm, appointments recommended.
Seattle's Child	22-Mar-25	Erika's Picks: Family fun this weekend (March 22–23)	Visit your local Seattle Public Library branch for weekend story times and activities.
West Seattle Blog	25-Mar-25	14 possibilities for your West Seattle Tuesday	Students can drop in for free help, 4–5:45 pm at High Point Library (3411 SW Raymond).
West Seattle Blog	27-Mar-25	Teen Trivia at Southwest Library	Test your knowledge at the Seattle Public Library's Southwest branch during our teen trivia night.
West Seattle Blog	29-Mar-25	Free Gardening Class at High Point Library	Join us for a free gardening class at the High Point branch of the Seattle Public Library.