BELLINGHAM PUBLIC LIBRARY **NOTICE OF MEETING**

BOARD OF LIBRARY TRUSTEES **REGULAR MEETING**
of TUESDAY, NOVEMBER 27, 2018

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
Lecture 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** 3 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 minutes.

4. **Consent agenda** 4 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**
     October 23, 2018: Regular board meeting
   - **Library performance & activity measures**
     October 2018
   - **Financial reports**
     Claims: October 2018
     YTD report: October 2018

5. **Reports** 15 min
   - Board Chair
   - Library Board members
   - City Council liaison
   - Friends of Bellingham Public Library
   - Library Director

6. **Whatcom READS** 5 min
   - Katie Bray, Public Services Librarian

Time check: 4:00

7. **2019-2020 Budget update** 5 min
   - Rick Osen, Board Chair and Rebecca Judd

8. **Facilities Committee report** 10 min
   - RMC Architects, Bellingham Central Library Space Planning

9. **Integrated Library System (ILS) update** 5 min
    - Jon McConnel, Head of Digital Services

10. **OnBase option for agenda packet – discussion** 5 min
    - Jon McConnel, Head of Digital Services

Time check: 4:25

11. **Strategic plan update** 10 min
    - Rachel Myers, Board Vice-Chair

12. **Policies review** 20 min
    - Eligibility for Library Service – discussion
    - Rules of Conduct – review/possible action

13. **New business** 5 min

14. **Action items for next meeting** 2 min

Time check: 5:02

15. **Adjourn**

Next Regular Library Board Meeting: Tuesday, December 18, 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, October 23, 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, Rachel Myers, Rebecca Craven, Jim McCabe and Vernon Johnson
Library Staff:	Rebecca Judd, Beth Farley, Bethany Hoglund, Jon McConnel, Jennifer Vander Ploeg and Wendy Jenkins
Others Present:	April Barker, City Council Liaison; Faye Hill, Friends of BPL; Julie Guy and Beverly Jacobs, Cordata Neighborhood Association; Amy Glasser and Vanessa Duran, members of the public

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Call to order and introductions: Regular session was called to order at 3:31 p.m. by Chair, Rick Osen.

Approve/modify agenda: Jim McCabe moved to approve the agenda. Rachel Myers seconded. Motion carried.

Public comment: Amy Glasser, a social worker who works with clients who are homeless and who have mental health and physical disabilities, wanted to take the opportunity to educate and appeal to the Board to reconsider the policy to not allow crated emotional support cats in the library. A crated cat cannot be left in a tent or tied up outside. An emotional support animal cannot be trained in the three skills required for service animals, but they provide therapy and support by calming, being there, and providing structure by requiring care. If the American Disabilities Act allows mental health as a criteria for disability, then it is a concern that people with a mental health issue cannot access the library if they have a crated emotional support cat with them. They lose all of the great services the Library offers. They can't read, they can't print things out, they can't go to any of the classes. If you are homeless there is no place you can leave an emotional support cat.

Vanessa Duran, a recently homeless patron, also appealed to the Board to reconsider the policy. Vanessa's particular set of mental and physical disabilities is best served by a cat. Her cat provides stability, calming and alerts her to PTSD triggers. She keeps him in a clean, secure crate. Under the Fair Housing Act a cat qualifies as a type of service animal or as an emotional support animal. If she had a home, she wouldn't need to take him everywhere.

Beverly Jacobs, a member of the Cordata Neighborhood Association, feels that the Cordata neighborhood, which next year will be the largest neighborhood in Bellingham with 6000 people, deserves equitable services from the library. They have no place for a library, no place that a child can go, no place to work on a computer. She is fighting for recognition that this large group of people is not being served.

Julie Guy, from Cordata, stated that the Association has been working on this issue since 2005 and they are not giving up – one day there will be a branch library. They have found that there are businesses in the area that are willing to donate space for a branch. She is aware there is a 5-year comprehensive plan underway and requests that Cordata be on that plan. They would also like to be involved in the plan for a 500 square foot library presence in the Learning Center currently being built by Whatcom Community College. Julie talked to the Head of the Learning Center and he was not aware of the square footage designated for the public library. Beverly added that currently the library delivers holds for pick-up twice a week to WCC, but WCC is closed 20% of the year – they are requesting equitable service. Rick added that the Library Board has not been consulted about the plans for the Learning Center.

Consent agenda: Vernon Johnson moved to approve the September 18, 2018 Regular meeting minutes and the September 2018 performance and activity measures and financial reports. Rachel Myers seconded. Motion carried.

Board Chair report: Rick commended Rebecca Judd for her well-received presentation to the Mayor's Neighborhood Advisory Council meeting. The rest of Rick's reporting will be covered under other agenda items.

Board member reports: Jim commended Bethany Hoglund and Deborah Brewer for participating in the Mount Baker Volcano Eruption Exercise.

Vernon encouraged everyone to attend the Ralph Munro Institute Seminar featuring Keynote Speaker David Bachman, from the UW's Jackson School of International Studies, at 7:00 p.m. today. Tomorrow there will be two panel discussion: *Global Citizens' Activism* at 2:30 p.m. and *Trade Policy in the Era of Trump* at 4:30 p.m.

Rebecca Craven attended the Humanities WA fund raiser. For this event, three authors were asked to produce short stories – "bedtime stories" – which they read aloud while attendees had dinner. Rebecca found it interesting and took the opportunity to talk about the library.

Friends of BPL report: Faye was pleased to report that at the last book sale they raised $14,400 – the largest amount to date. She emphasized what a hard-working group of volunteers they have. Rick commented that their hard work is very much appreciated by the Board as well as the patrons.

National Friends of Libraries Week, October 21-27, 2018: Rick read *A Resolution Commending the Friends of the Bellingham Public Library* and then presented it, along with the *Mayoral Proclamation,* to Faye Hill, President of the Friends organization.

City Council liaison report: April commented that she appreciated the public comment on the issue of homelessness and emotional support animals – this can be a barrier to library services.

Council had their budget meeting – things are going well for the Library. April reiterated that developing the LOS documents was critical – they provide a clear vision of what the Library is trying to accomplish. The increased funding is the first step and April thinks the next step is equity of service, especially for our most-needy community members. April looks forward to working with the Library on this process. April commented that she sent the Trustees a document called *Diversity, Equity and Inclusion,* hoping it will help with the process of looking at the Library's structure and organization.

April added that there isn't enough money in the budget to handle the homelessness issue this winter – this could impact the Library.

Library Director report: The ILS migration has been front and center with site visits from III Polaris, as well as a deep dive into settings and configurations.

The Library welcomed ten new pages in October to assist with materials handling – checking in, pulling holds, and re-shelving. With a circulation count of over 1.3 million items a year, this is no small task.

As Jim mentioned, Bethany and Deborah Brewer represented the Library in the 2018 Mount Baker Volcano Eruption Exercise this past week. The Library can play a part in public awareness.

The *Your Library at a Glance* document that is in the packet has good information when Trustees are asked questions about the library. The document is also posted on the Library's website.

Rebecca shared a book that was written by a group of teen girls and given to Teen Services Librarian, Jennifer Lovchik. First Rebecca read a statement from Jennifer:

> "Visions is an in-patient treatment facility, located in Bellingham, for girls ages 14 through 17. During their stay at the facility, the girls have no access to technology or media other than approved films (watched as a group) and approved books. I visit 15-17 of these girls every 3 weeks to talk about what books they are reading and tap into what resonated with them in the books. I take questions and I return with answers at the next visit. I bring 5-8 books, mostly advance reader copies donated by Village Books, to add to their library. I also bring candy and read out loud to them. My visits to Visions, which started in May of this year, are a highlight of my job, and seeing the girls connect with and get excited about books and about my visits makes my heart soar!"

Rebecca then read a few excerpts from the book the girls created:

> "Here (at Visions), I don't often go outside. Books allow me to travel without leaving. Thank you so much for coming, I look forward to it so often!"

"The candy was an addition, however, books are the better treat! Books open doors to new worlds and create a lot of room for vivid imagination."

"The books you bring help bring me to another world and take my mind off hard things. They make a huge difference in my recovery. Thank you so much!"

2019-2020 budget process overview & Gift Fund review: As April mentioned, the budget is being presented to council by each of the departments. Rick pointed out the Library Department document in the packet that was the basis of Rick and Rebecca's presentation to Council – it provides a brief overview and Rebecca provided narrative background information.

The draft budget funds both operational and capital increases for the Library:

- Operational:
  - The increased cost of the new ILS
  - Materials sorter (2020)
  - 1.5 FTE staff positions
  - Materials increases in 2019 and 2020
- Capital:
  - Funding for the Library, in conjunction with PW, to make building improvements on the main floor to improve access for the public and increase materials handling efficiency. These improvements are the first step towards meeting our LOS standards. If funded, the next step would be an RFQ for an architectural firm to do the design work, followed by a contractor bid process (2019), then the work could begin in 2020. Jon added that an RFP process would be required for the materials sorter.

Rebecca provided an overview of their Council presentation, mentioning the high use of the Library, the LOS standards for staffing, materials, facilities and hours, the Berk Sustainable Funding Study, the ILS system with WCLS, and the homelessness training all staff have received. For the work plan portion, Rebecca talked about the capital project at the library (pending approval), implementing the ILS system, working closely with community groups, stakeholders and diverse voices for the Strategic Plan, and implementing the LOS increases for staffing, materials and facilities.

Rick continued that the capital budget does not include any money for furnishings. There are a variety of funds – a Capital fund at Whatcom Community Foundation (WCF), funds remaining in the Planning bucket of the gift fund after we pay RMC for pre-design work, this year's distribution from the WCF Endowment Fund, and a recent $35,000 donation – which Rick suggested should be held onto until we see how the space planning project works out. There might also be a need for funds for the Strategic Planning process. The Board agreed.

Rachel commented that this project has potential for fund-raising because it is an exciting, impactful project. She also asked for clarification about what a materials sorter does. Jennifer responded that the sorter will check the items in and then will sort them into bins for shelving/holds/delivery/etc. The sorter can also be programmed for a more refined, second

sort, for example, sort Children's items into fiction/non-fiction/early reader. This then frees up time for staff to more efficiently fill holds and re-shelve items.

Jim commented that if you look over the budget for the last 5 years, this is a significant increase. This is a result of having a good story to tell – the Berk study, the presentation to Council last year and the LOS standards are all coming together as a really good story. April added that there is momentum to take it to the next phase – how will we distribute equitably, will it be brick and mortar, or mobile as we reach out to the edges of new annexations.

Facilities Committee report: Rick reported that the committee met with the M-team and PW and determined it was best to consolidate the proposed capital funds and focus on the main floor.

Rebecca Judd added that the group came to a decision on 3 things:

1) To focus funding on reconfiguration/remodel of the main floor at Central
2) Determined the project goals and cost estimates were closely enough aligned that there wasn't the need to prioritize or eliminate elements, with the exception of:
3) Wanting to re-introduce the idea of a main floor public restroom and an AC unit on the main floor as part of the next phase of the project

As to timeline, we are probably looking at an RFQ for an architect this fall or winter (PW would be spearheading this phase); in 2019, completing the design work, going out for bid and hiring a contractor; followed by construction sometime in 2020. The sorter RFP would be in February after the migration is complete.

RMC Architects will be providing a final report summarizing the project goals before the end of November.

Integrated Library System (ILS) presentation & update: Jon presented a PowerPoint presentation titled *ILS 101*. Jon started from the angle of 'What does a library do?', because the ILS system is involved in so many parts of what a library does. The elements of running a library are quite similar from when libraries began to present day. Then and now we:

- Get stuff – acquisitions
- Keep track – cataloging
- Newspapers & magazines – serials (a separate process)
- Make items searchable – public catalog
- Know our patrons – patron records
- Loan items – circulation
- Report on these processes

The difference between then and now is that, in the beginning, all of these processes were done manually (handwritten) and now they are done electronically through the ILS system.

Jim asked if WCLS is separate or part of this same system? Jon responded that we share a single database between the two systems – shared catalog and patron records, but there are code indicators for ownership.

Rachel asked where Libby – the digital materials app – fits in. Jon responded that Libby is not in the ILS, but talks to the ILS through authentication.

Jon said that staff are currently testing the online database and the training team is solidifying the staff training schedule.

Strategic plan update: Rachel reported that the pre-planning committee met and started to scope the project. Rebecca Judd is working with a Capstone student who is researching 12-15 other library strategic plans, including libraries who have used the *Libraries Transforming Communities* framework. The committee has identified that they want the final product to be a compact, concise tool that can be frequently accessed, rather than something that fits in a 3-ring binder. The committee wants to be very thoughtful before reaching out to the community and stakeholders. Rick added that they are considering a Board retreat/work session after the first of the year.

2019 regular Library Board of Trustees meeting schedule: The proposed schedule in the packet is based on the 3rd Tuesday of every month. Rick added that the schedule could be subject to change. Jim McCabe moved to approve the schedule as proposed. Rachel Myers seconded. Motion carried.

2019 City of Bellingham holidays & other library closures: Rick pointed out this is for informational purposes only and reminded Trustees that the January 2 closure for all staff training was approved at last month's meeting.

New Business:

- Rick asked if all Trustees were getting comfortable with their City email accounts – there could be time sensitive communications and he wants to make sure they are read in a timely manner.

Action items for next meeting:

- Review policies related to service animals in light of today's public comment. Rick and Rebecca Judd will review some options, look at how frequently this is an issue, and consult the American Disabilities Act.

Meeting adjourned at 4:51 p.m.

Next Regular Library Board Meeting – November 27, 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

DRAFT

Bellingham Public Library
Performance & Activity Measures, 2018

	October-18	October-17	Year to Date 2018	Year to Date 2017	% of change YTD
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	1,197	2,704	18,502	18,472	0.16%
Electronic copies added to the collection	1,443	1,274	11,738	10,238	14.65%
Physical copies withdrawn from the collection	(6,162)	(211)	(27,703)	(32,386)	-14.46%
Total physical holdings			171,147	178,841	-4.30%
Total electronic holdings			82,903	69,558	19.19%
Total Holdings (Physical and Electronic)			254,050	248,399	2.27%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	57,471	57,019	578,812	563,298	2.75%
Youth	43,801	41,779	434,014	402,031	7.96%
Sub-Total Central	101,272	98,798	1,012,826	965,329	4.92%
Fairhaven Branch					
Adult	7,052	6,953	74,232	67,633	9.76%
Youth	2,376	2,458	24,333	23,704	2.65%
Sub-Total Fairhaven	9,428	9,411	98,565	91,337	7.91%
Barkley Branch					
Adult	5,608	5,585	57,173	51,856	10.25%
Youth	3,757	3,296	35,264	32,384	8.89%
Sub-Total Barkley	9,365	8,881	92,437	84,240	9.73%
Bellingham Technical College					
Adult	120	62	688	828	-16.91%
Youth	19	14	114	139	-17.99%
Sub-Total BTC	139	76	802	967	-17.06%
Whatcom Community College					
Adult	393	261	3,127	2,927	6.83%
Youth	93	134	705	1,038	-32.08%
Sub-Total WCC	486	395	3,832	3,965	-3.35%
Western Washington University					
Adult	530	418	4,684	4,479	4.58%
Youth	258	235	2,273	1,688	34.66%
Sub-Total WWU	788	653	6,957	6,167	12.81%
Online Services					
NW Anytime Library Overdrive	19,038	14,064	177,720	136,807	29.91%
RBdigital	2,026	1,512	14,075	14,604	-3.62%
Sub-Total Online	21,064	15,576	191,795	151,411	26.67%
Total Circulation	142,542	133,790	1,407,214	1,303,416	7.96%
Holds Activity					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	54,287	49,855	518,459	497,611	4.19%
Holds Filled - holds checked out at BPL, FH, Barkley and Connections	34,648	31,451	335,337	318,732	5.21%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	41,619	42,013	413,534	431,756	-4.22%
Children's	12,021	11,812	119,430	124,918	-4.39%
Fairhaven Branch	7,097	6,910	72,313	71,629	0.95%
Barkley Branch	4,783	4,129	44,758	41,292	8.39%
Total Persons Visiting	65,520	64,864	650,035	669,595	-2.92%
Website Visits	40,787	40,196	417,539	400,117	4.35%
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons visits	11,976	10,828	121,065	110,671	9.39%
This count reflects number of visits to Bibliocommons					
Total Website Visits	52,763	51,024	538,604	510,788	5.45%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	5,423	5,698	53,026	56,225	-5.69%
Childrens (3 terminals)	211	148	1,890	1,841	2.66%
Fairhaven Branch (6 terminals)	606	622	6,072	6,578	-7.69%
Barkley Branch (4 terminals)	327	297	2,887	3,154	-8.47%
Total Computer Usage	6,567	6,765	63,875	67,798	-5.79%
New Borrowers Registered					
Central Library	533	417	4,682	4,317	8.45%
Fairhaven Branch	55	50	419	474	-11.60%
Barkley Branch	25	23	363	349	4.01%
Total New Borrowers Registered	613	490	5,464	5,140	6.30%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	146	130	1,063	1,152	-7.73%
Attendees	3,909	3,634	30,348	29,418	3.16%
Volunteer Hours	531	496	6010	5337	12.61%

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees **OCTOBER 2018 CLAIMS**

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 NOVEMBER 27, 2018, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
ADMINISTRATION		
Courier bag ties	A. Rifkin Company	59.77
Member dues	American Library Association	147.00
Supplies	Amazon.com	201.12
Server license	Amrein	152.25
Signs	Applied Digital Imaging	131.51
Membership	Bellingham City Club	35.00
Printing; copier paper	Copy Source	250.23
Water @ Barkley Branch	Crystal Springs	25.23
NW Innovative User Group meeting	Doug Dickinson	16.50
Back in Circulation conference	Expedia	571.60
Whatcom READS graphic design	Good Eye Design	1,425.00
Copier leases	Great America Financial Services	648.95
Bins	Home Depot	15.13
Lost Interlibrary Loan item	Las Vegas-Clark County Library	35.99
Name tags	Laserpoint Awards	28.81
NW Innovative User Group meeting	Paul Leeson	144.54
Internet reservation software (Cassie)	Librarica	1,402.35
NW Innovative User Group meeting	Jon McConnel	16.50
Security software maintenance	Ninite.com	21.74
Copies	Oasys Inc.	407.55
Office supplies; copier paper; toner	Office Depot	989.22
Early Learning Leadership Brunch	pdEnroller	70.00
Disposal	Recycling and Disposal Services	74.76
Truck fuel	Reisner Distributor	200.75
Lost Interlibrary loan item	Salt Lake City Public Library	19.00
Lost Interlibrary loan item	Santa Monica Public Library	32.49
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.14
ILL mailers	Uline	746.81
Debt collection service	Unique Management Services	286.40
Campaign Kick-off luncheon	United Way	18.00
Lost Interlibrary loan item	University of Minnesota	20.00
Back in Circulation conference	Jen Vander Ploeg	1,170.41
Software	VMWare	186.53
Conference registrations	Washington Library Association	280.00
Dues	Washington Library Association	90.00
B & O taxes	WSDR	12.90
	ADMINISTRATION Sub Total	**$10,806.51**
PUBLIC SERVICE		
Library materials returned	Library Refunds	102.95
Room reservation cancellations	Library Refunds	425.00
	PUBLIC SERVICE Sub Total	**$527.95**

TECHNICAL SERVICES		
Book processing	Baker & Taylor	5,894.36
CD & DVD processing	Midwest Tape	885.26
ILL & tech services	OCLC	2,269.24
	TECHNICAL SERVICES Sub Total	**$9,048.86**
LIBRARY ACQUISITIONS		
Books	Academic Therapy Publications	393.77
Books, recorded books, CDs, DVDs	Amazon.com	392.16
Books	Baker & Taylor	13,559.41
Books	High School Yearbooks	150.00
DVDs, CDs, recorded books	Midwest Tape	6,922.87
eBooks, audiobooks	Overdrive Inc	6,123.19
Books	Scholastic Library Publishing	569.40
Periodicals	Seattle Times	1,476.80
Books	Village Books	35.03
Books	Wieser Educational Books	149.74
	LIBRARY ACQUISITIONS Sub Total	**$29,772.37**
GIFT FUND		
SR Prizes and Early Learning Space supplies	Amazon.com	274.63
Whatcom READS posters	Applied Digital Imaging	482.08
Books	Baker & Taylor	2,729.02
Teen programming	Fred Meyer	51.73
Books	Gale	198.64
Teen programming	Haggen	21.50
Early Learning Space	Lakeshore Learning Materials	577.39
Teen programming	McKay's Taphouse	20.66
Space planning project	RMC Architects	9,037.92
Teen programming	Rudy's Pizzeria	20.00
Teen programming	Uwajimaya	64.59
Summer Reading prizes	Village Books	50.00
	GIFT FUND ACQUISITIONS Sub Total	**$13,528.16**
	TOTAL GENERAL FUND	**$50,155.69**
	TOTAL CLAIMS	**$63,683.85**

GL787 WKD - MONTHLY REPORT - GF Report Format 712

Acc.Period 10 ending October 31, 2018 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	202,447	261,808	253,365	50,919	79.9
ExO 020	PERSONNEL BENEFITS	88,045	118,000	120,962	32,917	72.8
ExO 030	SUPPLIES	65,912	79,784	93,914	28,002	70.2
ExO 040	SERVICES	300,997	345,667	354,285	53,288	85.0
ExO 050	INTERGOVT SERVICES PAYMENTS		6,500	6,006	6,006	
Grp 191	LIBRARY ADMINISTRATION	657,401	811,758	828,532	171,132	79.4
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	1,677,270	1,969,453	2,003,603	326,333	83.7
ExO 020	PERSONNEL BENEFITS	738,337	900,588	922,961	184,625	80.0
ExO 030	SUPPLIES	391,426	406,465	451,590	60,164	86.7
ExO 040	SERVICES	19,937	30,205	32,885	12,948	60.6
Grp 193	LIBRARY SERVICES	2,826,970	3,306,711	3,411,039	584,069	82.9
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	390,542	469,212	468,041	77,499	83.4
	Report Final Totals	3,874,913	4,587,681	4,707,612	832,700	82.3

Bellingham Public Library

Rebecca Judd, Director

Our People

Mark your calendars! The Bellingham Public Library will be featured in the upcoming season of PBS's **We'll Meet Again** with Ann Curry. The episode, titled "Great Alaskan Earthquake" will be aired on December 18 (8 pm EST).

All Library Pages will be getting email accounts in early January. This is a welcome change and will allow better communication across departments. Thank you to ITSD (Information Technology Service Department) for creating the new accounts and offering training.

Library Page Renata Gutierrez accepted a position at Whatcom Community College. We wish her all the best in this new opportunity.

Our Services

From Jon McConnel, Head of Digital Services:

The Polaris Migration continued to be the primary task. The week of Halloween saw a trainer from Innovative here for classes on Cataloging and Circulation. Our Training Task Force has taken what they learned in the Circulation class and developed three different 2-hour classes that will be delivered to a mix of staff throughout December, starting with 4 sessions of the first class for Public Services staff on December 3. BPL and WCLS are continuing to learn of new places where we'll have to adjust our procedures to work with Polaris, including changes to renewals and auto-renewals, and ending the practice of shortening loan periods for heavily-requested items.

Library leadership met with ITSD to review ITSD's workplan for the library, including discussion of service levels and workload for ITSD staff assigned to the library. Some of their accomplishments this month were deploying all new hardware for the microfilm reader/scanner; enabling scan-to-email from the public copiers; and deploying upgraded computers to a substantial number of staff.

From Beth Farley, Head of Collection Services:

The library's selectors are finalizing their orders for materials as their 2018 deadline approaches at end of month. This year is unusual as staff prepare to transition the acquisitions, cataloging, serials and interlibrary loan operations to Polaris. Collection Services staff are working at full throttle to process and receive orders, submit invoices for payment and get the remainder of 2018 materials on the shelves by end of year.

From Jen VanderPloeg, Head of Public Services and Operations:

Part of my group is deeply involved in creating the Polaris training material that will be rolled out to all staff through the month of December, and the rest of my group has really stepped up to assist the trainers by helping to cover their regular workload. We are also training new page staff who started in mid-October and are interviewing to fill the Public Services Clerk vacancy.

Bellingham Public Library

Rebecca Judd, Director

From Janice Keller, Manager of Communications, Community Relations, and Programming:

ILS closure communications took center stage this past month as well as development of messaging for January 3-8 service interruptions. Working with Library Director Rebecca Judd, I put together the Friends funding request for 2018 and summary for 2019.

From Bethany Hoglund, Head of Youth Services:

Fall continues to be a busy time for Youth Services. In Children's, the change in weather brings an increase in storytime attendance; mornings are usually boisterous and bustling! HeadStart and other preschool classes are visiting the library for class tours and storytimes. Outreach to schools continues with middle school lunch visits by Jennifer Lovchik and monthly visits to the three GRADS locations, which serve teen parents and their children by Bernice Chang. Lastly, Village Books and the library collaborated on a very successful teen author visit at Village Books. Over 175 were in attendance!

Our Spaces

The Library will be partnering with the City of Bellingham and other City and community agencies to offer severe cold weather Emergency Day Shelter space in the Lecture Room. Use will be limited to 45 women from the Fountain Community Church overnight shelter and will be staffed by a community partner. The Lecture Room will not be available as a severe weather Emergency Day Shelter from January 2-8 (ILS migration) and January 22-26 (FOBPL book sale).

On November 9, I met with Whatcom Community College Library director Howard Fuller to learn more about the new Learning Commons. Currently, Whatcom Community College maintains three public use internet stations inside the entrance to the WCC Library. Also in this area is a spot for community members to pick up holds and drop off materials. The new Learning Commons, scheduled to open Fall 2019, will house the Library, IT & Media, the Writing Center, Food Services, and the Tutoring and Testing Centers. There will also be dedicated space on the first floor for Public Library use. It's an open area and not conducive to programming but will be ample space for the services described above.

Photos: Whatcom Community College self-checkout machine and three internet stations for public use. On the right, holds pick up area

Our Community

On November 13, I was invited to the Cordata Neighborhood Association to give a presentation on Library services. Twenty community members were in attendance and the group had great questions about current services, service needs, and the upcoming strategic planning process.

Youth Services manager Bethany Hoglund and I attended the Brigid Collins **Breaking the Cycle** breakfast on November 15. This organization developed the Darkness to Light (Stewards of Children) training that is now mandatory for all Library staff and volunteers.

Respectfully submitted,
Rebecca Judd

WHATCOM READS

The BIG BURN

Teddy Roosevelt & the Fire That Saved America

BY TIMOTHY EGAN

AUTHOR TIMOTHY EGAN MARCH 7 & 8, 2019

READ THE BOOK & JOIN THE CONVERSATION

March 7, Mount Baker Theatre, Bellingham

March 8, Mount Baker High School, Deming

whatcomreads.org

Bellingham Public Library

Guiding Principles

Public Spaces

Our public spaces are welcoming and available to all who follow our Rules of Conduct
Our public spaces have areas for individual and collaborative use
Our public spaces have good sightlines
Our public spaces have restrooms on all floors
Our public spaces have areas for book and art display
Our public spaces have updated technology and wiring
Our public spaces are accessible
Our public spaces follow all local/state/federal laws
Our public spaces are comfortable
Our public spaces are easy to navigate
Our public spaces give care to first impressions
Our public spaces are flexible to adjust to the changing needs of library service
Our public spaces are both reflective of our community and aspirational for our community

Staff Spaces

All staff have the space they need to perform their work responsibilities
All staff have a quiet and private place to take a break
All staff have some space for work related items
All staff have access to collaborative work spaces
All staff have a safe, healthy and secure work space
All managers have spaces that are safe and private
We are good stewards of public funds by creating efficiencies in our spaces and work

Bellingham Public Library
Policy

Title:	5.201 ELIGIBILITY FOR LIBRARY SERVICE
Code:	5 Circulation Services
Chapter:	5.200 Eligibility for services
Type of Policy:	Departmental
Date Developed:	22 August 1997
Date Revised:	June 21, 2016
Revised by:	Jennifer Vander Ploeg, Pam Kiesner
Developed by:	Pam Kiesner
Approved By:	Library Board of Trustees
Cancels:	Section VIII Subsection Circulation Policies and Procedures, Registration Rules and Routines

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Scope

This policy applies to all visitors to the Bellingham Public Library online, and at physical locations.

Policy/Conditions

Definition(s)

Resident: person who is a property owner or renter in the City of Bellingham or Whatcom County, a student enrolled in a college or university in Bellingham or Whatcom County, or a person employed in Bellingham or Whatcom County.

1. **The library offers services to the public without requiring a library card.**

   Anyone may visit the library to:
   - Browse and consult the library's print and online collections
   - Attend free programs open to the public
   - Rent meeting rooms
   - Use library computers to access the Internet and/or other in-library online resources

2. **Library card holders have access to additional services.**

   These services include:
   - Borrowing and reserving library items
   - Accessing online e-titles and subscription services

3. **Library cards are available at no charge to residents of Bellingham and Whatcom County.**

   Individual adults must provide photo ID and proof of their current address.

   Parents or legal guardians must provide photo ID and proof of their current address when requesting a library card for youth.

   New residents without proof of residency may be offered one-time, limited borrowing services.

Individuals who work in Bellingham or Whatcom County must provide photo ID, proof of their current address, and proof of employment in Bellingham or Whatcom County.

Institutions or businesses must provide written approval from the owner and/or an official authorized to enter into contracts on behalf of the organization.

Library card holders of the Whatcom County Library System may use their cards to access materials and services at Bellingham Public Library locations.

4. **Library cards are available at no charge to card holders of other public libraries within Washington State.**

Applicants must present a public library card from their local jurisdiction, photo ID, and proof of current address.

Borrowing privileges for interlibrary loans, electronic materials and/or access to online services may be limited.

5. **Library cards may be purchased by those who do not meet the criteria in sections 3 and 4 above.**

Visitors to the area may pay a fee for short-term, limited borrowing privileges. Photo ID and proof of current address must be provided.

Non-residents of Washington State may pay a renewable, annual fee to borrow physical materials. Access to electronic materials is limited. Photo ID and proof of current address must be provided.

6. **Access to library services may be suspended.**

Library services may be suspended if card holder has:

- Overdue items
- Unpaid fines or fees

Access to other library services may be suspended to those who are excluded or trespassed from the library.

7. **Library Board reviews this policy.**

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

Bellingham Public Library
Policy

Title:	5.201 ELIGIBILITY FOR LIBRARY SERVICE
Code:	5 Circulation Services
Chapter:	5.200 Eligibility for services
Type of Policy:	Departmental
Date Developed:	22 August 1997
Date Revised:	November 14, 2018
Revised by:	Bethany Hoglund, Rebecca Judd
Developed by:	Pam Kiesner
Approved By:	Library Board of Trustees
Cancels:	Section VIII Subsection Circulation Policies and Procedures, Registration Rules and Routines

Scope

The Bellingham Public Library provides circulating materials for public use. This policy defines who is eligible for a Bellingham Public Library card and any limitations to borrowing privileges of physical or digital materials. The Library Board of Trustees authorizes the Library Director to develop and implement effective procedures and guidelines in accordance with the policy.

Policy/Conditions

Definition(s)

Resident: A person who lives, works, owns property or attends school in Bellingham.

1. **The library offers services to the public without requiring a library card.**

   Anyone may visit the library to:
   - Browse and consult the library's print and online collections
   - Attend free programs open to the public
   - Reserve community spaces
   - Use library computers to access the Internet and/or other in-library online resources
   - Sign on to free wifi

2. **Library card holders have access to additional services.**

   These services include:
   - Borrowing and reserving library items
   - Accessing online e-titles and subscription services

3. **Library cards are available at no charge to residents of Bellingham with verification of identity and eligibility.**

   The following individuals and groups are eligible for borrowing privileges:
   - Individuals who live in Bellingham, their spouses and underage dependents.
   - Individuals who work, own property or attend school in Bellingham, their spouses and underage dependents.
   - Youth under 18 with a parent or guardian signature. Youth under 18 without a parent or guardian signature may apply for a limited use card. Youth under 18

who are demonstrably free of parental control can apply for a full use card without a parent or guardian signature.
- Individuals taking responsibility for the borrowing activity of schools, day care, and non-profit organizations located in Bellingham.

Applicants can obtain more specific information on verification of identity and eligibility on the Library's public website and/or by asking a Library staff member.

Appropriate arrangements will be made for those who are unable to sign for themselves or who are physically unable to come to the library.

Library card holders of the Whatcom County Library System may use their cards to access materials and services at Bellingham Public Library locations and vice versa.

4. **Library cards are available at no charge to card holders of other public libraries within Washington State with verification of identity and eligibility.**

Applicants must provide a public library card from their local jurisdiction and photo ID.

Borrowing privileges for interlibrary loans, electronic materials and/or access to online services may be limited.

5. **Library cards may be purchased by those who do not meet the criteria in sections 3 and 4 above.**

Visitors to the area may choose to either
- Pay a monthly fee that allows for short-term, limited borrowing privileges.
- Pay a renewable, annual fee to borrow physical materials. Access to electronic materials is limited.

6. **Access to library services may be suspended.**

Library services may be suspended if card holder has:
- Lost or overdue items
- Unpaid fines or fees

Access to other library services may be suspended to those who are excluded or trespassed from the library.

7. **Borrowers are normally expected to present their card for checkout.**

Borrowers are normally expected to present their library card each time they wish to borrow materials from the library. In lieu of the library card, a borrower may check out on their account in person with ID. However, if the computer system is down, borrowers are required to present their cards to borrow materials.

8. **Library Board reviews this policy.**

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

DRAFT

ELIGIBILITY FOR LIBRARY SERVICE: POLICY				
Recommended Changes	**Pros**	**Cons**	**Precedent**	**Notes**
Change definition of "resident" to include anyone who lives in Bellingham, rather than owns property or rents.	Those experiencing homelessness are included.	Potential/perceived inability to bill patrons without residence on file.	Our website already states one must, "live, work, own property or attend school..."; this is current WCLS policy and procedure.	PROPOSED DEFINITION OF RESIDENT: A person who lives, works, owns property or attends school in Bellingham.
Add: Arrangements will be made for those who are unable to sign for themselves or who are physically unable to come to the library	Increases accessibility.	None	Seattle Public Library includes this statement in its policy; we currently work with patrons in this situation.	Arrangements would be included in procedure documents.
Change requirement of "parents or legal guardian" to "parents or guardian."	Meets contemporary family needs. Aligns with WCLS policy and procedure.	Potential for inability to bill patron without legal financial responsibility.	This is current WCLS policy and procedure.	Many youth live with family members who are not their parent or legal guardian, rather their practical guardian.
Allow a youth limited use card for youth under 18 years without a parent or guardian signature.	Aligns with WCLS policy and procedure; step towards equity in library card acquisition for youth; increase access for youth experiencing homelessness and independent teens who are still minors.	Potential for inability to bill patrons without financially accountable parent/guardian on file.	This is current WCLS policy and procedure.	The ConnectED program will provide limited use library accounts to students enrolled in the Bellingham School District, but this proposed change focuses on increasing access for youth not connected with public schools.
ELIGIBILITY FOR LIBRARY SERVICE: PROCEDURE				
Recommended Changes	**Pros**	**Cons**	**Precedent**	**Notes**
Require proof of ID only. Require a library card application be completed and signed with current address and contact information.	Aligns with WCLS policy and procedure; creates equity in library card acquisition for all who live in Bellingham; potential for greater use of existing materials.	Potential for loss of materials.	This is current WCLS policy and procedure. SPL effectively following this model by instructing staff to "waive address requirement" in the case of homelessness or address confidentiality. This proposal is equity based and comes from the approach of providing library service to all rather than just to those who are able to have and prove housing.	Staff issue both BPL and WCLS cards, depending where the patron lives. WCLS does not require address verification, this misalignment in procedure creates perceived inequality when one patron is asked to produce verification of address and another is not.

Title: 4.101 RULES OF CONDUCT

Code: 4 Public Services
Chapter: 4.100 Conduct

Type of Policy: Departmental
Date Developed: 20 August 2002
Date Revised: 18 September 2007, 26 August 2008, 23 February 2009, 18 June 2013, 17 June 2014, June 19, 2018, November 16, 2018
Revised by: Pam Kiesner, Beth Farley, Rebecca Judd
Developed by: Julie Carterson
Approved By: Library Board of Trustees

Cancels: Section VI, Public Services Policies, Rules of Conduct

See Also:

Library procedures:
4.101.104 Trespassing a person
4.101.105 Immediately trespassing a person
4.101.109 Deciding the length of an exclusion or trespass
4.101.110 Appealing a trespass
4.401.101 Internet time limit abuse

Codes and Laws:
RCW 27.12.290 Violators may be excluded

Scope

This policy applies to all visitors to all facilities and properties of the Bellingham Public Library. Parents or caregivers are responsible for the behavior of minor children in their charge.

Definitions

Exclusion: a person is asked to leave the library and not return for a period of time less than one (1) month. Library staff person in charge may make the decision to exclude immediately or after consultation with other staff. The police are not involved in determining exclusions. An incident report is created.

Library property: at the Central Library, the property includes the entire block bordered by Central, Commercial, Lottie and Grand, not including the right of way. At the Fairhaven Branch the property includes the entire parcel of land surrounding the library, not including the right of way. At the Barkley Branch, the property includes the area directly in front of the Branch, not including the right of way.

Minor: person under the age of eighteen (18).

Trespass: a person is legally barred from entering any library property for a period of time ranging from one (1) month, three (3) months, six (6) months, one (1) year, or up to five (5) years. Under extraordinary circumstances, a person may be trespassed permanently. The person's library card is deactivated for the same length of time as the trespass.

Person in Charge (PIC): If the incident originates at the Central Library: The Security and Information Attendant on duty is the Person in Charge. In their absence, ~~for incidents on the main level,~~ the Person in Charge (PIC) at the Help Desk is responsible.~~; and for incidents on the lower level, the Head of Youth Services or designee.~~

For incidents at the Barkley or Fairhaven Branch: The PIC is the staff member with the highest classification.

Policy/Conditions

1. **Library Board of Trustees defines acceptable library behavior by creating rules of conduct.**

   The Library exists to serve the community's information needs. The community expects a safe and appropriate library environment so all visitors may access library resources and services.

   Rules of conduct define acceptable behavior in the library and on library property and provide for personal safety as well as for the protection of materials, property and facilities.

   Rules of conduct will be applied respectfully, fairly and consistently

   Exceptions must be authorized by the Library Director or designee.

2. **Library staff are responsible for applying Rules of Conduct.**

   Failure to comply with a reasonable staff request may result in a loss of library privileges. Willful or persistent violation of the rules will result in a loss of library privileges, which may include service limits or exclusion or trespass from the use of all facilities of the Bellingham Public Library.

3. **Disruptive behavior that unreasonably interferes with use of the library by other users or inhibits staff or volunteers from performing their duties may result in loss of library privileges.**

   This behavior includes but is not limited to:

   - Sleeping
   - Using audio equipment that disturbs others
   - Screaming, loud talking, and boisterous behavior
   - Inappropriate attire, including not wearing shirt or shoes
   - Loitering
   - Offensive bodily hygiene
   - Prolonged staring at others
   - Intoxicated behavior
   - Not following the Guidelines for Computer Use, including abusing Internet time limits.
   - Not following Meeting Room Use Rules or failing to follow other established library requirements.
   - Accessing identified staff only areas of the library without authorization.
   - Other behavior which unduly disturbs others

4. **Use of any Bellingham Public Library facilities, property or equipment for purposes not intended may result in the loss of library privileges.**

   Such uses include, but are not limited to:

   - Eating, except in authorized areas
   - Using scooters, skateboards, or any wheeled footwear in the building
   - Bringing into the library personal items that restrict movement, that may damage library property or that create a safety hazard

- Leaving personal effects unattended
- Using the restrooms for bathing, shaving, washing hair or clothing
- Camping on library property, indoors or outdoors
- Distributing literature, gathering signatures, soliciting contributions or conducting surveys inside the library or on library property.

5. **Behavior that endangers library users, staff or volunteers will result in immediate trespass.**

   These behaviors include but are not limited to:

   - Abuse of equipment
   - Destruction or defacement of property
   - Physical activity dangerous to others
   - Sexual misconduct such as exposure or sexual harassment
   - Stalking
   - Verbal or physical threats, harassment or intimidation
   - Illegal conduct

6. **A trespass may be issued for disobeying the direction of a library staff member and for remaining on library property when requested to leave for violations of law and/or library policies.**

   Library staff determine the length of the trespass and the Police serve the trespass. Library staff member in charge may make the decision to trespass immediately or after consultation with other staff. An incident report is created.

7. **Smoking, including the use of e-cigarettes, is not permitted in library facilities or on library property.**

8. **Service animals are permitted in the library, so long as the handler ensures appropriate behavior of the animal and remains with the animal while in the library. No other animals are permitted in library facilities.**

9. **A trespass may be appealed.**

   A person trespassed from the library may appeal the trespass. Written trespass appeal procedures are available to the public. The Library Board of Trustees may approve, modify or reverse any staff actions. The Board reviews all trespasses that are issued for five years and over.

10. **Library Board reviews this policy.**

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