

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><u>AGENDA</u></b>	<b><u>TIME (approx.)</u></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> February 19, 2019: Regular board meeting</li><li>• <b>Library performance &amp; activity measures</b> February 2019</li><li>• <b>Financial reports</b> Claims: February 2019 YTD report: February 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. Library Board Trustee update</b> <ul style="list-style-type: none"><li>• Jim McCabe reappointed for 2<sup>nd</sup> term</li></ul>	5 min
<b>7. Facilities Committee report</b> <ul style="list-style-type: none"><li>• Rick Osen, Board Chair</li></ul>	5 min
<b>8. Strategic Planning update</b> <ul style="list-style-type: none"><li>• Rebecca Judd and Janice Keller</li></ul>	5 min
	<b>Time check: 4:05</b>

9. **New business** 5 min
- Fines & fees structure
10. **Action items for next meeting** 2 min
11. **Adjourn** **Time check: 4:12**

**A Board Community Conversation will be held directly after this meeting in the Lecture Room, Central Library, 210 Central Avenue, Bellingham, Washington.**

**Next Regular Library Board Meeting: Tuesday, April 16, 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.

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

**Central Library, 210 Central Avenue, Bellingham, Washington  
Library Lecture Room – 4:15 p.m**

**AGENDA**

- 1. Call to order and introductions**
- 2. Board Community Conversation**
- 3. Adjourn**

**Next Regular Library Board Meeting: Tuesday, April 16, 2019 – 3:30 p.m.  
Location: Central Library Lecture Room, 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.



## What do you care about?

**Libraries can help.**

### SPRING 2019 COMMUNITY CONVERSATIONS

Join us to talk about your aspirations for our community and how we can work together to strengthen it.



# What do you care about?

**Libraries can help.**

Join our Community Conversations to talk about your aspirations for our community and how we can work together to strengthen it.

Each 90-minute conversation hosted by the Bellingham Public Library is a chance for us to better understand people's hopes for their community, the concerns they have, and what they believe might make a difference.

Our goal is to gather public knowledge, then determine where the library can help, as part of planning for the library's future. Please join us for a conversation – this is a rewarding way to meet other community members and contribute your ideas.

Questions? Call us at 360-778-7206 or visit our website: [www.bellinghampubliclibrary.org](http://www.bellinghampubliclibrary.org)

## Spring 2019 Dates

**April 2** 10:15 a.m. - Noon  
*Central Library Lecture Room*

**April 27** 1:30 p.m. - 3:15 p.m.  
*Central Library Lecture Room*

**April 30** 6:00 p.m. - 7:45 p.m.  
*Central Library Lecture Room*

**May 2** 3:00 p.m. - 4:45 p.m.  
*Fairhaven Library Fireplace Room*

**May 7** 10:15 a.m. - Noon  
*Fairhaven Library Fireplace Room*

**May 16** 10:15 a.m. - Noon  
*Central Library Lecture Room*

BellinghamPublicLibrary 



**ALA** American Library Association



Catalog  Site

Keyword



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## Library hosts “Community Conversations” to help shape future vision

MARCH 14, 2019 3:08 PM

*What do you care about? Libraries can help.*

The Bellingham Public Library is reaching out this spring to learn about people’s aspirations for their community, as part of planning for the library’s future.

The library is hosting a series of Community Conversations, intending to gather public knowledge on a range of topics of interest to community members. With this information, library leaders will determine where the library can help in the future and form its strategic directions accordingly.



The Community Conversations will take several different forms: some will be public meetings, some will be scheduled around specific themes or with specific groups, and some will be individual interviews with people at events and gatherings. Dates and times for Community Conversations can be found on the [library online calendar](#) and are listed below.

“We believe we will get the most impactful and useful information by simply talking to people in our community,” Bellingham Public Library Director Rebecca Judd explained. She said each conversation is a chance for us to better understand people’s aspirations for their community, the concerns they have, and what they believe might make a difference in strengthening it.

“We’ll take what we learn from these conversations and use it to help make our work more effective,” she said.



Judd said Community Conversations will be held April through June. The results will be used in the library’s strategic plan update, scheduled to be considered by the Library Board of Trustees during Fall 2019 and approved by the end of the year.

“The questions we are asking were developed by the American Library

Association to help libraries better understand the communities they serve,” Judd said. “We can’t promise these conversations will lead to specific new programs, policies, or services, but we do promise to listen carefully and develop our plans for the future based on this input.”

For more information about Community Conversations and the library’s strategic planning process, contact Janice Keller, Communications and Community Relations Manager, 360-778-7206 or [jkeller@cob.org](mailto:jkeller@cob.org)

### **Community Conversation Schedule**

Join us for a 90-minute conversation. No registration required.

Tuesday, **April 2**, 10:15 a.m. to Noon, Central Library Lecture Room

Saturday, **April 27**, 1:30-3:15 p.m., Central Library Lecture Room

Tuesday, **April 30**, 6:00-7:45 p.m., Central Library Lecture Room

Thursday, **May 2**, 3:00 p.m. – 4:45 p.m., Fairhaven Library Fireplace Room

Tuesday, **May 7**, 10:15 a.m. – Noon, Fairhaven Library Fireplace Room

Thursday, **May 16**, 10:15 a.m. – Noon, Central Library Lecture Room

# Bellingham Public Library



**Regular Meeting of the Library Board of Trustees  
Tuesday, February 19, 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, Bethany Hoglund, Janice Keller and Wendy Jenkins
- Others Present:** April Barker, City Council Liaison; Faye Hill, Friends of BPL; Frances Posel, member of the public
- 

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

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

**Public comment:** No comments

**Consent agenda:** Rebecca Craven commented on the low performance statistics in January. Staff responded that this was due to the ILS change – a closed day for training and limited service for part of the month. Janice added that programming was also limited so that staff could focus on the migration to Polaris. Jim McCabe moved to approve the January 15, 2019 Regular meeting minutes, Special meeting minutes and the January 2019 performance and activity measures and financial reports. Rachel Myers seconded. Motion carried.

**Board Chair report:** Rick thanked Library staff for their hard work, including getting to work, during the recent lengthy weather event. The City was closed for one of the days, but the Library was up and running.

Rick informed everyone that there is a conference opportunity coming up – the Oregon and Washington Library Associations are holding a joint conference April 18<sup>th</sup>-20<sup>th</sup> in Vancouver, Washington. Rick will email a conference link to trustees and he asked that they respond by March 1 if they are interested in attending. Rebecca Judd added that three Library staff will be attending.

**Board member reports:** Jim attended a conference recently in Vancouver. He visited a branch of the Fort Vancouver Regional Library System that has been housed at a mall for over 30 years. They pay a discounted rent for 3500 square feet of space. Changes in mall ownership results in changes – currently the branch is paying the same rent, but for one half of the original space.

**City Council Liaison report:** April reported that, with the extreme cold weather, the City opened the Maritime Heritage Park as a shelter until the weather crisis passed. Current emergency plans are focused on people that are housed, but without power – a clear plan for unhoused people is needed that specifies what the triggers are, where people go and for how long. There is also a push to have a county-wide plan. April hopes there is enough momentum and public sentiment to make policy changes. She also hopes this will rejuvenate the conversation as to where the city could place, and who they could partner with, a more permanent shelter.

Jim mentioned that he noticed, in an announcement, that the City's Emergency Operations Committee had met to make decisions during the extreme weather and he asked April if this committee had met very often. April responded that the committee, which consists of the Fire Chief, the Emergency Operations Manager, the City Council and the Mayor, only met to decide when to open and close the emergency shelters. This inclement weather emergency will inform future emergency preparations, such as how to locate and quickly train a large group of volunteers. Jim mentioned that they have used the Volunteer Mobilization Center in some of the drills in the past few years. April added how important it is to have a good relationship with the County and to coordinate with them.

April attended the Cordata Neighborhood Association meeting with Rebecca Judd. This group has been advocating for increased library service in the north side for many years, so expressed some frustration. Rebecca did a good job of explaining it is important to understand all of the options and everyone's needs.

**Friends of BPL report:** Faye thanked everyone for coming to the book sale – it was a great success, with about \$13,000 raised. The Friends received compliments on how clean and organized the books are. Faye added that now that she works in the back room, she knows how much work goes into pulling this off. Rick asked Faye to relay the Board's thanks for the contribution they make.

**Library Director report:** Rebecca reported the Library is getting back to normal routines after the cold. For the first time, the Central Library was designated as an essential service on Tuesday, February 12, when the weather was severe enough to close all City departments except for essential services. Rebecca expressed thanks to the staff who were able to walk, bus, and even ski to work. Also, the Emergency Day Center was activated, in the Lecture Room, for nine days – Rebecca thanked Janice and Suzanne Carlson-Prandini for being primary coordinators, along with Rebecca, during this process. We were able to provide a warm space for up to 40 women during the coldest spell. We will be debriefing with the City – this was a cross-department initiative involving Planning and Community Development, Facilities, the Mayor and others.



Whatcom READS is going full speed ahead with programs here and at Village Books. On March 7, author Timothy Egan will be at the Mount Baker Theatre and March 8 at Mount Baker High School.

**Whatcom Community Foundation:** Rick explained that each year the Library receives a disbursement from our endowment funds that are held at the Whatcom Community Foundation, along with a grant from the Bayview Fund. Last year, the Board voted to set the disbursement aside, in the Gift Fund, to build up a base for space planning purposes. The year before, the Board voted to dedicate the funds to materials. Rick suggested that we put the current disbursement into the Gift Fund for strategic planning and the facilities project (build up a furniture fund, which is not included in the facilities project). Jim requested clarification on the difference between the BPL Agency Endowment Fund and the BPL Designated Endowment Fund. Rachel responded that when the Endowment was started, the funds were received from the City – an agency. The Designated Fund is a companion fund with the donations received from individuals or organizations other than the City. Rebecca Craven moved that the disbursement be deposited into the Gift Fund for the purpose of strategic planning and the facilities project. Jim McCabe seconded. Rachel Myers abstained. Motion carried.

**Facilities Committee report:** Rick reiterated that the architectural, engineering, design and contract management RFQ was closed on February 12. Three responses were received, but the Purchasing Department ruled that one of them was non-responsive. The two firms that will go forward in the process are RMC Architects (Bellingham) and HKP Architects (Mt. Vernon). The Committee will be meeting early next week to discuss next steps.

**Strategic Planning:** Rachel expressed it was good to meet last month as a team and reviewed what the shared understanding of what success would look like for this project:

- Easy to tie to a work plan
- Be strategic and targeted
- Linked to City of Bellingham goals and strategic commitments
- Be proactive to City needs and changes
- Be Flexible – with the community at the heart, shaping the library's direction
- One goal is that the community reads and responds to the strategies, that it would be a living document rather than sitting on a shelf
- That it would have heart, the community feels like they belong
- Throughout the process, we would build Library advocates and partners

Rebecca Judd introduced a PowerPoint presentation she prepared on the Libraries Transforming Communities (LTC) process (*See Attachment #1 for Strategic Planning Community Engagement PowerPoint. All attachments are located at the end of the minutes.*):

1. Rebecca explained she wanted to take, if not a deep dive, at least a springboard dive into the community conversation engagement model – what it is, what it isn't, what we might learn, and how that learning might inform our strategic planning process in a meaningful, impactful way.
2. To create this presentation, Rebecca pulled information from the community engagement toolkit that was developed by the American Library Association (ALA) for public libraries about five years ago.

3. LTC is a brand name for a broad-ranging set of tools that were developed to help libraries better connect with their communities.
4. This initiative was funded by the Bill and Melinda Gates Foundation and was developed by the ALA in partnership with the Harwood Institute for Public Innovation, whose goal is to teach and coach people and organizations to solve pressing problems and change how communities work together.
5. The bedrock foundation of this community engagement model is the principle of "Turning Outward" – "taking steps to better understand communities; changing processes and thinking to make conversations more community-focused; being proactive to community issues; and putting community aspirations first." This boils down to talking to people and basing decision on what we learn.
6. The tools are relatively straightforward. There's the short form "Ask Exercise" and the long form "Community Conversation." The Ask Exercise consists of four simple questions to ask people one-on-one. It can take anywhere from 5 to 30 minutes, in the form of a scheduled appointment or an on-the-street interview.
7. The Ask Exercise questions are
  - 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?
  - 5) Would you like to receive a summary of all our community conversations? If yes, please provide name and email.
8. Community Conversations are a series of 90-minute conversations with groups about what they want their community to be; what challenges they face in realizing these aspirations; and what changes are needed to overcome them. These conversations can help us to find partners and to develop strategies. Rebecca proposed we use these Conversations in two ways: at regularly scheduled meetings of particular groups (board meeting, FOBPL meeting); and hosting open (open to the public) and themed (early literacy, workforce development, small business, neighborhood associations) Conversations.
9. The toolkit describes this as a powerful way to get to know different parts of the community and to learn from voices not usually heard.
10. It's important to set clear, realistic expectations and ground rules – we promise to listen and to report the findings, but we can't commit to new programs or to specific action.
11. This model was developed for libraries, but it is about community aspirations. Information gathered that is relevant to other departments will be shared. The Community Conversation questions are:
  - 1) What kind of community do you want?
  - 2) Given what we just said, what are the two or three most important issues when it comes to the community?
  - 3) What concerns do you have about this issue? Why?
  - 4) How do the issues we're talking about affect you personally?
  - 5) When you think about these things, how do you feel about what's going on?
12. And:
  - 6) What do you think is keeping us from making the progress we want?
  - 7) When you think about what we've talked about, what are the kinds of things that could be done that would make a difference?

- 8) Thinking back over the conversation, what groups or individuals would you trust to take action on these things?
  - 9) If we came back together in six months or a year, what might you see that would tell you that the things we talked about tonight were starting to happen?
  - 10) Now that we've talked about this issue a bit, what questions do you have about it?
13. Each Conversation has a facilitator and a notetaker and each Conversation generates three sets of information:
- 1) Raw Conversation Notes
  - 2) Raw data organized into themes
  - 3) Themes organized into Community Narrative
14. At the end, our goal is the identification of key strategic directions that are informed by public knowledge plus expert knowledge.
15. The ALA website has many examples of putting this process into practice.
16. Questions or comments? Jim remarked that one of the things we liked about the North Vancouver strategic plan was the "in the next year or two you should expect to see..." which relates to Conversation question #9. Damani commented that, concerning the Community Conversations, when the meetings are announced it is going to be obvious that the Library is facilitating. Rebecca Judd responded that, as part of the introduction, it would be stated that developing a Library Strategic Plan is the reason for getting together, but that we want to find out what people think about their community in a broad sense.

Rebecca distributed a handout, *Community Engagement Outline*, (See Attachment #2. All attachments are located at the end of the minutes). The first section is Key Dates:

- Week of March 18, 2019: Community Conversation training for Library facilitators and notetakers.
- March 19, 2019 Board Meeting: Rick would like the Board to have a Special meeting after the March Regular meeting to participate in a Conversation as an audience. He asked Trustees to please schedule time to be available until 6:00 p.m. on that date.
- Mid-March to mid-June: Community Conversations and individual interviews underway.
- July 16, 2019 Board meeting: Final Community Conversations report presented to the Library Board.

The Committee has decided to bring in some targeted professional help. Kate Laughlin, Executive Director for Primary Source, is widely known in the state for library trainings and WLA Conference event planning and has expertise on the LTC method. Rebecca envisions Kate helping in the training, the theming meeting, writing the final report and presenting it to the Board.

There will be three styles of group meetings for the 90-minute Community Conversations:

1. Meetings with groups at groups' standing or board meetings.
2. Meetings with representatives of groups by invitation, by theme.
3. Meetings open to anyone, hosted at the library or elsewhere. Also for those who wish to participate in, but cannot attend a themed meeting to which they have been invited.

There will be two types of Ask interviews:

1. One-on-one interviews scheduled with key library stakeholders.
2. One-on-one interviews conducted at various locations targeting priority themes and audiences.

The Priority Themes section is a list of brainstormed concepts around which we can bring people together, from a variety of areas, for a targeted conversation. Additional suggested themes were:

- Downtown community, including the Downtown Partnership
- Public safety
- Equity, inclusion and diversity – should infuse all themes as audience, but also as a possible stand-alone theme
- Non-native English speakers
- Homelessness
- Mental health
- Disabilities
- Seniors, teens – should infuse all themes as audience, but also as a possible stand-alone theme
- Childcare
- Transportation

Rebecca commented that the final report is meant to be shared with others, but we need to protect the privacy of attendees. We will be conducting short interviews with all of the department heads and will share the final report with them.

**New Business:**

- No new business

**Action items for next meeting:**

- March Regular meeting will be followed by a Special meeting to hold a Board Community Conversation. Jim will be involved with the City's emergency drill so will not be able to attend.

**Meeting adjourned** at 4:47 p.m.

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

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

**Attachments:**

- Attachment #1: Strategic Planning Community Engagement PowerPoint
- Attachment #2: Community Engagement Outline

# Bellingham Public Library



Strategic Planning  
Community Engagement

February 19, 2019



LIBRARIES  
**TRANSFORMING**  
COMMUNITIES

Communities have challenges.  
Libraries can help.

A STEP-BY-STEP GUIDE TO  
"TURNING OUTWARD"  
TO YOUR COMMUNITY

## About Libraries Transforming Communities

Libraries Transforming Communities (LTC) is an ALA initiative that seeks to **strengthen libraries' roles as core community leaders**... LTC addresses a critical need within the library field by developing and distributing new tools, resources and support for librarians to engage with their communities in new ways. As a result, we believe **libraries will become more reflective of and connected to their communities and build stronger partnerships with local civic agencies, non-profits, funders and corporations...**



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### About The Harwood Institute for Public Innovation

The Harwood Institute for Public Innovation is a national non-profit organization based in Bethesda, Md., that teaches and coaches people and organizations to solve pressing problems and change how communities work together...



**“Turning outward”** is a step-by-step process developed by The Harwood Institute for Public Innovation. It entails taking steps to better understand communities; changing processes and thinking to make conversations more community-focused; being proactive to community issues; and putting community aspirations first.

...All too often, leaders make assumptions about what their communities need and want; the turning outward process, on the other hand, emphasizes going straight to the source, learning about your community’s aspirations and using that knowledge to determine your course of action.



THE TOOL	WHAT IS IT?	HOW CAN IT HELP?
<b>Ask Exercise</b>	Four simple questions you can ask people one-on-one—to begin learning what kind of community people want	A starting point for learning about your community's aspirations Gain confidence in engaging people—even those you don't know—in conversation Takes just 5 to 10 minutes Can be completed with minimal planning



## ASK EXERCISE

**INTRODUCTION:** Introduce yourself and say: "We're trying to learn more about people's aspirations for their community. Would you be willing to answer four quick questions?"

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?  
\_\_\_\_\_
5. Would you like a receive of a summary of all our community conversations? If yes:  
Name: \_\_\_\_\_ Email: \_\_\_\_\_

### NOTES FROM CONVERSATION

Location & who you talked with (customer, employee, student, passerby, etc.):

Key ideas you want to remember:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



THE TOOL	WHAT IS IT?	HOW CAN IT HELP?
<p>Community Conversations</p>	<p>A series of 90-minute conversations with community members about what they want their community to be; what challenges they face in realizing these aspirations; and what changes are needed to overcome them</p>	<p>Help you engage others, find partners and develop strategies that strengthen the library's relevance and significance in the community</p> <p>Templates in Community Conversation Workbook make it easy to invite, facilitate and follow up</p>

## PLANNING THE CONVERSATION

### Decide whom to invite

These conversations are a powerful way to **get to know different parts of the community or learn from voices not usually heard**. Do you want to get a general understanding of how people see the community? If yes, then invite a broad group of people to come and talk. Maybe you want to get a better sense of how a specific group of people or people from a certain part of town think and talk about their community. Then you will want a more targeted strategy in inviting people. Any of these options is fine. No matter what you choose, **remember since these are conversations, not rigorous academic research, you do not need a random or demographically representative sample**.

## **Conversation ground rules**

**Have a “kitchen table” conversation** Everyone participates; no one dominates.

**There are no “right answers”**

Draw on your own experiences, views and beliefs. You do not need to be an expert.

**Keep an open mind**

Listen carefully and try hard to understand the views of those who disagree with you.

**Help keep the discussion on track** Stick to the questions; try not to ramble.

**It is okay to disagree, but don't be disagreeable** Respond to others how you want to be responded to.

**Have fun!**

## Community Conversation

1. What kind of community do you want?
2. Given what we just said, what are the two or three most important issues when it comes to the community?
3. What concerns do you have about this issue? Why?
4. How do the issues we're talking about affect you personally?
5. When you think about these things, how do you feel about what's going on?



Bellingham Public Library

## Community Conversation

6. What do you think is keeping us from making the progress we want?
7. When you think about what we've talked about, what are the kinds of things that could be done that would make a difference?
8. Thinking back over the conversation, what groups or individuals would you trust to take action on these things?
9. If we came back together in six months or a year, what might you see that would tell you that the things we talked about tonight were starting to happen?
10. Now that we've talked about this issue a bit, what questions do you have about it?



## Notetaking

- Raw Conversation Notes, unedited notes from Conversation
- Raw Data organized into Themes

**Key Step:** Be sure to organize your notes. After the conversation, the Note-taker should organize their notes into six categories: *Aspirations*, *Main concerns*, *Specific issue concerns*, *Actions*, *Who people trust* and *Questions*. These categories will be critical for identifying themes and implications later in the process. The goal is to capture details, key quotes, turning points and patterns that can be used to create themes.

- Themes organized into Community Narrative (Template)

People want (aspirations), but they're concerned that (main concerns). As people talk more about those concerns they talk specifically about (specific issue(s)). They believe we need to focus on (actions) and if (groups) played a part in those actions that folks would be more likely trust the effort and step forward.

**Goal:**

**Identification of key strategic directions that are informed by**

**Public Knowledge + Expert Knowledge**

Public Knowledge	Expert Knowledge
Comes from engaging with people around their aspirations, their concerns, how they see their community.	Comes from professional analysis and reporting of statistics, trend data, poll data, market and audience studies.

## Communities have challenges. Libraries can help.

Libraries Empower Communities (LEC) seeks to strengthen libraries' roles as community leaders and provide leadership in the localities.

Turning upward research is community engagement.

Libraries Turning Outward

The library programs address various social and health issues in the local communities. They help and empower the local areas to take action to improve the quality of life in the community. They help the local areas to take action to improve the quality of life in the community. They help the local areas to take action to improve the quality of life in the community.



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## Community Engagement Outline

### Key Dates

*Week of March 18, 2019:* Community Conversation training for library staff (Date TBD).

*March 19, 2019 Board Meeting:* Community Conversation held with Library Board members, as a special meeting after regular Board meeting.

*Mid-March to mid-June:* Community Conversations and individual interviews underway.

*July 16, 2019 Board meeting:* Final Community Conversations report presented to Library Board.

### Community Conversations

*Styles of group meetings for 90-minute "Community Conversations"*

**CC-1:** Meetings with groups at groups' standing or board meetings.

**CC-2:** Meetings with representatives of groups by invitation, by theme.

**CC-3:** Meetings open to anyone, hosted at library or elsewhere. Also for those who wish to participate but cannot attend "themed" meetings to which they have been invited.

### "Ask" Interviews

**INT-1:** One-on-one interviews scheduled with key library stakeholders.

**INT-2:** One-on-one interviews conducted at various locations targeting priority themes and audiences. Examples include:

- Western students, faculty, staff
- People experiencing homelessness
- Neighborhood residents
- People attending youth and family events

### Priority Themes

Digital literacy	Workforce development
Early literacy	Health equity
Civic engagement	Housing
Adult literacy	Business
Reading	Preparedness
Access	Environment
Economic development	Arts

**Bellingham Public Library  
Performance & Activity Measures, 2019**

	February-19	February-18	Year to Date		% of change
			2019	2018	YTD
<b>Holdings</b> - Number of materials in the library's collection					
Physical copies added to the collection	3,021	2,197	4,701	4,854	-3.15%
Electronic copies added to the collections	1,207	869	2,644	2,225	18.83%
Physical copies withdrawn from collection	232	(182)	(472)	(9,096)	-94.81%
Total physical holdings			181,724	188,513	-3.60%
Total electronic holdings			88,276	61,545	43.43%
<b>Total Holdings (Physical and Electronic)</b>			<b>270,000</b>	<b>250,058</b>	<b>7.97%</b>
<b>Circulation</b> - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
<b>Central Library</b>					
Adult	56,660	59,389	106,947	121,131	-11.71%
Youth	45,967	42,375	85,400	85,350	0.06%
<b>Sub-Total Central</b>	<b>102,627</b>	<b>101,764</b>	<b>192,347</b>	<b>206,481</b>	<b>-6.85%</b>
<b>Fairhaven Branch</b>					
Adult	7,015	7,275	13,443	15,202	-11.57%
Youth	2,560	2,249	4,506	4,532	-0.57%
<b>Sub-Total Fairhaven</b>	<b>9,575</b>	<b>9,524</b>	<b>17,949</b>	<b>19,734</b>	<b>-9.05%</b>
<b>Barkley Branch</b>					
Adult	5,081	5,332	9,550	11,484	-16.84%
Youth	3,436	2,987	5,847	6,240	-6.30%
<b>Sub-Total Barkley</b>	<b>8,517</b>	<b>8,319</b>	<b>15,397</b>	<b>17,724</b>	<b>-13.13%</b>
<b>Bellingham Technical College</b>					
Adult	71	105	119	186	-36.02%
Youth	13	29	22	46	-52.17%
<b>Sub-Total BTC</b>	<b>84</b>	<b>134</b>	<b>141</b>	<b>232</b>	<b>-39.22%</b>
<b>Whatcom Community College</b>					
Adult	352	369	660	686	-3.79%
Youth	95	70	178	140	27.14%
<b>Sub-Total WCC</b>	<b>447</b>	<b>439</b>	<b>838</b>	<b>826</b>	<b>1.45%</b>
<b>Western Washington University</b>					
Adult	507	429	859	891	-3.59%
Youth	274	226	457	441	3.63%
<b>Sub-Total WWU</b>	<b>781</b>	<b>655</b>	<b>1,316</b>	<b>1,332</b>	<b>-1.20%</b>
<b>Online Services</b>					
NW Anytime Library Overdrive	19,681	15,275	41,033	32,083	27.90%
Zinio	2,254	1,353	4,612	2,953	56.18%
<b>Sub-Total Online</b>	<b>21,935</b>	<b>16,628</b>	<b>45,645</b>	<b>35,036</b>	<b>30.28%</b>
<b>Total Circulation</b>	<b>143,966</b>	<b>137,463</b>	<b>273,633</b>	<b>281,365</b>	<b>-2.75%</b>
<b>Holds Activity</b>					
Items pulled to fill holds	40,272	52,029	81,699	110,002	-25.73%
<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	36,241	37,943	74,832	81,398	-8.07%
Childrens	9,883	10,604	20,434	22,779	-10.29%
Fairhaven Branch	5,966	6,960	12,758	14,746	-13.48%
Barkley Branch	4,091	3,620	8,740	7,704	13.45%
<b>Total Persons Visiting</b>	<b>56,181</b>	<b>59,127</b>	<b>116,764</b>	<b>126,627</b>	<b>-7.79%</b>
<b>Website Visits</b>	40,919	39,221	87,663	85,470	2.57%
This count reflects number of visits to www.bellinghampubliclibrary.org					
<b>Bilibocommons Visits</b>	11,109	12,180	23,227	25,459	-8.77%
This count reflects number of visits to Bilibocommons					
<b>Total Website Visits</b>	<b>52,028</b>	<b>51,401</b>	<b>110,890</b>	<b>110,929</b>	<b>-0.04%</b>
<b>Computer Usage</b> - Number of sessions					
<b>Central Library</b>					
Adult & Teen (30 terminals)	4,733	4,902	9,981	10,581	-5.67%
Childrens (3 terminals)	144	134	296	306	-3.27%
Fairhaven Branch (7 terminals)	402	561	902	1,157	-22.04%
Barkley Branch (4 terminals)	232	252	498	502	-0.80%
<b>Total Computer Usage</b>	<b>5,511</b>	<b>5,849</b>	<b>11,677</b>	<b>12,546</b>	<b>-6.93%</b>
<b>New Borrowers Registered</b>					
Central Library	373	391	854	877	-2.62%
Fairhaven Branch	48	30	106	58	82.76%
Barkley Branch	31	27	53	50	6.00%
<b>Total New Borrowers Registered</b>	<b>452</b>	<b>448</b>	<b>1,013</b>	<b>985</b>	<b>2.84%</b>
<b>Programs</b> - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	81	112	188	224	-16.07%
Attendees	1,888	2,978	4,376	5,934	-26.26%
<b>Volunteer Hours</b>	301	444	1,274	1,380	-7.66%

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 MARCH 19, 2019, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	<b>VENDOR</b>	<b>AMOUNT</b>
<b>ADMINISTRATION</b>		
ALA Conference registration	American Library Association	480.00
Monitors, supplies	Amazon.com	826.92
Migration/Tax Aide handouts	Applied Digital Imaging	248.92
ALA Conference travel costs	Katie Bray	475.28
Networking breakfast	Chamber of Commerce	20.00
Lunch presentation	City Club	13.00
Class/Polaris testing	City of Bellingham	1.00
Lost Interlibrary loan item	Mid-Continent Public Library	7.99
Email newsletter	Constant Contact	364.15
Printing; copier paper	Copy Source	1,067.91
Water @ Barkley Branch	Crystal Springs	19.16
March conference registration	Emerald City Comic Con	27.50
ALA Conference travel costs	Beth Farley	138.08
ALA Conference travel costs	Rebecca Judd	183.24
WA Public Libraries Directors meeting	La Conner Foundation	201.00
Name tags	Laserpoint Awards	36.96
Lost Interlibrary loan item	Marshall Public Library	5.99
Security software maintenance	Ninite.com	21.74
Rotary Club networking lunch	Northwood Hall	14.00
Copier lease and copies	Oasys Inc.	1,411.41
Office supplies; copier paper; toner	Office Depot	1,706.56
2019 membership	Public Libraries of Washington	903.37
Truck fuel	Reisner Distributor	190.27
Barkley operating costs	Talbot Services LLC	533.33
ILL mailers	Uline	263.46
Call Service	USPS	660.00
B & O taxes	WSDR	34.63
	<b>ADMINISTRATION Sub Total</b>	<b>\$9,855.87</b>
<b>PUBLIC SERVICE</b>		
Library materials returned	Library Refunds	88.97
	<b>PUBLIC SERVICE Sub Total</b>	<b>\$88.97</b>
<b>TECHNICAL SERVICES</b>		
Book processing	Baker & Taylor	623.19
ILL & tech services	OCLC	2,269.24
	<b>TECHNICAL SERVICES Sub Total</b>	<b>\$2,892.43</b>
<b>LIBRARY ACQUISITIONS</b>		
Books, recorded books, CDs, DVDs	Amazon.com	17.79
Books	Baker & Taylor	3,811.80
Books	Cavendish Square Publishing	210.44
DVDs, CDs, recorded books	Midwest Tape	1,777.15
Books	National Underwriters	400.02

<b>eBooks, audiobooks</b>	<b>Overdrive Inc</b>	<b>4,312.99</b>
	<b>LIBRARY ACQUISITIONS Sub Total</b>	<b>\$10,530.19</b>
<b>GIFT FUND</b>		
<b>Teen programming</b>	<b>Fred Meyer</b>	<b>44.54</b>
<b>Books</b>	<b>Gale</b>	<b>198.64</b>
<b>Teen programming</b>	<b>McKay's Taphouse</b>	<b>23.22</b>
	<b>GIFT FUND ACQUISITIONS Sub Total</b>	<b>\$266.40</b>
	<b>TOTAL GENERAL FUND</b>	<b>\$23,367.46</b>
	<b>TOTAL CLAIMS</b>	<b>\$23,633.86</b>



GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 2 ending February 28, 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	48,026	269,649	269,649	221,622	17.8
ExO 020	PERSONNEL BENEFITS	21,369	130,025	130,025	108,656	16.4
ExO 030	SUPPLIES	5,510	82,785	82,785	77,275	6.7
ExO 040	SERVICES	18,724	359,493	359,493	340,769	5.2
		-----				
Grp 191	LIBRARY ADMINISTRATION	93,630	841,952	841,952	748,322	11.1
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	345,323	2,188,711	2,188,711	1,843,388	15.8
ExO 020	PERSONNEL BENEFITS	162,055	1,074,991	1,074,991	912,936	15.1
ExO 030	SUPPLIES	64,660	643,465	643,465	578,805	10.1
ExO 040	SERVICES	3,351	66,035	66,035	62,685	5.1
		-----				
Grp 193	LIBRARY SERVICES	575,389	3,973,203	3,973,203	3,397,813	14.5
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	2,049	578,583	578,583	576,533	.4
		-----				
Report Final Totals		671,068	5,393,737	5,393,737	4,722,668	12.4
		=====				

# Bellingham Public Library

Rebecca Judd, Director



## **Our People**

Danette Sheldon was recently hired as a security and information attendant for the Library, replacing the position vacated by Lucas Huyber in December. A second recruitment process will be run in the coming months to find the right fit for the additional security and information attendant funded in the 2019-2020 City budget.

Two additional positions are in process: a reclassification of the page coordinator to Library Assistant supervisor and the classification of the new Operations Supervisor.

Thank you to Mayor Kelli for purchasing a coffee service for Library staff at a recent fundraiser. We appreciated the thoughtfulness of this gift and the recognition of all the Library has done to support our community this past winter.

## **Our Services**

From Jon McConnel, Head of Digital Services:

Over the past month, Digital Services has continued to focus on the transition to Polaris. Materials are floating between branches once again; outreach services' configuration has changed considerably; the first couple reports are implemented; and debt collection processes were enabled the week of March 11. On Friday March 15th we transitioned from Ill Implementation to Ill Support, completing our whirlwind migration. In other areas, we're working on meeting contractual requirements related to destroying software and documentation from SirsiDynix, and reporting annual statistics to the Washington State Library.

From Beth Farley, Head of Collection Services:

Our new Security & information Assistant, Danette Sheldon, will start on Monday, March 18th. Danette has terrific security experience and after two weeks of training with library staff she will hit the floor running. Please welcome her!

Nate, our Acquisition Specialist, with Jon's help, is now receiving auto-generated reports biweekly that indicate how many additional copies of high demand titles the library should purchase. This is a huge help in meeting the demand for popular materials. For instance, the library's hold ratio for books is one copy for every five holds. Nate places orders twice monthly to fill holds and keep wait periods down.

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

Library Assistant Tad McGuire will be leaving BPL in March to begin a new position with the Las Vegas Clark County Public Library System. We wish Tad all the best in this exciting opportunity.

Delivery schedules to our Connection Partners (Whatcom Community College, Western, and BTC) are being adjusted to accommodate increased volume.

# Bellingham Public Library

Rebecca Judd, Director



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

We were excited to see Seattle resident and philanthropist Melinda Gates as the honorary chair for National Library Week 2019, April 7-13. Be on the lookout for social media posts and displays in the Central Library in celebration of our nation's libraries.

We are making great progress launching the public engagement portion of our strategic planning effort. At agenda publication time we are finalizing a schedule and publicity for Community Conversations during April and May. Handouts will be available at the Board meeting. Here's how we are describing these meetings:

*Join us to talk about your aspirations for our community and how we can work together to strengthen it. We are meeting with people this spring for a series of "Community Conversations" as part of planning for the library's future. Each 90-minute conversation is a chance for us to better understand people's hopes for their community, the concerns they have, and what they believe might make a difference in strengthening our community. Our goal is to gather public knowledge, then determine where the library can help. Please join us--this is a rewarding way to meet other community members and contribute your ideas.*

From Bethany Hoglund, Head of Youth Services:

Youth Services staff are busy out in the community! Teen Services Librarian Jennifer hosted a table at the Shuksan Middle School Community Night, interacting with students and their families. Children's Specialists Bernice and Julie are attending Family Night at each of the Bellingham School District's seven Promise K locations. At these events they share a story, provide information about library services and programs, and register kids for library cards.

## **Our Spaces**

**Accessibility:** Public Works installed ADA door openers on the public restrooms this past month. In addition, an LED roof floodlight was installed to illuminate the bike parking area and the library plaza to improve visibility and security. At Fairhaven, a 10-minute express parking sign was posted near the outside book drop. Thank you to our colleagues in Public Works for closing out these much-needed improvements.

# Bellingham Public Library

Rebecca Judd, Director



## Our Community



Timothy Egan spoke to a crowd of nearly 1,000 at Mount Baker Theatre on March 7. What a wonderful night of history, stories, and a shared love of reading! **Photo credit: BTV Bellingham**

**Whatcom READS:** Thank you to Janice Keller for running so many of the logistics for Timothy Egan's presentation at the Mount Baker Theatre with such grace and skill. Kudos also to librarian Katie Bray for keeping the front of the house running smoothly and to library clerk Lesley Norman for lending her time, talent, and support, and Board vice-chair Rachel Myers for serving as MC with warmth and humor. Thanks also to the Friends of the Library for setting up a table and being such a major financial supporter. And thank you to our City of Bellingham colleagues at BTV for filming it; it is now airing on BTV and will continue to air for the year ahead, and also can be viewed on the City of Bellingham YouTube channel.

Next year's Whatcom Reads title has been chosen: *To the Bright Edge of the World* by Eowyn Ivey (pronounced AYE-oh-win EYE-vee). Ivey is a Western Washington University graduate and the author of best-selling novel *The Snow Child*, which was a finalist for a Pulitzer Prize. Stay tuned for great discussions, engaging events and more starting in the fall.

**Strategic Planning:** I conducted my first Community Conversation on March 6 at the El Dorado clubhouse in Cordata. It was a snowy afternoon, but nine Cordata residents attended the conversation and shared aspirations for their community. Thank you to Library trustee Jim McCabe for attending the conversation, and I look forward to hearing and learning more in the coming months from residents across the city.

Respectfully submitted,  
Rebecca Judd