

BELLINGHAM PUBLIC LIBRARY

2023 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 2023

- As part of Public Services Plan to Increase Safety and Ease for Staff and Patrons, implement action items
- Invest in developing and implementing staff-led 'Library Basics' training to ensure that all staff have the knowledge and skills necessary to deliver welcoming and inclusive service
- Hire and onboard new Head of Public Services as part of Library's management team
- Research software and best practices for community meeting spaces at Central and Fairhaven
- Develop new Welcome brochure to orient new patrons to Library services

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**WELCOME &
INCLUDE**

ACTION PLAN 2023

- Invite social service organizations to share information and provide services on-site
- Identify new locations for Community Drop Boxes; Purchase, wrap and install Drop boxes
- Increase accessibility for all patrons, with a focus on recruiting bilingual staff, improving translation services, and improving access for patrons with visual and hearing impairments
- Support hiring and onboarding of new ITSD Library Analyst

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**ACCESS &
OPPORTUNITY**

ACTION PLAN 2023

- Train all Public Services staff in effective and responsive Readers' Advisory
- Redesign Summer Reading materials to best meet needs of BPL patrons
- Develop additional Youth Services engagement and programming opportunities, with a focus on underserved age groups and populations.



**READ &
LEARN**

ACTION PLAN 2023

- Partner with city and community leaders to foster public education and involvement in issues that matter, with a 2023 focus on anti-racism, climate action, homelessness, and civic engagement
- Hire and onboard new Events Coordinator as part of Community Relations team
- With WCLS, migrate to new platform for email and text notifications

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**INFORM &
INVOLVE**

ACTION PLAN 2023

- Design and open Bellis Fair Mall branch library pilot
- With Public Works, hire architect and complete design work for Central Library renovation
- Evaluate and update Level of Service standards for Materials and Open Hours
- Develop Planned Giving program for the Library
- Hire and onboard new Staff Training Coordinator as part of Library's administration team

**THRIVE &
GROW**

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