



**Regular Meeting of the Library Board of Trustees  
Tuesday, January 18, 2022 – Zoom meeting  
3:30 p.m.**

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

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**Board Members Present:** Rick Osen, Jim McCabe, Rebecca Craven, Vernon (Damani) Johnson and Kristy Van Ness

**Library Staff:** Rebecca Judd, Annette Bagley, Bethany Hoglund, Jon McConnel, Jennifer Vander Ploeg, Katie Bray and Wendy Jenkins

**Others Present:** Kristina Michele Martens, City Council Liaison; Leigh Ann Giles and Jennie Tuckerman, Friends of BPL Co-Presidents

**Call to order and introductions:** Regular session was called to order at 3:32 p.m. by Chair, Rick Osen. Our new City Council liaison, Kristina Michele Martens, was welcomed and introductions were made. Kristina expressed she is excited about her new position and has a soft spot for the library, which is so much more than a collection of books. She is looking forward to brainstorming new ideas about how, after the pandemic is over, we can get people coming into the library – “hit the ground running a library in a new world.”

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

**Public comment:** no comments.

**Consent agenda:** Jim, referencing the YTD report, asked about the \$65,188 budgeted for the Automated Materials Handler which was purchased last year. Wendy clarified this budget amount is for years 2-5 maintenance on the handler, which was outlined in the contract. This budget will move forward each year until it is spent. Kristy Van Ness moved to approve the December 21, 2021 Regular meeting minutes and the December 2021 performance and activity measures and financial reports. Damani Johnson seconded. Motion carried.

**Board Chair report:**

- Rick discussed the BPL Board of Trustees 2021 Highlights document included in the packet. This report describes the activities and accomplishments of the Board and library staff, and acknowledges the financial support received from the Friends of the Library, Whatcom Community Foundation, and the community.

**Board member reports:**

- Jim reported that, at the latest Cordata Neighborhood Association meeting, it was mentioned that the library is hiring a consultant to look at facility needs for the community. The Association is looking forward to involvement in the Master Facilities Plan process.

**City Council liaison report:**

- Kristina reported Council is just getting started for the year. The Council approved the Mayoral Proclamation and Council Resolution in support of Voting Rights – this has been signed and forwarded to the Senate.

**Friends of BPL report:**

- Jennie thanked Rebecca and library staff for continuing to accept materials donations during curbside service. The Friends will continue to process the donations.
- The Friends' annual newsletter is going out this week. Jennie thanked Rebecca and Rick for providing articles, and Annette for her assistance.

**Library Director report:**

- Rebecca reported that today is the first day that home-delivered, rapid Covid-19 test kits can be requested from the federal government's approved site: [COVID Home Tests | USPS](#)

Community health centers will also be receiving kits to distribute. Rebecca has been working with Unity Care and the City to determine the best distribution site. Bellingham Public Library will not be a distribution center, but Whatcom County Library System (WCLS) has a limited supply they are offering to the public.

**Pandemic response:**

- Rebecca thanked the Board, the Friends and City Council for their support through these past 2 years. She reported the library has again pivoted to curbside service and in-person closure – a difficult decision, but necessary as we move through this surge.

Rebecca screenshared *Return to Curbside Service: FAQs* which lists the questions patrons might have during this service shift, and our responses (see Attachment #1 – all attachments are at the end of the minutes).

There has been some media coverage surrounding this shift, specifically KGMI [Bellingham library returns to curbside-only service | 790 KGMI](#) and KPUG [Bellingham library returns to curbside-only service | 1170 KPUG-AM \(kpug1170.com\)](#). We have received many responses to an eblast that Annette sent out – a few complaints along with many supportive comments.

Jim mentioned that a friend who works for Emergency Management has received Covid-19 exposure notices. Jim asked if the library also receives these notices. Rebecca responded that we do get these notices, from Human Resources, if there is a positive case at the library.

Rick added, in support of curbside service, that the library has many people who come into the library and stay for long periods of time which increases the possibility of exposure.

**2022 Annual Action Plan final draft:**

- Rebecca screenshared and briefly reviewed the 2021 Action plan, commenting that it is grounding and important to see what we have accomplished (see Attachment #2).
- Rebecca then screenshared the 2022 Annual Action Plan (see Attachment #3), offering the Board a last opportunity to ask questions and provide feedback before finalizing the plan. Rick commented that it is a very ambitious plan, and he admires staff for getting behind it, adding the dream is for a 2023 Action Plan without mention of Covid-19.

**Facilities committee update:**

- Rick updated the Board on contract negotiations with the chosen firm. He hopes the contract will be signed by the end of January; at which time he can email the Trustees the name of the firm. Jim asked what publicity is planned for the announcement. Rick responded that this will be discussed and decided with the firm once the contract is signed.

**Fundraising committee update:**

- Rick briefly reviewed the two Donation documents in the packet that itemize 2021 donations to the Library Gift Fund, donations from the Friends of the Bellingham Public Library, donations to the BPL funds at Whatcom Community Foundation (WCF), distributions from WCF, and current balances for each WCF fund.

Rebecca Craven requested information about the WCF donation of \$2,995 for a Foundation database. Jon clarified that this is a database paid for by WCF that allows patrons to source funding and grants for non-profit organizations.

- Looking to 2022, Rick explained that we will be receiving distributions from four funds at WCF: the Designated Endowment Fund, the Agency Endowment Fund, the Bayview Endowment Fund (BPL is one of 8 entities that receive a yearly distribution from this WCF housed fund), and the Bragg-Muldrow Endowment Fund. Typically, the combined Designated, Agency and Bayview distributions amount to \$14,000-\$15,000 per year. It is up to the Board, with library staff recommendation, to determine how to allot these funds.

Last year WCF allowed for a 6% payout rather than the typical 4% payout (based on the 3-year average of the principle). The Board chose to accept the 6% on the Bragg-Muldrow Endowment and keep the three long-term endowments at 4%. The Bragg-Muldrow distribution totaled \$197,707 which the Board decided to keep at WCF in the 'spendable portion' of the Endowment to bank for future facility needs. This year's distribution will be at 4%, totaling \$162,225. Rick advised the Board to place this year's Bragg-Muldrow distribution into the 'spendable portion' at WCF where it can continue to earn interest until it is needed.

Rick pointed out we will pay the Master Facilities Plan consultant (~\$60,000) from this spendable portion. The Board also has plans for a Planned Giving consultant, but this will primarily be funded by using Gift Funds designated for hotspots, which are now covered by General funds.

Kristy Van Ness moved that the Bragg-Muldrow Endowment 2022 distribution be placed in the spendable portion of the Fund, held at Whatcom Community Foundation. Rebecca Craven seconded. Motion carried. Wendy will contact the Foundation to communicate this decision.

The smaller, combined distribution will be put into the Library Gift Fund and the Board will determine best use after Library Giving Day (April 6, 2022).

**New Business:**

- Jim asked about 2022 volunteer parking passes. Wendy confirmed she has them and will mail them to the Trustees.
- Kristy asked Annette if she has heard back from Lummi Nation concerning the Library Land Acknowledgement. Annette responded she hasn't heard back, but this was not surprising considering the holidays, flooding, the pandemic, and the snowstorm. Annette will continue to follow up with them.
- It was confirmed that Rebecca has arranged a meeting with Kristina and Rick to orient Kristina to the Library.

**Action items for next meeting:**

- Facilities committee update
- Fundraising committee update

**Meeting adjourned** at 4:23 p.m.

**Next Regular Library Board Meeting – Tuesday, February 15, 2022 – Zoom meeting – 3:30 p.m.**

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

**Attachments:**

- *Attachment #1: Return to Curbside Service: FAQs*
- *Attachment #2: 2021 Action Plan*
- *Attachment #3: 2022 Action Plan*

## **Return to Curbside Service: FAQs**

### **Why are you closed?**

### **Why are you closed when others are open?**

In the past two weeks, we averaged over 1000 in-person visits a day at the Central Library. We are a very busy public place. Curbside allows us to deliver Library service in a way that minimizes the potential spread of Covid, while this highly transmissible variant is surging in our community.

### **How long will you be running curbside-only service?**

### **How long will you be closed to the public?**

We anticipate and hope this change will be temporary. It really depends on how long we are all in this Covid surge.

### **Did the Library have an outbreak?**

### **Are you running curbside because of staffing shortages?**

We have not suffered an outbreak, or severe staffing shortages, at the Library. Shifting to curbside helps us protect everyone's health: our staff and our public.

### **Why couldn't you let us know sooner?**

Everything is changing so quickly right now.

### **I'm vaccinated and boosted, I don't understand why I can't come into the Library.**

*Thank you* for getting vaccinated and boosted. That is the #1 thing we can all do to prevent serious COVID-19 illness. Because the Library is such a high-volume public space, curbside is the safest way for us to deliver Library service at this time. We anticipate and hope it will be temporary.

### **Why can't I pick up my holds at Fairhaven or Barkley?**

Curbside service requires extra staffing. All library staff are needed to operate the curbside system at the Central Library.

### **Where can I return items?**

Return bins are open at the Central Library, Fairhaven, and Barkley, as well as the Cordata Food Co-op.

### **Are you accepting donations?**

The Friends of the Library are accepting donations at the Central Library. Please bring them to the curbside table Mon-Sat 10 am – 6 pm.

Jan 18, 2022

**Can patrons pick up and return BPL book club kits?**

Yes, we'll be circulating our kits during curbside operations.

**Are you quarantining materials?**

We are not quarantining materials; we have not received guidance that this is recommended at this time.

**I'd like to sign up for a Library card**

**Where can I use a computer?**

**I'm here now; how can I pick up my holds?**

That's a great question. Hold on just a second, and I'll bring someone out to help you.

**I'm upset and want to talk to someone in charge**

Rebecca Judd is our Library director. Here is her card (phone: 360-778-7221; Email: [rejudd@cob.org](mailto:rejudd@cob.org))

# BELLINGHAM PUBLIC LIBRARY 2021 ACTION PLAN

## 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.

# ACTION PLAN 2021

## WE ARE:

- Issuing an estimated 70 new **online library cards** each week with revised procedures to reduce barriers and promote inclusive access to service
- Delivering materials to 2,000 people each week through **contactless curbside pickup** at Central location
- Providing **24/7 materials return access** at Central location and quarantining all materials according to science-based guidelines



WELCOME &  
INCLUDE

- **Translating print and digital publications** into multiple languages
- Providing ongoing **staff training in COVID safety** protocols and new Library service procedures
- As an outcome of **2020 REACH: Exploring Equity and Cultural Humility training**, designing regular activities to promote an internal culture of safety, connection, empathy, and respect

# ACTION PLAN 2021

## WE WILL:

- In response to COVID-19, **plan and safely implement public service, materials handling, and meeting room operations** at 25%, 50%, and full reopening
- In response to COVID-19, plan and safely implement **Library programming** at 25%, 50%, and full reopening
- As part of Central Library main floor remodel, plan and implement **new study room procedures** that foster gathering and interaction



WELCOME &  
INCLUDE

- As part of Central Library main floor remodel, plan and implement **wayfinding** to orient Library patrons to collections, services, and spaces
- Coordinate **handover of Barkley suite** to the Library and update branch space and procedures to reflect new agreement

# ACTION PLAN 2021

## WE WILL *(continued)*:

- Plan and implement over **4000 furlough hours in 2021**, aligning available resources with the highest level of service possible
- Refine **winter weather and emergency procedures** to better coordinate the safe operation of Library spaces and services
- Plan and implement **Person-In-Charge training** to better coordinate the safe operation of Library spaces and services



WELCOME &  
INCLUDE

- Build and fund 2021-22 **conference and training schedule** to align with Strategic Directions
- Complete **staff performance reviews**

# ACTION PLAN 2021

## WE ARE:

- Delivering **books and other resources to Base Camp** to support the reading and educational needs of people experiencing homelessness
- Providing **virtual and telephone technology coaching** for people seeking to improve basic technology skills
- Hosting **virtual lunch-time book clubs** once a month at four Bellingham middle schools



- Making print and digital Library resources available to all Bellingham Public School students through **ConnectEd student ID** program
- Partnering with Bellingham School District to receive **school library returns** at Central Library

# ACTION PLAN 2021

## WE WILL:

- Explore **laptop lending** at Central location and identify funding opportunities
- Identify funding opportunities to maintain **wi-fi hot spot lending program** at 2020 level; explore ways to expand service
- In response to COVID-19, plan and safely implement **outreach services** at 25%, 50%, and full reopening
- Apply for **Check Out Washington**, a collaboration between the Washington State Parks and Recreation Commission and the Washington State Library, to allow individuals to 'check out a state park' without paying the Discover parking fee



# ACTION PLAN 2021

## WE ARE:

- Processing an estimated **12,000 hold requests** each week, an increase of 18% with the implementation of curbside delivery model
- Checking out on average **8,000 items** each week through contactless curbside delivery
- Hosting and publicizing events for **Whatcom READS 2021**, our area's premier literary series; planning for Whatcom Reads 2022
- Inviting thousands of people of all ages to participate in **Summer Reading** and celebrate their reading achievements



## READ & LEARN

- Planning and teaching **virtual storytime classes** for children ages birth to eight
- Planning and facilitating **Bellingham Reads**, a monthly book discussion group for adults
- Researching and curating regularly updated **reading lists** for Washington Anytime Library and the BiblioCommons catalog

# ACTION PLAN 2021

## WE WILL:

- In response to COVID-19 and Central Library main floor remodel, plan and safely implement **collection maintenance and shifting projects** to enhance access to collections
- As part of Central Library main floor remodel, develop and implement guidelines for **displaying and marketing Library collections**
- Identify funding opportunities to maintain **'always available' anti-racist reading list** at 2020 level; explore ways to add titles
- Plan and implement **'Happy Go Lucky' browsing collection** at Central Library to connect readers with popular paperback titles

## READ & LEARN

- Plan and implement **SimplyE platform** to connect readers with new digital titles
- Evaluate Library **book club kit program** and explore outreach opportunities to book clubs
- Evaluate and update **collection maintenance procedures**, training staff in new workflow
- Evaluate capacity for **'Quick Picks for You'** service as part of COVID-19 full reopening planning

# ACTION PLAN 2021

## WE ARE:

- Answering on average **600 Help Desk calls** each week, connecting callers with Library and community resources
- Providing timely, accurate information about Library services, events, and issues via our **website and social media sites**
- Serving as **Zoom moderators** for City-wide meetings and commissions



## INFORM & INVOLVE

- Providing comprehensive **Board meeting packets** in advance of monthly meetings
- Actively engaged as members of **city committees and community groups**

# ACTION PLAN 2021

## WE WILL:

- Partner with city and community leaders to foster public education and involvement in **issues that matter, with a 2021 focus on climate action, anti-racism, and digital equity**
- Identify partners and funding opportunities to expand **anti-racism video storytelling** initiative with Connecting Community
- In partnership with UW iSchool, develop and implement **digital archive** for Peoples' Perspectives: COVID-19 in Whatcom County
- Pilot **new communications tools** to promote library services and initiatives



## INFORM & INVOLVE

- As part of Central Library main floor remodel, plan and implement procedures for **displaying Library information, community information, and creating welcoming and community-focused glass case displays**
- 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

# ACTION PLAN 2021

## WE ARE:

- Pivoting schedules and services to meet **priority needs in COVID-19 environment**
- Collecting, interpreting, and evaluating **statistics** for decision making and required reporting to other agencies
- Reviewing Library's **organizational structure** and identifying opportunities and gaps

## THRIVE & GROW

- Evaluating services, programs, and operations to **align with 2020-2024 Strategic Directions.**
- **Supporting the Friends of the Bellingham Public Library** efforts to expand membership, raise funds, and deliver books to the community
- Promoting **wise stewardship** of limited resources

# ACTION PLAN 2021

## WE WILL:

- Evaluate and update **Level of Service standards** as part of mid-biennium budget and long-range planning process; prepare and **present budget** to Library Board, Mayor, and City Council
- Begin planning for **Library services in north area of city** as part of mid and long-range planning process; bring recommendations to Library Board
- Plan and implement second **Library Giving Day**

## THRIVE & GROW

- Evaluate **donor solicitation, payment, and acknowledgement processes** and implement improvements
- Develop policies and procedures around **corporate sponsorships and grants**
- Continue discussion of **fundraising options** and bring recommendations to Library Board
- Develop **annual marketing and communications plan**

# ACTION PLAN 2021

## WE WILL *(continued)*:

- As part of Central Library main floor remodel, coordinate with contractor, architect, and Public Works **to safely and efficiently manage the conclusion of the project**
- With Public Works, plan and implement **freight elevator rebuild**
- Evaluate options to **expand meeting room and auditorium access at Fairhaven location**
- Evaluate and update **Board packet performance measures**
- Develop and implement **materials handling standards** utilizing efficiencies from new Automated Materials Handler
- Evaluate **ILS phone integration options** and prepare recommendation for funding review
- Evaluate **Springshare platform** and recommend new services and efficiencies for implementation review
- Evaluate options for updating **Library account information online** and implement improvements

THRIVE &  
GROW

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## THRIVE & GROW

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

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# ACTION PLAN 2022

## WE WILL:

- COVID-19 Reopening: expanded hours, programming, skillshare, and meeting room operations
- Design and implement Welcome Back campaign
- Revise and update Welcome to the Library materials
- Design and implement You Belong at Your Library campaign
- Bellingham 101: Design and implement year 1 programming
- Evaluate and implement in-Library laptop lending program and remote printing
- Design welcoming and inclusive wayfinding for lower floor (Central) and branches
- Relocate Video Relay Service to Library Conference Room



WELCOME &  
INCLUDE

# ACTION PLAN 2022

## WE WILL *(continued)*:

- Refresh lower lobby (Central)
- Design and install community event kiosk on Library grounds
- Partner with city departments and community partners to make improvements to Lee Memorial Park
- Review and update Rules of Conduct and Library Confidentiality policy
- Coordinate priority trainings for Library staff



WELCOME &  
INCLUDE

- Evaluate recruitment and retention of diverse workforce; implement improvements
- Hire and onboard new children's librarian and Interlibrary loan specialist; Support hiring and onboarding of new ITSD Library analyst
- Implement safety improvements at facilities in coordination with Public Works
- Refine emergency procedures to better coordinate and focus operations

# ACTION PLAN 2022

## WE WILL:

- Evaluate evening and weekend open hours
- COVID-19 reopening: rescoped Outreach services, Connection Library services, tech coaching program to support digital literacy
- Evaluate storytime program schedule and locations; implement changes
- Purchase and process 20 additional WiFi hotspots for lending program
- Working with Facilities Master Plan consultant, identify new locations for Community Drop Boxes; Purchase, wrap, and install Drop boxes



- Wrap new Hybrid vehicle; submit reporting requirements for ARPA funding
- Wrap delivery truck
- Review and update eligibility for Library service
- Evaluate Rates and Fees in partnership with WCLS; plan for 2023 implementation
- Explore community tech support internship program with TAG
- Plan and implement Quick Picks for You in-Library

# ACTION PLAN 2022

## WE WILL:

- Plan and implement Community Voices kits
- Plan and implement Local Author collection at Central
- Evaluate new ways to support book clubs: kits, facilitation, events, and software
- Pilot one new Adult Summer Reading community outreach initiative

## READ & LEARN

- Design two book talks for adults; pilot community outreach
- Market new digital services (i.e. Palace, other platforms)

# ACTION PLAN 2022

## WE WILL:

- Complete initial development; Implement 2022 Communication Plan
- Revise and update print calendars for Library events
- Develop calendar and staffing plan for community events
- Refresh community outreach materials
- Integrate Land Acknowledgement into spaces, meetings, and programs
- Support and market Digital Storytelling project with Connecting Community



## INFORM & INVOLVE

- Launch and market Peoples' Perspectives: COVID-19 in Whatcom County digital archive
- Implement new procedures for collecting program and service feedback
- Migrate board packets to new document management platform; evaluate and update Board packet performance measures
- In partnership with Council liaison, pilot "New Business" Library updates

# ACTION PLAN 2022

## WE WILL:

- Hire consulting firm; complete Facilities Master Plan
- Develop and present 2023-2024 operational and capital budget requests to Mayor's office and City Council
- Prepare and submit application for state capital grant funding
- If cooperation with Library Board, support development of Planned Giving program



THRIVE &  
GROW

- In cooperation with Public Works, support Freight Elevator Rebuild
- Develop and implement Library service standards
- Restructure performance management process and implement changes
- Plan for 2022 retirements and continuity of service
- Evaluate E-rate funding program and impacts; recommend changes

# ACTION PLAN 2022

## WE WILL *(continued)*:

- Review procedures related to new policing legislation; implement changes
  - Research, design, and print donation envelopes for checks
  - Explore City phone system access with ITSD; implement improvements
  - Plan and implement purchase and distribution of tablets for staff workflow
- Plan and implement migration from CLASS to new software
  - In coordination with WCLS, evaluate ILS in preparation for new contract

THRIVE &  
GROW

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