

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.**

<u>AGENDA</u>	<u>TIME (approx.)</u>
1. Call to order and introductions	2 min
2. Approve/modify agenda	1 min
3. Public comment 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
4. Consent agenda 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">• Communications and FYI• Minutes September 17, 2019: Regular board meeting October 8, 2019: Special board meeting• Library performance & activity measures September 2019• Financial reports Claims: September 2019 YTD report: September 2019	4 min
5. Reports <ul style="list-style-type: none">• Board Chair• Library Board members• City Council liaison• Friends of Bellingham Public Library• Library Director	10 min
Time check: 3:50	
6. National Friends of Libraries Week, October 20-26, 2019 (see packet materials) <ul style="list-style-type: none">• Mayoral Proclamation• Library Board Resolution	5 min
7. Policy approval – Library Accounts Receivable (see packet materials)	5 min
8. Elimination of Overdue Fines review (see packet materials) <ul style="list-style-type: none">• Eligibility for Library Service Policy• Confidentiality Policy	10 min

- 2020 Rates & Fees schedule
 - BPL Overdue Fine Elimination Resolution
9. **Strategic Plan discussion (see packet materials)** 30 min
- Rachel Myers, Board Vice-Chair
- Time check: 4:40**
10. **Quarterly goals report** 10 min
- Rebecca Judd, Director
11. **Facilities Committee update** 10 min
- Rick Osen, Board Chair
 - Rebecca Judd, Director
12. **Whatcom READS 2020 – *To the Bright Edge of the World* by Eowyn Ivey (see packet materials)** 5 min
- Janice Keller, Communications, Community Relations, and Programming manager
13. **2020 regular Library Board of Trustees meeting schedule (see packet materials)** 5 min
- Review and approve
14. **2020 City of Bellingham holidays & other library closures (see packet materials)** 5 min
15. **New business** 5 min
16. **Action items for next meeting** 2 min
- Time check: 5:22**
17. **Adjourn**

**Next Regular Library Board Meeting: Tuesday, November 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.

Library Board
October 22, 2019
Communications & FYI



The Week in Libraries: October 4, 2019

A federal appeals court delivers a mixed decision on net neutrality; OCLC hosts its annual Library Futures Conference; and library supporters continue to hammer Macmillan over its e-book embargo

by Andrew Albanese |
Oct 04, 2019

A federal court this week delivered a mixed decision in a key court case—[Mozilla et al v. Federal Communications Commission \(FCC\)](#)—that sought to undo the FCC’s repeal of net neutrality protections. There’s more to come in the net neutrality fight, but the long and short of the decision: [it is a loss.](#)

[In Tuesday’s 2-1 ruling](#), an appeals court basically upheld the FCC’s controversial decision to reclassify broadband as an information service, in essence meaning that internet service will no longer be treated like a utility, like phone service. That paves the way for providers to throttle speeds, block websites, or charge more for faster services, or premium content.

But the ruling was not a total victory for the telecom industry. That’s because the court also held that the FCC couldn’t block states from imposing their own net neutrality restrictions—and, [in fact, 29 states have already moved to do so](#), including California, [which has actually passed a law adopting stronger rules than the FCC’s previous policy mandated](#). The *New York Times* [said that part of the decision raises the prospect](#) that “the long-running battle over how best to regulate the infrastructure of the internet will move to statehouses around the country.”

The legal battle is also going back to the trial court, on remand. The Appeals court sent the case back to address three non-core issues: that the FCC failed to properly consider public safety issues; on pole attachments, the court expressed concern that the FCC’s decision harmed stand-alone broadband providers’ ability to deploy their services; and to look at the federal Lifeline program, which many low-income users depend on for communications access.

The American Library Association has been on the front lines of [the net neutrality battle](#) with the FCC, Congress, and the federal courts for more than a decade, working with [other library and higher education organizations](#), as well as broad coalitions of [net neutrality advocates](#). In *Mozilla*, ALA joined in filing an [amicus brief](#) in support of net neutrality.

[In a statement](#), ALA president [Wanda Brown](#) called Tuesday’s decision “another chapter” in the fight to ensure an open internet.

“While today’s decision falls far short of our goal to restore 2015 protections, we are heartened by the court’s ruling that states may fill the gap left by the FCC’s abdication of its broadband authority,” Brown said. “Without strong and clear net neutrality protections in place, there is nothing to stop internet service providers from blocking or throttling legal internet traffic or setting up commercial arrangements where certain traffic is prioritized. The American people know this and overwhelmingly support strong net neutrality protections. ALA and the nearly 120,000 libraries across the country will not stop until we have restored net neutrality protections, whether in the states, Congress or in the courts.”

Slate [has an interesting take on where the net neutrality battle is heading](#). “Now that the court has made it clear that states may pass net neutrality rules of their own, more may try, leading to a patchwork of state laws that will either balkanize how the internet is used across the country, or force internet service providers to not engage in discriminatory behavior nationwide, since applying rules within one state’s lines alone isn’t always feasible when it comes to the relatively borderless internet.”

In a typically smart take, **Techdirt** offers its perspective on [a potential "problem of their own making,"](#) for the telecom industries, who could have to deal with 50 state legislatures rather than one set of rules that, in fact, regulated their conduct in a reasonable fashion. “ISPs have, and will continue to whine incessantly about the perils of having to adhere to dozens of state-level net neutrality laws,” the article states. “While large ISPs (and the Pai FCC) have tried to frame the FCC's 2015 rules as hugely draconian and restrictive, in reality they were fairly modest by [international standards](#).”

For some background, **Vice** reported this week on [a major study said to undermine a key rationale for the telecom industry's push to repeal net neutrality: that it killed investment](#). “The problem for the Pai FCC is that while industry may be OK with the agency playing fast and loose with the facts to the benefit of telecom giants, the courts have not been. The FCC has had [three different major policy efforts](#) reversed by the courts in as many months for being factually unsound, something that looms large over the net neutrality debate.”

On one side of the net neutrality debate, **The American Enterprise Institute**, [had this take on the Mozilla decision](#). “Overall, this is good news for FCC Chairman Ajit Pai’s vision. The Restoring Internet Freedom Order is premised on the notion that with enhanced transparency protections, consumers can make informed choices about broadband service, and that such information, coupled with consumer protection and antitrust laws, will address many of the potential harms that net neutrality advocates fear. The Mozilla decision blessed the agency’s power to enact this light-touch regulatory approach.” The idea that consumers can make “choices” about broadband will be news to many in the country who have one service provider in their area.

On the other side, the **EFF**: ["We're disappointed](#). The FCC is supposed to be the expert agency on telecommunications, but in the case of the so-called “Save the Internet Order,” it ignored expertise and issued an order based on a wrong interpretation of the technical realities of the Internet. But we’re very pleased that the court’s ruling gives states a chance to limit the damage.”



Skip Prichard

From *American Libraries*, [the inestimable Miguel Figueroa has a great recap of OCLC's Library Futures Conference, which was held this week in Phoenix, Arizona.](#) "OCLC President and CEO Skip Prichard opened the day by outlining the five Cs that libraries need to catalyze their communities. Libraries *contribute*, developing unique offerings that help make them indispensable.

Through those contributions, they forge *connections*. Catalysts *create*, introducing big changes and little shifts. They *compete*, constantly pushing themselves forward. And they ultimately *choose*, from all the goals that they can pursue, the ones most important to their communities."

OCLC spokesperson Bob Murphy told PW that the event featured more than 160 library leaders, including OCLC Americas Regional Council delegates, who were on hand to hear speakers from different types and sizes of libraries "share their experiences in leading major change."

Among the speakers, **Pam Sandlian Smith**, Director, Anythink Libraries in Adams County, Colorado, described how her library transformed into one of the nation's most recognized library brands. "This library is all about supporting people," she said. "The wonderful thing about working in a library is that you have this huge amount of latitude. We are creating experiences and helping people to learn—whether it's reading a poem, or listening to music, or coming together—this is what a library is today. It's helping our community be successful."



Alyce Sadongei

Other speakers included **Alyce Sadongei**, Project Coordinator for the American Indian Language Development Institute (AILDI) at the University of Arizona, who spoke about the importance of protecting, preserving and making accessible Native American history and culture; **Keith Webster**, Dean of University Libraries at Carnegie Mellon University, who spoke about building the library of the future and leveraging OCLC Research

models; **Doug Ulman**, President and CEO, Pelotonia, a rapidly growing non-profit that funds lifesaving cancer research, who talked about unlocking the power of community; and **Retha Hill**, Executive Director of the New Media Innovation and Entrepreneurship Lab at the Walter Cronkite School of Journalism and Mass Communication at Arizona State University, who talked about hacking the future of libraries.

"These regional meetings bring us together to share thoughts around common themes," said **Debbie Schachter**, ARC Chair 2019-2020, and University Librarian, Capilano University. "They offer us a

chance to explore big ideas in smaller groups and to learn new approaches and practices that we can take back and use in our libraries.”

If Macmillan executives are betting that librarians will soon move on once their two-month window kicks in, they may be in for a rough ride. The issue continues to generate editorials, and is getting traction with readers. Among the national coverage of the issue this week, the ***Seattle Times*** [has an editorial co-authored by Seattle Public Librarian Marcellus Turner and King County librarian Lisa G. Rosenblum.](#) "Macmillan's plan will have a serious impact on library users, especially those with the fewest resources and the most barriers," they write. "For library users who count on us to provide them with the latest books and materials, it means that wait periods will be the longest just when demand is the highest."

Meanwhile, as of this writing, an **ALA** [petition circulated by librarians urging Macmillan to reverse its embargo has](#) topped 81,000 signatures.

Bellingham Public Library



Regular Meeting of the Library Board of Trustees
Tuesday, September 17, 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:** Rachel Myers, Rebecca Craven, and Jim McCabe
- Board Members Absent:** Rick Osen, Vernon Johnson
- Library Staff:** Rebecca Judd, Bethany Hoglund, Janice Keller, Jon McConnel, Jennifer Vander Ploeg and Wendy Jenkins
- Others Present:** Chris Johnsen, Friends of BPL; Candace Johnson, citizen
-

Call to order and introductions: Regular session was called to order at 3:35 p.m. by Vice-Chair, Rachel Myers.

Approve/modify agenda: It was noted that the date for the minutes and reports listed under consent agenda are incorrectly dated July. The Board will be approving the August 20 minutes and the August performance and financial reports. Jim McCabe moved to approve the agenda. Rebecca Craven seconded. Motion carried.

Public comment: No comment.

Consent agenda: Rebecca Craven moved to approve the August 20, 2019 Regular meeting minutes and the August 2019 performance and activity measures and financial reports. Jim McCabe seconded. Motion carried.

Board member reports: No report.

City Council liaison report: No report.

Friends of BPL report: Chris Johnsen reported that the Friends are going to focus on increasing membership, starting in January. Currently there are 159 members. The Fall Book Sale is next week – September 25-28. Rachel asked if there are ways the Board can support the Friends in their membership drive. Chris answered that she will be working with Janice on signage and advertising, and she also invited everyone to join the Friends themselves.

Library Director report: Rebecca Judd congratulated Bethany on being selected as one of Bellingham Business Journal's *7 under 40 Whatcom Young Professionals Awards*. Rachel, a member of the BBJ selection committee, added her congratulations.

Last month Rebecca Judd reported on changes publishers are making to eBook purchasing by libraries. She updated that there has been a lot of national attention and the American Library Association (ALA) has circulated an online petition denouncing the changes. She is talking with the City to determine what is appropriate to share with our patrons. Rebecca Craven has looked at this online petition and reported that an email address is requested – before signing the petition she would like to know what ALA intends to do with the addresses.

Rebecca Judd and Jon will be attending a digital symposium in Wenatchee, *Beyond our Doors: Connecting for a Broader Future*, presented by the State Library. They will report on the symposium next month.

The Whatcom Literacy Council (WLC) is hosting their annual Literacy Breakfast Fundraiser with Nancy Pearl on November 7 and Rebecca invited the Trustees to attend.

Fines update: Rebecca Judd reported that a budget modification proposal was turned into the Mayor requesting the elimination of overdue fines in 2020. The Mayor will be reviewing all proposals in September and making a recommendation to City Council in October. The Library will have a work session with Council in October. Jon and Carmi, Jon's counterpart from WCLS, are working on developing outcome measures for the fines free project – how and what we will measure over the year. Rebecca reported we are also working with the City (Legal and Finance) about eliminating standing overdue fines. Janice and Mary Vermillion, from WCLS, are developing a communications plan. Procedures are being finalized and policies are being updated.

Policy review – Library Accounts Receivable: Jennifer Vander Ploeg reported that in the process of determining meaningful numbers for the fines free project, it became apparent that we needed to update the Library Accounts Receivable policy. Jennifer aimed for a concise draft, included in the packet, that shows the process we go through for handling accounts receivable and how we determine when a receivable is no longer collectible. The Board will be asked to approve the policy next month.

Strategic Plan update: Janice Keller distributed copies of the Community Conversations Report. The Strategic Plan Committee met and decided that the October 8 Special Meeting will be focused on a conceptual conversation to talk through the Strategic Plan Background Reading questions:

- What themes do you find interesting or compelling?
- What information is important for the library to consider as we form our strategic directions?
- What community needs are identified that the library can help address?
- What information raises further questions or need for additional research?

The Committee will take this information and craft strategic directions to propose to the Board at the Regular Meeting on October 22.

Library usage trends: Jennifer presented a PowerPoint on usage trends, illustrating the patterns in statistics that we measure. It featured collection make-up, checkout activity, location use, computer use, programs and staffing levels. *(See Attachment #1 for 2009 – 2018 A decade of statistics. All attachments are located at the end of the minutes).*

Facilities Committee update: Rebecca Judd reviewed that this \$1.6 million Central Library main floor project is funded in the 2019-2020 biennium budget. The goal is to improve patron experience by opening space, adding restrooms and meeting space, as well as improving efficiency. The Committee, the management team, and James Simpson, Facilities Project Manager, have all been working with RMC Architects on the conceptual design – big picture decisions. Using a blueprint, Rebecca pointed out:

- West side of building work area: the garage will be a staging area for all deliveries; the automated materials handler (AMH) will be north of the garage; staff workspace will be north of the AMH
- Open seating along the north wall to take advantage of the light from the windows
- Moving patron computers to opened-up central area
- Open walkway from doors to fiction stacks
- 2 individual restrooms
- Larger holds pick-up area
- 2 small study rooms
- Teens area relocated to current periodicals area
- New carpet, new paint

There are 4 public information sessions scheduled (listed in packet). Janice added that there is an interior remodel page on our website for up-to-date information.

Summer Reading round-up: Bethany reported that Summer Reading was a smashing success. She thanked the Friends of BPL for their significant support of this program, both financial and supplying over 2000 gently used books for finishers. Bethany also thanked all staff for their hard work and enthusiasm. There were 1803 Youth finishers; 232 Teen finishers (nearly 100 more than last year); and 239 Adult finishers (also 100 more than last year). Janice added that we are almost in lockstep with WCLS with Summer Reading which allows a patron to walk into any library in Whatcom County and have a similar experience and get the same message. This is a model for future projects with WCLS.

New Business:

- Rachel noted that a reappointment for Rick Osen, for a second term, is in process.

Action items for next meeting:

- Strategic Plan Background Reading for October 8 Special Meeting
- Library Accounts Receivable policy approval

Meeting adjourned at 4:51 p.m.

Next Special Library Board Meeting – October 8, 2019 at the Central Library, 210 Central Avenue, Library Board Room – at 3:30 p.m.

Next Regular Library Board Meeting – October 22, 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:

- 2009 – 2018 A decade of statistics

DRAFT

Bellingham Public Library

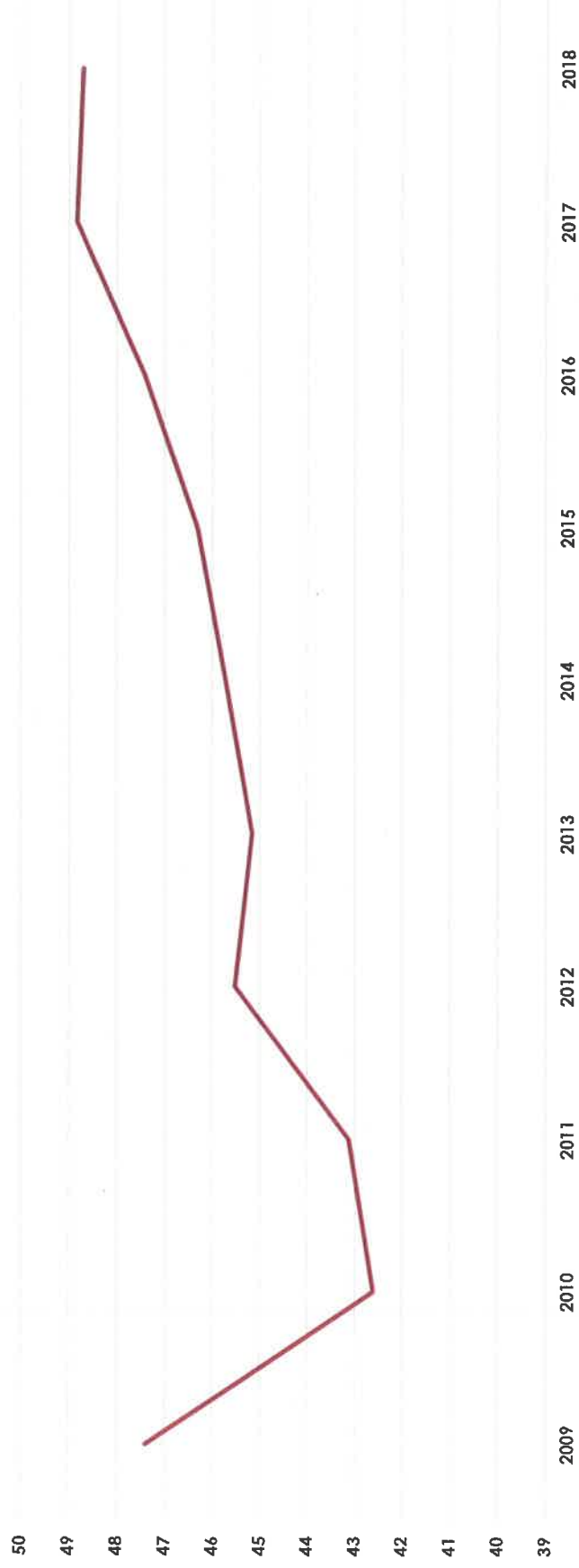


2009 – 2018

A decade of statistics

Staffing Levels 2009 -2018

FTEs



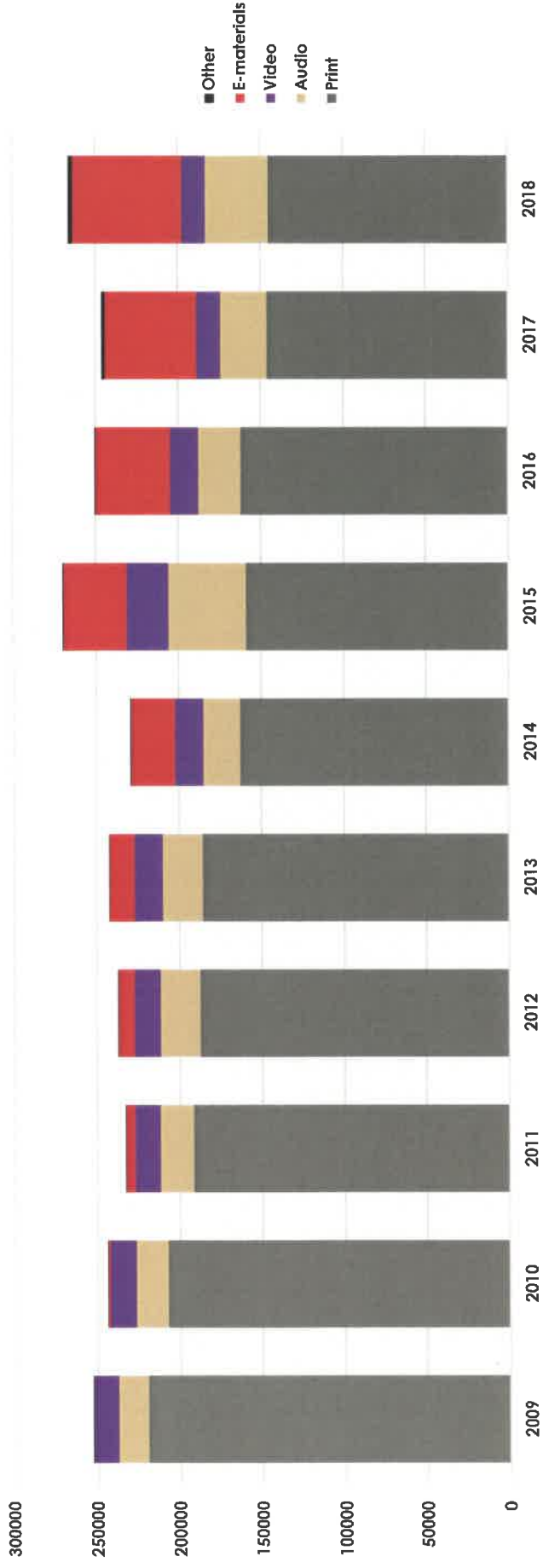
- The recession impacted the library and staffing levels took a hit in 2010, which we have been slowly recovering from.
- During this recovery, we are being intentional in our plans for future staffing using the levels of service adopted by the Board of Trustees.

Materials expenditures 2009-2018



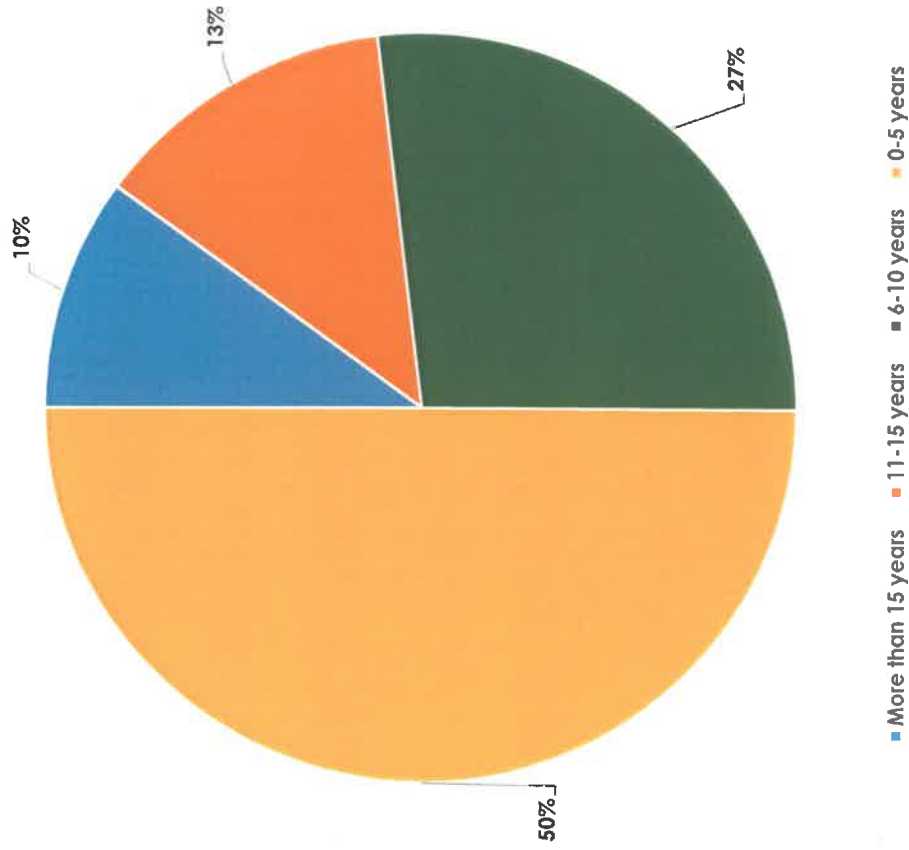
- Our materials budget has been slowly improving after the recession, and more quickly since adopting the levels of service
- Demands on the materials budget continue to grow as more formats are available and expected to be in our collection

Library materials composition 2009-2018



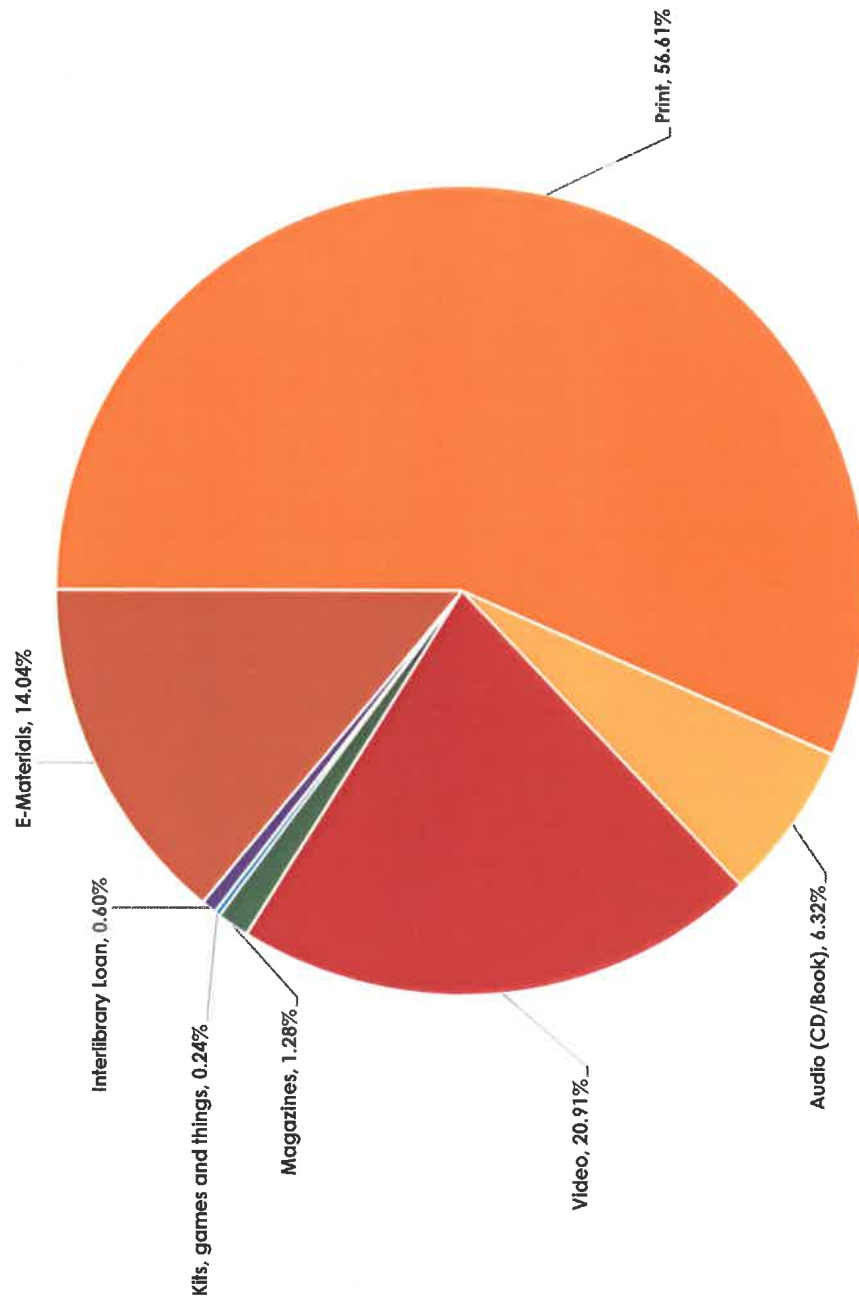
- Print material holdings have been decreasing incrementally over time
- This decline may be partly due to the expectation that we will hold the same title in several formats

Age of our Physical Materials 2018



- 4 years ago around 17% of materials were over 15 years old.
- 4 years ago our new materials (0-5 years) were around 38%

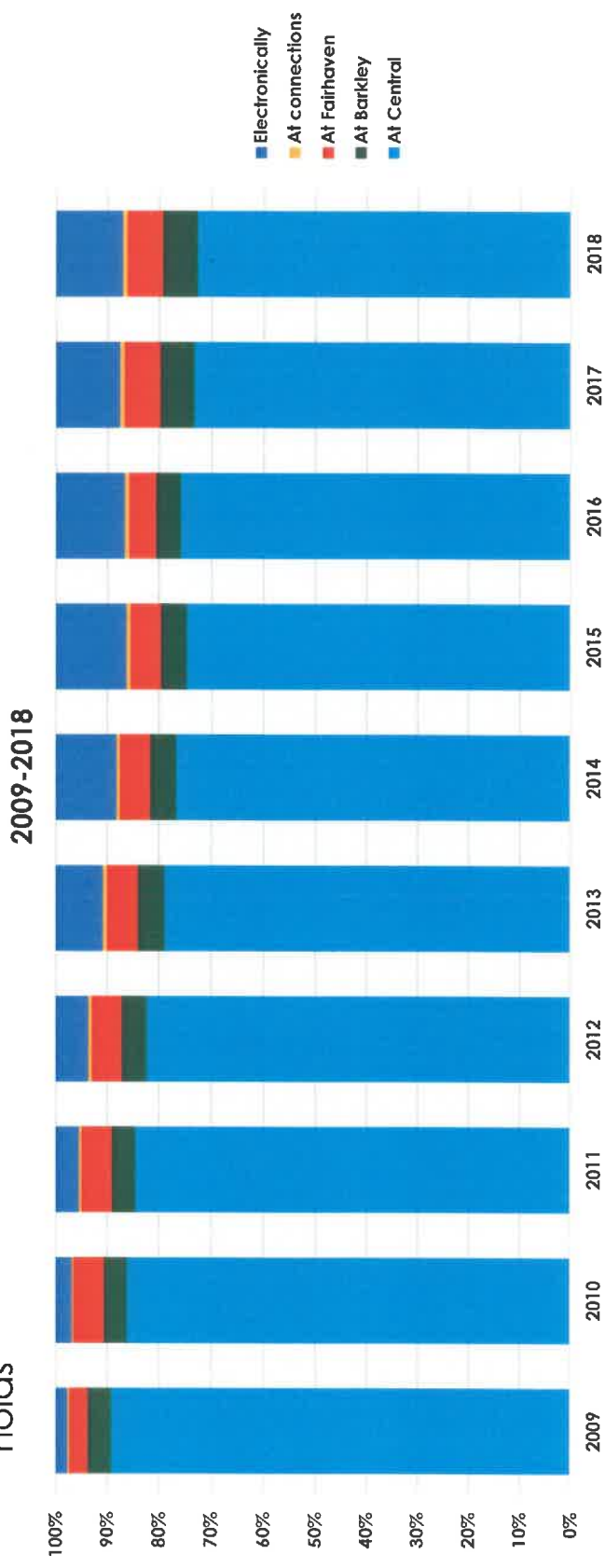
Type of Materials Checked Out in 2018?

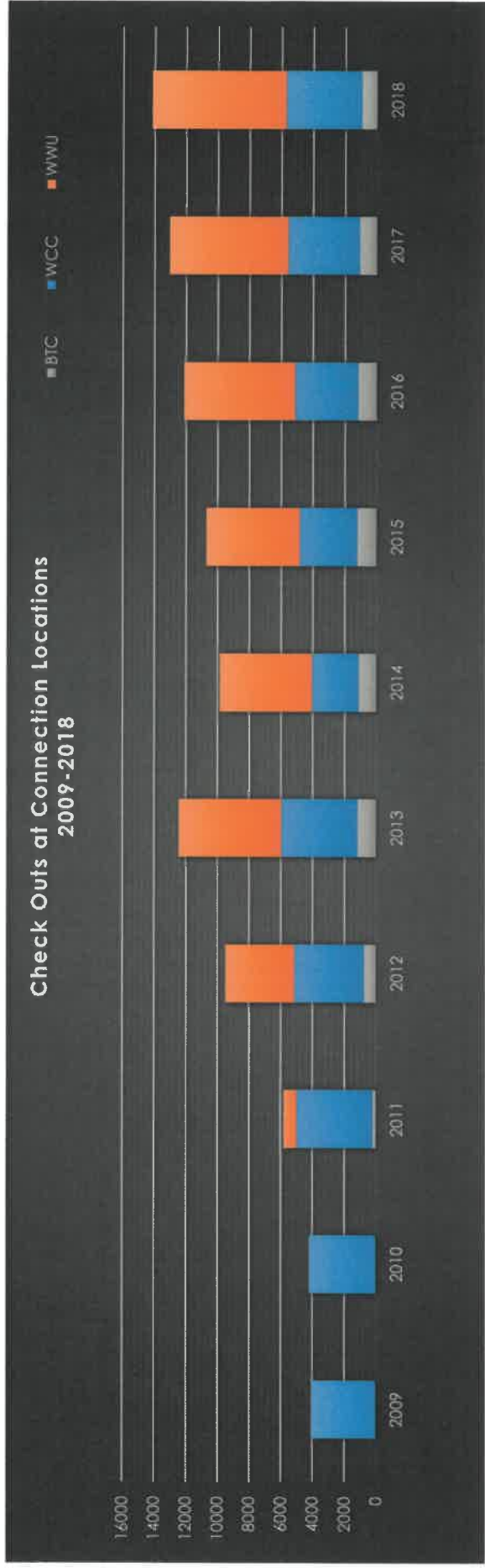


- Print is still a staple in our community
- Video is our second best-circulating material, although our collection is not increasing in size

Where have patrons been checking out materials?

- Ten years ago, close to 90% of checkout activity happened at Central
- Now 15% of our checkout activity is at our branches/connections, and a further 13% happens electronically
- At Central 20-25% of checkouts are items on hold, at branches 40-50% of checkouts are holds

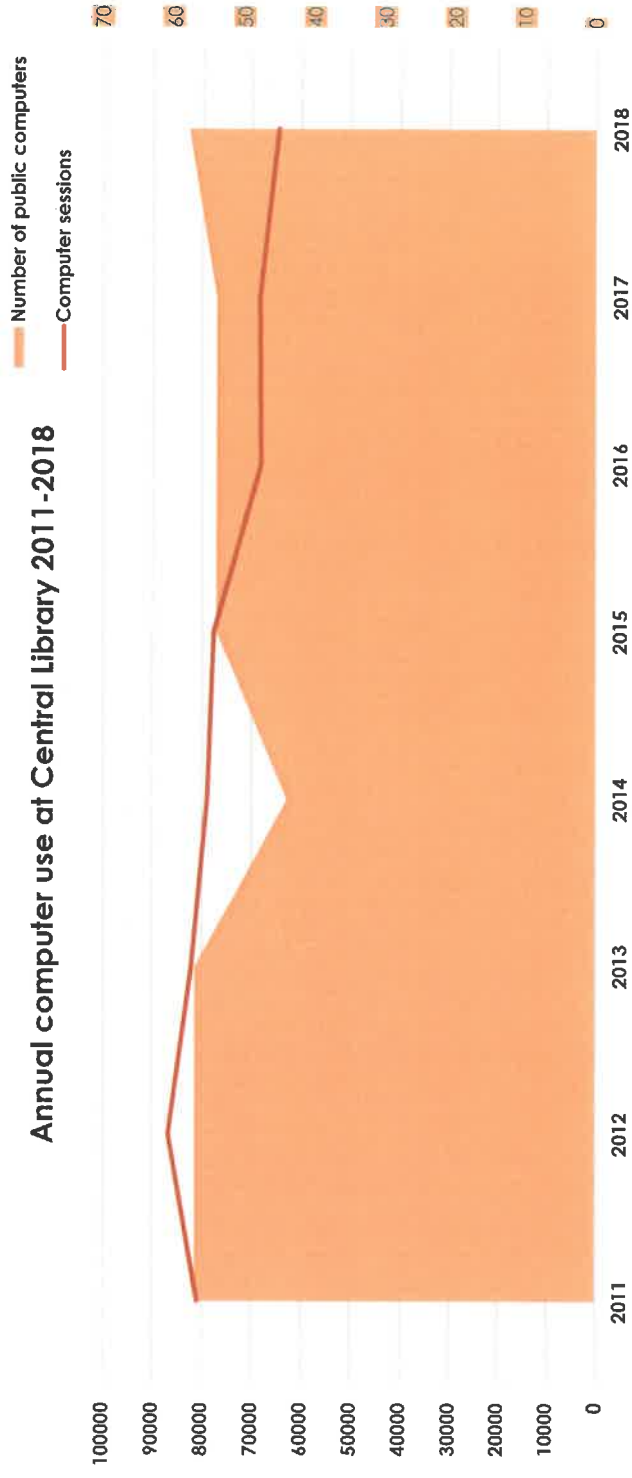




- Having alternate holds pick up locations out in the community is a popular service
- Could impact the number of visitors in our physical libraries as more patrons take advantage of this convenience service

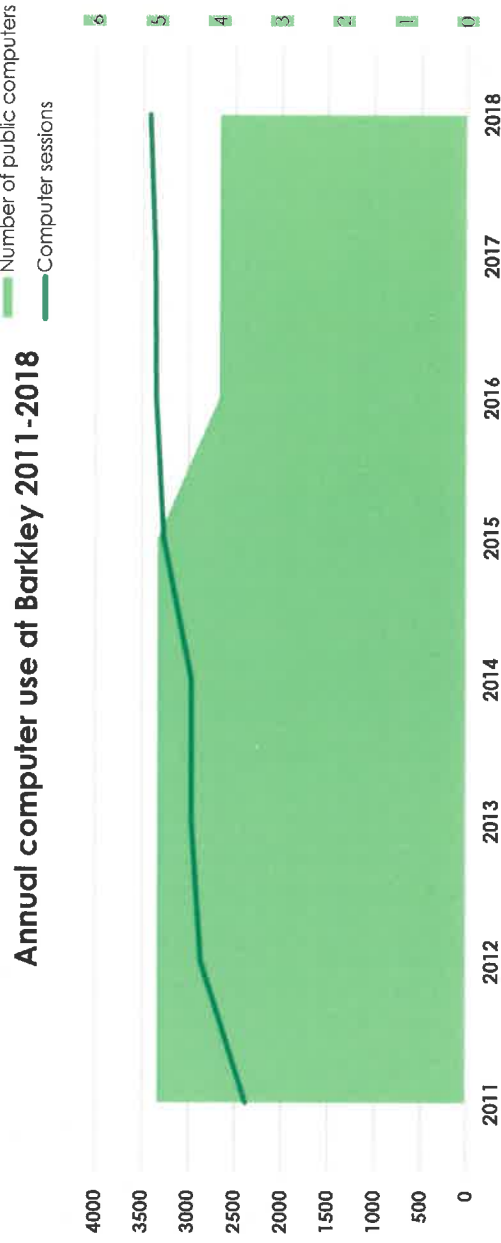
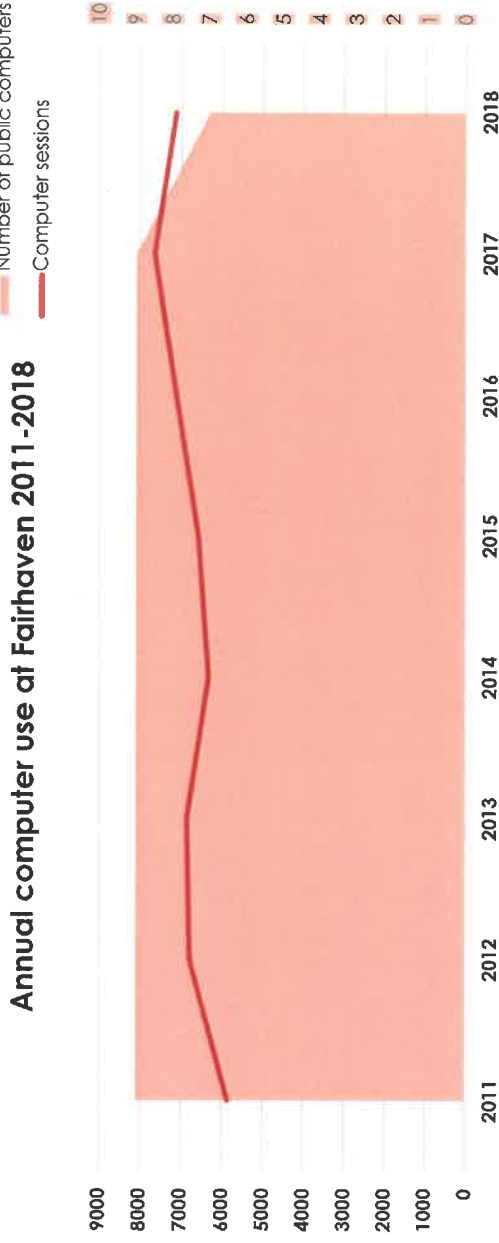
Where have they been using public computers?

- The number of public computers available at Central have increased over time, but the overall number of sessions continue to decline



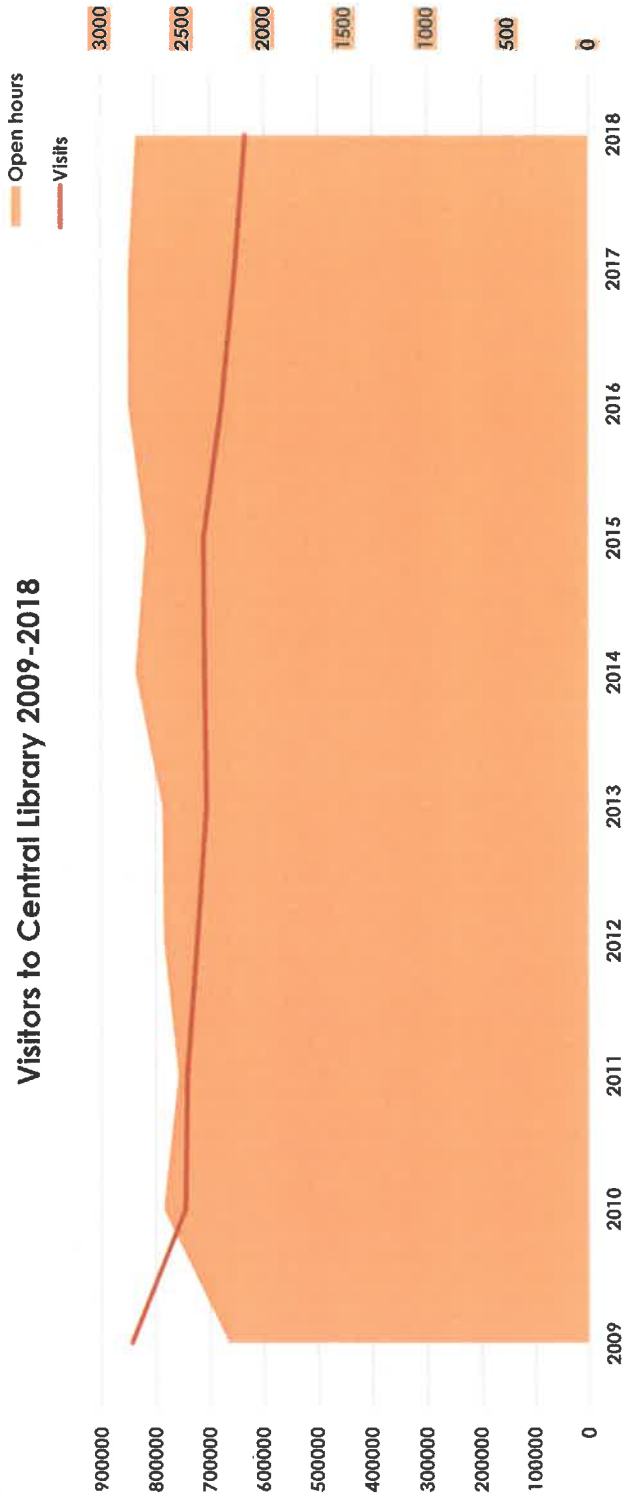
Computers at Branches?

- Branch computer use has held steady or increased relative to the number of computers available



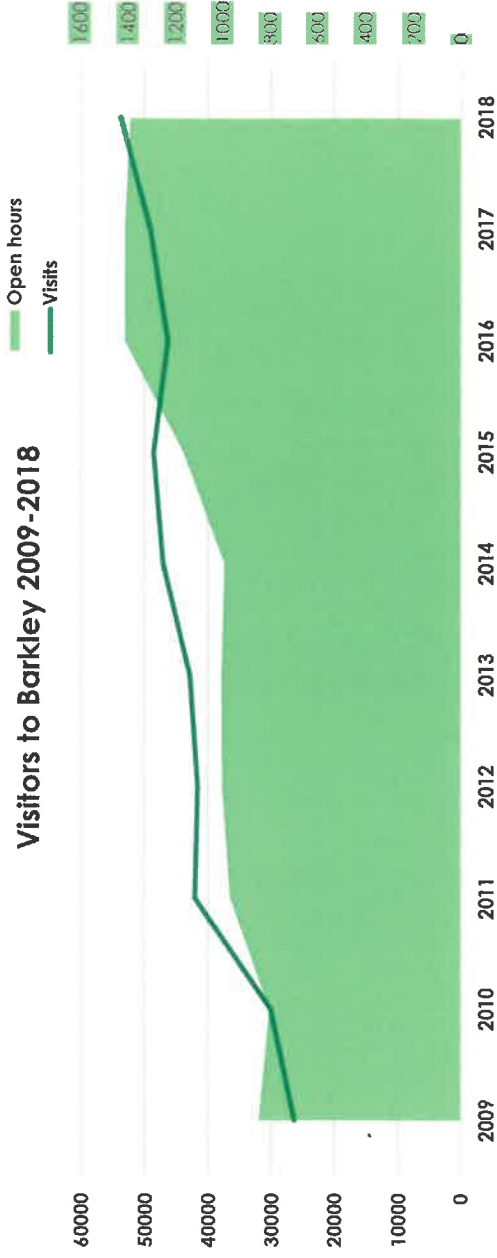
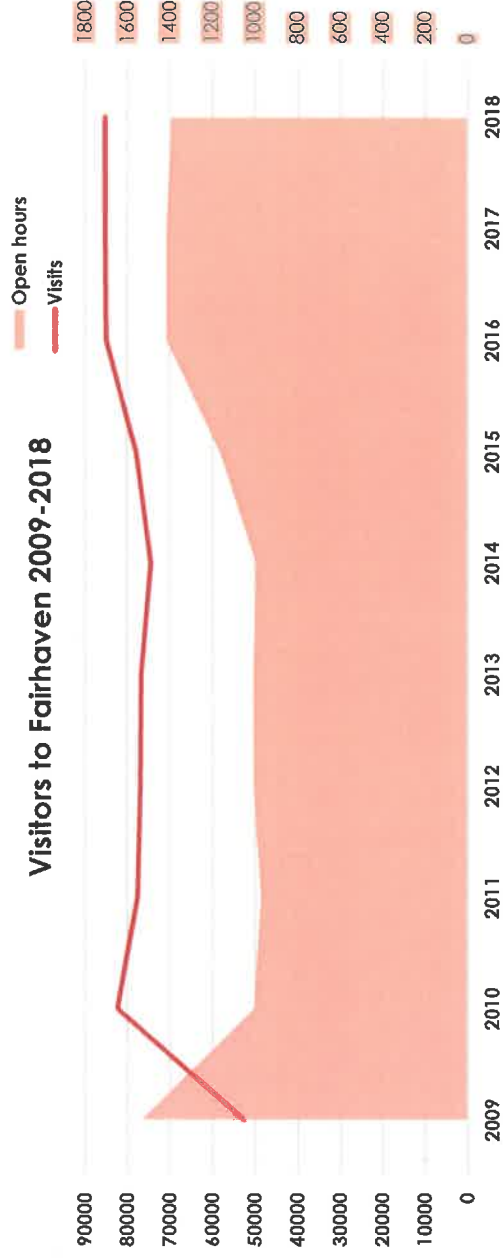
Where have the people been?

- We've seen modest increases to open hours at the Central library over time; such as returning Sunday hours
- Foot traffic continues to gradually decline – but this doesn't necessarily signal a lack of interest from the public.



We know where some of the people are....

- Branch traffic is holding steady or increasing



New borrowers registered 2009-2018



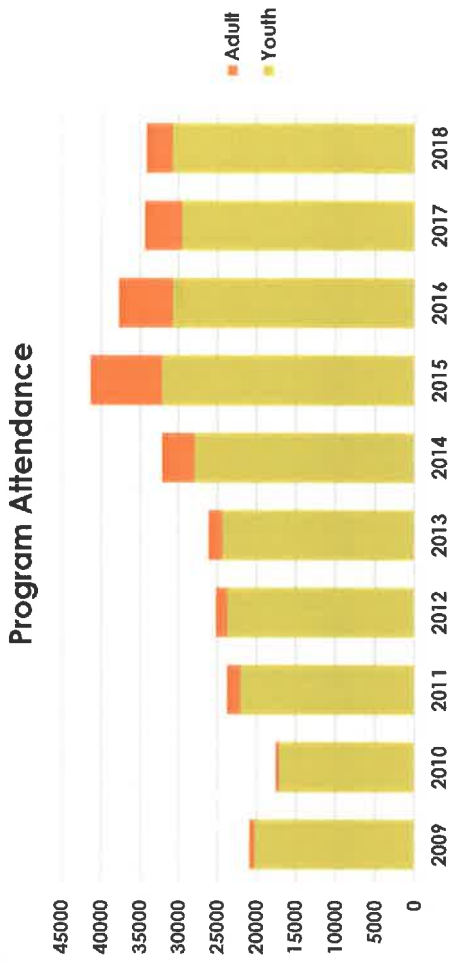
- We are registering fewer new borrowers - this may be partly due to registrations being done with the proper system card (WCLS/BPL)

Active borrowers 2009-2018

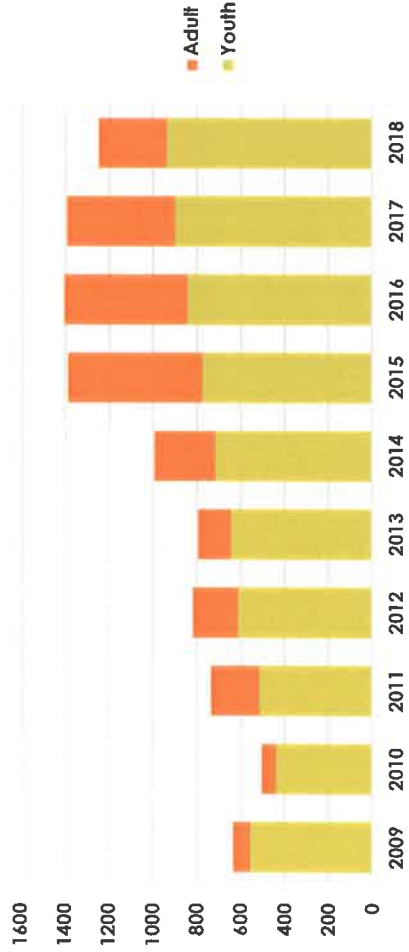


- However, the number of borrowers that are active from year-to-year appears to be rising.

Programs



Programs Offered



Bellingham Public Library



Special Meeting of the Library Board of Trustees
Tuesday, October 8, 2019 – Central Library – Library Board Room
3:30 p.m.

Minutes of Actions and Decisions of the Library Board of Trustees of the Bellingham Public Library as authorized by RCW 27.12.210 and SEC. 7.02 Charter of the City of Bellingham.

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

Library Staff: Rebecca Judd, Bethany Hoglund, Janice Keller, Jon McConnell, Jennifer Vander Ploeg and Wendy Jenkins

Others Present: April Barker, City Council Liaison; Faye Hill, Friends of Bellingham Public Library President

Call to order and introductions: Special session was called to order at 3:30 p.m. by Chair, Rick Osen.

Strategic Planning work session: Janice Keller introduced the subject by first reviewing the Bellingham Public Library's Mission:

Connecting
our community
with each other
and the world.

Followed by the Community Story developed from the Community Conversations:

People want to be connected, safe, valued, respected, and accepted by others, with opportunities to be engaged and ever-learning together.

But they are concerned that our community could be more inclusive, safe, and sustainable, with resources and opportunities more equitable and prevalent for all.

They say we need to focus on building a welcoming and safe community with well-funded public spaces, where relationships and connections can flourish, where reliable information is accessible to everyone, and where barriers to opportunity are acknowledged and reduced.

As people talk more about those concerns, they talk about the need for authentic connections that strengthen our understanding of each other's diverse experiences,

that bridge inequities in access to community resources and economic opportunity, and that reduce divisions and feelings of exclusion.

And if non-profits, faith-based organizations, people in leadership positions, our government, and our good and creative neighbors played a part in those actions, folks would be more likely to trust the effort and step forward.

Rebecca Judd outlined the timeline for the Strategic Plan: following this meeting the committee will meet and draft strategic directions to present, for the Board's consideration, at the October 22 regular Board Meeting. The committee will fine-tune the draft for the November and December Board meetings, with a goal of approving a final Strategic Plan in January 2020.

Rachel facilitated the Board and management team providing answers to the four questions that were provided to offer direction while reading through the curated sample Strategic Plans:

What themes do you find interesting or compelling?

- Need for funding for needed/desired services
- Financial Literacy – role of library
- Spaces to meet and gather and skillshare
- Reliable place/hub to get trusted information
- "Equity" shows up all over – different meanings & approaches
- Idea of connection and belonging and inclusions
- Concern & curiosity of the other – Respect & Safety
- Personal responsibility – Diversity, Equity, Inclusion (DEI)
- Interacting with other humans
- Healthy youth & family – accessible/school support/parent support/early learning
- Need for coordination between agencies
- Economic opportunity – job, job skills, small business
- Social connection for seniors
- Environmental awareness and responsibility
- Social infrastructure – name for our role

What information is important for the library to consider as we form our strategic directions?

- City Legacies & Strategic Commitments – link outcomes & measures to our plan
- Levels of Service (LOS) – link outcomes & measure to our plan

- Berk report – information & data from funding models; majority of libraries receive supplemental non-government funds
- How to measure success and What outcomes
- Alice report – demographic changes – how do they impact library services
 - Millennials, young people – need for services and materials
 - Immigrants – need for services and materials
 - Older population is increasing
 - 19.5% Poverty Rate
- Staffing – how diverse & do we reflect the community we serve; cultural diversity retention
- How does BPL move into “essential service” role; do people know of the services we currently have? Outward facing dashboard.
- What are alternate funding options?
- Library filling the space for a community center
- Opioid crisis & mental health issues – impact on community
- Homelessness; home affordability
- Measures – PLA project outcomes; how are we reporting out to ourselves & community?
- Where we are now – work we already doing – sample of day in the life
- Despite increase, still behind on LOS; majority of dollars are spent moving books
- We have an active partnership with WCLS, which influences our activities
- Friends goals/alignment with
- How do people access the library – digitally, physically, transportation, hours, locations
- City-wide facility planning – where do we fit in the bigger city picture
- Leadership change at the city level
- Advancements in technology – access to; figure out funding
- Race generation gap – decrease in educational funding
- Strategic partnerships
- Lots of newcomers

What community needs are identified that the library can help address?

- Connection to information – reliable & trusted

- Connection to services & resources
- Social justice/generational connection to service/tech help
- Community center/gathering place
- Place to build relationship/community and trust
- Early learning & literacy
- Family engagement/parenting support
- Childcare support & services – going out to centers/developing relationships
- Emergency preparedness education
- 3rd place for people to 'be'
- Coordinator of community & social services/space
- Provide learning, information & resources (empathy is developed by reading fiction)
- Provide & grow collections (physical & digital) for community
- Responding to changing demographics – needs of communities of color
- Improving Civic Engagement
 - Help people to get engaged with local government (Int'l City Managers Survey)
 - Teaching respectful, civil debate
- Connect newcomers with BPL
- "You Belong Here" and "No one belongs here more than you" – radical hospitality
- 47 languages spoken in Bellingham schools – how to we define or introduce a library?
- Growing disabilities and needs
 - Accessibility
 - Aging population
- Learning about self and 'other' training

What information raises further questions or need for additional research?

- PLA Project Outcome or other models to track results
- What are we doing well? Circulation; storytimes; early learning; physical visits; Connections (universities, Hagen, etc.)
- What needs attention?
- What is struggling?

- Analysis of staffing deployment – now & after new positions filled & new sorter
- Analysis of what people know we offer
- How do we de-center whiteness in the library:
 - Training & learning
 - What is positive about our culture & what is isolating?
- “The road from access to inclusion leads through belonging.”

Meeting adjourned at 5:18 p.m.

Next Regular Library Board Meeting – October 22, 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

October 22, 2019

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

Consent Agenda

	September-19	September-18	Year to Date		% of change
			2019	2018	YTD
Holdings - Number of materials in the library's collection					
Physical copies add to the collection	2,838	1,676	22,780	17,305	31.64%
Electronic copies added to the collection by BPL*	164	1,416	7,820	10,295	-24.04%
Physical copies withdrawn from the collection	(10,619)	(201)	(17,004)	(21,541)	-21.06%
Total physical holdings			183,386	188,519	-2.72%
Total electronic holdings			85,157	69,615	22.33%
Total Holdings (Physical and Electronic)			268,543	258,134	4.03%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	56,543	53,925	517,427	521,341	-0.75%
Youth	46,853	41,014	428,935	390,213	9.92%
Sub-Total Central	103,396	94,939	946,362	911,554	3.82%
Fairhaven Branch					
Adult	7,078	6,587	65,530	67,180	-2.46%
Youth	3,058	2,286	25,018	21,957	13.94%
Sub-Total Fairhaven	10,136	8,873	90,548	89,137	1.58%
Barkley Branch					
Adult	5,530	5,458	50,255	51,565	-2.54%
Youth	4,249	3,446	33,916	31,507	7.65%
Sub-Total Barkley	9,779	8,904	84,171	83,072	1.32%
Bellingham Technical College					
Adult	12	43	537	568	-5.46%
Youth	2	4	101	95	6.32%
Sub-Total BTC	14	47	638	663	-3.77%
Whatcom Community College					
Adult	99	101	2,748	2,734	0.51%
Youth	22	18	856	612	39.87%
Sub-Total WCC	121	119	3,604	3,346	7.71%
Western Washington University					
Adult	312	451	4,302	4,154	3.56%
Youth	224	136	2,342	2,015	16.23%
Sub-Total WWU	536	587	6,644	6,169	7.70%
Online Services					
Kanopy (Soft launched May 2019)	702	0	2,313	0	
NW Anytime Library Overdrive	21,897	18,510	194,657	158,682	22.67%
RBdigital	2,416	1,298	21,060	12,049	74.79%
Sub-Total Online	25,015	19,808	218,030	170,731	27.70%
Total Circulation	148,997	133,277	1,349,997	1,264,672	6.75%
Holds Activity					
Items placed on hold shelf	44,089	41,867	419,792	464,172	-9.56%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	38,705	38,827	356,979	371,915	-4.02%
Children's	9,547	10,200	97,564	107,409	-9.17%
Fairhaven Branch	6,751	6,827	61,267	65,216	-6.06%
Barkley Branch	4,896	4,653	42,645	39,975	6.68%
Total Persons Visiting	59,899	60,507	558,455	584,515	-4.46%
Website Visits					
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons visits	12,134	11,049	110,330	109,089	1.14%
This count reflects number of visits to Bibliocommons					
Total Website Visits	52,035	51,500	479,746	485,841	-1.25%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	5,415	5,406	47,381	47,603	-0.47%
Childrens (3 terminals)	123	143	1,314	1,679	-21.74%
Fairhaven Branch (6 terminals)	519	661	4,731	5,466	-13.45%
Barkley Branch (4 terminals)	301	317	2,693	2,560	5.20%
Total Computer Usage	6,358	6,527	56,119	57,308	-2.07%
New Borrowers Registered					
Central Library	2,074	623	5,575	4,149	34.37%
Fairhaven Branch	53	60	459	364	26.10%
Barkley Branch	50	44	307	338	-9.17%
Total New Borrowers Registered	2,177	727	6,341	4,851	30.72%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	84	94	948	917	3.38%
Attendees	1,905	2,341	22,762	26,439	-13.91%
Volunteer Hours	875	889	5,106	5,480	-6.83%

*OverDrive website's new reporting method revealed that our reported 'Electronic copies added to collection' included total Consortium acquisitions. Only BPL acquired copies now.

Library Board
October 22, 2019
Consent Agenda

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

SEPTEMBER 2019 CLAIMS

LIST OF CLAIMS AGAINST THE BOARD OF LIBRARY TRUSTEES AND THE CITY OF BELLINGHAM TO BE CONSIDERED AND APPROVED AT THE REGULAR BOARD MEETING OF OCTOBER 22, 2019, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

ADMINISTRATION	VENDOR	AMOUNT
Bookmarks, posters	American Library Association store	50.13
Admin, programming & network supplies	Amazon.com	369.45
Email newsletter	Constant Contact	364.15
Water @ Barkley Branch	Crystal Springs	8.69
LCD screen	Ebay- Rassets	59.73
Name tags	Laserpoint Awards	12.50
Internet reservation software (Cassie)	Librarica	1,047.92
Movie license	Movie Licensing USA	676.00
Office supplies; copier paper; toner	Office Depot	1,161.51
Truck fuel	Reisner Distributor	163.44
Security software	Secure by Design	21.74
Subscription renewal	SurveyMonkey	416.64
Barkley operating costs	Talbot Services LLC	533.33
Microfiche machine lease	Technology Unlimited	339.14
Debt collection service	Unique Management Services	187.95
Lost interlibrary loan item	University of Arkansas	90.00
Driving abstracts	WA State Dept. of Licencing	39.00
WWU Info Fair	Western Washington University	25.00
Whatcom READS graphic design	Whatcom READS Foundation	1,365.00
B & O taxes	WSDR	8.70
	ADMINISTRATION Sub Total	\$6,940.02
PUBLIC SERVICE		
Library materials returned	Library Refunds	348.43
	PUBLIC SERVICE Sub Total	\$348.43
TECHNICAL SERVICES		
Book processing	Baker & Taylor	4,567.04
CD & DVD processing	Midwest Tape	764.40
ILL & tech services	OCLC	2,356.21
	TECHNICAL SERVICES Sub Total	\$7,687.65
LIBRARY ACQUISITIONS		
Books, recorded books, CDs, DVDs	Amazon.com	442.25
Books	Baker & Taylor	15,871.25
Books	Cavendish Square Publishing	212.56
Books	Center Point Large Print	145.90
DVDs, CDs, recorded books	Midwest Tape	7,160.59
Periodicals	Outdoor Journal	75.99
eBooks, audiobooks	Overdrive Inc	1,103.20
	LIBRARY ACQUISITIONS Sub Total	\$25,011.74

GIFT FUND

Summer Reading prizes	Amazon.com	154.80
Books	Baker & Taylor	1,222.21
Summer Reading prizes	Frostbeard Studio	224.13
Books	Gale	34.94
Summer Reading prizes	Out of Print	84.79
Summer Reading prizes	Red Bubble`	70.35

GIFT FUND ACQUISITIONS Sub Total \$1,791.22

TOTAL GENERAL FUND \$39,987.84

TOTAL CLAIMS \$41,779.06

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 9 ending September 30, 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	204,530	269,649	269,649	65,118	75.9
ExO 020	PERSONNEL BENEFITS	95,934	130,025	130,025	34,091	73.8
ExO 030	SUPPLIES	35,393	82,785	82,785	47,392	42.8
ExO 040	SERVICES	355,775	359,493	398,324	42,549	89.3
		-----	-----	-----	-----	-----
Grp 191	LIBRARY ADMINISTRATION	691,632	841,952	880,782	189,150	78.5
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	1,545,327	2,188,711	2,188,711	643,385	70.6
ExO 020	PERSONNEL BENEFITS	729,627	1,074,991	1,074,991	345,364	67.9
ExO 030	SUPPLIES	378,410	643,465	643,465	265,055	58.8
ExO 040	SERVICES	19,409	66,035	27,205	7,796	71.4
		-----	-----	-----	-----	-----
Grp 193	LIBRARY SERVICES	2,672,773	3,973,203	3,934,372	1,261,599	67.9
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	436,113	578,583	578,583	142,470	75.4
		-----	-----	-----	-----	-----
	Report Final Totals	3,800,518	5,393,737	5,393,737	1,593,218	70.5
		=====	=====	=====	=====	=====

Bellingham Public Library

Rebecca Judd, Director



Our People

CONGRATULATIONS to Colleen Morse for her 40-year anniversary as Outreach Specialist. In this role, Colleen has delivered books and other Library materials to many thousands of Bellingham residents who are unable to travel to the Library on their own. Thank you to Colleen for her great service to our community!

Photo (right): Colleen Morse celebrates 40-years as Outreach Specialist at Bellingham Public Library.



Thank you to Officer Knutsen from the Bellingham Police Department for providing de-escalation training to all library staff in September. This training was part of our year-long focus on Library safety and security.

Photo (below): Officer John Knutsen demonstrates a safe stance when de-escalating a situation.



Digital Services Manager Jon McConnel and I attended a two-day symposium in September hosted by the Washington State Library: *Beyond our Doors: Connecting for a Broader Future*. At the symposium, we talked about the role libraries might play in regional, state, and national efforts to expand the reach and speed of broadband connectivity. We were also inspired by sessions on community engagement and innovative workforce development initiatives in Fresno, California.

Our Services

From Jon McConnel, Head of Digital Services:

In Collection Services, we have been working with our second largest vendor, MidWest Tapes, to set up batch-receiving. Since migrating to Polaris we have used this with Baker & Taylor, our largest vendor, and we're excited at the potential efficiencies it offers for other vendors.

In Digital Services, several changes are underway in relation to services provided by the State Library. Namely,

- The chat service we participate in is changing platforms next spring.
- The State Library's trial of Newsbank products was extended by a year, through 2020, and it expanded a little bit at the start of October. Some additional Washington papers are now available in a page-image format, including the Bellingham Herald.

Bellingham Public Library

Rebecca Judd, Director



- The transition of the Lynda.com platform to LinkedIn Learning has been paused. The State Library has been pressing LinkedIn/Microsoft on several points of importance to libraries.

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

The Public Services Supervisor hiring process is open until October 25 and we hope to have a successful candidate starting in December. The applicant response to date has been strong.

This week is one of two weeks during the year that we gather statistics about the services that we provide at our public service points. This helps us to quantify the services that are not recorded by any of our automated systems, such as: what types of questions we answer, how much assistance is given at the computers, providing directions to the public and many other things that are not easy to measure. This information is used in our annual report to the state as well as informing internal discussions about resource levels needed.

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

Communications and public involvement in significant library projects continues. We are working to communicate about the Central Library interior remodel plans and prepare for upcoming public information sessions. We also are making great progress with our partners at WCLS on our fines and fees project communications plan.

We are on track with our strategic plan timeline, with this month spent collecting and incorporating many perspectives into first drafts. We look forward to sharing what we heard about values and strategic directions at the October 22 meeting.

We recently hosted a photo shoot at the Fairhaven library to gather library stock images for our print and digital communications. Thanks to library staff members Abby Wilson and Carmen Sterk, along with patrons Aubree Robinson, Sky Duryee, Lorraine Wilde, and Daniel Keller, for serving as models, and very special thanks to local photographer Radley Muller for donating images for library use. This project is in collaboration with WCLS, with another photo shoot planned at the Ferndale library.



**Photos (from left):
Library Assistant
Carmen Sterk, patron
Aubree Robinson and
Public Services Clerk
Abby Wilson
participating in our
recent photo shoot at
the Fairhaven Branch
Library. Photos by
Radley Muller.**

Bellingham Public Library

Rebecca Judd, Director



From Bethany Hoglund, Head of Youth Services:

Over the past couple of years, Teen Services Librarian Jennifer Lovchik has been evaluating her regular teen programming and shifting her priorities by bringing programming directly to teens in community locations. These locations include public schools, the juvenile detention center and various community organizations that operate where teens live or receive services. Jennifer was



Photo (above): Teens show favorite books during a Bellingham Public Library visit. Photo courtesy of Bellingham Public Schools.

recognized this month by the Bellingham School District for her monthly teen book clubs at the middle schools in their "Stories from our schools, October 2019: The Bellingham Promise in Action" newsletter. Jennifer also reported a record number of teen attendees at her October book group at Kulshan Middle School: 113! Congratulations to Jennifer on her forward-thinking programming and stellar collaboration with the public schools and middle school librarians.

Our Spaces

The freight elevator is out of operation at our Central location. ThyssenKrupp, the service company, has had difficulty finding the replacement part needed for this 1950s-era elevator and will be working with Public Works on options.

Four Central Library remodel public information sessions will be held over the next three weeks in the SkillShare area: 10 a.m. Saturday, October 26; 6 p.m. Monday, October 28; 11 a.m. Friday, November 8; and 10 a.m. Saturday, November 9.

Our Community

This past spring, as we listened to community members talk about their aspirations for Bellingham, we heard how isolating it can be to navigate as a non-English speaker. In response, we have posted a summary of the Community Conversations on our website in both Spanish and Punjabi. In addition, with our partners at WCLS, we will be adding a Spanish Language option to our Bibliocommons catalog interface beginning in 2020.

Each September, libraries around the country celebrate the freedom to read (view and listen) during **Banned Books Week** (September 22-28). We featured a display around the 2019 theme "Censorship Leaves us in the Dark."

We are assisting our Friends in various ways as they focus this fall and winter on building their membership. Look for Friends members hosting a table and encouraging new memberships in the SkillShare space at the Central Library daily during Friends of Libraries Week, October 20-26.

A ruling on Net Neutrality was delivered in early October. Additional information about this important federal case can be found in the packet materials for this month.

Respectfully submitted,
Rebecca Judd



CITY OF BELLINGHAM
OFFICE OF THE MAYOR
KELLI LINVILLE

*Library Board
October 22, 2019
Item # 6*

MAYORAL PROCLAMATION

WHEREAS, the Friends of the Bellingham Public Library is an all-volunteer non-profit organization, dedicated to their mission of supporting and advocating for our library; and

WHEREAS, the Friends raise money for library needs, sponsor programs for all ages, encourage community support for the library, and support literacy by making free reading materials available and offering inexpensive materials at regular book sales; and

WHEREAS, our Friends' long-time support of the Bellingham Public Library is an example of the vital role volunteers play in our community, and

WHEREAS, our Friends' dedication is a demonstration of their commitment to the library and the library's mission to connect our community with each other and the world, providing opportunities to read, learn, meet and discover; and

WHEREAS, our Friends in recent years have funded adult and children's books, summer reading programs, Whatcom READS! and other special events, online language-learning subscriptions and other online services, furnishings and audio visual improvements in library facilities, and much more; and

WHEREAS, many improvements and enhancements in our library have only been possible because of the support provided by our Friends; and

WHEREAS, we are joining libraries across the nation in celebrating their strongest and most dedicated supporters -- their Friends organizations -- during National Friends of Libraries Week, October 20-26, 2019 and throughout October 2019.

NOW, THEREFORE, DO I, Mayor Kelli Linville, proclaim the week of October 20-26, 2019 as:

NATIONAL FRIENDS OF LIBRARIES WEEK

in the City of Bellingham, Washington, and urges everyone to join in thanking them for all they do for our community.



Signed this 14th day of October, 2019

Kelli Linville, Mayor
City of Bellingham

Library Board
October 22, 2019



Item # 6

Bellingham Public Library

A Resolution Commending the Friends of the Bellingham Public Library October 2019

Whereas, the Friends of the Bellingham Public Library is an all-volunteer non-profit organization, dedicated to their mission of supporting and advocating for our library; and

Whereas, the Friends raise money for library needs, sponsor programs for all ages, encourage community support for the library, and support literacy by making free reading materials available and offering inexpensive materials at regular book sales; and,

Whereas, our Friends' long-time support of the Bellingham Public Library is an example of the vital role volunteers play in our community; and

Whereas, our Friends' dedication is a demonstration of their commitment to the library and the library's mission to connect our community with each other and the world, providing opportunities to read, learn, meet and discover; and,

Whereas, our Friends in recent years have funded adult and children's books, summer reading programs, Whatcom READS and other special events, online language-learning subscriptions and other online services, furnishings and audio visual improvements in library facilities, and much more; and

Whereas, many improvements and enhancements in our library have only been possible because of the support provided by our Friends; and

Whereas, we join libraries across the nation in celebrating their strongest and most dedicated supporters – their Friends organizations – during National Friends of Libraries Week October 20-26, 2019 and throughout October 2019.

Now, therefore, be it resolved that the Bellingham Public Library Board of Trustees joins the library staff and the Bellingham community to commend our Friends of the Bellingham Public Library, and urges everyone to join us thanking the Friends for all they do.

Passed by Library Board action this 22nd day of October, 2019.

Rick Osen, Chair

Rachel Myers, Vice-Chair

Rebecca Craven

Jim McCabe

Damani Johnson

Library Board
October 22, 2019
Item # 7

Bellingham Public Library Policy

Title: 5.102 Library Accounts Receivable

Code: 5 Circulation Services
Chapter: 5.100 Circulation records

Type of Policy: Departmental
Date Developed: February 27, 2007
Date Revised: August 20, 2019
Revised by: Jennifer Vander Ploeg
Developed by: Iris Kaneshige
Approved By: Library Board of Trustees

Cancels: 5.102 Retaining Circulation Records, 5.102 Writing off Circulation Accounts Receivable

See Also: **Library policy**
5.101 Confidentiality Policy

Scope

This policy applies to library accounts with monies owing to Bellingham Public Library.

Definitions

Accounts receivable: money owed to the library on a library account for which payment has not been received

Uncollectible: money owed on accounts unlikely to be collected, according to established criteria

Write-off: removal of the debt from library records and the City of Bellingham accounts receivable balance

Policy/Conditions

The Library expects that library materials are returned on time and are available for use by the public. Several steps are taken to ensure that loaned materials are returned, or that payment is received for lost and damaged materials.

The Library is responsible to determine when library accounts are considered uncollectible and should be written off to ensure a fair representation of accounts receivable.

1. The Library provides due dates for loaned materials

Accountholders are provided with due dates when materials are borrowed.

The Library sends notices at regular intervals when materials are overdue. These notices inform the patron of the need to return the materials and the potential for charges to be incurred.

2. The Library notifies accountholders of monies owed

Accountholders are advised of charges on accounts by staff when using the library, as well as when accessing accounts online.

A billing notice will be sent to the address on the library account when the balance exceeds the established threshold as documented in procedures.

Accountholders are unable to access some library services when the balance exceeds the established threshold as documented in procedures.

3. The Library may utilize a collection service to recover library materials and monies owed

Accounts with unpaid balances that exceed the established threshold, as documented in procedures, are sent to a collection service to continue contact.

The collection service makes every reasonable effort to contact library accountholders by phone and by mail to request materials be returned and outstanding balances be paid.

4. The Library writes-off unpaid charges when they are determined to be uncollectible

A charge is considered uncollectible when any of the following conditions are met:

- It was incurred more than six (6) years ago
- The Library collection service was unsuccessful in resolving the charge, and the charge was incurred more than six (6) years ago
- The Library has received notification that the accountholder has a discharged bankruptcy
- The Library has received notification that the accountholder is deceased

Bellingham Public Library Policy

Library Board
October 22, 2019
Item # 8

Title: 5.201 ELIGIBILITY FOR LIBRARY SERVICE
Code: 5 Circulation Services
Chapter: 5.200 Eligibility for services
Type of Policy: Departmental
Date Developed: 22 August 1997
Date Revised: October 22, 2019
Revised by: Jennifer Vander Ploeg, Rebecca Judd
Developed by: Pam Kiesner
Approved By: Library Board of Trustees
Cancel: Section VIII Subsection Circulation Policies and Procedures, Registration Rules and Routines

Scope

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

Policy/Conditions

Definition(s)

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

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

Anyone may visit the library to:

- Browse and consult the library's print and online collections
- Attend free programs open to the public
- Reserve community spaces
- Use library computers to access the Internet and/or other in-library online resources
- Sign on to free wifi
- Request assistance with answering informational or research questions.

2. Library card holders have access to additional services.

These services include:

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

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

The following individuals and groups are eligible for borrowing privileges:

- Individuals who live in Bellingham, their spouses and underage dependents.
- Individuals who work, own property or attend school in Bellingham, their spouses and underage dependents.

- Residents under age 18 with a parent or guardian signature. Residents under age 18 without a parent or guardian signature may apply for a limited use card. Residents under age 18 who are demonstrably free of parental control can apply for a full use card without a parent or guardian signature.
- Individuals taking responsibility for the borrowing activity of schools, day care, and non-profit organizations located in Bellingham.

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

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

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

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

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

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

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

Visitors to the area may choose to either

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

6. Access to library services may be suspended.

Library services may be suspended if card holder has: unpaid charges that exceed the established threshold.

- ~~Lost or overdue items~~
 - ~~Unpaid fines or fees~~
- ~~unpaid charges that exceed the established threshold.~~

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

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

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

8. Library Board reviews this policy.

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

Library Board
October 22, 2019
Item #8

Bellingham Public Library Policy

Title: 5.101 CONFIDENTIALITY

Code: 5 Circulation Services
Chapter: 5.100 Circulation Records

Type of Policy: Departmental
Date Developed: 21 November 2006
Date Revised: ~~21 April 2015~~ October 22, 2019
Revised by: ~~Pam Kiesner~~ Rebecca Judd, Jennifer Vander Ploeg
Developed by: Pam Kiesner
Approved By: Library Board of Trustees

Cancel: Section IV, Personnel Policies and Procedures, Confidentiality of Patron Records; Section IV, Personnel Policies and Procedures, Privacy of Circulation Records; Section VIII Circulation Policies and Procedures, Confidentiality of Circulation Records; 5.102 Retaining Circulation Records

See Also: **Codes and Laws:** [RCW 40.14 Preservation and destruction of public records](#)
[RCW 42.17.310 Duty to disclose or withhold information -- Otherwise provided](#)
Other resources: [Privacy: an Interpretation of the Library Bill of Rights \(ALA\)](#)
[Policy on Confidentiality of Library Records \(ALA\)](#)
[Whatcom County Library System Policy on Confidentiality of Patron Records](#)
Internal Documents: Library Staff Code of Ethics, Confidentiality and Patron Account guidelines

Scope

This policy applies to all staff and patrons of the Bellingham public libraries.

Definitions

Inactive library account: a patron's account is considered inactive when ~~there has been no check out activity~~ it has been unused for three (3) years.

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

Personally identifiable information: information that is directly and indirectly associated with a specific person, such as a person's name, home address, telephone number, e-mail address, birth date.

Records: Information maintained in order to conduct operations of the library. Records include, but are not limited to: registration records, ~~circulation library account~~ records, materials request lists, financial information and computer booking records.

Policy/Conditions

1. Library protects the privacy of its patrons.

Privacy is essential to the free and unrestricted use of library resources. Patrons have the right to search for information without fear of scrutiny. Protecting patron privacy is in accordance with the Constitution of the United States, the laws of the State of Washington and American Library Association policies and interpretations.

2. **Library guards the identity of library patrons by not creating or retaining records such as:**

- information sought or received in reference interviews
- materials consulted, online sites visited or databases used
- frequency of visits

3. **Library ensures the confidentiality of records with personally identifiable information and deletes them as soon as possible.**

Records are deleted when their original purpose has been satisfied. These include records such as:

- ~~exhibit applications, program~~ Program proposals and signups
- ~~holds requested~~
- items requested for purchase

4. **Library ensures the confidentiality of ~~circulation account~~ records with personally identifiable information but retains these records as set forth below:**

~~To satisfy library recordkeeping requirements, these records are retained and then deleted:~~

- ~~backups are retained for one (1) week for the purpose of database integrity~~
- ~~'last patron use' information is retained for up to two (2) months for purposes of damage assessment~~
- ~~inactive patron accounts with no fees or fines unresolved balances are deleted after three (3) years.~~

~~These records are retained for up to ten (10) years and are then deleted:~~

- ~~Patron records accounts with unresolved fees or fines balances are deleted after six (6) years.~~
- ~~meeting room invoices~~

5. **Library encourages patrons to become familiar with the privacy policies of library partners and external websites.**

Library may enter into agreements with third-party partners in order to provide certain services to library patrons. Information that a patron submits voluntarily to a third party is not subject to library control, and therefore the library cannot guarantee the same level of confidentiality and privacy. Patrons are encouraged to read and become familiar with the privacy policies of these third-party partners.

The library website contains links to external websites not maintained by the Bellingham Public Library. The library is not responsible for user privacy when visiting other websites. Once patrons link to another website, they are no longer subject to the library's

Confidentiality Policy, but to the privacy policy or statement of the website to which they have linked.

6. Patrons have access to their records.

Patrons can access their own records:

- online using their library card and (define) personal identification number (PIN)
- over the phone with proper identification after confirming their identity
- in person using their library card or by providing photo identification

Patrons can allow others to access their records by:

- providing their physical card to the person they wish to have access

Parents or guardians who hold financial responsibility for the account can access their minor child's records:

- online using their child's library card and PIN
- over the phone with proper identification after confirming their identity
- in person using their child's library card or by providing photo identification

7. Library respects the privacy of young adult patrons.

In accordance with the laws of Washington State, a young adult is considered a minor until age 18. While a young adult is a minor, a parent or guardian has the right to determine the level of confidentiality that young adult retains over their circulation account records. The library encourages discussion between parent or guardian and young adult to mutually determine this level of confidentiality.

8. Library guards the privacy of hold items on self pickup shelves.

- safeguards are used, but privacy is not guaranteed
- patrons can choose an additional privacy safeguard of directing the library to place materials in a privacy envelope
- patrons can authorize others to pick up holds on their behalf by having staff note this permission on their library account

9. Library staff respect the privacy of records with personally identifiable information.

Records with personally identifiable information will only be accessed by library staff when it is essential for library business.

10. Library releases private records to others only under this condition:

When the library receives a court order from a court of competent jurisdiction showing good cause, library staff will notify the Library Director or designee who will then consult with the City Attorney before replying to the order.

11. **Library Board reviews this policy.**

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

DRAFT

*Library Board
October 22, 2019
Item #8*

BELLINGHAM PUBLIC LIBRARY RATES and FEES
Effective January 1, 2020

PROPOSED

Library Rates and Fees are set by the Library Board of Trustees	
Description	Fee
Fees	
Non-Resident borrower fee	\$52/year
Senior Non-Resident borrower fee	\$26/year
Visitor fee	\$5/month
Photocopies/Print copies	
Black and White	.15/page
Color	.50/page
Lost and Damaged Library Materials	replacement cost
Collections fee	\$10
Facility use rates	
Fairhaven Branch Auditorium	
Specialty uses by non-commercial groups with pre-existing agreements	\$25/hour

Library Board
October 22, 2019
Item # 8

Bellingham Public Library

A RESOLUTION OF THE BOARD OF TRUSTEES OF THE BELLINGHAM PUBLIC LIBRARY ELIMINATING OVERDUE FINES AND AUTHORIZING THE WRITE-OFF OF OUTSTANDING OVERDUE FINES

Whereas, Bellingham Public Library strives to be a diligent steward of public assets and resources for the roughly 250,000 items available for public use in its collection; and

Whereas, current Bellingham Public Library practice is to assess overdue fines for items in the adult collections not returned when due, and to assess replacement fees equal to the cost of replacement for materials that are not returned or are damaged by borrowers; and

Whereas, Bellingham Public Library does not rely on revenue generated from overdue fines; and

Whereas, Bellingham Public Library is committed to equity in providing access to its collections for the entire community; and

Whereas, overdue fines can create barriers to using the library for library cardholders, especially children and families, reducing access to learning opportunities during phases of critical learning and development; and

Whereas, public libraries nation-wide are moving to eliminate fines for overdue materials as a best practice to serve communities in an effective, efficient, and equitable manner; and

Whereas, maintaining overdue fine debt and the efforts to collect such debt are contrary to the public benefit purposes of the Library mission because of the barrier to Library use by those who most need it; and

Whereas, Bellingham Public Library leaders believe that the cost to the Library of collecting outstanding overdue fines is excessive for the amount of revenue that could reasonably be expected to be received, and – in view of the practice's detrimental effects on the Library's mission – has therefore recommended that the Board of Trustees authorize writing such fines off as uncollectable debt;

THEREFORE, BE IT HEREBY RESOLVED

1. The Board of Trustees hereby finds that ongoing collection of existing overdue fines is contrary to the public interest due to the cost of collection and detrimental effects on the Library's mission as set forth above.

2. Bellingham Public Library will no longer assess fines for overdue materials effective January 1, 2020. The Library shall, however, continue to recover the replacement costs of materials that are not returned or that are damaged by borrowers.

3. Staff are authorized to write off overdue fines and all outstanding charges not related to replacement or damage that are outstanding as of January 1, 2020.

Approved by the Bellingham Public Library Board of Trustees, November 19, 2019

Rick Osen, Chair

DRAFT

Library Board
October 22, 2019
Item # 9

STRATEGIC PLAN COMPONENTS FOR CONSIDERATION

WHAT WE HEARD: VALUES/GUIDING PRINCIPLES DRAFT V.1

MISSION

Connecting our community with each other and the world.

WHAT WE HEARD: VALUES/GUIDING PRINCIPLES

CHAMPIONS: We are enthusiastic champions of public library values: freedom of speech and open exchange of knowledge and ideas, confidentiality and privacy, access to education and information free-of-charge and readily available to all.

EQUITY: Libraries are powerful forces for change by promoting equity, diversity and inclusion. We work to foster understanding and to ensure all people see themselves and our city's diversity reflected in our collections, services and facilities.

BELONGING: We believe in the power of belonging. When people belong, they are more able to learn, connect, survive and thrive. You belong at your library!

EXCELLENCE: We consistently exceed expectations by providing quality, efficient, responsive, transparent, compassionate library services.

STEWARDSHIP: Libraries play a key role in the social, economic, and environmental well-being of our community. Our services and operations reflect and model careful stewardship of all resources.

VITALITY: We support libraries as places of vitality, places for quiet reflection and boisterous activity, for celebrating similarities and differences. Libraries are comfortable, inclusive, vital places supporting strong, healthy communities.

INSPIRATION: We inspire curiosity, imagination, learning, and discovery, which we believe can change a life, a family, a nation or a planet.

INNOVATION: We welcome and embrace new ideas and new practices to meet the changing needs of our community. The Bellingham community is growing and changing, bringing new needs, desires, experiences, and demographics.

COLLABORATION: We are stronger because of our many partnerships. Two key relationships form a part of our foundation: Our collaboration with the Whatcom County Library System strengthens our services to Bellingham and beyond. As a department of the City of Bellingham, we are a valued city service and part of the fabric of everyday life in our community.

*Library Board
October 22, 2019
Item # 9*

STRATEGIC PLAN COMPONENTS FOR CONSIDERATION

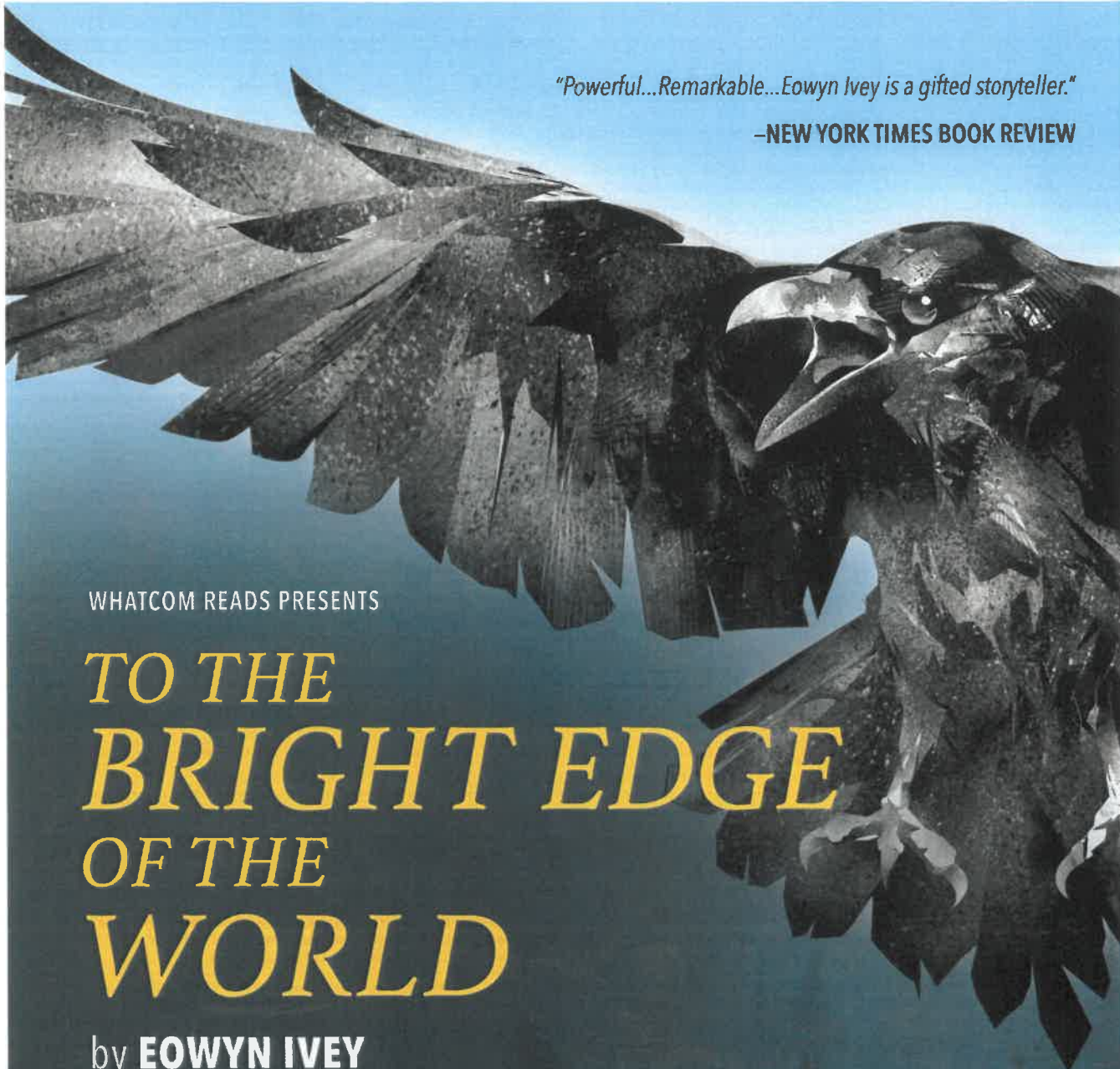
WHAT WE HEARD: STRATEGIC DIRECTIONS DRAFT V.1

<p>Strategic Direction</p>	<p>WELCOME & INCLUDE</p> <p><i>We offer welcoming, safe places and experiences, where connections and understanding flourish.</i></p>	<p>ACCESS & OPPORTUNITY</p> <p><i>We connect people with opportunities and resources to solve problems and help them achieve their aspirations.</i></p>	<p>SAFE & SUSTAINABLE</p> <p><i>We promote a safe, prepared, environmentally responsible community.</i></p>
<p>WHAT WE HEARD: Feedback contained in the draft Strategic Direction</p>	<p>Belonging, "radical hospitality", meet and gather, connect, bridge differences, respect and dignity, diversity and inclusion, social infrastructure, connection, services for all, community center, welcome and inclusive, human interaction, combat loneliness, growing population of people living alone, share skills and ideas.</p>	<p>Addressing community needs & issues, "more than books," "meet people where they are," access resources not found elsewhere free of charge, coordinate resources, social services partners, job skills, access in unique places, mobile services, outreach to key populations, resources and support to address barriers to opportunity, such as transportation, housing, childcare, disabilities.</p>	<p>Safe and safety defined broadly, protect, sustainability, resilience, address climate change, stewards of community resources, contributor to/community hub for emergency preparedness, response and recovery, staff and patron safety, safe places to play and learn, reduce our footprint, city priorities around public safety and environmental resources.</p>
<p>Strategic Direction</p>	<p>READ & LEARN</p> <p><i>We inspire a lifetime of reading, learning, curiosity, and discovery.</i></p>	<p>INFORM & INVOLVE</p> <p><i>We provide resources to stay abreast of community issues and events, supporting informed, active participation in civic life.</i></p>	<p>THRIVE & GROW</p> <p><i>We are a valued and trusted city service, playing a central, vital and long-term role in Bellingham life.</i></p>
<p>WHAT WE HEARD: Feedback contained in the draft Strategic Direction</p>	<p>Education, creativity, play, storytelling, storytimes, classes, ample diverse collections, readers' advisory, reading & learning events, electronic access to services, research tools, tech learning, healthy youth and families, easy/fast access to reading, viewing & listening in print and digital formats, foster curiosity, lifelong learning. Efficient, innovative materials, operations, distribution.</p>	<p>Information hub, civic literacy, engage in democracy, media literacy, learn about and get involved in city/county/regional issues, inspire voting, serve as information coordinator, supplier and connector, players in community issues, trusted neutral conveners, modeling and inspiring respectful debate, encourage and support people in meeting their civic responsibilities.</p>	<p>Facilities. Funding. Addressing levels of service gaps. Meeting city Comprehensive Plan commitments. Well-funded public spaces. A key service within city government, strengthening partnerships for projects and for long-term sustainability, pursuing grants and philanthropic support, cultivating Friends and other advocates, "telling our story."</p>

Library Board
October 22, 2019
Item # 12

"Powerful...Remarkable...Eowyn Ivey is a gifted storyteller."

—NEW YORK TIMES BOOK REVIEW



WHATCOM READS PRESENTS

TO THE BRIGHT EDGE OF THE WORLD

by **EOWYN IVEY**

Author of the Pulitzer Prize finalist *The Snow Child*

**Author Eowyn Ivey visits
Whatcom County MARCH 5-7, 2020**
Read the book. Join the conversation.



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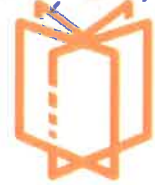


design

Bellingham Public Library

Rebecca Judd, Director

*Library Board
October 22, 2019
Item # 13*



TO: Library Board of Trustees
FROM: Rebecca Judd, Library Director
DATE: October 22, 2019
SUBJECT: 2020 Regular Library Board Meeting Schedule

Each year the Board reviews the day of week, time of day, and location for its meetings in the upcoming year. If you agree to continue as you have in previous years, those meeting dates are tentatively listed below. We will discuss this schedule at your Board meeting.

Regular Board Meetings are held on the third Tuesday of each month. Meetings will be held in the Lecture Room at the Bellingham Public Central Library, 210 Central Avenue. Meetings usually commence at 3:30 p.m. The public is welcome to attend and is encouraged to check the library's website for changes.

2020

Tuesday, January 21 @ Fairhaven Fireplace Room

Tuesday, February 18

Tuesday, March 17

Tuesday, April 21

Tuesday, May 19 @ Fairhaven Fireplace Room

Tuesday, June 16

Tuesday, July 21

Tuesday, August 18

Tuesday, September 15

Tuesday, October 20

Tuesday, November 17

Tuesday, December 15

*Library Board
October 22, 2019
Item # 14*

Bellingham Public Library

Rebecca Judd, Director



TO: Library Board of Trustees
FROM: Rebecca Judd, Library Director
DATE: October 22, 2019
SUBJECT: 2020 City-observed holidays and other library closures

City-observed holidays for 2020, for your information:

Holiday	Day	Date
New Year's Day holiday	Wednesday	January 1
Martin Luther King, Jr. Day	Monday	January 20
President's Day	Monday	February 17
Memorial Day	Monday	May 25
Independence Day	Friday	July 3
Labor Day	Monday	September 7
Veterans Day	Wednesday	November 11
Thanksgiving Day	Thursday	November 26
Day after Thanksgiving	Friday	November 27
Day before Christmas	Thursday	December 24
Christmas	Friday	December 25

Other Library closures planned for 2020:

- Saturday, July 4, 2020. The City will observe the Independence holiday on Friday, July 3, as noted above.
- Sunday, April 12, 2020. While not a city-observed holiday, the Library has typically closed on Easter Sunday because of low use.