City of Richland Resolution No. 100-20 temporarily designates virtual locations for all municipal meetings until such time as Benton County moves into a phase of the Safe Start reopening plan that authorizes public gatherings and the opening of public facilities. For this meeting, the Library Board will meet remotely via Zoom. The public may attend this meeting through telephonic access by calling the phone number provided. All members of the public who remotely attend must mute their electronic devices and remain silent during the meeting.

Agenda
Library Board Meeting
Tuesday, December 8, 2020
Join the Zoom meeting here
Public Telephone Access: (206)337-9723 or (253)215-8782
Meeting ID No. 958 0836 5992

Board Members: Chair Maier, Vice-Chair Booth and Board Members Buxton, Lightner and Lunstad

Liaisons: Council Liaison Kent
Staff Liaison: Library Manager Campbell Hime

Regular Meeting - 5:30 p.m.

Call to Order/Attendance:

Introduction of Guests:

Approval of Agenda: (Approved by Motion)

Approval of Minutes: (Approved by Motion)

Draft of November 10, 2020 Library Board Meeting Minutes

Report of the Library Manager:

1. December 2020 Library Manager's Report
   - Leslie Campbell Hime, Library Manager
2. December 2020 Library Statistics
   - Leslie Campbell Hime, Library Manager

Public Comments: Please limit comments to 3 minutes per person and not more than 15 minutes per topic.

Approval of Bills: (Approved by Motion)

1. Approval of Bills for November 1, 2020 through November 30, 2020
   - Leslie Campbell Hime, Library Manager

Unfinished Business:

New Business:

Agenda Items for Upcoming Board Meeting:

Adjournment

The next Library Board Meeting is Tuesday, January 12, 2021

Richland Public Library is ADA accessible with special parking and access available at the entrance facing Northgate Drive. Requests for sign interpreters, audio equipment, and/or other special services must be received 48 hours prior to the Library Board Meeting by calling the City Clerk's Office at 942-7389.

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 12/8/2020

Agenda Category: Approval of Minutes

Prepared By:

Subject:
Draft of November 10, 2020 Library Board Meeting Minutes

Department:
Parks & Public Facilities

Recommended Motion:
Move to approve the 11-10-2020 meeting minutes.

Summary:
The draft of 11-10-2020 Library Board Meeting Minutes are included for consideration.

Attachments:
1. 11-10-20 Library Board Meeting Minutes Draft

DRAFT

MINUTES

Richland Public Library Board
Zoom – Public Telephone Access: (206) 337-9723 or (253) 215-8782
Meeting ID No. 980 8948 4492
November 10, 2020, 5:30 – 6:30 PM

CALL TO ORDER:
CHAIR MAIER CALLED THE MEETING TO ORDER AT APPROXIMATELY 5:37 P.M.

ATTENDANCE:
CHAIR MAIER, VICE-CHAIR BOOTH, BOARD MEMBERS BUXTON, LIGHTNER, AND LUNSTAD WERE PRESENT. ALSO PRESENT WERE LIBRARY MANAGER CAMPBELL HIME AND ADMINISTRATIVE ASSISTANT BARADA. COUNCIL LIAISON KENT WAS ABSENT DUE TO CITY COUNCIL MEETING.

APPROVAL OF AGENDA:
CHAIR MAIER MOVED AND VICE-CHAIR BOOTH SECONDED THE MOTION TO APPROVE THE AGENDA AS IS. THE MOTION CARRIED 5-0.

APPROVAL OF MINUTES:
CHAIR MAIER ASKED FOR A MOTION TO APPROVE THE MINUTES OF THE OCTOBER 13, 2020 MEETING. BOARD MEMBER LIGHTNER MOVED AND CHAIR MAIER SECONDED THE MOTION TO APPROVE THE MINUTES OF OCTOBER 13, 2020 AS IS. THE MOTION CARRIED 5-0.

REPORT OF THE LIBRARY MANAGER:
The library opened to the public on October 26. Computer and printers are not available for patron use at this time. Patrons are asked to limit their stay to 30 minutes.

Novel Café will reopen once they can offer customers full service.

The Friends held a single table book sale outside the library in mid-October. Once the library reopened, the Friends held an unstaffed indoor book sale. They also held a hallway book sale inside the library.

APPROVAL OF BILLS:
BOARD MEMBER BUXTON MOVED AND VICE-CHAIR BOOTH SECONDED THE MOTION TO APPROVE THE CERTIFICATION OF CLAIMS FOR PAYMENT FOR SEPTEMBER 2020 IN THE AMOUNT OF $95,379.37. THE MOTION CARRIED 5- 0.

BOARD MEMBER BUXTON MOVED AND BOARD MEMBER LIGHTNER SECONDED THE MOTION TO APPROVE THE CERTIFICATION OF CLAIMS FOR PAYMENT FOR OCTOBER 2020 IN THE AMOUNT OF $137,648.36. THE MOTION CARRIED 5- 0.

UNFINISHED BUSINESS:

NEW BUSINESS:

AGENDA ITEMS FOR UPCOMING BOARD MEETING:

ADJOURNMENT:
CHAIR MAIER ADJOURNED THE MEETING AT 6:06 P.M.

Prepared and submitted by Kylie Barada, Administrative Assistant

Minutes Approved by: _____
Kurt Maier, Library Board Chair

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 12/8/2020

Agenda Category: Report of the Library Manager

Prepared By: Leslie Campbell Hime, Library Manager

Subject:
December 2020 Library Manager's Report

Department:
Parks & Public Facilities

Recommended Motion:
Discussion only

Summary:
The Library Manager's December 2020 report and City of Richland 2021 Unaffiliated Staff Compensation.

Attachments:
1. 12-08-2020 Library Manager's Report
2. City of Richland 2021 Unaffilliated Staff Compensation

LIBRARY MANAGER'S REPORT
Richland Public Library Board
Richland Public Library – 955 Northgate – Board Room
December 2020

Friends of the Library

The Friends' unstaffed and informal indoor book sale continues to be popular with patrons. At times, the majority of patrons in the library building are browsing the Friends' sale tables. Purchases are on the honor system, with patrons depositing money in the Friends' locked money box. The Friends will be holding a bag sale during the week of December 14-18. They will add items to tables daily, and patrons may purchase a bagful of items for $5. The Friends will also be creating book-themed baskets to sell in December.

Letters will be mailed by the Friends in early January to encourage people to renew their memberships. Anyone who donates to the United Way can direct their donation to the Friends. Also, when people shop on Amazon, they may go through Amazon Smile and designate the Friends for their charitable contribution at no additional cost.

The Friends have issued a standing invitation for Board members to attend their meetings, and Kylie will begin to send the Board monthly Zoom links starting with the December 28 meeting.

Foundation

The Foundation will kick off the New Year with a January meeting via Zoom. The date and a Zoom invite will be emailed to the Board and Friends as soon as the details are available.

Statistics

Please see attachment.

Revenue / Expense / Voucher Listing

Revenue

There was no revenue from November 1-30. The library continues to offer temporary library cards that expire in three months. The Novel Café's library location remains closed.

Expense

November 1-30 expenses are below projections due to cost-saving measures during the summer months.*

Voucher Listing

The November voucher listing shows the library's annual payment for expenses related to K-20 bandwidth, database, service, and utilities.

* Final revision of the new voucher listing reflecting monthly percentages will begin with the December 1-31, 2020, voucher listing.

2021 Unaffiliated Compensation

Pay Grade	Classification Title	Group Status	Minimum	Midpoint	Maximum
20	Accountant	Professional	$31.85	$38.22	$44.59
14	Accounting Specialist	Non-Exempt	$23.77	$28.52	$33.28
13	Administrative Assistant	Non-Exempt	$22.64	$27.16	$31.69
15	Administrative Assistant II	Non-Exempt	$24.96	$29.95	$34.94
32	Administrative Services Director	Executive	$57.19	$68.63	$80.07
	Aquatics Head Lifeguard	Non-Exempt	*		
	Aquatics Lifeguard/Swim Instructor/Coach	Non-Exempt	*		
	Aquatics Pool Manager	Non-Exempt	*		
34	Assistant City Manager	Executive	$63.05	$75.67	$88.28
23	BCES Communications Manager	Executive	$36.87	$44.24	$51.61
19	BCES Communications Supervisor	Executive	$30.34	$36.40	$42.46
21	BCES Emergency Management Manager	Executive	$33.44	$40.13	$46.82
17	BCES Emergency Planner	Non-Exempt	$27.52	$33.01	$38.52
27	BCES Information Systems Manager	Executive	$44.81	$53.78	$62.74
18	BCES Tech Systems Coordinator	Non-Exempt	$28.89	$34.66	$40.45
17	Building Inspector	Non-Exempt	$27.52	$33.01	$38.52
23	Building Official	Executive	$36.87	$44.24	$51.61
23	Business Services Manager	Executive	$36.87	$44.24	$51.61
17	Buyer	Non-Exempt	$27.52	$33.01	$38.52
18	Cable Communication Coordinator	Non-Exempt	$28.89	$34.66	$40.45
14	Cable Production Assistant	Non-Exempt	$23.77	$28.52	$33.28
19	CDBG/HOME Administrator	Admin.	$30.34	$36.40	$42.46
30	Chief Electrical Engineer	Executive	$51.88	$62.25	$72.62
33	Chief of Police	Executive	$60.05	$72.06	$84.08
33	City Attorney	Executive	$60.05	$72.06	$84.08
22	City Clerk	Executive	$35.11	$42.14	$49.16
21	City Surveyor	Executive	$33.44	$40.13	$46.82
18	Civil Engineer I	Non-Exempt	$28.89	$34.66	$40.45
24	Civil Engineer II	Professional	$38.71	$46.45	$54.20
17	Code Enforcement Officer	Non-Exempt	$27.52	$33.01	$38.52
23	Communications and Marketing Manager	Executive	$36.87	$44.24	$51.61
17	Communications and Marketing Specialist	Non-Exempt	$27.52	$33.01	$38.52
18	Communications Graphic Designer	Professional	$28.89	$34.66	$40.45
31	Community Development Director	Executive	$54.47	$65.37	$76.26
18	Contracts Administrator	Non-Exempt	$28.89	$34.66	$40.45
18	Crime Analyst	Non-Exempt	$28.89	$34.66	$40.45
17	Crime Prevention Specialist	Non-Exempt	$27.52	$33.01	$38.52
6	Customer Service Assistant	Non-Exempt	$16.08	$19.30	$22.52
14	Customer Service Representative	Non-Exempt	$23.77	$28.52	$33.28
20	Customer Service Supervisor	Executive	$31.85	$38.22	$44.59
16	Deputy City Clerk	Non-Exempt	$26.20	$31.45	$36.69
27	Economic Development Manager	Executive	$44.81	$53.78	$62.74
21	Electrical Distribution Engineer I	Professional	$33.44	$40.13	$46.82
26	Electrical Distribution Engineer II	Professional	$42.68	$51.22	$59.75
33	Energy Services Director	Executive	$60.05	$72.06	$84.08
21	Energy Services Project Manager	Professional	$33.44	$40.13	$46.82
19	Energy Specialist	Admin.	$30.34	$36.40	$42.46
	Engineering Aide	Non-Exempt	*		
30	Engineering and Operations Manager	Executive	$51.88	$62.25	$72.62
15	Engineering Technician I	Non-Exempt	$24.96	$29.95	$34.94
16	Engineering Technician II	Non-Exempt	$26.20	$31.45	$36.69
19	Engineering Technician III	Non-Exempt	$30.34	$36.40	$42.46
20	Engineering Technician IV	Professional	$31.85	$38.22	$44.59
22	Equipment Maintenance Supervisor	Executive	$35.11	$42.14	$49.16
24	ERP Analyst	Professional	$38.71	$46.45	$54.20
16	Evidence Technician	Non-Exempt	$26.20	$31.45	$36.69
17	Executive Assistant	Admin.	$27.52	$33.01	$38.52
21	Field Engineer	Professional	$33.44	$40.13	$46.82
30	Finance Director	Executive	$51.88	$62.25	$72.62
33	Fire and Emergency Services Director	Executive	$60.05	$72.06	$84.08
18	Fire Data Analyst	Non-Exempt	$28.89	$34.66	$40.45
16	Fire Logistics Technician	Non-Exempt	$26.20	$31.45	$36.69

17	GIS/CADD Technician	Non-Exempt	$27.52	$33.01	$38.52
20	Hanford Program Coordinator	Admin.	$31.85	$38.22	$44.59
20	Human Resources Generalist	Professional	$31.85	$38.22	$44.59
25	Human Resources Manager	Executive	$40.65	$48.77	$56.91
14	Human Resources Technician	Non-Exempt	$23.77	$28.52	$33.28
28	Information Technology Manager	Executive	$47.05	$56.47	$65.87
22	IT Applications Developer/Integrator	Professional	$35.11	$42.14	$49.16
26	IT Applications Supervisor	Executive	$42.68	$51.22	$59.75
21	IT Business Analyst	Professional	$33.44	$40.13	$46.82
25	IT Customer Service Supervisor	Executive	$40.65	$48.77	$56.91
16	IT Customer Service Technician I	Non-Exempt	$26.20	$31.45	$36.69
18	IT Customer Service Technician II	Non-Exempt	$28.89	$34.66	$40.45
22	IT Network Administrator	Professional	$35.11	$42.14	$49.16
26	IT Operations Supervisor	Executive	$42.68	$51.22	$59.75
22	IT Systems Administrator	Professional	$35.11	$42.14	$49.16
17	Librarian I	Professional	$27.52	$33.01	$38.52
9	Library Assistant I	Non-Exempt	$18.62	$22.35	$26.07
12	Library Assistant II	Non-Exempt	$21.56	$25.87	$30.18
25	Library Manager	Executive	$40.65	$48.77	$56.91
6	Library Page	Non-Exempt	$16.08	$19.30	$22.52
19	Library Supervisor	Executive	$30.34	$36.40	$42.46
15	Library Technical Support Specialist	Non-Exempt	$24.96	$29.95	$34.94
26	Maintenance and Operations Supervisor	Executive	$42.68	$51.22	$59.75
18	Marketing Specialist	Non-Exempt	$28.89	$34.66	$40.45
17	Office Coordinator	Executive	$27.52	$33.01	$38.52
24	Parks and Public Facilities Capital Projects Manager	Executive	$38.71	$46.45	$54.20
31	Parks and Public Facilities Director	Executive	$54.47	$65.37	$76.26
27	Parks and Public Facilities Project Manager	Professional	$44.81	$53.78	$62.74
21	Parks and Public Facilities Supervisor	Executive	$33.44	$40.13	$46.82
6	Parks and Recreation Aide	Non-Exempt	$16.08	$19.30	$22.52
13	Parks and Recreation Assistant	Non-Exempt	$22.64	$27.16	$31.69
18	Parks and Recreation Coordinator	Executive	$28.89	$34.66	$40.45
17	Payroll Specialist	Non-Exempt	$27.52	$33.01	$38.52
15	Permit Technician	Non-Exempt	$24.96	$29.95	$34.94
19	Planner	Non-Exempt	$30.34	$36.40	$42.46
25	Planning Manager	Executive	$40.65	$48.77	$56.91
19	Plans Examiner	Non-Exempt	$30.34	$36.40	$42.46
29	Police Captain	Executive	$49.40	$59.29	$69.17
25	Police Lieutenant	Executive	$40.65	$48.77	$56.91
16	Police Quartermaster	Non-Exempt	$26.20	$31.45	$36.69
15	Police Records Specialist	Non-Exempt	$22.64	$27.16	$31.69
19	Police Records Supervisor	Executive	$30.34	$36.40	$42.46
17	Power Analyst	Professional	$27.52	$33.01	$38.52
19	Professional Land Surveyor	Non-Exempt	$30.34	$36.40	$42.46
17	Publice Records Officer	Non-Exempt	$27.52	$33.01	$38.52
19	Public Works Budget and Contracts Analyst	Executive	$30.34	$36.40	$42.46
27	Public Works Capital Projects Manager	Executive	$44.81	$53.78	$62.74
33	Public Works Director	Executive	$60.05	$72.06	$84.08
20	Purchasing Agent	Professional	$31.85	$38.22	$44.59
25	Purchasing Manager	Executive	$40.65	$48.77	$56.91
	Recreation Attendant I	Non-Exempt			
22	Recreation Manager	Executive	$35.11	$42.14	$49.16
21	Risk and Safety Program Administrator	Professional	$33.44	$40.13	$46.82
22	Senior Planner	Professional	$35.11	$42.14	$49.16
21	Solid Waste Collection Supervisor	Executive	$33.44	$40.13	$46.82
21	Streets Supervisor	Executive	$33.44	$40.13	$46.82
16	Survey Technician	Non-Exempt	$26.20	$31.45	$36.69
24	Traffic Engineer	Professional	$38.71	$46.45	$54.20
26	Transportation and Development Manager	Executive	$42.68	$51.22	$59.75
22	Wastewater Maintenance Supervisor	Executive	$35.11	$42.14	$49.16
25	Wastewater/Stormwater Manager	Executive	$40.65	$48.77	$56.91
25	Water Manager	Executive	$40.65	$48.77	$56.91
22	Water Operations Supervisor	Executive	$35.11	$42.14	$49.16

Salaries displayed have an effective date of December 23, 2019. Salaries for 2021 will be reviewed and finalized by the end of 2020.
*Based on market assessment of current minimum wage

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 12/8/2020 Agenda Category: Report of the Library Manager

Prepared By: Leslie Campbell Hime, Library Manager

Subject:
December 2020 Library Statistics

Department:
Parks & Public Facilities

Recommended Motion:
Discussion only

Summary:
Staff will discuss the attached statistics regarding library curbside and resource use.

Attachments:
1. 12-08-2020 Library Statistics

RICHLAND PUBLIC LIBRARY

November 2020 Statistics Report for the December 8 Board Meeting

NOVEMBER SUMMARY

In accordance with Washington's Safe Start guidelines, November was the first full month that our library building was open again to the public. We are currently offering curbside pickup appointments from 11 a.m. to 4 p.m. on Mondays through Fridays, and the library building is open to the public from 3 to 6 p.m. on those same days.

We have continued to reach out to our patrons through social media to highlight the programs, services, and materials that we offer. Patrons who prefer not to come into the library building at this time are encouraged to place holds on materials and pick them up through our curbside service.

To protect the safety of library staff and patrons, we are now quarantining returned items for five days in response to recent findings from the REopening Archives, Libraries, and Museums (REALM) Project.

DESK STATISTICS

From October 26 (when the library building was reopened to the public) through November 15, Reference staff at the Help Desk logged 67 in-person interactions and 266 phone calls. They also logged 7 interactions involving technical assistance and 44 involving circulation assistance. Reference staff logged 37 in-person interactions and 10 phone calls at the Children's Desk, along with 30 in-person interactions at the Fiction Desk. The library building was open to the public for 42 hours during that period.

OCT. 16 THROUGH NOV. 15

- Total Circulation: 35,305
- Physical Items Checked Out: 20,524
- Digital Items Checked Out: 14,781
- Hoopla Circulation: 2,301 items
- Kanopy Circulation: 17,936 total minutes
- Overdrive Circulation: 10,480 items
- RBdigital Circulation: 1,373 items
- Mango: 79 sessions
- New Library Cards: 106

ACTIVITIES FOR CHILDREN

Virtual Story Time with Miss Kelly

Our *Story Time with Miss Kelly* videos continue to be extremely popular with patrons. We post new story time videos on Facebook twice a week, on Wednesdays and Saturdays, and we currently have 50 videos available.

In November, Children's Services Librarian Kelly Reed read several different picture books for her story time videos, including *The Busy Little Squirrel* by Nancy Tafari, *Everybunny Dance* and *Everybunny Dream* by Ellie Sandall, *Way Down Deep in the Deep Blue Sea* by Jan Peck, *Bikes for Sale* by Carter Higgins, and *Sometimes Rain* by Meg Fleming. Recent videos featured visits from therapy dogs Bella, Goldie, Hazel, Lucy, and Phoenix.

Kelly also told rhyming stories with fall themes using the library's felt board. For one video, Kelly told stories about apples, and she encouraged children to stand and stretch their arms high in the air like the branches of a tree. For another video, she told an "Acorn, Acorn, Where Can You Be?" story, and she then invited listeners to go outside and look for leaves and acorns. (Towering oak trees are planted near the library and in Howard Amon Park, so oak leaves and acorns are easy to find in Richland!)

Story Time with Miss Kelly videos may be found at the following link.

https://www.facebook.com/watch/140429522668223/592777207923073/

Sacajawea Elementary Read-A-Thon

The Sacajawea Elementary School PTO held a Read-A-Thon in November to raise money for school programs while promoting reading skills and education. Sacajawea families were invited to participate by picking up a packet at the school, signing up online, and logging the hours that they read books or listen to stories being read. The PTO is posting story time videos online and encouraging young children to watch them as part of the Read-A-Thon.

As part of our library outreach in the community, Kelly recorded a special story time video and shared it with the Sacajawea PTO. She read *Give Me Back My Book* by Travis Foster and Ethan Long to therapy dog Bella.

The video is available to watch at the following link.

https://www.facebook.com/SacajaweaPTO/videos/1835363633654 72/

MORE ACTIVITIES FOR CHILDREN

Children's Take-and-Make Kits

We are continuing to hand out children's take-and-make kits with instructions and art supplies so that patrons can complete craft projects at home. In November, we gave away four different take-and-make kits containing Thanksgiving-themed paper crafts. The kits were handed out with curbside pickups and in-person checkouts. Because there were four different craft projects in the kits, families with more than one child could choose different crafts (such as the colorful construction paper turkeys shown on this page).

Handprint Fall Trees

On November 12, we posted instructions on the library's Facebook page to encourage patrons to make Handprint Fall Trees using paper, other art supplies, a stamp pad or tempera paint, and something to stamp with (such as a finger, a pencil eraser, a Q-Tip, or a piece of cork). Kids were asked to trace their arms and hands on pieces of paper, and to use art supplies and stamps to decorate their tree trunks and branches with leaves.

Leaf Art

On November 19, we encouraged patrons to gather leaves, acorns, rocks, twigs, and other items they could find outside so they could make leaf art. We suggested arranging the items on a piece of paper and using markers, crayons, or pencils to enhance their leaf art.

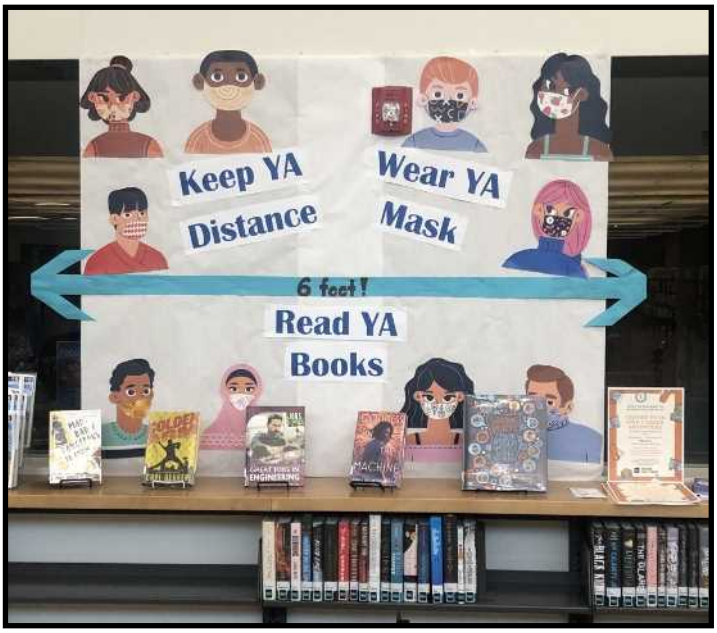
ACTIVITIES FOR TEENS

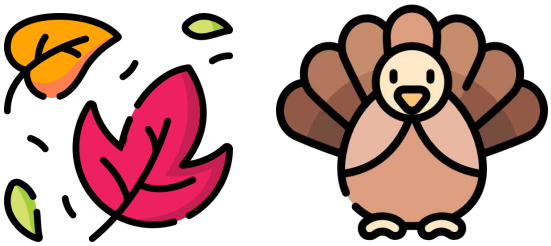
Teen Take-and-Make Kits

During November, we continued to hand out take-and-make craft kits for teens. Teen Services Librarian Michelle Haffner designed No-Stress November Teen Kits containing supplies and instructions for making stress balls, along with a Bob Ross paint-with-water sheet, a mini paintbrush, and a Batman comic. Teens were able to create soothing stress balls using water beads and uninflated balloons, create a completely stress-free painting with water, and take a stress break to read a fun comic. We handed out 45 of those kits in November.

NaNoWriMo

November is National Novel Writing Month (NaNoWriMo), when writers around the world challenge each other to write a 50,000-word manuscript in a single month. Michelle created a Richland Teen Writers' Room through the NaNoWriMo Young Writers Program website and encouraged teens to participate. She also provided a link to the *National Novel Writing Month's Young Novelist Workbook*, a resource for teens who participate in the program.





Michelle created this clever new display (left) to encourage teens to read YA novels, wear masks, and practice social distancing during the Covid-19 pandemic.

The display draws attention to several new YA novels that are available at the library.

FAMILY ACTIVITIES

Story Walk

Families have continued to enjoy the Story Walk that Children's Services Librarian Kelly Reed created in late October. It features colorful spreads from *Feathers for Lunch*, a favorite picture book by Lois Ehlert, that wrap around the front and side of the library building.

Summer Reading Program Prizes

With the library building reopened to the public, we have been giving out the largest Summer Reading Program prizes: bicycles. Prize winners were drawn from the group of children who participated in our reading activities this past summer, logged their reading hours, and entered the drawing. A free helmet is included with each bicycle.

November Beanstack Challenge

The "Choose Your Own Career Adventure" challenge for teens ended on November 30. Teens signed up for this challenge through the Beanstack app, and it guided them through different activities to explore potential careers.

ACTIVITIES FOR ADULTS

Community Engagement Series Presentation

On Thursday, November 12, Adult Services Librarian Gavin Lightfoot gave a Zoom presentation about library resources for older adults and caregivers. This workshop was part of the Community Engagement Series presented by Southeast Washington Aging & Long-Term Care and the Alzheimer's Association.

Over the years, Richland Public Library has partnered with both groups to offer presentations and memory care café activities for people with dementia, their families, and caregivers.

REFERENCE QUESTIONS

Our Reference team frequently answers research questions from library patrons and management. We gather information from Richland Public Library databases, including *Consumer Reports*, *Chronicling America*, *Newsbank*, *Ancestry*, *HeritageQuest*, and the Washington State Library's digital collection of newspapers; other online sources, such as official State of Washington websites and the Museum of History and Industry (MOHAI) website; the library's archives; and other resources. Depending on the question, we may also contact universities, museums, libraries, land developers, and others to obtain information.

This month, our Reference staff have responded to a variety of requests. For example, we researched information about the naming of Claybell Park in Richland. We found historical information, including a yearbook photo, for an English author who is writing a book. We also researched information about John Dam Plaza from a patron who wanted to know who John Dam was and why the park was named for him.

NATIVE AMERICAN HERITAGE MONTH

November is Native American Heritage Month. Through the library's Facebook account, we have been encouraging patrons to check out books, e-books, and audiobooks from some of our favorite indigenous authors.

We highlighted young adult books by Cherie Dimaline (the author of *Empire of Wild* and the award-winning *The Marrow Thieves*) and Darcie Little Badger (the author of *Elatsoe*, *New Suns*, and *Strangelands*). Dimaline is a member of the Georgian Bay Metis Nation, and Little Badger is a member of the Lipan Apache Tribe.

https://www.facebook.com/RPLibrary/photos/a.219068951470946/3896254353752369/

https://www.facebook.com/RPLibrary/photos/a.219068951470946/3904227942955010/

We recommended several award-winning children's storybooks, including *Birdsong* by Cree-Metis author Julie Flett, *Bowwow Powwow* by Red Lake Ojibwe author Brenda J. Child, *Fry Bread* by Seminole author Kevin Noble Maillard, and *We Are Grateful* by Cherokee author Traci Sorell.

https://www.facebook.com/RPLibrary/photos/a.219068951470946/3910403375670800/

We featured books by Rebecca Roanhorse, including *Black Sun*, *New Suns*, *Race to the Sun*, and *Trail of Lightning*. Roanhorse is an award-winning Ohkay Owingeh Pueblo and African-American author who primarily writes speculative fiction (sci fi, fantasy, etc.) for all ages.

https://www.facebook.com/RPLibrary/photos/a.219068951470946/3912611362116668/

We highlighted several books by Louise Erdrich, an award-winning author who is a member of the Turtle Mountain Chippewa Band. Her books include *The Birchbark House* for children and *Future Home of the Living God*, *LaRose*, *The Night Watchman*, *The Painted Drum*, and *The Round House* for adults.

https://www.facebook.com/RPLibrary/photos/a.219068951470946/3923876790990125/

We also featured several books by Stephen Graham Jones, the award-winning author of *After the People Lights Have Gone Off*, *Mongrels*, *Night of the Mannequins*, *The Only Good Indians*, and more than 20 other books. Jones is a member of the Blackfeet Nation. He primarily writes horror novels, though he has also published collections, novellas, and comic books.

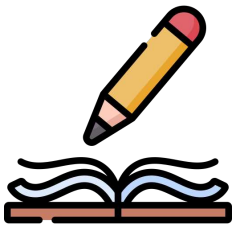
https://www.facebook.com/RPLibrary/photos/a.219068951470946/3936166819761122/

SOCIAL MEDIA OUTREACH

Providing Information

We have continued to reach out to our patrons on social media. In early November, we shared a video that explains how curbside pickup works for those who might be hesitating to try it, and we reminded patrons that they can check out WiFi Hotspots for internet access at home. We also encouraged patrons to download the Big Library Read selection for November, *Reverie* by Ryan La Sala, and to attend a free Zoom webinar with the author.

In mid November, we shared a link to some writing prompts for patrons participating in National Novel Writing Month (NaNoWriMo). We also created and shared several posts about information literacy, including one with instructions for performing a reverse image search using Google to determine if a photo posted online has been altered or stolen.



Throughout the month, we continued to post about specific offerings from *The Great Courses* that are available through Kanopy. In November, we featured "Creative Thinker's Toolkit: How to Think Creatively," "Mastering Tai Chi," "Fundamentals of Sustainable Living," "How Colors Affect You," and "The History of Ancient Egypt."

Recommending Books and Other Materials

During the pandemic, we have frequently posted on social media to suggest books, e-books, audiobooks, magazines, and videos that patrons might like. In early November, we created a "Like? Then Try . . ." playlist on Facebook to share videos of reading suggestions for people who like specific books. We then posted videos to recommend books for those who like *The Nightingale* by Kristin Hannah and *The Ballad of Songbirds and Snakes* by Suzanne Collins.

We also created a "Shelf Browse" playlist in November to feature videos of new books and other materials that may be checked out from the library. During the month, we created and posted "Today in High Demand" and "What's New in Nonfiction?" videos. Patrons can easily watch the videos at home and then place holds on items for curbside pickup.

Before the Thanksgiving holiday, we invited patrons to check out some of the cooking magazines we offer through RBdigital, including *Food Network Magazine*, *Taste of Home*, *Rachel Ray*, *Martha Stewart* Living, and more. We also posted to recommend that they check out the holiday cookbooks and craft books we have in the library's collection.

Later in the month, we posted a link to a "Welcome to Story Hour: 100 Favorite Books for Young Readers" list from National Public Radio. The list features many old favorites, such as *The Snowy Day* by Ezra Jack Keats, and new favorites, such as the Caldecott-winning *Hello Lighthouse* by Sophie Blackall. We also posted links to holiday music, do-it-yourself crafts, and holiday-themed audiobook and e-book mysteries available through Hoopla Digital.

The library's Facebook page may be viewed at the following link.

https://www.facebook.com/RPLibrary/

NEW FOR WINTER

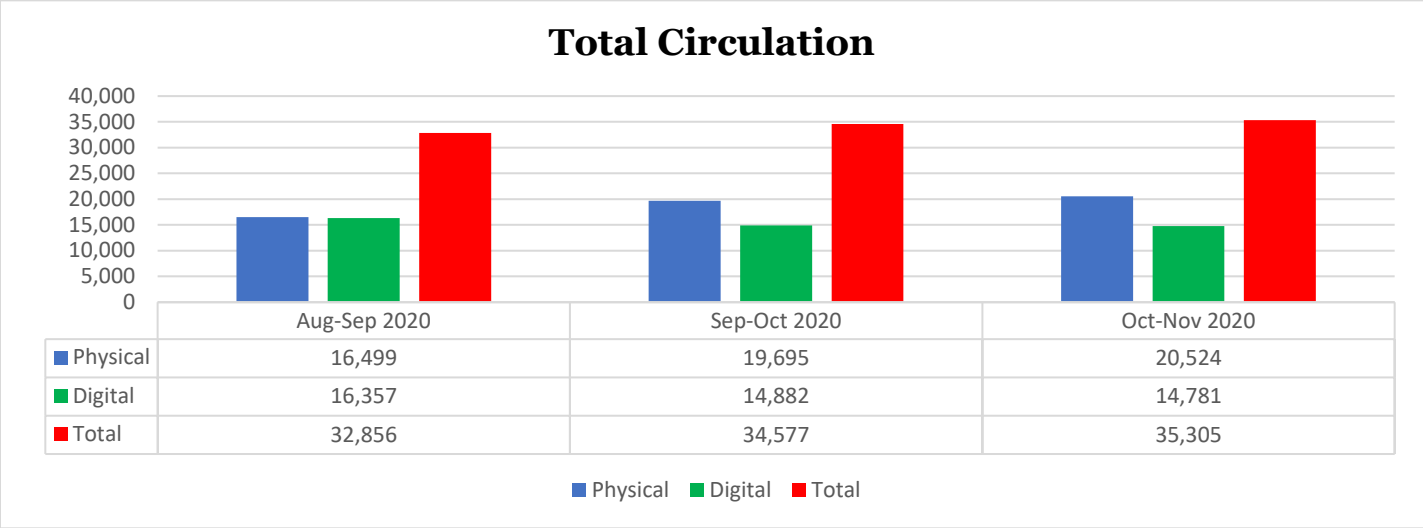
Winter Reading Challenge

We're gearing up to spread the word about our Winter Reading Challenge that is coming up in January! Teen Services Librarian Michelle Haffner created this eye-catching bulletin board with help from Adult Services Librarian Gavin Lightfoot and Library Assistant Shairra Rahseparian. Patrons will log their reading and participate in other activities using the Beanstack app.

The challenge will run from January 1 through 31, and it will include a variety of book recommendations for children, teens, and adults. Patrons can sign up now through Beanstack.

Library staff have been creating colorful chalk drawings on the safety barriers. Here are some of the holiday-themed drawings that greeted patrons at our front desk in November.

CIRCULATION



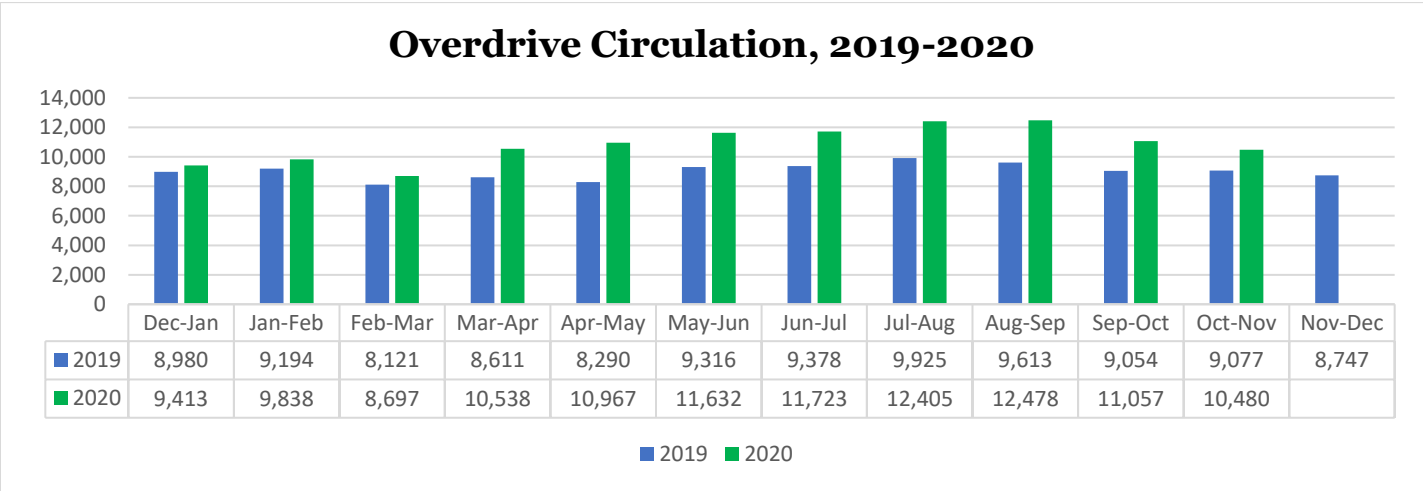
	Aug-Sep 2020	Sep-Oct 2020	Oct-Nov 2020
Physical	16,499	19,695	20,524
Digital	16,357	14,882	14,781
Total	32,856	34,577	35,305

From October 16 through November 15, our total circulation was 35,305 items, of which 20,524 were physical items and 14,781 were digital items obtained through Overdrive, Hoopla, Kanopy, Mango, and RBdigital. This is a 2% increase over the 34,577 items that were checked out during the previous month.

We filled 5,353 holds for books, DVDs, and other physical items from October 16 through November 15. This is a 35% decrease compared to the 8,277 holds that we filled during the previous month, but the drop was expected because people can now come into the library building to check out items in addition to placing holds for curbside pickup.

The top five categories of physical items circulated during the past month are Children's Chapter Book Fiction, Adult Nonfiction, Children's Nonfiction, Children's Storybooks, and Adult Movies.

DIGITAL SERVICES



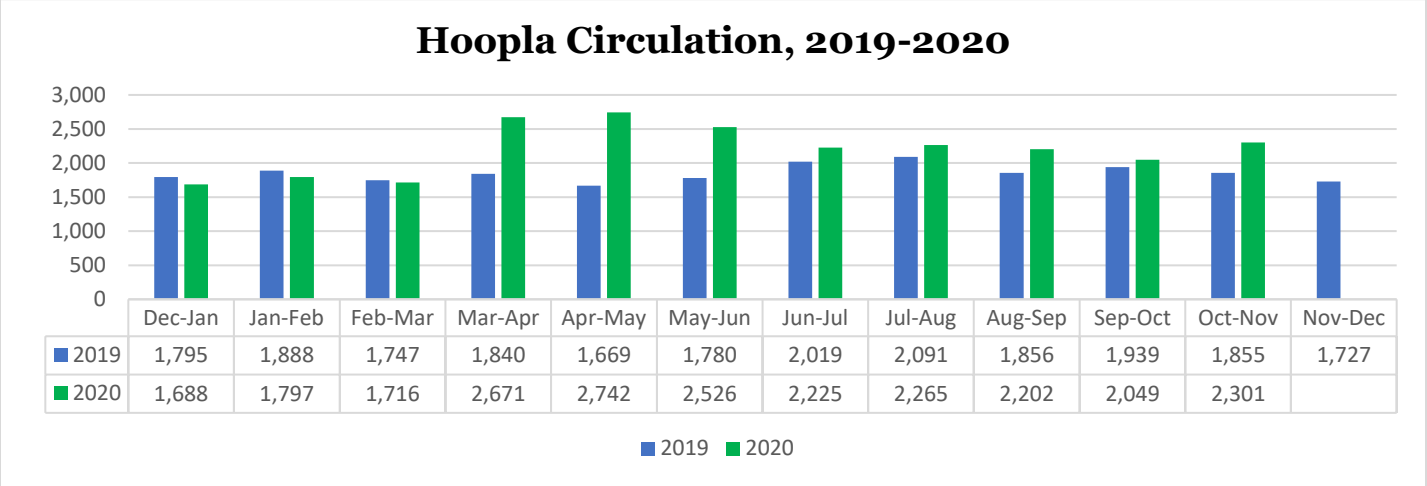
	Dec-Jan	Jan-Feb	Feb-Mar	Mar-Apr	Apr-May	May-Jun	Jun-Jul	Jul-Aug	Aug-Sep	Sep-Oct	Oct-Nov	Nov-Dec
2019	8,980	9,194	8,121	8,611	8,290	9,316	9,378	9,925	9,613	9,054	9,077	8,747
2020	9,413	9,838	8,697	10,538	10,967	11,632	11,723	12,405	12,478	11,057	10,480	

As with the majority of our other electronic databases, Overdrive is seeing a continued increase in usage over the same period last year. Patrons checked out 10,480 Overdrive items from October 16 through November 15, including 6,486 e-books and 3,994 audiobooks. This represents a 15% increase over the 9,077 items checked out during the same period in 2019.

Year-to-date Overdrive checkouts are also up 19% for 2020 compared to 2019. For this report, we are defining "year to date" as the period from December 16, 2019, through November 15, 2020.

With the continuation of social distancing, and limited capacity and hours at the library and at retail stores, we expect that electronic means of education and entertainment will continue to see a rise in numbers over 2019.

DIGITAL SERVICES (CONTINUED)

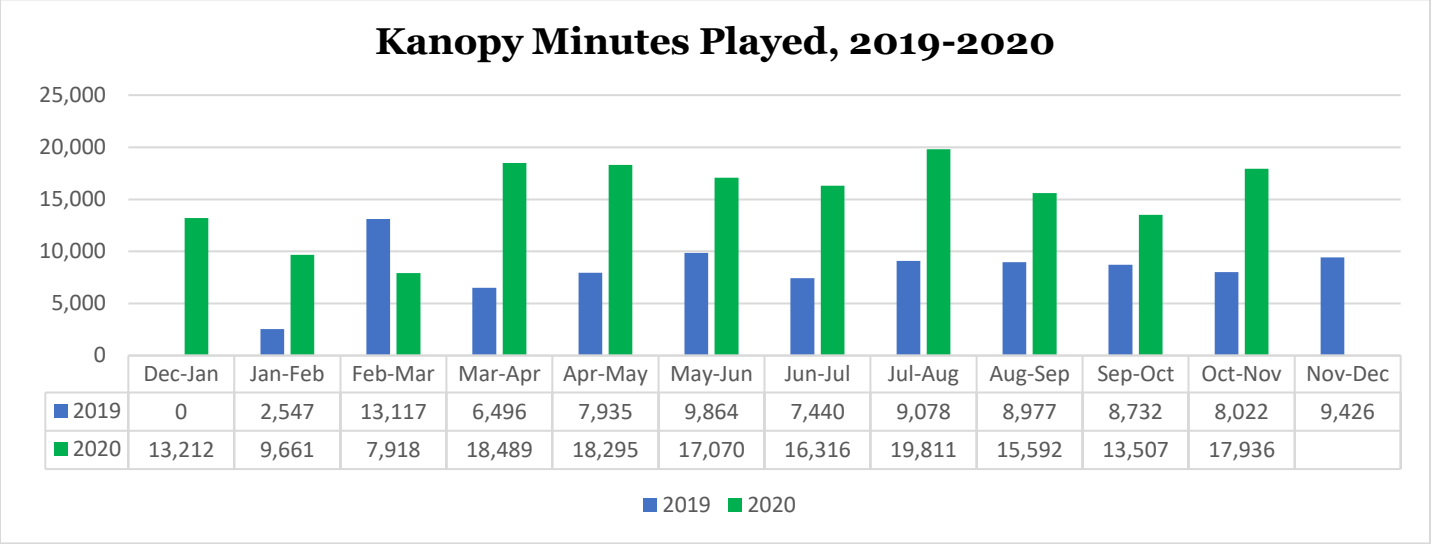


	Dec-Jan	Jan-Feb	Feb-Mar	Mar-Apr	Apr-May	May-Jun	Jun-Jul	Jul-Aug	Aug-Sep	Sep-Oct	Oct-Nov	Nov-Dec
2019	1,795	1,888	1,747	1,840	1,669	1,780	2,019	2,091	1,856	1,939	1,855	1,727
2020	1,688	1,797	1,716	2,671	2,742	2,526	2,225	2,265	2,202	2,049	2,301	

Patrons checked out 2,301 items from Hoopla between October 16 and November 15. This represents a 12% increase compared to the 2,049 items checked out during the previous month.

As with most of our other digital platforms, Hoopla experienced a double-digit increase for the October-to-November period in 2020 compared to the same period in 2019. Hoopla users increased their streaming of products by 24% during this period. Year-to-date usage of Hoopla is also up 16% for 2020 compared to 2019.

We expect to see this increase in usage continue throughout the rest of the year for Hoopla and our other digital entertainment platforms.

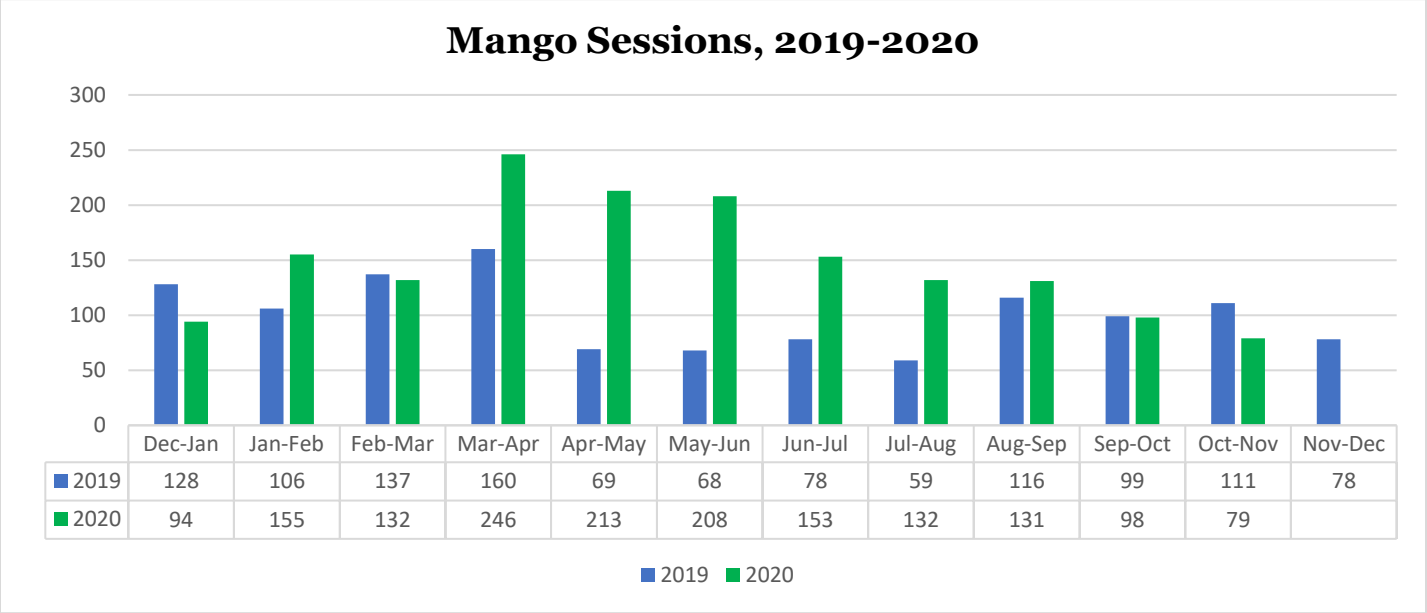


	Dec-Jan	Jan-Feb	Feb-Mar	Mar-Apr	Apr-May	May-Jun	Jun-Jul	Jul-Aug	Aug-Sep	Sep-Oct	Oct-Nov	Nov-Dec
2019	0	2,547	13,117	6,496	7,935	9,864	7,440	9,078	8,977	8,732	8,022	9,426
2020	13,212	9,661	7,918	18,489	18,295	17,070	16,316	19,811	15,592	13,507	17,936	

From October 16 through November 15, patrons played a total of 548 videos on Kanopy for 17,936 total minutes. We saw a 33% increase in minutes played during that period compared to the previous month, and a 124% increase compared to the same period in 2019. Year-to-date usage of Kanopy has also increased 102% in 2020 compared to the same period in 2019.

Kanopy continues to be visited and used by Richland Public Library cardholders around the world. During the past month, our patrons in the U.S. have led with visits and uses, followed by patrons in Vietnam, Canada, China, and Mexico. Kanopy has items for people of all ages and interests. Usage this month ranged from *The Great Courses*, Weston Woods, and PBS to Kino Lorber and Samuel Goldwyn Films. Usage by device was distributed fairly evenly between desktop computers (27%), televisions (25%), mobile phones (24%), and tablets (21%), with the remaining devices "not set" (3%).

DIGITAL SERVICES (CONTINUED)

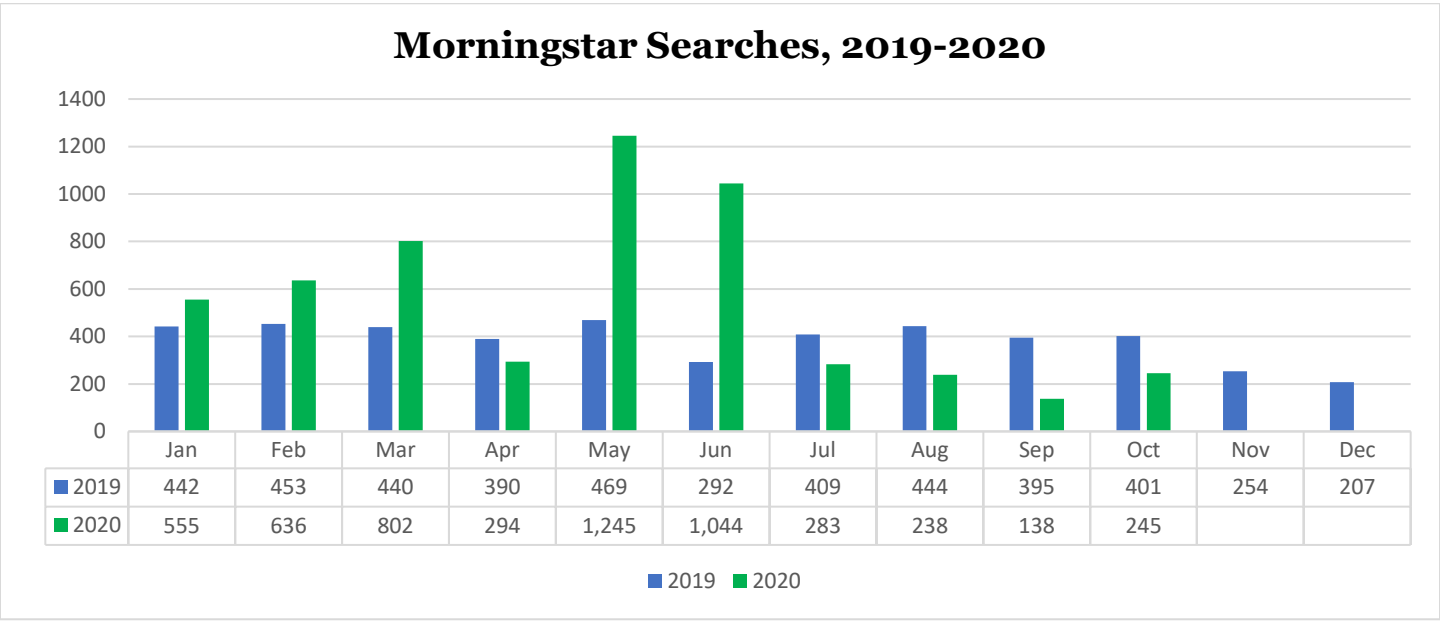


	Dec-Jan	Jan-Feb	Feb-Mar	Mar-Apr	Apr-May	May-Jun	Jun-Jul	Jul-Aug	Aug-Sep	Sep-Oct	Oct-Nov	Nov-Dec
2019	128	106	137	160	69	68	78	59	116	99	111	78
2020	94	155	132	246	213	208	153	132	131	98	79	

From October 16 through November 15, our patrons had a total of 79 Mango sessions with 78 course uses. Patrons logged 1,200 minutes of total learning time with an average session length of 15 minutes. Mango saw a decrease of almost 29% over the same period in 2020 compared to 2019.

This platform has seen a steady decrease in usage each month from the start of the pandemic, but we still see an overall increase of 45% when comparing the year-to-date use of Mango in 2020 with the same period in 2019.

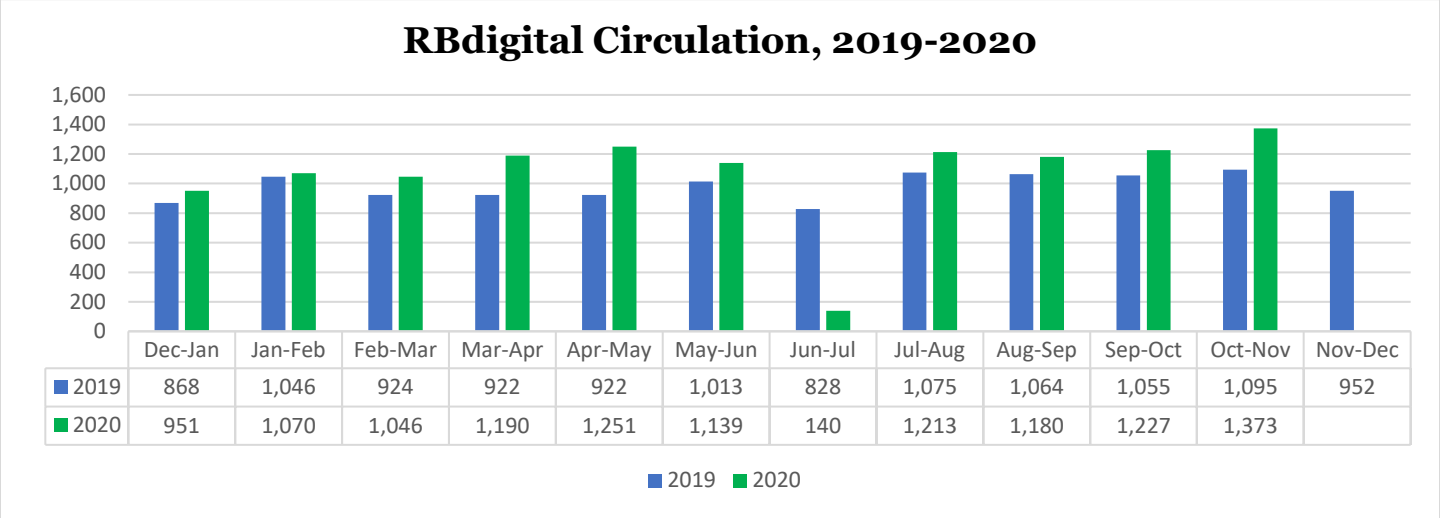
The top four languages our patrons studied this month are Portuguese (Brazil), German, Japanese, and Spanish (Latin American); they are consistently among the top five languages our patrons are attempting to learn or brush up on. A newcomer to the top five for this reporting period is Norwegian.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2019	442	453	440	390	469	292	409	444	395	401	254	207
2020	555	636	802	294	1,245	1,044	283	238	138	245		

Patrons conducted a total of 245 searches in Morningstar from October 1 through 31. This represents an increase of 77.5% over the 138 searches conducted in September. Year-to-date Morningstar searches, from January 1 through October 31, have also increased by 33% over the same period in 2019. With the November election now over, people have an idea of what to expect from the incoming administration and can begin to research investments accordingly.

DIGITAL SERVICES (CONTINUED)



	Dec-Jan	Jan-Feb	Feb-Mar	Mar-Apr	Apr-May	May-Jun	Jun-Jul	Jul-Aug	Aug-Sep	Sep-Oct	Oct-Nov	Nov-Dec
2019	868	1,046	924	922	922	1,013	828	1,075	1,064	1,055	1,095	952
2020	951	1,070	1,046	1,190	1,251	1,139	140	1,213	1,180	1,227	1,373	

Patrons checked out 1,373 RBdigital items from October 16 through November 15, including 26 audiobooks, 1 e-book, and 1,346 magazines. RBdigital saw a 12% increase in usage compared to the 1,227 items checked out during the previous month, and a 25% increase in usage compared to the 1,095 items checked out during the same period in 2019. Year-to-date RBdigital checkouts are also up 8% for 2020 compared to the same period in 2019.

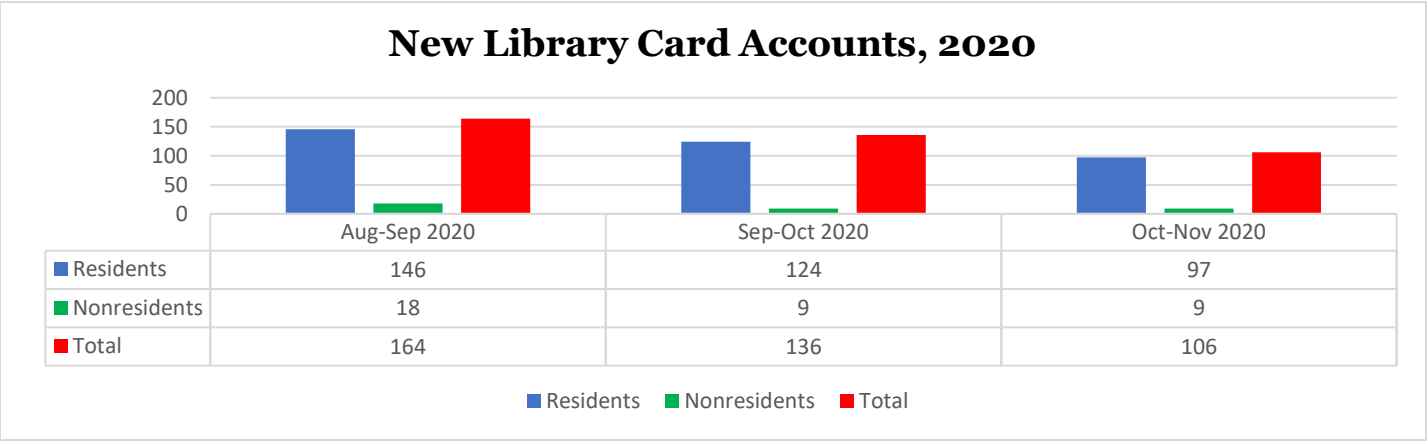
Overdrive acquired RBdigital earlier this year. Our RBdigital audiobooks and e-books are scheduled to move to the Overdrive platform in early December, and they will become part of our Advantage collection. We anticipate that the magazines available through RBdigital via our ZINIO subscription will be transferred to the Overdrive platform starting in late January.

OTHER STATISTICS

Interlibrary Loan Requests

From November 1 through 30, we received 47 interlibrary loan requests from other libraries for books and 1 such request for microfiche/film. We filled 8 interlibrary loan requests from other libraries for books and 1 such request for audiovisual material during that time. We sent 29 interlibrary loan requests for books to other libraries, and we had 8 such requests for books filled by other libraries. Requests are sometimes filled in a different month than the one in which they were placed.

New Library Card Accounts



	Aug-Sep 2020	Sep-Oct 2020	Oct-Nov 2020
Residents	146	124	97
Nonresidents	18	9	9
Total	164	136	106

From October 16 through November 15, we had 97 Richland residents and 9 nonresidents sign up for new library card accounts. We believe that more patrons may have signed up for new accounts in August-September and September-October due to the start of the school year.

OTHER STATISTICS (CONTINUED)

Social Media Statistics

From October 16 through November 15, the library's Facebook account had 524 page views and a "post reach" of 16,413 that indicates the number of times our posts were viewed. Our top Facebook post was a fun "How's your Monday going?" meme featuring Amelia Bedelia and Mary Poppins, and it reached 3,178 people, including views received from 23 shares. Our videos were viewed 2,441 times, and the most popular one was a *Storytime with Miss Kelly* video that we shared on November 11.

During that period, we also had 229 profile visits on Twitter and 6,531 "tweet impressions" indicating the number of times our tweets were seen. Our top tweet, which had 1,342 impressions, reminded patrons to pick up holds before our Thanksgiving holiday closure.

We currently have 4,319 people who have liked and/or followed our Facebook page and 1,163 who follow our Twitter account.

Graphic icons in this report were made by Freepik and are available from www.flaticon.com.

LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 12/8/2020

Agenda Category: Approval of Bills

Prepared By: Leslie Campbell Hime, Library Manager

Subject:
Approval of Bills for November 1, 2020 though November 30, 2020

Department:
Parks & Public Facilities

Recommended Motion:
Move to approve the November 1, 2020 through November 30, 2020 claims for payment.

Summary:
This item is a review and approval of the November 1, 2020 through November 30, 2020 claims for payment.

Attachments:
1. November 2020 Claims for Payment
2. November 2020 Voucher Listing
3. November 2020

RICHLAND PUBLIC LIBRARY

CERTIFICATION OF CLAIMS FOR PAYMENT

NOVEMBER 2020

We the undersigned, Richland Public Library Board, City of Richland, Benton County, do hereby certify that the merchandise or services as previously specified have been received and that the accumulated costs are approved for payment in the amount of $ $102,992.13 this 8th day of December,2020.

Claims for payment certified by the Library Manager and consolidated are as follow:

Voucher Listings			**Amount**
November 01, 2020	thru	November 30, 2020	$17,634.98
Transfer Advice (Salaries)			
Salaries for the weeks of: November 12, 2020	thru	November 25, 2020	$85,357.15
MONTHLY EXPENSES			$102,992.13

Comments: City of Richland Library Expenditure November 2020 City of Richland Library Voucher Listing November 2020

LIBRARY BOARD MEMBERS SIGNATURES (3 Signatures Required for Signoff)

PRINT NAME	**SIGNATURE**
1.	1.
2.	2.
3.	3.

kbarada@ci.richland.wa.us KB

Library Voucher Listing

Begin Date: 11/1/2020 End Date: 11/30/2020

Fund	Div / Org/Object	Description / Vendor	P.O. Number	Invoice Number	Date	Check #	Description	Amount
001		GENERAL FUND						
	303	LIBRARY						
	K8188700/3583	MIDWEST TAPE		99579130	11/4/2020	284345	HOOPLA OCTOBER 2020	$3,979.21
	K8188700/3583	SECRETARY OF STATE		00010447	11/6/2020	284407	JUL2019-JUN2020 K20 BANDWIDTH	$9,100.00
	K8188700/3583	ENVISION WARE INC		INV-US-46695	11/18/2020	284674	ENVISIONWARE PROFESSIONAL SERVICE	$162.90
							SOFTWARE-LICENSING & UPGRADES TOTAL:	**$13,242.11**
SOFTWARE-LICENSING & UPGRADES - YTD INFORMATION								
BUDGET: $133,822.00			**YTD ACTUAL: $96,462.50**				**YTD % USED: 72.08%**	
							001.303 INFORMATION TECHNOLOGY TOTAL:	**$13,242.11**
	K8721000/4201	FRONTIER		11/20 2061882614	11/4/2020	284336	TELEPHONE CHARGE 10/19/20-11/18/20	$150.54
	K8721000/4201	FRONTIER		11/20 5099433152	11/13/2020	284567	TELEPHONE CHARGES 11/4/20-12/4/20	$392.53
							TELEPHONE & COMM SVCS TOTAL:	**$543.07**
TELEPHONE & COMM SVCS - YTD INFORMATION								
BUDGET: $14,355.00			**YTD ACTUAL: $7,438.67**				**YTD % USED: 51.82%**	
	K8721000/4207	BANK OF AMERICA		103120	11/2/2020	8340	Library Merchant Service Fees	$5.00
							MERCHANT SVC FEES TOTAL:	**$5.00**
MERCHANT SVC FEES - YTD INFORMATION								
BUDGET: $0.00			**YTD ACTUAL: $401.88**				**YTD % USED: N/A**	
	K8721000/4504	XEROX CORP		011824146	11/18/2020	284723	7HB-469027 NOVEMBER BASE CHARGE	$10.86
	K8721000/4504	XEROX CORP		011824156	11/18/2020	284723	3UA-295134 OCTOBER 2020 BASE CHARGE	$95.12

Library Voucher Listing

Begin Date: 11/1/2020 End Date: 11/30/2020

Fund	Div / Org/Object	Description / Vendor	P.O. Number	Invoice Number	Date	Check #	Description	Amount
	K8721000/4504	XEROX CORP		011824158	11/18/2020	284723	3UA-296344 OCTOBER 2020 BASE CHARGE	$258.96
							COPIER/FAX LEASE RENTAL MAINT TOTAL:	**$364.94**
COPIER/FAX LEASE RENTAL MAINT - YTD INFORMATION								
BUDGET: $5,650.00			**YTD ACTUAL: $4,985.72**				**YTD % USED: 88.24%**	
							001.303 LIBRARY ADMIN TOTAL:	**$913.01**
	K8722100/4505	XEROX CORP		011824157	11/18/2020	284723	3UA-295169 OCTOBER 2020 BASE CHARGE	$75.40
							RENTALS-OTHER TOTAL:	**$75.40**
RENTALS-OTHER - YTD INFORMATION								
BUDGET: $5,410.00			**YTD ACTUAL: $2,301.57**				**YTD % USED: 42.54%**	
							001.303 LIBRARY PUBLIC SVC TOTAL:	**$75.40**
	K8725000/4700	CITY OF RICHLAND		10/2020 OCT	11/13/2020	284547	CITY UTILITY BILLS/OCT 2020	$3,404.46
							UTILITIES TOTAL:	**$3,404.46**
UTILITIES - YTD INFORMATION								
BUDGET: $53,736.00			**YTD ACTUAL: $35,512.40**				**YTD % USED: 66.09%**	
							001.303 LIBRARY FACILITIES TOTAL:	**$3,404.46**
							LIBRARY TOTAL:	**$17,634.98**
							GENERAL FUND TOTAL:	**$17,634.98**

CITY OF RICHLAND
LIBRARY EXPENDITURE

November 2020
Month/Year

PAY PERIODS **From October 26, 2020 through November 22, 2020**

GROSS SALARIES . . . . . $ 85,357.15

		Gross Wages	Total
WEEK OF:	11/12/20	46,342.46	46,342.46
WEEK OF:	11/25/20	39,014.69	39,014.69
WEEK OF:			-
	TOTAL	**85,357.15**	**85,357.15**

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