

# Bellingham Public Library



**Regular Meeting of the Library Board of Trustees  
Tuesday, October 22, 2019 – Central Library Lecture Room  
3:30 p.m.**

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

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

**Board Members Absent:** Vernon Johnson

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

**Others Present:** Faye Hill, Friends of BPL President

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

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

**Public comment:** No comments.

**Consent agenda:** Rick pointed out the article from the packet called *The Week in Libraries: October 4, 2019* which discussed net neutrality and the Macmillan ebook issue. Jim pointed out that, on the monthly YTD financial report, the column titled "Variance From Revised" only makes sense at year end and suggested it be retitled, "Variance from YTD Revised." Wendy commented that the City will soon be moving to a new financial platform and this particular Cayenta report will be eliminated. Rebecca Craven moved to approve the September 17, 2019 Regular meeting minutes, the October 8, 2019 Special meeting minutes and the September 2019 performance and activity measures and financial reports. Jim McCabe seconded. Motion carried.

**Board Chair report:** Rick clarified that he worked with Rebecca Judd to have WCLS begin sending their board packets to our trustees (they briefly lapsed).

Two weeks ago, Rick and Rebecca Judd attended a City Council mid-biennium budget work-session. Rick reported that both of our budget modification requests – for a Youth Services Librarian and for the elimination of library fines – were forwarded from the Mayor to Council. Council is expected to approve the 2020 budget by the end of November.

**Board member reports:** Jim offered a few comments on SCORE (Counselors to America's Small Business) support: the Library has been providing support to this organization, but is now suspending or stopping that service. Jim feels this service fits in with many of the strategic directions that have been mentioned. Rebecca responded that the struggle is around trying to resource Saturday programming and keep the Help Desk fully staffed as well. Rebecca invited Jim to meet with her to discuss other options for providing the service.

**City Council liaison report:** April wasn't able to attend the October board meeting, but did request that Rebecca Judd let the Board know that the WTA Board is holding a public hearing on small fare changes which includes a free fare for youth 18 and younger.

**Friends of BPL report:** Faye reported that the Friends are actively working to increase their membership; currently they are tabling in the SkillShare space. The September sale brought in over \$13,000.

**Library Director report:** Rebecca reported that, concerning the Macmillan controversy, King County Library System is the first large system that is boycotting the embargoed titles. Our eBook distributor, OverDrive, has sent out a newsletter explaining how this complicated, time-sensitive, limited copies, process will work. The embargo goes into effect November 1.

Rebecca mentioned in her Board report that Colleen Morse celebrated 40 years as our Outreach Specialist. Colleen visits 14 facilities (health care and assisted living) once a month and works with about 165 homebound individuals, arranging for family or a caretaker to pick up holds. She also provides information about the Washington Talking Book & Braille library as well as how to navigate digital devices.

Rebecca also wanted to extend a big thank you to the management team for the enormous amount of work they are doing on our big projects – the elimination of fines, the strategic plan and the building remodel.

**National Friends of Libraries Week, October 20-26, 2019:** Rick presented two resolutions to the Friends' President, Faye Hill – one from Mayor Linville and one from the Board of Trustees. He thanked the Friends for the good work they do.

**Policy approval – Library Accounts Receivable:** This policy change aligns with state and city record retention schedules, aligns with WCLS policy, and removes old, uncollectible fines from the books. Rebecca Craven moved to approve the policy as written. Jim McCabe seconded. Motion carried.

**Elimination of Overdue Fines documents review – 1<sup>st</sup> reading:** Rick mentioned that the two policy drafts included in the packet, Eligibility for Library Service Policy and Confidentiality Policy, will be reviewed in more detail next year, but updates were currently needed to remove language concerning the collection of fines.

Jen Vander Ploeg significantly updated the 2020 Rates & Fees schedule. She removed Overdue fines, Max fines, Card Replacement fee, and Community Room use fees, except for the one specialized charge for the Fairhaven Branch Auditorium for groups with a pre-

existing agreement. Jen added the Collections fee. Rebecca Craven suggested expanding the Collections fee description to read "Collections fee for lost and damaged items."

Rick pointed out that Rebecca Judd worked closely with the City's Legal department on the BPL Overdue Fine Elimination Resolution. This document is also authorization to write off current outstanding overdue fines. WCLS passed a similar resolution in September.

**Strategic Plan discussion:** In reference to the Strategic Plan documents in the packet, the Board discussed the merits of including *Values/Guiding Principles* in the Strategic Plan and provided feedback on the *Strategic Directions*. Rebecca Judd will be gathering staff feedback on these two documents at the upcoming All Staff meeting. Feedback will be incorporated into a draft presented to the Board at the November meeting.

Strategic Plan Anticipated Process (*See Attachment #1 located at the end of the minutes*): Janice outlined the remaining steps in this process:

- October 22 to November 15: Incorporate feedback from Board members, management team and staff
- November 19 Board Meeting: review drafts of Values, Strategic Directions, layout
- December 17 Board Meeting: Review Strategic Plan draft
- January 21 Board Meeting: Consider final plan for adoption

**Quarterly goals report:** Rebecca Judd updated the Board on the Organizational Goals progress. (*see Attachments #2 for Organizational Goals 2019 Quarter 3 Presentation. All attachments are located at the end of the minutes.*)

**Facilities Committee update:** Rick reviewed the budget for the remodel – the initial construction budget was \$1 million, plus \$200,000 for a materials sorter. At the recent 2020 budget work-session, Eric Johnston, Assistant Public Works Director, presented a modification proposal for an additional \$750,000 for construction. Rebecca Judd pointed out that the additional funds will pay for the main floor rest rooms, elevator upgrade, paint and carpet for the main floor, fire alarm upgrade, and ceiling replacement with LED lighting.

The Committee is working on finalizing the design. They met with an interior designer to get an idea of colors and furniture (though furniture is not part of this funding). There are four public information sessions scheduled for the end of October/start of November to give people the opportunity to ask questions. Rick added that once the design is finalized, work will begin on the bid specification documents.

**Whatcom READS 2020 – *To the Bright Edge of the World* by Eowyn Ivey:** Janice distributed read-and-release copies of Ivey's book to the Board. She asked the Trustees to do two things: 1) take a selfie with the book and send it to her and 2) read and "release" the book to someone else. The author will be in town March 5-7, 2020 and there will be a variety of programs and activities in Bellingham and throughout the county.

**2020 regular Library Board of Trustees meeting schedule:** Rick commented that this schedule maintains the 3<sup>rd</sup> Tuesday tradition, two of which will be held at Fairhaven Branch Library due to Friends of the Library book sale preparations. Rebecca Craven moved that the meeting schedule be approved as presented. Jim McCabe seconded. Motion carried.

**2020 City of Bellingham holidays & other library closures:** Rebecca provided this list of holidays and other library closures for the Board's information.

**New Business:**

- Mayor Kelli has been invited to the November meeting

**Action items for next meeting:**

- Eligibility for Library Service Policy – request for approval
- Confidentiality Policy – request for approval

**Meeting adjourned** at 5:13 p.m.

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

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

**Attachments:**

- Attachment #1: Strategic Plan Anticipated Process
- Attachment #2: Organizational Goals 2019 Quarter 3 Presentation

# Strategic Planning 2019

**Update to Bellingham Public Library  
Board of Trustees, October 2019**

# Strategic Plan Anticipated Process

| October 22 Board Meeting  | October 22 to November 15  | November 19 Board Meeting   | December 17 Board Meeting       | January 21 Board Meeting                          |
|---|--|---|---------------------------------|---|
| <b>Documents:</b><br>Draft Values<br>Draft Strategic Directions | <i>Incorporate feedback from Board members, management team, staff</i> | <b>Documents:</b><br>Values<br>Draft Strategic Directions<br>Draft layout | <b>Documents:</b><br>Draft plan | <b>Documents:</b><br>Final plan                   |
| <b>Focus:</b><br>Draft Values                                   |  | <b>Focus:</b><br>Draft Strategic Directions                               | <b>Focus:</b><br>Draft plan     | <b>Focus:</b><br>Consider final plan for adoption |

# Organizational Goals 2019

**Quarter 3 Presentation to Bellingham Public Library  
Board of Trustees, October 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.**

- 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
- ✓ Review regional and national trends in library services, collection services, communications, community relations, programming, digital services, public services, and youth services to inform 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.**

- With project team, design Central Library main floor remodel
- Develop communications plan as part of remodel
- Evaluate and prepare space for main floor collections as part of remodel
- Evaluate materials handling workflow as part of remodel
- Design new teen space as part of remodel
- With ITSD, plan for data/power design of Central Library main floor remodel
- Research and purchase new automated materials handling sorter



## 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.

- Public Services Supervisor position, plan for hiring and onboarding
- ✓ Midterm: Present budget adjustment proposal to City Council
  - Elimination of Overdue Library Fines
  - Children's Librarian
  - Central Library main floor remodel (750K), administered by Public Works

## 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.**

✓ Complete

## 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.**

- ✓ Develop resolution for eliminating the collection of overdue fines and write-off of existing fines
- ✓ Update relevant policies and fee schedule
- ✓ Develop fact sheet with relevant numbers and data
  - Develop and implement communications plan
  - Board approval of relevant policies and fee schedule



## **Organizational Goals 2019**

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

- ✓ Partnering with Bellingham Police Department, train staff in de-escalation techniques

## **Organizational Goals 2019**

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

- ✓ Complete meeting room project and coordinate roles with operations
- Develop minimum staffing requirements for Central and branches
- Develop conference and training goals/budget for 2020