

HOURS AND LOCATIONS

Central Library

M - T 10 a.m. - 8 p.m.
W - Sa 10 a.m. - 6 p.m.
Su Closed
Annual Hours: 2,610

Barkley Branch

M 2 p.m. - 6 p.m.
T - Th 10 a.m. - 2 p.m.
F Closed
Sa 10 a.m. - 2 p.m.
Su Closed
Annual Hours: 836



A mother and daughter check out items at the Barkley Branch. We restored 4 hours per week to Barkley's schedule in November 2011.

Fairhaven Branch

M Closed
T - Sa 2 p.m. - 6 p.m.
Su Closed
Annual Hours: 1,028

Total Annual Hours: 4,474
746 fewer hours than 2008

...you may also pick up holds at and return materials to:

- BTC Connection
- WCC Connection
- WWU Connection

...or return materials to:

- Barkley, Meridian or Sehome Haggen
- Community Food Co-op Cordata store

Visit us **24/7** online at www.bellinghampubliclibrary.org

FRIENDS OF THE LIBRARY

Library Friends worked a record-breaking 20,000 hours in 2011 and gave over \$52,000 to the library.



Celebrating National Friends of Libraries Week in October.

The Friends funded many projects, including:

- Book Club Kits
- Summer Reading
- Teen Programming
- Supplement to the book budget (\$18,000)
- BiFolkal Kits
- Whatcom READS!
- NextReads subscription
- Book carts
- Chairs for Fairhaven
- Teen shelving
- Parent-Teacher Resources Collection



Donated books awaiting an upcoming Friends' Book Sale.

FRIENDS' OFFICERS 2011

President, Kathie Wilson
VP, Karen Hannah
Treasurer, Ann Therkelsen
Secretary, Faye Hill

2011 ANNUAL REPORT

STATS AT A GLANCE

Cardholders

46,073 borrowers
7,446 new cards
81,070 city pop.

Collection

232,683 items
\$4.32 per capita
460 subscriptions
21 databases
3,500+ eBooks via the Washington Anytime Library.

Circulation

1,645,360 checkouts
60+ Book Club Kits per month!
1,449 items borrowed via Interlibrary Loan.

Visits

862,334 visits
626,997 website visits

Programs

737 programs held
23,775 attendees
280 more programs than 2010.

Staff

43.1 FTEs



Community Connections

This past year has been all about connecting with the community: by offering new places to access library services closer to home (the BTC and WWU Connections), reinstating a few hours lost to budget cuts (Monday afternoons at Barkley), and increasing the number of educational and entertaining programs presented in our meeting rooms. We captured photos of all the ways we serve the

community during our first-ever Library Snapshot Day in April. Our new Volunteer Program taps community members who share their time and talents by serving as shelf helpers, program hosts, photographers, and tech helpers. We're grateful for their efforts.

At the end of 2011, the Library Board created the Bellingham Public Library Fund at the Whatcom

Community Foundation. This non-endowed fund has three sub-funds: Unrestricted, Capital, and Materials, and will allow community members to make contributions that will benefit the library for years to come.

Thank you for your support in 2011; and best to you in 2012!

Pamela Nyberg Kiesner
Library Director

2011 Board of Trustees

David Edelstein, Chair
Faye Hill, Vice Chair
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Marilyn Mastor
Rachel Myers

Pamela Kiesner,
Library Director

Stan Snapp,
City Council Liaison



BOOK A LIBRARIAN



Librarians conducted 91 "Book a Librarian" sessions in 2011.

With Kindles, iPads and Nooks selling like hot-cakes throughout 2011, our librarians were inundated with questions about how to use eReaders, particularly how to download library eBooks to them. We began offering free,

half hour "Book a Librarian" sessions where the public could work one-on-one with a trained staff member who could walk them through the process. With 91 sessions in 2011, we've become experts on many popular devices. "Book a Librarian" is

not just for eBooks—it's for any information need. As librarians say, we may not know the answer outright, but we can look it up for you! Evaluating information and sharing it with you is just one of the ways our friendly librarians serve the public.

2011 BUDGET

2011 REVENUE

General Fund	\$3,113,609
Library Fines & Fees	\$146,001
Intergov. Svcs.	\$139,733
Room Rentals	\$29,511
Gift Funds	\$69,220
Misc. Revenue	\$22,252
Grants	\$2,000
Capital	\$0

TOTAL

\$3,522,326

2011 EXPENDITURES

Salaries & Benefits	\$2,345,192
Library Materials	\$408,109*
Other Oper. Exp.	\$769,025
Capital Exp.	\$0

*Includes gift funds spent on materials.

TOTAL

\$3,522,326

TECH INCREASES EFFICIENCIES

With budgets stagnant, staff turned increasingly to technology to assist us in getting our work done. In 2011 we:

- Sent 120,000+ eNewsletters
- Installed a key card system at the

Central Library to allow after-hours use of community rooms

- Added a 2nd self-checkout station in the Children's Library (at kids' height)
- Started using Kit-Keeper software to manage reservations for 166 Book Club Kits

- Used Summer Reader software to manage book reviews, increasing adult and teen participation
- Encouraged patrons to opt for email notification, saving time and postage



Harry and the Potters rocked the Mt. Baker Theatre for the Summer Reading Kickoff Party. 3,264 children participated in Summer Reading.

BORDER SONGS



Author Jim Lynch talked about his inspiration for *Border Songs* as part of Whatcom READS!

What do dairy farming, bird watching, and marijuana smuggling have in common? They're all plotlines in the 2011 Whatcom READS! selection *Border Songs* by Jim Lynch. Set in Whatcom County, *Border Songs* is the most locally relevant Whatcom READS! title to date. Hundreds of community members read it,

listened to the audiobook, discussed it at book groups, and / or attended related programs throughout January and February. Whatcom READS! is funded in large part by the Friends of the Bellingham Public Library and now includes a spinoff program, Whatcom WRITES!

"We welcome our Birchwood, Columbia and Alderwood neighbors to take advantage of this new service and our library's unique collection." Jane Blume Director BTC Library

LIBRARY ADDS CONNECTIONS

Building on the success of the Whatcom Community College Connection which began in 2006, Bellingham Public Library launched two new library connections in June 2011, at Bellingham Technical College and Western

Washington University. Now students, staff, and area residents

may place holds on public library materials and have them delivered to the pickup location that's most convenient to them.

In the first six months of operation, we delivered 1,000+ items to the new connections.



EARLY LEARNING REFRESHED

Thanks to library supporters who voted online throughout the month of August, Bellingham Public Library won 4th Place in the Walton Beverage Pepsi Refresh Challenge, garnering \$2,000 to begin transforming the Dodson Room (aka the

Storytime Room) into an Early Learning and Literacy Space.

As envisioned by Bethany Hoglund, Head of Children's Services, the room will be "an indoor place that doesn't cost any money to visit, where parents can get together with other

parents, and where young children are welcome to explore and develop their emerging literacy skills."



Families singing during Little Storytime. Over 13,600 attended storytimes in 2011.