

Bellingham Public Library



**Regular Meeting of the Library Board of Trustees
Tuesday, August 21, 2018 – Central Library Lecture Room
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:** Rick Osen, Rebecca Craven, Jim McCabe and Vernon Johnson
- Board Members Absent:** Rachel Myers
- Library Staff:** Rebecca Judd, Beth Farley, Bethany Hoglund, Janice Keller, Jon McConnel, Jennifer Vander Ploeg and Wendy Jenkins
- Others Present:** April Barker, City Council Liaison; Faye Hill, Friends of BPL; Brad Cornwell, RMC Architects; Lynne Lohr, Everett Barton and Rory O'Connor, library patrons
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Call to order and introductions: Regular session was called to order at 3:32 p.m. by Chair, Rick Osen.

Approve/modify agenda: Jim McCabe moved to approve the agenda. Rebecca Craven seconded. Motion carried.

Public comment: Lynne Lohr stated that she is here because something happened to her outside of the library and she feels it is not being dealt with fairly. When Lynne left the library on August 6, a man approached her and said, "It's you again, you old bag." Lynne was offended and she went back into the library. The Security Attendant was on break, so she spoke with a clerk on Help Desk, who was unsuccessful in talking to the man. The clerk then dialed the police for Lynne. These actions did not result in a trespass of the man. Lynne proposed that a representative from the library contact the man and offer the chance to mediate with Lynne by December 4 or be trespassed.

Rory O'Connor stated he was here in support of Lynne. He would like to see this issue addressed so that Lynne feels safe when she comes to the library.

Everett Barton spoke, saying he witnessed this incident with Lynne, and it took the police over 3 hours to arrive. He also noted that, since then, he has noticed increased Security Attendant and custodial surveillance. As a separate issue, Everett requested that the library

contact WTA to request that bus drivers drop customers off in the yellow designated spot on North Commercial Street rather than dropping off in the handicap zone.

Rick thanked them for their comments.

Consent agenda: Rebecca Craven moved to approve the July 17, 2018 Regular meeting minutes and the July 2018 performance and activity measures and financial reports. Jim McCabe seconded. Motion carried. (Following the meeting, Rick Osen pointed out an error he noticed in the minutes: on page 3, under 'Circulation statistics,' the first paragraph ends with the phrase "1st time renewals." This should read "1st time check-outs." The July 17 minutes have been corrected and posted to our website.)

Board Chair report:

- Rick clarified that the October Board meeting has been changed from the 16th to the 23rd and that it will be held at Central, in the Lecture Room, rather than at Fairhaven Branch.
- The Board Personnel Committee, Rick and Rebecca Craven, have met with library staff and Human Resources. They will report on the meetings at a later date.
- Rick would like Committee reports to be added to future agendas.
- The Board Facilities Committee, Rick and Jim, have had several meetings with the M-team, RMC Architects and Public Works to discuss the space planning project.
- The day after last month's Board meeting, Rick, Rebecca Judd and Bethany had a budget presentation meeting with the Mayor, Brian Heinrich, Brian Henshaw and Forrest Longman. Rick thanked Bethany for the good job she did of presenting our budget requests. The Mayor has not communicated any decisions yet.
- Brian Henshaw, Finance Director, has accepted a job with Skagit County PUD, which will begin sometime in September.
- The two ILS contracts have been signed.
- Rick, Jim, Rebecca Judd, Janice, and April Barker, all met with board members of the Cordata Neighborhood Association.
- Rick welcomed Damani back from South Africa.

Board member reports: no reports.

City Council liaison report: April reported that on September 8, from 11:00 a.m. to 4 p.m., the first Bellingham Airfest will be held at Bellingham International Airport. They have partnered with WCLS who will have a kiosk.

Friends of BPL report: The Friends are working every day of the week, supporting the library by preparing books for the upcoming sale: September 26 – 29.

Library Director report:

- Rebecca has greatly enjoy her first month here and thanked the M-team for their guidance, advice and good humor.
- Rebecca is in the process of having one-on-one meetings with all staff; she has met with 18 staff members so far. The meetings have been a wonderful way to get to know everyone and learn about operations.

- Rebecca has met with the directors of the different library systems in Whatcom County, with the Whatcom Literacy Council, and the Cordata Neighborhood Association board. Rebecca, as well as Jim and Janice, went on a tour of the northside with Julie Guy, who knows every piece of real estate as well as the history of the area.
- Included in the packet is an article that is in response to a Forbes article that received a lot of attention – it highlights the different ways that people use libraries and the value people place on the library as a civic institution.
- Our public computers are being upgraded; Rebecca thanked IT, and Doug and Paul in particular, for tackling this big job.
- We are changing the procedure for issuing new library cards. Starting September 4, cards will be issued based on patron address, regardless of which library they are at. This will help us to more accurately align our statistics.

April asked if a patron who doesn't have a residence can get a library card. Rebecca responded that we are looking to update our policy on registrations which currently have restrictions for patrons without a residence. We are working to more closely align our policies with WCLS – increasing access is first on the list.

Integrated Library System (ILS) migration update: Jon reported that a contract was reached between the vendor, Ill Polaris, the City, WCLS and BPL and was signed on August 1. On August 14, we signed an agreement with WCLS which continues our sharing of the ILS. Both contracts can be viewed on the City contracts database and will be linked to our website.

For the migration, Ill Polaris has assigned an implementation manager and a schedule has been developed. We plan to go live on January 8, 2019. We intend to be done with our current system on December 31 or January 1. During the gap we will use Ill's offline tool for circulation. Staff training will begin mid-October and continue through December with a train-the-trainer format.

Space planning update: Rick introduced Brad Cornwell, from RMC Architects. The project committee that have been working with RMC consists of Rebecca Judd, the M-team, trustees Rick and Jim, and Eric Johnston, Assistant Public Works Director. Brad was invited to share concepts that have been discussed so far, primarily aimed at our budget requests for the next biennium budget, but also for a longer timeline, of what improvements could be done in the building.

Brad began explaining that RMC has familiarized themselves with the existing conditions; gained pertinent insights concerning staffing needs from last year's BERK report; and reviewed information about book sorter equipment. RMC determined that overall there is equal square footage for staff areas and public collections. Today, Brad brought blueprints that show a few big tangible moves on the main floor to accommodate a book sorter.

Brad showed five blueprints, most color coded:

- Blue – public space
- Green – staff space
- Yellow – circulation

Ae: Main Floor Plan – Existing Conditions *(See Attachment #1. All attachments located at end of minutes.)*

A1: Main Floor Plan – Scenario 1: Placing a book sorter in the current check-in room. This option will only accommodate a small sorter and retains current issues such as being a long way from the loading dock where the majority of items arrive and awkward patron flow. *(See Attachment #2)*

A2: Main Floor Plan – Scenario 2: Placing a sorter north of the garage and taking over the west side of the building for staff sorting. This option allows the truck to be parked in the garage, moves check-in closer to where the majority of items arrive and opens up patron flow. *(See Attachment #3)*

A3: Main Floor Plan – Scenario 3: Placing a sorter in the southwest corner, closer to the garage and expanding staff area along the south edge. This option displaces some of the collection, but opens up patron flow. *(See Attachment #4)*

A4: Main Floor Plan – Scenario 4: Placing a sorter in the garage (raising the floor), also utilizing the west side of the building. The truck would need to be stored outside, but it, as well as WCLS trucks, would pull up to a loading dock with an awning. This option displaces a bit of the collection, but moves check-in closer to where items arrive and opens up patron flow. *(See Attachment #5)*

Brad commented that the project could be done step by step. RMC focused first on accommodating a sorter, but looking for efficiencies on the upper floor, the committee is also talking with Facilities about modular furniture to move some staff upstairs to make more room for collections. Brad invited comments or questions.

Will the book drop remain in the current space? With A3, it might be worthwhile to consider moving the book drop closer to the sorter – this would free up the current book drop space for other uses. With the options that place the sorter near or in the garage, it would be worthwhile to discuss book drop placement options.

Does modifying the garage add significantly to the cost? No, it would not be filled with concrete. There are some simple, affordable ways to modify the garage, such as using large geo-foam blocks that slabs can be poured on.

Jim commented that the more we can improve work flow, within a reasonable cost, the better off we will be operationally.

Jen commented that the patron flow improves with each option.

Rick commented that a win-win situation is getting a better materials flow while improving public space. He added that we will have to consider options that we can do in steps, depending on funding. Brad said RMC could build a couple of cost models to accommodate steps.

April commented that A3 opens up the circulation flow better, as a parent it allows more vision. Plus, with the current entrance, it isn't obvious where to go, it doesn't feel welcoming until you get further into the building. She asked if there was talk of changing the entrance space? Rick replied that in some earlier sketches the entrance was shifted more centrally, but that is a bigger job.

Brad added that if the library was to expand down the road, one strategy that would add clarity to the entrance would be a 50 foot, 2-story, addition on the east side. It could offer many options such as foster an open circulation path, enable teens to have a distinct space downstairs as well as provide restrooms on each level.

Rebecca Craven commented that she is curious to hear from staff about the garage option. Jen replied that she thinks it is reasonable to park the vehicle outside and gain some space. It would be great for WCLS to be able to deliver to the back. Jon added that in the long term, it would allow more flexibility for trucks (we currently have to special order one to fit in the garage).

Brad closed by saying, as a WCLS Trustee, they value the work we do here – it is a good partnership.

Rick reported that he and Rebecca Judd had a meeting with Eric Johnston, Clark Williams and Myron Carlson, all from Public Works, as well as Connie Allen, Purchasing Manager, to talk about a furniture vendor. A representative from the vendor will be here later this week. Tomorrow staff will be touring a few departments that have used the vendor.

Eric Johnston also informed Rick and Rebecca that Public Works has several budget requests for maintenance within the library, such as carpeting, painting and the elevator. We will work to coordinate any of our efforts with Public Works. Rebecca added that it is a good opportunity to work with Public Works and to make sure any work we do is with a longer vision.

Rick anticipates estimates from RMC for the building projects and estimates from the vendor for staff area furniture.

April asked if RMC has done any work for the lower level. Rick replied that we do not have a budget request in for that floor, but down the road, especially with an expansion, there are exciting possibilities. Jim added that we stayed focused on what we could do in the coming biennium budget cycle.

Budget update: Rick reported that he and Rebecca Judd met with Forrest Longman, Budget Manager, who was interested in more solid numbers for the capital budget requests we made. He understands we are still waiting on estimates. Rebecca added that we are waiting to hear back from the Mayor about our requests.

The Mayor needs to submit her budget to City Council by the end of September. The Council then has until the end of October to make decisions. To clarify about our requests, we requested some staff each of the years, with the sorter request for the second year. Jon added that we will need staff to manage the other projects.

New Business:

- Strategic Planning: Rick, Rebecca Judd, Rachel and Janice will be meeting after Labor Day to develop a process for Strategic Planning. April asked if, with the new ILS and cards being issued according to address, will we be able to pull data to help with determining who is using what facilities to shed light on equity? Jon replied that, with the current system, we choose not to track patron circulation – identifying patrons with items – to protect patron privacy. April added that the school district recently began tracking some metrics (with blurred privacy information) so that they could strategically see where the resources are needed.

Meeting adjourned at 4:41 p.m.

Next Regular Library Board Meeting – September 18, 2018 at the Central Library, 210 Central Avenue, Library Lecture Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

Attachments:

- Attachment #1: Ae – Main Floor Plan – Existing Conditions
- Attachment #2: A1 – Main Floor Plan – Scenario 1
- Attachment #3: A2 – Main Floor Plan – Scenario 2
- Attachment #4: A3 – Main Floor Plan – Scenario 3
- Attachment #5: A4 – Main Floor Plan – Scenario 4