

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 November 19, 2019: Regular board meeting• Library performance & activity measures November 2019• Financial reports Claims: November 2019 YTD report: November 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. Forrest Longman, Budget & Finance Manager <ul style="list-style-type: none">• 2020 Revenue projections & outlook	20 min
7. April Barker, City Council Liaison, appreciation & farewell <ul style="list-style-type: none">• Rick Osen, Board Chair	5 min
8. Library Board of Trustees <ul style="list-style-type: none">• Reappointment of Rick Osen for 2nd term, ending February 9, 2025• Election of 2020 officers	5 min

	Time check: 4:20
9. Strategic Plan – action requested	15 min
<ul style="list-style-type: none"> • Rachel Myers, Board Vice-Chair • Janice Keller, Communications 	
10. Facilities Committee update	15 min
<ul style="list-style-type: none"> • Rick Osen, Board Chair • Rebecca Judd, Director 	
11. New business	5 min
12. Action items for next meeting	2 min
	Time check: 4:57
13. Adjourn	

**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.

Library Board
December 17, 2019

Bellingham Public Library



Consent Agenda

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.

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. Rick 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 Muldrow 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.

Attachment #2

DRAFT
11/19/19



Bellingham Public Library

2020-2024 STRATEGIC PLAN



PAUL CONRAD

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.



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 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.



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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.



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PHOTO CREDIT

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.



PHOTO CREDIT

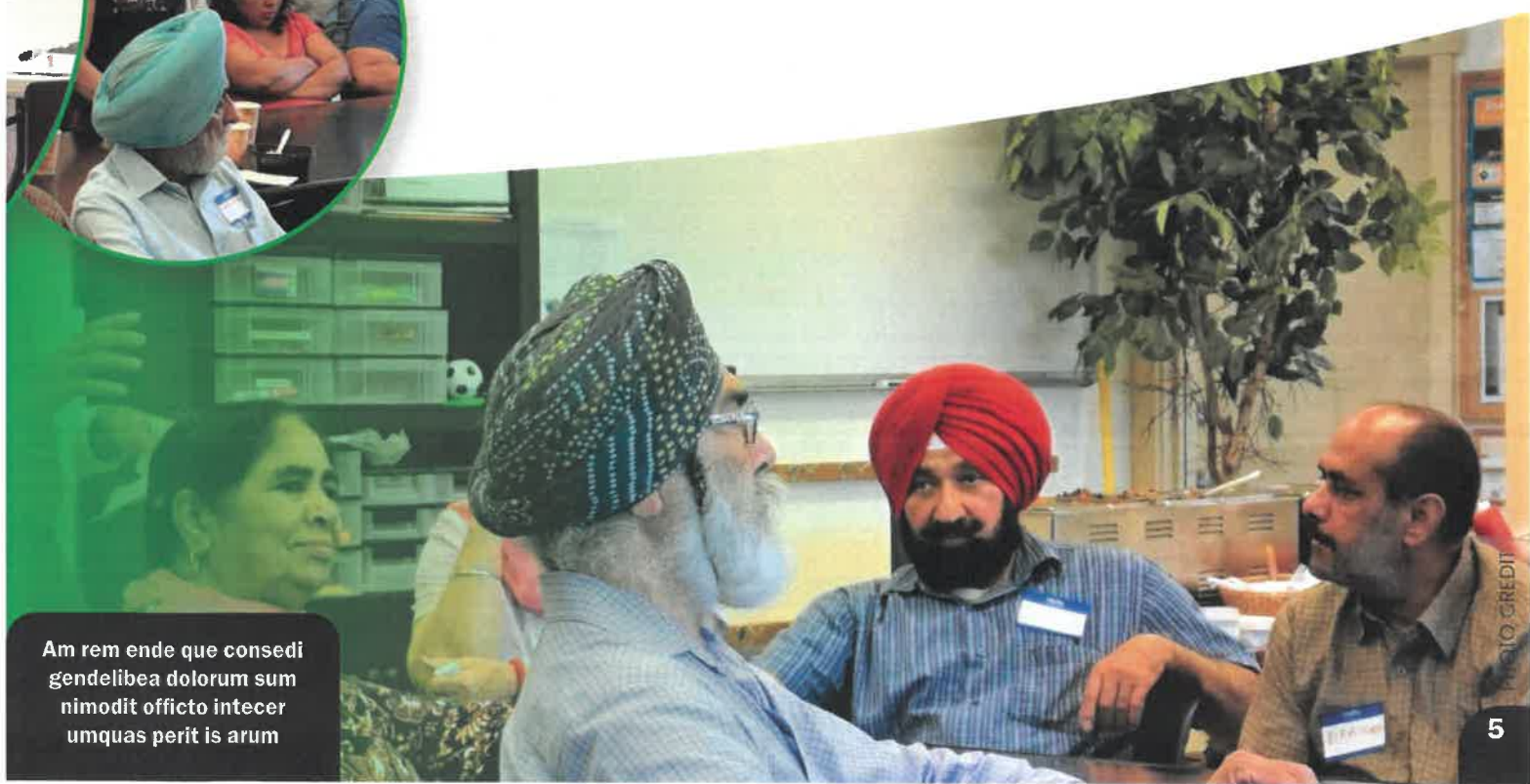


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STRATEGIC DIRECTION

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.



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STRATEGIC DIRECTION

ACCESS & OPPORTUNITY

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

WE WILL:

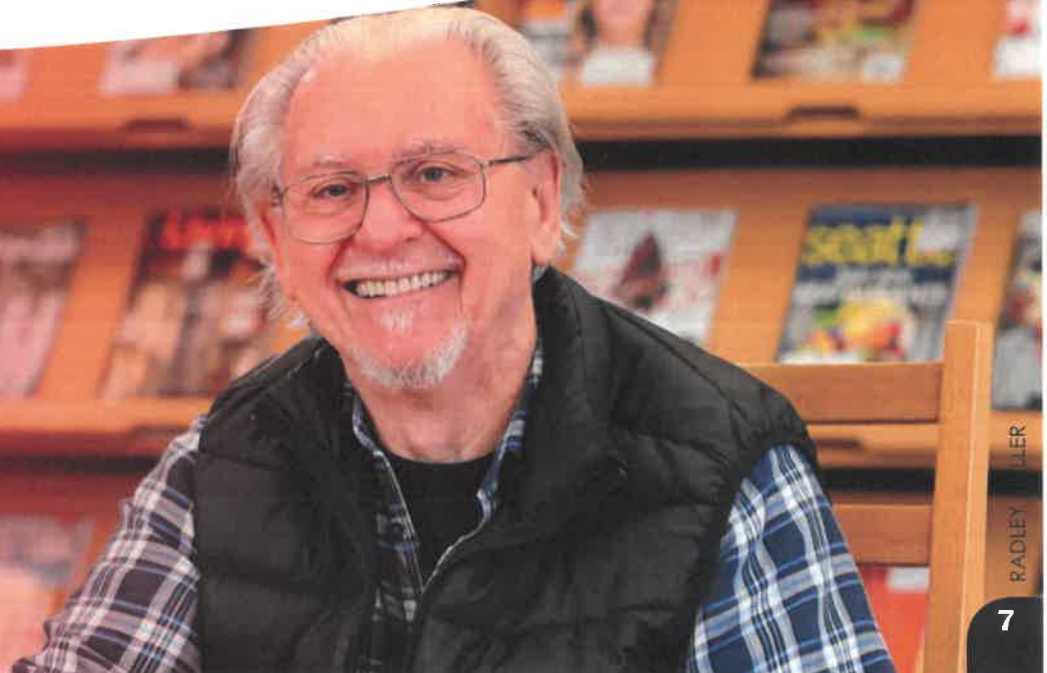
- Provide services that support people, especially to bridge inequities in access to opportunities and community resources.
- Offer library services and experiences beyond our buildings to meet people where they are.
- Invest in appropriate staffing, training, tools, technologies and vehicles to provide 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.



RADLEY MULLER



RADLEY MULLER

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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.



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STRATEGIC DIRECTION

INFORM & INVOLVE

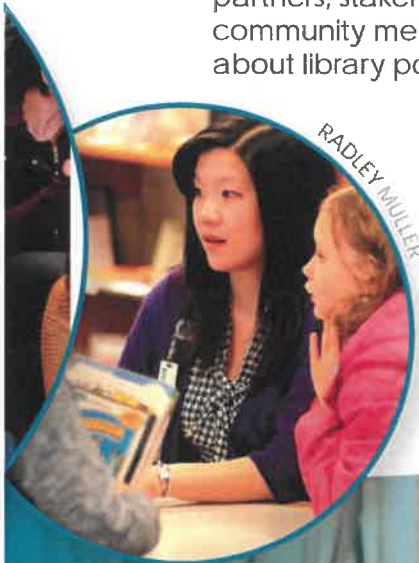
We provide information and activities to stay abreast of community issues and events, fostering informed, active participation in civic life.

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.



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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.



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THE POWER OF PARTNERSHIPS

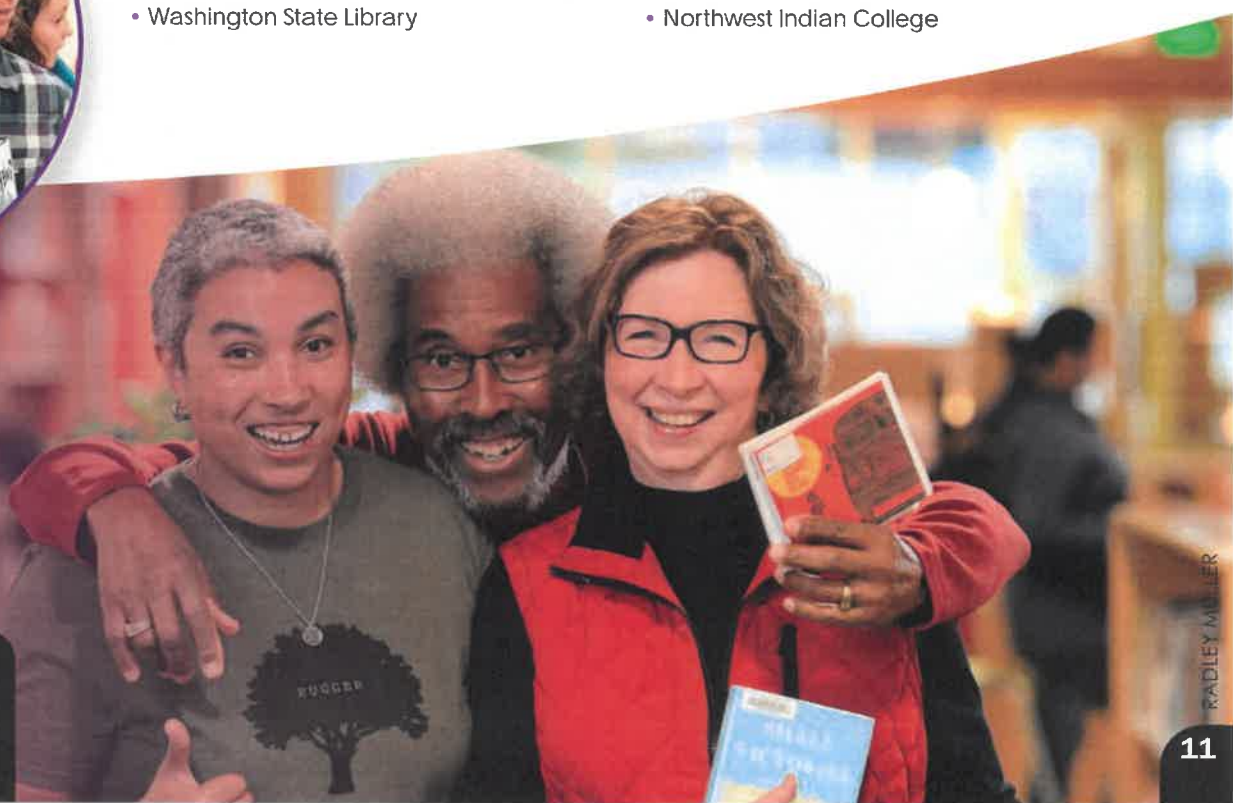
WORKING TOGETHER

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.

Bellingham Public Library Strategic Plan 2020-2024					
CITY OF BELLINGHAM	WELCOME & INCLUDE	ACCESS & OPPORTUNITY	READ & LEARN	INFORM & INVOLVE	THRIVE & GROW
<i>Legacies & Strategic Commitments</i>	✓	✓	✓	✓	✓
<i>Comprehensive Plan 2016 Capital Facilities Chapter</i>		✓		✓	✓
<i>2018-2022 Consolidated Plan</i>		✓	✓	✓	✓
<i>Climate Action Plan 2018 Update & City Council Resolution #2018-06</i>			✓	✓	✓
<i>Bellingham Public Library Services and Funding Models Study 2017</i>	✓	✓	✓	✓	✓
<i>Bellingham Central Library Space Planning 2018</i>	✓				✓

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



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Bellingham Public Library

210 Central Avenue
Bellingham, WA 98225
(360) 778-7323

bellingshampubliclibrary.org



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

##

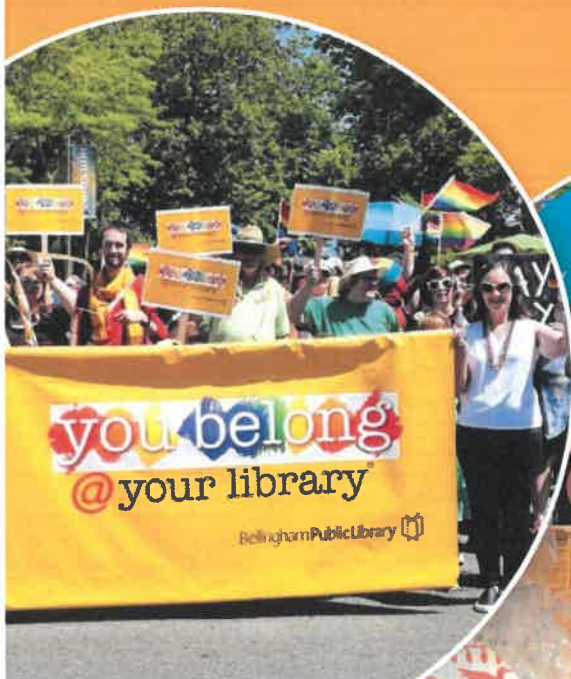
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##

HELP DESK QUESTIONS
ANSWERED

##

WEBSITE VISITS



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

*Library Board
December 17, 2019
Consent Agenda*

			Year to Date		% of change YTD
	November-19	November-18	2019	2018	
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	2,202	2,126	28,091	20,628	36.18%
Electronic copies added to the collection	55	1,353	7,950	13,091	-39.27%
Physical copies withdrawn from the collection	(4,616)	(241)	(22,431)	(27,944)	-19.73%
Total physical holdings			183,270	185,439	-1.17%
Total electronic holdings			86,311	72,411	19.20%
Total Holdings (Physical and Electronic)			269,581	257,850	4.55%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library**					
Adult	56,786	54,606	639,645	633,418	0.98%
Youth	46,430	42,033	525,967	476,047	10.49%
Sub-Total Central	103,216	96,639	1,165,612	1,109,465	5.06%
Fairhaven Branch					
Adult	7,182	7,116	80,610	81,348	-0.91%
Youth	2,922	2,341	30,993	26,674	16.19%
Sub-Total Fairhaven	10,104	9,457	111,603	108,022	3.32%
Barkley Branch					
Adult	5,997	5,517	62,197	62,690	-0.79%
Youth	4,897	3,513	43,041	38,777	11.00%
Sub-Total Barkley	10,894	9,030	105,238	101,467	3.72%
Bellingham Technical College					
Adult	93	103	704	791	-11.00%
Youth	10	22	119	136	-12.50%
Sub-Total BTC	103	125	823	927	-11.22%
Whatcom Community College					
Adult	378	428	3,534	3,555	-0.59%
Youth	95	114	1,019	819	24.42%
Sub-Total WCC	473	542	4,553	4,374	4.09%
Western Washington University					
Adult	503	613	5,249	5,297	-0.91%
Youth	349	249	3,083	2,522	22.24%
Sub-Total WWU	852	862	8,332	7,819	6.56%
Online Services					
Kanopy (Soft launched May 2019)	797	0	3,880	0	
NW Anytime Library Overdrive	22,236	18,546	239,905	196,266	22.23%
RBDigital	2,579	2,729	26,127	16,804	55.48%
Sub-Total Online	25,612	21,275	269,912	213,070	26.68%
Total Circulation	151,254	137,930	1,666,073	1,545,144	7.83%
Holds Activity					
Items placed on hold shelf	46,773	51,201	518,040	569,660	-9.06%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	38,448	38,827	436,276	452,361	-3.56%
Children's	9,035	9,956	116,692	129,386	-9.81%
Fairhaven Branch	6,629	6,447	75,110	78,760	-4.63%
Barkley Branch	4,695	4,380	52,350	49,138	6.54%
Total Persons Visiting	58,807	59,610	680,428	709,645	-4.12%
Website Visits	39,010	38,816	448,491	456,355	-1.72%
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons visits					
This count reflects number of visits to Bibliocommons					
Total Website Visits	52,237	49,935	585,183	588,539	-0.57%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	4,713	4,740	57,716	57,766	-0.09%
Children's (3 terminals)	119	156	1,545	2,046	-24.49%
Fairhaven Branch (6 terminals)	497	518	5,813	6,590	-11.79%
Barkley Branch (4 terminals)	296	290	3,323	3,177	4.60%
Total Computer Usage	5,625	5,704	68,397	69,579	-1.70%
New Borrowers Registered					
Central Library	401	370	6,500	5,052	28.66%
Fairhaven Branch	40	39	548	458	19.65%
Barkley Branch	24	28	371	391	-5.12%
Total New Borrowers Registered	465	437	7,419	5,901	25.72%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	78	83	1,184	1,148	3.14%
Attendees	1,763	2,134	27,901	32,517	-14.20%
Volunteer Hours	379	349	5,890	6,360	-7.40%

**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*

**BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees**

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

	VENDOR	AMOUNT
ADMINISTRATION		
Toner; programming supplies	Amazon.com	113.02
Networking breakfast	City Club	13.00
Email newsletter	Constant Contact	364.15
Printing	Copy Source	160.43
Pocket cloth promotion @ Red Square Fair	Crestline Specialties	521.83
Water @ Barkley Branch	Crystal Springs	26.10
Software vaccine license maintenance	Horizon DataSys Corporation	2,804.46
Security attendant vest	Land's End	19.54
Copier lease and copies	Oasys Inc.	1,401.70
Office supplies; copier paper; toner	Office Depot	919.11
Library membership	Pacific Northwest Library Assoc.	150.00
Truck fuel	Reisner Distributor	233.64
Security software	Secure by Design	21.74
Board room water	Smart Foodservice	7.23
Bellingham Business Journal ad	Sound Publishing	465.00
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.14
Debt collection service	Unique Management Services	268.50
Driving abstracts	WA State Dept. of Licencing	26.00
3rd Quarter notices	WCLS	2,389.75
B & O taxes	WSDR	18.27
Desktop Licenses	Zones	6,451.43
	ADMINISTRATION Sub Total	\$17,247.37
PUBLIC SERVICE		
Library materials returned	Library Refunds	175.21
	PUBLIC SERVICE Sub Total	\$175.21
TECHNICAL SERVICES		
Book processing	Baker & Taylor	7,227.59
CD & DVD processing	Midwest Tape	1,310.92
ILL & tech services	OCLC	2,396.75
	TECHNICAL SERVICES Sub Total	\$10,935.26
LIBRARY ACQUISITIONS		
Books, recorded books, CDs, DVDs	Amazon.com	633.89
Books	Baker & Taylor	28,870.93
Books	Center Point Large Print	291.80
Books	Cole Information Services	454.32
Periodicals	Ebsco Subscription Services	18,135.31
Books	Gale	197.54
DVDs	John Sabella & Associates	72.00
Video streaming service	Kanopy, Inc	480.00
Lost Interlibrary Loan items	Lost items from other Institutions	151.92

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

NOVEMBER 2019 CLAIMS

DVDs, CDs, recorded books
eBooks, audiobooks
Books

Midwest Tape	11,728.60
Overdrive Inc	9,942.76
Wieser Educational Books	734.41

LIBRARY ACQUISITIONS Sub Total \$71,693.48

GIFT FUND

Personal Alarm/LED light for staff
Books
Teen programming
Teen programming

Amazon.com	315.10
Baker & Taylor	1,654.71
Fred Meyer	76.85
Little Caesars'	35.27

GIFT FUND ACQUISITIONS Sub Total \$2,081.93

TOTAL GENERAL FUND \$100,051.32

TOTAL CLAIMS \$102,133.25

GL787

WKD - MONTHLY REPORT - GF

Acc.Period 11 ending November 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	253,518	269,649	269,649	16,130	94.0
ExO 020	PERSONNEL BENEFITS	117,245	130,025	130,025	12,780	90.2
ExO 030	SUPPLIES	44,587	82,785	82,785	38,198	53.9
ExO 040	SERVICES	414,642	359,493	398,324	16,318-	104.1

Grp 191	LIBRARY ADMINISTRATION	829,991	841,952	880,782	50,791	94.2
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	1,890,441	2,188,711	2,188,711	298,271	86.4
ExO 020	PERSONNEL BENEFITS	889,242	1,074,991	1,074,991	185,749	82.7
ExO 030	SUPPLIES	510,439	643,465	643,465	133,026	79.3
ExO 040	SERVICES	24,162	66,035	27,205	3,043	88.8

Grp 193	LIBRARY SERVICES	3,314,284	3,973,203	3,934,372	620,088	84.2
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	532,701	578,583	578,583	45,881	92.1


	Report Final Totals	4,676,977	5,393,737	5,393,737	716,760	86.7
=====						

92%

Bellingham Public Library

Rebecca Judd, Director

Library Board
December 17, 2019
Item #5



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.

Bellingham Public Library

Rebecca Judd, Director



- 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 eaudiobook 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.

Bellingham Public Library

Rebecca Judd, Director



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



Office of Mayor Kelli Linville
City of Bellingham

Library Board

December 17, 2019

Item # 8

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

*Thanks for your
service!*

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.

*Library Board
December 17, 2019
Item # 9*

DRAFT
12/13/19



Bellingham Public Library

2020-2024 STRATEGIC PLAN



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.



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 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:

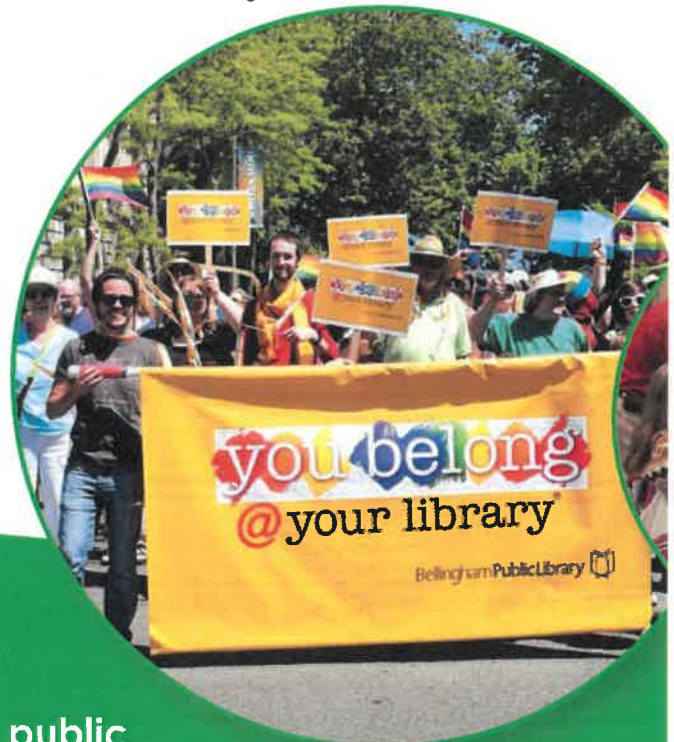
We believe in the power of belonging. When people belong, they are more able to learn, connect, survive, and thrive.

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.



"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

STRATEGIC DIRECTION

ACCESS & OPPORTUNITY

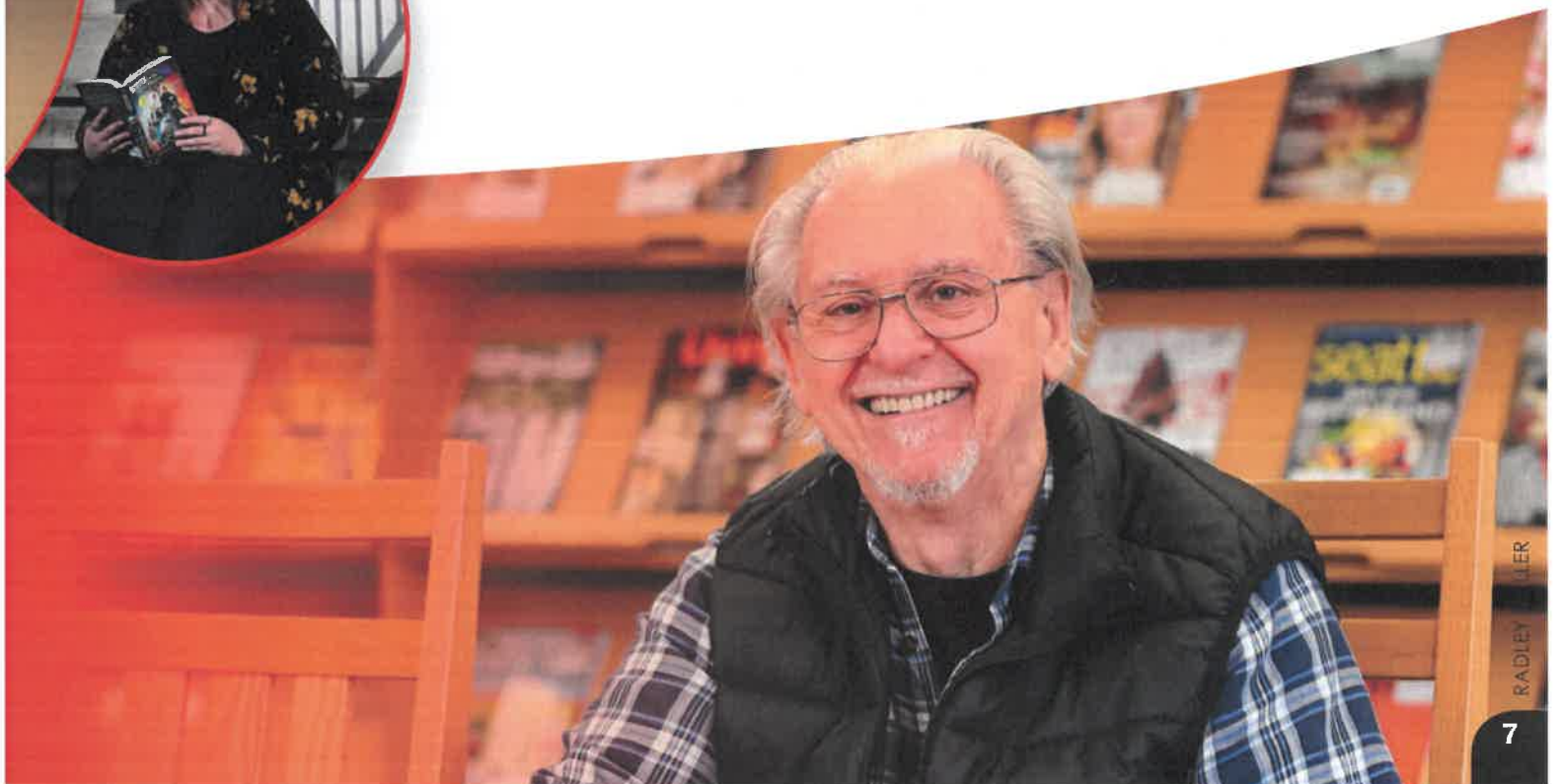
We connect people with opportunities and resources to solve problems and help them achieve their aspirations.

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.



RADLEY MULLER

"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.



"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.

Bellingham Public Library Strategic Plan 2020-2024					
CITY OF BELLINGHAM	WELCOME & INCLUDE	ACCESS & OPPORTUNITY	READ & LEARN	INFORM & INVOLVE	THRIVE & GROW
<i>Legacies & Strategic Commitments</i>	✓	✓	✓	✓	✓
<i>Comprehensive Plan 2016 Capital Facilities Chapter</i>		✓		✓	✓
<i>2018-2022 Consolidated Plan</i>		✓		✓	✓
<i>Climate Action Plan 2018 Update & City Council Resolution #2018-06</i>				✓	✓
<i>Bellingham Public Library Services and Funding Models Study 2017</i>	✓	✓	✓	✓	✓
<i>Bellingham Central Library Space Planning 2018</i>	✓	✓	✓	✓	✓

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





Bellingham Public Library

CENTRAL LIBRARY
210 Central Avenue
Bellingham, WA 98225
(360) 778-7323

FAIRHAVEN BRANCH LIBRARY
1117 12th Street
Bellingham, WA 98225
(360) 778-7188

BARKLEY BRANCH LIBRARY
3111 Newmarket Street #103
Bellingham, WA 98226
(360) 778-7290

bellingshampubliclibrary.org

Check our website for our hours of operation, community drop-boxes, online services, and more!



DEIRDRA DAY-BUTMA

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



DRAFT
12/13/19



Bellingham Public Library

*Library Board
December 17, 2019
Item # 9*

2020-2024 STRATEGIC PLAN SUMMARY

OUR STRATEGIC PLAN

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CONTINUED ON REVERSE

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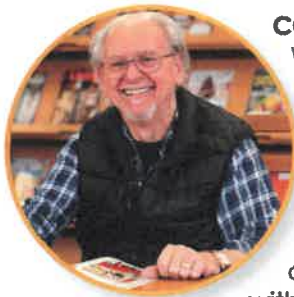
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