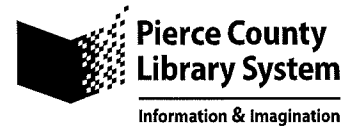

M E M O



Date: October 10, 2011

To: Chair J.J. McCament and Members of the Board of Trustees

From: Clifford Jo, Finance & Business Director

Subject: Phone System Implementation Report

Last summer, the Library conducted considerable analysis, research and surveys regarding telephone usage and needs. With this information, an RFP was issued in November and in December 2010 the Library selected Tri-Tec Corporation to help us implement a new phone system based on the Mitel voice over IP telephony products. Initial implementation began in January for high-priority installations (Milton/Edgewood and UP). In April proceeded through August for the remainder of the locations (see attached implementation plan). The project finished on time and all major and critical features implemented successfully.

The Library went public with the new phone numbers on September 12, 2011 (see attached announcement). Our new main phone number is: 253-548-3300.

Much work was done to not only replace the existing system, but also implement new features for staff and for customers, and improve overall telephone experience. For example, customers can direct-dial staff instead of going through a receptionist, and staff can transfer calls to other staff in the system. Customers can get through menu options quickly and find most of what they want within one minute, or can easily and quickly get to a live person or leave a voice recording. A result of the automated attendant feature, the front desk at the processing administrative center experienced about a 50% reduction in call volume, which is helping reduce workload. Further efficiencies are expected as the Library continues to embrace this new technology.