



February 18, 2020

Joint Meeting  
Library Board of Trustees  
Tacoma City Council

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LIBRARY BOARD OF TRUSTEES

President

Wayne Williams

Vice President

Sara Irish

Trustees

Donna LaFrance

Toni Craig

Vacant (to be filled March 3)

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## TACOMA PUBLIC LIBRARY OVERVIEW

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## FAST FACTS

- Tacoma Public Library officially came into existence in 1886, with \$75/month in City funding

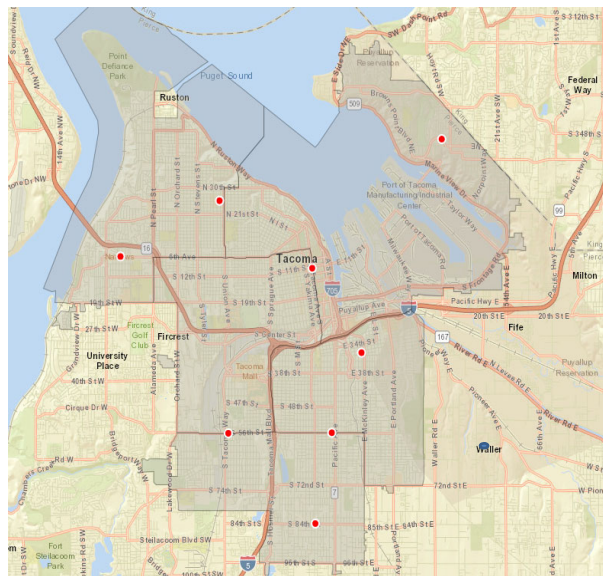
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1901  
Andrew Carnegie funds  
construction of a library,  
it opens June 4, 1903



Today





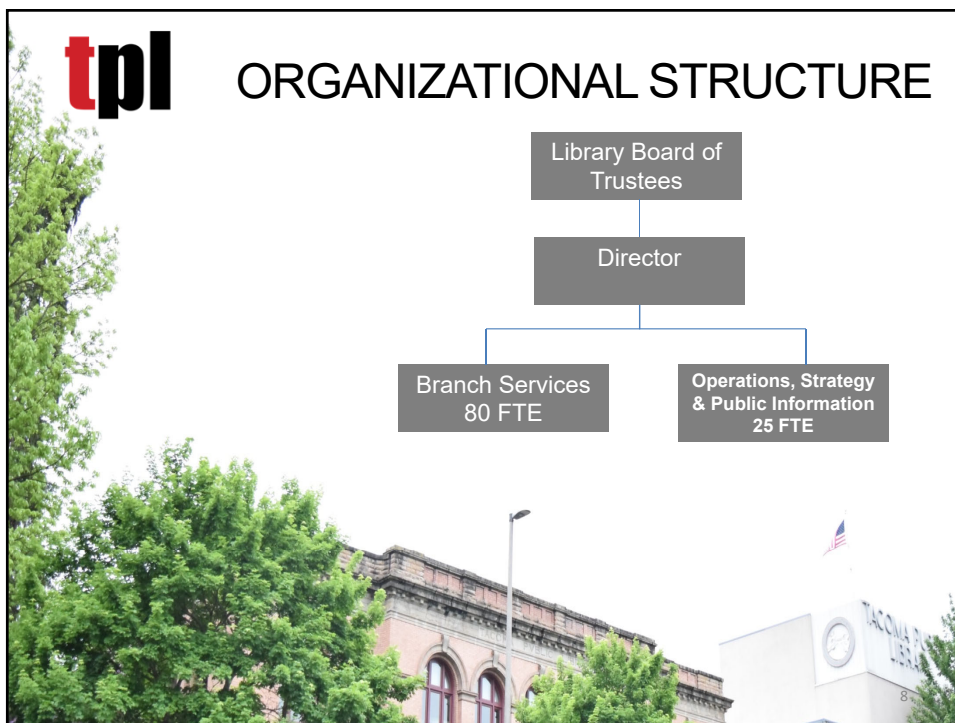
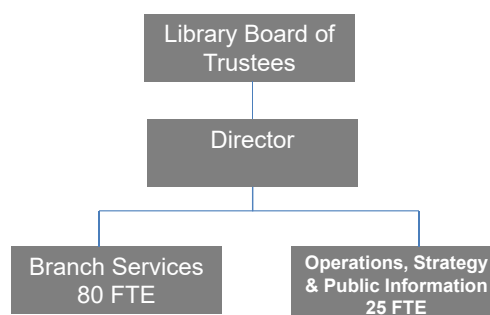
## FAST FACTS

- 8 libraries open 40 hours/week
- 1 microlibrary in Eastside Community Center, 105 hours/week

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## ORGANIZATIONAL STRUCTURE





## FAST FACTS

- Not a City department, but supported by COT services

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## YEAR IN REVIEW:

CAPITAL & SERVICE IMPROVEMENTS  
PROGRAMS  
PARTNERSHIPS

2019

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## FACILITY REPAIRS

- Replacing roofs (3)
- Replacing windows (2 buildings)
- Replacing HVAC (2) & Boilers (1)
- Repairing elevator (1)
- Replacing building envelope (1)
- Clean & repair Carnegie



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## SIX DAY SERVICE

- Open 1-5 Sundays in 3 locations
- No new staff



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## DISTINGUISHED GUESTS



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[#DigitalEquityNow](#) - The Digital Equity Act of 2019 was introduced today. The bill hopes to close the digital divide across the U.S. through two new federal grant programs. Learn more about why [@PattyMurray](#) put forth this legislation.



**Why We Need the Digital Equity Act**  
Increasingly, Americans require a broadband internet connection to live, work, and interact with the world around us.  
[medium.com](#)

11:56 AM · Apr 11, 2019 · [Twitter Web Client](#)

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## TACOMA READS

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## Tacoma Reads 2019

- 2019 marked a notable year of coordination between Mayor's office & Library
- Thanks to Mayor Woodards, Puyallup Tribe of Indians contributed \$25,000
- City Council voted to add \$10,000
- Building on that success in 2020 & beyond

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## Tacoma Reads 2019



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## Tacoma Reads 2019



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## Tacoma Reads 2019



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## Tacoma Public Library's Top 10 Books of 2019

- |  |   |
|--|---|
| <b>1</b> <b>There There</b><br>Tommy Orange              | <b>6</b> <b>The Great Alone</b><br>Kristin Hannah     |
| <b>2</b> <b>Becoming</b><br>Michelle Obama               | <b>7</b> <b>Crazy Rich Asians</b><br>Kevin Kwan       |
| <b>3</b> <b>Where the Crawdads Sing</b><br>Delia Owens   | <b>8</b> <b>Past Tense</b><br>Lee Child               |
| <b>4</b> <b>Educated</b><br>Tara Westover                | <b>9</b> <b>Dark Sacred Night</b><br>Michael Connelly |
| <b>5</b> <b>Nine Perfect Strangers</b><br>Liane Moriarty | <b>10</b> <b>The Reckoning</b><br>John Grisham        |

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## EASTSIDE MICROLIBRARY

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## EASTSIDE MICROLIBRARY

- A Microlibrary is a service point located at a partner location outside of Tacoma Public Library's eight branches
- Includes an interactive kiosk stocked with a curated selection of library materials
- A variety of programs and services managed by an Outreach Librarian

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**tpl**




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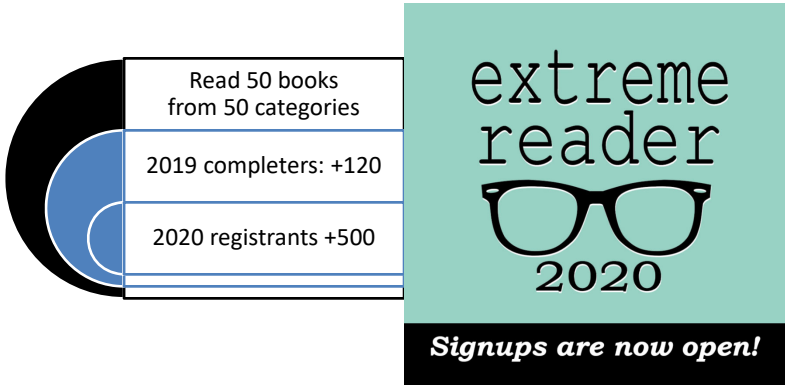
**tpl**

**EXTREME READER**

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EXTREME READER




Read 50 books from 50 categories
2019 completers: +120
2020 registrants +500

extreme  
reader  
2020

***Signups are now open!***

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POINTS OF ASSISTANCE

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POINT OF ASSISTANCE  
Pierce County Elections + Libraries  
— Election Day Help —


FEBRUARY 11, 2020 SPECIAL ELECTION

CAN'T REACH THE VOTING CENTER ON ELECTION DAY?

# VISIT A LIBRARY

THE PIERCE COUNTY LIBRARY SYSTEM, TACOMA AND PUYALLUP PUBLIC  
LIBRARIES CAN PROVIDE LIMITED VOTER SERVICES ON  
ELECTION DAY ONLY

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## POINTS OF ASSISTANCE

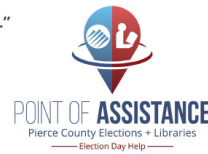
- Same-day voter registration legislative mandate increases complexity of elections
- People already view libraries as accessible & friendly
- Libraries already distribute voter pamphlets
- Libraries are focused on civic engagement
- Libraries offer excellent siting throughout Pierce County

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## Opportunity

- ✓ Increase election center capacity through library systems.
- ✓ Decrease “the cost of voting” for residents who are isolated or poor.
- ✓ Improve convenience for voters who are “stranded.”



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UNDERWAY IN 2020

## FEASIBILITY STUDY

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## Feasibility Study

- Feasibility Study for Library Services on the Hilltop and Eastside
  - RFP Advisory team
  - Consultant Selection: BERK Consulting
  - Three phases: Market feasibility, Feasibility Review and Feasibility Study, Financial Feasibility

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## Feasibility Study

- Market Feasibility
  - Community Engagement to identify vision and options (at least 10 meetings in each phase)
  - Survey of the built environment (mapping housing density, motorized traffic patterns and non-motorized facilities, location of public institution and services, non-profit services, private businesses)

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## Feasibility Study

- Feasibility Review and Feasibility Study
  - Current library services & evaluation of Main
  - Property inventory
  - Service Scenarios
  - Community Engagement to shape scenarios

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## Feasibility Study

- Financial Feasibility
  - Study financial context (conducts funding climate scan including public & private support)
  - Funding tools & Options assessment
  - Funding Strategy Development
  - Community Engagement, Report & Briefings

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## Feasibility Study

- Planning Team

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COMING IN 2020

## STRATEGIC PLAN

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## Strategic Plan

- Building upon and incorporating Libraries Transform Tacoma initiative
- Additional Community and Partner input sessions
- Benchmarking & demographic study
- Community Survey closed with 925 responses
- April 8 Board of Trustees Regular Meeting, anticipated adoption date

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If the library received more funding,  
you would support the use of these funds for:

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Provide more books, magazines and other print materials	58.50% 485	36.55% 303	4.58% 38	0.36% 3	829
Provide more electronic resources and technology	46.55% 385	44.50% 368	7.62% 63	1.33% 11	827
Offer more programs for the general public such as author lectures, how-to programs, and life-long learning	42.15% 349	47.46% 393	8.82% 73	1.57% 13	828
Build new libraries to enhance library access and services	33.00% 265	38.48% 309	22.67% 182	5.85% 47	803
Increase library hours at all library facilities	44.18% 368	39.74% 331	14.65% 122	1.44% 12	833
Increase library hours in areas of greatest needs	62.01% 511	32.04% 264	4.49% 37	1.46% 12	824
Increase library staff to provide more services both in and out of the library	40.37% 331	46.10% 378	11.59% 95	1.95% 16	820
Move some print books and stacks out of public locations to free up space for services like tech centers, meeting rooms and program space	8.00% 65	24.60% 200	48.59% 395	18.82% 153	813
Increase and facilitate civic engagement activities	26.97% 219	47.41% 385	21.80% 177	3.82% 31	812

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If the library received more funding,  
you would support the use of these funds for:

"I think resources would be best spent increasing hours at current locations, not building new ones, especially after several locations were shut down, and not increasing staff hours outside of the library, just having the library open more hours and all days would be great and would allow access for people no matter what their work schedule to utilize the library. I specifically did not give up my Gig Harbor access because their hours are so amazing and I work out there and am able to go before or after work on any day but with the Tacoma branches I can't go on Mondays or earlier in the day or later in the evenings and never on Sundays unless it's during the school year and with kids - you want to be able to take them on any day you have off!"

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If the library received more funding,  
you would support the use of these funds for:

"Please increase library hours at all  
library facilities: please"

"All libraries open 7 days a week"

"Renovating the library - updating the  
books. Making the library a much nicer  
place to bring children"

"The buildings inside and out are so dated. Everything just seems kind of sad including people working there. Pierce county libraries seem so much more vibrant. I love libraries but Tacoma ones are just kind of sad."

"Overall reduced open Hours for all  
libraries in City of Tacoma have greatly  
damaged public visibility."

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## CONTINUOUS IMPROVEMENT

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## Materials Processing & Delivery, and Direct Shelving



January 2018

50 carts of materials  
90+ day turnaround time

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## Materials Processing

Within 6 months

- 7 carts of materials
- 12 days processing time
- Backlog & wait time reduced by 85%

Within 1 year, through today

- Backlog eliminated
- Maintaining 6 Day processing time

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## Materials Delivery Straight to Cart/Direct Shelving

- Materials delivery process changes will save at least eight hours of labor/month
- Straight-to-cart or “direct shelving” pilot will save 13 hours of labor/month

Thanks to COT's Continuous Improvement Team!

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## EQUITY & INCLUSION

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### EDI: progress

- TPL is at the beginning of its journey
- Staff are attending Government Alliance on Race & Equity annual meeting, and participate in the Libraries interest group
- Protocol for Culturally Responsive Organizations Assessment
- New hiring practices have resulted in 337.5% increase in black and Hispanic eligible candidates



LOCAL AND REGIONAL  
GOVERNMENT ALLIANCE ON  
**RACE & EQUITY**

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## EDI: progress

- Committed staff to 9 month GARE Northwest Cohort training, which exposes participants to race & equity tools, and includes a train the trainer component
- Cultural Competency training for all staff
- New hiring practices have resulted in 337.5% increase in black and Hispanic eligible candidates



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## EDI: progress

- Bias awareness training for managers
- Moving towards explicitly integrating equity into policies, practices, training calendars, and strategic planning
- Near 100% staff participation in Office of Equity & Human Rights (OEHR)'s "Equity 101"

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**THANK YOU**

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