

DIRECTOR'S REPORT

November 2004

Director's Report and Highlights

November 16, 2004

Celebrating "We Share a Story"

Submitted by: Pam Kiesner

Four themes emerged as I reviewed the past month: Planning, Budgeting, Cooperating, and – as is usual for this newcomer, Getting to Know You. All themes are powered by the ultimate goals of satisfying the customer, and increasing the community's understanding about library services in the community.

PLANNING

Short-Term Space Issues

To address an immediate building issue, a task force of staff members has been charged with drafting options for reorganizing the library's lobby and circulation areas. Their goals are to provide customer satisfaction (reduce long lines and provide a welcoming atmosphere) – and to incorporate ergonomic modifications to the circulation desk. Margaret, Iris, and Deborah (and other key staff members as needed) will include self-checkout and patron pick-up of holds in their plans, due early in 2005.

With great appreciation to the Friends of the Library, we have added some shelving to address the crowded collection space. In addition, we will continue to make de-accessioning a priority, weeding those materials that have not been checked out in the recent past, and/or are out-dated, worn, or otherwise no longer needed to meet the needs of the public. While difficult and time-consuming, this is a process that is absolutely necessary to assure that our collection is up-to-date, relevant, and accessible.

Strategic Issues

At the Library Board's strategic planning session last week, we continued to review and revise the draft work plan, began to add points to the case statement, and formulate questions that will surely need answers as we move forward. We discussed critical budget issues that are facing the City, and how the library, and plans and costs for building and operating a new library may fit with current and future municipal plans.

BUDGETING

Each City Department Head was asked to submit a one-page "significant changes" document to the Finance Department at the end of October. And at the November 4th City Council Budget Work Session, each of us had 5-10 minutes to present those changes, our accomplishments from 2004, and goals for 2005. For your information, I included my remarks to the City Council in this report (see **attached**)

COOPERATING

Staff convened a joint BPL and WCLS reference meeting to discuss issues of common concern as well as to share information.

Staff from BPL and WCLS attended together the CODI (Customers of Dynix Incorporated) Conference in Portland.

Met with Assistant City Attorney, Alan Marriner, about the Interlocal Agreement language. BPL and WCLS agree that the entire agreement needs re-writing; we will work on it in and forward to you by the end of the year, or early in 2005.

The paragraph you reviewed at your October meeting, and did not approve, is part of this interlocal agreement. I submitted your questions to Alan, and as part of his review of an entirely new document, will address the language of this particular paragraph in the context of the whole document.

Worked with library and museum staff to define the parameters of a joint grant project: IMLS (Institute of Museum and Library Services) "Museums for America" digitization grant, due November 2005.

GETTING TO KNOW YOU

Attended a Library Human Resources Roundtable and Training meeting and tour @ Seattle Public Library

Met:

Director of the Burlington Public Library

Director of the Sno-Isle Library System

Former BPL Director, Claudia McCain

Dick Little, Bellingham's Government Relations Director, and discussed the Legislative Agenda he's taking to the Council.

Toured the Georgia-Pacific site with the other city department heads

Made an outreach site visit to the Willows with Jane and Yvonne

Happy Thanksgiving!