From: Bailey, Joanna (SAO)
To: Gretchen Caserotti
Cc: Walter, Heidi (SAO); Petra McBride; Ron Cook
Subject: RE: Lean project follow-up
Date: Tuesday, June 24, 2025 6:47:22 PM
Attachments: image001.png

Hi Gretchen, good to hear from you! The steps you've taken are indeed positive and I'm excited to hear more good changes are in process! Congratulations, I know these are important team wins. I did not know about the ransomware attack; yes, the ripple effect on operations across many areas can be significant. I'm sorry to hear staff are recovering from this. And yes, it does sound like the records management grant is indeed timely!

I'm happy to check in again with you in the fall. Closing out the project is an administrative task for us, it simply bookends the lifecycle of a project and indicates the client is confident moving forward on their own and does not have an immediate need for further service. Closing the project does not preclude you from reaching out in the future, should additional assistance be helpful.

Thanks,

Joanna Bailey
Lean Specialist, Center for Government Innovation
(509) 397-7932 | Office of the Washington State Auditor
Learn how our Lean services can help local governments.

From: Gretchen Caserotti <GCaserotti@piercecountylibrary.org>
Sent: Tuesday, June 24, 2025 12:23 PM
To: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>
Cc: Walter, Heidi (SAO) <walterh@sao.wa.gov>; Petra McBride <PMcBride@piercecountylibrary.org>; Ron Cook <RCook@piercecountylibrary.org>
Subject: Re: Lean project follow-up

External Email

Hi Joanna,
Thanks for reaching out and following up with us.

Based on our meeting with you, we have taken some positive steps forward:

Completed Tasks:

- We have created documentation, mapped processes and created templates.
- Consolidated references and information into a dashboard.
- Created a SharePoint List for tracking to improve visibility of our progress through the workflow states and pull metrics.
- Developed a PRR Calculator to help determine how much time to report to the requestor for delivery.

In Progress:

- With the recent grant, we are working towards digitizing paper records and categorizing our data (paper and digital) based on DAN#s. This will lead us to deploying retention schedules that will help us reduce the number of files that we store (and ultimately manage)
- We are also in the process of developing an electronic version of the PRR form that will feed into ServiceNow. This will aid in streamlining the process and open up future process improvements.

Not sure if you were aware, we were victims of a ransomware attack and that has slowed some of our progress and work in other areas. However, the alignment of records management is timely! We are still in nexus state with this process so we aren't confident a follow-up review will be worthwhile at this time. We are feeling confident about our trajectory though! Not sure your criteria for closing out projects, can we check in again at the end of the summer or early fall?

Thanks very much,
Gretchen

Gretchen Caserotti, Executive Director
Pierce County Library System
Direct: 253.548.3421
Petra McBride, Assistant: 253.548.3420
www.mypcls.org
She/Her

From: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>

Sent: Friday, June 20, 2025 8:10 AM
To: Gretchen Caserotti <GCaserotti@piercecountylibrary.org>; Ron Cook <RCook@piercecountylibrary.org>
Cc: Walter, Heidi (SAO) <walterh@sao.wa.gov>
Subject: Lean project follow-up

Good morning, Gretchen and Ron. When last we discussed your public records request process you indicated a desire for a follow-up. I'm very interested to hear how progress! Would you prefer to provide a written update by email or would you like to schedule a virtual teams call with me?

If everything is going well, is there anything else I can do to assist you before we close your project on our end?

I look forward to hearing from you.

Joanna Bailey
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Summer-Reading-2025