

Bellingham Public Library



**Regular Meeting of the Library Board of Trustees
Tuesday, April 16, 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.

Board Members Present: Rick Osen, Rachel Myers and Rebecca Craven

Board Members Absent: 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

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

Approve/modify agenda: Rachel Myers moved to approve the agenda. Rebecca Craven seconded. Motion carried.

Public comment: No comment.

Consent agenda: Rebecca Craven moved to approve the March 19, 2019 Regular meeting minutes, Special meeting minutes and the March 2019 performance and activity measures and financial reports. Rachel Myers seconded. Motion carried.

Board Chair report: Rick and Rebecca Judd met twice with Mayor Kelli since the last board meeting. The Mayor continues to applaud the library for moving forward in many areas. Rick took the opportunity to give the Mayor a copy of Suzanne Carlson-Prandini's article in March addition of Alki, *Shelter Overwhelm: One Community's Response* (also included in the April board packet).

Rick reminded everyone that next month's board meeting will be held at Fairhaven Branch Library in the Fireplace Room.

Board member reports: No reports.

City Council liaison report: April just returned from an Othering & Belonging conference in Oakland, California. This event was organized by John Powell who is also involved with the

Equity Summit. During her absence, City Council continued the discussion on what will an equity housing assessment look like, considering if they can reverse engineer the process – work to bring in the jobs that can afford the housing or build the housing for the jobs that already exist.

April also attended the recent Women's Wealth Gap meeting where she learned that if we were able to close the gender wealth gap, 50% of children would be taken out of poverty. Many people in our society are not exposed to information and learning about wealth accumulation and asset building which is needed for upward mobility. April met with Lisa Sohni, the Outreach & Development Coordinator at Opportunity Council, who is involved with the Asset Building Coalition. At the meeting April found out that many women aged 45-65 are on an economic brink as they haven't had the opportunity to build any wealth, and now millennials also are limited in asset building opportunities. April suggested that the library might be able to play a role in providing training in asset building and financial literacy. Rebecca Judd responded that this is a good time to consider this as we work on strategic planning.

Friends of BPL report: Faye reported that tomorrow the Friends will be participating in a Community Conversation. She also invited everyone to the Friends' Annual Meeting, to be held on Saturday, April 27, at 10 a.m: Refreshments will be served and Katie Bray, Public Services Librarian, will be giving a book talk.

Library Director report: Rebecca reported that Bethany attended an ITSD stakeholder meeting. The IT department plans to expand their phishing campaign – where they send out suspicious emails to train staff to be on the look out for true phishing attempts – to all city email accounts. This will include Board email accounts. Trustees are advised to delete any email they find suspicious.

We received a \$1,000 donation in honor of Kathie, Steve and Hannah Wilson, for their work with Childlife Montessori. The funds were raised by students and families of the school. The donation will be used for Children's materials, services and spaces.

Rebecca thanked the Friends for providing a wonderful lunch for staff on Tuesday, in honor of National Library Week. She also thanked Rick for his letter to staff honoring the work they do.

Rebecca mentioned Suzanne's article that is included in the packet. The theme of this edition of ALKI, which is produced by the Washington Library Association, was *Overwhelmed/Overcome*.

Rebecca also mentioned that a new feature film focused on the issue of homelessness and libraries, *The Public*, is currently playing at the Pickford's Limelight Theater.

Rebecca invited everyone to this year's Whatcom Literacy Council Trivia Bee, on Friday, April 19, to cheer on the Dewey Decimators, the library's team.

Beth Farley announced that the library will launch Kanopy, in conjunction with WCLS, on May 1. Kanopy is a streaming film service that patrons have been requesting. With the materials

increase we received this year, we are able to add this service. Kanopy has over 35,000 films focused on 'thoughtful entertainment' – 50% documentaries; 25% feature films (world, indie, classics, award winners); and 25% learning/instructional. Public performance rights are included, as long as no admission fees are charged for viewing. Each cardholder will be allowed up to 10 films per month. The service will be soft-launched in-house and on the website, with additional marketing to occur later in the year.

2019 Organizational Goals – quarterly update: Rebecca Judd provided a PowerPoint presentation illustrating progress made so far this year on 7 major organizational goals (*Please see Attachment #1 for Organizational Goals 2019. All attachments are located at the end of the minutes*). These are all initiatives that require resourcing outside of our current library service delivery model – this is important to mention as maintaining our existing high level of service keeps everyone working hard.

Facilities Committee report: Rick reported that the selection committee (Rick, Rebecca J., Eric Johnston, and James Simpson) interviewed the two architect firms that responded to the RFQ. Both gave excellent presentations and RMC Architects was selected. A contract is being worked on. The rough, proposed timeline is the design process from late April through July; work on construction documents from August through September; go out to bid in December; with construction beginning around February. James Simpson will be the project manager.

Strategic Planning update: Janice Keller distributed a Spring 2019 Schedule for the neighborhood-focused and open-to-the public Community Conversations (English on one side; Spanish on the other) and a Schedule of Community Conversations. (*See Attachment #2 for Spring 2019 Schedule and Attachment #3 for Schedule of Community Conversations*). The 3 neighborhood-focused Conversations will have Spanish language interpreters. Our publicity efforts have focused on the neighborhood-focused and open-to-the-public Community Conversations listed on the Spring 2019 Schedule hand-out. More group-focused Conversations are still in the process of being scheduled and individual ASK interviews are currently taking place. Janice added that, so far, people have been eager to talk with us. Janice encouraged board trustees to spread the word – the information is available on our website and Janice is willing to provide flyers and informational emails.

Rebecca added that Community Conversations will be ongoing through June, with a 'theming meeting' happening in July. Other pieces that will inform the strategic plan are local reports such as the studies April mentioned earlier, demographic information, plus regional and national library trend-spotting – looking at what other libraries are doing. Suzanne Carlson-Prandini will be attending the ALA National Conference in D.C. and mining the event for information.

Rachel shared that she attended the Community Foundation Conference last week in New Orleans and one of the presenting Foundations, the Coastal Community Foundation in South Carolina, had used the LTC model for their strategic plan. They found it to be an excellent community engagement, information gathering, and relationship building tool. Interestingly, when they did their 'theming', housing and economic opportunity were on their list. Rachel also attended the State of the City and County event that the Chamber hosted where

Mayor Kelli mentioned the top 3 things that came out of the most recent Bellingham survey – homelessness, affordable housing, and public safety.

Rates & Fees structure: Rick provided some background information: a couple of times in the past few years, the growing trend for libraries of eliminating fines for late returns has been mentioned, just as an informational item. Last year it was brought up again with the information that WCLS is very interested in eliminating late fines. The Board's Personnel & Policy committee, Rick and Rebecca Craven, met with Jon, Rebecca Judd, and Janice to explore this option. Jon provided background information, including the information in the board packet. Revenues from fines have been decreasing over the past few years as eBooks were introduced (which don't accrue fines), fines on children's items were eliminated, expired holds fees were eliminated, followed by courtesy renewals. Because this revenue goes into the City's General Fund, Rick and Rebecca Judd brought this information to the attention of Brian Heinrich, Deputy Administrator, and Mayor Kelli. The Library has the support from the City to move forward with this if the Board wishes to. Rick is hoping the Board will provide general direction on whether to continue pursuing the elimination of late fines.

Jon shared a PowerPoint presentation that is extensively based on a Kitsap Regional Library presentation that WCLS has used (*Please see Attachment #4 for Proposal to Eliminate Overdue Fines*). Jon stressed that the primary reason to eliminate fines is that public libraries are about connecting people with information and helping to instill and support a love of reading – we want to reduce barriers to this service.

The three board members present agreed to proceed with working out the procedures that need to be in place to accomplish eliminating late fines by year-end.

New Business:

- No new business.

Action items for next meeting:

- May board meeting will be held at the Fairhaven Branch Library.

Meeting adjourned at 4:48 p.m.

Next Regular Library Board Meeting – Tuesday, May 21, 2019 at the Fairhaven Branch Library, 1117 12th Street, Library Lecture Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

Attachments:

- Attachment #1: Organizational Goals 2019
- Attachment #2: Spring 2019 Schedule
- Attachment #3: Schedule of Community Conversations
- Attachment #4: Proposal to Eliminate Overdue Fines

Organizational Goals 2019

**Quarter 1 Presentation to Bellingham Public Library
Board of Trustees, April 2019**

Organizational Goals 2019

1. Working closely with community groups and City of Bellingham stakeholders, update Library's strategic plan to reflect a shared vision of service for the next three to five years.



Organizational Goals 2019

1. Working closely with community groups and City of Bellingham stakeholders, update Library's strategic plan to reflect a shared vision of service for the next three to five years.

- In collaboration with Bellingham Public Library Board of Trustees, design process, timeline, and production of library strategic plan update that charts library direction for the next 3-5 years
- ✓ Develop and implement training for strategic plan community engagement
- Facilitate community conversations as part of strategic planning process

Organizational Goals 2019

2. In partnership with City of Bellingham Public Works and ITSD, redesign main floor of the Central Library to improve patron access to collections, increase collaborative meeting spaces, and streamline workflow.



Organizational Goals 2019

2. In partnership with City of Bellingham Public Works and ITSD, redesign main floor of the Central Library to improve patron access to collections, increase collaborative meeting spaces, and streamline workflow.
 - ✓ With Public Works, hire an architect to design Central Library main floor remodel

Organizational Goals 2019

3. Implement 2019-20 Level of Service increases in the areas of Staffing, Materials, and Facilities. Develop proposal for mid-term adjustment.



Organizational Goals 2019

3. Implement 2019-20 Level of Service increases in the areas of Staffing, Materials, and Facilities. Develop proposal for mid-term adjustment.

- Hire and train new security personnel
- ✓ Begin planning for Kanopy launch on May 1 in collaboration with WCLS

Organizational Goals 2019

4. In partnership with Whatcom County Library System, fully implement the new Integrated Library System (ILS) to improve efficiency, security, and access to materials.

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- Implement new ILS with Whatcom County Library System

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✓ Implement new ILS with Whatcom County Library System

DONE!



Bellevue Public Library

Organizational Goals 2019

4. In partnership with Whatcom County Library System, fully implement the new Integrated Library System (ILS) to improve efficiency, security, and access to materials.

- ✓ Implement new ILS with Whatcom County Library System
- Update procedures to reflect Polaris migration
- Implement Polaris reports and reporting-related workflow

DONE!

Organizational Goals 2019

5. In partnership with Whatcom County Library System, update fines and fees schedule and confidentiality policy to best meet patron and Library needs.



Organizational Goals 2019

5. In partnership with Whatcom County Library System, update fines and fees schedule and confidentiality policy to best meet patron and Library needs.

- Evaluate fines and fee structure to reduce barriers to library service



Organizational Goals 2019

6. Evaluate current safety and security procedures and implement recommended improvements.

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Organizational Goals 2019

7. Improve operational infrastructure and workflow to increase efficiency and public experience.

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- Oversee Whatcom Reads team for completing 2019 series and evaluate roles for 2020
- Evaluate internal communication tools
- ✓ Develop and implement staff training in the area of Service to the Homeless
- ✓ Evaluate genealogy service as part of Central Library main floor remodel project

Organizational Goals 2019

7. Improve operational infrastructure and workflow to increase efficiency and public experience.

- ✓ Update procedures to reflect new Eligibility for Library service policy
- ✓ Evaluate existing youth programs, collections, and services and implement recommendations to increase equity, diversity, and inclusion

Questions

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 www.bellinghampubliclibrary.org

Spring 2019 Schedule

Neighborhood Focus Community Conversations with Spanish language interpretation provided:

April 25: 7:00 p.m. – 8:30 p.m., Bloedel Donovan Park Beach Pavilion

May 2: 7:00 p.m. – 8:30 p.m., Fairhaven Branch Library Fireplace Room

May 8: 7:00 p.m. – 8:30 p.m., Birchwood Elementary School Library

Other Public Sessions

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

¿Qué cosas te importan? Las bibliotecas pueden ayudarte.

Únete a nuestras conversaciones comunitarias para hablar sobre tus aspiraciones para nuestra comunidad y cómo podemos trabajar juntos para fortalecerla.

Cada charla de 90 minutos que presenta la Bellingham Public Library es una oportunidad para que podamos comprender mejor los deseos de la gente para su comunidad, sus preocupaciones y aquello que consideran que puede marcar la diferencia.



Nuestro objetivo es relevar información del público y luego determinar en qué puede contribuir la biblioteca, como parte de nuestra planificación a futuro. Nos encantaría que te unieras a estas conversaciones, ya que será una manera muy gratificante de que puedas conocer a otros miembros de la comunidad y contribuir con tus ideas.

¿Tienes alguna duda? Llámanos al 360-778-7206 o visita nuestro sitio web: www.bellinghampubliclibrary.org

Programa para la primavera de 2019

Conversaciones comunitarias enfocadas en cuestiones del vecindario en las que se proporciona un intérprete de español:

25 de abril: 7:00 p. m. – 8:30 p. m., Bloedel Donovan Park Beach Pavilion

2 de mayo: 7:00 p. m. – 8:30 p. m., Sala de lectura con chimenea de la Fairhaven Branch Library.

8 de mayo: 7:00 p. m. – 8:30 p. m., Biblioteca de la Birchwood Elementary School

Otras reuniones públicas

27 de abril: 1:30 p. m. - 3:15 p. m., Sala de lectura de la Central Library

30 de abril: 6:00 p. m. - 7:45 p. m., Sala de lectura de la Central Library

2 de mayo: 3:00 p. m. - 4:45 p. m., Sala de lectura con chimenea de la Fairhaven Library

7 de mayo: 10:15 a. m. – mediodía, Sala de lectura con chimenea de la Fairhaven Library

16 de mayo: 10:15 a. m. – mediodía, Sala de lectura con chimenea de la Central Library

Schedule of Community Conversations*

*Schedule up-to-date as of April 15, 2019. Scheduling still underway, meetings will continue through end of June.

DATE	TIME	TYPE	LOCATION	BPL ONLINE/PUBLIC CALENDAR?	STAFFED BY:
March-June	4:30-5:30 p.m. 1 st Wed. each month	CC: Cordata neighborhood	El Dorado Condo Clubhouse	Yes	Rebecca
April 2	10:15 a.m. – Noon	CC: General	Lecture Room	Yes	Bethany/Bernice
April 17	2-4 p.m.	CC: Friends	Board Room	No	Rebecca/Deborah
April 25	8:30-9:45 a.m.	CC: Staff	Lecture Room	No	Rebecca/
April 25	1-2:15 p.m.	CC: Staff	Board Room	No	Rebecca/
April 25	7-8:30 p.m.	CC: Neighborhood focus (Spanish-interpretation provided)	Bloedel Beach Pavilion	Yes	Suzanne/Elizabeth
April 26	1:30 p.m.	CC: Downtown workers, tech workers	Faithlife Corp.	No	
April 27	1:30 p.m.-3:15 p.m.	CC: General	Lecture Room	Yes	Rebecca/Katie
April 30	6-7:45 p.m.	CC: General	Lecture Room	Yes	/Elizabeth
May 1	1:30-3:00 p.m.	CC: Adult basic skills (Spanish-interpretation provided)	Goodwill training center	No	
May 2	3-4:45 p.m.	CC: General	FH Fireplace Room	Yes	Deborah/
May 2	7-8:30 p.m.	CC: Neighborhood focus (Spanish-interpretation provided)	FH Fireplace Room	Yes	Bethany/Deborah
May 7	10:15 a.m. - Noon	CC: General	FH Fireplace Room	Yes	/
May 8	4:30 p.m. – 6 p.m.	CC: Teen/Tween	Lecture Room	Yes	Jen Lov/
May 8	7-8:30 p.m.	CC: Neighborhood focus (Spanish-interpretation provided)	Birchwood Elementary School Library	Yes	Julie/Mandee
May 13	3:15-4:30 p.m.	CC: People with disabilities/Out & About group	Lecture Room	Yes (Out & About)	Beth/
May 16	10:15 a.m. – Noon	CC: General	Lecture Room	Yes	
May 16	4:00-5:30 p.m.	CC: Adult basic skills	Lecture Room	Yes	Rebecca/Deborah
May 29	4:30-6 p.m.	CC: Early childhood	Lecture Room	Yes	Bethany/
May 30	4:30-6 p.m.	CC: Elementary child	Lecture Room	Yes	Bethany/
June 6	4:00-5:30 p.m.	CC: Emergency preparedness focus	Lecture Room	Yes	Suzanne/

*Scheduling still underway, meetings will continue through end of June.

Proposal to Eliminate Overdue Fines

**Presentation to Bellingham Public Library
Board of Trustees, April 2019**

Based on presentations by Whatcom County Library System and Kitsap Regional Library

Why?



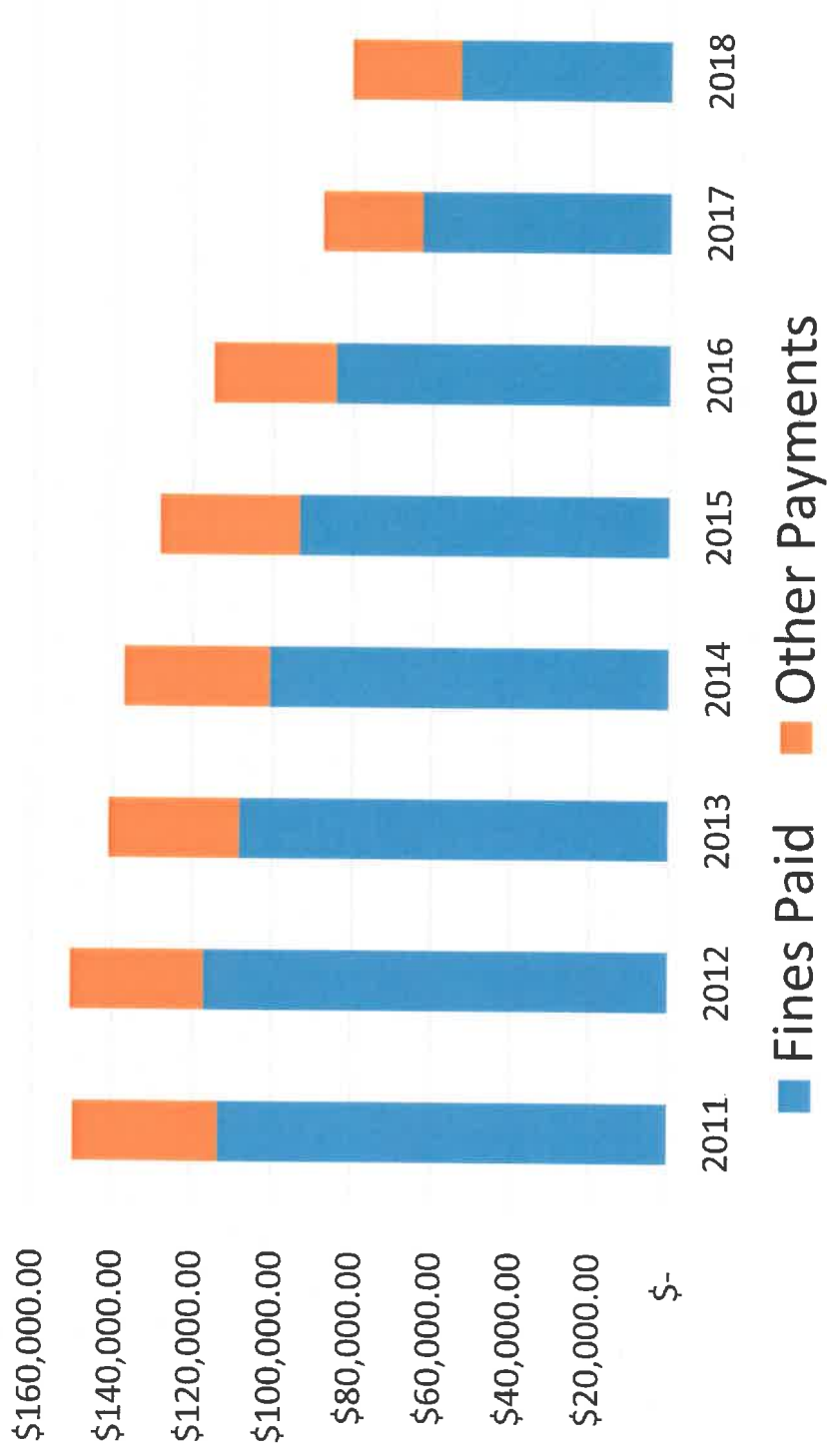
Why?

- Equity
- Improve overall patron experience
- Use staff time efficiently
- Welcome back patrons to the library
- The Library is about community and education

What?

- Eliminate overdue fines (\$0.25 per item per day)
- Continue to recover costs for lost and damaged materials

City of Bellingham General Fund Revenue



“Don’t fines encourage people to return materials on time?”

- Experience from other library systems shows that fines do not change borrowing behavior.
- In 2018, 7,430 Bellingham Public Library cardholders had overdue fines (one in 8 active cardholders)

“What’s the big deal about \$0.25?”

- Fines accrue quickly! Hit \$10 and lose borrowing privileges.

Fine/day	# items	3 Days	5 Days	7 Days	10 Days	28 Days
\$ 0.25	1	\$ 0.75	\$ 1.25	\$ 1.75	\$ 2.50	\$ 7.00
\$ 0.25	2	\$ 1.50	\$ 2.50	\$ 3.50	\$ 5.00	\$ 10.00
\$ 0.25	5	\$ 3.75	\$ 6.25	\$ 8.75	\$ 10.00	\$ 10.00
\$ 0.25	10	\$ 7.50	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00
\$ 0.25	15	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00
				1st Notice		
					2nd Notice	

- eBook users don’t get charged overdue fines – so if one can afford an eReader and/or prefer eReading, there’s an advantage

A Sample of Libraries that have eliminated overdue fines

Washington State

- Fort Vancouver Regional Library
- Jefferson County Library
- Kitsap Regional Library
- Port Townsend Public Library
- San Juan Island Library
- Sno-Isle Library System

Other States

- Berkley Public Library (CA)
- Contra Costa (CA)
- Anythink Libraries (Adams County, CO)
- Arapahoe Library District (CO)
- Denver Public Library (CO)
- Stanley Community Library (ID)
- Oak Park Library (IL)
- Vernon Area Public Library (IL)
- Arlington (MA)
- Imagine!F Libraries, Flathead County (MT)

- Tompkins County Public Library (NY)
- Willoughby-Eastlake Public Library (OH)
- Nashville Public Library (TN)
- Davis County Library (UT)
- Salt Lake City (UT)
- Verona Public Library (WI)
- Sauk City Public Libraries (WI)
- Eau Claire (WI)

Examples of Outcomes

Vernon Area Public Library, IL

- Library materials are being returned 8 days earlier
- New cardholders increased 8%
- First-time checkouts increased 3%

Addison Public Library, IL

- 1,320 blocked juvenile cards in August----425 in January

High Plains Library District, CO

- Circulation up, including 16% rise in children's department

Salt Lake City Public Library

- Checkouts rose 10%
- 95% of materials are returned within a week of their due date
- New cardholders up 3.5%



A Counter Example

- Windsor, Ontario trialed being fines-free from Jan. 1, 2012 to Nov. 15, '2013. Their Board ended the trial after revenues decreased nearly \$200,000.
- During the trial, they blocked check-out, database access, and access to all other library services when a patron had 1 or more overdue items.
- Library's CEO reported, "since there were no fines, customers were keeping materials way, way longer than they should because they weren't going to be penalized. And then we had customers waiting ... getting frustrated. We were also hearing from customers that they would prefer to pay a small fine and have access ... rather than have their accounts blocked."

Working with WCLS

- WCLS planning to go fines-free by end of 2019.
- Ideally we can both do this, together
 - Simplest messaging
 - Simplest procedures

All options are possible with our ILS



Sources

- Library Journal, September 15, 2018 “The End of Fines?” by Lisa Peet, p. 21 – 23
- Library Journal, July 2018, “Farewell to Fines” by Rebecca T. Miller
- Kitsap Library: ‘Overdue Fine Free.pdf’
- ‘WCLS 2018-11-09 Fine Elimination project powerpoint.pptx’
- <http://www.windsorpubliclibrary.com/?p=3975>
- <https://windsorstar.com/uncategorized/windsor-public-library-reinstates-late-fees>

Questions?



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