

**BELLINGHAM PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES**

**NOTICE OF MEETING  
REGULAR MEETING  
of TUESDAY, DECEMBER 19, 2017**

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.**

<b>AGENDA</b>	<b>TIME (approx.)</b>
<b>1. Call to order and introductions</b>	2 min
<b>2. Approve/modify agenda</b>	1 min
<b>3. Public comment</b> 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.	5 min
<b>4. Consent agenda</b> 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. <ul style="list-style-type: none"><li>• <b>Communications and FYI</b></li><li>• <b>Minutes</b> November 21, 2017: Regular board meeting</li><li>• <b>Library performance &amp; activity measures</b> November 2017</li><li>• <b>Financial reports</b> Claims: November 2017 YTD report: November 2017</li></ul>	2 min
<b>5. Reports</b> <ul style="list-style-type: none"><li>• Library Board members</li><li>• City Council liaison</li><li>• Friends of Bellingham Public Library</li><li>• Library Director</li></ul>	15 min
	<b>Time check: 3:55</b>
<b>6. Library Board of Trustees transitions</b> <ul style="list-style-type: none"><li>• Celebrating J. Gordon's 11 years of service<ul style="list-style-type: none"><li>○ November 2006 - December 2017</li><li>○ Possible visit by Mayor Kelli</li></ul></li><li>• Election of Library Board Chairperson and Vice Chairperson for 2018</li><li>• Trustee recruitment update</li></ul>	15 min

<b>7. Level of Service Standard for Staffing FTE</b>	10 min
<b>8. Minimum staffing at Central and branches</b>	10 min
	<b>Time check: 4:30</b>
<b>9. Library policy revision</b>	10 min
• Meeting Rooms Policy	
<b>10. Vancouver Public Library presentation</b>	15 min
• Rachel Myers	
<b>11. New business</b>	2 min
<b>12. Action items for next meeting</b>	2 min
	<b>Time check: 4:59</b>
<b>13. Executive Session</b>	30 min
• Annual Performance Review of the Library Director	
○ Lorna McGowen-Smith, LMS Human Resource Services	
<b>14. Adjourn</b>	<b>Time check: 5:29</b>

**Next Regular Library Board Meeting: Tuesday, January 16, 2018 – 3:30 p.m.**  
**Location: Lecture Room, 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 Tuesday, November 21, 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.

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**Board Members Present:** J. Gordon, Rachel Myers, Rick Osen, Rebecca Craven and Jim McCabe

**Library Staff:** Nancy Kerr, Beth Farley, Bethany Hoglund, Janice Keller, Jon McConnel and Wendy Jenkins

**Others Present:** April Barker, City Council Liaison; Faye Hill, Friends of BPL; Norman Grossman

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**Call to order and introductions:** Regular session was called to order at 3:32 p.m. by Chair, J. Gordon.

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

**Public comment:** Norman Grossman provided feedback on the Bellingham Public Library website. He considers the placement of the words "equity, diversity and inclusion" in the upper left hand corner of the webpage, taking up approximately 15% of the page real estate, as a waste of space. Suggestions offered for the space were SkillShare programming, books and references on community issues such as the ongoing new jail issue, economic resources, travel books or home improvement projects. Other community resources could also be highlighted such as BTC classes and local events. Janice thanked Norman, adding that these are great ideas and that changes are in the works.

**Consent agenda:** Rachel Myers moved to approve the October 26, 2017 Regular meeting minutes and the October 2017 performance and activity measures and financial reports. Jim McCabe seconded. Motion carried.

### **Board member reports:**

- Rachel provided an update on the recent bequest of a new endowment fund for the Library at the Whatcom Community Foundation – \$1.8 million has been received so far and more funds will be processed.
- Rebecca commented on the November 13 City Council meeting that she and other trustees attended.

- Rachel would like to give a short presentation on her visit to the Vancouver Public Library at an upcoming meeting.

**City Council liaison report:** April expressed the need to celebrate the small successes.

**Friends of BPL report:** Faye reported that the Friends' Board of Trustees met last Wednesday where they did celebrate the outcome of Monday's City Council meeting.

**Library Director's report:**

- Jennifer Vander Ploeg's job reclassification has been completed and is effective as of November 1st. City HR reclassified her position as Head of Public Services (rather than Head of Circulation) which is more reflective of actual duties and allows her to project manage the Help Desk procedures and scheduling of public service desks.
- The Budget request for additional funds for collections in the amount of \$109,000 was approved for 2018. April added that Council also approved the future budget year step increases for collections.
- We are done with the initial round of Homeless Patrons training – huge thanks go to Deborah and Suzanne for coordinating the training. We will be meeting to discuss next steps for training and for interpreting our Rules of Conduct. We have discussed our training efforts with Parks and expect to assist them as they set up training for their staff.
- The group, made up of staff from BPL and WCLS, which evaluated multiple ILS options has agreed that we need to pursue an RFP.
- Nancy is compiling data which will help the Board and staff determine the Level of Service standard for Staff FTE. She is using comparable libraries across the country and in the Pacific NW and is looking at how their staff FTE compares to their circulation, program, and door count statistics. Rick commented that our staffing level is currently the same as 10 years ago, adding that FTE per capita is also a useful benchmark.
- Jen Vander Ploeg has put together a spreadsheet that we can use to track staff and Board training all in one place, such as the Homelessness training, First Aid, and *Darkness to Light* training.
- One of our goals for 2018 will be reviewing job descriptions until they are all up-to-date and on a regular cycle to be updated. We have job specifications and descriptions that are 10-15 years old and require significant changes. It will be a large project but it will make our hiring process much easier in the future if descriptions submitted to HR need only small tweaks rather than overhauls.

**BERK Consulting study update/Strategic Planning 2018:** On Monday, November 13, BERK Consulting presented their draft report on the Sustainability Funding Study to City Council's Committee of the Whole meeting. Following the presentation Council agreed to take annexation off the table and to "direct the Administration to give recommendations to the Library Board of Trustees to make Level of Service 2 or Level of Service 3 a priority."

- Nancy is editing the BERK draft report. Once it is finalized by BERK, we will bind the report, presentation and situation assessment. In the end, BERK provided a good, convincing product.
- We will work with the Mayor's office to see what funding opportunities there are for next year. The fate of the Regional Fire Authority (RFA) initiative will be a big

determining factor for the budget. Nancy has already talked with the Mayor about staffing and an electronic sorter.

- We will continue working on LOS standards to help with developing the Level 2/3 proposal.
- It could be worthwhile to look at the current Strategic Plan and see what is still to do. Once we have a new trustee on board, we can have an end-of-project debrief and set up next steps for the new Strategic Plan process.
- Kudos to April, Brian, Rick, J. and Nancy for their work on this project.

#### **Board Personnel Committee:**

- Copies of a proposed charter for a standing Personnel Committee were distributed. The committee would consist of the current chairperson and one other appointed board member (one short of a quorum). This committee would be charged with reviewing the Director's performance, deciding what to do with the Director position moving forward and assisting in other personnel matters as approved by HR. Rebecca Craven moved to establish a standing Personnel Committee. Rachel Myers seconded. Motion carried. J. and Rick will serve on the committee through the end of the year.
- Rick will take the lead on the Director's performance review process. An outside consultant will be hired to perform a 360 degree review. The consultant will then craft a confidential summary and report to the Board in Executive Session. This will be a yearly review process.
- Human Resources has recommended that a national search be done for the permanent Director position. The Personnel Committee will move forward with this.

**2018 Interlocal Agreements for Connections:** The Interlocal Agreements with the Connections, which are now perpetual agreements that remain in effect unless one of the parties opts out, are being routed for signatures.

**Trustee recruitment process:** Trustees, as well as April, have been reaching out to possible Trustee candidates. One application has been received so far.

**Peter P. Lee Memorial Park fountain space:** The Board officially recommended that the broken fountain be removed, leaving a flat, variable-use space.

**Youth Safety Policy update:** The Friends of the Library are getting background checks and they will also be receiving Brigid Collins' *Darkness to Light* training.

**2018 regular Library Board of Trustees meeting schedule:** Rick noted that the schedule could be subject to change with a new board member. Rachel Myers moved to approve the 2018 regular Library Board of Trustees meeting schedule. Rick Osen seconded. Motion carried.

**2018 City of Bellingham holidays & other library closures:** The last two holidays were listed incorrectly in the packet. The correct days and dates are:

- Day before Christmas      Monday      December 24
- Christmas Day              Tuesday      December 25

#### **New Business:**

- A group has been camping out in front of the library. The homeless Hot Team have been here quite a few times. Nancy talked with the City's Legal department – nothing illegal is going on, so it is up to us to enforce our Rules of Conduct. We have provided information about available services and have given them notice to remove their belongings. If they do not move on, the police will be called.
- An item of old business: April contacted the First Congregational Church which was able to offer Tax Aide a comfortable space that will allow more privacy for their clients.

**Action items for next meeting:**

- Staffing FTE Level of Service standard
- Elect new board officers
- Meeting Rooms policy

**Meeting adjourned** at 5:10 p.m.

**Next Regular Library Board Meeting – December 19, 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

## Bellingham Public Library Performance & Activity Measures, 2017

	November-17	November-16	Year to Date		% of change YTD
			2017	2016	
<b>Holdings</b> - Number of materials in the library's collection					
Physical copies added to the collection	1,473	1,591	19,945	19,185	3.96%
Electronic copies added to the collection - <i>Hoopla removed March, 2016</i>	1,509	1,190	11,747	-5,371	
Physical copies withdrawn from the collection	(430)	(363)	(32,816)	(15,658)	109.58%
Total physical holdings			179,884	191,744	-6.19%
Total electronic holdings			69,586	58,008	19.96%
<b>Total Holdings (Physical and Electronic)</b>			<b>249,470</b>	<b>249,752</b>	<b>-0.11%</b>
<b>Circulation</b> - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
<b>Central Library</b>					
Adult	57,205	55,169	620,503	669,623	-7.34%
Youth	41,995	36,405	444,026	422,973	4.98%
<b>Sub-Total Central</b>	<b>99,200</b>	<b>91,574</b>	<b>1,064,529</b>	<b>1,092,596</b>	<b>-2.57%</b>
<b>Fairhaven Branch</b>					
Adult	7,082	6,477	74,715	55,880	33.71%
Youth	2,488	2,251	26,192	19,427	34.82%
<b>Sub-Total Fairhaven</b>	<b>9,570</b>	<b>8,728</b>	<b>100,907</b>	<b>75,307</b>	<b>33.99%</b>
<b>Barkley Branch</b>					
Adult	5,403	4,289	57,259	39,118	46.38%
Youth	3,361	2,926	35,745	27,107	31.87%
<b>Sub-Total Barkley</b>	<b>8,764</b>	<b>7,215</b>	<b>93,004</b>	<b>66,225</b>	<b>40.44%</b>
<b>Bellingham Technical College</b>					
Adult	80	72	908	1,042	-12.86%
Youth	13	16	152	105	44.76%
<b>Sub-Total BTC</b>	<b>93</b>	<b>88</b>	<b>1,060</b>	<b>1,147</b>	<b>-7.59%</b>
<b>Whatcom Community College</b>					
Adult	261	318	3,188	2,917	9.29%
Youth	74	121	1,112	840	32.38%
<b>Sub-Total WCC</b>	<b>335</b>	<b>439</b>	<b>4,300</b>	<b>3,757</b>	<b>14.45%</b>
<b>Western Washington University</b>					
Adult	475	491	4,954	4,853	2.08%
Youth	269	181	1,957	1,710	14.44%
<b>Sub-Total WWU</b>	<b>744</b>	<b>672</b>	<b>6,911</b>	<b>6,563</b>	<b>5.30%</b>
<b>Online Services</b>					
NW Anytime Library Overdrive	14,407	12,498	151,214	130,818	15.59%
Tumblebooks - discontinued November, 2017	0	4,310	7,867	31,457	
Zinio	1,322	1,541	15,926	16,616	-4.15%
<b>Sub-Total Online</b>	<b>15,729</b>	<b>18,349</b>	<b>175,007</b>	<b>178,891</b>	<b>-2.17%</b>
<b>Total Circulation</b>	<b>134,435</b>	<b>127,065</b>	<b>1,445,718</b>	<b>1,424,486</b>	<b>1.49%</b>
<b>Holds Activity</b>					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	52,163	49,359	549,774	532,403	3.26%
Holds Filled - holds checked out at BPL, FH, Barkley and Connections	32,845	30,635	351,577	343,622	2.32%
<b>Services</b>					
<b>Persons Visiting</b> - Number of persons counted as they enter the libraries or visit remote website					
<b>Central Library</b>					
Adult	38,583	39,720	470,339	485,798	-3.18%
Children's	10,802	11,699	135,720	141,441	-4.04%
Fairhaven Branch	6,874	6,580	78,503	75,611	3.82%
Barkley Branch	3,693	3,875	44,985	42,626	5.53%
<b>Total Persons Visiting</b>	<b>59,952</b>	<b>61,874</b>	<b>729,547</b>	<b>745,476</b>	<b>-2.14%</b>
<b>Website Visits</b> - This count reflects number of visits to www.bellinghampubliclibrary.org	38,994	43,003	439,111	500,301	-12.23%
<b>Bibliocommons visits</b> - This count reflects number of visits to Bibliocommons	10,464	11,124	121,135	136,521	-11.27%
<b>Total Website Visits</b>	<b>49,458</b>	<b>54,127</b>	<b>560,246</b>	<b>636,822</b>	<b>-12.02%</b>
<b>Computer Usage</b> - Number of sessions					
<b>Central Library</b>					
Adult & Teen (30 terminals)	4,946	4,681	61,171	60,739	0.71%
Childrens (3 terminals)	152	184	1,993	2,414	-17.44%
Fairhaven Branch (6 terminals)	524	506	7,102	6,564	8.20%
Barkley Branch (4 terminals)	261	247	3,118	3,086	1.04%
<b>Total Computer Usage</b>	<b>5,883</b>	<b>5,618</b>	<b>73,384</b>	<b>72,803</b>	<b>0.80%</b>
<b>New Borrowers Registered</b>					
Central Library	357	402	4,981	5,630	-11.53%
Fairhaven Branch	45	29	547	485	12.78%
Barkley Branch	34	28	395	370	6.76%
<b>Total New Borrowers Registered</b>	<b>436</b>	<b>459</b>	<b>5,923</b>	<b>6,485</b>	<b>-8.67%</b>
<b>Programs</b> - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	97	114	1,249	1,319	-5.31%
Attendees	2,644	2,807	32,062	35,944	-10.80%
<b>Volunteer Hours</b>	<b>422</b>	<b>390</b>	<b>5,759</b>	<b>6,268</b>	<b>-8.12%</b>



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 DECEMBER 19, 2017, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	<b>VENDOR</b>	<b>AMOUNT</b>
<b>ADMINISTRATION</b>		
E-Rate consultant	Adtek	250.00
Battery back-ups; headphones; printers; scanners	Amazon.com	2,531.49
Cable management	Cabletiesandmore.com	160.71
WLA Conference reimbursement	Suzanne Carlson-Prandini	323.93
Emergency water	Cash N Carry	65.76
Email newsletter	Constant Contact	3,009.64
Printing; copier paper	Copy Source	329.78
Table	Costco	43.47
SirsiDynix User Group membership	Cosugi	100.00
Water @ Barkley Branch	Crystal Springs	63.92
Delivery bins and hampers	Global Industrial	406.22
Copier leases	Great America Financial Services	513.07
Lost interlibrary loan item	High Plains Library District	6.99
Security attendant shirts	Land's End	183.56
LCD mounts	Monoprice	169.23
Security software maintenance	Ninite.com	21.74
Copies	Oasys Inc.	403.49
Office supplies; copier paper; toner	Office Depot	1,444.21
Library membership	Pacific Northwest Library Assoc.	150.00
Diesel fuel	Reisner Distributor	225.30
Software	SearchWP LLC	68.70
Lost interlibrary loan item	Seattle Public Library	19.99
Barkley operating costs	Talbot Services LLC	533.33
Microfiche machine lease	Technology Unlimited	339.14
Patron headphones	Today's Classroom	133.16
ILL mailers	Uline	192.11
Interlibrary loan postage	USPS	9.75
Receipt paper	WCP Solutions	849.20
Patron notices Q3	WCLS	1,259.94
Whatcom READS meeting refreshments	Whole Foods	29.62
	<b>ADMINISTRATION Sub Total</b>	<b>\$13,837.45</b>
<b>PUBLIC SERVICE</b>		
Library materials returned	Library Refunds	110.96
	<b>PUBLIC SERVICE Sub Total</b>	<b>\$110.96</b>
<b>TECHNICAL SERVICES</b>		
Book processing	Baker & Taylor	5,126.85
CD & DVD processing	Midwest Tape	1,405.27
ILL & tech services	OCLC	2,805.32
	<b>TECHNICAL SERVICES Sub Total</b>	<b>\$9,337.44</b>



**LIBRARY ACQUISITIONS**

Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	977.48
Books	Baker & Taylor	13,364.90
Periodicals, electronic databases	Ebsco Subscription Services	19,641.05
eBook hosting	Gale	163.05
Books	Grass Roots Press	251.51
DVDs, CDs, recorded books	Midwest Tape	11,852.61
Books	New Readers Press	176.16
eBooks, audiobooks	Overdrive Inc	75.98
Periodicals	Panorama of Russia	246.00
Books	Trails End	31.41
Books	Vasha-Kniga	250.73
Books	West Payment Center	330.45
<b>LIBRARY ACQUISITIONS Sub Total</b>		<b>\$47,361.33</b>

**GIFT FUND**

Program supplies	Amazon.com	75.89
Books	Baker & Taylor	7,967.41
Teen programming	Fred Meyer	46.05
Books	Gale	88.00
Teen programming	McKay's Taphouse	38.05
Teen programming	Rudy's Pizzeria	20.00
<b>GIFT FUND ACQUISITIONS Sub Total</b>		<b>\$8,235.40</b>

**TOTAL GENERAL FUND \$70,647.18**

**TOTAL CLAIMS \$78,882.58**

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 11 ending November 30, 2017

Transaction status 1  
Rounding to Whole Dollars

		YTD Actual	Adopted Budget	Revised Budget	Variance From Revised	%% Complete
Dpt 0190	LIBRARY					
Grp 191	LIBRARY ADMINISTRATION					
ExO 010	SALARIES & WAGES	241,768	256,036	256,036	14,268	94.4
ExO 020	PERSONNEL BENEFITS	98,363	110,529	110,529	12,165	89.0
ExO 030	SUPPLIES	55,766	79,784	80,840	25,074	69.0
ExO 040	SERVICES	329,060	366,226	366,226	37,167	89.9
ExO 050	INTERGOVT SERVICES PAYMENTS	5,609	6,500	6,500	891	86.3
		-----	-----	-----	-----	-----
Grp 191	LIBRARY ADMINISTRATION	730,567	819,075	820,132	89,565	89.1
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	1,702,864	1,899,743	1,899,743	196,880	89.6
ExO 020	PERSONNEL BENEFITS	743,954	838,151	838,151	94,197	88.8
ExO 030	SUPPLIES	405,602	406,465	413,494	7,892	98.1
ExO 040	SERVICES	22,039	30,205	30,205	8,166	73.0
		-----	-----	-----	-----	-----
Grp 193	LIBRARY SERVICES	2,874,459	3,174,564	3,181,594	307,135	90.4
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	419,212	457,103	457,103	37,890	91.7
		-----	-----	-----	-----	-----
Report Final Totals		4,024,238	4,450,742	4,458,828	434,590	90.3
		=====	=====	=====	=====	=====

92%

## **Director's Report 12/19/2017**

### **Staffing**

We have six new pages! The complexity of the training schedule for pages might surprise some people who think that paging only involves putting books on shelves. Our library would cease to function without our pages, and they do a wonderful job of making our collection accessible and tidy.

### **Donations**

Donations were received this month from Robert Layne, Helen and Richard Scholtz, and Leoncia Ang. The Scholtz donation was earmarked specifically for children's materials.

### **Scheduling**

Jen VanderPloeg has taken over the scheduling of Help Desk, and we have already met as a group to discuss how librarians are scheduled in general and on desk. This discussion will continue, as we use statistical data and staff input to determine when two librarians are needed on desk, and how we can move toward getting the phone off of the Help Desk. In the meantime, we are trying to ensure that desk hours, weekend hours, and closing hours are distributed fairly.

### **Homelessness Training, Next Steps**

While we will still need to have some training sessions going forward for some new staff and some who missed the earlier trainings, the lion's share of staff have attended the trainings held over the past couple of months, ably organized and facilitated by Deborah and Suzanne. The M-team will take the input compiled by Deborah and use it to formulate responses to questions raised, as well as an interpretation of our Code of Conduct and how to apply it. For example, if we say "No Sleeping," how do we wake a patron, and what are the consequences if a patron refused to wake up?

### **ILS RFP/Migration Plan**

Jon is spearheading an effort to bring our contract date with Sirsi/Horizon in line with our invoice date. Currently the annual invoice dates for our integrated library system run from February 1 to January 31<sup>st</sup> of the following year, while the current contract expires in October, 2018. Our goal is to have the contract extended until the end of the invoice date on January 31, 2019. Costs incurred with the RFP process and probable migration can be included in the next budget request.

### **Accessibility/Barkley Branch**

Two patrons have contacted us over the past two weeks expressing concern over Barkley's accessibility. There are no handicapped parking spaces anywhere near the Library entrance, the sidewalk has a significant slant, and there is no curb cut nearby. This makes going from a car to the library very difficult for patrons dealing with a wheelchair or walker. I have contacted Barkley staff about this issue, and heard back that they are in agreement that another ADA parking space should be added, for the benefit of Library patrons and their other tenants. They will keep us informed going forward.



CITY OF BELLINGHAM  
OFFICE OF THE MAYOR  
KELLI LINVILLE

BellinghamPublicLibrary 

## MAYORAL PROCLAMATION

**WHEREAS**, J. Gordon has served on the Board of Trustees of the Bellingham Public Library for 11 years, offering professional engineering and geotechnical expertise, leadership and management skills, and serving with dedication, good will, good humor and patience; and

**WHEREAS**, in addition to serving on the Board of Trustees, he participated in Library events and used the Library to access materials and information to support his own love of learning; and

**WHEREAS**, the Library's position in the community is a major focus for J., who is a champion for principles that are embedded in all public libraries: dedication to freedom, equality, civil rights and opportunity for all; and

**WHEREAS**, under the Board's leadership, the Library has achieved many significant accomplishments during J.'s tenure, including: completing two strategic plans; strengthening partnerships with the county library system, the higher education community, and many other community organizations; expanding early literacy services; implementing self-service options and other Library technology innovations; completing necessary renovations to the Fairhaven Branch Library; and many others; and

**WHEREAS**, also during J.'s tenure, the Library Board participated in completing several major studies and building plans in an attempt to provide a new, modern functional Library for the community and to help ensure sustainable funding for the Library's future; and

**WHEREAS**, J.'s commitment to the Library remains strong and during recent years he championed many ideas and projects designed to maintain and enhance the vital role of the Bellingham Public Library in our community; and

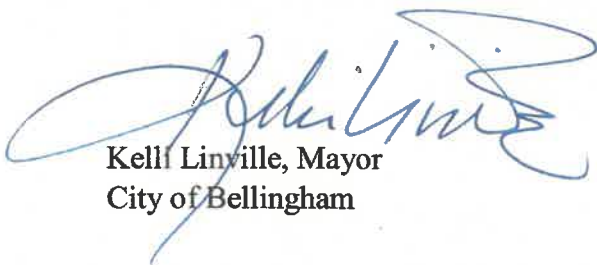
**WHEREAS**, J. regularly exhibits his passion for supporting the Library, noting that "serving on the Board of Trustees is the most enjoyable 'extracurricular' experience" of his career.

**NOW, THEREFORE, DO I**, Mayor Kelli Linville, proclaim December 19, 2017 as

### J. GORDON APPRECIATION DAY

In the City of Bellingham, Washington, and urge everyone to join in thanking him for all of his years of service to our community.

Signed this 14<sup>th</sup> day of December, 2017



Kelli Linville, Mayor  
City of Bellingham



Nancy Kerry  
Library Director



# Meeting Room Services Project

December 2017

*This document provides background information for proposed policy changes being considered by the Board of Trustees.*

## Meeting Room Services Project Goals

- 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, to minimize staff time involved.
  - Provide appropriate tools and training for all staff working with meeting room services.
- Prioritize meeting room use in the following order: library use, city government use, non-commercial use.
- 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.

## 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.

## **FINAL DRAFT - Proposed to replace Public Use of Community Rooms Policy (4.501)**

### **New Title: Use of Meeting Rooms Policy (4.501)**

#### **Scope**

This policy applies to all meeting rooms within Bellingham Public Library facilities and all staff, individuals and groups who use them.

#### **Definitions**

**Commercial use:** Meeting room use by groups or individuals that receive a commercial benefit. This 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.

**City government use:** Meeting room use by departments of the City of Bellingham municipal government. Includes programs and activities open to the public, as well as staff meetings, training sessions and other invitation-only uses that may not be open to the public.

**Library use:** Meeting room use by the library. Library has the discretion to charge entrance fees or allow fundraising or sales of products. Includes library programs and activities open to the public, public programs co-sponsored with other organizations, and staff meetings, training sessions and other invitation-only uses that may not be open to the public.

**Non-commercial use:** Uses by not-for-profit groups receiving no commercial benefit by using a library meeting room, including non-profit and governmental organizations. Meetings or programs must not require payment to enter, but passive solicitation of paid memberships or donations is acceptable. Meetings or programs may or may not be open to the public.

**Private events:** Groups or individuals gathering for private or personal purposes, such as birthday parties, weddings, memorial services, baby showers and similar events.

#### **Policy/Conditions**

- 1. Library follows best practices and standard procedures to provide safe, welcoming meeting rooms for library and other uses.**
  - Library Director or designee identifies uses for all library meeting rooms and gathering spaces.
  - Library Director or designee establishes procedures for approving, scheduling, security, user access and other meeting room use needs, consistent with all applicable library policies, city policies and state law.
  - Library Director may collaborate with other city departments on meeting room management within library facilities. Such agreements may be subject to Board of Trustees approval.
  - Any requests for use of library spaces are considered according to equitable procedures, regardless of the beliefs, affiliations or viewpoints of the groups or individuals requesting their use.



- 2. Library and city government have priority for meeting room use in library facilities.**
  - The Library and Bellingham city government have priority for meeting rooms use in library facilities.
- 3. Library may offer meeting rooms for use by community groups free of charge for non-commercial uses.**
  - As an extension of its mission, the Library may offer use of designated meeting rooms for non-commercial informational, cultural or civic meetings and programs.
  - Meeting rooms managed by the library are not available for commercial uses.
  - Meeting rooms managed by the library are not available for personal or private uses.
  - In accordance with the Washington State Constitution, meeting rooms are not available for religious worship.
  - Library requires completed registration for all non-library, non-city uses, including a signed agreement that the user will abide by all applicable library policies, city policies and state law.
- 4. Library does not endorse the activities or viewpoints of those using its meeting rooms.**
  - Publicity for any meetings held in library spaces that are not hosted by the library shall clearly state the organization responsible for the event, and shall note that the library does not endorse the activities or viewpoints of the user.
- 5. Library Board reviews this policy.**
  - This policy is periodically reviewed, revised, or reaffirmed by the Library Board of Trustees.

## References

Title: (4.501) USE OF MEETING ROOMS POLICY

Code: 4 Public Services

Chapter: 4.500 Public Use of Facilities and Equipment

Type of Policy: Departmental

Date Revised: Date TBD

Developed by: Janice Keller, Nancy Kerr

Approved By: Library Board of Trustees

Cancels: Public Use of Community Rooms Policy (4.501)

See Also: Codes and Laws

Washington State Constitution Article 1, Section 11 Religious Freedom