

Q2|2020

The Seattle Public Library
LEVY REPORT

EXECUTIVE SUMMARY

Centering equity, expanding virtual services and confronting new financial realities

The Library levy measure approved by Seattle voters in August 2019 provided a clear framework for how the public investment would be used to restore, maintain and improve Library services. This report, which covers activities and spending for the second quarter of 2020, continues the series of updates for the Library Board of Trustees and the public established with the 2012 levy to document implementation of levy priorities and accomplishments.

Last August, Seattle voters overwhelmingly approved a seven-year, \$219.1 million property tax increase to maintain and enhance Library services from 2020 through 2026. Enhancements include: additional Library hours; elimination of overdue fines; improved collections; more investment in technology; safer, cleaner buildings; and additional programming and services for children and high-needs communities. Many of these enhancements came out of priorities identified through a 2018 community survey that assessed public satisfaction with existing Library programs and services and gauged interest in potential new service offerings. More than 26,000 Seattle residents responded to this survey.



At the beginning of 2020, we fulfilled two key voter promises:

Eliminating overdue fines and adding an hour of Library service at each location on Sunday. By March, however, the Library was forced to make an unprecedented pivot in response to the global pandemic. Working closely with the city to make decisions, we closed all Library facilities on March 13. At the end of the second quarter, the Library's physical locations remained closed (except for restroom services provided at five locations).

In addition to closed facilities, the second quarter brought other challenges. Factors such as the disproportionate impact of COVID-19 on vulnerable communities, the terrible killing of George Floyd in Minneapolis and the ensuing widespread protests against police brutality and systemic racism, caused the Library to reaffirm its commitment to centering race and equity in its programs and services. As the Library reshaped its program of service to fit the new reality of the COVID-19 era, staff worked hard to adapt and add programs to expand access and reach underserved communities through efforts such as Library Link, Your Next Job and additional Wi-Fi hot spot lending.

At the same time, the Library faced new financial realities. Declines in many revenue streams and new expenses related to the pandemic response required the City to rebalance the 2020 budget and request significant reductions from city departments. For the Library, this meant a \$2.8 million (5%) reduction of general fund resources. In addressing this cut, the Library prioritized protecting core services. Savings were achieved by not filling vacancies, cutting discretionary purchases, redirecting funds received from The Seattle Public Library Foundation and using levy savings from deferring the start of expanded levy hours, programs and services from June 2020 until January 2021 to support core Library operations. A total of \$1.58 million of 2020 levy funds were redirected to support Library operations previously funded by the general fund.

This report focuses on how the Library is fulfilling its promises to voters and adapting services in the core levy program areas — Hours and Access, Collections, Technology and Online Services, Children’s Programming and Maintenance — in a city and world that is undergoing unparalleled change.

LEVY ACCOMPLISHMENTS: HOURS & ACCESS

Expanding access and equity during COVID

Many of the elements of the 2019 levy related to expanding access to Library resources and services for prioritized audiences — communities historically underrepresented in the use of Library services. In the first week of January, we eliminated fines for overdue materials and began opening our branches one hour earlier on Sundays. The Sunday hours add was the first step in a planned addition of more than 10,000 new Library hours each year funded by the levy; however, because of COVID-related closures and city-requested budget cuts, the Library has had to defer additional hours.

According to the levy plan, the Library was going to add Friday hours at four branches, extend morning and evening hours at three other branches, and add a morning or evening hour Monday through Thursday at all 26 branches, starting in June. With the closure of Library facilities in March and Governor Inslee’s indefinite pause on the phased reopening of counties in the state, the Library has been unable to expand operating hours as envisioned by the levy for the foreseeable future. Savings related to deferred hours funded by the levy have been used to offset reductions in general fund resources.

In June, the Library was honored by Gale/Library Journal as the [2020 Library of the Year](#), a prestigious award that honored the Library’s service to the community, creativity and innovation in its community programs and leadership. It particularly recognized the Library’s commitment to centering equity and community in its work. To build on this work and to refocus our efforts to respond to the current environment, in the wake of the George Floyd protests in early June, the Library issued a statement of solidarity on our [equity and social justice page](#) with “members of our community who are advocating for anti-racist practices in government and protesting against the continued oppression of Black people in America.”

“We are also rooted in an oppressive history and have our own listening, learning and unlearning to do. ... We have many steps left to take on our journey.”

- Library [equity statement](#),
posted in June 2020

Also in June, the Library announced an important institutional step to ensure a continued focus on centering race and equity: It created a new division responsible for Equity, Learning and Engagement Services and named Valerie Garrett-Turner, a supervising librarian with more than 20 years’ experience at the Library, as Interim Assistant Director of this division. “I am extremely happy to add Valerie’s experience, perspective and voice to the Leadership Team as we continue to focus our efforts on centering race and equity in our programs and services,” Chief Librarian Turner wrote in a staff communication about the creation of the division.

Rethinking our approach to programming and services

With help from our Information Technology team, which built up telework capacity, Library staff have worked hard to transform or start virtual services and programs that meet the changing needs of our patrons during the COVID-19 crisis, who have been facing challenges ranging from supervising remote learning to unemployment to isolation. By the end of the second quarter, we offered full access to our digital collections through a virtual Library card. We also filled our events calendar with a robust collection of virtual events, from story times for children and families to art programs and English language learning for older adults to workshops for entrepreneurs. Our Reader Services team started hosting virtual author events again, including partnering with the University Bookstore on a summer reading series with Clarion West. Our Public Engagement program worked in partnership with four other city departments associated with Seattle Together, a community response to COVID-19, to plan a large-scale virtual event in July that was co-designed with local artists, community organizers and public health workers to uplift unity during the COVID-19 pandemic.

The Library held an impressive 250 virtual programs in the second quarter. By the end of that period, we had also restored full access to our Ask Us reference service — available in email, chat and phone — which is a foundational Library service.

Instant Digital Card goes full-service

On Friday, March 13, the last day the Library was open before the COVID-related closure, we set a record for physical checkouts; over 12,000 patrons checked out more than 100,000 items.

Immediately following the closure, we worked with our e-book vendor, OverDrive, to enable their Instant Digital Card service, which allows patrons to get instant access to the OverDrive e-collection with a mobile phone. We were able to implement this service in late March.

In the second quarter, over 5,500 new patrons signed up for an Instant Digital Library card. In April, we added the ability for patrons to sign up for a full-access digital card: a first for the Library. This means that not only do they get instant access to our e-collection through OverDrive but can also use streaming services such as Hoopla and educational resources such as Microsoft Imagine Academy.

“I have not had a Library card in years and years. Thank you for making the application so simple.”

- Library patron

Working with Seattle Public Schools to support remote learning and improve Library access

Since the closure of our buildings, we’ve continued to support students and teachers in a number of ways. In May, we scored a win for access by expanding the Library Link partnership with Seattle Public Schools (SPS) to include elementary school students and teachers. [Library Link](#), which provides access to the Library’s digital materials through a SPS student or employee ID number, was previously available only for students and teachers in middle and high schools.

Results so far include a modest increase in Library Link usage, year over year, since 2019, and we expect to see that growth continue in the fall, when Seattle Public Schools begins the new

school year with 100% remote learning. Anecdotal feedback has been positive. “It’s amazing,” said TuesD Chambers, teacher-librarian at Ballard High School. “Every single time I teach, I use it. Teachers are like, ‘Holy smokes, I didn’t know the Library had all of this!’” Chambers’ students appreciate resources such as “Always Available” collections of e-books, digital resources such as Biography in Context for history projects, ProQuest for cited sources, Kanopy for historical videos and Flipster for magazines.

“Hey! Thank you for the links\ e-books! I am appreciative of them & I can't wait until you open up again!:)”

- Ella, grade 4

Teen and children’s librarians form important relationships with schools, supporting learning and helping children discover books and resources. When schools closed due to COVID-19, librarians started doing virtual visits to school book clubs, school librarian-led workshops and classes. From April through June 30, we did more than 90 virtual school visits, reaching more than 1,800 children and teachers. One quick example: Children’s librarian Wally Bubelis leveraged a longstanding relationship with Madison Middle School to begin attending daily read-alouds at the school, and eventually converted a program called Books and Bites (lunch booktalks) to a virtual weekly program. Attendance ranged from six kids to 25, and the final event, an authorpalooza, garnered an audience of 60 kids.

With an equity focus, Summer of Learning goes online

Summer of Learning is the Library’s single biggest program, reaching thousands of children annually through STEAM-focused programs and activities, book distribution and reading logs. With a theme of “Every Day Is Earth Day,” [Summer of Learning 2020](#) launched in June as a virtual program, supplemented by delivery of print materials to children most at risk for learning loss. Summer of Learning web pages include a reading log for elementary school kids, translated into nine languages, and a [teen challenge card](#), also available in Spanish, which encouraged teens to consume a variety of media, from podcasts to movies. Print versions of these are also distributed at Seattle Public Schools’ summer meal sites, as well as through our distribution of free books for youth.

With a strong focus on equity, the Summer of Learning team and youth services librarians began working with community partners to distribute free books to prioritized audiences — youth and families of color furthest from educational justice and digital equity. Book giveaways will continue throughout the summer and we anticipate distributing over 16,000 books through over 65 community partner organizations. Partnerships include Reach Out and Read, a national program to reach children with books and literacy support through pediatric visits. The Library also worked with teaching artists of color to create short, action-oriented videos on topics that reflected the city’s rich cultural communities, which began airing on the [Kids YouTube channel](#) in June. Online summer programming also includes virtual story times and STEAM activities led by children’s librarians.

Helping patrons navigate job loss

How can a library system respond to the devastating loss of jobs as a result of COVID-19? Library staff started thinking about that question in March, and in June we launched [Your Next Job](#) in partnership with King County Library System (KCLS) and Seattle Jobs Initiative (SJI). Your Next Job is a service that offers free, one-on-one help with job and unemployment questions by phone, online or via text messaging.

The program is focused on people who face language, literacy, and accessibility barriers. The service is offered in languages including Chinese, Spanish, and Russian, with more languages to come, and aims to serve 20-40 patrons per month.

In follow-up surveys, initial program participants shared some of their reasons for using the service, which ranged from needing assistance with unemployment applications to a goal of transitioning from a service job to a more professional career. One participant shared that “I am a recent masters graduate in conflict and dispute resolution and I'm struggling to find a job that meets my interests and skills.”

A key takeaway from the surveys was that the one-on-one help felt like a compassionate source of support in a time of great need. Staff will be using feedback to improve and shape the service as it evolves. Your Next Job is supported by The Seattle Public Library Foundation and U.S. Bank Foundation. The Library continues to offer many other job-related resources, including skills classes, online resources and Library to Business assistance.

Supporting small businesses and entrepreneurship in our new economic reality

In the second quarter, the [Library to Business](#) program hosted 70 one-on-one business appointments, including six legal consults through Webex. While the Library has offered individual assistance to aspiring entrepreneurs since 2015, the COVID environment has added even more challenges for small business owners and requires significant staff effort to stay on top of the ever-changing landscape of relief programs and reopening guidelines.

For struggling small businesses, like Artemisia Healing Arts, this assistance has been invaluable. “I've had three meetings with Library staff and even a couple of lawyers from Amazon who were offering free, COVID-based legal advice,” writes the owner. “They've collectively helped me work through things like what resources are available to me as a small business owner; how to apply for loan forgiveness and what to expect down the road with taxes ... and so much more. We are all dealing with so much right now, and as a small business that cannot operate in the current conditions, I have really appreciated the warmth and support I've received.”

Library to Business has shifted some of its programming to meet emergent needs, such as increasing workshops on how to move businesses online and how to explore the legal issues. In the second quarter, Library to Business offered 18 virtual programs that reached 376 people.

“It might seem like a small thing, but when you're out in the woods and you don't know where your next meal is coming from, it was pertinent to me to have someone say: ‘I hear you, and we're trying to help.’”

- A patron who received assistance from Your Next Job



“All of that work was positioning us where, when COVID happened, it was like, ‘Oh that’s what that was for. We’ve been preparing all this time so we can be ready for this.’”

- Jay Lyman, Library to Business librarian

Helping seniors connect and learn

In partnership with Silver Kite Community Arts, a Seattle-based company that creates opportunities for people of all generations to connect through the arts, from April through July, the Library offered Virtual Art classes geared to patrons over age 50. These participatory sessions, held on Zoom and Webex, included painting, dance, journaling and poetry — with several classes intended for people experiencing dementia and their care partners. In the second quarter, the Library offered access to 55 classes, including nine dementia-friendly programs, which drew 680 people to the sessions.

“I think the arts are the most important thing we can do in normal times, but in these times, it gives us a way we can cope with all these emotions.”

- Virtual Arts for 50+ program participant

Planning for reopening

In early May 2020, less than two months after the Library closed its buildings, a reopening workgroup was formed to start the complex, multidimensional process of planning a safe and phased reopening of public services. Led by Tom Fay, director of Library Programs and Services, the workgroup was inclusive and diverse — a cross-divisional team, which, including subgroups, comprised more than 100 Library staff contributing their expertise. All activity and decisions have been reported on regularly, through an internal website and regular report-outs.

From the beginning, the workgroup was asked to prioritize safety and equity, and treat each with equal importance. As plans were developed for returning staff to buildings, opening book drops and starting curbside service, locations were selected with staff and patron safety and community needs in mind. The workgroup also prioritized working in a modular way, so that services could be scaled up or back depending on what health data and government mandates require at the time.

As we ended the quarter, the workgroup had developed a clear plan for the work needed to accept returns in July and begin curbside service at select locations in August.



“I am so glad you are being careful with the phases of reopening. I look forward to being able to return and pick up books in the near future!”

- Library patron

LEVY ACCOMPLISHMENTS: COLLECTIONS

Building robust collections in print and digital formats

The 2019 levy commits resources to maintaining and expanding the Library’s collection of physical and digital materials. The levy includes additional funding for e-books, audiobooks and streaming services; money to continue and expand the Peak Picks collection; and funds to support the acquisition and digitization of local history items.

More materials in formats patrons prefer

With the closure of libraries and the temporary halt to the circulation of physical materials, the Library shifted its budget from the physical collection to the digital collection. We continued to place orders on certain titles to preserve the depth and breadth of our physical collection; however, in the second quarter, we paused delivery on all physical materials and reduced budgets for high-demand physical materials, including Peak Picks. With the start of curbside pick-up of physical holds in the third quarter, we are reinvesting in the physical collection and are creating “grab and go” bags of high-demand titles. We hope this service will generate the kind of surprise and delight patrons experience when they find a coveted title on the Peak Picks shelves.

“Seattle Public Library has a bunch of books on race, including e-audiobooks that are always available. It’s the best free resource.”

- Alina, college student, via Twitter

Digital checkouts booming

The pandemic accelerated the long-term trend of patrons’ shift from physical to digital materials. More than 90,000 patrons checked out Library materials using OverDrive in the second quarter of 2020, an increase of 11.5% over the first quarter. Overall checkouts increased by 18%, while checkouts for children’s materials in the second quarter increased 69% over the first of quarter 2020 and 119% compared to the second quarter of 2019. The Library’s four streaming services — Hoopla, Kanopy, Freegal and Access Video — all showed usage increases from the second quarter of 2019 to the second quarter of 2020. Kanopy, a streaming video service funded with levy resources, saw a usage increase of 52%.

“E-books and audiobooks are keeping me sane. Three cheers for SPL.”

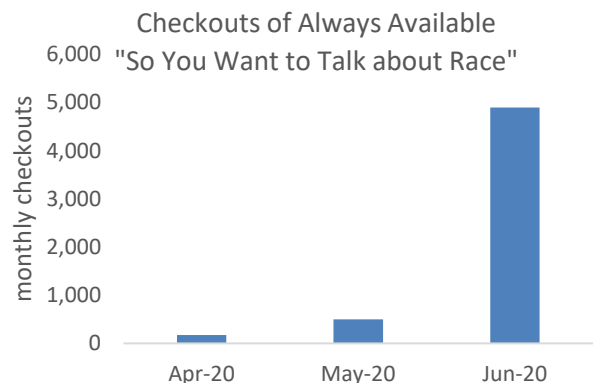
- Library patron, via Facebook

This increase in use of electronic materials comes at a price. The term “high demand” means the number of copies we purchase to reduce wait times to target levels for titles already purchased. Before the closure, we spent an average of about \$35,000 to meet high demand each week. By comparison, since March, we have spent between \$50,000 and \$60,000 each week. We have reprogrammed budgets for physical materials to support increased expenditures in e-materials.

Antiracism reading and Always Available

One example of how our Collections team nimbly responds to demand and works to curate high-interest titles is in the area of antiracism titles. Titles on antiracism and Black history were in especially high demand starting in late May, in the wake of Black Lives Matters protests. For example, checkouts for the e-audiobook of “So You Want to Talk about Race” by Seattle author Ijeoma Oluo, which the Library has had simultaneous-use access (Always Available) since 2018, increased from 173 in April to almost 5,000 in June.

With antiracism titles in high demand, our collections team added electronic copies of high-interest titles and, when possible, increased the purchase of simultaneous-use licenses for time-limited periods. In June, we purchased one-year



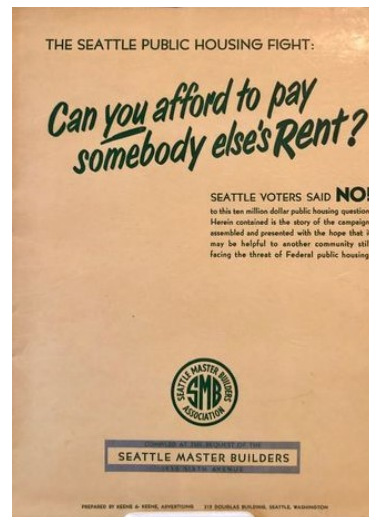
simultaneous-use licenses for 36 e-audiobook titles. For several weeks in June, we also provided patrons with unlimited access to both the e-book and e-audiobook editions of “White Fragility” and “How to Be an Antiracist” and the e-book “Me & White Supremacy.” Antiracist titles in our Always Available collection circulated almost 19,000 times in June.

We also helped patrons discover high-interest and lesser-known titles through lists like the Black Lives Matter OverDrive list; the Toolkit for Anti-Racism Allies; and the Always Available OverDrive list of Readings on Race. Checkouts for antiracist juvenile/kids material increased 69% from the first quarter to the second quarter and almost 120% year over year.

Making Seattle history more accessible

During the second quarter we added over 700 new photos to our Werner Lenggenhager Photograph collection. These photos were taken from the 1950s to the 1980s and show scenes such as the construction of the Kingdome and other downtown skyscrapers, historic Pioneer Square buildings and churches throughout Seattle. We also began research and planning to establish our first community crowdsourcing collection, documenting life in Seattle during the pandemic.

One key acquisition: The curator purchased an important collection of anti-public housing press materials used to defeat a public housing plan in Seattle. In 1949, the Seattle City Council approved a plan to construct 1,221 units of low-rent housing. Seattle real estate interests were adamantly opposed to the plan and established the Seattle Committee for Home Protection, mounting a campaign to subject the plan to a public vote. The group argued that the public housing was not needed, that the cost would place a tax burden on home owners, and would “further the trend towards a welfare state.” Calling the proposed public housing “dangerously socialistic,” the Committee ran campaign ads asking “Can you afford to pay someone else’s rent?” Due to the efforts of the group, Public Housing Measure Referendum No. 3 was defeated in 1950. These press materials will provide researchers with unique insights into the political and social tensions surrounding the issue of public housing in Seattle.



Press materials prepared by Seattle Master Builders as part of the successful campaign to defeat Public Housing Measure Referendum No. 3, 1950.

A new model for dealing with surplus Library materials

One of the casualties of the pandemic was the Friends of Library book sale. The Friends first started selling books donated to the Library in 1971, and in 1978, assumed responsibility for selling the Library’s surplus materials, primarily through semi-annual book sale events that relied on hundreds of volunteers to sort, process and price items. For nearly 50 years, the Friends used net proceeds from the sales to support Library programs and services.

During the spring of 2020, the Friends did its best to adapt to the constraints brought about by COVID-19 and twice postponed its signature book sales event, originally scheduled for March. By May, however, it became apparent that, in order to remain financially solvent, the Friends needed to close its book sale operations and turn the responsibility of processing of surplus library materials and donations from the public back to the Library. In July, after a competitive process, the Library selected Better World Books to resell deaccessioned materials and donations for a six-month trial period. This change has little operational impact for Library staff — materials will

be delivered to the Maintenance & Operations Center (MOC) instead of the Friends processing center in SoDo. Materials will then be picked up by Better World Books on a regular schedule — or on demand and sold online, recycled or donated to community organizations. The Library hopes to generate about \$95,000 per year in revenue from reselling materials and anticipates continuing to be able to collect donations from the public and provide the same volume of books to community partners.

LEVY ACCOMPLISHMENTS: Technology and Online Services

Keeping our technology up to date

The 2019 levy promises around technology include replacing infrastructure for public internet access; replacing outdated technology for acquisition and circulation; dedicated funding for digital equity offerings; and maintaining/upgrading public technologies and the spl.org website.

Replacing hardware and software

We began the year continuing our efforts to modernize Library technology for both staff and patrons by focusing on our in-building resources. After our facilities closed in mid-March, technology staff had to quickly shift resources to enable remote connectivity and telework for Library staff. By the end of March, over 500 staff had some form of connectivity to the Library network for work, training and the development of virtual services to the public. In second quarter, technology staff enabled the Library's ongoing migration to virtual delivery of services for the public, including a fully-staffed virtual call center.

Sustaining the HotSpot circulation program

The Seattle Public Library was among the first library systems in the nation to allow patrons to “borrow the internet” by checking out Wi-Fi hot spots through the SPL HotSpot program, launched in 2015. In the first quarter of this year, the HotSpot loan program had an inventory of 925 hot spots — 675 available to any Library cardholder for 21 days, and 250 loaned on a long-term basis to communities in need, such as tiny home villages. This program is now largely funded by the levy.

When the Library closed its physical locations, the checkout period for hot spots in circulation was extended until the Library reopens. Recognizing that access to the internet was essential during this public health crisis, the Library began working with partners on loaning additional hot spots on a long-term basis. Since March, we have acquired 75 additional hotspots as part of the COVID response, funded by the Seattle Public Library Foundation and in June, we were notified that we would receive CARES grant funding for an additional 50 hotspots through the Washington State Library.

“At a time when most Seattle residents are working from home and making their social connections online, providing free, mobile access to the internet for our under-resourced patrons and partner organizations is one way we can help.”

- Andrew Harbison, assistant director, Collections and Access

During the time of COVID, having home-based internet access is a lifeline to education and services. Since April, the Library has worked with community partners such as the Low Income Housing Institute to

loan these new hot spots on a long-term basis to locations including a city-run emergency shelter, the new tiny home village of Spirit Village and an expanded tiny home village at Lake Union. As of June, we had deployed 45 of the additional 75 hot spots.

Using our website and social channels to promote virtual programs and services

As Library programs and services moved from Library buildings to the online space, we moved quickly to support this work on our website and social channels. We have added a number of new pages and forms to our website, including a new intake form for Your Next Job in English and Spanish, an extensive list of resources for COVID-19 relief, a form for submitting COVID-19 community stories to our digital collection, new information for using instant digital Library cards — available without visiting a Library, digital resources for virtual Summer of Learning youth programs, and learning tools for K-12 students learning remotely. We have also expanded our YouTube presence to host video programming and expand access to recorded events.

Increasing access to video conferencing

Event services and information technology staff partnered in second quarter to support staff and public use of video conferencing, developing core skill sets necessary for transforming patron services and reaching a newly homebound population. In preparing to host the monthly board meeting on Webex video conference in June, staff tested capability, security and capacity of the platform in different settings. The result was a meeting where the board could see each other, staff participants could make presentations to the board, and the public could view and listen to the meeting via Webex video conference, or call in and listen by phone; past board meetings can be viewed on the [Seattle Channel](#). We will continue to host board meetings using Webex while libraries are closed and staff are now able to use this technology for meetings and virtual programs with the public.

LEVY ACCOMPLISHMENTS: Programming for Children

Expanding early learning options for children ages 0-5

Planned programs delayed, virtual programs launched

In the area of children's programming, the 2019 Levy promises additional support for Library early learning programs for children ages 0 to 5. These programs were originally slated to start in June, but have been delayed due to our closure. Savings related to delays in programming funded by the levy have been used to offset reductions in general fund resources.

Although we haven't been able to launch new in-branch early learning programs, we have adapted some of our most impactful children's programs into online programs. Our beloved children's librarians converted our well-attended in-branch story times to



virtual story times on our Facebook channel, and now host up to four live-stream story times a week, which are getting thousands of views and many positive comments from viewers. We also added several recorded versions of our world language story times in Spanish and Mandarin, which you can see on the [Library's Kids YouTube channel](#). We have offered virtual Play and Learn groups.

As part of the Summer of Learning, which was adapted to be primarily a virtual program in 2020, we developed an early learner action guide — a [16-page activity guide for early learners](#) in nine languages. It included a range of ideas, activities and inspiration for raising a reader, from animal alphabet cards to singing and science fun. These early learning activity guides will be distributed through community partners later in the summer.

LEVY ACCOMPLISHMENTS: Maintenance

Protecting our investments

The 2019 Levy promised to maintain Library buildings, preserve funding for major maintenance and add resources to undertake earthquake retrofit for [historic Columbia, Green Lake and University branches](#).

Routine maintenance: Keeping our facilities clean and safe

The maintenance of our facilities is essential for maintaining a clean, safe, accessible environment. Since our Library locations have been closed, the building maintenance workers have focused on work that is challenging to do when patrons are in the buildings. They have epoxied all staff restroom floors at the Central Library and painted all of the door jams. They have also used this time to pressure wash exterior surfaces and restriped parking lots at branches.

During the second quarter, the maintenance team began a large HVAC system upgrade at the Central Library. This upgrade should be completed in the third quarter. The maintenance team has also been diligently working on preparing the newly acquired Maintenance and Operation Center (MOC) in Georgetown for staff use. The Library will use the MOC to replace the leased Georgetown Storage facility, which is used for the facilities workshop and warehouse storage. At the City's request, in late April, the Library reopened restrooms at five branches and the Central Library to support insecurely housed patrons lacking restroom options during COVID-19. In preparing to launch this service, the Library established protocols for cleaning facilities in accordance with guidelines provided by Public Health – Seattle & King County's guidelines. On a daily basis, restrooms receive an overnight deep clean. Custodial/janitorial staff also clean touch points at least twice a day and more often based on usage. All staff working in library buildings take daily health screens at the beginning of their shifts and our custodial/janitorial staff are equipped with personal protection equipment (PPE) such as surgical or N-95 masks, depending on the type of cleaning being done; sleeved aprons; eye protection; and gloves. Face shields and shoe coverings are provided as optional PPE. Patrons are asked to wear masks when entering the Library.

Toward the end of the second quarter, the maintenance team focused on preparing select Library locations for curbside pickup of library materials.

Major maintenance: Preserving our facilities for the next generation

In 2020, the levy provides \$3.7 million in budget authority for major maintenance, with an additional \$500,000 for seismic retrofit planning at the Green Lake Branch, one of the original Carnegie libraries. Many of the Library's building systems that were replaced as part of the 1998 Libraries for All bond measure are now between 10- and 20-years-old. The aging of these systems is driving higher maintenance needs. The levy is the primary funding source to cover these expenses. Where possible, the Library leverages levy major maintenance funds with other resources (such as city Real Estate Excise Tax (REET) revenue, Office of Sustainability & Environment energy conservation funding, and private grants) to increase efficiency and make our spaces more flexible and responsive to the needs of our current and future patrons.

The Library's major maintenance program has been slowed by both COVID-related closures and restrictions and fewer resources to complete projects. As part of its effort to re-balance the 2020 budget, the City reduced REET funding for the Library's upgrades to the Maintenance and Operations Center project by \$100,000. To supplement levy funds, the Library is actively pursuing opportunities to secure additional funding for upcoming seismic projects; the Library submitted a \$1.8 million request to Washington Department of Commerce's Library Capital grant program in June, and is also exploring qualifications for a federal FEMA grant.

Through the second quarter, the Library spent nearly \$440,000 and encumbered an additional \$326,000 of its annual major maintenance budget, for a total of nearly 20% spent or committed. Continuing second quarter major projects include lighting control upgrades, parking garage door replacement and freight elevator improvements at the Central Library; restoration of windows at the Queen Anne Branch; assessment of roof repairs at both Lake City and Queen Anne branches; planning and design for the seismic retrofit at the Green Lake Branch, and improvements to the newly acquired Maintenance and Operations Center. The HVAC system replacement at the Beacon Hill Branch was completed in second quarter.

Looking Forward:

As you'll read in our next levy report, our staff continue to adapt, enhance, and launch services and programs to help our community respond to the COVID-19 crisis. Here's a quick preview:

- Curbside pick-up starts!
 - Lit Line: stories accessible to everyone
 - Support of Seattle Public Schools
 - Getting books to kids who most need them
 - More Wi-Fi hot spots for vulnerable communities
 - Collecting Seattle's COVID stories
 - Online mentoring programs between teens and kids
 - Early learning packets to families
 - Love in the Time of COVID: Seattle Together event
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Q2 - Financials

The COVID-19 pandemic has impacted City operations and destabilized City finances. The combination of a steep decline of revenue and a sharp increase in spending created a large hole in the City's 2020 budget. This gap required the Mayor to rebalance the 2020 budget and request significant budget cuts from city departments. For the Library, this meant a \$2.8 million (5%) reduction of general fund resources and \$100,000 in REET resources. Reductions were achieved by freezing vacant positions, cutting discretionary purchases, redirecting funds received from the Seattle Public Library Foundation and using levy savings from implementation delays in programming and services to support core Library operations. A total of \$1.58 million of 2020 levy funds were re-directed to support Library operations previously funded by general fund resources. Spending tables below do not reflect budget re-alignments. Budgets and spending will be revised after the City Council legislates 2020 budget changes in August.

2019 Levy Fund	Revised Budget	YTD Exp	Available	% Spent
Hours & Access	10,944,593	4,616,858	6,327,735	42%
Providing Books & Materials	5,355,251	3,056,208	2,299,044	57%
Technology & Online Services*	2,677,063	713,673	1,963,390	27%
Children's Programming	405,000	28,035	376,965	7%
Routine Maintenance	1,783,696	660,738	1,122,959	37%
Administration	530,397	137,590	392,807	26%
CIP	4,190,000	438,717	3,751,283	10%
Total	25,886,000	9,651,818	16,234,182	37%

2012 Levy Fund	Revised Budget	YTD Exp	Available	% Spent
Hours & Access	-	7,221	(7,221)	N/A
Collections	-	166	(166)	N/A
Technology & Online Services*	58,602	327,704	(269,102)	559%
Routine Maintenance	11,207	93,454	(82,247)	834%
Administration	250,000	215,330	34,670	86%
CIP	3,612,974	117,598	3,495,375	3%
Total	3,932,783	761,473	3,171,310	19%

**does not carryover budget authority which will be reflected in the third quarter. Hours and Access expenses include 2019 COLA that was paid out in 2020.*