

Publication of the agenda and the approximate times are a guide to, and not a limitation on, the activities of Trustees.

The Library Board of Trustees will participate in the May Board Meeting remotely through an online web-based meeting platform. Per Washington State Proclamation 20-28, in-person attendance at meetings is prohibited at this time.

The Board meeting will be streamed live via Zoom at 3:30 p.m. on Tuesday, May 17, 2022. You may view the meeting from a PC, Mac, iPad, iPhone or Android device from the following link:

www.cob.org/lbot

Meeting ID: 916 8904 4189

Password: 7323

For Technical Assistance please contact Katie @ knbray@cob.org

Or join by phone:

Dial (for higher quality, dial a number based on your current location):

US: +1 253 215 8782 OR +1 669 900 6833 OR +1 312 626 6799 OR +1 929 205 6099

OR +1 346 248 7799 OR +1 301 715 8592

Webinar ID: 916 8904 4189 Password: 7323

Please note there will be no public comment taken at the meeting. Instead, community members are respectfully asked and encouraged to submit comments by e-mail to librarytrustees@cob.org.

AGENDA

TIME (approx.)

- | | |
|---|-------|
| 1. Call to order and introductions | 2 min |
| 2. Approve/modify agenda | 1 min |
| 3. Public comment (from email)
Per Washington State Proclamation 20-28, in-person attendance at meetings is prohibited at this time. Please note there will be no public comment taken at the meeting. Instead, community members are respectfully asked and encouraged to submit comments by e-mail to librarytrustees@cob.org . | 2 min |
| 4. Consent agenda (see packet materials)
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: April 19, 2022: Regular board meeting• Library performance & activity measures: April 2022• Financial reports
Claims: April 2022
YTD report: April 2022 | 5 min |

5. Reports	10 min
<ul style="list-style-type: none"> • Board Chair • Library Board members • City Council liaison • Friends of Bellingham Public Library • Library Director (see packet materials) 	
	Time check: 3:50
6. Return to in-person Board meetings	5 min
<ul style="list-style-type: none"> • Rick Osen, Board Chair 	
7. 2023-2024 Budget update	5 min
<ul style="list-style-type: none"> • Rebecca Judd, Director 	
	Time check: 4:00
8. Facilities committee update	15 min
<ul style="list-style-type: none"> • Godfrey's onsite visit; Rick Osen, Board Chair 	
	Time check: 4:15
9. Photo History of Bellingham Public Library	30 min
<ul style="list-style-type: none"> • Jeff Jewel, Photo Archives Research Technician for Whatcom Museum 	
10. New business	3 min
11. Action items for next meeting	2 min
	Time check: 4:50
12. Adjourn	

**Next Regular Library Board Meeting: Tuesday, June 21, 2022 – 3:30 p.m.
Zoom meeting – Bellingham, Washington**

If you require a sign interpreter or other hearing accommodation, please allow the library 48 hours notice. Order of agenda items may be adjusted.

Bellingham Public Library



Types of Jobs at the Bellingham Public Library

When most people think "library staff" they think of checking out or shelving books, but the Bellingham Public Library requires a lot of different positions with varied educational and experience requirements. In addition to the jobs below, the Bellingham Public Library has a team of professional librarians, as well as positions in community relations, management, and administration.

When jobs open at the Library, they are posted on the City's website at: cob.org/about/employment. You can sign up for Job Interest Alerts that will notify you when positions of interest are open.

Library Assistants (part-time, 16-hours/week):



These busy part-time positions make up a large team that performs a wide range of tasks essential to keeping the library running smoothly. They check-in returns, shelve items, retrieve items requested by patrons, get them ready for pickup, and drive the library's delivery truck that moves materials to and from various library locations in the county. They operate the very cool automated materials handling machine that checks in and sorts library materials. These physically demanding positions require an ability to organize, a good driving record, and a willingness to be scheduled flexibly throughout our 7-day work week.

Library Specialists in public-facing roles (part-time and full time):



Children's Specialists plan, create, and deliver programs for youth and parents that promote literacy skills. In addition to presenting storytimes, Children's Specialists work at the service desk providing information, account help, reading recommendations and general assistance. Specialists coordinate with youth-focused community organizations like schools and childcare centers to conduct class visits and promote summer reading and other literacy-based enrichment.



Outreach Specialists work with assisted living and residential care facilities in Bellingham to deliver library services to those who are unable to get to the Bellingham Public Library in person. Outreach Specialists take specific requests or search for items based on each resident's interests and preferences. Our specialists search for materials in a variety of formats including large print, video and audio to ensure that residents are able to enjoy their selections.

These positions generally require a bachelor's degree in a related field. Applicants also need two years of library or other experience that is closely related to the specific position. We may consider an equivalent combination of education and experience. These specialists can expect to work various hours including days, evenings, and weekends.

Security and Information Attendants (part-time, 20-hours/week):



Part-time Security and Information Attendants help people navigate the library, provide information, actively monitor library spaces, and proactively engage with members of the public. Attendants help ensure that library spaces are used respectfully and appropriately, including enforcing our rules of conduct and responding to emergencies.

These positions require at least one year of experience working directly with the public. Security, public relations, or social work are a few examples of relevant experience. They can expect to work during any of the library's open hours, including evenings and weekends.

Public Service Clerks (part-time and full time):



Public Service Clerks are the staff you see helping people at library service desks. They assist the public with finding and checking out library materials, accessing the internet computers, issuing Library cards, resolving library account concerns, and answering general information questions. Customer service is their top priority. They work at all three of our Bellingham Public Library facilities (Central, Fairhaven and Barkley branches) and can expect to work any of the hours that the library is open, including evenings and weekends.

Public Service Clerks are required to have one year of post-secondary education and at least two years of experience providing service to diverse populations in a high-volume environment, as well as experience with an information technology system for data entry and retrieval.

Library Specialists in Collection Services (full time, 40-hours/week):



Collection Services Specialists perform behind-the-scenes work in cataloging, inter-library loans, collection maintenance, and acquisitions. Their duties include borrowing items from other library systems for our patrons (and loaning our things to other libraries), ensuring that library items are shelf-ready with complete and correct catalog information in our system, purchasing and receiving items that are selected by librarians for our collections, managing magazines and newspaper subscriptions, and mending minor damage to items. A typical week is Monday-Friday.

These positions require at least two years of post-secondary education. We normally require a minimum of one year of relevant library experience but will consider an equivalent combination of experience and education if it provides the skills and abilities needed for the position.

SUMMER READING 2022

Talk, sing, read, write and play this summer!

Do as many of the activities as you want on the other side of this card. Check them off as you go or draw a picture. Feel free to change any of the activities to meet your child's age and developmental needs.



The Five Early Literacy Practices:

These simple yet powerful practices are a great way to incorporate some brain building fun into your daily routines!

- ★ **Talking** helps your child build vocabulary and understand their world.
- ★ **Singing** and rhyming allow your child to hear the sounds in words.
- ★ **Reading** together leads to LOVING books and introduces your child to new words and things.
- ★ **Writing** starts with building finger muscles and helps your child understand that words have meaning.
- ★ **Playing** encourages your child to use their imagination and learn through exploration.

Bellingham **Public Library**



bellingshampubliclibrary.org/summer-reading

 whatcom county
library system
wcls.org/summer-reading

Talk, sing, read, write and play this summer!

Do as many of the activities as you want. Check them off as you go or draw a picture. Feel free to change any of the activities to meet your child's needs.

Sing a favorite song

Sing and act out "The Wheels on the Bus"

Play "I Spy"

Make up a song about what you are doing

Say hello in different languages

Have a dance party

Find circles around your home

Play with water

Read the pictures in a book

Make a list of things that are green

Sing a song fast, then slow

Draw a picture for someone

Rip paper

Paint with water

Pretend to be your favorite book characters

Talk about what you see outside

Snuggle up and read

Make faces in the mirror

Draw a story about you

Read outside

Make animal noises

Sing a book

Find and read signs

Talk about opposites

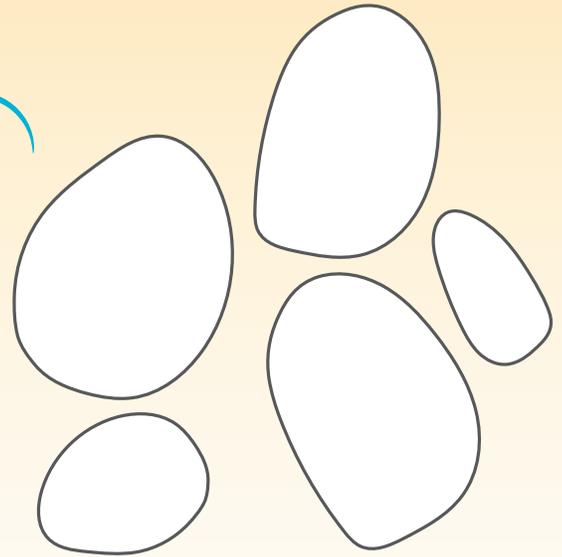
Have a storytime with your stuffed animals

SUMMER READING 2022

Record your reading experiences on and around the stepping stones on the front side of this card. Read what, where, and how you want to (listening counts, too). We have some ideas for things to read below, and you can stop by to ask us for more.



- Read something new
- Read about someone who inspires you
- Listen to a book
- Read some poetry
- Read a recommendation from a friend (or your favorite librarian)
- Choose a book by its cover
- Read a book with pictures
- Reread something old



BellinghamPublicLibrary 

 whatcom county
library system

bellingshampubliclibrary.org/summer-reading
wcls.org/summer-reading



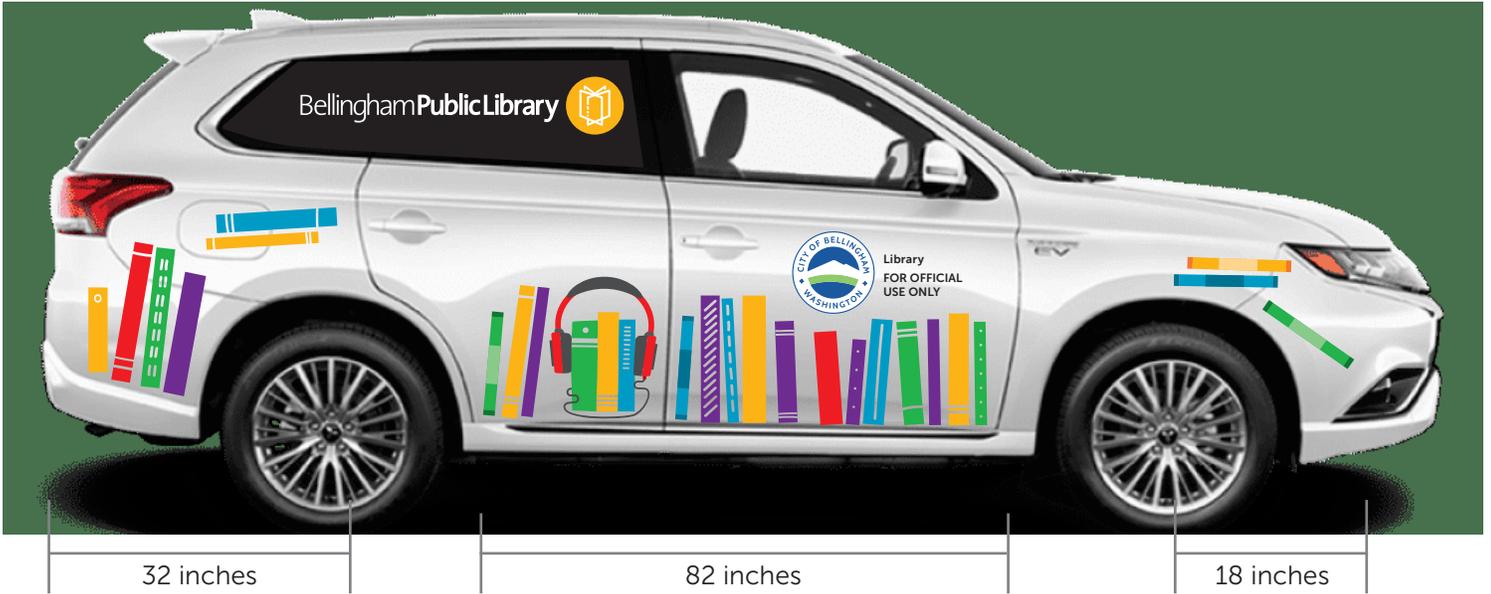
RECORD YOUR READING:

Fill in the stepping stones however you like. Write, draw, or get creative - anything goes!

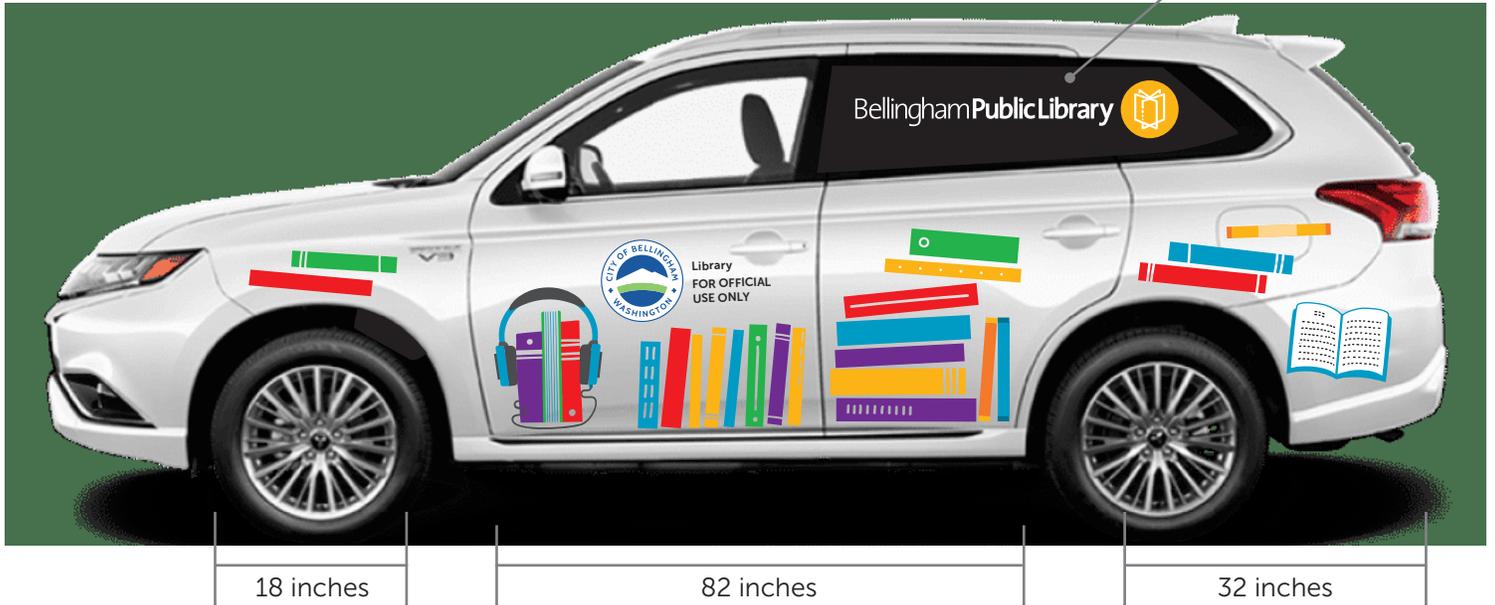
FINAL Car Graphic Layout

Library Board
May 17, 2022
Consent Agenda
Communications & FYI

48 inch wide perforated black window film with logo printed on it.



48 inch wide perforated black window film with logo printed on it.



No room for graphics on the back.

No graphics on the front

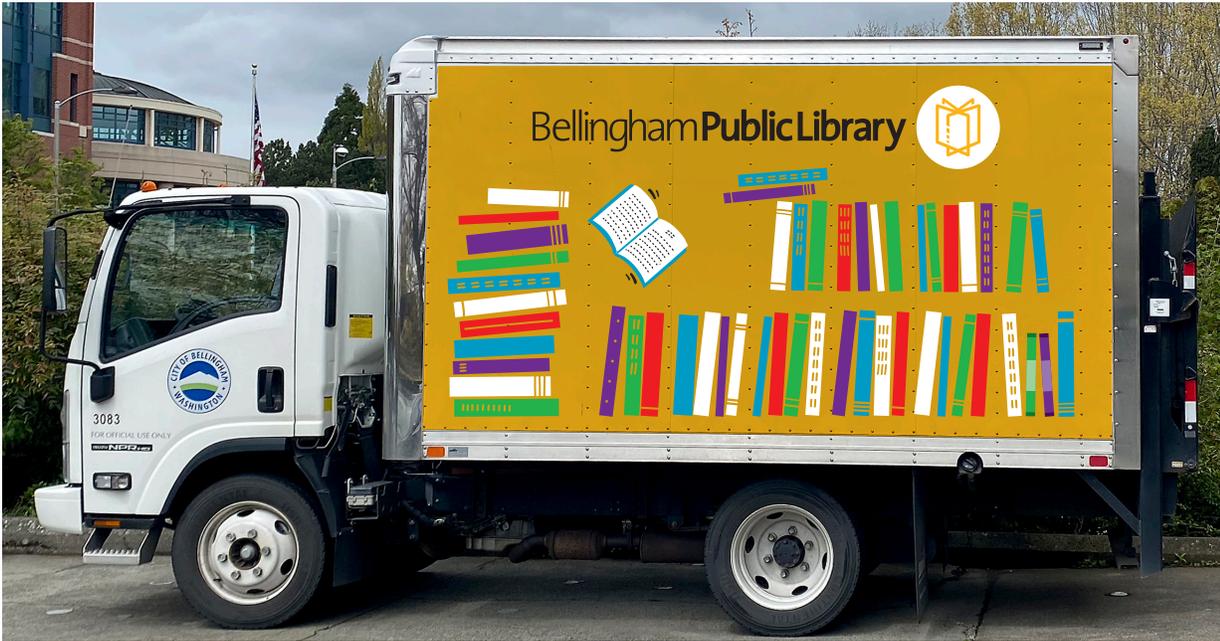
FINAL Van Graphic Layout

Both sides (other side has a door to work around, but dimensions will be about the same):

Yellow Background: 11'w x 6'h

Logo: 66w x 12h

Book Graphics: 90" wide; 30 high



Front Logo:
max 36 inches wide
6.5 inches high



Back Logo:
60 inches wide
11 inches high



**Regular Meeting of the Library Board of Trustees
Tuesday, April 19, 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.

Board Members Present: Rick Osen, Jim McCabe, Rebecca Craven 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 3:30 p.m. by Chair, Rick Osen.

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

Public comment: no comments.

Consent agenda: In the Performance & Activity Measures, Kristy noted that the YTD 2022 'physical copies withdrawn from the collection' statistic was formatted differently. Wendy responded she would review the spreadsheet to see if the number was accurate (upon review, the number is accurate, but the formatting needed to be changed). Wendy shared two changes Jon had noted in advance of the meeting: Jon attended the March meeting so should be added under Library Staff; and in the first sentence under Pandemic Response, 'mandated' should be changed to 'mandate.' Kristy Van Ness moved to approve the March 15, 2022, Regular meeting minutes as amended and the March 2022 performance and activity measures and financial reports. Jim McCabe seconded. Motion carried.

Board Chair report:

- Referring to the Director's Report, Rick said he was impressed with all the activities happening and offered kudos to Library staff for the high level of service they provide to the community.
- Rick commented that he is interested in the new storytimes at the mall and how they might inform the Facilities Master Plan that is underway. Rick thanked Bethany,

Annette, and staff for providing this service. Bethany added that the first storytimes took place today with a mix of returning and new storytime attendees, as well as people who happened to be at the mall near the play area. Staff issued new library cards, checked out books, and built new relationships. Annette added that the space is great, and she had counted over 150 people by the time she left.

- Rick thanked the Friends for having the idea of holding a pop-up sale on Library Giving Day and generously donating the proceeds.
- In the absence of updated City direction on Boards and Commissions, Rick said we will assume the May board meeting will be virtual.

Board member reports:

- Jim reported that three Bellis Fair Mall representatives attended the recent Cordata Neighborhood Association meeting. He anticipates they will provide feedback about the mall hosting storytimes at the next meeting.
- Rebecca Craven pointed out that there have recently been a number of stories about public libraries and boards coming under scrutiny and questioned if this is something the board should discuss. Rebecca Judd affirmed that public library boards across the country are responding to book challenges and the politicizing of boards. She added that this was discussed at PLA which she will report on later in the meeting.

City Council liaison report:

- Kristina reported that City Council is determining the best use for the climate action funds. She provided a link for the [Climate Action Fund Community Feedback](#) form and invited everyone to share their thoughts.
- Council is also working on a new plan for Post Point. She is looking forward to a tour of the Edmonds hydrothermal water treatment plant on Thursday. This option negates the worry about soil and water contamination.

Friends of BPL report:

- Leigh Ann reported that the Library Giving Day pop-up book sale raised \$2,400. Prices were raised from \$1 to \$2. There were no negative comments from customers about the price, so the Friends will continue this pricing for upcoming book sales. Four additional pop-up sales are planned for the second Saturday of each month, through August. There is also the possibility of a sale in September. The next pop-up sale date is Saturday, May 14.
- Leigh Ann announced that the Friends Annual Membership Meeting, on Zoom, is this Saturday, April 23, from 10 a.m. to 12 p.m. This year marks the 70th anniversary for the Friends organization and the 50th anniversary of the first book sale. Rebecca Judd and Kristy Van Ness will be speaking. Jeff Jewel, Photo Archives Research Technician for Whatcom Museum, will be presenting a photo history of Bellingham Public Library, and Katie Bray will be providing a book talk.

Library Director report:

- Rebecca reported that this has been a busy month, joyful in many ways as we reopen services – particularly storytimes after a 2-year wait. Annette screenshared a selection of photos from this morning's storytimes at Bellis Fair Mall (*see Attachment #1 for two of the shared photos. All attachments are at the end of the minutes*).

- Jon screenshared a corrected version of the Number of Overdue Items chart that was included in the Director's Report. Jon explained that the weekly snapshot is at 11 a.m. on Mondays, rather than 10 a.m., and that the numbers have been fine-tuned. Jon added that the data shows that going fines-free did not have a significant impact on the number of overdue items, but that not billing during the first year of the pandemic did have a significant impact (see Attachment #2 for the corrected version).
- Rebecca reminded everyone that the Ryan Dowd training, *Skills for Interacting Confidently and Compassionately with Individuals in Crisis*, will be held at the Mount Baker Theatre on Friday, May 20. The morning and afternoon sessions are offered in partnership with the City and Unity Care NW. As of yesterday, there were 428 registrations. Everyone is welcome to register from the Library website or the Mount Baker Theatre [website](#).

Public Library Association (PLA) Conference round-up:

- Rebecca explained that the biennial conference was held in Portland, OR this year, which offered an opportunity to send more people than typical to a national conference – 7 staff members and 1 trustee. Rebecca invited the board meeting attendees who went to the conference to share highlights of their experience.
- Kristy Van Ness said she focused on trustee workshops. Overall, it was very fun and a great learning experience. She enjoyed traveling with the librarians. One take-away: our current board should get a pat on the back for new trustee training, focusing on education, communication, engagement and not bombarding a new Trustee with too much information at once. Kristy thanked Jon for providing the data that shows what the Library has accomplished. Also of note, at the conference Junior Youth Board representatives were in attendance – Kristy suggested this would be good to consider. Another take-away idea was a retreat to continue board education. Censorship was a topic, underscoring the importance of having updated policy and procedures.
- Bethany echoed that it was wonderful to spend time with others and noted the importance of looking at what other libraries are doing with a fresh mind. Many ideas discussed are things we already have in place, such as going fines-free. She enjoyed attending some of the bigger library presentations, such as one by Denver Public Library, where she got ideas about supporting staff and morale wellbeing. The librarians who attended reported to Bethany that they enjoyed speaking to other librarians and that all sessions provided some takeaway ideas. Bethany and Bernice Chang, Children's Librarian, spent time at the recruitment table, promoting the open Librarian position. Overall, Bethany found the conference energizing and inspiring.
- Annette reported the conference was great for her – she was hired during the pandemic, so it was nice to have one-on-one interactions with staff and others in the library world. There were many informative sessions. Annette was struck by how many things we do right and on a small budget. She has attended many conferences in previous jobs, and she noted that the library world has a collaborative energy rather than a competitive energy – everyone is willing to share what they are doing and learning. One conference attendee Annette spoke with was surprised there wasn't a lot of talk about how the pandemic has changed the library world – perhaps we are still learning how the library has and will be affected. Annette attended sessions on marketing, strategic planning, patron mapping, and how to handle challenges and concerns.

- Rebecca also mentioned how meaningful it was to attend an in-person conference and appreciated how challenging it must have been to organize the conference without knowing if it would be in-person or virtual. Most sessions she attended focused on two themes – First Amendment challenges and digital equity. The need for strong, updated policies and staff training was mentioned in multiple sessions. Charlotte Mecklenburg library, highlighted in a recent board packet article, presented at PLA and Rebecca was excited to hear about the expanded work they are doing connecting people with digital service.
- Jim, referring to the Junior Youth Board representatives Kristy mentioned, added that he has sat on other boards that provided Western Washington University students with a learning experience on board membership. Rick recalled a Western student who attended a couple of our board meetings and then wrote an article for the Western Front.

2022 Action Plan – 1st quarter report:

- Rebecca screenshared and read through the Quarter 1 2022 Action Plan that is included in the packet. The bullet points listed are projects, pulled from the 2022 Action Plan, that have either been completed or had significant progress made in the first quarter of the year.

Library hours proposal:

- Rebecca screenshared and explained the Open Hours proposal and timeline that is included in the packet. The Board gave direction at the December 2021 meeting to move forward with expanded evening hours and year-round Sundays. Rebecca proposed expanding evening hours at Central, from 6:00 to 7:00 p.m. Monday through Thursday, beginning Monday, June 6. She anticipates the Security Attendant vacancy will be filled in May. The proposal also included bringing back Sunday hours beginning September 11 at Central and making them year-round. Branch hours would remain the same. There was Board consensus to go ahead.

Facilities committee update:

- Rick reported that three members of Godfrey's team: Dick Waters, Brad Waters, and architect Alex Lamis, were here on March 27 and 28. Rebecca provided a tour of Bellingham on Sunday and the Facilities committee met with them on Monday. Ongoing virtual meetings are scheduled for the first and third Fridays of each month. There will also be a virtual meeting this week to explore what GIS data is available to us. Jon McConnel and Chris Behee, Planning Senior GIS Analyst, will join in this conversation. The next site visit is scheduled for May 2-6. Five members of Godfrey's team will focus on stakeholder community engagement, including individual meetings with Board and Council members, and 8 focus groups. Godfrey's will also be providing a monthly written report on progress.
- Jim added that he was impressed with comments from the group when they met March 28 – there were many ideas about use of space and programs. Jim believes the Godfrey's team has the right experience to help us plan for facilities going into the future.
- Rebecca Judd added that, in addition to the stakeholder interviews and focus groups, there will be a community survey on the [Engage Bellingham](#) platform. Rebecca

screenshared a draft of the survey (see Attachment #3 for Bellingham Public Library Community Survey).

- Kristy asked if all questions are required or are some optional. Rebecca answered that the Engage Bellingham platform has asterisks by default, but answers are optional.
- Rick asked how long the survey would be posted. Rebecca responded that she hopes to launch it soon and keep it up until May 23. Print versions will also be available.
- Kristina asked if any other languages will be available. Rebecca answered that there will be a Spanish language version.

Fundraising committee update:

- Rick announced Library Giving Day donations were roughly \$11,762, including \$2,400 donated from the Friends' pop-up sale. The Fundraising committee will compare data from this year to last and see if there are any future suggestions we can glean.
- Included in the packet is the first quarter donation report. Rick pointed out that the FOBPL (Friends of Bellingham Public Library) donations come through requests made by Rebecca, and the first three WCF (Whatcom Community Foundation) donations are the annual distributions we receive. The large WCF donation is from the Bragg-Muldrow Endowment – we are using a portion of the distribution to fund the Facilities Master Plan.
- Jim mentioned that some organizations allow for a company matching program and wondered if the city has a mechanism for this, for instance donating to the Parks department. Rick commented that part of this year's committee agenda is to make our relationship with WCF clear. Though the Museum has their own foundation, we are the only city department with a relationship with WCF. Jon commented that it is clear on our website how to donate to the library.
- Rebecca Craven asked for an update on the City's ARPA grant funding, specifically if HVAC for the library is still planned. Rebecca Judd responded that there is no new information.

Board trustee recruitment:

- Rick outlined the timeline for recruitment:
 - Formal advertisement for the trustee vacancy opens this Friday, for someone to finish out the remainder of this term and renew for the 5 years that follow.
 - The Personnel committee (Rick, Rebecca C. and Rebecca J.) will begin to review the applications on May 23.
 - A June 1 meeting is scheduled to decide who to interview the week of June 7. Rick invited Kristy and Jim to email him individually any characteristics they would like to see in a candidate.
 - An Executive Session will be held at the end of the June 21 board meeting to determine a recommendation to send to the Mayor.
 - If the recommendation is accepted, an appointment will go to Council early in July.
 - Rebecca Judd will send the vacancy announcement to all attending the board meeting so that this information can be shared with possible candidates.

New Business:

- No new business

Action items for next meeting:

- No action items

Meeting adjourned at 4:46 p.m.

Next Regular Library Board Meeting – May 17, 2022 – Zoom meeting – 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

Attachments:

- Attachment #1: Storytime at Bellis Fair mall
- Attachment #2: Updated Overdue Items Snapshot
- Attachment #3: Bellingham Public Library Community Survey

DRAFT



**Items borrowed by Patrons Registered at BPL branches that are Overdue:
Snapshot Mondays at 11am**

		Average # Patrons with Overdue Items	Average Count of Overdue Items	Overdue Items per patron
Fines in place	Dec. 2019	1,520	3,195	2.1
Fines-Free pre-pandemic	Jan. - Mar. 2020	1,355	2,559	1.9
Pandemic - Billing pause	Jul. 2020 - Jul. 2021	2,911	10,067	3.5
Pandemic - Billing resumed	Jul. 2021 - Mar. 2022	1,455	3,563	2.4



Bellingham Public Library Community Survey
Opens April 20, 2022 | Closes May 23, 2022

We want to hear from you! The Bellingham Public Library has engaged Godfrey’s Associates, Inc., a public library consulting firm, to assist in planning for the future. We invite you to respond to this survey and share your thoughts about Bellingham Public Library service and facilities. You do not need to have a Bellingham Public Library card or active account to participate. The survey is 16 questions and should take about 5-10 minutes to complete. Thank you for your time and feedback. It is valued and appreciated.

1. Do you have a library card from the Bellingham Public Library? Note: Whatcom County Library System (WCLS) is a separate organization. Check Only One

- Yes
- No
- I have a Library card from Whatcom County Library System, but not Bellingham Public Library
- Do not know

2. If you have a Bellingham Public Library card, how many times have you used it for print or digital content, or other uses such as computers or Wi-Fi hotspots in the past year? Check Only One

- Every day
- Two or three times a week
- Weekly
- Monthly
- Three to five times a year
- Once or twice a year
- I have not used my Bellingham Public Library card in the past year
- I do not have a Bellingham Public Library card
- Do not know

3. Which library or libraries in Bellingham do you prefer to use? Check All That Apply

- Central Library
- Fairhaven Branch
- Barkley Branch
- Bellingham Technical College (BTC) Connection
- Western Washington University (WWU) Connection
- Whatcom Community College (WCC) Connection
- None of the above
- Do not know
- Other (please specify) _____

4. How many times have you visited a Bellingham Public Library location in the past year, including curbside pickup? Check Only One

- Every day
- Two or three times a week
- Weekly
- Monthly
- Three to five times a year
- Once or twice a year
- None
- Do not know

5. During the past year, which of the following Bellingham Public Library services did you use? Check All That Apply

- Searched the online catalog
- Checked out books, audiobooks, music CDs, DVDs or hot spots
- Checked out eBooks, eAudiobooks, or accessed streaming services such as Kanopy or Freegal
- Accessed Bellingham Public Library computers for the Internet, email, etc.
- Consulted a librarian
- Attended a virtual Library program
- Accessed subscription database services such Consumer Reports or Mango language learning
- Do not know
- Other (please specify) _____

6. Here is a list of services the Bellingham Public Library provides. Please read the list and check whether each service is very important, somewhat important, slightly important, or not at all important to you.

	very important	somewhat important	slightly important	not at all important	do not know
Storytimes, Summer Reading & other learning and activities for children	<input type="radio"/>				
Print books for borrowing	<input type="radio"/>				
eBooks and digital audiobooks for borrowing	<input type="radio"/>				
Outreach services for residents who are unable to visit the library in person	<input type="radio"/>				
Computers with internet access and word processing	<input type="radio"/>				
Printing, copying, and scanning services	<input type="radio"/>				
Online research tools such as Consumer Reports and Mango language learning	<input type="radio"/>				
Meeting & conference rooms for community groups & public activities	<input type="radio"/>				
Study rooms for individuals or small groups	<input type="radio"/>				
One-on-one technology coaching	<input type="radio"/>				
In-person classes, lectures, book discussions & other programs for adults	<input type="radio"/>				
Virtual classes, lectures, book discussions & other programs for adults	<input type="radio"/>				
Activities, discussions & programs for teenagers	<input type="radio"/>				
Play spaces for children and families	<input type="radio"/>				
Free Wi-Fi at Library facilities & Wi-Fi hotspot lending	<input type="radio"/>				

7. What improvements would you like to see at the Bellingham Public Library? Check All That Apply

- Open more hours
- More print books
- More eBooks, digital audiobooks, or other digital content
- More storytimes, programs, and other activities for children
- More computers, software, & printers/scanners
- More in person or virtual classes and programs for adults
- More programs and other activities for teenagers
- More Bellingham Public Library branch libraries
- More study rooms for individuals or small groups
- More meeting and conference rooms
- More play spaces for children and families
- More outreach services for residents who are unable to visit the library in person
- More one-on-one technology coaching
- Do not know
- Other (please specify) _____

8. Overall, how important are the services provided by the Bellingham Public Library to you? Check Only One

- Very important
- Somewhat important
- Not too important
- Not at all important
- Do not know

9. Overall, how satisfied are you with the Bellingham Public Library? Check Only One

- Very satisfied
- Somewhat satisfied
- Not too satisfied
- Not at all satisfied
- Do not know

10. How would you rank the benefits of the Bellingham Public Library as compared to the benefits of other tax-supported services, e.g. schools, parks, roads? Check Only One

- At the top of the list
- In the middle
- At the bottom
- Do not know

11. If you live in the City of Bellingham, how many years have you lived here? Check Only One

- Less than 6 months
- 6 months to 1 year
- 1 – 3 years
- 3 – 8 years
- more than 8 years
- I do not live in the City of Bellingham

12. If you used the public library at your place of residence prior to moving to Bellingham, how would you say the library services there compared to public library services in Bellingham? Check Only One

- Did not use the public library in my former place of residence
- Much better in my former place of residence
- Better in my former place of residence
- About the same
- Better in Bellingham
- Much better in Bellingham
- Do not know

13. You are between the ages of... Check Only One

- 17 or younger
- 18 to 24
- 25 to 34
- 35 to 49
- 50 to 64
- 65 or older
- Prefer not to answer

14. Which Bellingham neighborhood is your current place of residence? Check Only One

<input type="radio"/> Alabama Hill	<input type="radio"/> Edgemoor	<input type="radio"/> Puget	<input type="radio"/> Sunnyland
<input type="radio"/> Barkley	<input type="radio"/> Fairhaven	<input type="radio"/> Roosevelt	<input type="radio"/> Whatcom Falls
<input type="radio"/> Birchwood	<input type="radio"/> Happy Valley	<input type="radio"/> Samish	<input type="radio"/> Western Washington
<input type="radio"/> City Center	<input type="radio"/> Irongate	<input type="radio"/> Sehome	<input type="radio"/> York
<input type="radio"/> Columbia	<input type="radio"/> King Mountain	<input type="radio"/> Silver Beach	<input type="radio"/> Outside Bellingham City limits
<input type="radio"/> Cordata	<input type="radio"/> Lettered Streets	<input type="radio"/> South	<input type="radio"/> Do not know
<input type="radio"/> Cornwall Park	<input type="radio"/> Meridian	<input type="radio"/> South Hill	

15. Are there children under the age of 19 living in your home? Check Only One

- Yes
- No
- Prefer not to answer

16. Other comments? Please note them here.

Thank you for your assistance

**Bellingham Public Library
Performance & Activity Measures, 2022**

Library Board
May 17, 2022
Consent Agenda

	April			Year to Date		% of change YTD
	2022	2021	2019	2022	2021	
Holdings - Number of materials in the library's collection						
Physical copies added to the collection	2,253	2,109	2,579	8,771	8,732	0.45%
Electronic copies purchased by BPL	83	89	1,367	373	459	-18.74%
Physical copies withdrawn from collection	(1,173)	(1,635)	(764)	(2,263)	(11,045)	-79.51%
Total physical holdings			185,174	175,228	168,008	4.30%
Total electronic holdings in Consortium available to BPL			91,062	119,976	109,135	9.93%
Total Holdings (Physical and Electronic)				295,204	277,143	6.52%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity						
Central Library						
Adult	49,715	35,472	59,305	184,018	132,534	38.85%
Youth	45,302	26,410	45,830	161,416	99,630	62.02%
Sub-Total Central	95,017	61,882	105,135	345,434	232,164	48.79%
Fairhaven Branch						
Adult	1,142	26	7,270	3,822	94	
Youth	736	0	2,704	2,830	34	
Sub-Total Fairhaven	1,878	26	9,974	6,652	128	
Barkley Branch						
Adult	1,454	50	5,582	4,684	57	
Youth	1,331	40	3,633	4,280	42	
Sub-Total Barkley	2,785	90	9,215	8,964	99	
Bellingham Technical College						
Adult	0	0	79	0	0	
Youth	0	0	18	0	0	
Sub-Total BTC	0	0	97	0	0	
Whatcom Community College						
Adult	0	0	379	0	0	
Youth	0	0	106	0	0	
Sub-Total WCC	0	0	485	0	0	
Western Washington University						
Adult	0	0	553	0	0	
Youth	0	0	315	0	0	
Sub-Total WWU	0	0	868	0	0	
Online Services						
Freegal ***Service went live Feb 2, 2022	3,335	0	0	13,323	0	
Kanopy	1,719	1,678	0	7,353	7,861	-6.46%
NW Anytime Library Overdrive	29,731	28,905	20,836	120,402	120,130	0.23%
Overdrive Mags	2,332	1,862	2,278	9,212	15,564	-40.81%
Sub-Total Online	37,117	32,445	23,114	150,290	143,555	4.69%
Total Circulation	136,797	94,443	148,888	511,340	375,946	36.01%
Holdings Activity						
Items placed on hold shelf	46,802	52,175	48,929	210,015	208,951	0.51%
Services						
Persons Visiting - Number of persons counted as they enter the libraries						
Central Library						
Curbside Service	93	8,049	0	7,357	27,890	
Adult	25,652	0	40,420	73,046	0	
Childrens	5,056	0	10,244	14,790	0	
Fairhaven Branch	4,480	0	6,803	13,498	0	
Barkley Branch	2,895	0	4,466	9,120	0	
Total Persons Visiting	38,176	8,049	61,933	117,811	0	
Website Visits	35,142	33,975	40,353	149,238	143,196	4.22%
This count reflects number of visits to www.bellinghampubliclibrary.org						
Bibliocommons Visits	13,361	10,362	12,093	50,495	40,769	23.86%
This count reflects number of visits to Bibliocommons						
Total Website Visits	48,503	44,337	52,446	199,733	183,965	8.57%
Computer Usage - Number of sessions						
Central Library						
Adult & Teen (29 terminals)	1,950	0	5,409	5,020	0	
Childrens (3 terminals)	22	0	166	43	0	
Fairhaven Branch (6 terminals)	141	0	538	417	0	
Barkley Branch (4 terminals)	125	0	304	295	0	
Total Computer Usage	2,238	0	6,417	5,775	0	
New Borrowers Registered						
Central Library	411	305	373	1,718	1,278	34.43%
Fairhaven Branch	28	0	37	78	2	
Barkley Branch	19	0	34	43	0	
Total New Borrowers Registered	458	305	444	1,839	1,280	43.67%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs						
Programs	53	70	131	181	240	-24.58%
Attendees	1,036	477	2,750	1,732	3,565	-51.42%
Volunteer Hours	277	0	417	882	0	

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

APRIL 2022 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 May 17, 2022, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
Materials, Equipment and Supplies		
Replace book drop lock	Accurate Lock & Security	11.10
Books; DVDs; supplies; toner; KF94 masks	Amazon.com	1,460.19
Books	Baker & Taylor	20,571.26
Books	Center Point Large Print	100.40
Books & posters	Chicago Books & Posters	49.06
PPE supplies	City of Bellingham Warehouse	748.14
Folding tables	Costco	108.78
Books	Kids Book About	731.48
Books	Manufacturers News	140.90
DVDs, CDs, recorded books	Midwest Tape	6,101.83
Office supplies	Office Depot	392.08
Truck fuel	Reisner Distributor	266.20
Staff retirement	Rite Aid	5.10
Desk chair mats	Uline	688.55
Lost Interlibrary loan	Various	125.00
Staff retirement	Village Books	40.00
Master Facilities Plan business meal	Wanida Thai Cusines	35.38
Copier paper	WCP Solutions	612.54
	Materials, Equipment & Supplies Sub Total	\$32,187.99
Services and Interfund Charges		
Barkley Branch cleaning (1st three months)	Action Cleaning	2,025.60
ALA job listing - Children's Librarian	American Library Association	324.00
Preprocessing	Baker & Taylor	5,894.90
Banking & credit card fees	City of Bellingham Interfund	13.44
Computer replacement allocation	City of Bellingham Interfund	9,228.20
Facilities Services	City of Bellingham Interfund	50,232.12
Fleet Services	City of Bellingham Interfund	861.74
Mailroom allocation	City of Bellingham Interfund	2,105.77
Purchasing Services	City of Bellingham Interfund	121.78
Risk Management	City of Bellingham Interfund	9,718.58
Technology replacement allocation	City of Bellingham Interfund	1,449.33
Telecom Services	City of Bellingham Interfund	2,255.13
Printing	Copy Source	281.10
Omeka hosting	Corporation for Digital Archives	3,000.00
Water cooler rental	Crystal Springs	10.87
PLA Conference	DoubleTree Hotel	2,216.15
Graphic Design	Katrina Lyon	1,070.02
Preprocessing	Midwest Tape	755.52
Domain name renewal	Network Solutions	217.55
Copier lease and copies	Oasys Inc.	920.64
ILL & tech services	OCLC	2,210.98
eBooks, audiobooks	Overdrive Inc	9,832.48
Security software	Secure by Design	20.00
Barkley operating costs	Talbot Services LLC	533.33

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

APRIL 2022 CLAIMS

Microfische machine lease	Technology Unlimited	339.46
PLA Conference	Travel reimbursements - 8 staff	2,177.00
Hotspot service	Verizon Wireless	1,600.40
1st Q borrower notices	WCLS	1,572.13
Online scheduling software	WhenToWork	480.00

Services and Interfund Charges Sub Total \$111,468.22

Gift Fund

Storytime signage	Applied Digital Imaging	548.36
Books	Baker & Taylor	740.52
PLA Conference	DoubleTree Hotel	4,000.00
Teen programming	Fred Meyer	35.95
Master Facilities Plan Consultants	Godfrey's Associates, Inc	6,697.00
Summer Reading cards	Lynden Tribune	996.65
Anti-Racist Digital media	Overdrive Inc	497.62
Community Voice Kit Consultants	Various	500.00

GIFT FUND OUTLAYS Sub Total \$14,016.10

TOTAL GENERAL FUND CLAIMS \$143,656.21

TOTAL CLAIMS \$157,672.31



Library - Budget to Actual - General Fund

April 2022 33% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Grants	0	0	0	
Print and Copy Fees	1,849	15,000	13,151	12%
Lost, Damage & Non-resident Borrower Fees	1,391	16,100	14,709	9%
Fairhaven Auditorium Rental Fees	1,000	30,000	29,000	3%
Miscellaneous Revenues	284	6,000	5,716	5%
Total Revenue	4,524	67,100	62,576	7%
Expenses				
Salaries and Wages	744,842	2,866,803	2,121,961	26%
Personnel Benefits	337,493	1,368,343	1,030,850	25%
Materials, Equipment and Supplies	89,299	554,407	465,108	16%
Services and Interfund Charges	611,363	1,436,620	825,257	43%
Total Expenditure	1,782,997	6,226,173	4,443,176	29%

Library - Budget to Actual - Gift Fund

April 2022 33% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Donations	86,827	150,000	63,173	58%
Total Revenue	86,827	150,000	63,173	58%
Expenses				
Gift Fund expenses	20,414	150,026	129,612	14%
Total Expenditure	20,414	150,026	129,612	14%

DIRECTOR'S REPORT FOR May 17, 2022

How exciting it is to look to the future, especially after such a challenging two years. Thank you to Library board members, our City Council, Library staff, City and partner agency staff, and members of our community for talking with visiting consultants about Bellingham Public Library. In addition to interviews and focus groups, an online community survey was launched on May 2 and will run through May 31. To date, over 800 submissions have been received. (Rebecca Judd, Library Director)

WELCOME & INCLUDE



Curbside reaches 100-week milestone: It seems like ages ago when we were pondering how to provide pandemic service that we (erroneously) assumed would impact us for a few months. Now more than two years later, we are still offering this much-appreciated service to patrons who need it. During this curbside journey, Library staff have answered more than 107,826 curbside phone calls, scheduled more than 92,211 curbside appointments, and checked-out more than 436,474 materials for curbside pickup. Kudos and thanks to our team for being so creative in challenging and uncertain times. (Jen Vander Ploeg, Head of Public Services and Operations)

Public Services supervisor Michelle Becker with curbside materials

Staffing updates: Welcome to Soleil Borthwick who will be joining our Security and Information Attendant team on Monday, May 16. Also in Public Services and Operations, interviews will take place the week of May 16 for the newly created 25-hour Library Assistant positions. It will be an internal process, and we look forward to filling these positions in June or July. In addition, we are currently reviewing applications to fill the vacant Public Services Clerk position and plan to schedule interviews in early June. In the Librarian team, interviews for the vacant Children's Librarian position will take place on May 16. Applications are being reviewed for the vacant full-time Adult Services Librarian 1 position. (Jen Vander Ploeg, Head of Public Services and Operations; Bethany Hoglund, Deputy Director)

ACCESS & OPPORTUNITY

Storytimes at the Mall: We have two weeks left in our six-week storytime pilot with Bellis Fair Mall. Over the past four weeks, 888 participants have attended 40 sessions! We continue to meet new families who serendipitously discover storytime while just playing at the mall play space or hear positive feedback regarding the return of in-person storytimes and want to try it. Anecdotes shared by attendees include:

- A mother with a baby said they live 5 minutes from the mall and love that there are free storytimes. She doesn't have to think about navigating the trip downtown and the

logistics of finding a parking spot and paying for parking.

- A family has been able to walk to storytime from their home. They are so thankful to have Library service close – it makes getting two children out the door so much easier.
- Such an amazing space in the mall – it is comfortable and inviting.
- The mall has been an easy community space for people to meet up, come to storytime, play at the tot lot or Play Date, and visit with other families. (multiple attendees)
- It is so nice to come to storytime and be able to run errands and take care of shopping that has been put off. (multiple attendees)

It has truly been wonderful to reconnect with Library families and connect with new-to-the Library families through storytime. We are working with Mall Management to offer storytimes one day a week during our summer storytime session. (Bethany Høglund, Deputy Library Director)

Tech Basics Coaching resumes: Weekly one-on-one technology coaching sessions resumed on Wednesday afternoons at the Central Library. This program, organized by Public Services Librarians Deborah Brewer and Suzanne Carlson-Prandini, is a by-appointment program that assists community members with their basic, and often specific, technology needs such as computer/tablet/e-reader/smartphone skills, downloading or streaming the Library's digital content, setting up and using email, basic internet searching, and more. Sessions are taught by a Public Services Librarian as well as by the Library's Volunteer Tech Helpers. We are thrilled to be able to offer this service again. (Bethany Høglund, Deputy Library Director)

Outreach visits return: Over the past month, we've restarted Outreach service to three assisted living/health care facilities. We are continuing discussions to bring more facilities back to Library service. It has been challenging to navigate the current environment with intermittent facility closures, facility staff changes, and public health concerns. But we are very excited about getting back to see our Outreach patrons after two years of limited or no access. (Jen Vander Ploeg, Head of Public Services and Operations)

Wi-Fi Hotspots: Over the past month, we put 35 replacement Mobile Beacon/T-Mobile hotspots into circulation. Uncharacteristically, we also managed a small rash of hotspot issues: several devices temporarily lost access to their network, and several more went lost or missing. Up until now, issues to investigate have been few and far between. I'm hoping we return to that pace. (Jon McConnel, Head of Digital Services)



Internet Hotspots

READ & LEARN

Summer Reading begins June 1: Summer Reading is back for all ages, June 1 – August 31. Adults, teens, and children over 5 years old will share a single summer reading card that encourages self-directed reading & listening over the summer. Young children, ages birth – 5, will have a summer reading card that challenges them to Talk, Sing, Read, Write and Play with a caregiver. Upon completion of their individual summer reading goal, all participants will be offered a summer reading yard or window sign. Children and teens will additionally be given a free book thanks to the generous sponsorship of Summer Reading by the Friends of the Bellingham Public Library and Whatcom Educational Credit Union. Activities for youth this summer include Parties in

the Park, the Children's Craft Fair, Children's Storytimes, a Teen Book Club and more. (Bethany Høglund, Deputy Library Director)

Whatcom Reads 2024 book selection process commences: Public Services Librarian Suzanne Carlson-Prandini leads the multi-agency Whatcom Reads Book Selection Committee responsible for reading, reviewing, and selecting a title for the Whatcom Reads program. Thank you to Suzanne for leading this intensive and extensive six-month book selection process! (Bethany Høglund, Deputy Library Director)

INFORM & INVOLVE



Earth Day 2022: A Mother Earth Day event was hosted by Children of the Setting Sun Productions on Friday, April 22, 3:00 – 7:00 p.m. at Maritime Heritage Park. BPL participated with a children's craft table and a Library information table, and shared space with the Whatcom Museum and Public Works. In total 19 organizations tabled. The event included indigenous singing and dancing, as well as speeches from numerous local youth. (Annette Bagley, Head of Community Relations)

Mother Earth Day event 2022 speaker Sadie Olsen

Facilities Master Plan community survey: BPL's community survey went live on Monday, May 2 on the [Engage Bellingham](#) website in both English and Spanish. It received 219 responses on the first day. The announcement of the survey was sent out via: news release, Library e-newsletter, Facebook, Instagram, Twitter, City of Bellingham Staff Central website, and BPL website. The survey is also available in print at the Central, Fairhaven and Barkley library branches, and has been distributed at Storytimes at the Mall events. As of May 12, 804 surveys had been completed. (Annette Bagley, Head of Community Relations)



Dolly Parton's Imagination Library: Thanks to United Way of Whatcom County, Dolly Parton's Imagination Library is available for all children in Whatcom County, ages birth – 5 years. This free program sends an age-appropriate book each month to all registered children in Whatcom County. The Library is thrilled to tell families about this opportunity and provide registration information. (Bethany Høglund, Deputy Library Director)

City of Bellingham Job Fair May 13: BPL will be participating in a City of Bellingham job fair at Depot Market Square on May 13 from 11:00 a.m. – 7:00 p.m. A handout was produced for the event that gives an overview of Library job positions and what they entail. Multiple staff members will be working at the table throughout the day. (Annette Bagley, Head of Community Relations)

Ryan Dowd presents "Skills for Interacting Confidently with Individuals in Crisis": Registrations have continued to rise for the two training sessions at Mount Baker Theatre on Friday, May 20 at 8 am – noon and 1:00 – 5:00. As of May 13, the current total is 944. (Annette Bagley, Head of Community Relations)



THRIVE & GROW

WECU support of Summer Reading: BPL and WCLS have signed a contract with WECU, originally put together for Summer Reading 2020, to support the 2022 Summer Reading Program. WECU will contribute \$7500 each to BPL and WCLS to purchase additional children's books as giveaways for Summer Reading. These books will be stickered to recognize WECU as a community sponsor. WECU will promote Summer Reading through its branches countywide and will attend two BPL Summer Reading Book Giveaway events. (Annette Bagley, Head of Community Relations)

Vehicle Wraps: Plans are in the works to wrap the Library's new Mitsubishi Hybrid vehicle, as well as the delivery truck and the future drop boxes with a fun, colorful design, included in the packet this month. We hope to have the Mitsubishi Hybrid wrapped in May to be able to put the vehicle into service. (Annette Bagley, Head of Community Relations)



Refreshed community outreach materials: New supplies are being ordered this spring as the Library's many community outreach activities are returning. Our thanks to the Friends of Bellingham Public Library for providing funding. We have received new bright yellow tablecloths for BPL and bright green tablecloths for the Friends. Matching free-standing feather banners are in process. (Annette Bagley, Head of Community Relations)

Library specialist Jenni Johnson at storytime Library table

Phone Tree Project: Digital Services and Public Services are reviewing the entire BPL call-in phone tree and making revisions to menus and messages. This is one of our Work Plan projects for 2022, and so far it is going smoothly. Implementation of final changes will depend on NetOps' workload, which remains very high. (Jon McConnel, Head of Digital Services)

Facilities Master Plan: Over the past month, Digital Services made several contributions to the project, including: address and circulation data extracted from the ILS and provided to the City's GIS team; circulation and gate-count data provided to the consultants; participation in a focus group; and meetings and tours with the consultant representative brought in to evaluate technology and collections. A collection services specialist also participated in a focus group. (Jon McConnel, Head of Digital Services)

Facilities round-up: There are multiple projects happening in our buildings. Public Works recently completed an LED lighting upgrade at Fairhaven and has been systematically fixing emergency lighting issues identified in the most recent power outage. They also designed and installed a gate under the front stairs at Fairhaven to allow only appropriate access to the well-hidden alcove below. Other projects include exploring options to mitigate ongoing line-of-sight issues in the back hallway of Fairhaven and updating our parking lots at both Fairhaven and Central to maximize use of our parking areas. I recently met with the City's ADA Coordinator to walk the Central Library, identifying areas that need improvement to provide better access to the facility. We're excited that we'll be seeing the well-used back door at Fairhaven freshly painted as soon as the weather cooperates! (Jen Vander Ploeg, Head of Public Services and Operations)

Respectfully submitted,
Rebecca Judd