Publication of the agenda and the approximate times are a guide to, and not a limitation on, the activities of Trustees.

Central Library, 210 Central Avenue, Bellingham, Washington
Library Board Room – 3:30 p.m.

AGENDA	TIME (approx.)

1. **Call to order and introductions** — 2 min

2. **Approve/modify agenda** — 1 min

3. **Public comment** — 5 min
   This time is set aside for members of the public to make comments or ask questions. We ask that remarks be limited to three to five minutes.

4. **Consent agenda** — 2 min
   All matters listed on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately.

   - **Communications and FYI**
   - **Minutes**
     July 18, 2017: Regular board meeting
   - **Library performance & activity measures**
     July 2017
   - **Financial reports**
     Claims: July 2017
     YTD report: July 2017

5. **Reports** — 15 min
   - Library Board Trustees
   - City Council Liaison
   - Friends of Bellingham Public Library
   - Library Director

   Time check: 3:55

6. **2017/2018 Budget** — 15 min
   - Materials budget history
   - Mid-biennium adjustment requests for 2018
     o Due August 21

7. **Sustainable Funding Consultant study update** — 10 min
   - Rick Osen, Trustee and Nancy Kerr, Director

8. **Meeting room services project and proposed policy revisions**　　　　　　15 min
   - Nancy Kerr, Director and Janice Keller, Communications, Community Relations & Programming Manager

9. **Formation of Board Personnel Committee**　　　　　　10 min
   - Discussion

10. **New business**　　　　　　2 min

11. **Action items for next meeting**　　　　　　2 min
    - Service to Bellingham's north side

12. **Adjourn**　　　　　　　　　　　　　　　　**Time check:　4:49**

**Next Regular Library Board Meeting: Tuesday, September 19, 2017 – 3:30 p.m.
Location: Central Library, 210 Central Avenue
Bellingham, Washington**

The library meeting rooms are ADA accessible; however, if you require a sign interpreter or other hearing accommodation, please allow the library 48 hours notice. Order of agenda items may be adjusted.

Bellingham Public Library

Regular Meeting of the Library Board of Trustees
July 18, 2017 – Central Library
3:30 p.m.

Minutes of Actions and Decisions of the Library Board of Trustees of the Bellingham Public Library as authorized by RCW 27.12.210 and SEC. 7.02 Charter of the City of Bellingham.

Board Members Present:	J. Gordon, Rachel Myers, Rick Osen, Rebecca Craven and Jim McCabe
Library Staff:	Nancy Kerr, Beth Farley, Bethany Hoglund, and Jennifer Vander Ploeg
Others Present:	BERK Consultants: Annie Sieger, Project Manager, Claire Miccio, Library Services Analyst, and Emily Percival, Financial Analyst; April Barker, City Council Liaison; Faye Hill, Friends of BPL

Call to order and introductions: Regular session was called to order at 3:35 p.m. by Chair, J. Gordon.

Approve/modify agenda: Rebecca Craven moved to approve the agenda. Rick Osen seconded. Motion carried.

Sustainable Funding Consultant Study: Please note that the format of this portion of the meeting minutes differs slightly from the norm to be able to include key points of the conversation with the BERK consultants.

Annie Sieger introduced herself as the Project Manager from BERK and distributed copies of the project schedule. Claire Miccio introduced herself as a BERK Associate who will be handling the service analysis component of the study. Emily Percival, also an Associate, will be handling the fiscal and financial component.

Annie: We want to talk a bit about what we intend to do with this project, but we also want to use this time to hear from you; the board and others in this room are important stakeholders. What we learned in the kick off meeting this morning was how complex an issue this is, it touches not only on how BPL operates, but also how the city operates and how other systems impact BPL. This project is about what the future could look like based on different funding models. We are here to develop some policy options, to start a conversation for policy makers about how to sustain a really important cultural asset here in Bellingham that is criminally underfunded at this point. I'll start by walking through the project schedule. I'd like to take any questions as they come up to keep this conversational.

We intend to come back to you, likely in September, once we have firmed up some options. Then we can have a discussion about what is missing from the analysis so we can refine the options so they'll be ready to be presented to policy makers. One thing I'll note is that we don't intend to make a recommendation. Our experience is that this is something that needs to be a community conversation – ultimately the community funds and uses the library. Because we have strict limitations on stakeholder engagement on this phase, we expect to come forward with policy options, then we would think about and potentially recommend a second phase for community engagement. What really matters is what your community is willing to invest and what level of service they expect for that investment.

This is our formal project kick off, but we've been working on it for a couple of weeks. Nancy and Brian Heinrich, from the Mayor's office, have provided us with materials such as the initial study committee report, which was an internal report about potential annexation with WCLS; a previous community analysis about the library needs assessment around the Central Library building; some comprehensive financial reporting; current staffing levels and also statistics in terms of usage, which are amazing – this is a loved, well-used system. We've also looked at the Level of Service documents that you adopted in the last 6 months to a year as well as your Strategic Plan. All of these give us context as to what we need to do here. One of our next steps will be to request additional data that has some more specifics. We've looked at your comprehensive financial reports, but we haven't looked at the detailed forecasted revenues and expenditures, or your budgeted revenue and expenditures. We haven't looked in detail at capital improvement programs or any deferred capital maintenance needs. We're also going to do stakeholder interviews targeting those people who can inform us as to what we need to understand at this point. That will include the Mayor, WCLS staff, BPL staff, city staff, and potentially others in the community.

Rachel: What kinds of questions will you be asking?

Claire: One of the topics is what issues they think the library and city should take into consideration when thinking about potential funding strategies. This helps us define possible trade-offs for different strategies in terms of political feasibility or long-term sustainability. We also want to know in what ways the library currently meets contemporary demands for service and in what ways it doesn't. We can see from our tour that you have figured out how to make things more efficient, but at some point you hit a wall. We'll want to hear about that from library staff. In terms of forecasting we would like to know in what ways do you see residents' demand for library services changing over the next 10-20 years. Library staff will have one sense of that, city administrators might have a different sense – we want to see where those gaps are and the impact on the financial analysis. Also, what are you interested in learning from this studies?

April: When you're looking at stakeholders, how are you going to be sure they are representative of the full community?

Claire: We are not at that phase of the process where we are going out into the community and asking how they think the library should fund itself. What we are trying to get in this phase is subject matter expertise in the city and in the libraries. First we have to identify the policy options, then go to the community to make sure you have the widest range.

Annie: April, it's worth saying that in a perfect world we would like to do 20-25 stakeholder interviews, but we have a limited budget to do this work. This step is really about identifying policy options and trade-offs. At the kick-off meeting earlier today we discussed providing an understanding of the limits of this report and documenting the type of engagement needed if we are going to move these policy options forward to a recommendation.

April: A preface to my question is that you can see through our Comprehensive Plan that we've grown and we've grown very differently. Usually people who are engaging are living in the more affluent areas. When we start looking at what services are needed, there are different viewpoints that aren't voiced. I want to make sure we are keeping that in mind.

J.: I think it is important to note that this is more of a 30,000 foot elevation report, looking at the finances and policy and how to get the people that are most knowledgeable about that information. We are looking at 3 or 4 funding options and this first phase might eliminate 1 or 2 of them because they will not serve the community. We just don't know yet where this is going. Then we will need to communicate to the public.

Rachel: It's really *internal* stakeholders. When we hear 'stakeholder' I think, similar to what April is mentioning, people that have a stake in the library which is a very broad cross section, but this is really internal experts.

Claire: I think 'subject matter expert' would be a better term. We aren't looking at any of these stakeholders as representatives of any part of the community, it's that we are getting information from them around policy options and what additional information we might need that we don't see in the numbers.

Jim: In your opening comments you mentioned being underfunded. Are there any other issues that jump out at you so far?

Annie: The number one thing that jumped out at me was that this issue has been around since the 1970's. There are a number of studies on the table so I think this is an opportunity to treat this as a decision making point. This is an opportunity for your policy makers to use the study to make a change because I do think the library is getting to a point where you cannot manage to keep on the track you are on. One of the ways we'll look at that is not only the historical view but also thinking ahead to the future – even 10 years will tell a story about where the library is headed and the impact on the community if changes are not made. The other thing I would say is you have a really wonderful library. We took a tour and saw a lot of people using your library. You have amazing statistics and your staff is pretty efficient, they do an amazing job.

Once we get through the situation assessment we will be in a position to design a cost model. That word is a little misleading because this is not just about cost, but also about services and about trade-offs. Once we do the cost modeling then we'll want to come back to you. The first thing we do is provide a baseline, what would it look like if we maintained the status quo. We'll also want to look at some options related to WCLS. Right now we have a consortium model and annexation is on the table. Last we'll look at some funding options for dedicated, earmarked funding for the library and those could be a levy option or other

options. The biggest thing we learned today is that there are so many other issues going on in Bellingham – the jail, park levies, the proposed Reginal Fire Authority, the homeless shelter – and these are all topics that have an impact because you are part of the city. We are going to want to look at all of those things before we strongly identify what those options look like, because we don't want to present an option that is not feasible.

I want to flip the conversation now, to hear from all of you. What does product success look like? What things do we need to know about?

Rachel: When people find out I'm part of the library, I hear "Why aren't you guys open more?" Especially at the branches.

Rebecca: I'd like to see the report produce comparative numbers in terms of hours open, but also other Level of Services, such as materials, facilities or staff, compared to other libraries, either in the area or libraries about the same size in other cities (by population and other demographic parameters).

Jim: I come from the private sector and so I'm wondering how do you look at the alternatives in this sort of financial analysis, when you're not looking at profit and loss?

Annie: It's much simpler when you can look at it from just a financial perspective because you can just say that one of these options is the least expensive and so from that standpoint it's the best and that's what we are going to do. We will do that to some degree, we will want to evaluate cost and will want to understand the degree to which each of these options may be more or less costly than the others, but there's a number of trade-offs in a public system that we also need to explore. One of the primary issues related to finances is understanding the relative tax burden each of these issues will have, how does it impact residents and what do they get for their tax dollar. Part of that question can be answered quantitatively because we can say these are the expected levels of service, in terms of open hours and access to materials, but part of it really is qualitative because there are things that your community gets intangibly from having the library here, from having the library that they govern through April and the other elected officials. Residents have representation as to how library services are delivered. So when we get to the final analysis, we won't want something that is strictly quantitative, it isn't as simple as saying A is cheaper than B.

Rachel: How do you approach that second phase in getting qualitative input from the community?

Annie: At BERK we do a lot of community outreach, but we really have to get there before we can design a process. There are obvious things we know, such as you are going to need outreach to diverse communities, you are going to need to think about your potential annexation areas and you'll want to ensure you're getting deep insight, not just asking what do you want, A, B, or C.

Nancy: I think you have to narrow your focus and decide what it is you're asking the community's opinion on, not just everything in the world or there's no way to compile the information in a meaningful way.

J.: If you go to the community and say, "Do you want to have a better library?" everybody is going to say yes, but you have to say this is what it is going to cost you and there are these other things that are out there (jail, parks, etc). How do we prioritize and have that honest conversation.

Rachel: On the other hand, we've been patiently waiting for 10 years. We are nice library people so we say, "someone else can go next." I'm done letting other people go next.

April: I think it goes back to my original question – who's going to be informing you as to what the desires of this community are as you look at funding and what a successful library looks like. We've grown very disproportionately and therefore a lot of people informing our process are not people who live in those areas. Soon there won't be affordable housing in the immediate area of the library and we'll have to be extending our services just to get to the communities that are really in need.

Annie: This is something that we will have to explore. One of the pieces that is secondary here is the capital aspect. There will be things that are not answered by this report, this is a very streamlined, efficient effort. These are big questions – the role the library plays in the community, homelessness, and the ability of the library to be a provider for those kinds of human services. We are not asking about what the role of the library is right now. We are saying that, based on the current status quo around role and expectation, what will it take to deliver high quality library services.

April: That's the part for me and for the council members putting money towards this, we want to have something meaty that we can move forward. We are already not providing, in my opinion, equitable access to services in our library system and I think we could have been doing a far better job had we been given the funding that was needed. The case is that we are disproportionate in the people we service. If we are looking at what we currently have and how to keep this going, we are still lopsided.

Claire: I have a question for Nancy about this, about the equity you are talking about. We have library stats, we have LOSs, is there any data that reflects that services are disproportionate in the community?

Nancy: I don't know if there is a lot of hard data, but in speaking to what you said, we are not in any way saying that what we have now is optimal. We know there are discrepancies and we know if you look at the LOS documents that we are not at an optimal LOS, or even at an average LOS on anything. So when we are looking at sustainability, I feel that we are at a point where, because of increased costs and increased demands on libraries and a lack of increase in funding, we are already slipping. I agree with you, we are not meeting the needs of a diverse population. When we are talking about projections I don't think we are talking about our current service levels. It's a real concern for all of us that we are not meeting needs of a diverse population.

April: The school district statistics might help you understand where the growth is happening and you can also talk to the planning department to see where the bloom in growth is.

Nancy: Brian is going to send some of that information. We did talk about the areas that are being considered for annexation.

April: I just want to make sure it is addressed. It will come out in the second phase and if we can't say that we were looking at and understanding it, it will blow back up.

Claire: What you are talking about is definitely information that we will bring in to the situation assessment. We have a GIS team that, depending on what sort of data we can get, can show something that would take pages to write.

Rebecca: Just before I was appointed to the board, the board had a retreat with the directors of the Seattle and Spokane libraries to talk about how they had gone through this process. Both of those systems considered annexation with their county systems and both rejected it early on. I'm curious how you intend to approach WCLS because both Seattle and Spokane essentially determined that neither side was interested in consolidation.

Annie: They are definitely on our list of stakeholder interviews. There's been a lot of work on this over the last few decades, it is not unexplored. We don't want to fall back on old assumptions or rely on old information to make this decision, but I would say we already know some things about the potential of annexation or additional consortia with WCLS. We know how they operate, we know how they are funded and we know what the requirements on the city would be to maintain their own facilities. You already have a number of efficiencies with WCLS, but we need to identify if there are other opportunities.

Rebecca: Another thing that came out in the conversation at the retreat was what the Seattle director called a 'cultural audit' to talk about the different ways the two systems approach their services. Are you going to have the opportunity to poke at that with WCLS? There are stark differences in population served and services provided.

Claire: Yes, we will poke at that, asking both systems what are the things that we need to keep in mind. One big thing is it would have to go to Bellingham voters. We will be speaking to the director, who also has experience here, and we will be speaking to a branch manager. That will be included in the report.

Rick: I don't think it is clear to city officials what an annexation would mean – what the city would still be on the hook for and what it would cost the taxpayers. I also don't know if city officials understand the loss of control. I think the report will be informative.

Jim: As to the GIS aspect, a strong component of the Transportation Commission's bike plans was equity. I think there must be demographic databases that the city used for that.

Claire: I think equity needs to be part of the data gathering to understand in conjunction with the LOS statistics that we have, just to make sure it's captured.

April: Equity is the antidote to inequality and libraries are so crucial and important. I don't think any of us would be here if we didn't believe they impact people's lives for the better. It's a place where you can go and find all kinds of people – that's rare.

Annie: Our next step is to dig into the situation assessment and I would expect we will provide an update on that, facilitated by Nancy, at the next board meeting or the one after that. In September we expect to come back to you with some options and we expect to finish this sometime near the end of October.

April: We had originally discussed that we would have a joint council and board meeting to discuss the outcome of this study. Is end of October an appropriate time or should we wait until later, when we engage the community?

Annie: I would expect that there would be some lag time when you, as policy makers, will want to look at it and decide what you would like a community outreach process to look like before we design it because it really could depend on how many options we identify as feasible.

Public comment: No comment.

Consent agenda: Rick Osen moved to approve the June 27, 2017 Regular meeting minutes and the June 2017 performance and activity measures and financial reports. Jim McCabe seconded. Motion carried.

Board member reports:
- Jim attended the WCLS board meeting this morning and found it interesting. He appreciated the Trustee Education focused on the collections process. Rick commented that we have done this before and it would be a good time to review our collections policy – it is not just about how much you have, but how you use it. Rachel added that we used to have Trustee Education frequently but it sometimes took up about half of the meeting. It was determined that a concise 10-15 minute staff presentation could be included periodically.
- Rick spoke about our funding study at the Cornwall Park Neighborhood Association board meeting. 70-80 people attended, including Mayor Kelli.
- Rebecca read an article about an Omaha Public Library study similar to our study. She will send it to Nancy.
- Rachel used the Help Desk recently to pick up a book club kit and drop something off. She was impressed with the enhanced, efficient service she received.

City Council liaison report:
- Council voted 5-2 to support the jail agreement; County Council also passed the agreement, 4-3. 25% of the income the city gets back is going to be used for diversion programs. The voters will ultimately decide.
- Recently City Council discussed rental barriers and concerns. 54% of our community are now renters and it is rapidly growing. Currently landlords can specify no felons, no animals, and no Section 8; low income renters are not a protected class. If you want to view any of the discussions, go to the City Council webpage, click on Hot Topics, then Housing.

Friends of the Bellingham Public Library report:

- Faye reported that they are not holding board meetings this summer, but the work definitely continues – processing books, reviewing by-laws and writing board position job descriptions.

Library Director report:
- Our open clerk/driver position has been posted. The Head of Digital Services position is in the queue and will be approved soon for posting. One of our new security attendants was not able to stay, and we hope to fill that position from the previous recruitment.
- We continue to work on updating job descriptions, a process that is slowed by Union negotiations. We will someday reach a point where job descriptions are reviewed on a scheduled basis to avoid long-term lapses and ensure that existing job descriptions are relevant.
- Approximately 30 WA Library directors met in Federal Way last weekend, along with the State Librarian and several outside speakers. Topics of discussion included lobbying, lid lifts and levies, managing meeting rooms, State Library updates, and improving access to public spaces.
- The roofing project is underway, and on schedule. Janice and I attend weekly meetings and receive thorough updates on project progress. Despite some challenges posed by large skylights and protective mother seagulls, all is going well. Staff members have been cheerful about noise levels and the necessity of parking farther away.
- The Fairhaven project continues also, with a few patrons expressing displeasure at the disruption. The book drop had to be moved to ensure ADA compatibility. Both the Central roofing project and Fairhaven road project will result in positive changes.
- Beth found and forwarded information on Library Journal's upcoming Design Institute, which will be held on Friday, October 20, 2017 at the Vancouver, WA Community Library. If any of you are interested in attending, the early-bird rate applies until Friday, July 28. Topics will include building, renovating, and retrofitting spaces and design challenges presented by your current buildings.

Elimination of $.50 hold expire fee: Nancy discussed this with the Mayor, who is okay with eliminating this fee. Rick Osen moved that we amend the fee schedule to eliminate the $.50 hold expiration fee and that it should be amended in tandem with WCLS. Rachel Myers seconded. Motion carried.

New business:
- No new business

Meeting adjourned at 5:08 p.m.

Next Regular Library Board Meeting – August 15, 2017 at the Central Library, 210 Central Avenue, Library Board Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST
Secretary, Library Board of Trustees

Performance & Activity Measures, 2017

	July-17	July-16	Year to Date 2017	2016	% of change YTD
Holdings - Number of materials in the library's collection					
Physical copies added to collection	1,343	1,657	12,244	11,980	2.20%
Electronic copies added to the collection - Hoopla removed March, 2016	837	647	7,053	-10,194	-169.19%
Physical copies withdrawn from collection	(186)	(4,229)	(18,450)	(12,461)	48.06%
Total physical holdings			186,549	187,736	-0.63%
Total electronic holdings			64,892	53,185	22.01%
Total Holdings (Physical and Electronic)			251,441	240,921	4.37%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	56,704	63,175	391,114	430,593	-9.17%
Youth	46,031	43,399	272,053	270,756	0.48%
Sub-Total Central	102,735	106,574	663,167	701,349	-5.44%
Fairhaven Branch					
Adult	6,476	3,263	46,901	32,528	44.19%
Youth	2,400	1,291	16,425	12,027	36.57%
Sub-Total Fairhaven	8,876	4,554	63,326	44,555	42.13%
Barkley Branch					
Adult	5,504	2,919	35,271	23,307	51.33%
Youth	3,735	2,813	21,669	16,771	29.21%
Sub-Total Barkley	9,239	5,732	56,940	40,078	42.07%
Bellingham Technical College					
Adult	52	200	674	818	-17.60%
Youth	13	12	113	70	61.43%
Sub-Total BTC	65	212	787	888	-11.37%
Whatcom Community College					
Adult	273	312	2,218	1,909	16.19%
Youth	95	63	738	503	46.72%
Sub-Total WCC	368	375	2,956	2,412	22.55%
Western Washington University					
Adult	343	152	3,293	3,250	1.32%
Youth	125	58	1,140	1,228	-7.17%
Sub-Total WWU	468	210	4,433	4,478	-1.00%
Online Services					
NW Anytime Library Overdrive	14,600	11,983	94,460	80,826	16.87%
Tumblebooks	76	645	6,606	17,101	-61.37%
Zinio	1,166	1,648	10,122	10,537	-3.94%
Sub-Total Online	15,842	14,276	111,188	108,464	2.51%
Total Circulation	137,593	131,933	902,797	902,224	0.06%
Holds Activity					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	48,315	49,297	347,279	339,338	2.34%
Holds Filled - holds checked out at BPL, FH, Barkley and Connections	31,029	31,978	222,675	219,482	1.45%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	44,360	43,011	299,345	312,356	-4.17%
Children's	14,836	15,393	88,480	91,200	-2.98%
Fairhaven Branch	6,936	4,763	50,110	46,022	8.88%
Barkley Branch	4,561	3,809	29,308	26,664	9.92%
Total Persons Visiting	70,693	66,976	467,243	476,242	-1.89%
Website Visits	38,375	43,845	278,148	325,454	-14.54%
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons Visits	12,027	12,487	78,567	86,165	-8.82%
This count reflects number of visits to Bibliocommons					
Total Website Visits	50,402	56,332	356,715	411,619	-13.34%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	5,201	5,345	39,131	38,447	1.78%
Childrens (3 terminals)	238	277	1,319	1,575	-16.25%
Fairhaven Branch (6 terminals)	621	677	4,499	4,120	9.20%
Barkley Branch (4 terminals)	332	310	2,160	1,844	17.14%
Total Computer Usage	6,392	6,609	47,109	45,986	2.44%
New Borrowers Registered					
Central Library	412	501	3,179	3,483	-8.73%
Fairhaven Branch	34	50	317	298	6.38%
Barkley Branch	50	35	269	200	34.50%
Total New Borrowers Registered	496	586	3,765	3,981	-5.43%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	112	123	847	841	0.71%
Attendees	3,266	3,815	21,172	24,141	-12.30%
Volunteer Hours	488	410	3547	4085	-13.17%

LIST OF CLAIMS AGAINST THE BOARD OF LIBRARY TRUSTEES AND THE CITY OF BELLINGHAM TO BE CONSIDERED AND APPROVED AT THE REGULAR BOARD MEETING OF AUGUST 15, 2017, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
ADMINISTRATION		
Door stops	Amazon.com	19.52
Banners	Applied Digital Imaging	195.66
Legal ads	Bellingham Herald	340.00
Hold dividers	BestBlanks.com	153.59
Chair arms	Blackburn Office Equipment	43.48
Printing; copier paper	Copy Source	145.66
Hold Dividers	Creative Safety Supply	903.17
Water @ Barkley Branch	Crystal Springs	40.19
Copier leases	Great America Financial Services	513.07
Tools; totes	Home Depot	186.30
Software vaccine license maintenance	Horizon DataSys Corporation	2,804.46
WA Public Libraries Directors meeting	Nancy Kerr	121.98
Security attendant shirts	Land's End	201.96
Security software maintenance	Ninite.com	21.74
Jamexs/bases; copies	Oasys Inc.	3,183.20
Office supplies; copier paper	Office Depot	781.73
Diesel fuel	Reisner Distributor	76.88
Copier expenses	Ricoh	15.81
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.14
ILL mailers	Uline	66.70
Debt collection service	Unique Management Services	340.10
Lost Interlibrary loan item	University of Wyoming Libraries	28.10
ILL mailers	USPS	9.75
B & O taxes	WSDR	37.17
	ADMINISTRATION Sub Total	**$11,102.69**
PUBLIC SERVICE		
Library materials returned	Library Refunds	188.84
	PUBLIC SERVICE Sub Total	**$188.84**
OUTREACH		
Truck rental	Fountain Motors	1,283.26
	OUTREACH SERVICES Sub Total	**$1,283.26**
TECHNICAL SERVICES		
Book processing	Baker & Taylor	7,326.15
CD & DVD processing	Midwest Tape	1,163.25
ILL & tech services	OCLC	2,086.69
	TECHNICAL SERVICES Sub Total	**$10,576.09**

LIBRARY ACQUISITIONS

Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	486.51
Books	Baker & Taylor	22,312.96
Books	Cavendish Square Publishing	212.55
DVDs, CDs, recorded books	Midwest Tape	8,824.29
eBooks, audiobooks	Overdrive Inc	693.74
Databases	Proquest	1,470.72
ePeriodicals	Recorded Books Inc	30.08
Books	Village Books	22.16
Books	Washington Roll Call	120.33
Books	Whatcom Genealogical Society	37.00

LIBRARY ACQUISITIONS Sub Total	**$34,210.34**

GIFT FUND

Program supplies	Amazon.com	223.56
Books	Baker & Taylor	3,961.20
Program supplies - sports bottles	Crestline	481.04
Teen programming	Fred Meyer	57.58
Books	Gale	198.98
Early Learning Space	Lakeshore Learning Materials	264.85
Teen programming	McKay's Taphouse	33.40
Early Learning Space	Oriental Trading	74.37
Teen programming	Rudy's Pizzeria	20.00

GIFT FUND ACQUISITIONS Sub Total	**$5,314.98**

TOTAL GENERAL FUND	**$57,361.22**
TOTAL CLAIMS	**$62,676.20**

		YTD Actual	Adopted Budget	Revised Budget	Variance From Revised	%%% Complete
Dpt 0190	LIBRARY					
Grp 191	LIBRARY ADMINISTRATION					
ExO 010	SALARIES & WAGES	153,009	256,036	256,036	103,028	59.8
ExO 020	PERSONNEL BENEFITS	62,172	110,529	110,529	48,357	56.3
ExO 030	SUPPLIES	31,204	79,784	80,840	49,636	38.6
ExO 040	SERVICES	217,697	366,226	366,226	148,529	59.4
ExO 050	INTERGOVT SERVICES PAYMENTS	1,388	6,500	6,500	5,112	21.4
Grp 191	LIBRARY ADMINISTRATION	465,469	819,075	820,132	354,663	56.8
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	1,078,282	1,899,743	1,899,743	821,461	56.8
ExO 020	PERSONNEL BENEFITS	468,773	838,151	838,151	369,378	55.9
ExO 030	SUPPLIES	265,808	406,465	413,494	147,686	64.3
ExO 040	SERVICES	12,739	30,205	30,205	17,466	42.2
Grp 193	LIBRARY SERVICES	1,825,602	3,174,564	3,181,594	1,355,992	57.4
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	266,315	457,103	457,103	190,787	58.3
	Report Final Totals	2,557,386	4,450,742	4,458,828	1,901,442	57.4

Library Materials Budget 2008-2018

Description	Actual 2008	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Budget 2013	Budget 2014	Budget 2015	Budget 2016	Budget 2017	Proposed 2018
Computer Software	1,501.00	604.00	115.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Books	342,007.00	259,955.00	229,698.00	197,959.00	187,368.00	188,223.00	225,810.00	225,810.00	232,584.00	232,584.00	232,584.00
E-Subscriptions	16,688.00	26,408.00	20,634.00	15,721.00	16,538.00	20,600.00	16,679.00	16,679.00	17,179.00	17,179.00	17,179.00
Recorded Books on CD	43,517.00	30,203.00	27,453.00	27,857.00	25,123.00	26,780.00	21,218.00	21,218.00	21,855.00	21,855.00	21,855.00
Compact Discs	15,966.00	15,406.00	13,318.00	12,864.00	13,703.00	13,905.00	14,322.00	14,322.00	14,752.00	14,752.00	14,752.00
DVDs	76,822.00	60,536.00	55,997.00	50,428.00	39,379.00	46,865.00	40,314.00	40,314.00	41,523.00	41,523.00	41,523.00
Periodicals	31,794.00	31,430.00	26,385.00	25,624.00	31,666.00	30,900.00	26,522.00	26,522.00	27,318.00	27,318.00	27,318.00
Downloadable Audio & Ebooks	12,509.00	21,558.00	12,480.00	17,317.00	17,738.00	26,330.00	39,346.00	39,346.00	68,526.00	40,526.00	40,526.00
Total Materials	**540,804.00**	**446,100.00**	**386,080.00**	**347,770.00**	**331,515.00**	**353,603.00**	**384,211.00**	**384,211.00**	**423,737.00**	**395,737.00**	**395,737.00**
Total Lib Operating Budget	3,932,414.00	3,782,111.00	3,191,087.00	3,444,575.00	3,571,084.00	3,883,857.00	4,102,703.00	4,270,784.00	4,382,725.00	4,450,742.00	4,587,681.00
% of Total Budget/Materials	**13.8%**	**11.8%**	**12.1%**	**10.1%**	**9.3%**	**9.1%**	**9.4%**	**9.0%**	**9.7%**	**8.9%**	**8.6%**

Note: This budget history is COB funds only - no gift funds included.

Meeting Room Services Project
Discussion Outline for Board of Trustees
August 2017

The purpose of this document is to outline overall project goals, meeting room issues, and proposed policy changes for consideration by the Board of Trustees. After policy direction from the Board, a staff work plan will be developed to further accomplish project goals.

Meeting Room Services Project Goals - <mark>DRAFT</mark>

- Provide thriving spaces where our community connects, as described in the library mission and strategic directions.
    - Increase meeting room capacity to offer additional library-sponsored and co-sponsored programs.
    - Support our local non-profit organizations and their needs for low-/no-cost meeting rooms.
    - Make meeting room services more equitable and rooms available to more non-commercial groups.
- Provide meeting rooms that are safe, secure and accessible for users and staff.
- Provide efficient, accountable, quality meeting room services.
    - Update and simplify decision-making processes, workflow and technology used to manage meeting room services.
    - Reduce financial transactions, information technology needs and other staff-intensive tasks associated with meeting room services.
    - Provide appropriate tools and training for all staff working with meeting room services.
- Prioritize meeting room use in the following order: library-sponsored use, library co-sponsored use, city government use, non-commercial use.

Key Meeting Room Services Issues

Security and Access:

- Meeting room rentals are currently accepted for times outside library open hours with no staff in the facilities. Problems with security, access to locked buildings, ADA access, in-room technology, and room set-up/clean-up consistently result from this practice.

Use of Library and City Resources:

- Staff assigned meeting room rental tasks have many other duties and competing priorities, impacting our ability to provide users with consistent, quality customer service.

- Other priority library services lack attention while staff attend to the day-to-day needs of meeting room services. This creates "opportunity costs" -- an unknown number of priority service opportunities we are unable to provide when our staff time is directed to the on-going demands of meeting room services.

- The complexity of current meeting room services, software licensing and training issues, and lack of adequate staff resources overall, results in inadequate vacation/out-of-office back up to primary staff involved.

- Aging software and hardware used to manage meeting room services are overdue for much-needed updates. Accepting payments for meeting room bookings limits our software choices and/or requires additional staff processing time.

- Software used to automate building access is owned and managed by Public Works, and is used by the library in ways not intended.

- Meeting rooms booked far in advance for non-library purposes create barriers to scheduling library programs and activities in our own facilities.

Customer Service:

- Meeting room users are placed in the role of supervising and securing our buildings outside of our open hours, with no staff support and little guidance about how to handle emerging security, technology or other issues.

- Regular errors and/or miscommunications (caused by software, hardware, lack of user-friendly self-service options, user and staff errors, etc.) require immediate attention. This results in poor customer service, other staff priorities being postponed to troubleshoot meeting-room-related problems, and staff being called to handle issues outside of their work hours.

- Customer expectations of meeting room services often not in sync with reality of what the library can offer.

- Publicity about events held in library facilities, especially privately-hosted, for-profit uses, creates confusion for staff and the public.

Proposed Meeting Room Policy Changes

Key proposed changes include:

- Offering meeting room use free-of-charge for non-commercial purposes.

- Eliminating payment of fees for meeting room use.

- Eliminating "commercial use" as an approved category of meeting room use.

- Identifying the Library director as responsible for establishing meeting room procedures. Anticipated future procedures would:

  - Allow meeting room use during library open hours only, except for library-sponsored, library co-sponsored and city government uses;

  - Offer non-commercial users a defined number of uses per year;

  - Define how far in advance eligible users may book meeting rooms;

  - Define building access guidelines for volunteers and meeting room users;

  - Make other changes to current procedures that promote safety and streamline operational and technology needs.

(See next page for proposed changes to current policy, in redline/strikeout format, for Board of Trustees discussion and consideration.)

Recommended Board of Trustees Actions

- Confirm project goals to support project implementation.

- Direct staff to:

  - Make changes to the *Public Use of Community Rooms Policy* that reflect Board discussion and direction provided at August 2018 meeting. Bring final draft to Board for consideration at September 2018 meeting.

  - Explore additional options for achieving project goals and streamlining meeting room services, while continuing to support the library mission and strategic directions.

Attachment

1. Proposed changes to Public Use of Community Rooms Policy (4.501)

Public Use of ~~Community~~ Meeting Rooms Policy (4.501)

Scope

This policy applies to all library staff and individuals or groups who use a Library ~~community meeting~~ room.

Definitions

Commercial use: ~~Designation given to g~~ Meeting room use by groups or individuals that receive a commercial benefit by using a Library meeting~~community~~ room. This ~~may~~ includes selling products or services, active solicitation of donations, fundraising activities, charging admission fees, offering money-making activities, holding sales, training or staff meetings for a for-profit organization, or promoting a commercial business. ~~Meetings or programs do not have to be open to the public.~~

Library co-sponsored use: Meeting room use for a purpose that is jointly beneficial for the library and a group or individual. ~~Program is jointly created by the Library and a group or individual. Groups or individuals may be involved in a community partnership with the Library.~~ Library has the discretion to charge entrance fees or allow fundraising or sales of products. Meetings or programs must be open to the public.

Library-sponsored use: Meeting room use by the library. ~~Program is created by the Library or~~

~~Friends of the Library.~~ Library has the discretion to charge entrance fees or allow <u>fundraising or</u>

sales of products. ~~Meetings or programs must be open to the public.~~ <u>Includes public programs</u>

<u>and activities and staff meetings and training sessions.</u>

<u>City government use:</u> <u>Meeting room use by departments of the City of Bellingham municipal</u>

<u>government.</u>

Non-commercial <u>use</u>: ~~Designation given to g~~<u>G</u>roups or individuals that receive no commercial

benefit by using a Library community room. Meetings or programs must not require payment

to enter, but passive solicitation of <u>paid memberships or</u> donations is acceptable. Meetings

or programs do not have to be open to the public.

Policy/Conditions

1. **Library offers ~~the use of its~~ meeting rooms <u>for use by</u> ~~to the~~ community <u>groups free of charge</u>**

   <u>for non-commercial uses</u> ~~purposes~~.

   • As an extension of its mission<u>,</u> ~~to serve as the community's access to the world of information~~,

   the Library ~~welcomes~~ <u>offers</u>~~the~~ community~~'s~~ use of <u>designated</u> ~~its~~ meeting rooms for <u>non-</u>

   <u>commercial</u> informational, cultural or civic meetings and programs.

   • <u>Meeting rooms are not available for commercial uses.</u>

   • In accordance with the Washington State Constitution, ~~Community Rooms~~<u>meeting rooms</u> are

   not available for religious worship.

2. ~~Community Room use is made available on an equitable basis.~~ **Library follows public library**

   best practices and standard procedures to provide safe, equitable and welcoming meeting

   room services.

   • <u>Library Director or designee identifies spaces eligible for use under this policy.</u>

- Library Director or designee establishes procedures for approving, scheduling, security, user access and other needs, consistent with all applicable library policies, city policies and state law.

- Space is made available for non-commercial use ~~use by the public on equal terms,~~ regardless of the beliefs, affiliations or viewpoints of the groups or individuals requesting their use.

- Library requires completed registration for all uses, including a signed agreement that the user will abide by all applicable library policies, city policies and state law.

3. **Library does not endorse the activities or viewpoints of those using its ~~Community Rooms~~meeting rooms.**

- Publicity for non-commercial uses ~~meetings or programs being~~ held in Library meeting rooms will clearly state the Library does not endorse the activities or viewpoints of the ~~group~~ user. ~~presenting the event.~~

- If the Library sponsors or co-sponsors a meeting room use ~~or program~~ this will be clearly stated in the publicity for the event.

4. **Library-sponsored, ~~or~~ Library co-sponsored and city government meetings or programs have priority for ~~Community Room~~meeting room use. ~~availability.~~**

- ~~The remaining Community Room~~ mMeeting rooms are ~~space is~~ available to non-commercial users, according to procedures established by Library director. ~~on a first-come, first-served basis.~~

5. ~~Library charges fees for the use of its Community Rooms.~~

- ~~The library has two fee rates: commercial and noncommercial. Library staff will determine the appropriate rate after consultation with the group or individual requesting a reservation.~~

6. ~~Library requires completed registration before Community Room~~meeting room ~~use.~~

- ~~Registration includes a signed agreement that the group will abide by all Library policies and procedures.~~

7.5.   **Library Board reviews this policy.**

- This policy is periodically reviewed, revised, or reaffirmed by the Library Board of Trustees.

References

Title: 4.501 PUBLIC USE OF MEETING COMMUNITY ROOMS POLICY

Code: 4 Public Services

Chapter: 4.500 Public Use of Facilities and Equipment

Type of Policy: Departmental

Date Developed: 9 July 2007

Date Revised: 16 March 2010, *Date TBD, 2017*

Revised by: Janice Keller, Nancy Kerr

Developed by: Pam Kiesner

Approved By: Library Board of Trustees

Cancels: 4.501 Meeting Room Policy

See Also: Codes and Laws

Washington State Constitution Article 1, Section 11 Religious Freedom