

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  
Board Room (upper level) - 3:30 p.m.**

<b><u>AGENDA</u></b>	<b><u>TIME (approx.)</u></b>
<b>1. Call to order and introductions</b> Special welcome to City Council liaison to the Library Board of Trustees, April Barker	5 min
<b>2. Approve/modify agenda</b>	1 min
<b>3. Public comment</b> This time is set aside for members of the public to make comments or ask questions. We ask that remarks be limited to three to five minutes.	5 min
<b>4. Consent agenda</b> 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"><li>• <b>Communications and FYI</b></li><li>• <b>Minutes</b> December 15, 2015: Regular board meeting</li><li>• <b>Library performance &amp; activity measures</b> December 2015</li><li>• <b>Financial reports</b> Claims: December 2015</li></ul>	2 min
<b>5. Reports</b> <ul style="list-style-type: none"><li>• Library Board members</li><li>• City Council liaison</li><li>• Friends of Bellingham Public Library</li><li>• Library Director</li></ul>	15 min
<b>Time check: 3:58</b>	
<b>6. Board-Library communications</b> <ul style="list-style-type: none"><li>• J. Gordon, Chair</li></ul>	10 min

- 7. Performance & activity measures** 15 min
- 2015 year-end statistics
  - Physical and digital circulation, 2014 & 2015 - discuss

- 8. Committee reports** 25 min
- Outreach Committee
  - Facilities Committee
    - Proposed Library Level of Service (LOS) Standard for the Facilities Chapter of the 2016 Comprehensive Plan update: review, discuss, consider adoption

**Time check: 4:48**

- 9. Policy review** 5 min
- Use of Video Surveillance System Policy - DRAFT 2<sup>nd</sup> review and final approval
    - Janice Keller, Communications, Community Relations and Programming Manager

- 10. Single Point of Service** 10 min
- Project update and progress
    - Pam Kiesner and Janice Keller

- 11. New business** 5 min

- 12. Action items for next meeting** 5 min

**Time check: 5:13**

- 13. Adjourn**

**Next Regular Library Board Meeting: February 16, 2016 – 3:30 p.m.  
Location: 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.



Helman Board  
January 19, 2016  
FYI

## Durable Transformation: Library Spaces Continue to Activate Community

Betha Gutsche / 14 January 2016

Like  Tweet

Early in 2014, two Washington libraries launched newly transformed areas in the middle of their floor space, replacing static (mostly CD) shelving with dynamic spaces for active community engagement. Working with WebJunction under a grant from the Allen Family Foundation, the central Bellingham Public Library (BPL) and the Everson Branch of Whatcom County Library System (WCLS) each conceived and redesigned existing space in response to input from their stakeholders.

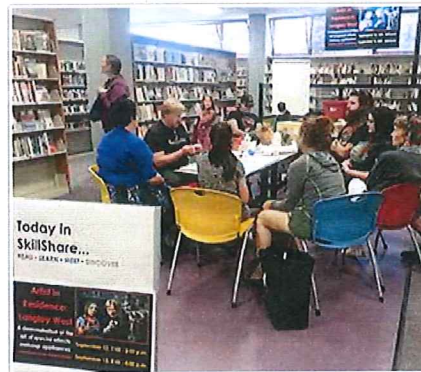
The transformations were both physical and energetic. Where previously patrons would just grab an item or two, checkout and leave, the fresh layout, furnishings and targeted resources of these spaces now invite people to investigate, participate and create content to enrich the community. Clearing and reimagining a modest amount of space opened up new possibilities for inviting community members in to engage with the library and with each other.

Now almost two years later, the transformations endure. As project manager, it was already exciting to see the concept come to life with positive results; it's even more gratifying to see the concept ripen and thrive over time.

### A bit of background

In seeking to build capacity for community engagement in public libraries, the Transforming Library Spaces project explored evolutions in physical space and services that facilitate libraries as hubs where community members find shared ground to explore, collaborate and create content. The grant enabled the two pilot libraries to test the practical application of the concepts.

- Bellingham Public Library serves the more than 82,000 residents of the city of Bellingham, WA. The project team chose to pursue the concept of a SkillShare space where people could meet, make connections, collaborate and generally do things together with BPL as the convener. The team wanted something "more nimble, flexible, visible and inclusive than a traditional library meeting room." They set up SkillShare in a space right near the entrance and across from the information desk. With a simple arrangement of moveable/removable tables and chairs, they initiated weekly tech coaching sessions, creative crafting, book discussion groups and qigong classes. Read more about their community needs assessment, design process and lessons learned in the [BPL Case Study](#).
- The Everson Branch of WCLS serves a much smaller community of about 3,000 residents. The enduring interest in local history of the Everson/Nooksack communities informed the project focus on creating the Nooksack Valley Heritage Center where the history of the region could come to life and find new formats. They identified three key elements for the Heritage Center—research, digitization and recording. Community engagement began at project inception, with design and construction primarily driven by an amazing team of volunteers. Read more about their community needs assessment, design process and lessons learned in the [Everson Branch Library Case Study](#).



### Related Topics

[Change & Adaptability](#)

[Community Relations](#)

[Innovation & Creativity](#)

[Programming](#)

[Space Planning](#)

[Transforming Library Spaces](#)

### BPL in 2016: SkillShare is abuzz and a-building

SkillShare has come a long way in the intervening 21 months. A glance at the [BPL event calendar](#) reveals that SkillShare is abuzz with programs, with something happening nearly every day of the month. The calendar is filled with a combination of programs offered by community members and those offered by library staff, including tai chi, financial literacy, making felt pictures, tech coaching and the ever-popular knit night.



According to Public Services Clerk Jenni Johnson, who coordinates SkillShare, "Some of our most popular offerings have been artist in residence programs and Music in the Library, since these provide opportunities for patrons to watch or listen for as long as they'd like without disrupting a class." Skillshare users are diverse—children, families, the elderly, homeless and people from all walks of life.

To activate the SkillShare space between the facilitator-led events, Johnson developed several programs that do not require staffing. For BrainBuilders; PaperCraft Party; Coloring for Grownups; and Think It, Build It with Lego Bricks, the

materials are set out on the tables; patrons can drop by and use them anytime during the "program." BPL Friends of the Library funded the purchase of the materials.

Johnson is also experimenting with using the digital sign (large monitor) to show films—documentaries, music or holiday classics like *The Nutcracker* ballet. Recently when there was a documentary film showing, a little girl asked her mother why people were watching TV. Johnson overheard the mother reply, "they're learning," which seemed like the perfect response.

"SkillShare has provided a great opportunity for us to connect people with other people and with other ways of learning," Johnson says with pride.

There have been some challenges in getting community members to volunteer as presenters. They have discovered that attracting volunteers to share their skills takes a lot of one-on-one outreach; it is challenging to dedicate the staff time required while juggling many other priorities. And although users have embraced the reality of an open, visible, fluid space, many presenters may have a difficult time with the concept of how to deliver a program in such a public space, where people sometimes drop by for only a few minutes rather than stick around for the entire time.

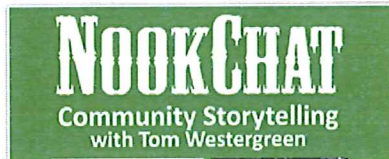
"The patron response to SkillShare so far has been overwhelmingly positive," says Johnson. "So many of our patrons have expressed gratitude for the new space and the activities available to them there." The momentum continues as the Bellingham Public Library discovers more ways to build new programs, engage volunteers and connect with more audiences.

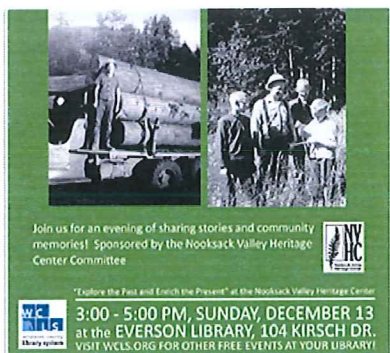
### Everson in 2016: Nooksack Valley Heritage Center reveals living history

At the small [Everson branch library](#), the warm and inviting space of the Nooksack Valley Heritage Center (NVHC) continues to fulfill its purpose of actively engaging community members around local history. Volunteers use the equipment to help patrons digitize documents, cassettes and VHS tapes, and to record their stories. Volunteers are available to help with genealogical research on Ancestry.com, a database made available throughout the WCLS branches. Another volunteer oversees and updates the display cabinet, refreshing the historical artifacts every quarter.



The community's embrace of the dedicated library space is roundly evident in the volunteer-driven NVHC committee of local history enthusiasts. They conceived NookChats, a monthly program hosted by local historian, Jim Berg, and featuring special guests who talk about Nooksack Valley heritage. The "chats" attract 30 or more people per session. The center's rocking chairs, a DVD of a crackling fire and refreshments all contribute to the relaxed, homey atmosphere. Audience comments and questions are encouraged. "People connect and reconnect at these heartwarming gatherings," says director Eileen Shaw. "We hear many expressions of enthusiastic gratitude."





The Chats are videotaped and [made available on YouTube](#), thus augmenting the Nooksack Valley historic record by creating and preserving oral interviews. (Note that some of the sessions have been edited; most are the original "as-it-happened" versions.) The edited sessions are also shown on local TV.

At any time, the cozy space occupied by the Center invites laptop users and informal or formal meetings of various sorts. Shaw concludes, "It really is an attractive focal point for our library."

If you are interested in expanding your library from collections to creation, WebJunction has several resources available.

Explore the topic [Space Planning](#), which contains links to articles and webinars including the archived, free webinar [Transforming Library Space for Community Engagement](#), and the [accompanying 46-page guide](#).

Photos (top to bottom):

Artist-in-Residence Langley West gives a popular demonstration of the art of special effects makeup. Photo by Bellingham Public Library

Imagination and creative energy abound at the Think It, Build It with Lego activity. Photo by Bellingham Public Library

Forty-six people fill the Nooksack Valley Heritage Center for a NookChat; notice the crackling "fire" on the left. Photo by Everson Public Library

NookChat poster for the December gathering of community history enthusiasts. Photo by Everson Public Library

0 Comments [WebJunction](#)

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Start the discussion...

Be the first to comment.

ALSO ON WEBJUNCTION

**Libraries are Development**

2 comments • a year ago

Liz Morris — This article makes me so excited to listen to the webinar archive! What inspiring examples of strengthening communities through library services - the idea of "socializing" a

**Library Transformation, Community Transformation**

1 comment • 2 years ago

jasmine nile — thank u

WHAT'S THIS?

**The Social Library, Volume 1**

3 comments • a year ago

ahniwa — Oops, fixed it. Thanks!

**Research in Context: Making an Impact in Library Communities**

1 comment • 10 months ago

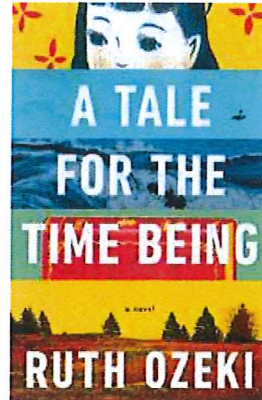
essay on time reviews — Having this kind of program will surely give an advantage to the library staff in seeking the challenge to a certain exciting work that they should have to do with the entire

Library Board  
January 19, 2016  
FYI

NEW YORK TIMES BESTSELLING AUTHOR  
**RUTH OZEKI**  
VISITS WHATCOM COUNTY MARCH 3-5, 2016



Photo: Kris Krug



**WHATCOM  
READS!**  
One Book Together

**THURSDAY, MARCH 3**

11:00 AM - Book Discussion with Ruth Ozeki, *Ferndale Library, Ferndale*  
6:30 PM - "Halving The Bones" Screening, *Pickford Film Center, Bellingham*

**FRIDAY, MARCH 4**

1:30 PM - Principles of Buddhism with Ruth Ozeki, *YWCA, Bellingham*  
7:00 PM - An Evening with Ruth Ozeki, *Mount Baker Theatre, Bellingham*

**SATURDAY, MARCH 5**

1:00 PM - The Art and Craft of Writing, *Wilson Library Reading Room  
at Western Washington University, Bellingham*  
7:00 PM - An Interview with Ruth Ozeki, *Jansen Art Center, Lynden*

**ALL EVENTS ARE FREE!**

**[WWW.WHATCOMREADS.ORG](http://WWW.WHATCOMREADS.ORG) FOR MORE EVENT INFO**

Library Board  
January 19, 2016  
FYI

# Bellingham Public Library



Connecting our community with each other and the world

READ • LEARN • MEET • DISCOVER

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## HAPPY NEW YEAR: THE YEAR OF RUTH OZEKI!



It's the year of Ruth Ozeki and *A Tale for the Time Being*! A best-selling author, Zen Buddhist priest, film-maker and more, Ruth Ozeki and her book *A Tale for the Time Being* were selected for Whatcom READS 2016.

Read or listen to the book, share it with your family and friends, and mark your calendar for Ruth Ozeki's visit March 3-5, 2016. An interesting, diverse schedule of free events is planned with multiple opportunities for people to hear Ruth speak in Bellingham and throughout Whatcom County.

Check the [Whatcom READS! website](#) for more details and schedule.

Left: Best-selling author Ruth Ozeki. Photo by Kris Krug.



## FREE WINTER ACTIVITIES FOR ADULTS AT THE LIBRARY!



Ring in the New Year with new skills and connections at the Bellingham Public Library! Here's just a sample of our winter offerings for adults, all free with no registration:

**Financial Literacy:** Learn how to eliminate debt, save for retirement and more.

**Knit Night:** Meet fellow knitters and crocheters and share tips and encouragement.

**Coloring for Grownups:** Discover why so many people are enjoying coloring - it's fun, relaxing and not just for kids!

Book talks, music in the library, puzzle and Lego building, tai chi and more - we have dozens of free activities for adults each month. Check our [calendar of events!](#)



January 2016

Bellingham Public Library | 210 Central Avenue  
Bellingham | WA | 98225 360-778-7323  
[www.bellinghampubliclibrary.org](http://www.bellinghampubliclibrary.org)



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Library Board  
January 19, 2016  
FYI

# Please pardon our construction

## Customer service improvements underway!

*We apologize for any inconvenience  
Please ask if you need help finding something  
that may have moved*

### **Single service desk coming soon!**

- . All main floor circulation and information services will be located together.*
- . Some materials will be moved to new locations, such as DVDs, some reference items and Nearly New Books.*
- . Our goals for this change include:*
  - ◊ Increasing customer satisfaction;*
  - ◊ Increasing the use of self check-out;*
  - ◊ Using our staff efficiently and providing more direct customer service;*
  - ◊ Improving the function and traffic flow of our entryway.*



*Library Board  
January 19, 2016  
Consent agenda*

# Bellingham Public Library



**Regular Meeting of the Library Board of Trustees  
Tuesday, December 15, 2015 – Central Library  
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:** J. Gordon, Marilyn Mastor, Rachel Myers, Tom Barrett and Rick Osen.

**Library Staff:** Pamela Kiesner, Janice Keller and Wendy Jenkins.

**Others Present:** Jack Weiss, City Council liaison; Faye Hill, Friends of the Bellingham Public Library liaison; James Erb, Assistant City Attorney.

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**Call to order and introductions:** Regular session was called to order at 3:36 p.m. by Chair, J. Gordon.

**Approve/modify agenda:** Rachel Myers moved to approve the agenda. Tom Barrett seconded the motion. Motion approved.

**Public comment:** Faye Hill, Friends liaison, shared a photo of her great-grandson.

**Consent agenda:** Tom Barrett moved to approve the consent agenda. Rachel Myers seconded the motion. Motion approved.

Library Director Pam Kiesner drew attention to the Communications and FYI items in the packet, including the New York Times article about library storytimes (Nov. 1, 2015: "Long Lines at the Library? It's Story Time Again") and noted that the Bellingham Public Library hosts 13 storytimes for children per week and sometimes turns people away for lack of space. J. Gordon noted that it is good to keep national library issues and initiatives in mind as we prepare for strategic planning process in 2017, and said he appreciates receiving information about library services across the nation.

**Board member's report:** Rachel Myers noted that she met with Mayor Kelli Linville and also has been reappointed to a second five-year term as Library Trustee.

**City Council liaison report:** City Council Liaison Jack Weiss provided a report on end-of-year City Council projects, such as jail negotiations with Whatcom County officials and Council adopting incentives for in-fill especially in urban villages. As this is his last Library Board of Trustees meeting, due to his Council term ending Dec. 31, 2015, he congratulated Board members for doing a remarkable job on behalf of the community. He encouraged Trustees to continue reaching out to neighborhoods and City Council members, and to continue working on facilities issues.

**Friends of BPL report:** Friends liaison Faye Hill reported the results of another very successful book sale; the December sale brought in \$14,101.97 – the highest in years. She also noted it appears the Nearly New Books and books in the display case -- which are now more visible due to their location in the Central Library lobby -- are selling more than ever.

**Library Director's report:** Library Director Pam Kiesner provided updates on a number of items:

- Invited to speak at May 10 Lettered Streets Neighborhood Meeting;
- Ratified contract with the Librarians for 2015-2017;
- Met with an informal Whatcom Literacy Alliance, including presidents of BTC and WCC, representative from Goodwill, Director of Literacy Council, BPL and WCLS Directors, to discuss collaborations in the area of literacy;
- All BPL interlocals have gone through City Council;
- Recently met with Deputy Secretary of State Greg Lane, who is acting State Librarian;
- Horizon upgrade and various physical moves took place Sunday, December 6, with many staff working on those weekend tasks including Madeline, Doug, Paul, Janice, Beth;
- Received 28 applications for part-time Children's Specialist. Review process is underway to fill this position, which was created as the result of a full-time staff person reducing to part-time status;
- Department Heads heard an update about the Facilities Study being conducted by Public Works, which in the near term is focused on City Hall. Pam and J. will continue follow up, as Library Board expected results would help guide our feasibility study.

*(Next item moved up in the agenda)*

**Policy review:** *Use of Video Surveillance System Policy*

- Janice Keller and James Erb described the status of the video surveillance system installed in limited areas inside and outside the Central Library in November.
- James Erb noted the library is not the first city department to deploy cameras, but is the first to outline a policy. Video surveillance systems are used in various locations in the City, such as for traffic monitoring, in/around the downtown parking structure, in various parks.
- Janice Keller noted the library video surveillance system is still in testing and staff training phase, while library and citywide policies continue to be developed.

- Janice read through the main points of the draft *Use of Video Surveillance System Policy*, noting that this policy would apply to all library locations though only Central Library currently has interior cameras.
- James Erb noted that this is overall a well-drafted, comprehensive policy, providing good information for the public.
- Pam Kiesner said this is a first review for Trustees, and any feedback from Trustees would be incorporated into a final draft for review at the January 2016 Board meeting.

**2015/2016 Budget:** Pam Kiesner reported that City Council approved amendments to the 2016 budget, including the restored hours Jack Weiss put forward. Pam sent over a request to fill a part-time clerk position for this purpose, and we possibly will be ready to restore hours in March.

**Staff recognition:** Pam Kiesner described that staff are recognized after 10 years of employment in five-year increments, with the following staff members being recognized this year at our monthly staff meeting and breakfast:

- Deborah Brewer: 25 years of service as a librarian.
- Wendy Jenkins: 20 years of services, started as a page, was a clerk in Children's, currently the Director's administrative assistant.
- Claudette Vos: 20 years of service as a clerk and library page.
- Beth Bevens: 15 years of service as a clerk and delivery driver.
- Bernice Chang: 10 years of service as a page, clerk and now Children's specialist.

**Whatcom READS! 2016:**

- Janice Keller provided Trustees an outline of author events for Whatcom READS 2016 featuring Ruth Ozeki and her bestselling novel *A Tale for the Time Being*. More details about Whatcom READS events can be found at [www.whatcomreads.org](http://www.whatcomreads.org). Whatcom READS is organized by all public and academic libraries in Whatcom County and Village Books, with major funding from the Friends of Bellingham Public Library and the Whatcom County Library Foundation.

**Committee reports:**

- Outreach Committee: Tom Barrett noted the Outreach Committee has nothing new to report.
- Facilities Committee: J. Gordon noted the Facilities Committee has nothing to report that has not already been discussed.

**Library Board Trustees transitions:**

- J. Gordon read a resolution from the Library Board of Trustees honoring City Council Member and Library Board of Trustees Liaison Jack Weiss. Rachel Myers moved to approve the resolution as written. Tom Barrett seconded. Motion carried.
- Rachel Myers was re-reappointed to serve a second term as Trustee by Mayor Kelli Linville, approved by City Council on December 7, 2015.

- Board Chairperson/Vice Chairperson for 2016: Tom Barrett nominated J. Gordon to serve as Board Chair for 2016. Marilyn Mastor seconded the motion. Motion approved. Tom Barrett nominated Rachel Myers to serve as Board Vice Chair for 2016. Marilyn Mastor seconded the motion. Motion approved.

## **Library Board 2015 Accomplishments & 2016 Goals**

### **2015 Accomplishments**

- Regaining hours;
- New trustee – Rick Osen, a great addition;
- New Chair/Vice Chair and Jack liaison with City Council;
- Elevated outreach efforts;
- Tom and Rick elevating outreach and media;
- Neighborhood association & council outreach;
- Using library info effectively;
- Attempting to partner more with city – reaching out, discussing;
- Ongoing collaboration with WCLS, especially strategic planning;
- Commenting on plans for building next to Fairhaven Branch Library;
- Got through first biennial budget; got mid-cycle adjustments approved;
- Approved all of interlocal contracts/ labor contracts;
- Added Friends report to agenda, hearing more from friends, relationship building with Friends;
- Policies: updated Confidentiality Policy; approved new Youth Safety Policy; will be approving the Video Surveillance Policy; retired the Unattended Children Policy;
- Whatcom READS! collaboration a great success – Daniel James Brown was amazing!
- Rick attended Washington Library Association conference;
- Tom reached out to Barkley, got the office unlocked – we are using it;
- More hours restored in 2015 (May) and 2016 – thanks to Jack Weiss;
- Marilyn sponsored a Rotary grant for an Early Learning Space at Barkley;
- Rick wrote a facilities discussion paper;
- Resolution recognizing the Friends in October.

### **2016 Goals:**

- Programming and financial study for Central Library;
- Successfully recruit a new Trustee for Marilyn's term, which ends at the end of 2016;
- Start review/update of strategic plan later in 2016;
- Orient a new City Council liaison;
- Advocate for next biennial budget process – prioritize what we want, then advocate for it;
- Hold a Board planning retreat to prioritize next steps;
- Continue advocacy with neighborhoods and City Council;
- Cookies!
- Complete our 2016 Comprehensive Plan chapter update;
- Participate in phase 2 of the City's facilities plan.

**Meeting adjourned** at 5:24 p.m.

**Next Regular Library Board Meeting – January 19, 2016** at the Central Library, 210  
Central Ave, Library Board Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST  
Secretary, Library Board of Trustees

**Bellingham Public Library  
Performance & Activity Measures, 2015**

*Library Board  
January 19, 2016  
Consent agenda  
§  
Item # 7*

			Year to Date		% of change YTD
	December-15	December-14	2015	2014	
<b>Holdings - Number of materials in the library's collection</b>					
Physical copies added to the collection	375	753	19,311	21,052	-8.27%
Electronic copies added to the collection - <i>Hoopla added March</i>	1,388	519	63,379	5,480	1056.55%
Physical copies withdrawn from the collection	(3,961)	(2,678)	(24,007)	(38,998)	-38.44%
Total physical holdings			188,217	192,913	-2.43%
<b>Total Holdings (Physical and Electronic)</b>			<b>251,596</b>	<b>198,393</b>	<b>26.82%</b>
<b>Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity</b>					
<b>Central Library</b>					
Adult	58,577	63,517	727,849	778,139	-6.46%
Youth	33,769	34,563	459,400	475,851	-3.46%
<b>Sub-Total Central</b>	<b>92,346</b>	<b>98,080</b>	<b>1,187,249</b>	<b>1,253,990</b>	<b>-5.32%</b>
<b>Fairhaven Branch</b>					
Adult	6,583	6,127	71,491	72,276	-1.09%
Youth	2,074	1,998	23,395	25,085	-6.74%
<b>Sub-Total Fairhaven</b>	<b>8,657</b>	<b>8,125</b>	<b>94,886</b>	<b>97,361</b>	<b>-2.54%</b>
<b>Barkley Branch</b>					
Adult	3,958	3,818	46,126	46,693	-1.21%
Youth	2,363	2,772	31,128	33,637	-7.46%
<b>Sub-Total Barkley</b>	<b>6,321</b>	<b>6,590</b>	<b>77,254</b>	<b>80,330</b>	<b>-3.83%</b>
<b>Bellingham Technical College</b>					
Adult	48	42	1,135	1,015	11.82%
Youth	15	22	102	131	-22.14%
<b>Sub-Total BTC</b>	<b>63</b>	<b>64</b>	<b>1,237</b>	<b>1,146</b>	<b>7.94%</b>
<b>Whatcom Community College</b>					
Adult	179	111	2,892	2,408	20.10%
Youth	49	30	734	510	43.92%
<b>Sub-Total WCC</b>	<b>228</b>	<b>141</b>	<b>3,626</b>	<b>2,918</b>	<b>24.26%</b>
<b>Western Washington University</b>					
Adult	315	426	4,653	4,906	-5.16%
Youth	133	89	1,192	889	34.08%
<b>Sub-Total WWU</b>	<b>448</b>	<b>515</b>	<b>5,845</b>	<b>5,795</b>	<b>0.86%</b>
<b>Online Services</b>					
Hoopla ( <i>added March, 2015</i> )	2,976	0	24,011	0	
NW Anytime Library Overdrive	10,454	9,682	120,529	108,870	10.71%
Tumblebooks	2,134	6,304	54,018	68,888	-21.59%
Zinio	1,360	1,404	16,041	12,741	25.90%
<b>Sub-Total Online</b>	<b>16,924</b>	<b>17,390</b>	<b>214,599</b>	<b>190,499</b>	<b>12.65%</b>
<b>Total Circulation</b>	<b>124,987</b>	<b>130,905</b>	<b>1,584,696</b>	<b>1,632,039</b>	<b>-2.90%</b>
<b>Holds Activity</b>					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	48,339	48,689	567,867	570,954	-0.54%
Holds Filled - holds checked out at BPL, FH, Barkley and WCC	30,980	30,840	366,479	369,226	-0.74%
<b>Services</b>					
<b>Persons Visiting - Number of persons counted as they enter the libraries or visit remote website</b>					
<b>Central Library (In February, re-opened Sundays during 2014 school-year)</b>					
Adult	43,635	44,250	550,621	548,526	0.38%
Children's	14,999	10,750	160,619	160,930	-0.19%
Fairhaven Branch	6,344	5,740	77,969	74,434	4.75%
Barkley Branch	4,475	3,310	48,507	47,019	3.16%
<b>Total Persons Visiting</b>	<b>69,453</b>	<b>64,050</b>	<b>837,716</b>	<b>830,909</b>	<b>0.82%</b>
<b>Website Visits</b>					
This count reflects number of visits to www.bellinghampubliclibrary.org	43,590	44,954	545,840	551,091	-0.95%
<b>Bibliocommons visits (added July 2014)</b>					
This count reflects number of visits to Bibliocommons	12,979	10,840	149,362	60,734	
<b>Total Website Visits</b>	<b>56,569</b>	<b>55,794</b>	<b>695,202</b>	<b>611,825</b>	
<b>Computer Usage - Number of sessions</b>					
<b>Central Library</b>					
Adult & Teen (30 terminals)	5,625	6,051	74,775	76,432	-2.17%
Childrens (3 terminals)	265	210	2,889	2,503	15.42%
Fairhaven Branch (7 terminals)	520	455	6,573	6,319	4.02%
Barkley Branch (4 terminals)	261	237	3,266	2,964	10.19%
<b>Total Computer Usage</b>	<b>6,671</b>	<b>6,953</b>	<b>87,503</b>	<b>88,218</b>	<b>-0.81%</b>
<b>New Borrowers Registered</b>					
Central Library	439	401	6,883	6,566	4.83%
Fairhaven Branch	21	29	407	382	6.54%
Barkley Branch	39	24	388	300	29.33%
<b>Total New Borrowers Registered</b>	<b>499</b>	<b>454</b>	<b>7,678</b>	<b>7,248</b>	<b>5.93%</b>
<b>Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs</b>					
Programs	91	76	1,389	992	40.02%
Attendees	2,330	1,960	41,225	32,160	28.19%
<b>Volunteer Hours</b>	<b>963</b>	<b>859</b>	<b>8139</b>	<b>7187</b>	<b>13.25%</b>

*Library Board  
January 19, 2014  
Consent agenda*

**BELLINGHAM PUBLIC LIBRARY**  
Board of Library Trustees

**DECEMBER 2015 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 JANUARY 19, 2015, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
<b>ADMINISTRATION</b>		
Communications/ITSD charges	City of Bellingham (Interfund)	1,936.00
Key copies	Accurate Lock & Security	9.77
Barcode scanners; keyboards	Amazon.com	1,870.04
Earthquake Presentation	Brown Paper Tickets	44.00
Kleenex	Cash N Carry	76.20
Printing	Copy Source	739.58
Water @ Barkley Branch	Crystal Springs	16.18
Website forms	Engagedpatrons.org	150.00
Advertisements	Entertainment News NW	454.00
Couch lining material	Jo-Ann Fabrics	4.33
WA Public Libraries Directors meeting	Pamela Kiesner	174.00
WASHYARG meeting mileage	Jennifer Lovchik	112.70
Stampers	Minuteman Press	25.65
Movie licenses	Movie Licensing USA	75.00
Security software maintenance	Ninite.com	20.00
Office supplies	Office Depot	514.72
Monitors	OfficeMax	1,435.42
Barkley operating costs (Nov and Dec)	Talbot Services LLC	1,066.66
Driving abstract	WA State Dept. of Licencing	13.00
Employee scheduling software	WhenToWork	240.00
	<b>ADMINISTRATION Sub Total</b>	<b>\$8,977.25</b>
<b>PUBLIC SERVICE</b>		
Brawny wipes	Bay City Supply	160.96
Chairs	Blackburn Office Equipment	887.21
Security attendant shirts	Land's End	195.57
Library materials returned	Library Refunds	375.57
Room reservation cancellations	Library Refunds	95.00
Copier paper; program supplies	Office Depot	365.24
Copier costs	Ricoh USA	2,386.26
Debt collection	Unique Management Services	483.30
Use tax	WSDO	64.13
	<b>PUBLIC SERVICE Sub Total</b>	<b>\$5,013.24</b>
<b>OUTREACH</b>		
Diesel fuel	Reisner Distributor	76.59
Van maintenance & repair	City of Bellingham (Interfund)	655.00
	<b>OUTREACH SERVICES Sub Total</b>	<b>\$731.59</b>
<b>TECHNICAL SERVICES</b>		
Books processing	Baker & Taylor	1,184.38
CD & DVD processing	Midwest Tape	1,461.20
ILL & tech services	OCLC	2,047.26
	<b>TECHNICAL SERVICES Sub Total</b>	<b>\$4,692.84</b>

**LIBRARY ACQUISITIONS**

Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	938.31
Books	Baker & Taylor	16,818.02
Periodicals, electronic databases	Ebsco Subscription Services	27,222.60
Books	Information Today Inc	439.72
DVDs, CDs, recorded books, Hoopla	Midwest Tape	35,256.14
Database, periodicals	Newsbank	7,302.71
eBooks, audiobooks	Overdrive Inc	1,121.15
Databases	Proquest	3,536.00
Hoopla, book on cds	Recorded Books Inc	9,709.37
Periodicals	Seattle Daily Journal	220.00
	<b>LIBRARY ACQUISITIONS Sub Total</b>	<b>\$102,564.02</b>

**GIFT FUND**

Early Learning Space supplies; books	Amazon.com	456.53
Books	Baker & Taylor	5,779.99
Books	Center Point Large Print	182.36
Early Learning Center supplies	Discount School Supply	107.93
Books	Gale	351.65
SkillShare supplies	Joann Fabric	186.17
Early Learning Center supplies	Lakeshore Learning Materials	78.24
Hoopla	Midwest Tape	20,000.00
Early Learning Center supplies	Yeagers	88.59
	<b>GIFT FUND ACQUISITIONS Sub Total</b>	<b>\$27,231.46</b>

**TOTAL GENERAL FUND \$121,978.94**

**TOTAL CLAIMS \$149,210.40**



Physical and Digital Circulation  
2014-2015

	2014	January	February	March	April	May	June	July	August	September	October	November	December	Total
NW Anytime Library (Overdrive)	9,104	7,839	8,849	8,364	8,677	9,090	9,628	9,645	9,477	9,313	9,201	9,682	9,682	108,869
Tumblebooks	4,362	4,409	5,352	5,484	5,846	5,688	5,425	4,692	4,248	9,816	7,282	6,304	6,304	68,888
Zinio	1,370	994	1,015	1,077	1,089	965	794	1,087	890	987	1,069	1,404	1,404	12,741
<b>Total Digital Circulation</b>	<b>14,836</b>	<b>13,242</b>	<b>15,196</b>	<b>14,925</b>	<b>15,612</b>	<b>15,743</b>	<b>15,847</b>	<b>15,424</b>	<b>14,615</b>	<b>20,116</b>	<b>17,552</b>	<b>17,390</b>	<b>17,390</b>	<b>190,498</b>
<b>Total Physical Circulation</b>	<b>125,328</b>	<b>114,107</b>	<b>129,007</b>	<b>118,678</b>	<b>116,241</b>	<b>118,720</b>	<b>129,705</b>	<b>121,417</b>	<b>117,579</b>	<b>122,994</b>	<b>114,249</b>	<b>113,515</b>	<b>113,515</b>	<b>1,441,540</b>
<b>Total Circulation (Physical &amp; Digital)</b>	<b>140,164</b>	<b>127,349</b>	<b>144,203</b>	<b>133,603</b>	<b>131,853</b>	<b>134,463</b>	<b>145,552</b>	<b>136,841</b>	<b>132,194</b>	<b>143,110</b>	<b>131,801</b>	<b>130,905</b>	<b>130,905</b>	<b>1,632,038</b>
														<b>11.67%</b>
<b>2015</b>														
Hoopla	49	71	494	2,840	2,774	2,608	2,482	2,483	2,746	2,610	2,813	2,976	2,976	24,946
NW Anytime Library (Overdrive)	10,015	9,395	10,198	9,430	9,491	9,772	10,475	10,463	10,133	10,499	10,204	10,454	10,454	120,529
Tumblebooks	5,172	6,822	7,889	6,143	7,712	6,636	991	530	2,205	4,216	3,568	2,134	2,134	54,018
Zinio	2,026	1,409	1,406	1,354	1,402	1,034	1,068	1,395	1,230	1,353	1,004	1,360	1,360	16,041
<b>Total Digital Circulation</b>	<b>17,262</b>	<b>17,697</b>	<b>19,987</b>	<b>19,767</b>	<b>21,379</b>	<b>20,050</b>	<b>15,016</b>	<b>14,871</b>	<b>16,314</b>	<b>18,678</b>	<b>17,589</b>	<b>16,924</b>	<b>16,924</b>	<b>215,534</b>
<b>Total Physical Circulation</b>	<b>120,550</b>	<b>109,263</b>	<b>121,166</b>	<b>113,988</b>	<b>107,033</b>	<b>115,804</b>	<b>120,052</b>	<b>116,301</b>	<b>112,250</b>	<b>116,355</b>	<b>109,272</b>	<b>108,063</b>	<b>108,063</b>	<b>1,370,097</b>
<b>Total Circulation (Physical &amp; Digital)</b>	<b>137,812</b>	<b>126,960</b>	<b>141,153</b>	<b>133,755</b>	<b>128,412</b>	<b>135,854</b>	<b>135,068</b>	<b>131,172</b>	<b>128,564</b>	<b>135,033</b>	<b>126,861</b>	<b>124,987</b>	<b>124,987</b>	<b>1,585,631</b>
														<b>13.59%</b>

Hoopla - streaming movies, TV shows, music audiobooks & more  
 NW Anytime Library (Overdrive) - downloadable eBooks and eAudiobooks  
 Tumblebooks - online eBooks for children  
 Zinio - streaming and downloadable eMagazines

**%. Digital circulation percent of total circulation**

*Library Board  
 January 19, 2016  
 Item # 7*

Library Board  
 January 19, 2016  
 Item # 8

**Bellingham Public Library Facilities  
 Level of Service (LOS) Standard  
 Proposed to include in 2016 update of the COB Comprehensive Plan,  
 Chapter 5, Capital Facilities**

DRAFT for Library Board of Trustees review, discussion and consideration of adoption,  
 January 19, 2016

**BACKGROUND**

- Many states, usually through their state library, have adopted Level of Service (LOS) standards for libraries to use in their strategic and budget planning.
- Washington State (Library) has not developed or adopted library standards.
- Several libraries in Washington have developed their own standards.
- COB Planning & Community Development Director, Rick Sepler, indicated that LOS standards would be helpful to include in the Comp Plan update related to facilities.

**PROCESS & PROPOSED NEXT STEPS**

- Research standards that other libraries have adopted, and then review and discuss what makes sense for our library and community.
- In January, Pam did preliminary research and review of standards from a dozen other libraries. Standards reviewed were from as old as 2008 to as recent as 2015.
- The Facilities Committee of the Library Board met on January 14 to discuss LOS standards for library facilities and will discuss with the full Library Board on January 19.
- For consideration at the 1/19/16 meeting of the trustees:
  - Since at this time we are developing a library update for *Bellingham Comprehensive Plan Chapter 5, Capital Facilities*, develop - and adopt - a Bellingham Public Library Standard for Facilities only.
  - Then, throughout 2016 the Library Board of Trustees will consider and adopt other preliminary operational standards for staffing, collection, technology, and access for example, to help guide the next library Strategic Plan process.

**PROPOSED FACILITIES STANDARD - For Board consideration 1/19/16**

- Library Square Footage per Capita

COB 2013 Population (City + UGAs)	COB 2036 Population (City + UGAs)
93,107	121,505

Note: Chart represents mid-range population growth forecast, per Bellingham City Council resolution 2015-14.

Library Square Footage per Capita

2013	Low or Minimal	Medium or Operational	High or Optimal
.59 sf/cap (54,700 sf)	.6 sf/cap (55,864 sf)	.8 sf/cap (74,486 sf)	1.0 sf/cap (93,107 sf)
<b>2036</b>	.6 sf/cap (72,903 sf)	.8 sf/cap (97,204 sf)	1.0 sf/cap (121,505 sf)

Minimal = needed to adequately provide the most basic of library services  
 Operational = allows the library to adequately provide all needed services  
 Optimal = allows the library to enhance services

**ADDITIONAL BACKGROUND AND RECENT RESEARCH RESULTS on Library SF per Capita**

"The benchmark that has been around for many years is .7 sf per capita. That still seems to be the case for Central Libraries and the trend is now for closer to 1 sf per capita for TOTAL sf including branches." *From our Library Consultant who worked on the Central Library Building Program with Thomas Hacker and RMC Architects in 2008, email on 1/18/08.*

Recent research shows that this benchmark still holds true:

"The most accepted measure of adequate facility space is square feet per capita. For the past 15 years, 1.0 SF/capita has been the general starting point for discussion in public library facility planning. However, library sizes have increased as libraries have added technology and additional formats of materials to their more traditional fare. Libraries have also added more meeting and gathering space to reflect the expanding role of public libraries as centers of community life. There are numerous examples of libraries built in recent years that provide 2.0 or more SF/capita; however, 1.0 SF/capita is still the standard in most states." *Imagine!F Libraries (Flathead Co, MT) 2014 Facilities Master Plan, developed by Himmel & Wilson Library Consultants.*

And, here are other examples:

Population size	Essential	Enhanced	Excellent
25,001-100,000	.5	.7	1.2

*Proposed Public Library Standards for the State of Washington, July 2008 Draft - prepared by staff at Port Townsend Public Library*

Population	(25%ile)	(50%ile)	(75%ile)	(95%ile)
25,000-99,999	0.48	0.59	0.98	1.15

*2011 Colorado Public Library Standards. Square Footage Per Capita (Colorado) 2009 - descriptive information of what exists, not what is prescribed.*

Library of Virginia uses a bond rating model of A, AA, AAA

Quality	
A	.6 sf
AA	.8 sf
AAA	1.0 sf

*Library of Virginia, Planning for Library Excellence: Standards for Virginia Public Libraries, 2009*

"Current library industry standards suggest 0.6 to 1.0 square feet as the recommended range for successful, functional library facilities that serve communities similar to Yorba Linda." *Yorba Linda Public Library Space Needs Assessment and Building Program Summary, 2011 (2013 pop=67,032)*

.61 - .71 sf/per capita

*Pierce County Library 2030: Summary Report - Needs Assessment*

"The adopted County minimum Level of Service (LOS) for library service is 0.41 square feet per capita....The District has developed a plan to serve their 2031 population estimate. As part of their plan, they have determined that the County's adopted LOS is low by national standards and they are committed to provide better service by planning for LOS no less than 0.50 square feet per capita." *Spokane County Local Levels of Service, 2011 UGA Review*

Library Board  
January 19, 2016  
Item # 9

Bellingham Public Library  
**Policy**

Title: Use of Video Surveillance Systems  
Code: 1 Administrative Services  
Chapter: 1.800 Safety  
Type of Policy: Departmental  
Date Developed: 9 December 2015  
Developed by: Janice Keller, Pam Kiesner, James Erb  
Approved by: Library Board of Trustees, 19 January 2016  
See Also: **Library Policies:**  
5.101 Confidentiality

**City of Bellingham Policies:**

ADM 07.00.11 *Using Information Technology Resources*  
ADM 07.04.01 *Public Disclosure Guidelines*  
*Use of Video Surveillance Systems (TBD)*

**Codes and Laws:**

RCW 42.56 [Washington Public Records Act](#)  
Chapter 44-14 WAC [Public Records Act-Model Rules](#)  
Local Government Records Retention [Schedules](#)

**Scope**

This policy applies to all staff, patrons and visitors to the Bellingham Public Library.

**Policy/Conditions**

1. **Library promotes safety and security through use of a video surveillance system**
  - o Selected areas of the library premises are equipped with video cameras that generate live video feeds and may record images.
  - o The library's video surveillance system is part of a larger, multi-building camera system initiated, installed and managed by the City of Bellingham.
  - o The video surveillance system is intended to promote the safety and security of the public, library staff and library facilities, support enforcement of the library's rules of conduct, discourage inappropriate and illegal behavior, and aid in the apprehension and prosecution of offenders.
  - o The video surveillance system complements other measures to maintain a safe, secure and welcoming environment in compliance with library policies, city policies and state laws.

## **2. Library protects the privacy of its patrons**

- Privacy is essential to the free and unrestricted use of library resources. Patrons have the right to search for and borrow materials without fear of scrutiny.
- The video surveillance system and any associated recordings shall not be used in a manner which would violate the Bellingham Public Library Confidentiality Policy (5.101), City of Bellingham policies, and other applicable laws and policies including, but not limited to, the Constitution of the United States, the laws of the State of Washington and the American Library Association's policies.

## **3. Cameras shall be located in specifically designated public areas**

- Surveillance cameras will be positioned to safeguard the privacy of patrons and employees.
- Examples of appropriate locations include the common areas of the library such as entryways, lobbies, hallways, public seating areas, and outside entrances, exits, park properties and parking areas.
- Surveillance cameras will not be positioned to allow the monitoring of areas where individuals have a reasonable expectation of privacy, such as in restrooms. Additionally, the surveillance cameras will not be positioned to allow the monitoring of patrons checking materials out from the library.
- Camera locations will be positioned, changed or added only with the permission of the Library Director or authorized designee.

## **4. Library posts notice about surveillance system use**

- The library will notify the public and staff that it uses a video surveillance system for monitoring and recording activity in and around the library.

## **5. Surveillance system records are managed in accordance with state law**

- Recordings and images from the surveillance system may be retained, maintained and disclosed in a manner consistent with all applicable library policies, city policies and state laws.
- Recordings which are not related to a specific security incident will generally be maintained for a minimum of 30 days and then automatically deleted.
- Recordings related to a documented security incident will be maintained for the duration of the investigation or resolution of the matter plus an additional six (6) years.

## **6. Surveillance system records may be released**

- Recordings and images created using the surveillance system are public records subject to disclosure under the Public Records Act (RCW 42.56).

- Any requests for recordings or images will be processed according to City of Bellingham policies and procedures outlined in City of Bellingham Policy Public Disclosure Guidelines (ADM 07.04.01).
- No requestor shall be denied access to public records for any reason without the express written approval of the city's Public Records Officer, per ADM 07.04.01.
- The Library Director or designee may view recordings or images as needed before they are released to monitor for adherence to patron privacy requirements.

**7. Library Board approves and reviews this policy**

- This policy is approved and periodically reviewed, revised or reaffirmed by the Library Board of Trustees.