

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 January 21, 2020: Regular board meeting• Library performance & activity measures January 2020• Financial reports Claims: January 2020 YTD report: January 2020	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. Donated Funds review <ul style="list-style-type: none">• Available funds for remodel – Rebecca Judd, Director• Discuss & decide WCF disbursement – Rick Osen, Board Chair – action requested• Library Giving Day, April 23 – Janice Keller, Communications Manager	15 min
7. Interlocal Agreement between BPL and WCLS <ul style="list-style-type: none">• Rick Osen, Board Chair – action requested	5 min
	Time check: 4:10

- | | |
|--|-------------------------|
| 8. Facilities Committee update | 20 min |
| <ul style="list-style-type: none"> • Central Library main floor remodel – Rebecca Judd, Director • Barkley Branch proposal discussion – Rick Osen, Board Chair | |
| 9. 2020 Action Plan draft | 15 min |
| <ul style="list-style-type: none"> • Rebecca Judd, Director | |
| | Time check: 4:45 |
| 10. New business | 2 min |
| 11. Action items for next meeting | 1 min |
| | Time check: 4:48 |
| 12. Adjourn | |

**Next Regular Library Board Meeting: Tuesday, March 17, 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.

Learn to Interact Compassionately with Homeless Individuals

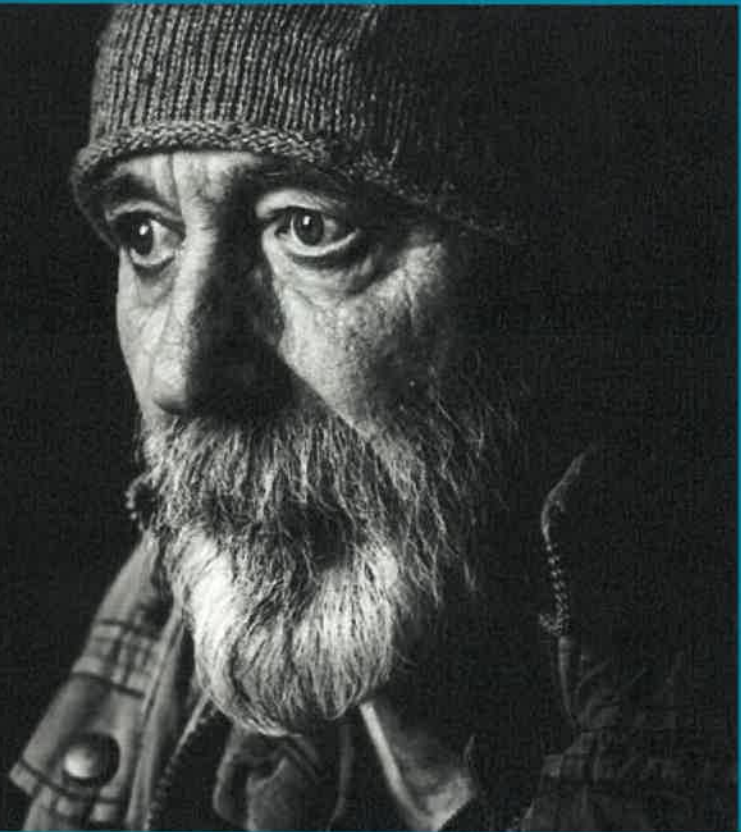
Gain practical skills to address problematic behavior from people experiencing homelessness, mental illness, addiction, or trauma.

“It’s break-through training. If you can only attend one workshop this year, make it this one.”

- Christine Perkins, Executive Director Whatcom County Library System

Perfect for:

- law enforcement
- social service providers
- elected officials
- first responders
- health professionals
- educators



RSVP BY MARCH 16 AT WCLS.ORG/WORKSHOP

You’ll receive a confirmation email with details.

➤ **MONDAY, MARCH 23,**
1:00 - 5:00 PM
 Mount Baker Rotary Building,
 Lynden



➤ **TUESDAY, MARCH 24,**
9:00 AM - 1:00 PM
 Pioneer Pavilion Community Center,
 Ferndale



whatcom county library system
THE POWER OF SHARING



The trainer, Ryan Dowd, runs the second-largest homeless shelter in Illinois and leads workshops around the world.



WHATCOM COUNTY LIBRARY FOUNDATION

Brought to you free of charge by the Whatcom County Library Foundation with support from Whatcom Community Foundation and Bellingham Public Library



Book club at lunch inspires readers

We ♥ our community partners

Monthly book clubs at all four middle schools are proving popular during lunch time thanks to a partnership with the Bellingham Public Library.

The lunch time book club launched in 2013 at Kulshan Middle School and was so popular expanded to all four middle schools by 2015. Jennifer Lovchik, the teen services librarian at the public library, visits one school each week, making the rounds to all four middle schools during the month.

"Lunch time book groups are one of my favorite parts of my job," Lovchik said. "I love hearing the enthusiasm and joy the

students have for books and characters. Their energy is infectious!"

Lovchik said she learns about what resonates with students, both developmentally and interest-wise.

During the club meetings, students bring their lunch to the library and talk books. Every meeting has a theme which guides discussion, then students share their favorite books. Each club ends with Lovchik raffling off free advance reader copies of new books which she receives from Village Books. The book club is open to everyone.

"I think reading is important as part of a person's intellectual and emotional development no matter the reader's age," said Lovchik. "A reader learns so much when engaged in a book: language, history, sociology, interpersonal communication, to name a few."

Lovchik said more than anything, she hopes the lunch time book club encourages students to stay engaged in reading through middle school and beyond.



PROPELLING TEACHER AND CLASSROOM INNOVATION

The Bellingham Public School Foundation's grant program connects staff and students to resources and opportunities that enhance learning in classrooms and schools and help students reach their full potential.

In this donor-supported, competitive program, more than \$50,000 in Foundation grants were given out districtwide in December: a total of 30 Enrichment & Innovation grants (up to \$1,000 each) and seven BIG IDEA grants (up to \$6,000 each).

Some "big ideas" funded for this coming year include:

FAMILY MAKERSPACE MONDAYS

A new makerspace that creates community invites all Parkview Elementary families to re-imagine family game night. Families come together to make, code, create, problem-solve and share alongside one another. This grant will cover two years.

BACK-TO-SCHOOL BLOCK PARTY

A Back-to-School Block Party kicks off the 2020 school year by connecting all students in Bellingham Public Schools to community partners. On-site services will include free student immunizations, athletic physicals, haircuts, backpacks, dental screenings and before and after-school care options. Live music and food trucks will add to the festive atmosphere.



Your donation propels *innovation* bringing **BIG** ideas alive in our classrooms

WINDOW AND MIRRORS BOOK COLLECTION

A One Schoolhouse elementary library seeks to provide current, diverse literature to all kindergarten through grade five students. The titles will reflect our diverse community of learners and feature protagonists and experiences from under-represented communities. In December, more than \$50,000 in grants were given out throughout the district. Collaborating with local librarians and consultants, elementary librarians will develop a shared collection of the highest quality, most engaging titles in diverse children's literature. This grant will reach all 14 elementary schools.



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*Library Board
February 18, 2020*

Knute Berger is a NW historian and author. He is a frequent researcher at the NARA Seattle facility and the Washington State Archives.

Consent Agenda

Seattle may lose its National Archives. That should concern more than local historians

The vast collection, along with our larger ecosystem of historical scholarship, helps make Seattle great.

by [Knute Berger](#)

January 24, 2020

Historians may argue about what made Seattle great — the Klondike Gold Rush, the proximity to the Pacific Rim, Boeing. But one of the most compelling arguments for Seattle's greatness is the emergence of the University of Washington as a major research university.

From Roger Sale to Margaret O'Mara, the presence of world-class professors at the UW has been central to our city's success. O'Mara's 2005 book, *Cities of Knowledge*, about tech cities, suggests that research universities are vital to tech success: There is no Silicon Valley without Stanford, no Silicon Forest without a school like UW. In his 1976 history, "Seattle Past to Present," which has recently been reissued by the University of Washington Press (I wrote the new introduction), Sale lauds the civic mindedness and foresight of Seattle pioneer Arthur Denny for donating property on a downtown hill to establish the territorial college that eventually became the UW.

Such institutions do not thrive in a vacuum. Seattle has arguably risen to regional importance because it is an exporter of intellectual capital, not just in tech, science, engineering and medicine, but in retail innovation, arts and culture more broadly. And if the UW plays a central role in attracting private and federal dollars, as well as brainpower, Seattle's great strength also lies in institutions that orbit and serve the wider intellectual community. I'm talking about the regional importance of scholarship.

Many people believe that a city founded in 1851 can't have much history to begin with. It's true that we have lost many historic structures and fabric, as boom towns often do. But it's also true that we have undergone something of a history renaissance in recent years, thanks in large part to institutions that support scholarship. The New Burke Museum of Natural History and Culture at the UW sheds light on Northwest and Pacific Rim natural and indigenous history and culture, as well as the process of conducting research behind glass; the Museum of History and Industry now has both a more public presence at South Lake Union, serving as a shrine to civic innovation and better storage and research facilities in SoDo. And, in Olympia, the Legislature recently approved funding for the Washington State Archives to be relocated and renovated in a new facility that will also house the state library; it will not simply protect our heritage, but preserve facts for a new century. Archives contain the raw data and primary sources that fuel research, understanding and, ultimately, insight.

So the news that the National Archives at Seattle is considering closing its vast facility in Sand Point should send a shudder not just through the community of historians — which it has — but through those who believe in Seattle's regional exceptionalism. The government is eyeing cashing in on the property the archives sit on, but also in apparently zeroing the facility out of its budget. The archives here are a repository of records that make up our historical record, dating back to the mid-19th century. And they do this for the entire Cascadia region — Washington, Oregon, Alaska, Idaho — plus Hawaii. A federal agency recently recommended that the archives center — a warehouse complex with less street appeal than a Costco — be shut down and that the U.S. government sell the property to the highest bidder. There is apparently no provision for public use, as was the case with federal property like Fort Lawton (now Discovery Park) or Sand Point Naval Air Station (now Magnuson Park).

The archives quietly and without fanfare are a critical part of the Northwest historical ecosystem, giving the public direct access to government documents, from genealogical records to court files. If you have

read a Seattle or Northwest history book in the past half century, you are undoubtedly consuming information retrieved from documents there, directly or indirectly. And many of these researchers are independent scholars — teachers, writers, activists. They don't have research or travel budgets. If the records, as proposed, are divided and moved to California and Missouri, they will be out of reach for many. Digitization lags way, way behind.

In 2015, I began working on a series of stories about Nazis in the Northwest pre-Pearl Harbor. A well-known Seattle outdoorsman and attorney, Hans Otto Giese, worked for the local German consulate and was a Nazi sympathizer until the war. He continued to be a prominent presence in the community after World War II, his pro-Nazi past forgotten. During the war, the federal government tried to strip him of his citizenship. A naturalized citizen, he won his case, kept his citizenship and claimed that the decision exonerated him.

I went to Sand Point to see if I could find the court records and — voila — I found lists of evidence, witnesses, his FBI interview and other documents that filled in the picture. Not the least of which was the decision in the case that allowed him to keep his citizenship, which from a legal standpoint was probably the correct one. But the judge's conclusion revealed an unsettling sliver of Seattle history: "Under the clear preponderance of the evidence[,] he was closely associated with the small spearhead of Hitler and Nazi admirers in Seattle[,] which was very active in attempting to control some important German organizations in Seattle on behalf of Hitler." The trial record clearly showed extensive evidence the man in question was a Nazi sympathizer and organizer throughout the 1930s and early '40s, contrary to public and private memory.

The materials at the archive are carefully tended. You must register to use materials on site in a special room where requested boxes are brought to you. One of the key features of a terrific archive or special collection is, of course, access, preservation and protection of the unique materials. Another is the human resources — the longtime archivists and librarians who can help researchers navigate the sometimes difficult-to-understand filing systems, who learn the collections and can make suggestions about where to find obscure material. I have had plenty of experience with folks leading me to historical riches because they remembered a work-around to a glitch in the computer system, or that an obscure file might hold the answer to my question. Sometimes, they even reach out to the public to advertise materials. The city of Seattle, for example, recently teamed up with HistoryLink to produce the fascinating book, *Seattle at 150: Stories of the City Through 150 Objects in the Seattle Municipal Archives*, that showcases some of the archives' holdings. How many archive employees in Missouri or California will be deeply familiar with records from Washington, Alaska, Oregon, Seattle or Boise?

Historian Feliks Banel has been following the archives story, now brewing into a controversy. He is editor of *Columbia*, the Washington State Historical Society's quarterly magazine and reports on local history for KIRO radio. He has written that while historians have been blindsided by this potential closure and sale development, local politicians received some notice, but failed to notify the public or assume any leadership on the matter. Forgive me for being an old-timer, but I cannot imagine Sens. Warren G. Magnuson or Henry M. "Scoop" Jackson sitting idly by while such a threat loomed. A crucial piece of our federal infrastructure is under attack.

It seems to me that there must be a solution other than acquiescing to the elimination of the institution. If the property at Sand Point is too valuable to preserve our collective memory, perhaps it can be sold to developers and the profits used to build a bigger, better and more-accessible state-of-the-art federal archive in the region — perhaps near light rail?

We shouldn't have to choose a future in which we risk losing an institution that supports Seattle's unique regional role as a knowledge center.

<https://crosscut.com/2020/01/seattle-may-lose-its-national-archives-should-concern-more-local-historians>

*Library Board
February 18, 2020
Consent Agenda*

Editorials

Don't send Seattle's federal archives across the country

Jan. 31, 2020 at 10:01 am Updated Jan. 31, 2020 at 12:41 pm



Hao-Jan Chang, left, Trish Hackett Nicola and Lily Eng look at a temporary passport from 1912 at the National Archives at Seattle, Dec. 13, 2018.

By [The Seattle Times editorial board](#)

An important piece of the Pacific Northwest's historical record stands at risk of being shipped away to warehouses across the country.

With no warning to the region, the obscure federal Public Buildings Reform Board put Seattle's branch of the National Archives on a shortlist of federal sites to sell off. If the move is not stopped, anyone wanting to examine the collection's tribal treaty documents, military and census records, or case files from the Chinese Exclusion Act will need to travel to Archives facilities in Riverside, California, or Kansas City, Missouri.

Neither is a fit place to store records from Washington, Alaska, Idaho and Oregon that are currently housed at the Federal Archives and Records Center on Sand Point Way Northeast. The potential loss alarms

historians, researchers and others who need access to these federally kept records.

The boneheaded process that imperils the facility caught political leaders by surprise. Most of Washington's congressional delegation, the state attorney general and the secretary of state together are mounting a bold resistance, calling for the federal decision to be reversed and for the site to remain open.

The federal government has no shortage of buildings to cull. The 2018 Federal Real Property Summary counted 111,442 federally-owned buildings. Agencies identified 3,817 as underutilized or unused. In 2016, Congress created the Public Buildings Reform Board to find high-dollar properties to sell off.

Board members reported they worked in "a relatively short time frame" to pick a dozen sites. Members took office in May; recommendations went to Congress in October. These hasty national decisions involved shamefully little opportunity for regional feedback. The board held four public meetings last July. The closest to Seattle was in Denver. Transcripts at the agency website show no discussion of the Seattle site.

No notice went to state archivists in Alaska, Idaho, Washington or Oregon when the board recommended to sell off Seattle's Archives outpost. No other National Archives facility made the list, though another Washington site, a 129-acre Auburn property containing mostly vacant warehouses, did.

The Archives' Northeast Seattle property meets the board's definition of a "high value" asset to sell. The building sits on 10 leafy acres of developable land adjoining residential neighborhoods. But the legislation that established this new process also included a requirement to consider how "public access to agency services is maintained or enhanced." This decision fails that test.

The public's ability to access the National Archives documents from the Pacific Northwest will suffer if long-distance travel is required. Seattle's facility director, Susan Karren, said "probably .001%" of its holdings are digitized. Every U.S. senator from the four Northwest states and most

members of Washington's Congressional delegation signed a bipartisan letter opposing the move. The letter quoted the president of the Alaska Historical Society, who said the closure "would make research a logistic nightmare and far more financially burdensome than it already is currently."

This new burden would reverberate beyond historians. Washington Secretary of State Kim Wyman, who oversees the State Archives in Olympia, wrote a letter to the state's Congressional delegation opposing the move, saying that attorneys, government workers and journalists all need physical access to archival records.

"If you're taking away the information," said University of Washington Information School assistant professor Miranda Belarde-Lewis, "you're removing from many different types of people their ability to access their own history, which is severely limiting to their ability to fight for their own rights."

Even at Seattle real estate prices, the facility sale won't go far toward meeting federal needs. Taking National Archives far out of state would, however, inflict damage across multiple states. If Attorney General Bob Ferguson's attempt to block this move, which could include a lawsuit, falls short, the region's leaders in Congress should work across party lines to keep a National Archives location within Washington's borders.

The Seattle Times editorial board members are editorial page editor Kate Riley, Frank A. Blethen, Brier Dudley, Jennifer Hemmingsen, Mark Higgins, Derrick Nunnally and William K. Blethen (emeritus).

Library Board
February 18, 2020
Consent Agenda



**Regular Meeting of the Library Board of Trustees
Tuesday, January 21, 2020 – 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 (Damani) Johnson
- Library Staff:** Rebecca Judd, Bethany Hoglund, Janice Keller, Jon McConnel, Jennifer Vander Ploeg and Wendy Jenkins
- Others Present:** Hollie Huthman, City Council Liaison; Faye Hill, Friends of BPL
-

Call to order and introductions: Regular session was called to order at 3:31 p.m. by Chair, Rick Osen. Rick welcomed Hollie Huthman as the new Council Liaison.

Approve/modify agenda: Jim McCabe moved to approve the agenda. Rebecca Craven seconded. Motion carried.

Public comment: No comment.

Consent agenda: Rick pointed out the publications that Janice set out for Trustees: a copy of the Strategic Plan that was adopted at the December meeting (*See Attachment #1 for 2020-2024 Strategic Plan. All attachments are located at the end of the minutes.*); a double-sided sheet Summary of the Strategic Plan (*See Attachment #2*); a Farewell to overdue Fines bookmark (*See Attachment #3*); and a schedule of events for Whatcom READS (*See Attachment #4*). Rebecca Craven commented that the year over year statistics were impressive: 25% increase in new borrowers registered and 8.5% increase in total circulation. Vernon Johnson moved to approve the December 17, 2019 Regular meeting minutes and the December 2019 performance and activity measures and financial reports. Rebecca Craven seconded. Motion carried.

Board Chair report: Rick reported that he and Rebecca Judd got together with Hollie and the other new Councilmember, Lisa Anderson, for a meeting and library tour. Mayor Fleetwood is scheduled for a meeting and tour on Friday.

Rebecca Judd and Jen Vander Ploeg met with the Barkley Company and are reevaluating the Barkley Branch agreement. The Board Facilities committee will work with Rebecca and Jen on this – it will be a future agenda item.

Board member reports: Damani reported that the League of Women Voters, along with the Ralph Munro Institute for Civic Education and Village Books, is sponsoring a Centennial Celebration event: *Elaine Weiss at WWU's Performing Arts Center Mainstage, The Woman's Hour*, to honor the 100th anniversary of the passing of the 19th Amendment. The event will be held on Thursday, February 27. There will also be a Gala Celebration of the League's 100 Year Birthday on February 14 (5:30 p.m. at Whatcom Museum, Old City Hall), featuring Washington Supreme Court Justice Sheryl Gordon McCloud, current Secretary of State Kim Wyman, and honoring former Secretary of State Ralph Munro.

City Council liaison report: Hollie reported she is happy to be on the Board and excited to learn more about the library. Council committees that Hollie will serve on include the Planning and Community Development committee, which she will chair, the Public Health, Public Safety & Justice committee (a merging of the Justice and Public Safety committees), and the Finance Committee. Other assignments include the WTA Board, Sustainable Connections, and the Downtown Bellingham partnership.

Friends of BPL report: Faye reported that Norm Grossman bequeathed \$20,000 to the Friends of the Library. The Friends are in the process of determining the best use of the donation. The January book sale starts tomorrow, January 22.

Library Director report: Rebecca welcomed Hollie as the Council Liaison. Rebecca invited feedback about the new format for the Director report – it is the first report with the new strategic directions. Jim commented that it was good to see the alignment of the report with the strategic plan.

Rebecca thanked Janice for her good work on the print copies of the Strategic Plan and the Summary.

Rebecca noted that we have been receiving positive feedback at the Help Desk and on social media about the elimination of overdue fines.

The first Whatcom READS program, *Paddling with Spirits: A Solo Kayak Journey*, was on Friday, January 17. It had respectable attendance despite poor weather. The full schedule can be found on the Whatcom READS website: whatcomreads.org.

The Library has been hiring and training new staff: Michelle Becker started in December as Supervisor of Public Services and Theresa Keith started January 6 as the Interim Supervisor of Materials Handling & Distribution. Rebecca thanked Jen for her hard work on this.

The Library is finalizing a new summer reading partnership with WECU to purchase additional summer reading prize books for WCLS and BPL.

The snowstorm was a big event for Library staff; all energy was focused on making sure our service points were covered and program cancellations were communicated. The Library proudly stayed open all week.

Donated Funds review: Rebecca Judd introduced this item as a 2-part series: this month will focus on recent gifts – the Norm Grossman bequest and the Whatcom Community Foundation (WCF) distribution; next month will focus on a summary of funds that may be available for the remodel and on our participation in Library Giving Day – a national program that is happening on April 23.

Rebecca thanked Faye for mentioning the Norm Grossman bequest – we will be learning more down the road about what the Friends' intend for the donation.

Rebecca reported that we received \$14,418.50 in distributions from our endowment funds at WCF and from the Bayview Fund. Rachel explained that we have three endowment funds at WCF: the BPL Agency Endowment Fund; the BPL Designated Endowment Fund; and the new Robert Bragg & George Muldrow Endowment for BPL. The Bragg-Muldrow fund was established through their estate with a core gift of close to \$3.5 million. WCF has a policy of letting new endowments grow for three years prior to dispersing distributions. The first distribution will happen in 2021. The Bayview Fund was established many years ago through the estate of Fredricka Bond – we are one of eight agencies that receive a yearly distribution.

Rick added that for the last several years the Board decided to deposit the distributions into the Library Gift Fund and set them aside for projects that are currently underway. Next month we will look at what funds are available and determine what to do with the 2019 distribution.

2019 Board summary: Rick referred to the document in the packet he put together that highlights items the board worked on in 2019, stating that all were possible because of the excellent work of the library leadership and staff.

Organization Goals 2019 report: Rebecca Judd presented a year end PowerPoint highlighting the accomplishments of the past year (*See Attachment #5 for Organizational Goals 2019. All attachments are located at the end of the minutes*). Rebecca will have a draft 2020 Action Plan ready for next month's meeting.

Facilities Committee update: Rick discussed the timeline for the remodel project:

- We are near the end of the design phase and bid documentation phase
- RMC's goal is to have bid documents finalized by February 1
- City permitting is next – RMC is working with the City to determine the type of permit
- Once we have the permit, the project will go out to bid for 4-6 weeks
- There will be a base bid and alternate projects

Rebecca Judd used a displayed blueprint to illustrate the building phases:

- Phase 1 will include the west side of the building (new materials handling area and staff workspaces) and the area surrounding the new main floor restrooms (current SkillShare and Friends display area). These two areas will be sectioned off so that

business as usual can go on in the other areas of the main floor. Phase 1 is anticipated to last approximately 10 weeks.

- Phase 2 areas include the central section (becoming SkillShare, study rooms, and public computers) and the magazine area (becoming the new Teen Space). Phase 2 is anticipated to last approximately 10 weeks. Access is still being determined.
- A 2-week contingency has been included to be used in either Phase 1 or 2.

Rebecca also displayed a sample interior color board.

New Business:

- Rick asked the Trustees if they have a preference about where to hold the board meetings when the Lecture Room is not available (either for Friends sales or remodel use). It was decided those meetings would be held in the Library Board Room.

Action items for next meeting:

- Draft 2020 Action Plan
- Sustainable funding for the future
- Barkley Branch discussion
- Donation Funds, part 2
- Trustee recruitment

Executive Session: Potential Litigation – James Erb, Assistant City Attorney, Sr.: the Board went into Executive Session at 4:29 p.m. Information was provided. Direction was given. The meeting was called back into Regular session at 4:46 p.m.

Meeting adjourned at 4:46 p.m.

Next Regular Library Board Meeting – February 18, 2020 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: 2020-2024 Strategic Plan
- Attachment #2: 2020-2024 Strategic Plan Summary
- Attachment #3: Farewell to over Fines bookmark
- Attachment #4: Whatcom READS *To the Bright Edge of the World*, by Eowyn Ivey, events schedule
- Attachment #5: Organizational Goals 2019



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:

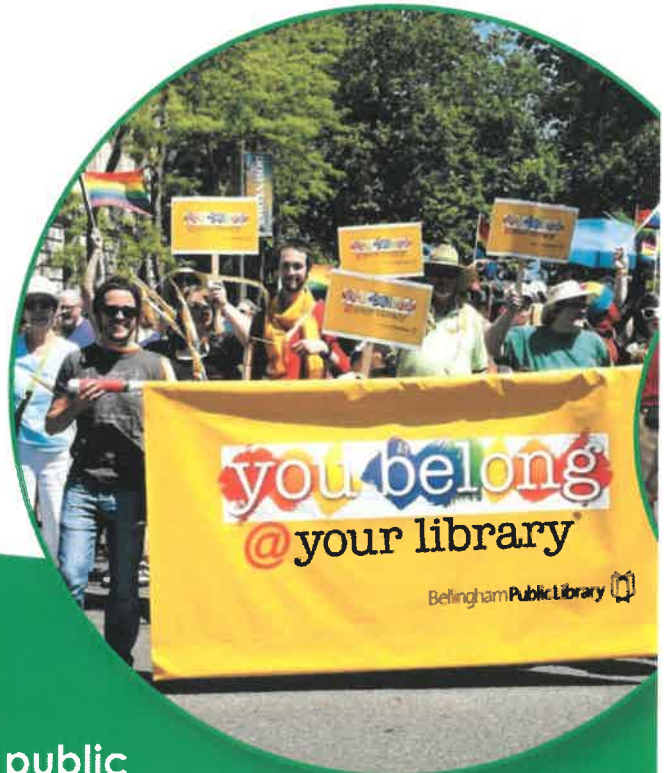
We believe in the power of belonging. When people belong, they are more able to learn, connect, survive, and thrive.

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:

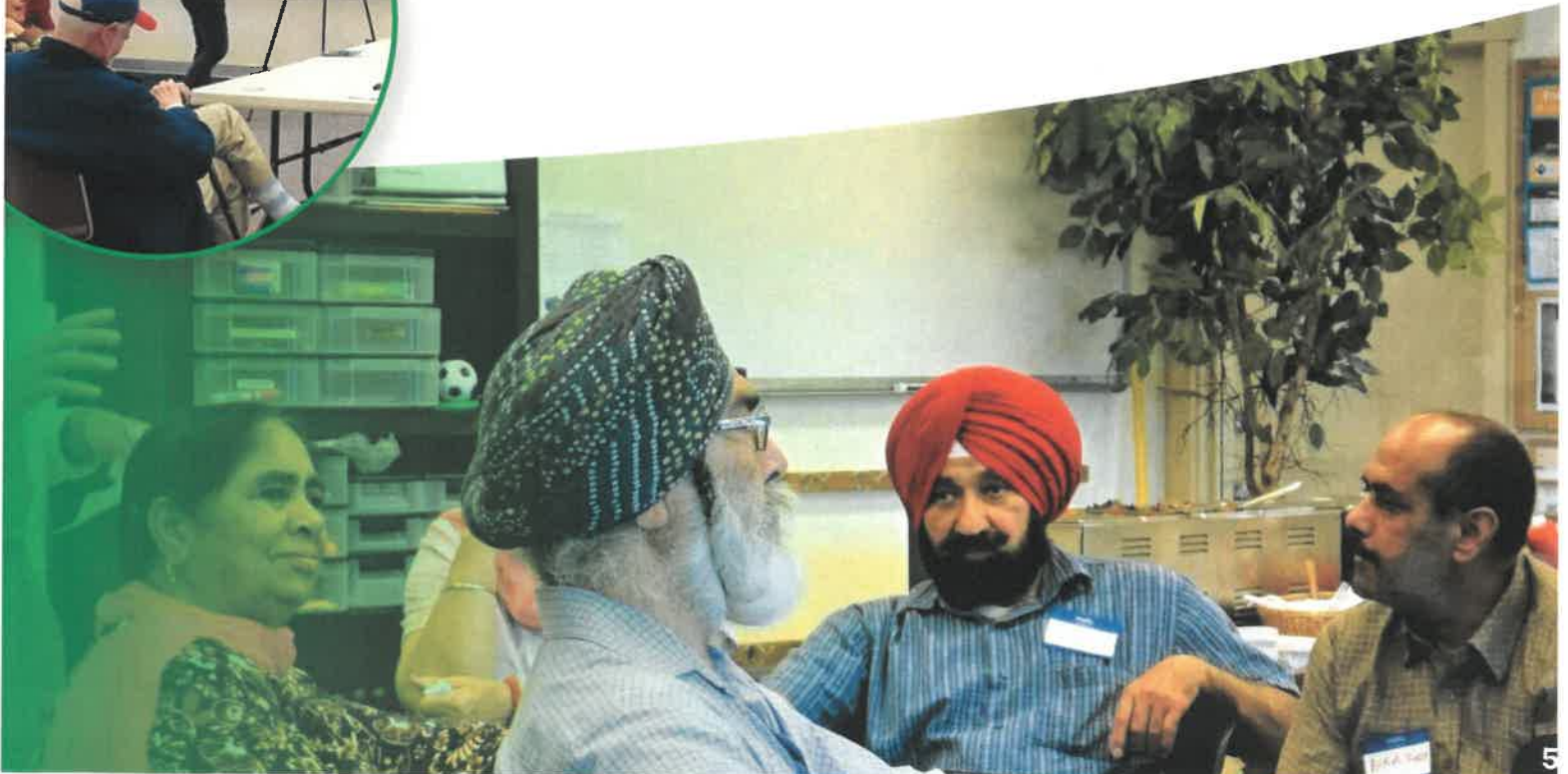
We embrace new ideas and new practices to meet the changing needs of our community.

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

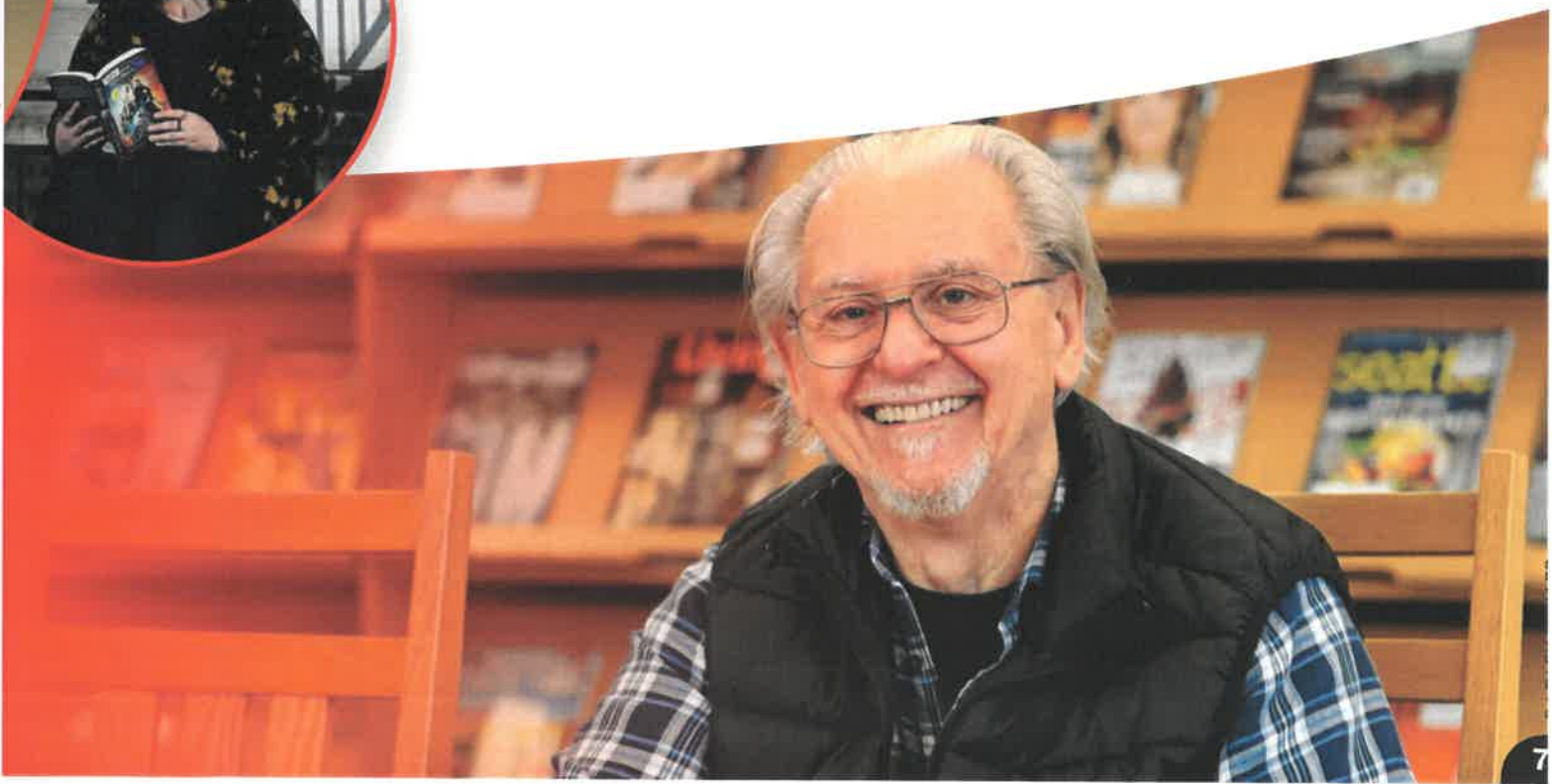
We connect people with opportunities and resources to solve problems and help them achieve their aspirations.

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.



"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

bellinghampubliclibrary.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





Bellingham Public Library

2020-2024 STRATEGIC PLAN SUMMARY

OUR STRATEGIC PLAN

We began our strategic planning process 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, affirming our Mission, identifying Shared Values, and adopting Strategic Directions for 2020-2024.

Central to this 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 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.

ACCESS & OPPORTUNITY

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

READ & LEARN

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

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.



Our full 2020-2024 Strategic Plan and background documents are available at bellinghampubliclibrary.org

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.



ON A TYPICAL DAY

1,699

HOLD REQUESTS
FILLED

5,475

BOOKS, EBOOKS,
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ATTENDANCE



Bellingham
Public Library



That's right, we said farewell to overdue fines and cleared them from all accounts. This ensures greater access to library materials and services – after all, that's what public libraries are all about!



bellingshampubliclibrary.org
wcls.org



WHATCOM
READS

TO THE BRIGHT EDGE OF THE WORLD



Whatcom READS is an annual literary happening that invites Bellingham and Whatcom County neighbors to celebrate books by reading or listening to the same title. During the year, locals discuss the title with groups and explore the book's themes at lively, public gatherings leading up to the author's visit. Whatcom READS' 2020 featured title is *To the Bright Edge of the World* by Eowyn Ivey.

Inspired by the book, we'll examine the themes below:

DISCOVERY & ADVENTURE

Like Eowyn Ivey's Pulitzer Prize-nominated *The Snow Child*, *To the Bright Edge of the World* is set in remote Alaska, only a generation earlier, in 1885. Col. Allen Forrester is charged with leading an expedition to the edge of the known world.

EARLY PHOTOGRAPHY

At the Vancouver Barracks in Washington Territory, Allen's wife Sophie is not content to bide her time while Allen is out adventuring. Sophie explores the emerging art of photography, discovering a talent that defines her life.

CARTOGRAPHY

As they map the territory and gather information on the native tribes, whose understanding of the natural world is unlike anything they have ever encountered, Allen and his men discover the blurred lines between human and wild animal, the living and the dead.

BIRDS

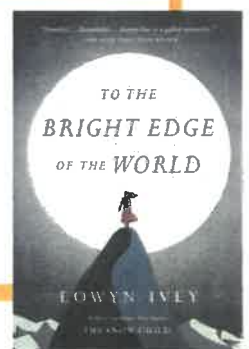
As the months drag on, Sophie begins to sense a strong, mystical force at play. A raven appears, ominous and foreboding. Sophie's loneliness becomes palpable. An amateur naturalist and birder, she finds solace in photography.

FEMINISM

Sophie chafes under social restrictions and yearns to travel with her husband. The author's portrayal of the forward-thinking, independent and self-confident Sophie is inspiring.

Haven't read the book yet?

Check out *To the Bright Edge of the World* at the library or purchase it from Village Books, which donates 10% of all sales to Whatcom READS.



DISCOVERY & ADVENTURE

Paddling with Spirits: A Solo Kayak Journey
Northwest coast author Irene Skyriver reads from her award-winning book. The adventure is both a kayaking experience and one of inner exploration as she connects to her Native coastal ancestors.



BELLINGHAM PUBLIC LIBRARY - CENTRAL LIBRARY,
210 Central Ave.
Friday, Jan. 17, 6:00–7:30 p.m.

WHATCOM COUNTY LIBRARY SYSTEM - DEMING BRANCH,
5044 Mt. Baker Hwy.
Saturday, Jan. 18, 3:00–4:30 p.m.

The Mountains of Alaska
Join Alpine Institute guide Jim Mediatore to discuss alpine climbing and mountaineering in Alaska.

WHATCOM COUNTY LIBRARY SYSTEM - FERNDALE BRANCH,
2125 Main Street
Thursday, Feb. 13, 7:00–8:30 p.m.

BELLINGHAM PUBLIC LIBRARY - CENTRAL LIBRARY,
210 Central Ave.
Thursday, Feb. 20, 6:30–8:00 p.m.

Whatcom WRITES Anthology
Writers explore the theme of discovery, inspired by Eowyn Ivey's book. Hear the authors read from this year's anthology.

LYNDEN VILLAGE BOOKS - INN AT LYNDEN MEETING ROOM,
100 5th Street
Sunday, Feb. 23, 2:00–3:30 p.m.

FAIRHAVEN VILLAGE BOOKS - READINGS GALLERY,
1200 11th Street
Sunday, March 1, 2:00–3:30 p.m.

FEMINISM

Washington's Undiscovered Feminists
Celebrate 100 years of women's suffrage as writer Mayumi Tsutakawa presents five "woman warriors" in the arts and journalism from the past century whose stories inspire. She explores how these women changed our state and our society in this Humanities Washington program.

BELLINGHAM PUBLIC LIBRARY - CENTRAL LIBRARY,
210 Central Ave.
Friday, Feb. 14, 6:00–7:30 p.m.

WHATCOM COUNTY LIBRARY SYSTEM - FERNDALE BRANCH,
2125 Main Street
Saturday, Feb. 15, 2:00–3:30 p.m.

CARTOGRAPHY

Telling Stories Through Textile Maps
Bettina Matzkuhn's textile maps tell stories through unusual forms not normally associated with embroidery. She discusses her process to create work that has been exhibited internationally.

WHATCOM COUNTY LIBRARY SYSTEM - BLAINE BRANCH,
610 3rd Street
Saturday, Feb. 22, 2:00–3:30 p.m.



Whatcom READS is presented by all the public and academic libraries in Bellingham and Whatcom County and community partner Village Books. We are grateful for our funding sponsors, Friends of the Bellingham Public Library and Whatcom County Library Foundation and for the generous support of numerous community collaborators.

EARLY PHOTOGRAPHY

Camera UnObscura Workshop

Explore early photographic technology, similar to that used by Sophie Forrester in *To the Bright Edge of the World*. In this intergenerational workshop, participants will learn about the beginnings of photography and build their own camera obscura. Fun for ages 8 to 80 (and beyond!) \$30 Whatcom Museum members/\$35 non-members. Registration required. To register, visit the Whatcom Museum website, whatcommuseum.org.

WHATCOM MUSEUM - LIGHTCATCHER BUILDING,
250 Flora Street, Bellingham
Saturday, Jan. 18, 1:00-2:30 p.m

BIRDS

Taxidermy and Our Complex Relationship with Birds

North Cascades Audubon Society volunteer Paul Woodcock will give a short talk and discussion on the history of collecting bird specimens and how it relates to the John M. Edson Hall of Birds. All ages are welcome. This program is part of the ongoing Audubon Fourth Sundays series at Whatcom Museum. Museum admission required to attend program, museum members free.

WHATCOM MUSEUM - OLD CITY HALL,
121 Prospect Street, Bellingham
Sunday, Jan. 26, 1:30 - 2:30 pm.

A Short History of Bird Watching

Though people have always had reasons to be interested in birds, over the past century bird watching, or birding, has developed from a fringe pastime into one of the most popular hobbies in America. Join North Cascades Audubon Society volunteer Paul Woodcock and learn about that change and how you can take part. This program is part of the ongoing Audubon Fourth Sundays series at Whatcom Museum. Museum admission is required to attend program, museum members free.

WHATCOM MUSEUM, OLD CITY HALL,
121 Prospect Street
Sunday, Feb. 23, 1:30 - 2:30 p.m.

The Birds of Western North America

Photographer Ken Salzman shares his beautiful images in a slideshow set to music.

WHATCOM COUNTY LIBRARY SYSTEM -
BLAINE BRANCH,
610 3rd Street
Saturday, Feb. 29, 11:00 a.m.-12:30 p.m.

INSPIRED GATHERINGS

Bellingham Cocktail Week-Think & Drink

We're partnering with Bellingham Cocktail Week and Evolve Chocolate + Cafe to host a spirited discussion of this year's title, *To the Bright Edge of the World* by Eowyn Ivey. Shannon and Christy Fox from Evolve will craft a themed cocktail and appetizer inspired by the book and available for purchase. Read the book. Buy a cocktail. Eat some food. Then join us for this lively, guided conversation! Reservations recommended. Call Evolve, 360.220.1898, or visit their website, evolvechocolatecafe.com

EVOLVE CHOCOLATE + CAFÉ

deliciously perched above Village Books in Fairhaven, 1200 11th Street,
Wednesday, Feb. 5, 6:00-7:30 p.m.

Art Challenge

Create art inspired by the book for display at Allied Arts during the month of March. Submit your artwork or enjoy the exhibit. Drop off submissions Monday, March 2 or Tuesday, March 3, between 10:00 a.m.-5:00 p.m.

ALLIED ARTS,

1418 Cornwall Ave., Bellingham
Reception - Friday, March 6, 6:00-9:00 p.m.
Exhibit - March 6-March 28

DON'T MISS THE AUTHOR EVENTS!



Eowyn Ivey visits Whatcom County March 5-7.
See back of program for event details.

AUTHOR EVENTS

Free and open to the public. Join us!

Book Discussion with the Author

Join in a lively discussion of *To the Bright Edge of the World* with author Eowyn Ivey.

WHATCOM COUNTY LIBRARY SYSTEM -
FERNDALE BRANCH,

2125 Main Street

Thursday, March 5, 11 a.m.-12:30 p.m.

An Evening with Eowyn Ivey

Whatcom Reads welcomes author Eowyn Ivey to the Mount Baker Theatre for a presentation on the Main Stage about her novel, *To the Bright Edge of the World*.

MOUNT BAKER THEATRE,

104 N. Commercial Street, Bellingham

Thursday, March 5, 7:00-8:30 p.m.

The Art and Craft of Writing

Gain insight into the writing process as Eowyn Ivey discusses the art and craft of writing.

WESTERN WASHINGTON UNIVERSITY -
WILSON LIBRARY READING ROOM

Friday, March 6, 2:00-3:30 p.m.

Coffee with Eowyn Ivey

Whatcom Reads welcomes author Eowyn Ivey to Whatcom Community College's Heiner Theatre for a presentation about her novel *To the Bright Edge of the World*.

WHATCOM COMMUNITY COLLEGE -
HEINER THEATER,

237 W. Kellogg Road, Bellingham

Saturday, March 7, 11:00 a.m.-12:30 p.m.

A Conversation with Eowyn Ivey

Paul Hanson, co-owner of Village Books and Paper Dreams, will interview Eowyn.

JANSEN ART CENTER,

321 Front Street, Lynden

Saturday, March 7, 7:00-8:30 p.m.

BOOK GROUPS

Join the conversation: *Discuss To The Bright Edge of the World* with a book group.

Village Books Front Streeters

INN AT LYNDEN MEETING ROOM,

100 5th Street, Lynden

Wednesday, Jan. 15, 2:00-3:00 p.m.

Village Books General Literature

READINGS GALLERY,

1200 11th Street, Bellingham

Monday, Feb. 3, 7:00-8:00 p.m.

Sumas Book Group

WHATCOM COUNTY LIBRARY SYSTEM -

SUMAS BRANCH,

461 2nd Street

Saturday, Feb. 8, 10:00-11:00 a.m.

Village Books Motherhood by the Book

READINGS GALLERY,

1200 11th Street, Bellingham

Sunday, Feb. 9, 2:00-3:00 p.m.

Foothills Book Club

WHATCOM COUNTY LIBRARY SYSTEM -

NORTH FORK BRANCH,

7506 Kendall Road

Tuesday, Feb. 11, 6:30-8:00 p.m.

Village Books Afternoon Book Chat

READINGS GALLERY,

1200 11th Street, Bellingham

Wednesday, Feb. 12, 1:00-2:00 p.m.

Books on Tap

WHATCOM COUNTY LIBRARY SYSTEM - DEMING

BRANCH, EVENT HELD AT NORTH FORK BREWERY,

6186 Mt. Baker Hwy.

Tuesday, Feb. 18, 7:00-8:30 p.m.

Ferndale Book Group

WHATCOM COUNTY LIBRARY SYSTEM -

FERNDALE BRANCH,

2125 Main Street

Wednesday, Feb. 19, 2:30-4:00 p.m.

Bellingham Reads Book Club

BELLINGHAM PUBLIC LIBRARY - CENTRAL

LIBRARY, DODSON ROOM, 210 Central Ave.

Tuesday, Feb. 25, 6:30-7:30 p.m.

Village Books Books and Brews

OVERFLOW TAPS, 106 5th Street, Lynden

Tuesday, Feb. 25, 7:00-8:00 p.m.

whatcomreads.org



Organizational Goals 2019

**Presentation to Bellingham Public Library
Board of Trustees, January 2020**

Organizational Goals 2019

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

- ✓ Planning to Plan
- ✓ Community Conversations
- ✓ Research and Trends
- ✓ Development of Strategic Directions and Values
- ✓ Draft Strategic Plan
- ✓ Final Strategic Plan 2020-2024, Printing, Communications



Organizational Goals 2019

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

- ✓ Hire an architect
- ✓ Central Library main floor, conceptual design
- ✓ Central Library main floor, detailed design
- ✓ Central Library main floor, data/power design with ITSD
- ✓ RFP for new automated materials handling sorter
- ✓ Public information sessions

Organizational Goals 2019

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

- ✓ Public Services Supervisor, new position
- ✓ Materials Handling and Distribution Supervisor, reclassified position
- ✓ Security attendant, new position
- ✓ Kanopy video streaming service
- ✓ Successful midterm proposal to Mayor's Office and City Council:
 - Elimination of Overdue Library Fines
 - Children's Librarian
 - Central Library main floor remodel (750K), administered by Public Works

Organizational Goals 2019

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

- ✓ Training for Library Staff
- ✓ Successful migration from Horizon to Polaris
- ✓ Policies and procedures, updated
- ✓ Reports and reporting workflow, implemented

Organizational Goals 2019

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

- ✓ Background information and data collected
- ✓ Board approval of relevant policies, fee schedule, and Resolution
- ✓ Outcome measures identified
- ✓ Communications plan developed and implemented

Organizational Goals 2019

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

- ✓ Surveyed Library staff
- ✓ Returns room door on main floor, now locked
- ✓ Staff training in de-escalation techniques with Bellingham Police Department

Organizational Goals 2019

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

- ✓ Meeting room project and communication
- ✓ Minimum staffing requirements for Central and branches
- ✓ Readers Advisory and Library Service to the Homeless staff training
- ✓ Whatcom Reads restructuring
- ✓ Communications restructuring with WCLS
- ✓ Equity, diversity, and inclusion in youth materials, services, and programs
- ✓ Conference and training goals/budget for 2020

**Bellingham Public Library
Performance & Activity Measures, 2020**

*Library Board
February 18, 2020
Consent Agenda*

			Year to Date		% of change YTD
	January-20	January-19	2020	2019	
January 2019 was a limited service month due to Polaris migration					
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	3,134	1,680	3,134	1,680	86.55%
Electronic copies added to the Consortium collection by BPL	54	1,437	54	1,437	-96.24%
Physical copies withdrawn from collection	(1,472)	(819)	(1,472)	(819)	79.73%
Total physical holdings			184,515	182,853	0.91%
Total electronic holdings in Consortium available to BPL			87,973	87,472	0.57%
Total Holdings (Physical and Electronic)			272,488	270,325	0.80%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	60,051	50,287	60,051	50,287	19.42%
Youth	48,050	39,433	48,050	39,433	21.85%
Sub-Total Central	108,101	89,720	108,101	89,720	20.49%
Fairhaven Branch					
Adult	8,119	6,428	8,119	6,428	26.31%
Youth	2,790	1,946	2,790	1,946	43.37%
Sub-Total Fairhaven	10,909	8,374	10,909	8,374	30.27%
Barkley Branch					
Adult	6,840	4,469	6,840	4,469	53.05%
Youth	4,260	2,411	4,260	2,411	76.69%
Sub-Total Barkley	11,100	6,880	11,100	6,880	61.34%
Bellingham Technical College					
Adult	41	48	41	48	-14.58%
Youth	15	9	15	9	66.67%
Sub-Total BTC	56	57	56	57	-1.75%
Whatcom Community College					
Adult	306	308	306	308	-0.65%
Youth	75	83	75	83	-9.64%
Sub-Total WCC	381	391	381	391	-2.56%
Western Washington University					
Adult	495	352	495	352	40.63%
Youth	335	183	335	183	83.06%
Sub-Total WWU	830	535	830	535	55.14%
Online Services					
Kanopy (Soft launched May 2019)	975	0	975	0	
NW Anytime Library Overdrive	25,698	21,352	25,698	21,352	20.35%
RBDigital	2,759	2,358	2,759	2,358	17.01%
Sub-Total Online	29,432	23,710	29,432	23,710	24.13%
Total Circulation	160,809	129,667	160,809	129,667	24.02%
Holds Activity					
Items placed on hold shelf	50,959	41,427	50,959	41,427	23.01%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	41,347	38,591	41,347	38,591	7.14%
Childrens	10,406	10,551	10,406	10,551	-1.37%
Fairhaven Branch	7,254	6,792	7,254	6,792	6.80%
Barkley Branch	4,699	4,649	4,699	4,649	1.08%
Total Persons Visiting	63,706	60,583	63,706	60,583	5.15%
Website Visits	48,623	46,744	48,623	46,744	4.02%
Number of visits to www.bellinghampubliclibrary.org					
Bibliocommons Visits	14,518	12,118	14,518	12,118	19.81%
Number of visits to Bibliocommons					
Total Website Visits	63,141	58,862	63,141	58,862	7.27%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	5,286	5,248	5,286	5,248	0.72%
Childrens (3 terminals)	150	152	150	152	-1.32%
Fairhaven Branch (7 terminals)	457	500	457	500	-8.60%
Barkley Branch (4 terminals)	308	266	308	266	15.79%
Total Computer Usage	6,201	6,166	6,201	6,166	0.57%
New Borrowers Registered					
Central Library	697	481	697	481	44.91%
Fairhaven Branch	53	58	53	58	-8.62%
Barkley Branch	50	22	50	22	127.27%
Total New Borrowers Registered	800	561	800	561	42.60%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	102	107	102	107	-4.67%
Attendees	2,185	2,488	2,185	2,488	-12.18%
Volunteer Hours	434	974	434	974	-55.37%

Library Board
February 18, 2020
Consent Agenda

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

JANUARY 2020 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 FEBRUARY 18, 2020, IN
ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

ADMINISTRATION	VENDOR	AMOUNT
PLA Conference - 2020; OCLS Resource Conference	Alaska Airlines	2,083.01
PLA Conference - 2020	Allianz Travel	34.88
Membership dues	American Library Association	663.00
Barkley safe; supplies; keyboards; headphones	Amazon.com	1,111.46
Best of 2019 brochures	Applied Digital Imaging	233.16
Training refreshments	The Bagelry	37.37
Email newsletter	Constant Contact	364.15
Printing	Copy Source	395.41
Strategic Plan	Credo Graphics	3,125.00
Water @ Barkley Branch	Crystal Springs	32.13
Registration	Emerald City Comic Con	30.50
Mileage reimbursement	Donna Graddock	170.52
Website	Gravity Forms	29.00
Membership	Innovative Users Group	100.00
Name tags	Laserpoint Awards	12.50
Strategic Plan printing	Lithtex Northwest	660.90
Printing	Lynden Tribune	381.43
Stampers	Minuteman Press	74.84
Copier lease and copies	Oasys Inc.	1,276.27
OCLC Resource Conference registration	OCLC	275.00
Office supplies; copier paper; toner	Office Depot	1,353.63
OCLC Resource Conference	Orbitz	46.95
Program supplies	Petty Cash	63.29
2020 membership	Public Libraries of Washington	959.85
PLA Conference 2020	Public Library Association	915.00
Truck fuel	Reisner Distributor	167.63
Key copies	Security Solutions	21.74
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.14
Debt collection service	Unique Management Services	62.65
Happy lamps	Verilux	159.92
Membership dues	Washington Library Association	100.00
Children's Literature Conference	Western Washington University	250.00
4th Quarter notices	WCLS	2,420.37
Website hosting	WP Engine	1,150.00
B & O taxes	WSDR	108.98
	ADMINISTRATION Sub Total	\$19,743.01
PUBLIC SERVICE		
Library materials returned	Library Refunds	328.54
	PUBLIC SERVICE Sub Total	\$328.54

TECHNICAL SERVICES

Book processing	Baker & Taylor	5,743.95
CD & DVD processing	Midwest Tape	1,225.32
ILL & tech services	OCLC	2,174.03

TECHNICAL SERVICES Sub Total \$9,143.30

LIBRARY ACQUISITIONS

Books, recorded books, CDs, DVDs	Amazon.com	1,175.45
Books	Baker & Taylor	23,398.11
Lost Interlibrary Loan Items	Boone County Public Library	9.99
Periodicals	Ebsco Subscription Services	10,763.00
Books	Gale	197.54
Books	High School Yearbooks	150.00
Electronic database	Infogroup Library Division	1,087.00
Video streaming service	Kanopy, Inc	32,715.00
Database	Mango Languages	3,920.00
DVDs, CDs, recorded books	Midwest Tape	11,628.10
Periodicals	Outdoor Journal	82.60
eBooks, audiobooks	Overdrive Inc	710.23
ePeriodicals	Recorded Books Inc	12,443.23
Books	Risk Management Association	450.67
Overdrive - WA state consortium	Secretary of State	48,398.90
QuestionPoint	Springshare	569.00
Books	Thomson Reuter West	392.41
Databases	Value Line Publishing	4,300.00

LIBRARY ACQUISITIONS Sub Total \$152,391.23

GIFT FUND

Program supplies	Amazon.com	136.94
Books	Baker & Taylor	1,156.47
Teen programming	Fred Meyer	61.68
Teen programming	McKay's Taphouse	24.44
Flower bouquet	A New Leaf	66.70
Teen programming	Rite Aid	13.91

GIFT FUND ACQUISITIONS Sub Total \$1,460.14

TOTAL GENERAL FUND \$181,606.08

TOTAL CLAIMS \$183,066.22

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 1 ending January 31, 2020

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	24,532			24,532-	
ExO 020	PERSONNEL BENEFITS	11,050			11,050-	
ExO 030	SUPPLIES	2,977			2,977-	
ExO 040	SERVICES	67,437			67,437-	

Grp 191	LIBRARY ADMINISTRATION	105,997			105,997-	
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	179,642			179,642-	
ExO 020	PERSONNEL BENEFITS	84,800			84,800-	
ExO 030	SUPPLIES	113,911			113,911-	
ExO 040	SERVICES	2,174			2,174-	

Grp 193	LIBRARY SERVICES	380,527			380,527-	
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	2,050			2,050-	

Report Final Totals		488,574			488,574-	
		=====				

870

DIRECTOR'S REPORT FOR FEBRUARY 18, 2020

**WELCOME &
INCLUDE**

Ryan Dowd coming to Whatcom County: Bellingham Public Library and Whatcom Community Foundation are teaming up with Whatcom County Library System to bring nationally acclaimed speaker Ryan Dowd to our region. Dowd, author of *The Librarian's Guide to Homelessness*, will be offering two free workshops tailored for a wide community audience.

Please help spread the word! "Learn to Interact Compassionately with Homeless Individuals" will be held in Lynden on March 23 (1-5 p.m.) and Ferndale on March 24 (9 a.m. – 1 p.m.). A flyer with additional location and registration information has been included in your packet. *(Rebecca Judd, Library Director)*

Leisure Guide Advertising: Our second colorful two-page spread in the City's Leisure Guide went to press this month for public distribution in print and online on March 1, 2020. Copies will be available at the Board meeting. This is one of several new communications efforts we are piloting this year to promote library services and initiatives to new audiences. *(Janice Keller, Manager of Communications, Community Relations, and Programming)*



Welcoming new cardholders: New patron cards are being designed and ordered. Our current cards come without barcodes and staff are required to stick a barcode label on each card. Having barcodes pre-printed on the cards will save staff time and effort. We are also going to have the barcode numbers printed larger to make them easier to read, without spaces to make them less confusing, and are also changing some of the text on the card to make it more welcoming. *(Jon McConnel, Head of Digital Services)*

Spanish option: Our online catalog is now available with a Spanish interface. There is an option available to select a language, English or Español. All of the interface elements are available in both languages, while our catalog data is not translated. There is a yearly fee for this addition to the catalog, which we are splitting with WCLS. *(Jon McConnel, Head of Digital Services)*

Welcoming new staff: We are intending to fill our two Public Services Clerk vacancies from an internal staffing process, with interviews planned for late February. We'll be training our new clerks as well as building backup public service capacity during March/April. Our new Security and Information Attendant, Greg Meredith, starts work on February 18 and he'll be training for the following month with supervisors and co-workers. A Library Assistant staffing process should be hitting the City website before the end of February to fill existing and upcoming vacancies. *(Jen Vander Ploeg, Head of Public Services and Operations)*

ACCESS & OPPORTUNITY

Teen Book Clubs celebrated: Teen Services Librarian Jennifer Lovchik hosts a monthly book club at each of the four Bellingham School District middle schools. This past month her program was featured in the District's "Inside Schools" publication (included in Board packet). Jennifer thoroughly enjoys sharing a love of story with a large community of teens and is committed to meeting students where they are. *(Bethany Hognlund, Head of Youth Services)*

Did you know? Youth Services staff make visits to seven childcare, preschool, and early learning classrooms each month to share the joy of story and song, as well as teach early literacy skills. *(Bethany Hognlund, Head of Youth Services)*

READ & LEARN

Whatcom READS 2020: It is all-hands-on-deck time for the BPL Whatcom READS team! We are contributing to the overall publicity effort, hosting three lead-up

events, leading two book discussions, and hosting three author events including the signature Evening with Eowyn Ivey, 7 p.m. March 5 at the Mount Baker Theatre. *(Janice Keller, Manager of Communications, Community Relations, and Programming)*



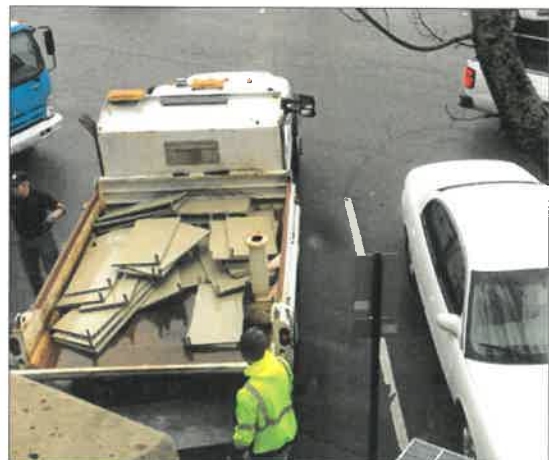
BPL Librarian Katie Bray (right) leads a Whatcom READS book discussion at Evolve Café.

Building our collections: After months of discussion, the 2020 materials budget is set! Selectors look forward to meeting the community's need for rich, diverse collections of information and stories. *(Bethany Hognlund, Head of Youth Services)*

Central Library Main Floor Remodel: Collection Services staff have begun some of the projects required for the upcoming remodel. First up is the barcode-on-the-outside project, where old books that have a barcode on the inside are found, and a copy of the barcode is added to the cover. This will allow the items to work with the coming sorter machine (the RFP for the sorter closes the 19th!). *(Jon McConnel, Head of Digital Services)*

Central Library Main Floor Remodel: Thank you to Public Works for assisting us with our middle mezzanine closed stacks cleanout and reorganization. This project is key to maximizing access to high circulating library materials while keeping the collection depth our community relies on. *(Bethany Hognlund, Head of Youth Services)*

Public Works staff load surplus shelving into truck as part of closed stacks cleanout.



INFORM & INVOLVE

Mayor Fleetwood visits the Library: Mayor Seth Fleetwood toured the Library on Friday, January 24 as part of his orientation to City departments. The new Mayor visited with staff, asked questions about their work, and even got a few pointers about reading to children from Youth Services staff. *(Rebecca Judd, Library Director)*



Rebecca Judd, Mayor Seth Fleetwood, and Board Chair Rick Osen visit the Children's Department.

Cordata Neighborhood Association: Over fifty neighborhood residents attended February 11 to hear a presentation on Library initiatives. Of special interest to the group was a report on outcomes from the 2019 Community Conversations project and the subsequent development of the Library's 2020-2024 Strategic Plan. Cordata residents were pleased to see their voices and concerns reflected in the plan and took every last one of the printed copies I brought to the meeting. *(Rebecca Judd, Library Director)*

National Archives: Included in your packet are two articles about the proposed closure and sale of the National Archives and Records Administration facility in Seattle. The announcement of the closure, with its attendant plan to relocate thousands of regional documents to California and Missouri, has been met with public outcry, demonstrations, and legal review. *(Rebecca Judd, Library Director)*

U.S. Census: Libraries locally and across the country are positioned to serve an important role in the nation's 2020 Census. We have comprehensive information and FAQs posted on our website and have been hosting Census Employment Centers at the Central Library since late fall. Beginning in March, we are partnering with the League of Women Voters of Bellingham/Whatcom County to offer regularly scheduled Questionnaire Assistance Centers at the Central Library. Volunteers with Census 2020 training will be available to answer any questions and offer assistance in completing the online questionnaire. Laptops for public use will be set up for individuals to complete their own questionnaires. *(Janice Keller, Manager of Communications, Community Relations, and Programming)*

THRIVE & GROW

Evaluating our services: We have been working with ITSD to create a new tool for reporting attendance at our programs, to replace several different spreadsheets currently in use. The new tool is on our intranet and should result in more consistent reporting, while also making it simpler to generate maps showing where our programs have been held. *(Jon McConnel, Head of Digital Services)*

Library Giving Day April 23, 2020: Plans are in the works for this year's Library Giving Day on April 23. We will join libraries across the state and nation to raise funds to support the vital services we provide in our communities. Funds raised on this day directly support our library. More information to come as we firm up details about our participation, including invitations for Board members to contribute to the outreach effort. *(Janice Keller, Manager of Communications, Community Relations, and Programming)*

Library
Giving
Day

Respectfully submitted,
Rebecca Judd



WHATCOM
COMMUNITY
FOUNDATION

*Library Board
February 18, 2020
Item #6*

\$ 12,362.45

January 10, 2020

Rebecca Judd
Bellingham Public Library
210 Central Avenue, CS 9710
Bellingham, WA 98227-9710

RE: Grant #13877/8

BOARD OF DIRECTORS

- Aaron Brown
Board Chair
- Francisco Rios
Vice Chair
- Kira Bravo
*Secretary/Treasurer &
Immediate Past Chair*
- Mike Bates
- Carol Dellecker
- Tasha Dewey
- Tony Hillaire
- Karen Occhiogrosso
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- Flo Simon

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Executive Vice President
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Director of Finance
- Sukanya Paciorek
Director of Special Projects
- Rachel Myers
*Philanthropic Advisor & Program
Manager*
- Sara Nichols Chiabai
Senior Philanthropic Advisor
- Missy Belles
Gifts & Grants Administrator
- Heidi Lehman
Office Administrator
- Shannon Elmendorf
Program Associate
- Sam Martinez
Special Projects Associate

Dear Rebecca:

Thank you for the important work you and the Bellingham Public Library team does on behalf of the community. The Whatcom Community Foundation is pleased to enclose your annual designated distribution for the Bellingham Public Library Fund(s). Please note that the check stub will indicate distribution details.

Kindly acknowledge receipt of these funds, and please let us know, in general terms, how you intend to use them. If you would prefer to return all or some of your distribution so that your agency fund will grow faster, please deposit your check and remit a new check payable to Whatcom Community Foundation with the Agency Fund name in the memo section. The amount will be considered a new gift and added to the historic value of the fund.

As a reminder, you now have online access to your Agency Fund through our Fund Holder Portal at: <https://wcf.fcsuite.com/erp/fundmanager> where your December 31, 2019, Fund Statement is available to view online. Please let us know if you need assistance accessing your online fund information.

By accepting this check, your organization certifies to the Whatcom Community Foundation that no tangible benefit, goods, or services are received by any individual or entities connected with the Fund. Should this gift ever be acknowledged publicly, it should be listed as a gift from the respective fund of the Whatcom Community Foundation. *If you receive additional grants throughout the year from our funds, please only list Whatcom Community Foundation once, e.g. "Whatcom Community Foundation Funds: ABC Fund, XYZ Fund, ..."*

Thank you for playing an important role in helping this community flourish. We look forward to continuing our partnership with you.

Sincerely,

Pamela Jons
Executive Vice President

encl





WHATCOM
COMMUNITY
FOUNDATION

Library Board
February 18, 2020
Item # 6
\$ 2,056.05

January 10, 2020

Rebecca Judd
Bellingham Public Library
210 Central Avenue, CS 9710
Bellingham, WA 98227-9710

BOARD OF DIRECTORS

Aaron Brown
Board Chair
Francisco Rios
Vice Chair
Kira Bravo
*Secretary/Treasurer &
Immediate Past Chair*
Mike Bates
Carol Dellecker
Tasha Dewey
Tony Hillaire
Karen Occhiogrosso
Steve Swan
Chuck Robinson
Flo Simon

RE: Designated Grant #13866

Dear Rebecca:

Thank you for the important work you and the Bellingham Public Library team does on behalf of the community. The Whatcom Community Foundation is pleased to enclose your annual unrestricted designated distribution for \$2,056.05 paid from Whatcom Community Foundation's **Bayview Fund**.

Our check for \$2,056.05 payable to Bellingham Public Library is enclosed. To complete our records, please send a receipt for this amount. Please include the grant number on any correspondence regarding this grant.

This contribution is intended as a gift in its entirety and may not be used to fulfill the payment of any pledge or financial obligation. By accepting this check, your organization certifies to the Whatcom Community Foundation that no tangible benefit, goods, or services are received by any individual or entities connected with the Fund.

Should this gift ever be acknowledged publicly, it should be listed as a gift from the "Bayview Fund of the Whatcom Community Foundation." *If you receive additional grants throughout the year from our funds, please only list Whatcom Community Foundation once, e.g. "Whatcom Community Foundation Funds: ABC Fund, XYZ Fund, ..."*

Thank you for playing an important role in helping this community flourish.

Sincerely,

Pamela Jons
Executive Vice President

encl

STAFF
Mauri Ingram
President & CEO
Pamela Jons
Executive Vice President
Pam Muehlhausen
Director of Finance
Sukanya Paciorek
Director of Special Projects
Rachel Myers
*Philanthropic Advisor & Program
Manager*
Sara Nichols Chiabai
Senior Philanthropic Advisor
Missy Belles
Gifts & Grants Administrator
Heidi Lehman
Office Administrator
Shannon Elmendorf
Program Associate
Sam Martinez
Special Projects Associate



Library Board
February 18, 2020
Item # 7

**INTERLOCAL AGREEMENT
BELLINGHAM PUBLIC LIBRARY –
WHATCOM COUNTY RURAL LIBRARY DISTRICT
MUTUAL EXTENSION OF BORROWING PRIVILEGES AND SERVICES**

This Interlocal Agreement is entered into by the **BELLINGHAM PUBLIC LIBRARY** (the “City Library”) and the **WHATCOM COUNTY RURAL LIBRARY DISTRICT**, (the “County Library”) pursuant to Chapter 39.34 RCW to address the mutual extension of borrowing privileges and services.

I. Purpose. The City Library and the County Library intend to provide unrestricted access to library services and circulation of materials for all residents of the service areas of both libraries.

II. Term. This Interlocal Agreement will be in effect for the period of January-March 1, 2017-2020; through December 31, 2017-2020, ~~both dates inclusive and will automatically renew annually on January 1 of each year.~~

III. Mutual Extension of Privileges. The City Library will extend all its usual borrowing privileges and access to reference and information services to the patrons of the County Library, and the County Library likewise will extend its usual borrowing privileges and access to reference and information services to patrons of the City Library. The privileges extended apply to all public facilities of both libraries.

~~IV. — Reimbursement Generally. It is agreed that both parties will review the premise of reimbursement as part of the Sustainable Future Study to be conducted in 2017.~~

IV. Collection of Fees or Fine Revenue. It is agreed that fees ~~or fines~~ are determined by the library location where items are checked out. It is further agreed that whichever entity (City or County) collects the fee ~~or fine~~ revenue, that entity retains the fee ~~or fine~~ revenue.

VI. Status of Employees. County Library or City Library employees providing services to the other Library nonetheless remain employees of their respective Library for all purposes, including salary, benefits and worker’s compensation.

VII. Termination. This Interlocal Agreement may be terminated by either party giving the other 60 days written notice of the intended termination. The notice will include a proposal for final settlement of financial arrangements under this Interlocal Agreement.

VIII. Liaison. The County Library’s liaison for carrying out this Interlocal Agreement, and the person responsible for administering it will be its Executive Director. The City Library’s liaison person is its Library Director.

EXECUTED, this date, _____, ~~2017~~2020 for the WHATCOM COUNTY RURAL LIBRARY DISTRICT:

Marvin Waschke, Chair, Board of Trustees

Christine Perkins, Executive Director

EXECUTED, this date, _____, ~~2017~~2020, for the BELLINGHAM PUBLIC LIBRARY:

~~J. Gordon~~Rick Osen, Chair, Board of Trustees
Director

~~Naney Kerr~~Rebecca Judd, Library

Approval as to Form:

Office of the City Attorney

~~Kelli Linville~~Seth Fleetwood, Mayor
Asbjornsen, Finance Director

Attest:

~~Brian Henshaw~~Andy

Date

Barkley Branch Information

SIZE AND HOURS

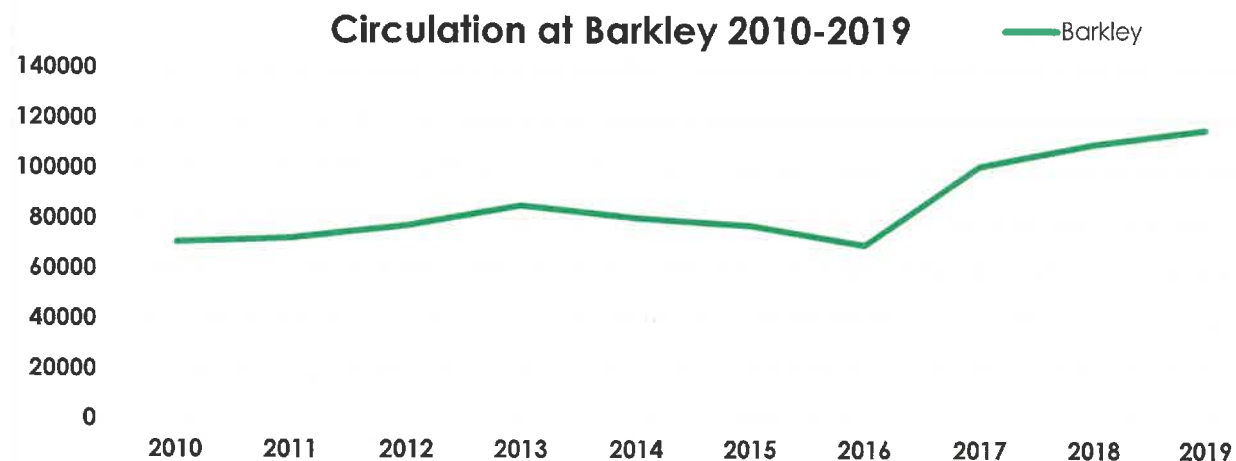
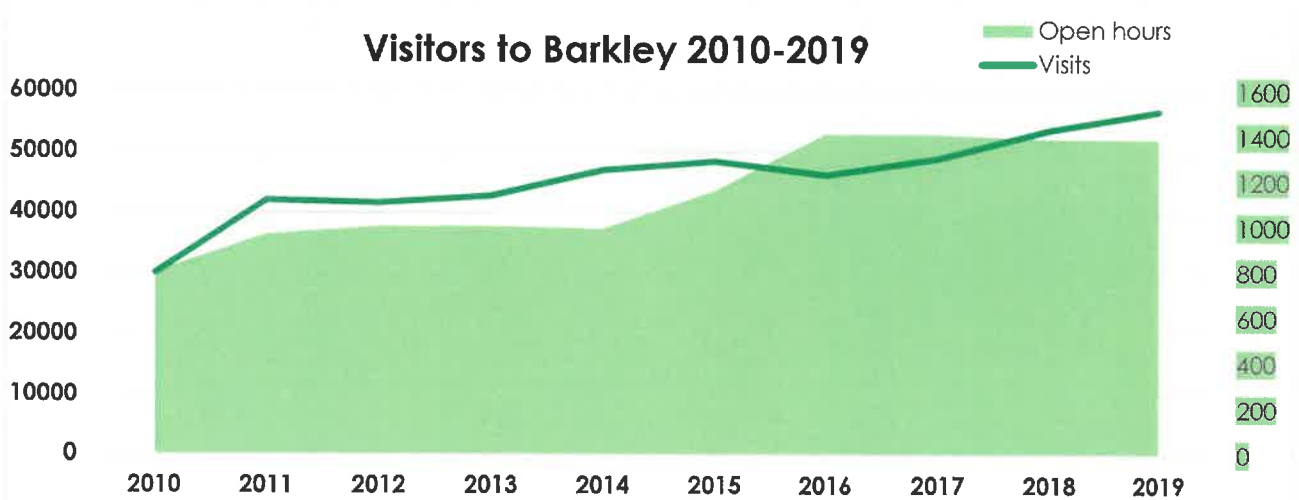
700 square feet for library space (open to public during open hours); plus ~700 square feet of common area/reading room (open all library hours + when library is not open). The library space is open 28 hours per week.

BRANCH USE

Barkley Branch use by patrons has increased impressively over time. Existing services have become increasingly difficult to sustain within our 700-square-foot space. We have reduced our browsing collection size at this branch in recent years to stay within the footprint of our space.

Barkley Branch use changes **from 2010 to 2019**:

- Foot traffic – average of 2500 per month to 4800 per month
- Check out – average of 5900 per month to 9500 per month
- Holds on hold shelf – average of 2600 per month to 4400 per month



Barkley Branch Management Considerations and Proposed Action

For February 18, 2020 Board of Trustees meeting

Bellingham Public Library and Barkley Company officials are working together to address management challenges with existing library services at the Barkley Branch (managed by Bellingham Public Library) and the adjacent reading room space (currently managed by the Barkley Company). This update to the Board provides an overview of challenges, opportunities, and proposed Board action.

Ongoing challenges in maintaining existing services at the Barkley Branch:

- The common area or reading room space is open to the public when library is closed, which creates a few specific impacts:
 - The public may assume this space is part of the Barkley Branch, yet it is owned and managed by the Barkley Company. The Bellingham Public Library has little control over how the space is used, managed, or furnished.
 - Large volume of library materials and heavy furniture must be moved by staff twice daily, in and out of our secured library space.
 - Wear and tear, restroom issues, and occasional incidents occur in the reading room during the times the space is not staffed.
 - Furniture and assets in the reading room space belong to Barkley Company and issues with them cannot be resolved by BPL, although issues impact library users and complaints come to us.
 - Library does not control access to the space, doors regularly auto-lock early or not at all. Barkley maintenance take our requests but work on their own schedule and priorities.
- Library dedicated space is too small for current services, impacting operations:
 - Browsing materials are greatly reduced (completely removed most Adult collections) to allow more shelf space for holds.
 - Increases to hold shelf space have been inadequate to accommodate patron requested materials at Barkley.
 - Regular space conflicts between computer users and heavy foot traffic through library space.
 - Incoming deliveries regularly have difficulty fitting into staff space in the back room.
- Facility maintenance and custodial services are difficult to navigate. The Barkley Branch is not a City building, thus is not maintained by our Public Works Department:
 - Barkley Company does not provide services to tenants that are comparable to what we consider "normal" maintenance in our City-owned buildings. Barkley Company typically

charges for these services and have not been charging us due to a lack of any formal agreement.

- o Barkley Company has highlighted for us that providing these services is an issue on their end (our staff sending maintenance requests for services that they should charge back to us as tenants).
- o Regularly requires our staff to do work that is not in their job descriptions or leaves us with issues at this location.

Discussion with Barkley Company:

Recent discussions with Barkley Company highlighted potential opportunities for the Library and Barkley Company to improve use and management of the reading room space to better benefit both organizations.

Barkley Company is offering:

- To sell the Library the furnishings in the library and reading room for \$1 and sign over full control of the furniture assets to the Library.
- To turn over the entire suite (library and reading room space) to the Library, increasing the square footage from 700 to 1477. This would mean that the Library has responsibility for and controls the use of the space that currently appears to be the Barkley Branch.
- To create a license agreement to formalize our use of the space, instead of operating through a lease agreement. No rental charge is being requested for the space.

Barkley Company is requesting:

- That the Library consider covering our operating cost of the space (or a higher percentage of the operating costs than we currently pay).
- That the Library consider contracting for our own cleaning services for the space (we currently use their contracted cleaners).

Benefits of taking over the space:

- Library will be responsible for the space that is perceived to be part of the library:
 - o Ability to control access to the space.
 - o Control over the cleaning and maintenance of the space.
 - o Ability to replace the broken furniture in the space.
 - o Stop having staff move materials and equipment in and out of the reading room daily.

Proposed action by Board of Trustees:

Authorize the Facilities Committee to work with staff to bring forward recommendations to improve management of existing services and reading room space at the Barkley Branch for consideration at the March 2020 Board of Trustees meeting.

*Library Board
February 18, 2020
Item # 9*

LIBRARY 2020 DRAFT ACTION PLAN



PRESENTATION TO THE BOARD OF TRUSTEES, FEBRUARY 18, 2020



PRESENTATION FORMAT

- 2020 Draft Action Plan, organized by Strategic Direction.
- Some Action Plan items meet multiple Strategic Directions.
- Some Strategic Directions have more emphasis than others this year.
This will balance out over the life of our Strategic Plan

“WE ARE” statements:

- Highlights of current services that align with our Strategic Directions.
- Just a sampling, not everything we do.

“WE WILL” statements:

- Projects that align with Strategic Directions, planned for 2020.
- Priority projects for 2020, not everything we do.



Bellingham
Public Library

ACTION PLAN 2020

WELCOME &
INCLUDE

WE ARE:

- Issuing an estimated 25 new library cards each day and orienting these new patrons to library services.
- Opening our doors at three locations to welcome an estimated 2,218 visits each day.
- Giving babies a new board book at birth. (*with partner agencies*)
- Bringing people together to share and learn with free, drop-in SkillShare activities.
- Offering collections for adults who are learning to read in English.
- Hosting conversation classes for adults who are learning to speak in English (*with partner agency*)
- Making meeting rooms available for not-for-profit public uses during library open hours.
- Providing staff training in CPR, youth safety, and service to those experiencing homelessness.



Bellingham
Public Library

ACTION PLAN 2020

WE WILL:

- Develop a new library card that is easier to use for patrons and staff.
- Reorganize the Central Library main floor to be more accessible and comfortable for people of all abilities.
- Develop phasing plan for main floor remodel that prioritizes open hours for and minimizes disruptions to Library service.

WELCOME & INCLUDE

- Continue to build our welcoming, diverse, customer-focused team with each hiring process.
- Develop a plan for translating printed and digital publications.
- Add a Spanish language option for the interface of our online catalog.



Bellingham
Public Library

ACTION PLAN 2020

WE WILL (continued):

- Foster gathering and interaction at the library with improvements to our study rooms and SkillShare spaces.
- Plan and implement new wayfinding on Central Library main floor to orient Library patrons to collections, services, and spaces.
- Pilot new communications tools to promote library services and initiatives to new audiences.
- Update our Barkley Branch agreements and improve management of existing library services and reading room space.
- Refine winter weather procedures to better coordinate and focus operations.
- Provide staff training opportunities in safety procedures and racial equity.

**WELCOME &
INCLUDE**



**Bellingham
Public Library**

ACTION PLAN 2020

WE ARE:

- Eliminating overdue fines and waiving fine balances to remove barriers to service.
- Hosting an estimated 224 public computer sessions each day in our three locations.
- Providing technology coaching for people seeking to improve basic technology skills.
- Providing materials selection and delivery to 14 care facilities.
- Offering online services via our website, which gets an estimated 1,812 visits a day.
- Hosting lunch-time book clubs once a month at four Bellingham middle schools.

ACCESS & OPPORTUNITY

- Providing library services at Lighthouse Mission Drop-In Center to offer resources to people experiencing homelessness.
- Allowing Bellingham Public Schools students to use student ID cards as library cards.
- Reaching out to teens and young adults at the juvenile detention center, treatment facilities and other youth services facilities.
- Visiting seven childcare, preschool, and early learning classrooms each month.



Bellingham
Public Library

ACTION PLAN 2020

WE WILL:

- Complete project to eliminate overdue fines, including updating patron records and staff procedures, and continuing publicity.
- Update Eligibility for Library Service and Confidentiality policies to ensure equitable access and privacy for all patrons.
- Redesign garage as part of remodel to increase efficient delivery of off-site materials and services.

ACCESS & OPPORTUNITY

- Participate in community events that reach priority audiences.
- Explore joint loan limits with Whatcom County Library System to provide simplified, consistent access to materials.
- Update our damaged item procedures to ensure equitable access to materials.
- Evaluate options for updating Library account information online and implement improvements.



Bellingham
Public Library

ACTION PLAN 2020

WE ARE:

- Filling an estimated 1,699 hold requests on a typical day.
- Checking out, checking in, and re-shelving an estimated 5,475 books, DVDs, and other items on a typical day.
- Hosting Bellingham Reads, an evening book discussion group for adults.
- Inviting thousands of people of all ages to participate in Summer Reading and celebrating more than 1,500 youth finishers each year.

READ & LEARN

- Hosting 19 Storytime sessions each week for children ages birth to 8 years old.
- Planning, co-hosting, and publicizing events for Whatcom READS 2020, our area's premier literary series (*with partners*)
- Training all staff in "Reading Conversations."
- Providing regularly updated reading lists through the BiblioCommons catalog.



Bellingham
Public Library

ACTION PLAN 2020

WE WILL:

- Select an automated materials handler and manage delivery, installation, and staff training.
- Reorganize and interfile collections as part of main floor remodel to improve access and usability.
- Identify new areas to display Library collections as part of the main floor remodel.
- Evaluate collection use and develop a proposed 2021 materials budget.
- Evaluate branch collections and implement improvements for refreshing materials.
- Evaluate interlibrary loan service and implement changes to improve access.

READ &
LEARN

ACTION PLAN 2020

WE WILL *(continued)*:

- Host Summer Reading 2020 for all ages and begin planning for 2021 (*with partners*).
- Complete Whatcom READS 2020 events and plan, co-host, and publicize Whatcom READS 2021 (*with partners*).



- Add a “Happy Go Lucky” collection at the Central Library.
- Evaluate and enhance our book club kit system and outreach to book club members.

ACTION PLAN 2020

WE ARE:

- Answering an estimated 399 patron questions on a typical day.
- Providing timely, accurate information about library services, events, and issues via our website and social media sites.
- Providing e-newsletters highlighting library services to preschool and elementary school teachers.



INFORM &
INVOLVE

- Providing comprehensive Board meeting packets in preparation for monthly meetings.
- Actively engaged as members of city committees and community groups.
- Distributing monthly events listings to media and stakeholders, and providing paper and electronic calendars of events, highlighting free programs and activities.



Bellingham
Public Library

ACTION PLAN 2020

WE WILL:

- Provide comprehensive information about the 2020 U.S. Census and host Questionnaire Assistance Centers.
- Publish and distribute our 2020-2024 Strategic Plan to stakeholders and offer presentations to groups.
- Keep library patrons informed about plans, progress, and any service impacts during Central Library main floor remodel.

INFORM & INVOLVE

- Participate in the City's broadband strategies.
- Migrate board packets to new document management platform to simplify preparation and improve user experience.
- Present State of the Library report to City Council during National Library Week.
- Orient Mayor, new City Council member, and Council Liaison to Library services.



Bellingham
Public Library

ACTION PLAN 2020

WE ARE:

- Reviewing our organizational structure and identifying opportunities and gaps.
- Maintaining connections with city colleagues and community groups.
- Orienting our staff schedules to meet priority needs and provide strong public services at our three locations.
- Collecting, interpreting and evaluating statistics for decision making and required reporting to other agencies.
- Promoting wise use of resources among library staff, including encouraging alternative methods of transportation and reducing waste and energy consumption.
- Accepting donations of funds and materials through our established channels.
- Supporting the Friends of the Bellingham Public Library efforts to expand membership and raise funds, which benefits the library.

THRIVE &
GROW



Bellingham
Public Library

ACTION PLAN 2020

WE WILL:

- Develop 2020 and 2021 Action Plans aligned with Strategic Directions.
- Evaluate staffing, hours, collections, and budget line items, and update LOS standards, as part of budget planning.
- Finalize and present 2021-2022 City of Bellingham budget request to Board, Mayor, and City Council.

THRIVE &
GROW

- Complete design for remodel and hire contractor.
- Plan and implement remodel operational needs and deliver quality service during construction.
- Evaluate donor solicitation, payment, and acknowledgement processes and implement improvements.



ACTION PLAN 2020

THRIVE &
GROW

WE WILL (continued):

- Evaluate long-term funding strategies and bring recommendations to Board.
- Evaluate plans for library services city wide and bring recommendations to Board.
- Set up systems for managing and organizing policies and statistics collection and reporting.
- Evaluate Youth Services, Adult Services, Administration, and Operations divisions and implement changes in alignment with 2020-2024 Strategic Directions.
- Working with WWU engineering class, evaluate one operational process.



Bellingham
Public Library

ACTION PLAN 2020

THRIVE &
GROW

WE WILL (continued):

- Evaluate and update Board Packet performance measures.
- Collect and submit statistics to state and professional agencies.
- Develop policies and procedures around corporate sponsorships and grants.
- Plan and implement inaugural Library Giving Day.
- Hire and onboard newly budgeted positions: Public Services Supervisor, Security Attendant, Children's Librarian.
- Complete E-Team salary study, with Human Resources.
- Build and fund 2021 conference and training schedule to align with Strategic Directions.
- Complete staff performance reviews.

LIBRARY 2020 DRAFT ACTION PLAN

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.

PRESENTATION TO THE BOARD OF TRUSTEES, FEBRUARY 18, 2020

