



SEATTLE CITY COUNCIL

Public Assets and Native Communities Committee

Agenda

Friday, July 16, 2021

2:00 PM

Special Meeting

Remote Meeting. Call 253-215-8782; Meeting ID: 586 416 9164; or
Seattle Channel online.

Debora Juarez, Chair
Alex Pedersen, Vice-Chair
Lisa Herbold, Member
Teresa Mosqueda, Member
Kshama Sawant, Member
Dan Strauss, Alternate

Chair Info: 206-684-8805; Debora.Juarez@seattle.gov

[Watch Council Meetings Live](#) [View Past Council Meetings](#)

Council Chamber Listen Line: 206-684-8566

For accessibility information and for accommodation requests, please call
206-684-8888 (TTY Relay 7-1-1), email CouncilAgenda@Seattle.gov, or visit
<http://seattle.gov/cityclerk/accommodations>.



SEATTLE CITY COUNCIL
Public Assets and Native Communities
Committee
Agenda
July 16, 2021 - 2:00 PM
Special Meeting

Meeting Location:

Remote Meeting. Call 253-215-8782; Meeting ID: 586 416 9164; or Seattle Channel online.

Committee Website:

<http://www.seattle.gov/council/committees/public-assets-and-native-communities>

This meeting also constitutes a meeting of the City Council, provided that the meeting shall be conducted as a committee meeting under the Council Rules and Procedures, and Council action shall be limited to committee business.

In-person attendance is currently prohibited per Washington State Governor's Proclamation 20-28.15, until the COVID-19 State of Emergency is terminated or Proclamation 20-28 is rescinded by the Governor or State legislature. Meeting participation is limited to access by telephone conference line and online by the Seattle Channel.

Register online to speak during the Public Comment period at the 2:00 p.m. Public Assets and Native Communities Committee Special Meeting at <http://www.seattle.gov/council/committees/public-comment>.

Online registration to speak at the Public Assets and Native Communities Committee Special Meeting will begin two hours before the 2:00 p.m. meeting start time, and registration will end at the conclusion of the Public Comment period during the meeting. Speakers must be registered in order to be recognized by the Chair.

Submit written comments to Councilmember Juarez at Debra.Juarez@seattle.gov

Sign-up to provide Public Comment at the meeting at <http://www.seattle.gov/council/committees/public-comment>

Watch live streaming video of the meeting at <http://www.seattle.gov/council/watch-council-live>

Listen to the meeting by calling the Council Chamber Listen Line at 253-215-8782 Meeting ID: 586 416 9164

One Tap Mobile No. US: +12532158782,,5864169164#

Please Note: Times listed are estimated

A. Call To Order

B. Approval of the Agenda

C. Chair's Report

D. Public Comment

E. Items of Business

1. Seattle Public Library 2020 Levy Report

Attachments: [Presentation](#)

Supporting
Documents: [2020 Library Levy Report](#)

Briefing and Discussion (15 minutes)

Presenters: Tom Fay, Interim Chief Librarian, and Jan Oscherwitz, Seattle Public Library; Jay Reich, President, and Carmen Bendixen, Vice President, Seattle Public Library Board of Trustees

2. Seattle Public Library 2020 RSJI Report

Supporting
Documents: [Presentation](#)

Briefing and Discussion (15 minutes)

Presenters: Tom Fay, Interim Chief Librarian, Alex Yoon, and Helen Tapping, Seattle Public Library

3. Seattle Center 2020 RSJI Report

Supporting
Documents: [Presentation](#)

Briefing and Discussion (15 minutes)

Presenters: Robert Nellams, Director, Seattle Center; Vivan Huang
and Natonia Tayag, Change Team Co-Leads

4. Seattle Parks and Recreation 2020 RSJI Report

Supporting
Documents: [Presentation](#)

Briefing and Discussion (15 minutes)

Presenter: Jesus Aguirre, Superintendent, Seattle Parks and
Recreation

F. Adjournment



Legislation Text

File #: Inf 1843, **Version:** 1

Seattle Public Library 2020 Levy Report



The Seattle Public Library

Memorandum

Date: April 15, 2021

To: Mayor Jenny Durkan
Councilmember Debora Juarez, Public Assets and Native Communities
Committee Chair, Seattle City Council

From: Tom Fay, Interim Executive Director and Chief Librarian
Alex Yoon, Director of Administrative Services
Jan Oscherwitz, Library Levy Administrator

Subject: **2020 Library Levy Report Submittal**

By April 15 of each year, The Seattle Public Library is required by ordinance to submit an annual levy report to the Mayor and the City Council. This report details the Library's progress in using levy proceeds to restore, maintain and improve core Library services during the prior year. The Library board of trustees reviewed and adopted the attached 2020 Library Levy Report at its Mar. 23, 2021 meeting. The [report](#) is publicly available on the Library's website, including a [summary](#).

In 2020, a year that included a global pandemic, an economic crisis, widespread social and political unrest, and the closure of all Seattle Public Library buildings starting in March, the Library Board directed levy resources to where they were most needed. The 2019 Levy funded \$19.9 million (24%) of the Library's total spending of \$84.7 million in 2020. Due to the closure of Library buildings to the public, the Library was unable to expand open hours, which was a key levy priority for 2020. However, we used levy funds to meet the levy's stated priorities of improving access, collections, technology, children's programming and maintenance. While we couldn't offer in-person events or in-building services for much of the year, we offered and created a wide range of virtual services, events and programs for everyone from seniors to families to jobseekers; circulated a record number of electronic materials, created a Curbside service to provide access to our physical collection at a growing number of locations, and loaned more hot spots than ever to communities that lacked digital access.

While we have much to be proud of with regard to what the Library was able to accomplish with levy funding in 2020 during unprecedented circumstances, we face challenges ahead due

to cuts to the Library's General Fund in response to the pandemic. As we work to offer in-building services and programs to the public in 2021, restoration of General Fund support for the Library will be critical in order to meet our levy promises to voters.

We look forward to sharing details about our Library levy accomplishments and welcome any questions about our levy progress.

cc: Council President Lorena González
Councilmember Lisa Herbold
Councilmember Andrew Lewis
Councilmember Tammy Morales
Councilmember Teresa Mosqueda
Councilmember Alex Pedersen
Councilmember Kshama Sawant
Councilmember Dan Strauss
Dan Eder, Central Staff Director
Asha Venkataraman, Central Staff Analyst
Patrick Wigren, Central Staff EA
Lisa Gaccione, CBO Analyst
Catherine Cornwall, CBO Lead
Kathryn Aisenberg, MO Operations Manager
Kylie Rolf, Mayor's Office Legislative Director
Adam Schaefer, CBO Legislation Coordinator
Laura Gentry, Interim SPL Communications Director
Amy Lawson, SPL Chief Librarian's Office EA

2020

The Seattle Public Library LEVY REPORT

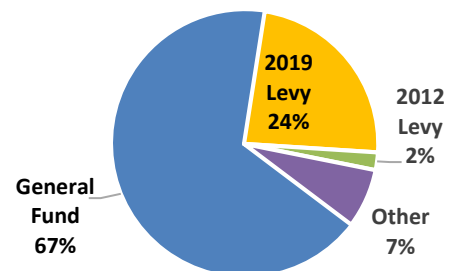


EXECUTIVE SUMMARY

Supporting Seattle's information needs in a year like no other

In August 2019, Seattle voters overwhelmingly approved (76%) a seven-year, \$219.1 million property tax levy to maintain and enhance Library services from 2020 through 2026, renewing a seven-year \$123 million levy that expired at the end of 2019. In 2020, the 2019 Levy funded \$20 million (24%) of the Library's total spending of \$84.7 million. The City General Fund provided \$56.9 million (67%), the 2012 Levy provided \$1.8 million (2%) and other sources, including The Seattle Public Library Foundation (SPLF), funded the remainder.

2020 Library Spending (\$84.7M)



The Library laid out a clear framework for how 2019 Levy proceeds would be used to maintain services that had been funded by the 2012 Levy and provide additional services and programs. This report, which covers levy activities and spending for 2020 with an emphasis on the fourth quarter, continues the series of levy updates the Library has provided for the Library Board of Trustees and the public since the 2012 Levy. Beyond renewing 2012 commitments, the 2019 Levy provided support for additional Library hours; elimination of overdue fines; improved collections and technology; safer, cleaner buildings; specialized programming and services for children; and development of a plan for the future of library service. Many of these additional investments came out of priorities identified through a 2018 community survey. More than 26,000 Seattle residents responded.

As noted in previous reports, at the beginning of the year, we fulfilled two key voter promises to expand Library programs and services: we eliminated overdue fines and opened an hour earlier at each branch on Sundays. These changes were intended to benefit communities who have been historically underrepresented in the use of Library services.

By March, however, Library service was drastically altered in response to the COVID-19 pandemic. We canceled all in-person programming at the beginning of the month and, on March 14, closed Library facilities to safeguard staff and the public. Facilities remained mostly closed to the public through the end of the year as we incrementally added and restored services. Soon after closure, we launched new virtual services, provided restroom access in five locations for people who lacked access to hygiene services, and planned for ways to resume the lending of physical materials, launching a Curbside Pickup Service in August and expanding it through the fall. In August, we also restarted our Mobile Services delivery with modified procedures, restoring library services to patrons with some of the greatest barriers to library access.

As the Library met the challenge of launching or restoring services while our facilities remained largely closed to the public, we also had to reduce our budget by \$2.8 million (5%) due to General Fund cuts. We were able to rebalance the budget through a combination of strategies: not filling vacancies, cutting discretionary purchases, and redirecting over \$500,000 received from SPLF. Because buildings were closed for an extended amount of time, the Library Board directed the Library to reallocate \$1.58 million from the 2019 Levy that had been set aside to increase hours of operation and expand programming in 2020 to support the effective continuation of core Library services and to increase Library access for those who face the most barriers to Library use.

In a year that included a global pandemic, an economic crisis, and widespread social and political unrest, the Library directed resources where they were most needed. Ultimately, the Library was unable to meet or deliver on all levy goals for 2020, but we remained true to the spirit of the levy. The Board and the Library are committed to delivering on our promises to voters over the course of the levy, while we will also adjust course to reflect the changes in how our patrons use our services. Looking ahead, we will work with the City to restore General Fund resources to support Library service levels that were assumed in planning for the levy so that we can begin to fulfill key levy promises such as increases in hours.

This report focuses on how the Library is adapting to our new operating environment and demonstrates how we are providing a high return to Seattle residents on their investment in the core levy program areas — Hours and Access, Collections, Technology and Online Services, Children’s Programming, and Maintenance. In addition to the core levy-supported activities outlined here, this report highlights some of the ways the Library has been able to use levy resources to leverage funding from other sources, in particular The Seattle Public Library Foundation, to stay connected and nimble in service to the residents of Seattle.

“A big thank you to staff at The Seattle Public Library for outstanding service in the year of COVID - and every year. In spite of budget cuts and lockdowns, the Seattle Public Library has delivered service far beyond its budget and staffing level.”

- Library patron

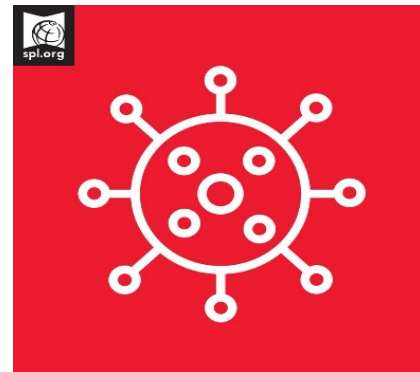
LEVY ACCOMPLISHMENTS: HOURS & ACCESS

Expanding access and equity during COVID-19

The Hours and Access category of the 2019 Levy supports operating hours in neighborhood branches and the Central Library; providing access to Library programs and services in the community; and outreach and engagement services throughout the city. Many elements of this levy category relate to reducing barriers to access, such as late fees and limited open hours.

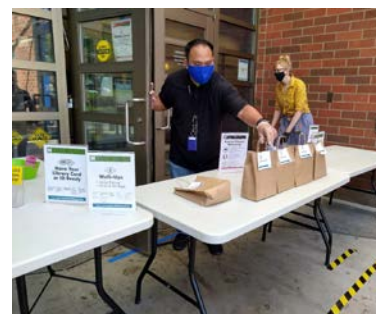
We started the year by eliminating fines for overdue materials and opening our branches one hour earlier on Sundays, the first step in what was intended to be more than 10,000 new Library hours each year funded by the levy. However, because of COVID-19-related closures and city-requested budget cuts, we have deferred this levy promise through 2021.

Instead, we used levy resources to support developing a new model of service to allow patrons to access physical books and materials under COVID-19 restrictions, with a focus on equitable Library service delivery and high safety standards. We expanded virtual offerings, and offered phone-based programs and services for those who do not have reliable access to computers.



Increasing information access with Curbside services

Soon after the COVID-19 closure, we began planning how we could again safely loan physical materials to our patrons. In July, we began accepting material returns at select locations, and in August, after several months of planning, we launched a new service model: a no-contact Curbside Pickup Service at locations throughout the city: Ballard, Broadview, Douglass-Truth, High Point, Lake City, Rainier Beach branches and at the Central Library. When holds were available, patrons could either schedule an appointment or simply walk up to collect their books outside through contactless experience. We also resumed Mobile Services deliveries in August, providing books and materials once again to homebound seniors, people living with disabilities and preschool children living in low-income households.



Curbside Pickup – Rainier Beach Branch

Curbside at more locations

Since the Library started its Curbside Pickup Service, patrons shared feedback that they were happy, but wanted more locations.

Through the fall, we continued to expand our return locations and Curbside service, adding Greenwood and Northeast branches in October. Beacon Hill and Southwest branches were added in November, providing in-lobby Curbside service for the first time. Moving the service into lobbies helped staff and patrons stay warm and dry while also allowing for better efficiency in accessing and delivering Library materials.

For our in-lobby Curbside locations, the Library has implemented extra safety precautions, including limits on number of patrons allowed indoors and plexiglass barriers. By the end of the year, we also transitioned from scheduled appointments to walkup service for all branch locations, after determining that walk-up service was more efficient for staff and provided quicker delivery for patrons.

Appointments can still be made for patrons who need accommodations to access Library materials.

In November, we reinstated due dates, which we had suspended when our buildings closed, to restore our collection and circulate more materials, essential to a well-functioning library system. But thanks to the 2019 Levy, patrons are never charged daily overdue fines, which would have been an exceptional burden in a year like 2020.

By the end of the year, we had expanded Curbside Pickup service to 11 locations and return service to 13 locations. In addition, we began offering a [Curbside printing service](#) at seven branches and the Central Library.

Planning for reactivation of in-building services

While the Library was expanding Curbside and Mobile locations and services in the fall, Library administration and several staff groups continued working to develop safety and operational plans for limited in-building services allowable in future phases of the state's Healthy Washington – Road to Recovery plan. When it is safe for libraries to reopen to the public, future in-building services will be provided at select locations using a phased approach, and services will likely include access to holds pickups, self-checkout, indoor seating, device charging options, restrooms, computers and Wi-Fi.

Increasing information access with virtual programs and services

While the Library was developing the Curbside Service model to provide access to physical materials, we were also working to restore information access by transforming essential in-person programs to virtual. With help from the levy, which partially funded staffing across the Library system, we hosted 400 virtual events from September to December, from career and entrepreneurial help to author programs and story times. Working closely with community partners, we also developed new services and programs that helped keep Library cardholders informed, entertained and connected in a challenging year.

“Life would be far less enjoyable without my great Beacon Hill branch. During this difficult COVID time, Staff at pick-up time have been a day of sunshine!! I'm 81 years and have been a fan since fourth grade.

Library patron, via
Bibliocommons



In the spring of 2020, after our buildings were closed and in-person reference services were suspended, the Library reconfigured our Ask Us reference service to be fully staffed remotely. A core Library service, Ask Us provides support for patrons to access many other Library programs and services, and is available by phone, email, chat, and phone in multiple languages through the Language Line.



Not surprisingly, use of virtual and phone-based reference services increased during the pandemic, with patrons calling, emailing or chatting for help with a wide range of issues, from older people who might be using electronic resources for the first time to parents and other caregivers trying to access homework resources for their children. In the fourth quarter, for example, the number of chat sessions increased by more than 120% and email sessions increased by 90% compared to the same time period in 2019. The number of phone sessions to Quick Information Center increased by 20% quarter over quarter.

We also reached out to patrons to explain and promote our services through our marketing channels. Our end-of-year [Thrive Together](#) campaign generated over 22,000 impressions on our social media channels and over 68,000 email opens. We updated our email [subscription center](#) to make it easier for patrons to sign up for email newsletters based on their interests.

Connecting small business owners to resources

In 2020, the [Library to Business](#) program hosted 196 virtual one-on-one business appointments, including 69 in the fourth quarter. While the Library has offered individual assistance to aspiring entrepreneurs since 2015, the COVID-19 environment has added layers of complexity for small business owners and requires significant staff effort to stay on top of relief programs and reopening guidelines and to transform in-person appointments to an online (or phone) service. Beyond individual assistance, the Library hosted 99 Library to Business workshops in 2020, including 37 in the fourth quarter. The Library team partnered with other City agencies, UW Entrepreneurial Law Clinic, local business associations, local community development organizations and local entrepreneurs to help Seattle residents start or expand their businesses.

In conjunction with the City's Office of Economic Development (OED) and community organizations, last fall we also offered several virtual programs on the business of food, including monthly Food Business Orientations and Business Resource Open House webinar in November that brought food industry experts together to discuss the issue of food access, the intersectional pandemic impacts on small business and other factors. With the help of the Beacon Business Alliance and OED, we were able to offer live in language translation in Spanish, Mandarin, and Vietnamese, a webinar feature we will continue in 2021.



A graphic recording of the November Business Resource Open House by Mari Shibuya

Providing resources to youth

Since March, the Library has leveraged strong relationships with Seattle Public Schools (SPS), Seattle Housing Authority (SHA) and many community partners to help youth and families who were thrust into the world of remote learning without adequate support.

In September, using levy savings from program deferrals, the Library hired a project manager to support K-5 remote learning through 2021. In direct response to community needs, and with financial support from the Seattle Public Library Foundation, in mid-October, we launched a free, [one-on-one virtual tutoring service](#) for Seattle students. Our subscription with Tutor.com, provides students with live, multilingual academic support in over 300 subjects, 7 days a week. Since the launch, we've had over 1,300 virtual student visits. We are also happy to report that we have seen a 100% increase in active SPS [Library Link](#) student accounts this school year.

To ensure equitable access to our educational resources, we pursued a multi-pronged community strategy grounded in data and equity practices. In collaboration with SPS, we promoted our new resources to educators, parents and students in multiple languages and formats. Following conversations with the SPS Community Engagement Team regarding student needs, we launched an ongoing effort to reach and engage 7,000 SPS scholars and their families residing in SHA communities. In partnership with SHA community builders and educational specialists, we produced multilingual video tutorials of Library services resources that were featured on [shayouth.org](#), in the [The Voice](#) community newsletter and via targeted text communications sent to residents' phones. In hopes of reaching immigrant and refugee parents who experience many barriers navigating systems, we collaborated with community-based organizations, specific language groups and ethnic media to share supports.

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, e-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.

With buildings closed and General Fund cuts in 2020, a portion of levy funds – originally allocated to expand levy hours and programming – was redirected to the Library's collection. In 2020, the 2019 Levy funded 53% of the Library's total spending for books and materials.

Digital collections reaching more people

The pandemic accelerated the long-term trend of patrons' shift from physical to digital materials. More than 137,000 patrons downloaded e-books or e-audiobooks in 2020, including 90,000 in the fourth quarter alone, an increase of 20% over the fourth quarter of 2019. Quarterly checkouts from OverDrive increased by 23%, while checkouts for children's digital materials in the fourth quarter increased by 98% compared to the fourth quarter of 2019. We added over 34,000 titles and 108,000 copies to the digital collection in 2020. SPL's digital collection now includes more than 297,000 titles and 715,000 copies.

Building physical collections while restoring access

By the end of 2020, the Library had loaned over 2.3 million physical items, including almost 700,000 since the August launch of Curbside service. We added 100,000 items to the physical collection, including over 13,000 copies of Peak Picks titles.

After our buildings closed in March, staff continued to order new titles in physical formats in anticipation of patron interest. Our ability to process new orders was hampered by the time it took to plan and safely reintroduce staff to in-building work, resulting in a backlog of new titles. While the backlog has delayed patron access to new physical materials, the Library has developed solutions to resolve the backlog and hopes to be caught up by the end of first quarter 2021.

Peak Picks during a pandemic

Peak Picks – the Library's popular no-holds, no-wait collection of high-interest titles -- relaunched in August 2020 along with Curbside service. However, the complexities of providing access to a browsing collection during a pandemic environment posed some logistical challenges early on. By the end of the year, patrons could access a selection of 10 Peak Picks titles a day at all Curbside locations.



Peak Picks contributed to nearly 16,000 checkouts in the final quarter of 2020 (up from 700 in the third quarter) and over 60,000 checkouts for the year. While Peak Picks circulation is not at pre-pandemic levels, it provides access to popular print titles. Nineteen titles were added, including books from regional bestselling authors Ijeoma Oluo ("Mediocre"), Lindy West ("Sh*t Actually"), Jess Walter ("The Cold Millions") and Alexandria Bellefleur ("Written in the Stars").

Adding to local history collections

During the fourth quarter, the Library added over [150 new photos](#) to our Seattle Historical Photo Collection, which now holds over 3,200 images. The new additions include circa [1940's images of Boeing aircraft](#), First Hill and Madrona [family photos from the 1890s](#), construction of the [Kingdome](#) in 1973, performances at [Green Lake's Aqua Theatre](#), and Lummi sculptor [Joseph Hillaire](#) visiting Japan to create the Kobe-Seattle Sister City Friendship Pole in 1961.

We also began work on processing and digitizing portions of our African-American Ephemera Collection with additional financial support from The Seattle Public Library Foundation. This collection was originally held at the Douglass-Truth Library and created through additions by Library staff and community donations. Materials include newsletters, periodicals, fliers and other ephemera from 1950 to 2004. Digitized portions are now available on our [Special Collections Online website](#).

The levy-funded Seattle Room curator enhanced the Seattle Collection's Black culture and history holdings through the purchase of photos and documents related to Le Etta Sanders King (1893-1978), a dance-band pianist and highly regarded piano teacher in Seattle's Black community, and her son, Winfield King (1920-1976), a well-known local pianist and band leader. Winfield King began playing music venues in Seattle in the 1930's and later became the first Black person to hold a full-time office with the Seattle Musicians Local Union 76.



Seattle musician Winfield King at the piano.

The curator also acquired a large archive documenting the career of the Honorable Joseph R. Lewis (1829-1911), who served as Chief Justice of Washington Territory's Supreme Court and was a direct descendant of Betty Washington, George Washington's sister. Lewis left the Court in 1879 to resume a law practice in Seattle and was later elected to represent the city as member of the Territorial House of Representatives. The archive includes approximately 300 pieces of correspondence and a wide range of other materials, including copies of speeches and orations, legal documents and business records. The archive is remarkable for its depth and breadth and will serve as a rich resource for researchers interested in the early history of Washington.

LEVY ACCOMPLISHMENTS: TECHNOLOGY

Keeping our technology up to date

The 2019 Levy promises around technology include dedicated funding for digital equity offerings; replacing infrastructure for public internet access; replacing outdated technology for acquisition and circulation; and maintaining/upgrading public technologies and the spl.org website. While our buildings have remained closed, our presence online has grown.

Digital equity and the HotSpot circulation program

Internet access remained a critical need throughout the year for everything from job-seeking help to social connection to remote learning, as the pandemic caused many long-term closures or changes to the services Seattle residents depend on. The 2019 Levy is the primary funding source for the Library's HotSpot program. In 2020, the Library was able to leverage levy funding with additional Foundation resources to offer more hot spots in the community.

In 2020, the Library's HotSpot program continued to support Seattle residents with mobile internet access through 675 hot spots the Library lends to cardholders for a three-week loan period and 325 "outreach hot spots" the Library provides to communities who need more long-term access.

We extended loan periods through the end of the year on 143 outreach hot spots that had been checked out prior to our building closure and loaned an additional 175 outreach hot spots after the closure. The Library newly acquired 75 of these hot spots in April, which went to over a dozen organizations that reach people with barriers to access. Those organizations include Alphabet Alliance of Color, API Chaya, Casa Latina, Compass Housing, and the Low Income Housing Institute. In August, the Library acquired 85 additional hot spots and delivered 50 to students at the Seattle World School and 35 to city sites providing childcare and remote learning support. The Library also upgraded our hot spot devices in fourth quarter of 2020, which will continue in 2021.

Increasing access through streaming events, social media and virtual tours

The Library's Marketing and Online Services team, along with Event Services, has increased access to virtual and streaming events, including a virtual visit from author Tommy Orange and other virtual events celebrating Native and Indigenous voices as part of [Seattle Reads](#). Other virtual programs offered in the fourth quarter included a series of online writing programs for [Seattle Writes](#) and a [Teen Library Challenge](#) to help engage teens reading and learning from home.

The Library is now able to stream Library programs through social media. Streaming increases the attendance at Library programs and provides patrons with a way to experience our offerings while our buildings remain closed. We expect to continue to stream programs when the public is back in our buildings and have purchased equipment to improve our ability to stream programs from the Central Library auditorium. We have also begun offering live virtual tours of the Central Library.

Since June, the Library has also hosted virtual Library Board meetings where the public can view and listen via WebEx video conference or by phone. Past board meetings can be viewed on the Seattle Channel's website.

"I am so grateful for the ability to use online library services! It is easy and excellent. I am an older woman who grew up in the University District and the Library has always been an important part of my life. Thank you for continuing to make it an essential part of the community."

- Library patron

Replacing hardware and software

Our efforts to enhance Library technology continued with the upgrading of staff computers at the Central Library to the Windows 10 operating system, an especially important step given the shift to a largely remote workforce during the pandemic. Outdated servers were replaced to reduce hardware outages and costs. We also completed a cabling closet on Level 3 of the Central Library to house information technology infrastructure. The rollout of new Wi-Fi technology for all branches was slowed due to technical challenges, but the hardware is scheduled to be installed at the remaining branches by the end of the second quarter of 2021. Due to increasing costs, when in-building services resume, we will be replacing Adobe software applications with a lower-cost alternative on public computers.

LEVY ACCOMPLISHMENTS: SUPPORTING CHILDREN

Expanding early learning options for children

Planned programs delayed, virtual programs launched

The 2019 Levy promised additional support for Library early learning programs for children ages 0 to 5. The 2020 levy goal was to add up to six additional Kaleidoscope Play and Learn programs each week at Library locations starting in June 2020, but this effort was delayed due to our building closures. Savings related to this delay have been used to offset reductions in General Fund resources and to support staffing in the early learning program.

The logo for "Early Learning Together" is set against a green background with a subtle, swirling pattern. The words "Early Learning" are in a white, sans-serif font, and "Together" is in a larger, bold, white, sans-serif font below it.

**Early Learning
Together**

Our early learning programming manager, who was partially funded by the levy in 2020, continued to work with our existing Kaleidoscope Play and Learn partners, which moved their weekly programs from in-branch locations to online venues after our buildings closed. The Library promoted these programs through our website. One of our partners, Chinese Information and Service Center, recently completed 14 early learning videos in several different languages (Russian, Vietnamese, Japanese, Mandarin, and Cantonese) as part of a project to support access to multilingual early learning programming online. These videos will be available on the Library's [Kids' YouTube channel](#) after editing and captioning are complete. The Library also continued to post virtual story times on Facebook Live and [YouTube](#), ranging from preschool story times to a virtual fire department tour in English and Spanish.

Reaching families with physical books

Early in the pandemic, through ongoing and intentional communication with eight community organizations, Library staff asked how we could best support BIPOC families (Black, Indigenous and People of Color) during this time. We heard what was needed most was not online platforms but physical books, especially books affirming Black lives. Thus began a pilot project to create best practices for supporting BIPOC families by working with our community partners to order and distribute books.

With financial support from the Seattle Public Library Foundation, the Library distributed 6,800 physical books to eight organizations: Atlantic Street Center, Gordon Hirabayashi Child Development Center, Open Arms Perinatal Services, Rainier Valley Food Bank, St. Mary's Food Bank, Wellspring Baby Boutique and Wellspring Early Learning Center. These organizations, in turn, distributed the books to the families they served.

We also distributed [early learning cards](#) and booklets to over 19 organizations across the city. Plans are to continue offering this publication in 2021 with a focus on expanded translation into more languages.

“I’m so excited that we can share this wonderful resource with our families! (It’s) such a powerful way to continue to foster literacy, early literacy, and staying connected in the midst of this pandemic.”

- Jami Bass, Open Arms Perinatal Services

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 retrofits for the [historic Columbia, Green Lake and University branches](#).

Routine maintenance: Keeping our facilities clean and safe

The COVID-19 pandemic has presented some unique challenges and opportunities for keeping the Library clean, safe, and accessible, another important levy priority. The extended building closures in 2020 made it possible for the Library to perform some essential maintenance for the first time in years. Staff, for example, were able to seal the concrete floors in a number of locations at the Central Library that had not received treatment since 2014. This maintenance not only makes the building look noticeably cleaner, it also protects the asset and decreases exposures to pathogens, dust, soils, and molds. As daily cleaning needs were reduced, nearly all deep cleaning activity was done in-house, resulting in budget savings we were able to capture to offset General Fund reductions.

In April, the Library reopened restrooms seven days a week at five locations to support the community's hygiene access needs, as most indoor restrooms across the city were closed to the

public due to the pandemic. Our custodial team cleaned restrooms three times daily and cleaned and disinfected them overnight. Our staff worked hard amid shortages in the global supply chain to maintain inventories of in-demand items (toilet paper, masks, respirators, gloves, hand sanitizer, soap, disinfectants, etc.) and also contributed to the citywide Return to City Worksite Operations Task Force.

The facilities team supported Curbside operations by relocating furniture, building and installing sneeze guards, outfitting interior spaces for physical distancing. Facilities also performed preventative maintenance activities, readied buildings for winter and repaired several locations damaged by acts of vandalism. Over the course of the year, maintenance staff completed 99% of its preventive maintenance work orders and service requests.

Major maintenance: Preserving libraries for the next generation

In 2020, the 2019 Levy provided \$4.7 million in budget authority for the Library's capital improvement program, including \$1.5 million for seismic retrofit work at the Green Lake Branch. There was also \$3.6 million in carryforward budget authority from the 2012 Levy for major maintenance. Despite the challenges presented by the COVID-19 pandemic, the Library spent \$1.5 million of levy proceeds and completed several substantial capital projects last year. At the Central Library, we repaired the 4th Avenue berm, replaced the parking garage door, and upgraded lighting controls to improve energy efficiency.

We completed design work for the seismic retrofit project at the Green Lake Branch, which is slated to begin in 2022. We also completed a number of projects at our branch locations, including updates to public restroom accessibility and general branch lighting improvements at the South Park Branch, parking garage lighting enhancements at the Capitol Hill, Greenwood and Montlake branches; HVAC energy efficiency improvements at the Beacon Hill, Delridge, High Point, Northgate and Southwest branches; window restoration at the Queen Anne Branch; and roof repairs at the Lake City Branch. We also completed initial preparatory work prior to occupancy at the Library's Maintenance and Operations Center.

Risks, opportunities and the path ahead:

The cuts and reallocations the Library undertook in 2020 do not provide a stable and sustainable financial picture going forward. As part of the 2019 levy, we promised significant expenditures for increased hours, materials, maintenance, and capital improvements. We cannot continue to cover City budget cuts with levy dollars in the years ahead and still deliver these important improvements that Seattle residents asked and voted for. To deliver on our promises, we must advocate for the restoration of General Fund support of Library services. At the same time, the unprecedented events of 2020 have changed what Seattle residents want and expect from the Library and how they use our programs and services. Some of these changes, such as increased reliance on virtual services, are likely to be permanent. In the year ahead, we will assess how we can best use levy dollars to deliver on priorities and meet emerging needs, but restoration of city budget support remains essential.

As you'll read in our 2021 first quarter report, our staff continued to adapt, enhance, and launch services and programs to help our community respond to the COVID-19 crisis and beyond. Here's a quick preview:

- Expanding Curbside Service locations
 - Planning for resuming in-person services
 - Surveying patron priorities
-

2020 Financials

The Library spent nearly \$20 million of 2019 Levy proceeds and \$2 million of 2012 Levy proceeds out of a total of \$84.7 million from all sources in 2020. As noted in the executive summary, there were some significant revisions to the Library's budget over the course of the year.

Due to a steep decline of City revenues and a sharp increase in spending related to the pandemic, the City reduced General Fund resources to the Library by \$2.8 million (5%). The Library rebalanced its budget through a combination of strategies: not filling vacancies, cutting discretionary purchases, and redirecting over \$500,000 received from The Seattle Public Library Foundation. The Board also redirected \$1.58 million of levy proceeds allocated to increase hours of operation and expand programming, enhancements that were not possible in 2020 due to Library closures. Instead, those funds were invested in levy priority areas that would have experienced reductions due to the loss of General Fund support. With levy proceeds, we were able to launch Curbside Pickup Service in parts of the city where patrons were most reliant on our physical collection, increase our phone and virtual assistance, and invest in our digital offerings and virtual programming, including support for early learners and students. The 2021 budget is built on the assumption that the Library will not return to pre-pandemic operations before July 2021. The Library remains committed to fulfilling levy promises related to expanded hours and programming in 2022 and beyond. Spending tables below reflect budget realignments. Unspent funds will either carryforward into the 2021 budget or will be re-appropriated in future budgets.

2019 Levy	2020 Revised Budget	2020 Expenses	Available	% Spent
Hours & Access	10,203,593	9,183,107	1,020,486	90%
Collections	6,709,951	6,415,745	294,206	96%
Technology & Online Services	2,190,323	1,689,309	501,013	77%
Children's Programming	136,000	110,166	25,834	81%
Levy Administration	430,397	297,549	132,848	69%
Routine Maintenance	1,514,736	1,149,652	365,084	76%
Capital Improvement Program	4,701,000	1,094,277	3,606,723	23%
Total	\$25,886,000	\$19,939,806	\$5,946,194	77%

2012 Levy	2020 Revised Budget	2020 Expenses	Available	% Spent
Hours & Access	250,000	215,376	34,624	86%
Collections	200,000	200,000	-	100%
Technology & Online Services	1,034,602	537,544	497,058	52%
Levy Administration	-	-	-	N/A
Routine Maintenance	963,207	462,115	501,093	48%
Major Maintenance	3,612,974	387,771	3,225,203	11%
Total	\$6,060,783	\$1,802,806	\$4,257,977	30%

Service Restoration in 2020 by location

	Restroom Service	Book Return	Curbside Pick up	Printing
Ballard Branch	✓(Apr.)	✓(Jul.)	✓(Aug.)	✓(Dec.)
Beacon Hill Branch	✓(Apr.)	✓(Jul.)	✓(Nov.)	✓(Dec.)
Broadview Branch-		✓(Jul.)	✓(Aug.)	✓(Dec.)
Capitol Hill Branch	✓(Apr.)			
Central Library	✓(Apr.)	✓(Jul.)	✓(Aug.)	✓(Dec.)
Columbia Branch		✓(Jul.)		
Delridge Branch				
Douglass-Truth Branch		✓(Jul.)	✓(Aug.)	
Fremont Branch				
Green Lake Branch		✓(Jul.)		
Greenwood Branch		✓(Oct.)	✓(Oct.)	✓(Dec.)
High Point Branch		✓(Jul.)	✓(Aug.)	✓(Dec.)
International District Branch				
Lake City Branch		✓(Jul.)	✓(Aug.)	✓(Dec.)
Madrona Sally Goldmark Branch				
Magnolia Branch				
Montlake Branch				
NewHolly Branch				
Northeast Branch		✓(Jul.)	✓(Oct.)	
Northgate Branch				
Queen Anne Branch				
Rainier Beach Branch		✓(Jul.)	✓(Aug.)	
South Park Branch				
Southwest Branch		✓(Nov.)	✓(Nov.)	✓(Dec.)
University Branch	✓(Apr.)			
Wallingford Branch				
West Seattle Branch				

2020 Library Levy Report



Public Assets and Native Communities Committee

July 16, 2021

2020: A Year Like No Other

2020 Q1

January 2

Library goes fine free and waives all fine balances

January 5

All branches open one hour earlier on Sundays

March 13

Last day open to the public due to COVID-19. Patrons check out over 100,000 items

March 16

Library launches spl.org/StayingHome to promote digital Library resources

March 25

First ever SPL “digital Library card” launches

Library Closure and Reopening Timeline

2020 Q2

April 23

Five libraries begin providing restroom access to the public

May 7

Library phone lines are back – but this time staff are answering from home!

May 19

Library Link expands to provide digital access to all Seattle Public School students and teachers

June 4

Your Next Job launches to help jobseekers find work

June 8

Library expands Wi-Fi Hotspots outreach to keep communities connected

And we're named Library of the Year for 2020!

Library Closure and Reopening Timeline

2020 Q3

July 9

In-building work begins on processing and shelving of materials backlog

July 21

Library begins accepting material returns at 11 locations

August 24

Curbside Service begins at 7 locations

August 27

Mobile Services is on the road again

September 8-14

Curbside services suspended due to wildfire smoke!

Library Closure and Reopening Timeline

2020 Q4

October
5

Peak Picks
launches at
Curbside

October
15

Virtual
tutoring
launches

November
1

Due dates for
materials are
re-instated

November
4

Curbside
expands to 11
locations

December 16

Free printing
launches at
Curbside
locations

2019 Levy spending compared to plan (2020)

Levy Category	Revised Budget	Actual	Change from Plan
Hours and Access	\$10.2 M	\$9.2 M	Expanded hours funds used to offset General Fund cuts in 2020 and 2021
Collections	\$6.7 M	\$6.4M	Funds for physical materials used to support electronic materials
Technology and Online Services	\$2.2 M	\$1.7 M	Funds used to support remote access and virtual services
Children's Programming	\$0.1 M	\$0.1M	Early Learning funds used to support k-5 remote learning at Seattle Public Schools
Maintenance (Routine)	\$1.5 M	\$1.1 M	Funds used to adapt facilities to new protocols
Maintenance (CIP)	\$4.7 M	\$1.1 M	Capital projects deferred to 2021
Levy Administration	<u>\$0.4 M</u>	<u>\$0.3M</u>	Library of the Future study deferred
Total	\$25.8 M	\$19.9M	

Hours and Access

We promised to reduce the barriers to Library services

- Overdue fines eliminated and outstanding fines cleared.
- Sunday hours expanded (through March 13).
- Curbside Service launched at 11 locations by the end of 2020.
- Relaunched mobile services and community engagement activities.
- 25,000 Instant Library cards issued.





Collections

We promised to purchase more e-books and more popular materials including Peak Picks

- Added 34,000+ titles and 108,000+ copies to digital collection.
- Added 100,000+ physical items, including 13,000+ copies of Peak Picks titles.
- Added digitized items to the Seattle Collection Online.
- Launched the COVID-19 Community Collection, our first community crowdsourcing project.

Technology and Online Services

We promised to upgrade our technology and support digital access

- Leveraged levy resources to expand hot spot program with Seattle Public Library Foundation funds and loaned 1,135 hot spots in the community.
- Expanded video-conferencing capabilities and improved WiFi connectivity at the Central Library and branches.





Children's Programming

- We promised to provide additional support for Library early learning programs for children ages 0 to 5.
- Offered 43 videos on the SPL Kids YouTube channel including Virtual Story Times, Early Learning, Play and Learn.
 - With financial support from Seattle Public Library Foundation, distributed 6,800 books to eight community partners who, in turn, distributed the books to the families they served.

Maintenance

We promised to maintain Library buildings and preserve them for the future

- Design work for the Green Lake Branch earthquake retrofit completed.
- Adapted facilities to support curbside services and other pandemic-related changes.



2020 by the numbers

Total Levy proceeds spent	\$19.9 million
# of Seattle residents who used their Library card	196,855
# of Seattle residents who checked out a physical item	85,510
# of physical items circulated	2.4 million
# of Library users who checked out, streamed or downloaded a digital item	139,150
# of digital items checked out, streamed or downloaded	5.9 million
# of virtual programs hosted	885



Legislation Text

File #: Inf 1844, **Version:** 1

Seattle Public Library 2020 RSJI Report

2020 RSJI Report to City Council

The Seattle Public Library
July 16, 2021



The Seattle Public Library is on Indigenous land.

These are the traditional unceded territories of the Coast Salish people, specifically the Duwamish people.

ti dʒidʒəlalič sʃalali ʔal tə ʔaciłtalbixʷ swatixʷtəd.
tiit ʔaciłtalbixʷ swatixʷtəd xʷi? ləʔabšid ʔə tə dʒixʷ
ʔaciłtalbixʷ, ʔə tiit dxʷdəwʌbš



Library Approaches to Equity Work

- **Lead with race**
- Continuous learning and listening at all levels
- Strive for equity in access, services and programming
- Represent and invest in people of color and other prioritized audiences and communities
- Close the opportunity gap for children of color

2020 RSJI Accomplishments at The Library





RSJI Highlights

Proactive shift to create new virtual programming and services and collections for multiple audiences centering those most impacted by the pandemic:

- Virtual Library cards
- Increased digital collections
- Digital Resources aggregator webpage
- Covid Resources Information webpage
- Your Next Job program with support in 11 Languages
- Virtual Social Justice Programming: Love in the Time of Covid, Reflections, and BLOOM
- Multilingual Early Learning programming/Virtual Tutoring/Expanded Library Link/Online Homework Help/Virtual Youth Technology programs



RSJI Highlights

- Physical materials (especially those curated to support non-English languages and non-white cultures) delivered to community partners when Library branches were closed
- Creation and significant expansion of captioning and ASL services for patrons
- Re-tooled Summer of Learning Program that resulted in major book distribution to students from marginalized communities via partner agencies in response for requests for print reading materials
- Wi-Fi Hotspots delivered to support community organizations, school pods and shelter locations
- Road to Reopening work including Restroom Services, Curbside Services, Mobile Services
- New Equity-focused position for programming on Leadership Team

2020 RSJI Challenges at The Library



- Operating during a global pandemic and a Civil Rights Movement
- Staff of color bearing the burden of leading equity work while also dealing with civil rights issues and the pandemic
- New caretaking duties, new roles and constantly changing schedules within the organization to meet the new Curbside and Restroom Service schedules
- Technology barriers and positions that were unable to work from home
- RSJI Change team had recently adopted a model to embed into committees and work forces, and this work was disrupted
- City requirements for partner insurance to protect the City in case of volunteer misconduct, data breach, etc. made it impossible for smaller, community based organizations to meet

Racial Equity Toolkits Applied to Library Work in 2020



Your Next Job

- Virtual Job assistance in 11 languages
- Partnership with Regional Library systems to increase reach
- Launched in response to pandemic related job losses
- In language advertising of service in print, online and radio

10





Equity Goal and Outcomes:

Provide much needed assistance navigating the workforce development landscape to those that been negatively impacted by the economic impacts of the COVID-19 health crisis.

Center residents from marginalized communities by offering assistance in applying for relief services, referrals to resources to opportunities for upskilling, and the ability to improve digital literacy skills in English as well as Seattle's Top Tier Languages so that they may be able to pursue economic assistance and ultimately employment aligned with the evolving economy.



Youth and Family Services

- Multilingual Early Learning programming and addition of 10 SPS Early Learning sites to SPL Raising a Reader roster to insure learning progress goals were met
- Multilingual Virtual Tutoring/Expanded Library Link/Online Homework Help
- Virtual Youth Technology programs

12





Equity Goal and Outcomes:

The Seattle Public Library builds and maintains community partnerships to provide high quality resources, services, and programs that promote the growth and well-being of youth and families furthest from educational and digital justice. The Library will strive to reallocate resources to prioritize this work, also recognizing the compounding negative impacts the pandemic has had on marginalized communities.

In doing so, the Library will honor community knowledge and self-sufficiency and consider how programs, collections, spaces, outreach, and staff can be utilized to serve those furthest from various forms of injustice. It will also foster growth, improved academic and economic outcomes while also improving the health, happiness, and safety of the whole community.



Mobile Services Re-opening

Equity Goal and Outcomes: To provide library service centering BIPoC and other residents from other marginalized communities so they can access resources to help them to be self-empowered and thrive during and beyond the COVID-19 crisis.

14





This Racial Equity Outcome was designed with the principle that providing access to resources – including print and non-print materials as well as information about the library’s collections, programs and services will empower residents so they can make informed decisions about their lives. While many Seattle residents from marginalized communities are struggling with acquiring the necessities for survival, it should always be the goal of the library that survival is the minimum and its role is to help residents thrive. It may take some time for a new normal to be established in our community and the goal of thriving should not be delayed until the new normal is in place. Thus, the library wishes to contribute to communities flourishing both during and after the COVID-19 Pandemic.



What data, stories, and communities did you engage with?

Both qualitative and quantitative sources were used. Qualitative sources included information gathered through established community based organizations and partnerships as well as relationships with other agencies such as Seattle Parks & Recreation, Department of Neighborhoods and Seattle Public Schools.



What are the burdens? What are the benefits?

The identified burdens included asking partners to take on the responsibility of promoting Library services as well as distributing materials delivered by The Library.

The benefits including providing marginalized communities with access to library materials (books magazines, and DVDs) without having to travel to one of the few library locations that offered Curbside Services as well as materials about library services.



Identity the way in which the four types of racism (internalized, interpersonal, institutional, and structural) animated your RET process and what you learned.

The group focused on three of the types of racism by creating an environment that allowed members of the team to call out any internalized racism that was displayed during discussions and proposals.

The group considered and developed practices and procedures that overcame the institutional racism created by library policies and state laws governing use of library funds.

We also considered the cumulative impacts of structural racism such food sovereignty, transportation issues as well as lack of educational support and digital connection for many families have been marginalized.



How will you increase opportunity and/or minimize harm for the impacted community?

One way the group opted to utilize to minimize harm was to create a menu of options of service for partner agencies to use as a starting point for discussing how the library could help them meet the needs of their constituents.

This allowed for some customization of service base on the needs of the partner instead of the library dictating what it could or would do in order to meet our goal.



What additional racial equity issues did this RET reveal?

The project brought up several racial equity issues including the organization's struggle with prioritizing services that are rooted in equity against those that are rooted in equality.

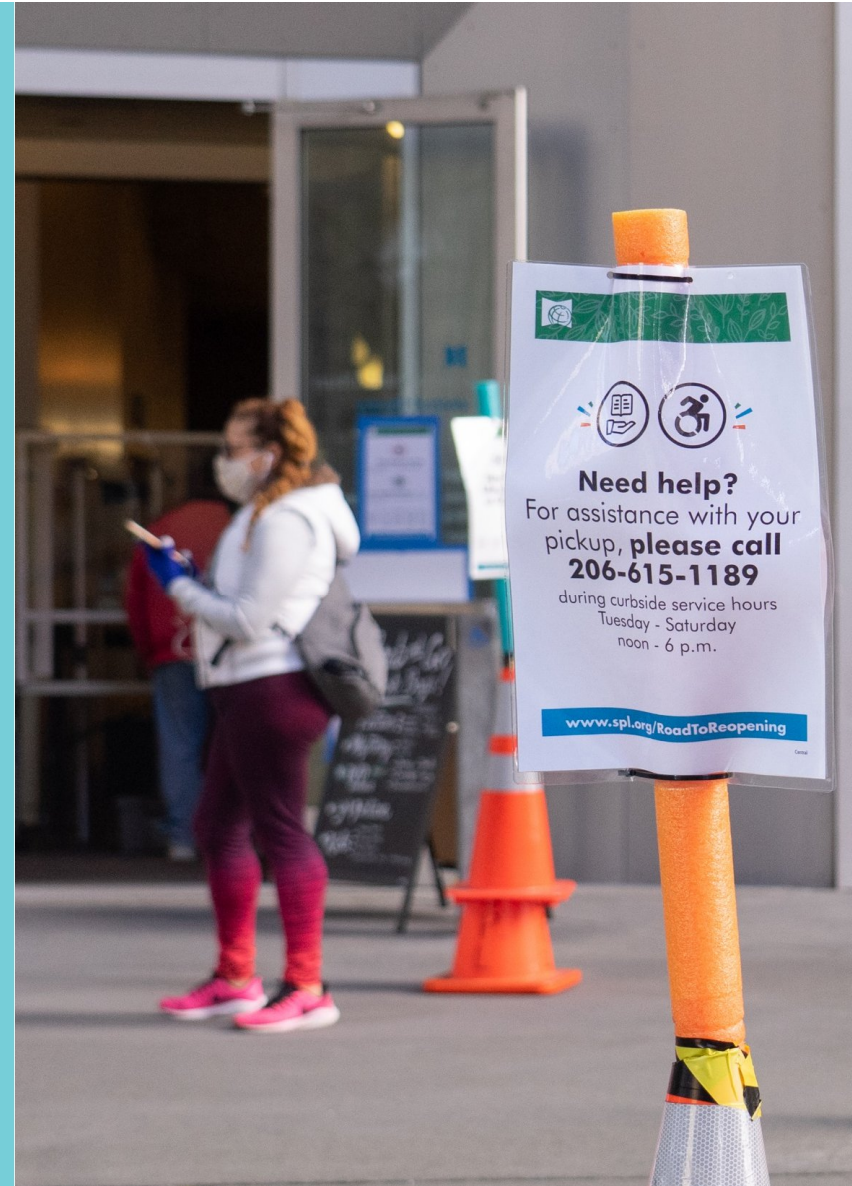
In order to try to overcome these issues, the team developed new procedures, worked with other Library departments and other city departments as well as established new relationships to achieve aspects of the service.



Curbside Services

Equity Goal and Outcomes: To provide library service centering BIPOC and other residents from other marginalized communities so they can access resources to help them to be self-empowered and thrive during and beyond the COVID-19

21





What data, stories, and communities did you engage with?

We used OPCD Racial and Social Equity Index and Map to identify prioritized neighborhoods for reopening Library branches for Curbside Service.

Internal SPL data showing connection between socioeconomic disadvantage and library access barriers were also considered.



What are the burdens? What are the benefits?

Burdens included difficulty of getting to library locations offering service on limited schedule; limited opportunities for community members to sign up for new library cards; long lines/wait times for access to limited services.

Benefits included free access to library books and other resources (including uncatalogued “grab and go” items not requiring a library card), voter registration packets, free printing of up to 10 pages per day, and children’s activity kits/coloring sheets.



Please identify the way in which the four types of racism (internalized, interpersonal, institutional, and structural) animated your RET process and what you learned.

Structural – Initial selection of curbside library locations prioritized locations serving lower-opportunity neighborhoods and neighborhoods with greater percentage of BIPOC residents. This resulted in tension/pressure from more privileged neighborhoods whose branches were slower to open.

Institutional – Library policies related to overdue materials, account suspension, and access requirements have historically created inequitable barriers to access. The group focused on increasing flexibility of policies to address these barriers.



How will you increase opportunity and/or minimize harm for the impacted community?

The group used racial equity analysis to select library locations to offer curbside service and made efforts to reduce inequitable barriers to access by increasing flexibility of library policies

We continually reviewed procedures and made changes based on feedback received from impacted patrons

For example, we moved from an appointment-based to a first-come-first-served model after observing that the appointment system created backlogs and prioritized patrons who were best able to navigate the system. We also increased options for patrons to check out bundled materials without having to place holds. Librarians selected and curated materials in bundles focusing on BIPoC/LGBTQ/Own Voices titles



What additional racial equity issues did this RET reveal?

Redesigning a core library service in the midst of a global pandemic and budget reductions forced us to provide service at a greatly reduced level.

We will continue to focus on racial equity priorities as we continue to reopen and provide higher levels of service, and will continue to face resource constraints.

As we bring back more services it is critical that we listen to and respond to the needs of prioritized audiences.

The “Spirit” of RSJI at The Library



Thrive Together

- RSJI Change team continued to meet virtually on a regular basis, and switched our meetings to a focus on self-care
- Team started work on a long term, more strategic approach to RSJ engagement to allow for staff to participate in the work in meaningful ways
- Created cross-functional Reopening Committees with representation across the organization with multiple feedback options for staff input
- Employee Engagement Committee worked with Leadership Team in recognizing staff, including planning staff recognition award at a virtual staff week themed 'Thrive Together'



Looking ahead: 2021

- RSJI Change Team driven programming for staff, including different ways to engage, caucusing
- Equity programming training for a large percentage of staff as well as RET training for Leadership Team and management
- Reviewing positions to determine if they can be re-purposed to focus on programming that is rooted in equity and working with community
- Increased Language access
- Continued focus on Road to Reopening work to continue to increase access and services

29



Questions?

www.spl.org/Equity
www.spl.org/Impact



Legislation Text

File #: Inf 1845, **Version:** 1

Seattle Center 2020 RSJI Report

2020 Race & Social Justice Initiative (RSJI) Presentation to Seattle City Council

July 16, 2021

Robert Nellams, Director

Vivan Huang, Change Team Co-Lead

Natonia Tayag, Change Team Co-Lead

*Seattle Center creates exceptional events,
experiences and environments that delight and
inspire the human spirit to build stronger communities.*



Highlights/Outcomes

- The Change Team was able to offer an important, meaningful outlet for Seattle Center staff to sort through the emotions and challenges surfaced by the COVID-19 pandemic and the George Floyd killing.
- Events of the year positioned the Change Team as a resource on race, equity, social justice and inclusion at Seattle Center.
- The department's premier public program, Seattle Center Festál, highlighting ethnic cultures in our region, was able to quickly retool to virtual presentations, with 19 online festivals during the year.



Challenges/Lessons Learned

- All in-person staff meetings and public programs were canceled because of COVID gathering restrictions, as the department took on its primary COOP role, to shelter those in need.
- Ability to apply Racial Equity Toolkits were limited by lack of public programs and initiatives.
- Ability for Seattle Center to operate was limited by the impacts of the pandemic and thus, the department fell short of its identified WMBE goals as it closed its public facilities and ceased all in-person activities.



WMBE Purchasing

**NO TWO
VISITS
ARE ALIKE.**

2019 PURCHASING											
2019 thru Dec	African American	Hawaiian Asian/API	Native American	Hispanic	White Female	Total WMBE	Non-WMBE	TOTAL	% of Total	Total MBE	MBE % of WMBE
CIP	88,810 5%	47,316 2%	11,128 1%	700 0%	220,522 12%	368,476 19%	1,537,914 81%	1,906,390	41%	147,390	40%
Operating	21,721 1%	207,321 80%	18,920 1%	19,946 1%	282,428 10%	550,337 20%	2,178,520 80%	2,728,857	59%	269,665	49%
TOTAL	110,531 2%	254,637 5%	30,048 1%	20,646 1%	502,950 11%	918,813 20%	3,716,434 80%	4,635,247	100%	413,466	45%

2020 PURCHASING											
2020 thru Dec	African American	Hawaiian Asian/API	Native American	Hispanic	White Female	Total WMBE	Non-WMBE	TOTAL	% of Total	Total MBE	MBE % of WMBE
CIP	199,083 11.0%	44,764 2.0%	0 0.0%	0 0.0%	76,674 4.0%	320,522 17%	1,526,729 83.0%	1,847,251	58%	243,848	76%
Operating	7,558 1.0%	97,783 7.0%	0 0.0%	35,734 3.0%	139,520 11.0%	276,595 21%	1,040,636 79.0%	1,317,231	42%	137,075	50%
TOTAL	206,641 7.0%	138,549 4.0%	0 0.0%	35,734 1.0%	216,194 7.0%	597,117 19%	2,567,366 81%	3,164,483	100%	380,923	64%

WMBE Consultants



2019 Consulting											
2019 thru Dec	African American	Hawaiian Asian/API	Native American	Hispanic	White Female	Total WMBE	Non-WMBE	TOTAL	% of Total	Total MBE	MBE % of WMBE
CIP	0 0%	177,054 20%	0 0%	0 0%	114,744 13%	291,798 33%	598,457 67%	890,256	71%	177,997	61%
Operating	0 0%	0 0%	0 0%	0 0%	11,463 3%	11,463 3%	350,455 97%	361,917	29%	0	0%
TOTAL	0 0%	177,054 14%	0 0%	0 0%	126,207 10%	303,261 24%	948,912 76%	1,252,173	100%	175,891	58%

2020 Consulting											
2017 thru Dec	African American	Hawaiian Asian/API	Native American	Hispanic	White Female	Total WMBE	Non-WMBE	Total	% of Total	Total MBE	MBE % of WMBE
CIP	0 0%	215,055 19%	0 0%	0 0%	58,729 5%	273,783 25%	840,203 75%	1,113,987	96%	215,055	79%
Operating	0 0%	0 0%	0 0%	0 0%	550 1%	550 1%	50,477 99%	51,027	4%	0	0%
TOTAL	0 0%	215,055 18%	0 0%	0 0%	59,279 5%	274,333 24%	890,681 76%	1,165,014	100%	213,980	78%

SOCR & Seattle Center Partnership

Seattle Center deepened its partnership with Seattle Office for Civil Rights (SOCR) and supported the production of the **2020 RSJI Summit** and **2021 RSJI Summit & MLK Unity Day**.



Change Team Development

Change Team focused on capacity-building, which resulted in a more direct and highly functioning team overall. In 2020, the team experienced many changes including onboarding new co-leads and several new members.

Components Included:

- Planned and facilitated annual Change Team Retreat
- Developed committees, meeting structure, and facilitation
- Revised Change Team Charter
- Developed Values and Guiding Principles
- Created/refined more intentional orientation process and materials
- Initiated formal issue endorsement process



Change Team Involvement

Change Team members are involved in and participate on multiple teams across the RSJI network.

Currently active with:

- RSJI Key Leader Series
- Anti-Racist Educators (ARE) Cohort
- Workforce Equity Planning & Advisory Committee (WEPAC)
- Community of Human Resource Practice (CHRP)
- Seattle Arts & Culture for Anti-Racism (SACA)
- HSD Hiring Workgroup



Change Team Projects

Change Team prioritized and focused its energy on specific projects and initiatives.

Focus Areas:

- Participated in survey analysis and action plan development with the COVID–19 Rapid Response Teams (RRTs).
- Advocated for priority COVID-19 testing for onsite employees working in Exhibition Hall and Fisher Pavilion shelters.
- Developed and launched the Culture Change Program.
- Created space for employees to connect and acknowledge what was happening in the world.
- In collaboration with SACA, began preparation and planning for 5-part Holistic Public Safety series to take place in 2021.



Culture Change Program

Change Team launched 10-part series to raise awareness of how white supremacy culture shows up in the workplace and offer alternative ways to shift department culture and thinking:

- Month 0: Introduction (July 2020)
- Month 1: Culture of Appreciation, Experimentation & Learning (July/Aug.)
- Month 2: Culture of Spaciousness and Flexibility (Sept.)
- Month 3: Culture of Open-Heartedness, Receptivity, and Relaxed Acceptance (Oct.)
- Month 4: Culture of Authentic Process and Values Alignment (Nov.)

Uprooting Dominant Cultural Patterns



RSJI Culture Change Program

Join us in exploring different ways of thinking about our work culture—and interacting in it. These **NEW CULTURAL CONCEPTS** serve to counteract characteristics and **CULTURAL PATTERNS** of the typical work culture.

These patterns, which develop over time, form the **WHITE DOMINANT WORK CULTURE**. The dominance of the culture enables it to establish the unspoken norms, standards, focuses and processes that drive the organization. It determines who is **SUCCESSFUL** and who is considered to add **VALUE**.

Increasing awareness and understanding of these cultural patterns will enable greater **INCLUSION** and **EQUITY**, resulting in a more **INTENTIONAL**, **EFFECTIVE** and **PRODUCTIVE WORK PLACE** and **FORCE**. Plan outcomes rely on the capacity of all staff, including those who have been a part of the dominant culture, to step out of their own

Our **GOAL** is to raise awareness within the department of new cultural concepts, perspectives and ways of interacting in order to influence the characteristics and cultural patterns of the dominant work culture at Seattle Center.



TIMELINE & THEMES **green** = new concept **red** = dominant culture characteristic

- | | | | |
|------------|---|--------|---|
| M 1 | Appreciation, experimentation and learning | VERSUS | perfectionism |
| M 2 | Spaciousness, flexibility and planning | V | sense of urgency / progress is bigger, more |
| M 3 | Open-heartedness, receptivity, relaxed acceptance | V | defensiveness |
| M 4 | Authentic process and values alignment | V | power hoarding |

The Spirit of RSJI

Change Team cultivated spaces for department employees to share, reflect, and express their feelings in response to what was happening in the world.



RSJI LUNCH & LEARN

Employee Listening Session:

COVID-19 & Our Lives

THURSDAY, May 14, 2020
11:30am — 12:30pm

[Join Microsoft Teams Meeting](#)

+1 206-686-8357 United States, Seattle (Toll)
Conference ID: 970 920 600#

In lieu of an in-person gathering, the Seattle Center RSJI Change Team is offering a virtual session for all employees to participate in.

B.Y.O.L (Bring Your Own Lunch) to this session where we will share our experiences during this time, prompted by the following questions:


*How has your life been impacted during this pandemic?
(i.e. socially, physically, emotionally, culturally, mentally)*

As a Seattle Center/City of Seattle employee and individual, how will you change your approach or way of thinking to serve the public and community post-pandemic?

*How has COVID-19 affected specific racial/cultural/class groups?
What can you do to support these groups?*



Questions? Call 206-684-7200.



RSJI Listening Circle on George Floyd: Standing Together with the Black Community

Friday, June 5, 2020
12:00pm — 1:30pm

[Join Microsoft Teams Meeting](#)

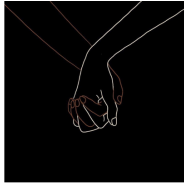
+1 206-686-8357 United States, Seattle (Toll)
Conference ID: 907 023 130#


The police killing of George Floyd has ignited outrage, grief, and protest across the country. It is a wrenching and highly visible outcome of deep racial oppression and injustice in our country. We are offering a safe and supportive space for staff to share their thoughts and feelings about these events, with the hope to foster a strong sense of community in the process.

How has the killing of George Floyd and its aftermath affected your sense of social justice and personal safety?

What are your reflections on the activities in Downtown Seattle — and in cities across the nation — the last weekend of May and first week of June?

What is one thing we could do — individually, as a group, or as a society — to show support for one another in the wake of these events?





RSJI Lunch & Learn: Continuing the Conversation

Friday, June 19, 2020
11:00am — 12:00pm

[Join Microsoft Teams Meeting](#)

+1 206-686-8357 United States, Seattle (Toll)
Conference ID: 991 314 512#

The RSJI Change Team recognizes the need and responsibility to center Black and marginalized voices. We also want to provide a safe and supportive space for staff to learn and grow, yet identifying how racism plays out on institutional and systemic levels.

Our next meeting is scheduled for June 19th. *Juneteenth is the oldest nationally celebrated commemoration of the ending of slavery in the United States.*


More info: <https://www.juneteenth.com/history.htm>

In continuing the conversation, we invite you to take time and check out one (1) or more of the following videos before the session.

How Can We Win (Kimberly Jones) | 6:46 mins:
https://youtu.be/b8b3_gGOa90e

The Daily Show with Trevor Noah: George Floyd, Minneapolis Protests, Ahmaud Arbery & Amy Cooper | 18:12 mins:
https://youtu.be/v4amCFvBa_c

Police: Last Week Tonight with John Oliver (HBO) | 33:32 mins:
<https://youtu.be/W4cea5oObY>







RSJI LUNCH & LEARN: #STOPAAPIHATE

WEDNESDAY, MARCH 24, 2021
12:00PM - 1:00PM

[Join Webex Meeting](#)

Meeting # (access code): 187 162 4358
Meeting Password: i4iEmyZr55
+1-206-207-1700 United States Toll (Seattle)

Earlier this week, six (6) Asian American women were murdered by a white terrorist in Atlanta. Since the start of the COVID-19 pandemic, anti-Asian sentiment has increased dramatically and xenophobia has run rampant. The Asian American Pacific Islander (AAPI) community has been repeatedly attacked and blamed. This rhetoric and violence needs to stop.

We are holding space for staff, especially AAPI folks, to be together and process recent events with the hope to foster a strong sense of community.



Questions / Comments?

Seattle Center creates exceptional events, experiences and environments that delight and inspire the human spirit to build stronger communities.





Legislation Text

File #: Inf 1846, **Version:** 1

Seattle Parks and Recreation 2020 RSJI Report

Seattle Parks and Recreation 2020 Race and Social Justice Initiative(RSJI) Report

City Council Public Assets and Native Communities Committee

July 16, 2021

Seattle Parks and Recreation



City of Seattle

Parks & Recreation Services in Times of Crisis

Shift in Context



Equity and Solidarity



Climate Change



Public Health Crisis



Economic Crisis

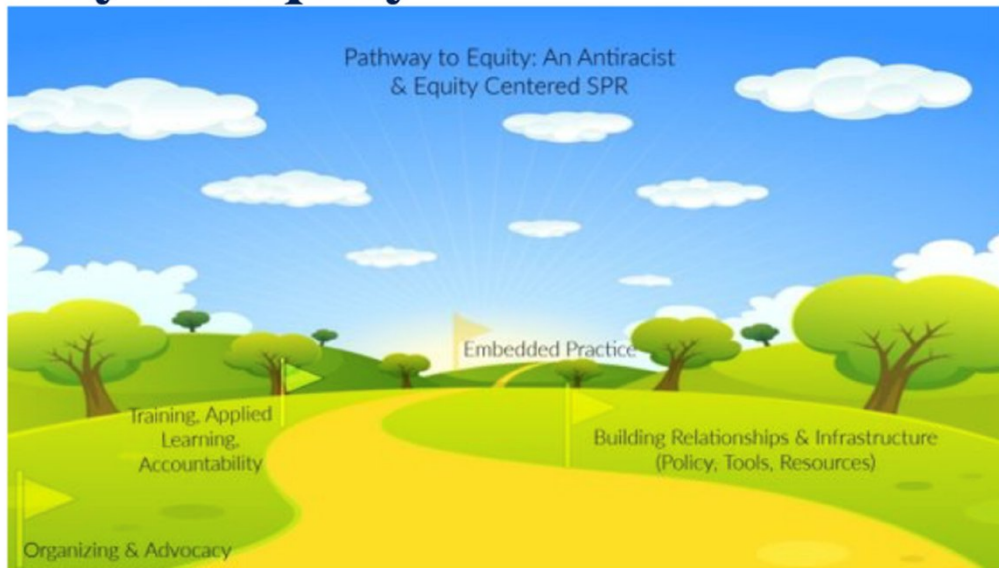
2020 COVID-19 Response

- Community showers & shelters
- Childcare for those furthest from educational justice and teen hub support
- Enhanced cleaning of facilities & restrooms
- Focus on keeping parks open while supporting public health and safety
- Virtual programming aimed at most isolated
- Outdoor programming/activation



Being Anti-Racist and Equity Centered

Pathway to Equity



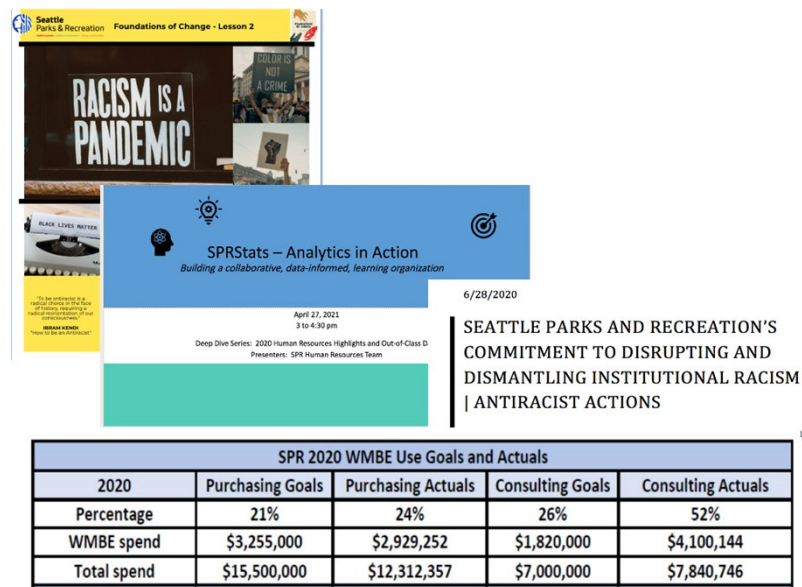
Reimagining SPR

- Deepening commitment

Pathway to Equity

Transformational Anti Racist Organizing

2020 RSJI Accomplishments: Internal Capacity Building



- Continued building of Pathway to Equity
- Equity Innovation Labs
- SPR's Anti-Racist Actions Commitment
- Foundations of Change & LEAP
- Development of Equity Engagement and Equity Analysis Tools
- Change Team co-lead dedicated hours
- SPRStats
- WMBE Utilization
- Affinity Group Framework Development

2020 RSJI Accomplishments: Service and Program Equity



Carbon Reduction

In 2020, we estimate that SPR employees worked remotely for a total of 56,143 days, reducing our carbon emissions and helping the City achieve its climate change goals.

Nature Connection

Naturalists created 19 educational videos, with a total of 864 views. We also provided 374 Nearby Nature Kits to children in our Summer in the Parks program.



Supporting Academic Success for MS+HS

- **2,200+** students served through **7,300+** program hours at *CLCs*
- **180+** teens served at *Teen Hubs* (Sept – Dec)
- **300** youth served in *Youth Employment*, **80%** completion (30% of stipends SPR-funded)



Keeping Youth Safe & Healthy

- *Licensed Childcare* served **510+** children in Summer & **415+** in Fall. *Limited Emergency Childcare* served **44** children in Spring, prioritizing essential workers + scholarship families
- **9,500+** meals at **12** parks + **2,280+** activity & nearby nature kits



Ensuring People Remain Connected

- *Specialized Programs*: **1,168** program registrations + **1,194** “drop-in”; **197** YouTube + **324** Facebook videos; **1,079** newsletter recipients
- *Lifelong Recreation*: **2,700+** program registrations; **300** served/mo since Sept; 4 Newsletters, **1,200 – 2,500** subscribers each
- *Virtual Programming* team delivered **1,945** program registrations + special events via “virtual community center”



Safety on the Water

- **39,131** uses across **5** boat ramps
- **191** operating days across **5** Beaches, seeing **50,000+** attendance, 4 First Aid + 3 Rescues



Delivering Critical Services

- **250+** unique people served at 3 SPR-hosted shelters, staffed 24/7 for 6 mos.
- **14,000+** showers at 5 shower sites



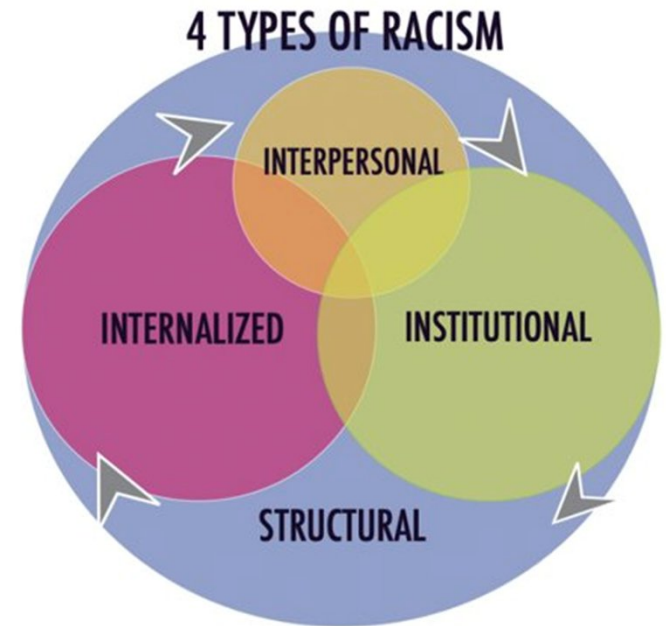
Fitness, Health, and Community

- *RNTS* delivered **4,720** hours of community-centered programming, serving **5,900** participants via “traveling community center”
- *Grants* to **39** community groups, serving **32,500+** people in innovative, culturally relevant & linguistically responsive programs centering BIPOC communities



2020 RSJI Challenges

- Impact of Covid-19 on community engagement
- Impact of Covid-19 on internal staff infrastructure
- Dedicated Time for frontline staff for RSJ training



2020 Equity Analysis Tool Utilization



SPR Equity Analysis Guidelines and Impact Filter
(COVID 19 Response + Recovery)

Overview
The Pathway to Equity Analysis Toolkit is developed from the Office of Civil Rights Racial Equity Toolkit. This document provides Equity Analysis Guidelines and the Equity Impact Filter. It is a refined toolkit that helps SPR employees understand how our decisions benefit and burden different communities based on race. The set of questions and determinants of equity, guide decision makers to embed racial equity in policy, program, budget, and workforce equity decisions in alignment with SPR's vision, mission, and values. This serves as a practical tool to analyze our work and find ways to build racial equity as part of the foundation of SPR programs and services.

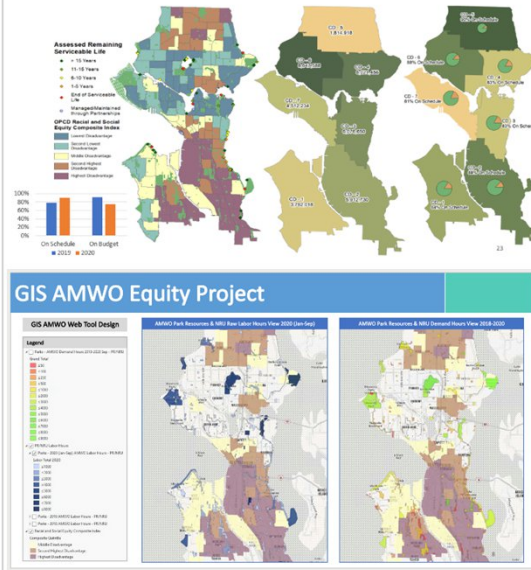
Equity Analysis Guidelines
1. Begin your equity analysis by utilizing the [Guiding Questions for the Racial Equity Toolkit](#) process. Which provides an overall framing of what embedding equity in our decision making means and operates from overarching guiding principles that provide an equity framework to center how you think and analyze information and which information is impactful to centering equity.

2. Next, research and answer the racial equity analysis questions below. The questions expand upon the guiding principles of history, accountability, shifting power, personal growth, and transforming culture.
- Identify a racial equity outcome as the north star goal. What is the issue and what are we really trying to accomplish?
 - Who will be impacted (positive equity impact)?
 - Who will be unintentionally harmed or will experience disparities (negative equity impact)?
 - How do you plan to mitigate unintentional harm and/or close disparity gaps and when will this plan to mitigate begin implementation stages (thinking about any immediate actions and recovery phases)?
 - How are you engaging all staff levels to inform planning and decision making? How are you engaging community (taking into consideration public health guidelines)?

Equity Impact Filter

3. Utilizing data from the equity analysis, decision makers will perform a deeper level of analysis using the determinants of equity that are in alignment with centering:
- City of Seattle Race and Social Equity Mapping (Outside Citywide and City Demographer – link on page 2) which identify key service equity metrics.

"SPR leads with race while challenging all other forms of oppression"



Equity Analysis Tool Development & Refinement

- Equity Impact Filter
- Recreation Programming Tool
- Budget Analysis Tool
- GIS/AMWO Equity Mapping
- Planning, Development, Maintenance Equity

Racial Equity Toolkits:

- Red Barn Ranch
- Cal Anderson Community Engagement



2020 Equity Analysis Tool Application: Red Barn Ranch



Equity Impact Filter

- Our North Star
- Engagement
- What we learned and what we are informed by
 - Benefit/burden & mitigation
 - Continued accountability

2020 Equity Analysis Tool Application: Cal Anderson Park Visioning

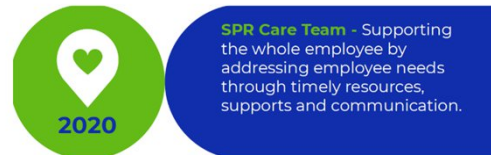


Racial Equity Toolkit

- Our North Star
- Engagement
- What we learned and what we are informed by
 - Benefit/burden & mitigation
 - Continued accountability



Spirit of RSJI – Building a Relational Culture



SPR Care Team - Supporting the whole employee by addressing employee needs through timely resources, supports and communication.



All Staff Meetings

- Departmental
- Divisional

SPR Care Team

Change Team Support of Affinity Groups and Equity Teams

2020 Innovation Challenge

Questions?

