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.

AGENDA

1. Call to order and introductions 2 min
2. Approve/modify agenda 1 min
3. Public comment 3 min
   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.
4. Consent agenda 4 min
   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.
   - Communications and FYI
   - Minutes
     November 19, 2019: Regular board meeting
   - Library performance & activity measures
     November 2019
   - Financial reports
     Claims: November 2019
     YTD report: November 2019
5. Reports 10 min
   - Board Chair
   - Library Board members
   - City Council liaison
   - Friends of Bellingham Public Library
   - Library Director

   Time check: 3:50

6. Forrest Longman, Budget & Finance Manager 20 min
   - 2020 Revenue projections & outlook

7. April Barker, City Council Liaison, appreciation & farewell 5 min
   - Rick Osen, Board Chair

8. Library Board of Trustees 5 min
   - Reappointment of Rick Osen for 2nd term, ending February 9, 2025
   - Election of 2020 officers
9. **Strategic Plan – action requested**  
   - Rachel Myers, Board Vice-Chair  
   - Janice Keller, Communications

10. **Facilities Committee update**  
    - Rick Osen, Board Chair  
    - Rebecca Judd, Director

11. **New business**  
   5 min

12. **Action items for next meeting**  
   2 min

13. **Adjourn**

   **Time check:** 4:57

   **Next Regular Library Board Meeting:** Tuesday, January 21, 2020 – 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.
Regular Meeting of the Library Board of Trustees  
Tuesday, November 19, 2019 – Central Library Lecture Room  
3:30 p.m.

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

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

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

**Others Present:** Mayor Kelli Linville; Faye Hill, Friends of BPL

---

**Call to order and introductions:** Regular session was called to order at 3:33 p.m. by Chair, Rick Osen.

**Approve/modify agenda:** Rick requested a modification of the agenda: to move item #9 Strategic Plan discussion ahead of item #7 Policy approvals. Rebecca Craved moved to approve the agenda as modified. Rachel Myers seconded. Motion carried.

**Public comment:** No comment.

**Consent agenda:** Jim suggested a wording change to the October 22, 2019 minutes: the last sentence under Board member reports reads, “Rebecca invited Jim to meet with her to discuss other options for hosting the events.” Jim suggested the last 3 words be changed to “providing the service.” Rachel Myers moved to approve the October 22, 2019 Regular meeting minutes as amended and the October 2019 performance and activity measures and financial reports. Jim McCabe seconded. Motion carried.

**Mayor Kelli Linville, appreciation & farewell:** Rick commented that we invited the Mayor to our meeting to both thank and honor her for her years of service to Bellingham. Rick listed a few of the accomplishments that have happened over the past few years with the help of the Mayor:
- Level of Service standards were developed which were critical for budget requests.
- The BERK Study on sustainable funding which resulted in Council voting to maintain a municipal library.
- The Space Planning study which helped steer us towards the current remodel project.

Rick presented a bouquet of flowers to Mayor Kelli. Rebecca Judd presented a Friends of the Library book bag with a copy of the 2020 Whatcom READS selection, *To the Bright Edge of*
the World by Eowyn Ivey. Rebecca also showed the Mayor an anniversary edition of The Book Thief by Markus Zusak which has been added to the Library's collection in her honor.

Mayor Kelli commended Rebecca and the Board for the work they have done, most recently on the capital improvements and the elimination of fines. The Mayor's office now overlooks the library and she called it a busy, happy place. She thanked everyone for making the library a place that welcomes everyone.

**Board Chair report:** Rick pointed out the fines free article in the packet, Libraries say farewell to overdue fines, that appeared on the front page of the Bellingham Herald on November 17. Ricked added that the Library remodel project was mentioned in the recent Utilities' newsletter.

Rick, Rebecca Judd, and Janice will all be attending the Mayor's Neighborhood Advisory Committee (MNAC) meeting tomorrow night sharing about the community conversation process and the remodel project.

Rick, Rachel and Jim all attended the Whatcom Literacy Council fundraising breakfast featuring Nancy Pearl. Jim noted that Nancy’s list of recommended titles was posted right away on the Library’s website.

Rick attended the October All Staff Meeting which focused on a strategic plan discussion with staff.

**Board member reports:** Rebecca Craven noted the article about Finland’s Oodi Library, How Helsinki Built 'Book Heaven' by David Dudley. Jon added that our circulation and attendance statistics are higher than this celebrated library.

**City Council liaison report:** Rick commented that April could not be here today, but the Board hopes to thank her for her liaison work at December’s board meeting.

**Friends of BPL report:** Faye Hill reported that the Friends celebrated National Friends of the Library week by working to increase membership by hosting a table in the SkillShare area. They acquired 6 new members and also offered patrons the opportunity to write down what they love about the library on a heart-shaped note – 60 of these notes are posted in the Friends’ display area at the entrance to the library. The next book sale will be in January.

**Library Director report:** Rebecca pointed out the Whatcom Community Foundation’s article that is in the packet, Library love lives on, by Heidi Lehman. This article highlights George Mulrow and Bob Bragg’s $3 million library endowment.

Rebecca also referenced the article about public spaces, Five Things We Learned From Knight’s Inaugural Public Spaces Forum, by Lilly Weinberg and Lynn Ross.

Rebecca reported that City Council approved the budget which included the elimination of overdue fines. Approval of the relevant policies is on the current board agenda. Rick added that the budget approval also includes a Youth Services Librarian position. Jennifer Vander
Ploeg added that we are close to announcing the new Supervisor of Public Services. We have Security Attendant interviews coming up on December 10.

**Strategic Plan discussion:** Rick commented that the strategic planning process has been going on for at least 9 months and there are many people to thank – the community, library staff and management team, trustees and especially Janice for providing a clear, exciting and readable document.

Rachel prefaced distribution of the Bellingham Public Library 2020-2024 Strategic Plan draft with comments about what we originally saw as success measures, plus questions for consideration as the draft is read. (See Attachment #1 for the memo RE: Draft 2020-2024 Strategic Plan for your review. All attachments are located at the end of the minutes.) The ‘latin’ comments in the draft will be replaced with quotes. Rachel added that the current strategy is to publish a 12-page document plus a 1-page summary sheet listing the Strategic Directions.

Janice distributed the draft Strategic Plan. (See Attachment #2 for Bellingham Public Library 2020-2024 Strategic Plan draft. All attachments are located at the end of the minutes.) Janice reviewed the approval timeline that is outlined in the memo.

Jim mentioned that WCLS included a strategic timeline in their recent board packet and suggested this might be something for us to consider for the future. Rick clarified it is something similar to Rebecca’s quarterly goals update but tied to the strategic plan once we have it in place.

**Policy approvals:**
- Eligibility for Library Service Policy: Rick commented that both of these policies need more in-depth work, but the current updates align it with the elimination of overdue fines. Jim McCabe moved to approve the Eligibility for Library Service Policy as written. Rebecca Craven seconded. Motion carried.
- Confidentiality Policy: Rachel Myers moved to approve the Confidentiality Policy as written. Rebecca Craven seconded. Motion carried.

**Resolution and Rates & Fees approval:**
- BPL Overdue Fine Elimination Resolution: Rick pointed out that this resolution authorizes the elimination of overdue fines plus waiving current outstanding overdue fines. Finance and Legal were consulted in the development of this document. Rachel Myers moved that the resolution be approved as written. Jim McCabe seconded. Motion carried. Janice added that there will be a ‘farewell to overdue fines’ campaign surrounding the January 2 effective date.
- 2020 Rates & Fees schedule: Jim McCabe moved to approve the 2020 Rates & Fees schedule as written. Vernon Johnson seconded. Motion carried.

**Facilities Committee update:** Rick provided a project update: we are nearing the end of the design phase. Bid documents will be developed in December. We might be ready to go out for bids at the end of January. Ideally construction could begin mid to late Spring. One topic for the design committee in December concerns what happens to the library during construction – how much disruption and for how long. Rick will provide further information at
the December or January meeting, Rebecca Judd added that she has held 4 public meetings – they were lightly attended by the participants were curious and involved. She also met with ADA Coordinator, Kim Brown, and a representative from the Hearing, Speech, and Deaf Center (to help identify placement of the video phone).

**New Business:**
- Forrest Longman, Budget & Finance Manager, has been invited to present on revenue projections
- Appreciation for April Barker, Library Liaison
- Annual election of officers

**Action items for next meeting:**
- Adopt Strategic Plan
- Facilities update

**Meeting adjourned** at 4:31 p.m.

**Next Regular Library Board Meeting – December 17, 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: RE: Draft 2020-2024 Strategic Plan for your review
- Attachment #2: Bellingham Public Library 2020-2024 Strategic Plan draft
TO: Bellingham Public Library Board of Trustees
FR: Strategic Planning Committee
     Rick Osen, Rachel Myers, Rebecca Judd, Janice Keller
DATE: November 19, 2019
RE: Draft 2020-2024 Strategic Plan for your review

We are pleased to present a draft of our proposed 2020-2024 Strategic Plan for your review. It incorporates feedback from the October 22, 2019, Board meeting and from library staff. As a draft, it contains some placeholder text and preliminary photos.

This draft document proposes a five-year Strategic Plan that begins in 2020. It anticipates that 2024 will be a strategic planning year, with a new strategic plan beginning in 2025.

Questions for your consideration

- Are these the right Strategic Directions?
- Are the “We Wills” (goals) headed in the right direction?
- Is any major content or a section missing?
- Do you have feedback about the overall look/tone/format?

Timeline

Your feedback will be most helpful if you provide it to Janice and Rebecca by close of business Monday, December 2, 2019.

We will incorporate Board feedback and present it for another review at the December 17 regular Board meeting, along with a one-page summary handout. At that time, the Board may be prepared to take final action, or, if additional deliberation is needed, the Board can provide further feedback in December and consider final action at the January 21, 2020, meeting.

Please let us know if you have any questions as you are reviewing and thank you in advance for your feedback.

What success looks like

At the January 15, 2019, Special Board meeting held to kick off our strategic planning effort, Board members provided the following responses to the question “What does success look like” for our strategic plan:

- Easy to tie to annual library work plan.
- Strategic and targeted.
- Linked to City of Bellingham goals and strategic commitments.
- Proactive to city needs and changes.
- Flexible, with our community at the heart of shaping the library.
- Compelling and resonates with our community.
- Has heart, the community feels like they belong.
- Builds library advocates and partners.
INTRODUCTION

OUR 2020-2024 STRATEGIC PLAN

We are proud to present our 2020-2024 Strategic Plan. We began our strategic planning process early in 2019 with the following questions:

• What are people's hopes for their community, and how can we work together to help achieve these aspirations?

• What have other organizations studied that can inform our thinking?

• What is our community like today, how is it changing, and how do these factors inform and shape library services?

• How are libraries across the country supporting and strengthening their communities?

Our journey responding to these questions led to us developing our Community Story (page 3), affirming our Mission (page 4), identifying Shared Values (pages 4-5) and adopting Strategic Directions (pages 6-10) for 2020-2024.

Central to this strategic plan are the community voices that helped shape it. Our Community Conversations project – adapted from an initiative of the American Library Association and the Harwood Institute for Public Innovation – provided valuable feedback to help us better understand and respond to our community.

Thank you to the library staff, trustees, city leaders and community members who contributed to building this strategic plan. We look forward to providing quality, responsive services that strengthen our community in the years ahead.

Bellingham Public Library

BOARD OF TRUSTEES | JANUARY 2020

Rick Osen
Chair

Rachel Myers
Vice-Chair

Rebecca Craven

Jim McCabe

Vernon Damani Johnson

Rebecca Judd
Library Director
LIBRARIES CAN HELP!

COMMUNITY CONVERSATIONS

Community voices form the foundation of this plan. During our three-month Community Conversations project, we spoke with 343 people in group meetings and individual interviews, conversations that provided rich, meaningful feedback to help better understand our community and incorporate diverse viewpoints into our planning. The feedback we gathered is summarized in our Community Story below. A report describing the Community Conversations project is available on our website or by request. We are inspired to use it to envision library services that are transformative and tailored to our community’s needs.

OUR COMMUNITY STORY

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.

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.

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.

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.
MISSION
Connecting our community with each other and the world.

SHARED VALUES
Our shared values are a reflection of who we are, why our work matters, and what we believe as an organization. They describe, define, and inspire us.

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

CHAMPIONS:
We are enthusiastic champions of public library values: freedom of speech and open exchange of knowledge and ideas, the right to read without judgement or restriction, and access to education and information free-of-charge and readily available to all.

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

"Enit in cores evendis et into beatemp oritiores dolupta tumenis nim et quam ium reptaquam voluptaest. Nim et quam ium reptaquam voluptaest."

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

INNOVATION:
We embrace new ideas and new practices to meet the changing needs of our community.

INSPIRATION:
We inspire curiosity, discovery, and critical thinking which we believe can change a life, a family, a nation, and a planet.

STewardship:
Our focus on excellence includes reflecting and modeling careful stewardship of resources. We incorporate sustainable practices in our services and operations.
STRATEGIC DIRECTION

WELCOME & INCLUDE

We offer welcoming, safe places and experiences, where connections and understanding flourish.

WE WILL:
• Actively welcome all residents of Bellingham to use our library services and facilities.
• Bring people together for shared experiences that strengthen our understanding of each other.
• Invest in services that are accessible and comfortable for people of all cultures, abilities, and communities.
• Provide all staff with training and tools needed to provide safe, prepared, environmentally responsible services and spaces.

WHAT YOU MAY SEE:
• Invitations for city newcomers to join the library community and orientation activities for new patrons.
• Library services offered in multiple languages.
• Spaces and activities that welcome gathering and interaction.

Bellingham Public Library

"Enitit cores evendis et into beatem temper oritiores dolupta tumenis nim et quam ium reptaquam voluptaest. Nim et quam ium reptaquam voluptaest."

Amrem Endequ
Reptaquam Voluptae
STRATEGIC DIRECTION

ACCESS & OPPORTUNITY

We connect people with opportunities and resources to solve problems and help them achieve their aspirations.

WE WILL:

• Provide services that support people, especially to bridge inequities in access to opportunities and community resources.

• Offer library services and experiences beyond our buildings to meet people where they are.

• Invest in appropriate staffing, training, tools, technologies and vehicles to provide safe, efficient delivery of off-site services.

• Explore partnerships with social services providers to help support our most vulnerable populations.

WHAT YOU MAY SEE:

• Services and activities that promote digital, financial, and cultural literacy for all ages.

• Library programs and services offered at non-library locations.

• Partnerships focused on coordinating community resources and removing barriers to opportunity.
STRATEGIC DIRECTION

READ & LEARN

We inspire a lifetime of reading, learning, curiosity, and discovery.

WE WILL:

• Establish the library as the best place in Bellingham for people of all generations to learn together.

• Support readers of all ages and abilities with rich, diverse collections and opportunities to strengthen literacy skills and cultivate a love of reading.

• Provide all staff with training and tools needed to effectively deliver and promote library reading and learning services.

• Continue improvements in library technology and automation to focus staff resources on direct services to the public.

WHAT YOU MAY SEE:

• Inspiring hands-on learning experiences for all ages.

• New resources that respond to changing community needs.

• Opportunities for readers to engage with library staff and each other.

"Enitit cores evendis et into beatemp ortiores dolupta tumenis nim et quam ium reptaquam voluptaest. Nim et quam ium reptaquam voluptaest."

Amrem Endequ
Reptaquam Voluptae
STRATEGIC DIRECTION
INFORM & INVOLVE

We provide information and activities to stay abreast of community issues and events, fostering informed, active participation in civic life.

WE WILL:
- Offer access to materials, tools, and expertise to help develop critical-thinking skills.
- Help people stay in touch with issues that matter in their community and promote informed, active participation in civic life.
- Partner with city leaders to foster public education and involvement in City of Bellingham strategic priorities.
- Consistently inform and involve partners, stakeholders, and community members in decisions about library policies and services.

WHAT YOU MAY SEE:
- Programs to foster media literacy and respectful civic dialogue.
- Collaboration with city officials and others on issues that matter to the Bellingham community.
- Regular opportunities to provide feedback about library services.
STRATEGIC DIRECTION

THRIVE & GROW

We are a valued community partner and trusted city service, playing a central role in Bellingham life.

WE WILL:

• Work with city leaders to achieve level of services goals adopted by the library Board of Trustees to increase staffing, hours of operation, materials expenditures, and facility square footage.

• Enhance library facilities to deliver quality, contemporary services that are technologically innovative, thoughtfully located, and environmentally wise.

• Foster strong public and private support for the library.

• Measure and evaluate library services and operations to continue improvements and ensure strategic progress.

WHAT YOU MAY SEE:

• Progress on capital improvements outlined in the City of Bellingham Comprehensive Plan.

• Plans for library services in the north area of city.

• Strategies for obtaining long-term, sustainable funding.

Bellingham Public Library

"Enitin cores evendis et into beatemp oritiores dolupta tumenis nim et quam ium reptaquam voluptaest. Nim et quam ium reptaquam voluptaest."

Amrem Enedequ
Reptaquam Voluptae
THE POWER OF PARTNERSHIPS

WORKING TOGETHER

The Bellingham Public Library 2020-2024 Strategic Plan aligns with key city initiatives, contributing to their impact and leveraging our resources to serve our community. Key connections noted below.

<table>
<thead>
<tr>
<th>CITY OF BELLINGHAM</th>
<th>WELCOME &amp; INCLUDE</th>
<th>ACCESS &amp; OPPORTUNITY</th>
<th>READ &amp; LEARN</th>
<th>INFORM &amp; INVOLVE</th>
<th>THRIVE &amp; GROW</th>
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</thead>
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<td>Legacies &amp; Strategic Commitments</td>
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<tr>
<td>Comprehensive Plan 2016 Capital Facilities Chapter</td>
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<td>Climate Action Plan 2018 Update &amp; City Council Resolution #2018-06</td>
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<td>Bellingham Public Library Services and Funding Models Study 2017</td>
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<td>Bellingham Central Library Space Planning 2018</td>
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</tbody>
</table>

We collaborate with many other organizations on a variety of topics, projects, and services. Those listed below provide vital support that makes our services possible. Visit us online or contact us to find out more about these and other Bellingham Public Library partners:

- Whatcom County Library System
- Bellingham Public Schools
- Friends of the Bellingham Public Library
- Washington State Library
- Western Washington University
- Whatcom Community College
- Bellingham Technical College
- Northwest Indian College
What’s next? Our 2020-2024 Strategic Plan will shape our priorities for the years ahead. Look for our annual action plans and reports on our accomplishments to see how we’re doing!

ON A TYPICAL DAY

### NEW LIBRARY CARDS REGISTERED

### VISITORS TO OUR THREE LOCATIONS

### BOOKS, DVDS & OTHER ITEMS BORROWED

### LIBRARY CATALOG SEARCHES

### PROGRAM ATTENDEES

### HOLDS FILLED

### HELP DESK QUESTIONS ANSWERED

### WEBSITE VISITS
<table>
<thead>
<tr>
<th>Holdings - Number of materials in the library's collection</th>
<th>Year to Date</th>
<th>% of change YTD</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>November-19</td>
<td>November-18</td>
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<tr>
<td></td>
<td>2019</td>
<td>2018</td>
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<tr>
<td>Physical copies added to the collection</td>
<td>2,202</td>
<td>2,126</td>
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<tr>
<td>Electronic copies added to the collection</td>
<td>1,353</td>
<td>1,306</td>
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<tr>
<td>Physical copies withdrawn from the collection</td>
<td>55</td>
<td>51</td>
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<tr>
<td>Total physical holdings</td>
<td>[4,616]</td>
<td>[2,809]</td>
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<tr>
<td>Total electronic holdings</td>
<td>46,360</td>
<td>42,033</td>
</tr>
<tr>
<td>Total Holdings (Physical and Electronic)</td>
<td>269,581</td>
<td>257,830</td>
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<tr>
<td>Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Library**</td>
<td></td>
<td></td>
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<tr>
<td>Adult</td>
<td>56,786</td>
<td>54,606</td>
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<tr>
<td>Youth</td>
<td>46,430</td>
<td>42,033</td>
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<td>Sub-Total Central</td>
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<td>96,639</td>
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<td>Fairhaven Branch</td>
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<tr>
<td>Adult</td>
<td>7,182</td>
<td>7,114</td>
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<td>Youth</td>
<td>7,292</td>
<td>7,341</td>
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<td>Sub-Total Fairhaven</td>
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<td>Barkley Branch</td>
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<td>Adult</td>
<td>5,997</td>
<td>5,517</td>
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<td>Youth</td>
<td>4,897</td>
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<td>Sub-Total Barkley</td>
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<td>Bellingham Technical College</td>
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<tr>
<td>Adult</td>
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<td>103</td>
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<tr>
<td>Youth</td>
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<td>Sub-Total BTC</td>
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<tr>
<td>Adult</td>
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<td>508</td>
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<td>Youth</td>
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<td>114</td>
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<td>Western Washington University</td>
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<td>Adult</td>
<td>503</td>
<td>613</td>
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<tr>
<td>Youth</td>
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<td>Sub-Total WWU</td>
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<tr>
<td>Online Services</td>
<td></td>
<td></td>
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<tr>
<td>Kanopy (Soft launched May 2019)</td>
<td>797</td>
<td>0</td>
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<tr>
<td>NW Anytime Library Overtdrive</td>
<td>22,736</td>
<td>18,546</td>
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<tr>
<td>Rmdigitran</td>
<td>2,579</td>
<td>2,729</td>
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<tr>
<td>Sub-Total Online</td>
<td>25,612</td>
<td>21,275</td>
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<tr>
<td>Total Circulation</td>
<td>151,254</td>
<td>137,930</td>
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<tr>
<td>Holds Activity - Items placed on hold shelf</td>
<td>46,773</td>
<td>51,201</td>
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<tr>
<td>Services - Number of persons counted as they enter the libraries or visit remote websites</td>
<td></td>
<td></td>
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<tr>
<td>Central Library</td>
<td></td>
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<tr>
<td>Adult</td>
<td>38,488</td>
<td>38,827</td>
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<tr>
<td>Children's</td>
<td>9,035</td>
<td>9,956</td>
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<td>Fairhaven Branch</td>
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<td>6,447</td>
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<td>Barkley Branch</td>
<td>4,695</td>
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<td>Bibliocommons visits</td>
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<td>Total Website Visits</td>
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<td>Computer Usage - Number of sessions</td>
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<tr>
<td>Central Library</td>
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<tr>
<td>Adult &amp; Teen (30 terminals)</td>
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<td>Children's (3 terminals)</td>
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<td>Fairhaven Branch (6 terminals)</td>
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<td>Barkley Branch (4 terminals)</td>
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<td>New Borrowers Registered</td>
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<td>Central Library</td>
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**Bellingham Outreach stats were missing from March-July (a total of 5,805). They have now been included in totals**
**Library Board**

**December 17, 2019**

**Consent Agenda**

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**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 DECEMBER 17, 2019, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.**

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>AMOUNT</th>
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<td>Amazon.com</td>
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<td>City Club</td>
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**ADMINISTRATION Sub Total** $17,247.37

| Library Refunds                             | 175.21  |

**PUBLIC SERVICE Sub Total** $175.21

| Baker & Taylor                              | 7,227.59|
| Midwest Tape                                | 1,310.92|
| OCLC                                        | 2,396.75|

**TECHNICAL SERVICES Sub Total** $10,935.26

| AMAZON.COM                                  | 633.89  |
| Baker & Taylor                              | 28,870.93|
| Center Point Large Print                    | 291.80  |
| Cole Information Services                   | 464.32  |
| Ebsco Subscription Services                 | 18,135.31|
| Gale                                        | 197.54  |
| John Sabella & Associates                   | 72.00   |
| Kanopy, Inc                                 | 480.00  |
| Lost items from other Institutions          | 151.92  |

**LIBRARY ACQUISITIONS**

<p>| Books, recorded books, CDs, DVDs             | 633.89  |
| Books                                       | 28,870.93|
| Center Point Large Print                    | 291.80  |
| Cole Information Services                   | 464.32  |
| Ebsco Subscription Services                 | 18,135.31|
| Gale                                        | 197.54  |
| John Sabella &amp; Associates                   | 72.00   |
| Kanopy, Inc                                 | 480.00  |
| Lost items from other Institutions          | 151.92  |</p>
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**LIBRARY ACQUISITIONS Sub Total** $71,693.48

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<tr>
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<tr>
<td>Books</td>
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<td>Teen programming</td>
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<td>Teen programming</td>
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<td></td>
<td>Little Caesars'</td>
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**GIFT FUND ACQUISITIONS Sub Total** $2,081.93

**TOTAL GENERAL FUND** $100,051.32

**TOTAL CLAIMS** $102,133.25
### Library Monthly Report - GF

**Acc. Period 11 ending November 30, 2019**

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<tr>
<th>Dpt 0190</th>
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Transaction status 1

Rounding to Whole Dollars

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City of Bellingham - 2019 Dataset

December 13 2019  Page: 1

Consent Agenda

Report Format 712

19/12/13-09:20
Our People

During the City’s November United Way campaign, Library staff raised $7406 for community service needs, with the highest participation rate in the City. At the same time, staff supported a Lydia House family with gifts for the holiday season. Thank you to our hardworking and generous group.

Our Services

From Jon McConnel, Head of Digital Services:

Digital Services: A primary focus has been preparation for the Farewell to Overdue Fines. In tight coordination with WCLS and Innovative Interfaces Inc., we believe we have everything scheduled to implement both the waiver of identified charges, and the changes in Polaris required to stop charging new overdue fines.

Our ILS vendor, Innovative Interfaces Inc., recently announced that it is being purchased by a division of ProQuest. ProQuest currently dominates the academic ILS market with ExLibris Alma but has no presence in the US public library market with their existing product, Aleph 500. With both Polaris and Sierra, they’ll have a substantial chunk of the market.

Collection Services: CS staff have been busy finding new homes for supplies to accommodate the staff relocations on the upper floor. With a lot of purging, everything has found a place. Meanwhile, Acquisitions and Cataloging staff are working through the end-of-year rush.

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

Michelle Becker will begin as our new Supervisor of Public Services on Dec 16. Michelle comes to us from WWU Libraries and brings a wealth of experience and knowledge to the position. We are also hiring an interim Supervisor of Materials Handling & Distribution for a 6-month period to cover an employee leave. Interviews took place on Dec 10 for our vacant Security & Information Attendant position, and we hope to have the new person start in January.

Some of our Library Assistants have been training on our delivery route and driving the library truck, as we continue the transition to their expanded duties. We are in the staffing queue to fill our vacant Public Services Clerk position and hope to have that vacancy filled before spring.

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

This has been a busy month as priority library projects with communications needs come together and we begin planning for the year ahead. A few highlights include:

- We are working closely with WCLS on a publicity plan for eliminating overdue fines, which we are excited to roll out on January 2 when we officially say farewell to overdue fines.
• We completed the writing and design work on the Strategic Plan 2020-2024 document and look forward to the Board’s final review. Pulling the final pieces together included collecting numbers for the On A Typical Day section; these figures are a great reminder of the extraordinary work we do here every day!

• We have started to plan Summer Reading 2020 programs and publicity in collaboration with WCLS, and together we are exploring program sponsorship opportunities.

• You may notice slight cosmetic changes to the library website, which are the result of an important software upgrade that will help us keep the website up to date and secure. Thank you to the city’s Information Technology Services Department for recognizing the need and making it a priority to complete this work.

From Bethany Hoglund, Head of Youth Services:

Collections and Budget: Selectors submitted their final 2019 orders for new materials on December 3. Other than fulfilling purchase requests from patrons, ordering physical materials for the fiscal year is complete. We will continue to purchase new digital ebook and eaudioobook titles through the end of December. Thank you to Collection Services staff for managing these large year-end orders! We ended the year right on track for materials spending and selectors are already submitting orders for 2020 titles.

Youth Services: Teen Services Librarian Jennifer Lovchik held her last Teen Anime Night program in December after twelve years. This long-standing program provided community and camaraderie for hundreds of teens over its tenure at the Library. Kudos to Jennifer for the success of this program, and also for the great work she is now doing shifting her priority and focus to meeting students on-site at their schools and at other community organizations. Children’s Programming Specialist Bernice Chang has returned from her maternity leave and we are thrilled to have her back!

Our Spaces

Thank you to Public Works for assisting with our clean-up and reconfiguration of the upstairs office space. Work continues finalizing a contract for the Central Library freight elevator, with a tentative repair date of February/March 2020.

On December 9, I met with a large and enthusiastic group from the Friends of the Library to talk about the upcoming Central Library remodel project. The group asked a lot of good questions as we reviewed the architectural drawings and walked through the space.

Our Community

Board of Trustees Chair Rick Osen, Communications manager Janice Keller, and I spoke at the Mayor’s Neighborhood Advisory Commission on November 20. We updated the group on our Community Conversations report, the elimination of overdue fines, and the 2020 Central Library remodel.
Library staff will be partnering with Planning and Community Development to provide books, DVDs, and activities to the Women’s Winter Shelter at Civic Field. Severe weather shelter locations are being coordinated by the County this winter.

As 2019 draws to a close, we wish Mayor Kelli Linville, Councilmembers April Barker and Terry Bornemann, and Parks Director Leslie Bryson continued success and thank them for their service to our community. In the new year, we look forward to welcoming Mayor Fleetwood and new Councilmembers Hollie Huthman and Lisa Anderson.

Respectfully submitted,
Rebecca Judd
December 2, 2019

Richard Osen
2926 Sunset Drive
Bellingham, WA 98225

Re: Bellingham Public Library Board of Trustees

Dear Rick:

It is with great pleasure that I inform you that I am officially reappointing you to the Bellingham Public Library Board of Trustees. Your reappointment will go before the City Council for approval on December 16, 2019. Your second term will expire on February 9, 2025.

Thank you, Rick, for offering your time and talents to continue to improve the quality of life in our community. I am looking forward to the new contributions you will bring to the Board.

Sincerely,

Kelli Linville, Mayor
City of Bellingham

tll

cc: Rebecca Judd, Library Director
TO: Bellingham Public Library Board of Trustees
FR: Strategic Planning Committee
    Rick Osen, Rachel Myers, Rebecca Judd, Janice Keller
DATE: December 13, 2019
RE: Draft 2020-2024 Strategic Plan for consideration

We are pleased to present a proposed final 2020-2024 Strategic Plan for your consideration. It incorporates feedback from Board members and others after initial presentation to the Board on November 19.

This final document proposes a five-year Strategic Plan that begins in 2020. It anticipates that 2024 will be a strategic planning year, with a new strategic plan beginning in 2025.

Once this plan is in place, it will shape library priorities for 2020-2024. Annual action plans will outline specific projects and implementation details, and regular reports on our accomplishments will allow Board members, staff, stakeholders, and others to see our progress.

**Recommended action on Strategic Plan 2020-2024**

We are presenting the 2020-2024 Strategic Plan document as a final draft for consideration. If additions, corrections, or changes are minor, we invite the Board to approve it subject to corrections or revisions that may be discussed at the meeting or discovered while preparing it for printing.

*Proposed motion to approve:* Move to approve the 2020-2024 Strategic Plan as presented, subject to minor revisions or corrections, and authorize the library director to approve a final version for printing.

If Board members wish to have further discussion or provide additional comments, we will incorporate additional feedback and bring the document for review at the January 21, 2020 Board meeting.

**One-page summary**

Also attached for your information is a one-page summary of the Strategic Plan 2020-2024. This document will be finalized after Board action on the Strategic Plan 2020-2024. It is presented here as draft and will be updated as needed and published along with the full plan document.

Please contact us if you have any questions about either document prior to the meeting. We look forward to our December 17 discussion.
INTRODUCTION

OUR 2020-2024 STRATEGIC PLAN

We are proud to present our 2020-2024 Strategic Plan. We began our strategic planning process early in 2019 with the following questions:

- What are people's hopes for their community, and how can we work together to help achieve these aspirations?
- What have other organizations studied or put into practice that can inform our thinking?
- What is our community like today, how is it changing, and how do these factors inform and shape library services?
- How are libraries across the country supporting and strengthening their communities?

Our journey responding to these questions led to us developing our Community Story (page 3), affirming our Mission (page 4), identifying Shared Values (pages 4-5) and adopting Strategic Directions (pages 6-10) for 2020-2024.

Central to this strategic plan are the community voices that helped shape it. Our Community Conversations project — adapted from an initiative of the American Library Association and the Harwood Institute for Public Innovation — provided valuable feedback to help us better understand and respond to our community.

Thank you to the library staff, trustees, city leaders, and community members who contributed to building this strategic plan. We look forward to providing quality, responsive services that strengthen our community in the years ahead.
LIBRARIES CAN HELP!

COMMUNITY CONVERSATIONS

Community voices are at the heart of this plan. During our three-month Community Conversations project, we spoke with 343 people in group meetings and individual interviews, conversations that provided rich, meaningful feedback to help better understand our community and incorporate diverse viewpoints into our planning. The feedback we gathered is summarized into our Community Story below. A report describing the Community Conversations project is available on our website or by request. We are inspired to use it to envision library services that are transformative and tailored to our community’s needs.

OUR COMMUNITY STORY

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.

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.

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.

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.
MISSION
Connecting our community with each other and the world.

shared values
Our shared values reflect who we are, why our work matters, and what we believe as an organization. They describe, define, and inspire us.

Belonging:
We believe in the power of belonging. When people belong, they are more able to learn, connect, survive, and thrive.

Champions:
We are enthusiastic champions of public library values: freedom of speech and open exchange of knowledge and ideas, the right to read without judgement or restriction, and access to education and information free-of-charge and readily available to all.

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

"Libraries stand for and exemplify something that needs defending: the public institutions that – even in an age of atomization and inequality – serve as bedrocks of civil society. Libraries are the kinds of places where ordinary people with different backgrounds, passions, and interests can take part in a living democratic culture."

Eric Klinenberg, “Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life"
EQUITY:
Libraries are powerful forces for community change by promoting equity, diversity, and inclusion. We work to foster understanding and accessibility, and to ensure all people see themselves and our city’s diversity reflected in our collections, services, and facilities.

INNOVATION:
We embrace new ideas and new practices to meet the changing needs of our community.

INSPIRATION:
We inspire curiosity, discovery, and critical thinking, which we believe can change a life, a family, a nation, and a planet.

STEWARDSHIP:
Our focus on excellence includes reflecting and modeling careful stewardship of resources. We incorporate sustainable practices in our services and operations.
STRATEGIC DIRECTION

WELCOME & INCLUDE

We offer welcoming, safe places and experiences, where connections and understanding flourish.

WE WILL:

• Actively welcome all residents of Bellingham to use our library services and facilities.

• Bring people together for shared experiences that strengthen our understanding of each other.

• Invest in services that are accessible and comfortable for people of all cultures, abilities, and communities.

• Provide all staff with training and tools needed to provide safe, prepared, environmentally responsible services and spaces.

WHAT YOU MAY SEE:

• Invitations for city newcomers to join the library community and orientation activities for new patrons.

• Library services offered in multiple languages.

• Spaces and activities that welcome gathering and interaction.

Bellingham Public Library

"I want to live in a community where groups of people can work together toward shared goals to solve problems. Where people’s voices are heard, and they feel safe."

Community Conversations participant
STRAIGHT DIRECTION

ACCESS & OPPORTUNITY

We connect people with opportunities and resources to solve problems and help them achieve their aspirations.

WE WILL:

• Provide services that support people, especially to bridge inequities in access to opportunities and community resources.

• Offer library services and experiences beyond our buildings to meet people where they are.

• Invest in appropriate staffing, training, tools, technologies, and vehicles to provide safe, efficient delivery of off-site services.

• Explore partnerships with social services providers to help support our most vulnerable populations.

WHAT YOU MAY SEE:

• Services and activities that promote digital, financial, and cultural literacy for all ages.

• Library programs and services offered at non-library locations.

• Partnerships focused on coordinating community resources and removing barriers to opportunity.
READ & LEARN

We inspire a lifetime of reading, learning, curiosity, and discovery.

WE WILL:
• Establish the library as the best place in Bellingham for people of all generations to learn together.
• Support readers of all ages and abilities with rich, diverse collections and opportunities to strengthen literacy skills and cultivate a love of reading.
• Provide all staff with training and tools needed to effectively deliver and promote library reading and learning services.
• Continue improvements in library technology and automation to focus staff resources on direct services to the public.

WHAT YOU MAY SEE:
• Inspiring hands-on learning experiences for all ages.
• New resources that respond to changing community needs.
• Opportunities for readers to engage with library staff and each other.

"We can only weather the rate of change we are facing by building sense of community. Without an intact social matrix, change is more of a challenge."

Community Conversations participant
STRATEGIC DIRECTION

INFORM & INVOLVE

We provide information and activities to stay abreast of community issues and events, fostering informed, active participation in civic life.

WE WILL:

• Offer access to materials, tools, and expertise to help develop critical-thinking skills.

• Help people stay in touch with issues that matter in their community and promote informed, active participation in civic life.

• Partner with city leaders to foster public education and involvement in City of Bellingham strategic priorities.

• Consistently inform and involve partners, stakeholders, and community members in decisions about library policies and services.

WHAT YOU MAY SEE:

• Programs to foster media literacy and respectful civic dialogue.

• Collaboration with city officials and others on issues that matter to the Bellingham community.

• Regular opportunities to provide feedback about library services.
STRATEGIC DIRECTION

THRIVE & GROW

We are a valued community partner and trusted city service, playing a central role in Bellingham life.

WE WILL:

• Work with city leaders to achieve level of service standards to increase staffing, hours of operation, materials expenditures, and facility square footage.

• Enhance library facilities to deliver quality, contemporary services that are technologically innovative, thoughtfully located, and environmentally wise.

• Foster strong public and private support for the library.

• Measure and evaluate library services and operations to continue improvements and ensure strategic progress.

WHAT YOU MAY SEE:

• Progress on capital improvements and level of service standards.

• Plans for library services in the north area of city.

• Strategies for obtaining long-term, sustainable funding.

Bellingham Public Library

"Education is necessary for a community to have an empowered voice: for quality of life, for justice, for building community voice, and to address pressing issues."

Community Conversations participant
The Power of Partnerships

Working Together

The Bellingham Public Library 2020-2024 Strategic Plan aligns with key city initiatives, contributing to their impact and leveraging our resources to serve our community.

<table>
<thead>
<tr>
<th>CITY OF BELLINGHAM</th>
<th>WELCOME &amp; INCLUDE</th>
<th>ACCESS &amp; OPPORTUNITY</th>
<th>READ &amp; LEARN</th>
<th>INFORM &amp; INVOLVE</th>
<th>THRIVE &amp; GROW</th>
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<td>Legacies &amp; Strategic Commitments</td>
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<td>2018-2022 Consolidated Plan</td>
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<td>Climate Action Plan 2018 Update &amp; City Council Resolution #2018-06</td>
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<td>Bellingham Public Library Services and Funding Models Study 2017</td>
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<td>Bellingham Central Library Space Planning 2018</td>
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We collaborate with many other organizations. Listed below are those that provide support that makes our services possible. Visit us online or contact us to find out more about these and other partners.

- Whatcom County Library System
- Bellingham Public Schools
- Friends of the Bellingham Public Library
- Washington State Library
- Western Washington University
- Whatcom Community College
- Bellingham Technical College
- Northwest Indian College
bellinghampubliclibrary.org
Check our website for our hours of operation, community drop-boxes, online services, and more!

What's next? Our 2020-2024 Strategic Plan will shape our priorities for the years ahead. Look for our annual action plans and reports on our accomplishments to see how we’re doing!

ON A TYPICAL DAY

1,699 HOLD REQUESTS FILLED
5,475 BOOKS, EBOOKS, DVDS, & OTHER ITEMS BORROWED
399 QUESTIONS ANSWERED
224 PUBLIC COMPUTER SESSIONS

1,874 WEBSITE VISITS
2,218 VISITS TO OUR THREE LOCATIONS
25 LIBRARY CARD SIGNUPS
94 PROGRAM ATTENDANCE
OUR STRATEGIC PLAN

We began our strategic planning process early in 2019 with the following questions:

- What are people's hopes for their community, and how can we work together to help achieve these aspirations?
- What have other organizations studied that can inform our thinking?
- What is our community like today, how is it changing, and how do these factors inform and shape library services?
- How are libraries across the country supporting and strengthening their communities?

Our journey responding to these questions led to us developing our Community Story, affirming our Mission, identifying Shared Values and adopting Strategic Directions for 2020-2024.

Central to this strategic plan are the community voices that helped shape it. Our Community Conversations project – adapted from an initiative of the American Library Association and the Harwood Institute for Public Innovation – provided valuable feedback to help us better understand and respond to our community.

Thank you to the library staff, trustees, city leaders and community members who contributed to building this strategic plan. We look forward to providing quality, responsive services that strengthen our community in the years ahead.

STRATEGIC DIRECTIONS

WELCOME & INCLUDE
We offer welcoming, safe places and experiences, where connections and understanding flourish.

READ & LEARN
We inspire a lifetime of reading, learning, curiosity, and discovery.

ACCESS & OPPORTUNITY
We connect people with opportunities and resources to solve problems and help them achieve their aspirations.

INFORM & INVOLVE
We provide information and activities to stay abreast of community issues and events, fostering informed, active participation in civic life.

THRIVE & GROW
We are a valued community partner and trusted city service, playing a central role in Bellingham life.

CONTINUED ON REVERSE
MISSION
Connecting our community with each other and the world.

SHARED VALUES
Our shared values reflect who we are, why our work matters, and what we believe as an organization. They describe, define, and inspire us.

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

CHAMPIONS:
We are enthusiastic champions of public library values: freedom of speech and open exchange of knowledge and ideas, the right to read without judgement or restriction, and access to education and information free-of-charge and readily available to all.

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

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

INNOVATION:
We embrace new ideas and new practices to meet the changing needs of our community.

INSPIRATION:
We inspire curiosity, discovery, and critical thinking which we believe can change a life, a family, a nation, and a planet.

STEWARDSHIP:
Our focus on excellence includes reflecting and modeling careful stewardship of resources. We incorporate sustainable practices in our services and operations.

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