

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.**

<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 minutes.	3 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> January 15, 2019: Regular board meeting January 15, 2019: Special board meeting</li><li>• <b>Library performance &amp; activity measures</b> January 2019</li><li>• <b>Financial reports</b> Claims: January 2019 YTD report: January 2019</li></ul>	4 min
<b>5. Reports</b> <ul style="list-style-type: none"><li>• Board Chair</li><li>• Library Board members</li><li>• City Council liaison</li><li>• Friends of Bellingham Public Library</li><li>• Library Director</li></ul>	10 min
	<b>Time check: 3:50</b>
<b>6. Whatcom Community Foundation</b> <ul style="list-style-type: none"><li>• Discuss and decide disbursement for:<ul style="list-style-type: none"><li>○ BPL Agency Endowment Fund: \$9,788.57</li><li>○ BPL Designated Endowment Fund: \$2,045.13</li><li>○ Bayview Fund: \$1,987.24</li></ul></li></ul>	10 min
<b>7. Facilities Committee report</b> <ul style="list-style-type: none"><li>• Rick Osen, Board Chair</li></ul>	10 min

	<b>Time check: 4:10</b>
<b>8. Strategic Planning</b>	25 min
<ul style="list-style-type: none"> <li>• Rachel Myers, Board Vice-Chair</li> <li>• Rebecca Judd, Library Director</li> </ul>	
<b>9. New business</b>	5 min
<b>10. Action items for next meeting</b>	2 min
	<b>Time check: 4:42</b>
<b>11. Adjourn</b>	

**Next Regular Library Board Meeting: Tuesday, March 19, 2019 – 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.

# THE WESTERN FRONT

## BELLINGHAM PUBLIC LIBRARY UPGRADES SOFTWARE

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January 17, 2019 [Leave a comment](#)



By Bryant Hill

The Bellingham Public Library Board of Trustees cheered as they celebrated the official replacement of their old Integrated Library System (ILS) for an upgraded ILS at their board meeting on Tuesday, Jan. 15.

ILS is the computer software program most public libraries use to keep track of checked and returned books, order items, catalog new materials and other vital library functions.

“It affects everything we do,” Library Director Rebecca Judd said. “It feels great to be finished.”

The library officially turned off services of their previous ILS program called “Horizon” at 1:05 a.m on Jan. 1, activating a new software program called “Polaris,” from Innovative Interfaces, Inc..

The previous ILS “Horizon,” by the SirisDynix company, needed to be replaced before Jan. 31 of this month when the library’s contract with SirisDynix expired and the library would have to pay for another year.

The upgraded software system “Polaris” is a cloud-based program that is more secure and efficient than its predecessor, according to Judd.

The Polaris program serves both the Bellingham Public Library (BPL) system and the Whatcom County Library System (WCLS), allowing both library networks to mutually exchange materials on the same platform.

Both libraries began contract negotiations for a new system in July and together signed a contract with SirisDynix on Aug. 1.

Head of Digital Services Jon McConnel credited the WCLS with the project’s timely completion.

“Working together, we were able to do it.” McConnel said.

As part of the transition process into the new software system, Bellingham libraries were closed on Dec. 3 and Jan. 2 to train library staff. Many library functions including checking items in, placing holds or making payments were unavailable from Jan. 1-7 while Polaris was coming online.

During that time, the library’s central branch on 210 Central Ave faced a backlog of around 10,000 items that could not be checked in. The Bellingham central library circulates around 1.5 million items each year, and items can easily accumulate in a short amount of time, Judd said.

The library is currently fully operational with the new and improved software system, and while bits and pieces are still being cleaned up, there haven’t been any major issues so far, McConnel said.

The public’s experience with the new library system will not be that different from what many are used to, as the switch mainly affected the administrative side of things, according to Judd.

# Bellingham Public Library



**Regular Meeting of the Library Board of Trustees  
Tuesday, January 15, 2019 – 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.

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**Board Members Present:** Rick Osen, Rachel Myers, Rebecca Craven, Jim McCabe and Vernon Johnson

**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

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**Call to order and introductions:** Regular session was called to order at 3:32 p.m. by Chair, Rick Osen. Rick announced that April Barker has been selected to continue as our City Council liaison for another year.

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

**Public comment:** No comments

**Consent agenda:** Jim had one clarification for December's minutes: in the last sentence under *Strategic plan update*, where Rebecca Craven asked if the City has a strategic plan, Jim thought that Janice responded, "in addition to the Comprehensive Plan" before "the City has a Legacies and Strategic Commitments document." Janice confirmed that was correct. Jim McCabe moved to approve the December 18, 2018 Regular meeting minutes as amended and the December 2018 performance and activity measures and financial reports. Rachel Myers seconded. Motion carried.

**Board Chair report:** Rick stated that his reports will be included in other agenda items.

**Board member reports:** Jim requested that information be posted on our website about the episode of the PBS program, *We'll Meet Again*, in which Suzanne Carlson-Prandini assisted in the research. Janice mentioned that there are some restrictions as to what can be posted about the episode.

Jim also pointed out that a Board term roster has been posted to the website.

**Friends of BPL report:** Faye Hill handed out copies of the January 2019 issue of the Friends' newsletter, *Friends' News*, which includes their accomplishments for 2018 and goals for 2019. (See Attachment #1. All attachments are located at the end of the minutes.) Faye also announced that the January book sale starts next week.

**Library Director report:** Rebecca asked that we take a moment to celebrate that Polaris is up and running. Rebecca thanked everyone in the room for their hard work, the Friends for loaning us boxes, and the Board for providing treats to staff.

Rebecca pointed out the ALA Mid-winter Conference handouts in the packet – this event, which is being held in Seattle, is one of two yearly conferences ALA hosts. Also included in the packet is information about the annual AARP Tax-Aide Service which has moved from the Library to First Congregational Church.

Rebecca reminded the Trustees that 2019 Whatcom READS programs, featuring Timothy Egan's book, *The Big Burn*, begin soon. On March 7, *An Evening with Timothy Egan* will be at the Mount Baker Theatre at 7:00 p.m. A full programming list can be found at [whatcomreads.org](http://whatcomreads.org).

**Personnel and policy report:** Rick expanded on Jen Vander Ploeg's section of the Director's report. About a year and a half ago Human Resources started the process of moving all City employees into the regular 114 pay scale. Library Pages were the last remaining City staff in the old "B scale" for pay. The Board Personnel Committee, Jen Vander Ploeg and Rebecca Judd met with HR to discuss the options. The Library put forward a proposal to update the Library Page job description to Library Assistant, which includes several new responsibilities such as materials movement, public computing assistance and helping with programs. The proposed job description was approved by the union and HR and went into effect January 1. Additionally, Library Assistants now have city email accounts, which will be a great communication tool.

**2018 gift and donation report:** Rebecca referred to the documents in the packet – an annual accounting of the funds we have received for the Library's gift fund. The first page is donations received from various individuals and organizations; the second page lists funds received from the Friends. Rebecca noted that the total received this year – \$120,949 – is significantly more than in the last several years, primarily due to the large donation received from the Estate of Christina White (\$35,150). Rebecca thanked the Friends for their generous funding this past year. Rick also thanked the Friends for their hard work. Rick added that the Board decided to set aside the Estate gift to help with the Facility upgrades coming in the next two years.

**Facilities Committee report:** Rick reported that the RFQ for architectural engineering consultant services was posted on January 9, with responses due February 12, 2019. He hopes we will know the number of received responses by next month's board meeting.

**Integrated Library System (ILS) update:** Jon reported that he turned off Horizon at 1:05 a.m. on January 1. On January 2, the Library was closed for staff training on Polaris' off-line tool which was used through January 7. During that time data was transferred from Horizon into Polaris and we went live with Polaris on January 8. We knew we would not have the ability to

process payments until a last piece of financial software was developed. That piece was completed yesterday, and we went live with payment processing this morning. For the most part everything is up and running, though details are still being worked out. Rick reminded everyone that the quick timeline in which the team was able to accomplish this task saved the City significant money. Jon acknowledged that much of the set-up and evaluation was done by our WCLS partners as they had more staff to devote to the migration. Working together, we were able to accomplish this on time.

**2019 Goals:** Rebecca referred to the document in the packet, *2019 Organizational Goals*, describing it as a work plan for the coming year. In future years, this will look different because it will tie into our strategic plan. These are goals and initiatives resourced outside of our regular work. There are seven organizational goals. Specific objectives, organized by division, are still in draft form. Rebecca plans to bring progress reports for these goals to the Board quarterly.

1. Working closely with community groups and City of Bellingham stakeholders, update the Library's strategic plan. Janice will be leading the strategic planning process.
2. In partnership with COB Public Works and ITSD, redesign the main floor of the Central Library. The design is scheduled for 2019, with construction happening in 2020.
3. Implement 2019-20 Level of Service increases in the areas of Staffing, Materials, and Facilities; develop proposal for mid-term adjustment.
4. In partnership with WCLS, fully implement the new ILS. We are up and running now, but there are still processes and work forms that need to be built out.
5. In partnership with WCLS, look at evaluating and possibly updating our fines and fees schedule and our confidentiality policy to best meet patron and Library needs.
6. Evaluate current safety and security procedures and implement recommended improvements. We did a staff exercise in October asking for input on organizational goals and one thing that came up was evaluating safety and security.
7. Improve operational infrastructure and workflow to increase efficiency and public experience. With strategic planning coming up, the focus this coming year will be evaluating internal processes.

Jim asked if, concerning #6, we currently do any drills? Staff responded that there are no internal drills currently, though we have participated in City sponsored drills. Rebecca Judd mentioned that the City has a new Emergency Manager, Lynn Sterbenz, who will be coming to our next All Staff meeting to talk about City initiatives.

**City Council liaison report:** Rick welcomed April back as our liaison and thanked her for the work she's done on the Library's behalf the last three years.

April reported that on Monday, January 21, Martin Luther King Day, the City's event theme is *Mothers of the Movement*. It will be from noon to 1:30 p.m. at the Mount Baker Theatre. It is a free event, but donation of canned goods for the Food Bank will be accepted.

April commented that Council has always had a Bellingham Public Schools liaison, but the reality is that Meridian schools service a lot of our kids. The Council agreed to change the liaison position to Public Schools to be more inclusive. April acknowledged the Children's department does a great job of reaching out to the schools, but requested that they consider Meridian schools as well.

**New Business:**

- Jim requested that the Board consider adjusting the start time of the April Board meeting from 3:30 to 4:00. The City is planning an earthquake drill on April 16 from 1:30 to 4:00, which Jim will be involved in. Once the drill date is solid, the Board will vote.

**Action items for next meeting:**

- Nothing new for next meeting

**Meeting adjourned** at 4:06 p.m.

**Next Regular Library Board Meeting – February 19, 2019** at the Central Library, 210 Central Avenue, Library Lecture Room – at 3:30 p.m.

ATTEST  
Secretary, Library Board of Trustees

Chair, Library Board of Trustees

**Attachments:**

- Attachment #1: January 2019 issue of *Friends' News*



# Friends' News

Friends of the Bellingham Public Library

January 2019

210 Central Ave, Bellingham, Washington 98225

Phone: 360-778-7250

e-mail: friendslibrary3@gmail.com



## President's Report

Once again, it has been my privilege to serve as the President of Friends of the Bellingham Public Library during 2018. I continue to be amazed at the number of hours so generously given to accomplish the mission of the Friends. In addition to the many volunteers who work at our book sales, there are also volunteers who work in the backroom each day of the week to sort and clean the donations. Because of their hard work and the generous donations of books by our community, we were able to fund the library in the amount of \$48,000 in 2018 for many library-sponsored programs such as parent education, author events, Whatcom Reads, programs for teens, Books for Babies, and professional development for staff.

This year it has been a pleasure to get to know our new Library Director, Rebecca Judd, who came to us this summer. Rebecca has offered valuable assistance to the Friends as we work together with the Library to serve our library users. We are grateful to her for her guidance and look forward to working with her for many years to come.



Take out your new 2019 calendar and mark the day **April 27th at 10:00** in the Lecture Room for the Annual Meeting of the Friends. We plan to honor our volunteers, elect new officers for 2019-2020, enjoy a presentation by Katie Bray on exciting books to read, and enjoy wonderful homemade refreshments.

If you are as enthusiastic about what the Friends are doing as I am, there are many ways you can help: become a volunteer, become an officer or committee chair, donate books and/or funds to the Friends, become a member (memberships, both new and renewing, are due in January) and support us in our celebration of volunteers at the Annual Meeting.

My heartfelt thanks go to all the officers, committee chairs, our bookkeeper, volunteers and all of the staff of the Bellingham Public Library. The Friends would not be able function without your special help and support.

Faye Hill, President

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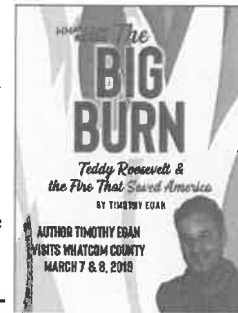
Did you know that many of the purchases you make at Amazon are eligible for a donation to The Friends through the AmazonSmile program? To shop at AmazonSmile simply go to [smile.amazon.com](http://smile.amazon.com) on your computer or mobile device. When you make your first purchase, you will be asked to select a charitable organization – **Friends of the Bellingham Public Library**. Amazon will remember your selection so that every eligible purchase you make on [smile.amazon.com](http://smile.amazon.com) will result in a donation. The AmazonSmile Foundation will donate 0.5% of your purchase price to the Friends. For more information, go to the Amazon website. In 2018 we received \$45.21, but with your help, we can increase that amount.

## Read the Book, Join the Conversation: Whatcom READS presents

### *The Big Burn*

Whatcom READS – Whatcom County's premier annual literary series – presents its 11th title, *The Big Burn: Teddy Roosevelt & The Fire That Saved America* by Timothy Egan.

Whatcom READS is a county-wide program that encourages everyone to read and discuss the same book. It is one of several recurring Bellingham Public Library programs that receives significant funding from the Friends of the Bellingham Public Library, vital support that is key to the program's growth and success over the years.



*The Big Burn* is the bestselling story of the nation's largest wildfire and the birth of the national conservation movement. Though set in 1910, it is a timely, provocative story sure to spur interesting county-wide "book club" discussions. Community members also are invited to engage with free events in early 2019, including appearances by the author on March 7 and 8, 2019.

*The Big Burn* is available in book, eBook and audiobook formats at all Bellingham and Whatcom County public libraries and from Village Books, which donates 10 percent of *The Big Burn* sales to Whatcom READS.

Information and full schedule of events at [www.whatcomreads.org](http://www.whatcomreads.org).

## In Memorium

**Dot Banister** (September 24, 1925-July 3, 2018)

For over 20 years, Dot Banister worked behind the scenes preparing books for our sales. Her lively interest in life and books inspired us all. She is truly missed.

**Barb Clearman** (April 3, 1943-June 13, 2018)

Barb Clearman became a back area volunteer two years ago, but quickly jumped in with both feet and became the chair of the Membership Committee. Her dry wit and down to earth attitudes are missed.

## Moving On

**Richard Zarnowitz** has volunteered with the Friends for 32 years. **Elsie Zarnowitz** has also been a long time volunteer with the Friends. Their volunteer efforts have been invaluable in the backroom. Volunteering with the Friends kept Richard young and vibrant. We wish both Elsie and Richard the best in this new phase of life when they move closer to their family in Oregon.

**Alan Kemble** has worked with the Friends for many years. His help in answering questions and helping us prepare our tax returns has been a life saver for our organization. Thank you, Alan for all of your help.

## Newsletter Archive

Copies of our newsletter can always be found online. Go to the library website. At the bottom you will see *Friends of the Library* under *Get Involved*. At the bottom of that page you will find the archive.

## Volunteers

Wouldn't you like to volunteer with the Friends of the Bellingham Public Library? We have many volunteer opportunities at our book sales in January, May, and September. Like a lot of activity? Help move boxes into our sale room for an hour or two. Need a quieter, sit down job?

Help monitor the staff doorway. We also have rover positions (helping restock tables) and cashier

slots available each day of the sale. Most shifts on sale days are two hours long. If you are interested in volunteering at our sales, please email us at friend-slibrary3@gmail.com and we will send you the required background check forms, add you to our sign up list, and answer any questions you have.

Your volunteer time of just two hours at a sale gives so much to our library community. This past year's volunteers have funded children, adult, and teen programs, as well as staff development and library materials. Thank you, volunteers!



## Treasurer's Report

The Friends of the Bellingham Public Library had the following financial activity January 1 - December 31, 2018:

### Income

Book Sales: (January-December 2018) .....	\$ 40,562.52
Nearly New Books .....	\$ 9,506.00
Display Case Books .....	\$ 3,805.00
Miscellaneous Books .....	\$ 507.20
Online Book Sales .....	\$ 5,004.20
Bags and Bumper Stickers .....	\$ 1,401.00
Membership .....	\$ 3,765.00
Donations & Memorials.....	\$ 3,455.28
Dividends and Interest .....	\$ 197.63
Misc. Library Promo Products .....	\$ 301.52
<b>Total Income:</b> .....	<b>\$ 68,505.35</b>

### Major Expenses for the Library

Reading Programs - Teens .....	\$ 1,750.00
Parent Education Series .....	\$ 2,500.00
Summer Reading Program .....	\$ 5,500.00
Whatcom Reads!.....	\$ 7,500.00
Children's Collections .....	\$ 10,000.00
Books for Babies/Raise-a-Reader Program \$	5,000.00
Library Collections (Large Type) .....	\$ 10,000.00
Book Club Kits .....	\$ 3,000.00
Library Staff Prof. Dev. Funding.....	\$ 5,956.00
In Kind Donation to BPL Collection .....	\$ 123.50
<b>Total Purchases for the Library:</b> .....	<b>\$ 51,329.50</b>



Happy New Year 2019, and welcome to all new and renewing members of FOBPL! The new year is a reminder that it is time to renew your membership. Here are ways to renew: Get an application from your newsletter or from the Library website under the Friends link, print it off and send it with a check made out to FOBPL, Central Library, 210 Central Ave, Bellingham, WA 98225. You can also pay at the main desk at the Library. Please note that dues are for a calendar year no matter when you pay. Also please fill out your complete information even if you are a long time member; it is very helpful when we are entering your data. Your dues are one way to help support our organization so we can put on the book sales. Thanks for your support!

Kelly, Paul, and Sarah at Village Books continue their support of the Friends and the Bellingham community. We are very grateful for their generosity to The Friends of the Bellingham Public Library. When folks bring books to Village Books for reselling, the staff there box up all the ones that they can't use and that people wish to donate. We receive great quality books that add enormously to our sales. Thank you to our independent book store, **Village Books!**



## New Library Director Addressing Key Priorities

Rebecca Judd hit the ground running last summer as the Bellingham Public Library's new director, taking the reins of our busy public library and leading many priority projects, some new and some already underway.

When she was appointed, Library Board of Trustees Chair Rick Osen said Rebecca is "an enthusiastic and distinctive leader, with excellent administrative and strategic planning skills and experiences. She is a great fit for the library, the city government, and for our community."

All those skills and experiences have been very important in her first six months, as she gets to know a new community and new staff and tackles key priorities. In addition to leading overall library administration and operations, Rebecca has completed the first phase of a remodeling plan for the main floor of the Central Library, overseen a major computer system upgrade, and launched a strategic planning process.



Rebecca joined us from Kitsap Regional Library, a multi-branch system serving 258,000 people on Washington's Kitsap Peninsula, where she most recently served as the manager of collections and technical services. She also served for 10 years as Kitsap Regional Library's Bainbridge Island branch manager, where she oversaw numerous signature projects, was extensively involved in the community, and was named Employee of the Year in 2017.

Prior to moving to Washington, Rebecca held various positions with libraries in Massachusetts, including as library director for the Pelham Library in Western Massachusetts. She has a master of library science degree from Indiana University and a bachelor of arts from Northwestern University.

"It is an honor and privilege to serve as the director of the Bellingham Public Library," Rebecca said. "This is a great library with wonderful, dedicated staff. I treasure the relationships we have in this community and the good work we do for people every day. Public libraries are at the center of strong, healthy communities. This is an exciting time for our library as we work with the city and our community to create a shared vision for the library's future."

## 2019 Book Sale Dates

**January 23-26, 2019**      **May 22-25, 2019**  
**September 25-28, 2019**

All sales are from 10 am to 6 pm except Saturdays (the \$4 a bag day) which runs from 10 am to 1 pm.

# Bellingham Public Library



**Special Meeting of the Library Board of Trustees**  
**Tuesday, January 15, 2019 – Central Library – Library Board Room**  
**4:30 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:** Rick Osen, Rachel Myers, Rebecca Craven, Jim McCabe and Vernon Johnson

**Library Staff:** Rebecca Judd, Beth Farley, Bethany Hoglund, Janice Keller, Jon McConnell, Jennifer Vander Ploeg, Jordan Sterland and Wendy Jenkins

**Others Present:** April Barker, City Council liaison

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**Call to order and introductions:** Special session was called to order at 4:30 p.m. by Chair, Rick Osen. Rick provided an introduction: near the end of the 2013-2017 Strategic Plan, the Library Director retired. The Library was preparing to conduct a sustainable funding study and so decided to hold off on a new strategic plan and to hire an Interim Director until the study was completed. The study determined there was no benefit to combining with the Whatcom County Library System and so hired a new Director in 2018. Now is an opportune time to develop a strategic plan.

**Review/Discussion of sample plans:** Rachel distributed a *Library Board Work Session Agenda* (see Attachment #1. All attachments are located at the end of the minutes.).

- Rachel requested trustees and staff identify their top 3 strategic plan samples (<https://www.bellinghampubliclibrary.org/wp-content/uploads/2019/01/Sample-Library-Plans.pdf>). Results were (with comments):
  - 1) North Vancouver City Library (8) – linked to city; shorter; equity; flowed & fit together; fresh; indigenous connections; aspirational; every day work.
  - 2) Edmonton Public Library (EPL) (5) – linked to city; included business plan info; defining success; graphic long/short term; no jargon.
  - 3) Charlotte Mecklenburg Library (3) – succinct; civic engagement; innovative.
  - 4) Champaign Public Library (2) – 5 goals all focused on community.
  - 5) Nashville Public Library (2) – linked to city; foundation + building.
  - 6) San Jose Public Library (1) – simple; accessible; equitable.

Other ideas expressed:

- Audience is important: staff; Board; City; community

- Longer form could be translated to 1 page for different audiences
  - Linked to City plans
  - Helpful info-graphics; short/medium/long term – scalable
  - 4 things to tie back to – WCLS is an example
  - You belong here – Your Library
- The group discussed the term of the strategic plan and determined that the plan should line up with the City's biennium budget, either 3 or 4 years.
  - Rachel asked, "What does success look like?" Responses were:
    - Easy to tie to work plan
    - Strategic and targeted
    - Linked to COB goals & strategic commitments
    - Proactive to City needs & changes
    - Flexible – community at the heart, shaping the library
    - Community reads & responds to strategies
    - Has heart, the community feels like they belong
    - Build library advocates & partners

April expressed that she has been questioning the *Libraries Transforming Communities* (LTC) title, suggesting perhaps it should be, 'Communities Transforming Libraries.' Rebecca Judd explained that LTC is a branded name, from the American Library Association (ALA), that is used across the country. The LTC process focuses on asking residents what they aspire for their community, with the library responding and determining how it can best meet community needs.

**Planning process:** Rebecca distributed and reviewed with the group a *Working Assumptions* document (see Attachment #2. All attachments are located at the end of the minutes.). Janice, who will be leading the strategic planning process, read 4 questions that would be posed in individual interviews:

- 1) What kind of community do you want to live in?
- 2) Why is that important to you?
- 3) How is that different from how you see things now?
- 4) What are some of the things that need to happen to create that kind of change?

Janice continued, saying that we would take the results of those conversations and ask how can the library help meet community needs?

The group consensus is that the Strategic Plan Committee should continue on this path.

**Meeting adjourned** at 6:03 p.m.

**Next Regular Library Board Meeting** – February 19, 2019 at the Central Library, 210 Central Avenue, Lecture Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST  
Secretary, Library Board of Trustees

**Attachments:**

- Attachment #1: Library Board Work Session Agenda
- Attachment #2: Library Board Work Session Working Assumptions

# **Strategic Planning 2019**

**Library Board Work Session**

**4:30 p.m. January 15, 2019**

## **Agenda**

1. Introduction and Work Session Purpose
  
2. Review/Discuss Sample Plans
  - Use criteria provided (structure, content, look and feel, overall impressions) to identify Top 3 favorite plans, and why.
  - Two, three or five-year plan?
  - What does success look like?
  - What are our research needs?
  
3. Planning Process
  - Working Assumptions
    - Community Conversations orientation
    - Library stakeholders
  - Timeline

# Strategic Planning 2019

Library Board Work Session: **DRAFT**

4:30 p.m. January 15, 2019

## Working Assumptions

### **LTC Community Conversations process will include:**

- Using the model and materials, facilitated by library staff.
- Held with targeted groups/individuals by invitation, facilitated by library staff using the prescribed process.
- Several "open house style" sessions hosted by the library, esp. to capture individuals who may miss group sessions.
- Library Board members may volunteer to be trained to hold individual community conversations.

### **LTC Community Conversations is the complete engagement strategy.**

- Additional surveys, focus groups, tabling, stakeholder committees, other strategies not planned.
- Approach is based on "turning outward" model, transparent and targeted.

### **Resulting plan is strategic level, not a detailed work plan.**

- Work plans will be crafted annually to dovetail with strategic directions.

### **City of Bellingham is key partner in process and plan content.**

- Plan builds on city adopted plans and strategic directions.
- Key city leaders are included in process.

### **Plan considers information and research prepared by other credible, trusted community organizations.**

- Extensive original new research and demographic studies not planned. If desired, these can be framed as objectives in early annual work plans.

### **Resources directed to process:**

- 20-25% of Communications/Community Relations Manager's time
- Approximately 100 additional staff hours to facilitate Community Conversations
- \$2,500 for meeting facilitation, document formatting, graphic design

## Bellingham Public Library Performance & Activity Measures, 2019

			Year to Date		% of change YTD
	January-19	January-18	2019	2018	
<b>Limited service month due to Polaris migration</b>					
<b>Holdings</b> - Number of materials in the library's collection					
Physical copies added to the collection	1,680	2,657	1,680	2,657	-36.77%
Electronic copies added to the collections	1,437	1,356	1,437	1,356	5.97%
Physical copies withdrawn from collection	(704)	(8,914)	-704	(8,914)	-92.10%
Total physical holdings (*started fresh with Polaris holdings total)			178,471	186,498	-4.30%
Total electronic holdings			87,069	60,676	43.50%
<b>Total Holdings (Physical and Electronic)</b>			<b>265,540</b>	<b>247,174</b>	<b>7.43%</b>
<b>Circulation</b> - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
<b>Central Library</b>					
Adult	50,287	61,742	50,287	61,742	-18.55%
Youth	39,433	42,975	39,433	42,975	-8.24%
<b>Sub-Total Central</b>	<b>89,720</b>	<b>104,717</b>	<b>89,720</b>	<b>104,717</b>	<b>-14.32%</b>
<b>Fairhaven Branch</b>					
Adult	6,428	7,927	6,428	7,927	-18.91%
Youth	1,946	2,283	1,946	2,283	-14.76%
<b>Sub-Total Fairhaven</b>	<b>8,374</b>	<b>10,210</b>	<b>8,374</b>	<b>10,210</b>	<b>-17.98%</b>
<b>Barkley Branch</b>					
Adult	4,469	6,152	4,469	6,152	-27.36%
Youth	2,411	3,253	2,411	3,253	-25.88%
<b>Sub-Total Barkley</b>	<b>6,880</b>	<b>9,405</b>	<b>6,880</b>	<b>9,405</b>	<b>-26.85%</b>
<b>Bellingham Technical College</b>					
Adult	48	81	48	81	-40.74%
Youth	9	17	9	17	-47.06%
<b>Sub-Total BTC</b>	<b>57</b>	<b>98</b>	<b>57</b>	<b>98</b>	<b>-41.84%</b>
<b>Whatcom Community College</b>					
Adult	308	317	308	317	-2.84%
Youth	83	70	83	70	18.57%
<b>Sub-Total WCC</b>	<b>391</b>	<b>387</b>	<b>391</b>	<b>387</b>	<b>1.03%</b>
<b>Western Washington University</b>					
Adult	352	462	352	462	-23.81%
Youth	183	215	183	215	-14.88%
<b>Sub-Total WWU</b>	<b>535</b>	<b>677</b>	<b>535</b>	<b>677</b>	<b>-20.97%</b>
<b>Online Services</b>					
NW Anytime Library Overdrive	21,352	16,808	21,352	16,808	27.03%
Zinio	2,358	1,600	2,358	1,600	47.38%
<b>Sub-Total Online</b>	<b>23,710</b>	<b>18,408</b>	<b>23,710</b>	<b>18,408</b>	<b>28.80%</b>
<b>Total Circulation</b>	<b>129,667</b>	<b>143,902</b>	<b>129,667</b>	<b>143,902</b>	<b>-9.89%</b>
<b>Holds Activity</b>					
Items placed on hold shelf	28,149	57,973	28,149	57,973	-51.44%
<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	38,591	43,455	38,591	43,455	-11.19%
Childrens	10,551	12,175	10,551	12,175	-13.34%
<b>Fairhaven Branch</b>	6,792	7,786	6,792	7,786	-12.77%
<b>Barkley Branch</b>	4,649	4,084	4,649	4,084	13.83%
<b>Total Persons Visiting</b>	<b>60,583</b>	<b>67,500</b>	<b>60,583</b>	<b>67,500</b>	<b>-10.25%</b>
<b>Website Visits</b>	46,744	46,249	46,744	46,249	1.07%
Number of visits to www.bellinghampubliclibrary.org					
<b>Bibliocommons Visits</b>	12,118	13,279	12,118	13,279	-8.74%
Number of visits to Bibliocommons					
<b>Total Website Visits</b>	<b>58,862</b>	<b>59,528</b>	<b>58,862</b>	<b>59,528</b>	<b>-1.12%</b>
<b>Computer Usage</b> - Number of sessions					
<b>Central Library</b>					
Adult & Teen (30 terminals)	5,248	5,679	5,248	5,679	-7.59%
Childrens (3 terminals)	152	172	152	172	-11.63%
<b>Fairhaven Branch (7 terminals)</b>	500	596	500	596	-16.11%
<b>Barkley Branch (4 terminals)</b>	266	250	266	250	6.40%
<b>Total Computer Usage</b>	<b>6,166</b>	<b>6,697</b>	<b>6,166</b>	<b>6,697</b>	<b>-7.93%</b>
<b>New Borrowers Registered</b>					
<b>Central Library</b>	481	486	481	486	-1.03%
<b>Fairhaven Branch</b>	58	28	58	28	107.14%
<b>Barkley Branch</b>	22	23	22	23	-4.35%
<b>Total New Borrowers Registered</b>	<b>561</b>	<b>537</b>	<b>561</b>	<b>537</b>	<b>4.47%</b>
<b>Programs</b> - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	86	112	86	112	-23.21%
Attendees	2,268	2,956	2,268	2,956	-23.27%
<b>Volunteer Hours</b>	<b>974</b>	<b>936</b>	<b>974</b>	<b>936</b>	<b>4.01%</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 FEBRUARY 19, 2019, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	<b>VENDOR</b>	<b>AMOUNT</b>
<b>ADMINISTRATION</b>		
Key copies	Accurate Lock & Security	9.51
Polaris/Class POS interface	Active Network Inc	5,435.00
ALA Midwinter credit & Institution dues	American Library Association	762.00
Supplies	Amazon.com	281.91
Tax Aide handouts	Applied Digital Imaging	94.57
Self-checkout software	Bibliotheca	8,449.00
Darkness to Light training	Brigid Collins	22.00
Email newsletter	Constant Contact	364.15
Printing	Copy Source	204.63
Water @ Barkley Branch	Crystal Springs	31.30
First aid supplies	Grainger	8.20
Mileage reimbursement	Donna Grasdock	75.21
Graphics	iStock	12.00
Security software maintenance	Ninite.com	21.74
Copies	Oasys Inc.	17.24
Office supplies; toner	Office Depot	183.03
Mileage reimbursement - programming	Mandee Palmer	42.35
Program supplies	Petty Cash	1.99
Photography	Radley Muller Photography	135.88
Truck fuel	Reisner Distributor	155.79
Website software	Rocket Genius	29.00
Barkley operating costs	Talbot Services LLC	533.33
Microfiche machine lease	Technology Unlimited	339.14
Debt collection service	Unique Management Services	366.95
Blind repair	Walls & Windows	93.47
Borrower notices - 4th quarter	WCLS	1,320.65
Website hosting	WP Engine	1,150.00
B & O taxes	WSDR	13.79
	<b>ADMINISTRATION Sub Total</b>	<b>\$20,153.83</b>
<b>PUBLIC SERVICE</b>		
Library materials returned	Library Refunds	92.24
	<b>PUBLIC SERVICE Sub Total</b>	<b>\$92.24</b>
<b>TECHNICAL SERVICES</b>		
Book processing	Baker & Taylor	2,026.68
CD & DVD processing	Midwest Tape	648.13
ILL & tech services	OCLC	2,269.24
	<b>TECHNICAL SERVICES Sub Total</b>	<b>\$4,944.05</b>
<b>LIBRARY ACQUISITIONS</b>		
Books, recorded books, CDs, DVDs	Amazon.com	694.29
Books	Baker & Taylor	6,622.42
Books	Center Point Large Print	145.90

**BELLINGHAM PUBLIC LIBRARY**  
**Board of Library Trustees**

**JANUARY 2019 CLAIMS**

Books	Cole Information Services	454.32
Books	Grey House Publishing	529.43
Electronic database	Infogroup Library Division	1,087.00
DVDs, CDs, recorded books	Midwest Tape	5,268.48
eBooks, audiobooks	Overdrive Inc	882.44
Books	Risk Management Association	422.23
Overdrive - State Consortium - digital media	Secretary of State	39,314.70

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**LIBRARY ACQUISITIONS Sub Total    \$55,421.21**

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**GIFT FUND**

Photo background	Amazon.com	47.80
Books	Baker & Taylor	211.94
All staff training days - refreshments	Costco	164.84
Teen programming	Fred Meyer	40.00
Books	Gale	198.64
Teen programming	McKay's Taphouse	32.16
Program supplies	Office Depot	178.99
Program supplies	Petty cash	64.68
Teen programming	Rudy's Pizzeria	20.00
Children's Literature Conference registration	Western Washington University	125.00

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**GIFT FUND ACQUISITIONS Sub Total    \$1,084.05**

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**TOTAL GENERAL FUND    \$80,611.33**

**TOTAL CLAIMS    \$81,695.38**

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 1 ending January 31, 2019

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	23,652	269,649	269,649	245,996	8.8
ExO 020	PERSONNEL BENEFITS	10,720	130,025	130,025	119,305	8.2
ExO 030	SUPPLIES	2,035	82,785	82,785	80,750	2.5
ExO 040	SERVICES	12,794	359,493	359,493	346,700	3.6
-----						
Grp 191	LIBRARY ADMINISTRATION	49,201	841,952	841,952	792,751	5.8
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	183,307	2,188,711	2,188,711	2,005,404	8.4
ExO 020	PERSONNEL BENEFITS	82,176	1,074,991	1,074,991	992,815	7.6
ExO 030	SUPPLIES	56,688	643,465	643,465	586,777	8.8
ExO 040	SERVICES		66,035	66,035	66,035	
-----						
Grp 193	LIBRARY SERVICES	322,171	3,973,203	3,973,203	3,651,031	8.1
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	2,049	578,583	578,583	576,533	.4
-----						
	Report Final Totals	373,421	5,393,737	5,393,737	5,020,316	6.9
=====						

8.3%

# Bellingham Public Library

Rebecca Judd, Director



## Our People

Thank you to the incredible staff of the Bellingham Public Library for pulling together during the winter storms this past week. We are one of the few City facilities downtown that can serve as a warm and dry place for those experiencing homelessness, for those who do not have power, for those who might otherwise be isolated in their homes, and for families and students looking for places to go with all our schools closed. When our community needed the Library, we were open.



On Tuesday, the City closed for regular business due to inclement weather. For the first time, the downtown Library was deemed an essential service and staff walked, drove, took the bus, or even skied to work. Throughout the day, our patrons expressed appreciation and gratitude.

**Julie Mauermann skiing to work. Photo by Janice Keller**

## Our Services

From Jon McConnel, Head of Digital Services:

Digital services has remained focused on closing out the Polaris ILS implementation. We're still finding areas where old workflows need to be adjusted to fit the new system, and a few features, some critical for certain workgroups, are taking substantial work to understand and implement. In addition, progress has been made on understanding how the Connected partnership with Bellingham Public School will work with Polaris.

With ITSD, we're working toward providing the Barkley branch with a print/copy solution that matches the service provided at Fairhaven, and a few straggling staff computers are in this winter's replacement cycle.

To help staff get adjusted to logging in to individual accounts and locking their computers when they step away, I started a campaign of leaving treats at locked computers. "Computer Security Sasquatch" leaves an encouraging note, too.

From Beth Farley, Head of Collection Services:

We received a record number of sixty-five applications for the Security and Information Attendant posting. Twelve candidates are moving forward and will be interviewing at the end of

# Bellingham Public Library

Rebecca Judd, Director



the month for the two positions. A thank you to Jen VanderPloeg and Doug Hutton for participating in this process.

New titles are now rolling in! The backlog created by the Polaris transition has cleared. Collection Services staff are waiting to receive multiple shipments of new materials that, no surprise, have been a bit delayed by the weather. Library users will be delighted to find the shelves being stocked with fresh materials and to also receive notification that their holds have arrived.

From Jen Vander Ploeg, Head of Public Services and Operations:

Maintaining adequate staffing levels during the adverse winter weather has been a priority these past two weeks. Our staff have been stellar! Thanks also to the Public Works facilities crew for plowing the Fairhaven parking lot so that we could open for regular business this past Wednesday.

Updating procedures to reflect the migration to Polaris continues at a rapid clip. Staff are becoming more comfortable with the new system as we head into month two.

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

It has been a busy month for library communications, with Polaris-related communications lasting well into January, and weather-related communications necessary for many days in February. I have served as part of the staff team facilitating the Emergency Day Shelter, handling schedule changes required for the library to host the shelter, serving as a point of contact for day shelter needs, and helping communicate status each day. When inclement weather affected library operations and scheduling, I was up early updating the website and social media so people knew we were open. We also are finalizing event planning and publicity for Whatcom READS 2019, preparing for Whatcom READS 2020, planning the community engagement portion of the strategic plan, and handling various routine communications needs.

From Bethany Hogle, Head of Youth Services:

Members of the Youth Services team participated in the Martin Luther King Jr. Human Rights Conference on January 19th at Whatcom Community College, presenting two conference sessions. Julie Mauermann, Mande Palmer and Bethany Hogle presented a morning session entitled "Celebrating Diversity Stories and Play" for children ages 1 ½ - 6 and their families and Julie, Bethany and Thom Barthelme from WCLS presented "The Bright Daybreak of Peace: Using children's books to encourage brave conversations around justice, equity and love." Additionally, BPL and WCLS staffed a table at the conference and reported having many meaningful conversations with conference attendees, issuing library cards and checking out books.

## **Our Spaces**

The Emergency Day Center was activated for nine days (February 7-15) during the cold weather this past month. Janice Keller, Suzanne Carlson-Prandini, and I served as the main Library team, and we worked hard to create a positive experience for the women, the Lighthouse Mission staff, and volunteers. Thank you to Public Works for scheduling facilities staff to open and close

# Bellingham Public Library

Rebecca Judd, Director



the Center and to Planning and Community Development for coordinating logistics and making food and supply runs each day. What a team effort.

## Our Community



Whatcom READS is in full swing this month! More than a dozen events following The Big Burn themes are being held county-wide. BPL has so far hosted several, including a cozy book talk facilitated by librarian Katie Bray at Uisce Irish Pub (pictured top left) and an escape room experience organized by librarian Suzanne Carlson-Prandini at the Central Library (pictured bottom left). Whatcom READS partners have more events scheduled in the weeks ahead, culminating with author Timothy Egan's presentations: 7 p.m. Thursday, March 7 at the Mount Baker Theatre and 8:30 a.m. Friday, March 8 at Mount Baker High School in Deming. Check [www.whatcomreads.org](http://www.whatcomreads.org) for details.

I attended a community meeting in Cordata on February 6 to talk about the upcoming strategic plan and learn more about how and where we might reach the most people as we begin our community engagement process. Thank you to council member April Barker for attending the meeting and contributing to the conversation.

Respectfully submitted,  
Rebecca Judd



**WHATCOM  
COMMUNITY  
FOUNDATION**

January 2019

\$13,820.94

Rebecca Judd  
Bellingham Public Library  
210 Central Avenue, CS 9710  
Bellingham, WA 98227-9710

**BOARD OF DIRECTORS**

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*Chair & Secretary/Treasurer*

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*Vice Chair*

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*President & CEO*

Pam Muehlhausen  
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Pamela Jons  
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Shannon Elmendorf  
*Program Associate*

Heidi Lehman  
*Office Administrator*

Sam Martinez  
*Special Projects Associate*

RE: Annual Distribution

Dear Rebecca:

Thank you for the important work you and the Bellingham Public Library team does on behalf of the community. The Whatcom Community Foundation is pleased to enclose your annual designated distribution(s) for the Bellingham Public Library Funds. Please note that your check stub indicates distribution details.

As you know, the stock market is unpredictable and was particularly volatile at the end of 2018. Your distribution is based on the 12-quarter trailing average of your fund balance, in order to provide a more predictable payout. Our investment performance information is available on our website at: [www.whatcomcf.org/our-story/how-we-work/investment-management/](http://www.whatcomcf.org/our-story/how-we-work/investment-management/) and is updated quarterly.

Kindly acknowledge receipt of these funds, and please let us know, in general terms, how you intend to use them. If you would prefer to return all or some of your distribution so that your agency fund will grow faster, the amount will be considered a new gift and added to the historic value of the fund.

As a reminder, you now have online access to your Agency Fund through our Donor Portal at: <https://wcf.fcsuite.com/erp/fundmanager> where your December 31, 2018, Fund Statement is available to view online. Please let us know if you need assistance accessing your online fund information.

The work you do makes Whatcom County a better place for all of our neighbors. Our vision is a community where everyone who lives here thrives. Thank you for playing an important role in helping this community flourish. We look forward to continuing our partnership with you and wish you all the best in 2019 and beyond!

Sincerely,

Mauri Ingram  
President & CEO  
Whatcom Community Foundation

*Rebecca,  
It was great to  
meet you.  
I look forward to  
the opportunity to partner.  
Best,  
Mauri*

Encl

P.S. I hope you received our latest Community Report. If not, you'll find it online at [www.whatcomcf.org/our-story/publications-media/](http://www.whatcomcf.org/our-story/publications-media/).

