

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.**

<u>AGENDA</u>	<u>TIME (approx.)</u>
1. Call to order and introductions	2 min
2. Approve/modify agenda	1 min
3. Public comment This time is set aside for members of the public to make comments or ask questions. We ask that remarks be limited to three to five minutes.	5 min
4. Mayor Kelli Linville <ul style="list-style-type: none">• Welcome to the Mayor, and Q & A	50 min
Time check: 4:28	
5. Consent agenda All matters listed on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately. <ul style="list-style-type: none">• Communications and FYI• Minutes May 17, 2016: Regular board meeting• Library performance & activity measures May 2016• Financial reports Claims: May 2016	2 min
6. Reports <ul style="list-style-type: none">• Library Board members• City Council liaison• Friends of Bellingham Public Library• Library Director	15 min
7. Committee reports <ul style="list-style-type: none">• Outreach Committee• Facilities Committee	15 min

- Conversation about city capital facilities planning, the 2016 draft Comprehensive Plan, and north side library service
- *Public Library Facilities for the Future* by Margaret Sullivan Studio, a report commissioned by Sno-Isle Libraries

Time check: 5:00

- | | |
|---|--------|
| 8. City of Bellingham Level of Service: Sustainability Strategies | 2 min |
| <ul style="list-style-type: none"> • Process schedule as of 6/2/16 | |
| 9. American Library Association (ALA) Statement on Libraries: An American Value | 5 min |
| <ul style="list-style-type: none"> • Review and affirm this statement | |
| 10. 2017-2018 Budget | 10 min |
| <ul style="list-style-type: none"> • Payroll Update Request | |
| 11. Bellingham Public Library/Whatcom County Library System Interlocal Agreement, Overview of History, 1986-2016 | 15 min |
| <ul style="list-style-type: none"> • Review background paper | |
| 12. Policy review | 5 min |
| <ul style="list-style-type: none"> • Eligibility for Library Service Policy: final approval <ul style="list-style-type: none"> ○ Pam Kiesner and Jennifer Vander Ploeg, Head of Circulation Services | |
| 13. Operations update | 5 min |
| <ul style="list-style-type: none"> • Removing barriers to service: Courtesy renewals <ul style="list-style-type: none"> ○ Jennifer Vander Ploeg, Head of Circulation Services | |
| 14. New business | 2 min |
| 15. Action items for next meeting | 2 min |
| <ul style="list-style-type: none"> • Preliminary 2017-2018 budget discussion | |

Time check: 5:46

16. Adjourn

**Next Regular Library Board Meeting: Tuesday, July 19, 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.

Library Board
June 21, 2016
FYI

Bellingham Public Library



Connecting our community with each other and the world

READ • LEARN • MEET • DISCOVER

[Library Homepage](#)

[Library Events Calendar](#)

[Library Downloads Page](#)

[New Items at BPL](#)



BRANCH LIBRARIES NOW OPEN ALL DAY SATURDAYS

New hours of operation for the Fairhaven and Barkley branch libraries begin June 4. Both branches will now be open all day on Saturdays.

[Read more: New branch library hours begin June 4](#)

LIBRARIES TRANSFORM

CENTRAL LIBRARY CLOSED SUNDAYS UNTIL SEPTEMBER

Our summer schedule is now underway. The Central Library is closed Sundays until September 11, 2016 (the first Sunday after Labor Day).

[Read more: Bellingham Public Library Locations and Hours](#)



LIBRARIES TRANSFORM

Fueled by rapid advances in technology and changes in the communities we serve, libraries are catalysts for powerful individual and community change. Learn more about what's behind these changes.

[Read more: Libraries Transform](#)

On Your Mark, Get Set, READ! Youth Summer Reading June 4-August 31



We have a great line-up of summer reading programs for children and teens! Summer reading materials were distributed through Bellingham public and private schools, and are available at all our locations. Here are a few dates to note:

- The 48th Annual Children's Craft Fair is scheduled for 11:00 a.m. -1:00 p.m. Friday, July 29, with registration opening June 4.
- The annual Summer Reading Recognition Ceremony, with Bellingham Mayor Kelli Linville, is scheduled for 2:00-3:00 p.m. Thursday, August 18.

Lawn checkers, science fun, gymnastics, special performances and more - get set for a summer of reading and learning! Programs are sponsored by the Friends of the Bellingham Public Library and other community partners.

[Read More](#)

Take Another Look! Summer Reading Photo Challenge for Adults

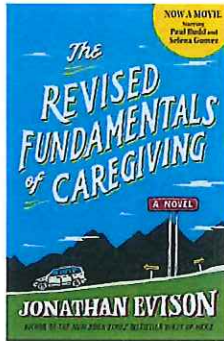
It is time to look at reading from a fresh perspective! Challenge yourself to share photos of your favorite books, libraries and reading activities on Facebook, Twitter and Instagram using the hashtag #bplsummer2016.

Share at least five photos for a chance to win prizes in monthly drawings and to be entered into our end-of-summer Grand Prize drawing. Participation details linked below.

[Read More](#)



Whatcom READS: *The Revised Fundamentals of Caregiving*



The 2017 Whatcom READS! selection is *The Revised Fundamentals of Caregiving*, a big-hearted and inspired novel by author Jonathan Evison.

If you like really digging into a great book and enjoy discussing and exploring a book's themes, you're going to love Evison's novel. This is a story about forgiveness, especially about forgiving oneself. We hope you'll grab a copy and tell everyone you know about it.

It is available in book, eBook, audio, large print, and downloadable versions at all public libraries in Bellingham and Whatcom County, and from your favorite local independent book store, Village Books.

Jonathan Evison is scheduled to visit our area March 9-11, 2017 at events in Bellingham and throughout Whatcom County. All events free-of-charge and open to the public.

[Read More](#)

June 2016

Bellingham Public Library | 210 Central Avenue
Bellingham | WA | 98225 360-778-7323
www.bellinghampubliclibrary.org



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*Library Board
June 21, 2016
F4I*



Secretary of State

Kim Wyman

News

FOR IMMEDIATE RELEASE

June 13, 2016

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Washington State Library has a new director: Cindy Aden

Secretary of State Kim Wyman today announced appointment of Cindy Altick Aden as director of the Washington State Library.

Aden will take the helm next month of the state's oldest cultural institutions, dating back more than 160 years when it was created by the state's first territorial governor, Isaac Stevens, with a \$5,000 congressional appropriation for a collection of books he purchased and sent around the Horn.

Aden has an extensive background in public libraries and the private sector, including stints at Amazon, Corbis, and community newspapers. She is a graduate of Stanford University and the University of Washington School of Library and Information Science.

"I am delighted to appoint Cindy to provide new leadership at one of the library community's most important jobs," Wyman said. "I am excited about the creativity and passion she brings to the table. She has the skills and the vision to help pivot the Library to new levels of relevance, technology advances and user-friendliness in this challenging and exciting new century."

Aden said she is "honored and excited" to take the new post and eager to join a staff of experienced professionals. She praised the Legislature and Secretary Wyman for working hard to put the Library on a solid financial footing.

“It will be rewarding to once again put the State Library squarely in everyone’s line of sight,” she said. “I look forward to reaching out to all of the libraries in the state for dialogue on what we can do together to make to make library services stronger for everyone in Washington.”

Wyman said the selection of the new State Librarian reflects her vision for a Library that responds to the public’s need for solid information across platforms that are convenient and easy to use.

“Libraries are no longer just brick-and-mortar facilities,” Wyman said. “More and more people, including my own son and daughter, access information online. We also want to partner closely with the State Archives to provide documents, books, images, maps, records and other materials in a way that is convenient to our thousands of in-person and online customers.”

The Washington State Library offers a wide variety of services, including print and digital collections, genealogy resources, photo collections, historic newspapers, help for researchers, assistance to the Legislature and other policy-makers, and crucial assistance and resources for the state’s community, college and tribal libraries.

The Library, a service of the Office of Secretary of State, operates the Washington Talking Book & Braille Library in Seattle and libraries in the state prisons and mental hospitals. Partnering with Microsoft, the Library and over 400 community libraries offer hundreds of free online computer and IT courses through the Imagine Academy.

“The Washington State Library has amazing resources for school kids, businesses and regular folks who want to expand their literacy and job skills,” Wyman said. “It’s very hands-on.

“The Library also is the official conduit of federal library dollars that are a real lifeline to our community libraries. So literally the reach of the Washington State Library extends to every community and legislative district.”

Aden is a seasoned professional with background in management, strategic leadership, librarianship, metadata, project management and more. She has worked at the Library of Congress, the University of Washington Libraries, and Kitsap Regional Library. She was the first professional librarian hired by Amazon and also worked with Corbis and OCLC.

###

Library Board
June 21, 2016
FYI

SEATTLE LIBRARIES GET QUIETER, BUT DIGITAL USE BOOMS

Gene Balk / FYI Guy
Seattle Times staff columnist



Can you think of anything in Seattle that's gotten *less* crowded in recent years?

Ask a librarian.

Between 2011 and 2014, our booming city gained 50,000 residents. But in that period, total branch visits to the Seattle Public Library (SPL) declined by 150,000, or 2.3 percent — even with a significant increase in branch hours.

In 2012, Seattle voters approved a seven-year, \$123 million property-tax levy that paid for an additional 102 open hours weekly in library branches, as well as an increase in services, improved collections and maintenance.

These enhancements resulted in a bump in visits in 2013 — but the numbers still remained lower than the count of 6.5 million in 2011. And then visits dropped off again in 2014. The library rejiggered the visitor-counting system last year, so those numbers aren't entirely consistent, but do show a continued decline.

See > **FYI GUY, A16**

< FYI Guy

FROM A1

The King County Library System also saw fewer patrons through the doors in this period. The data show a 3.7 percent drop in visits, although that's at least partly due to the temporary closure of some branches for construction with a major building program under way.

To be sure, this situation isn't unique to Seattle and King County — what's happening here parallels a national trend. A recent report by the Pew Research Center found that just 44 percent of Americans had visited a library or bookstore last year, down from 53 percent in 2012.

Jan Oscherwitz, the library's levy administrator, is quick to point out that library usage is not down, even if branch visits are.

"There are alternative ways to get library resources, and that's really growing," she said. "More people are relying on e-materials and e-access for services." Indeed, the data show that circulation of digital materials nearly tripled between 2011 and 2014.

And increasingly, the Seattle Public Library is providing more services off-site.

"We are going to where the people are," Oscherwitz said. "Visits measure activity inside the building. We are much more focused on outside the buildings, providing services where people need them, and not asking them to come inside our facilities."

Even so, it was not long ago that Seattleites made a huge investment in the library's brick-and-mortar. The \$196.4 million "Libraries For All" bond measure, approved in 1998, built the striking Central Library downtown. It also paid for new and rebuilt branch libraries throughout the city.

By 2008, with all the construction complete, the square footage of the Seattle Public Library system had been doubled. Visitor counts surged initially after all the construction. Since then, things have changed, with access to library services increasingly available outside the buildings.

The library is responding to this shift with an effort to re-imagine branch spaces, Oscherwitz says. To encourage use of the library as office space, for example, meeting rooms have been improved with new audiovisual equipment that will allow for PowerPoint presentations, and outlets have been added so that people can easily charge

their devices. And the Central Library earlier this year hosted a museum-like exhibition, First Folio!, on tour from the Folger Shakespeare Library.

The library has also beefed up its programming events such as lectures and films, nearly tripling the number since 2011. Annual attendance at such events is up by more than 100,000. (Most of these events are held inside the library, and the data on library visits includes program attendance.)

Given that the rise of digital materials is cited as a primary reason for declining branch visits, it's perhaps surprising that the biggest drops in foot traffic were seen in lower-income neighborhoods. Survey data from Pew found that nearly three in four library e-book readers had a household income more than \$50,000.

The New Holly branch in Rainier Valley saw the steepest drop — about 30 percent — even with four additional hours per week added in 2013. The other branches with double-digit declines in visits are International District/Chinatown, Beacon Hill, Delridge and High Point.

It's not clear why the branches in these areas are seeing a more pronounced drop in visits. But one factor could be a pickup in the

economy, says Pew Research Center's John Horrigan, who studies library usage at the national level.

"We do ask people if they've gone to the library for a job search, and those numbers have declined fairly significantly since 2012," he said. "And lower-income people tend to be more active in doing job searches online at the library than upper-income folks, who may have alternative resources for looking for work."

The library is increasing services in the South End branches.

"We do target programming to branches in areas where there is the most digital disparity, or economic disparity," said Oscherwitz. "We are taking steps to make those branches more vibrant as best we can."

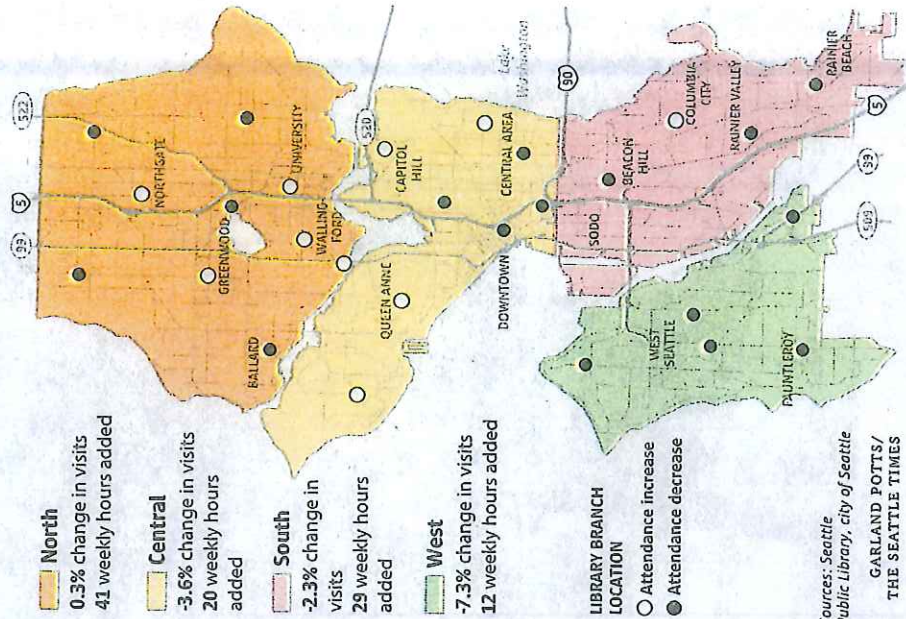
Two branches — Columbia and Northgate — each added 25 operating hours per week. Not surprisingly, they saw the biggest increases in visits. "The library is as relevant — or more relevant — than it's ever been," Oscherwitz said.

I agree with that. Even so, library usage is changing and the Seattle Public Library has a lot of branch space to fill.

Gene Ball: gball@seattletimes.com or 206-515-5052. On Twitter: @geneball

Seattle library visits decline

Between 2011 and 2014, branch visits to Seattle Public Library declined by about 150,000 — even as branch hours were added. Declines were more pronounced in less-affluent neighborhoods in south and west sections of the city. Circulation of digital items nearly tripled in this period.



Library Board
June 21, 2016
Consent agenda

Bellingham Public Library



**Regular Meeting of the Library Board of Trustees
Tuesday, May 17, 2016 – Central Library
Library Board Room – 3:30 p.m.**

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

Board Members Present: J. Gordon, Marilyn Mastor, Rachel Myers, Tom Barrett, and Rick Osen.

Library Staff: Pamela Kiesner, Lola Estelle, Beth Farley, Bethany Hoglund, Janice Keller and Jennifer Vander Ploeg.

Others Present: April Barker, City Council Liaison; Faye Hill, Friends of Bellingham Public Library.

Call to order and introductions: Board Chair J. Gordon called the meeting to order at 3:32 p.m.

Approve/modify agenda: Rachel Myers moved to approve the agenda. Marilyn Mastor seconded. The motion carried.

Public comment: No public comment.

Consent agenda: Rick pointed out that our performance measures correlate with *The Atlantic* article handed out at the last board meeting, "Fewer Americans Are Visiting Local Libraries – and Technology Isn't to Blame" – we see a negative impact due to funding. Barkley and Fairhaven branches are seeing an increase in people, an impact of increased hours; on the other hand, because there has been no increase in materials funding, circulation is down even though traffic is up. Rick Osen moved to approve the consent agenda. Rachel Myers seconded. The motion carried.

Board members' reports: Marilyn attended Seattle Public Library's Friends of the Library sale and brought a flyer to share. It was held at the Seattle Center, was well-organized, and was at least ten times larger than our own.

Rachel shared that she and Mauri Ingram, both of Whatcom Community Foundation, spoke at the Friends Annual Meeting. Rick and J. also attended. In response to the question at the end of her speech, "Why isn't anything happening with a new building?", J and Rachel shared that despite the Board actively trying to move forward for years, there currently aren't any answers.

City Council liaison report: April reported that the Council voted last night to put the Greenways IV levy on the November 2016 ballot. It will include maintenance, operation, and development

along with acquisitions. This could free up dollars from the General Fund. 2.5 million is needed in order to stop using the City's reserve funds.

Friends of Bellingham Public Library report: Faye Hill, President, reported on the Annual Meeting. She added that she was pleased to hear people still want a new library and quoted Margaret Mead, "Never underestimate the power of a few dedicated people." She invited the trustees to the upcoming Ski-to-Sea book sale that starts on May 25.

Library Director's report:

- The City is undergoing the yearly Accountability Audit, including the Library this year.
- Pam would like to start the new trustee recruitment process in August; Marilyn's term is up at the end of the year.
- Pam met with Mayor Kelli and shared some program highlights, our participation in Cascadia Rising and the website refresh project. They discussed library annexation; the Mayor said the \$50,000 set aside in her budget for a feasibility study could be used for an annexation study. She is open to alternative ideas as well. Mauri Ingram, from Whatcom Community Foundation, met with the Mayor about developing a multi-use facility which includes the library on the county parking lot site. Mauri plans on meeting with Jack Loews, County Executive, next. The Mayor will be attending our June meeting.
- Pam passed out an article from *The Oregonian*, "Central Library brings a social worker on board." Pam suggested we might want to explore the idea of bringing a social worker to our library and ask the Home Fund to fund it.
- Some program highlights: after hours Children's Art Walk; before hours The Transit of Mercury viewing; Bethany participated as a judge for this year's Sasquatch Superbowl.

City Of Bellingham Level of Service: Sustainability Strategies: Pam pointed out packet documents on the City's Sustainability Strategies, and specifically the section on Library Annexation. Pam will discuss annexation with Christine Perkins, from WCLS. Pam recalled from previous board discussions that the concept of annexation was a difficult one; there was a belief that Bellingham is 50% of the county and would not be comfortable dissolving and becoming a branch of WCLS. The idea of both systems dissolving and becoming a new regional library system should be explored. Pam read the description of a regional library system from Chapter 27 of the RCW. There are also sections in the RCW on contract libraries and annexation. Another financial sustainability option is an operating levy. The next Strategic Plan will provide an opportunity to explore the different scenarios.

City of Bellingham Comprehensive Plan Update: The memorandum in the packet provides a link to the draft Bellingham Comprehensive Plan and the Council Review Schedule. June 27 is the work session on the chapter that includes the library. (note: this was later changed to July 11)

Library Level of Service Standard for Open Hours: Pam provided a new draft in the packet for discussion. J. and Rick both have reviewed the draft and provided feedback. Rick pointed out that after the branch hours are increased in June, they will be at 28 hours per week. Central is currently at 56 hours per week. Establishing 64 as the Medium or Operational range for Central puts in on par with neighboring libraries (such as Ferndale). 36, as the Medium for branches, is what Fairhaven was operating at before 2008. This is our Level of Service proposal for the City of Bellingham. It would be beneficial if the State Librarian established a State of Washington standard. Rachel Myers moved to approve the Library Level of Service Standard as written. Marilyn Mastor seconded. Motion carried. The board now has established standards for space and hours; it was suggested materials be worked on next.

Policy Review: Eligibility for Library Service Policy: first review. Pam and Jennifer Vander Ploeg have updated this policy to allow for reciprocity with other public libraries within Washington State. April questioned the need for photo ID to receive a library card or access computers – this is a barrier to access. Beth Farley responded that we refer people without ID to the Law Advocates ID program so that they can obtain one. Photo ID has been required for computer access so that patrons with \$10 or more in fines could not work around the fine block. Recently procedure changed so that anyone, regardless of fines, can access computers, so the question of requiring photo ID will now be re-evaluated.

2015 Washington Public Libraries Annual Report: Pam provides a copy of the Bellingham Public Library information plus the Federal Notes on the information so that trustees have a chance to review what we have submitted to the state.

Committee reports

- Outreach Committee: Aside from the Friends Annual Meeting information provided earlier, nothing to report.
- Facilities Committee: Nothing to report, though we are looking forward to talking with the Mayor at the next meeting.

Operations Update:

- New branch hours begin on June 4. Summer Sunday closure at Central begins at the same time and continues through the Labor Day weekend.
- Woody Ciskowski, one of our Pages, was selected as the new 25-hour Library Clerk.
- Removing barriers to service: Jennifer Vander Ploeg provided a preview of the concept of courtesy renewals that will be presented to the board at the June meeting. Courtesy renewal is an automated first renewal for all eligible items (ones that do not have holds on them or that have not already been renewed). This would provide a positive customer service. It would save staff time with over-the-phone renewals. Circulation could increase, revenues could drop slightly.

Trustee education:

- 2016 Summer Reading for kids, teens and adults: Bethany provided handouts for this year's program, "On Your Mark, Get Set... READ!" Children are challenged to read or listen for 15 hours, and if completed, receive a yard sign, a book, a mystery coupon from a community partner and they are invited to shake hands with the Mayor at the Recognition Ceremony on August 18. Packets were distributed to all public and private schools. Activity sheets for children birth to 4 were distributed to preschools and daycares. Teens are invited to read and review – the more reviews they submit, the more chances to win prizes. Adults are invited to participate in a Summer Reading Photo Challenge.
- Overview of website refresh project: our virtual branch is getting a remodel. Lola has been looking at options for redesigning and relaunching the website. Currently our website is housed on the city server. It will be moved to the cloud on a Wordpress site. After looking at 5 local web design contenders, WordPress was chosen – we want to be modern, but can't afford cutting edge. The aim is to be inspired by the City of Bellingham site as well as Bibliocommons to provide a seamless experience. We would like to launch a test site and request Survey Monkey input.

- Library participation in Cascadia Rising exercise: Janice explained that the local community and regional neighbors have planned an emergency exercise – a mock earthquake and tsunami – planned for June 7-9. This is an opportunity to talk about preparedness. The library will participate on June 7; working with a developed scenario, we will look at what to do when the shaking stops.

New business: No new business.

Action items for next meeting: These items were identified for consideration at the next meeting:

- Welcome Mayor Kelli Linville
- Eligibility for Library Service Policy – final approval
- Personnel budget
- Courtesy renewals
- Interlocal agreement background

Meeting adjourned at 5:30 p.m.

Next Regular Library Board Meeting: June 21, 2016 – 3:30 p.m. at Central Library, 210 Central Avenue, Bellingham, Washington

ATTEST
Secretary, Library Board of Trustees

Chair, Library Board of Trustees

**Bellingham Public Library
Performance & Activity Measures, 2016**

*Library Board
June 21, 2016
Condent agenda*

			Year to Date		% of change YTD
	May-16	May-15	2016	2015	
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	1,838	2,130	8,511	9,014	-5.58%
Electronic copies added to the collection - Hoopla removed March	906	812	-12,112	24,514	-149.41%
Physical copies withdrawn from collection	(289)	(2,883)	(7,973)	(5,874)	35.73%
Total physical holdings			188,755	193,751	-2.58%
Total electronic holdings			51,267	52,637	-2.60%
Total Holdings (Physical and Electronic)			240,022	246,388	-2.58%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	62,277	58,346	302,952	311,182	-2.64%
Youth	35,636	34,616	182,982	186,713	-2.00%
Sub-Total Central	97,913	92,962	485,934	497,895	-2.40%
Fairhaven Branch					
Adult	4,512	5,405	25,915	28,868	-10.23%
Youth	1,772	1,479	9,139	8,740	4.57%
Sub-Total Fairhaven	6,284	6,884	35,054	37,608	-6.79%
Barkley Branch					
Adult	2,754	3,719	17,349	18,519	-6.32%
Youth	1,856	2,523	11,470	13,073	-12.26%
Sub-Total Barkley	4,610	6,242	28,819	31,592	-8.78%
Bellingham Technical College					
Adult	21	73	451	451	0.00%
Youth	0	4	42	24	75.00%
Sub-Total BTC	21	77	493	475	3.79%
Whatcom Community College					
Adult	316	270	1,369	1,287	6.37%
Youth	79	44	380	267	42.32%
Sub-Total WCC	395	314	1,749	1,554	12.55%
Western Washington University					
Adult	657	443	2,580	2,296	12.37%
Youth	217	111	1,026	580	76.90%
Sub-Total WWU	874	554	3,606	2,876	25.38%
Online Services					
Hoopla (removed March, 2016)	0	2,774	0	6,108	
NW Anytime Library Overdrive	11,806	9,491	56,487	48,529	16.40%
Tumblebooks	3,261	7,712	14,444	33,738	-57.19%
Zinio	1,124	1,402	7,632	7,597	0.46%
Sub-Total Online	16,191	21,379	78,563	95,972	-18.14%
Total Circulation	126,288	128,412	634,218	667,972	-5.05%
Holds Activity					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	47,097	44,769	241,848	233,429	3.61%
Holds Filled - holds checked out at BPL, FH, Barkley and WCC	30,006	28,950	155,220	150,969	2.82%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library (In February, re-opened Sundays during 2014 school-year)					
Adult	43,014	44,097	225,850	232,398	-2.82%
Childrens	11,362	10,833	61,452	62,539	-1.74%
Fairhaven Branch	6,431	5,939	33,396	31,259	6.84%
Barkley Branch	3,672	3,879	18,557	17,847	3.98%
Total Persons Visiting	64,479	64,748	339,255	344,043	-1.39%
Website Visits	45,679	45,181	235,636	231,424	1.82%
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons Visits	12,152	10,624	60,204	53,247	13.07%
This count reflects number of visits to Bibliocommons					
Total Website Visits	57,831	55,805	295,840	284,671	3.92%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	4,014	5,896	27,717	32,504	-14.73%
Childrens (3 terminals)	109	160	1,031	989	4.25%
Fairhaven Branch (7 terminals)	358	504	2,773	2,489	11.41%
Barkley Branch (4 terminals)	158	239	1,273	1,297	-1.85%
Total Computer Sessions	4,639	6,799	32,794	37,279	-12.03%
New Borrowers Registered					
Central Library	441	468	2,449	2,634	-7.02%
Fairhaven Branch	25	36	177	127	39.37%
Barkley Branch	16	35	106	115	-7.83%
Total New Borrowers Registered	482	539	2,732	2,876	-5.01%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	109	92	591	599	-1.34%
Attendees	3,012	2,274	16,570	18,220	-9.06%
Volunteer Hours - includes Friends of the Library beginning 03/2014	946	1,016	3,232	3,785	-14.61%

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 JUNE 21, 2016, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
ADMINISTRATION		
Communications/ITSD charges	City of Bellingham (Interfund)	1,937.00
Key copies	Accurate Lock & Security	15.00
Backup software	Adobe Creative Cloud	260.75
E-Rate consultant	Adtec	250.00
Hand sanitizer	Amazon.com	15.65
Kleenex	Cash N Carry	31.97
Printing	Copy Source	45.52
Water @ Barkley Branch	Crystal Springs	15.91
Key rail	Home Depot	23.85
WASHYARG meeting mileage	Jennifer Lovchik	106.92
Movie license	Motion Picture Licensing	183.05
Security software maintenance	Ninite.com	20.00
Office supplies; toner; label tape	Office Depot	720.02
Toner	OfficeMax	69.16
Membership	TAG NW	50.00
Barkley operating costs	Talbot Services LLC	533.33
Membership	Techsoup	5.00
Patron headphones	Today's Classroom	335.34
	ADMINISTRATION Sub Total	\$4,618.47
PUBLIC SERVICE		
Help Desk supplies	Amazon.com	131.49
Brawny wipes	Bay City Supply	209.23
Library materials returned	Library Refunds	114.97
Room reservation cancellations	Library Refunds	62.50
Copier paper; program supplies; hold folders	Office Depot	818.63
Program supplies	Really Useful Boxes	176.17
Copier costs	Ricoh USA	783.58
Debt collection	Unique Management Services	304.30
Post Office box	USPS	1,280.00
ILL postage	USPS	15.50
Card stock	WalMart	27.06
B&O taxes	WSDR	49.79
	PUBLIC SERVICE Sub Total	\$3,973.22
OUTREACH		
Diesel fuel	Reisner Distributor	86.67
Van maintenance & repair	City of Bellingham (Interfund)	677.00
	OUTREACH SERVICES Sub Total	\$763.67
TECHNICAL SERVICES		
ILL & tech services	OCLC	2,047.26
	TECHNICAL SERVICES Sub Total	\$2,047.26

LIBRARY ACQUISITIONS

Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	567.23
Books	Baker & Taylor	15,502.70
Periodicals, electronic databases	Ebsco Subscription Services	1,855.00
Periodicals	Ferndale Record	55.00
DVDs, CDs, recorded books	Midwest Tape	10,727.50
eBooks, audiobooks	Overdrive Inc	6,856.49
Periodicals	Puget Sound Maritime Historical Society	60.00
Books	Scholastic Library Publishing	293.04

LIBRARY ACQUISITIONS Sub Total \$35,916.96

GIFT FUND

Books	Baker & Taylor	1,249.66
Humanities Washington Prime Time Program	Cash N Carry	37.64
Books	Center Point Large Print	93.79
Humanities Washington Prime Time Program	Costco	88.87
Books	Gale	198.98
Humanities Washington Prime Time Program	Haggen	60.55
Humanities Washington Prime Time Program	Little Caesars'	113.97
Humanities Washington Prime Time Program	McKay's Taphouse	169.46
Humanities Washington Prime Time Program	Subway	273.42
Humanities Washington Prime Time Program	ZD's Family Italian	20.00

TOTAL GENERAL FUND \$47,319.58

TOTAL CLAIMS \$49,625.92

Library Board
June 21, 2016
Item # 7

Kiesner, Pamela N.

From: Kiesner, Pamela N.
Sent: Thursday, June 09, 2016 4:33 PM
To: Barker, April; jgordon@geoengineers.com; mmastor@gmail.com; Rachel Myers; Rick Osen; Thomas J. Barrett (BarrettTom@comcast.net)
Cc: Jenkins, Wendy K.; Keller, Janice L.
Subject: Letter from Julie Guy

Hello Trustees,

Yesterday Janice sent to you the tentative schedule for City Council discussion of the City's Comprehensive Plan. We also recently received a copy of the letter below, which was sent to the City Council as part of the Comprehensive Plan public hearing process. We wanted to pass along this letter for your information, and remind you of the policy statement that pertains to north side library services currently contained in the draft Comprehensive Plan now under review. Below is the exact statement, includes editing/strikeout marks currently contained in the draft document:

Policy CF-60 Develop a plan for ~~Explore the provision of additional~~ library services in the northern area of the City, including consideration of a branch location.

This statement is located on Page 20 of 64, in the May 3, 2016 draft of the Capital Facilities and Utilities Chapter.

As noted in the email Janice forwarded, the tentative schedule calls for this chapter to be reviewed by the City Council Planning Committee at a work session scheduled for July 11. Planning Committee work sessions are typically held at 10:30 a.m. in City Council Chambers.

The full draft Comprehensive Plan and additional materials related to the update process can be found at www.cob.org/compplan.

Let us know if you have any questions!

Pam

Pamela Nyberg Kiesner, Director

Bellingham Public Library
210 Central Avenue, CS 9710
Bellingham, WA 98227-9710
Office: 360.778.7221 / Cell: 360.224.4068
pkiesner@cob.org

www.bellinghampubliclibrary.org

Note: My incoming/outgoing email messages are subject to public disclosure requirements per RCW 42.56

From: Julianna Guy [<mailto:juliannaguy@comcast.net>]
Sent: Monday, June 06, 2016 12:48 PM
To: Sepler, Rick M. <rmsepler@cob.org>; kelli linville <kjlinville11@gmail.com>; LI - Shared Mailbox - Board Of Trustees

<library@cob.org>; Kiesner, Pamela N. <pkiesner@cob.org>; CC - Shared Department <cc@cob.org>
Cc: Carol Dukes <caroldukes5@aol.com>; bev jacobs <bevhawaii@msn.com>; bill dubay <billd2422@gmail.com>; Mary
Vermillion <mvermillion@whatcom.ctc.edu>; jim zander <jnzander@comcast.net>; Matt Dennis
<mattdennis@yahoo.com>; Rosalie Nast <rjnast@gmail.com>; Mike Brunt <Rc1492cc@gmail.com>; Jarrett Martin
<jarrettmartinart@gmail.com>

Subject: June 6.doc

June 6, 2016

Bellingham City Council
Mayor Kelli Linville
Library Board
Pam Kiesner, Library Director
Rick Sepler, Planning Director

*Re: Wording in the Comp Plan to show intention to make available a branch
Library for the citizens of the north part of Bellingham.*

*I moved to Bellingham in 2003. I moved into a condo near Horton and Cordata Parkway. Over the
years I have found out that many Bellinghamsters had no
Idea where that intersection was located. Therefore the whole north end was a blank in their
mind, except for the 8 or 10 blocks of Meridian which were considered a traffic problem.*

*I and others worked to have parks set up in our part of town . We now have one park and land for
two others to be developed.*

*However, our efforts to have a small branch(+ - 2000 sq ft) for the ever growing population in
Meridian, Birchwood, Cordata, King Mountain and Irongate have met with no success.*

*I am asking the Council to make sure that the Capital part of the comp plan includes wording for a
library branch north of the freeway.*

Thank you for your consideration.

Julianna Guy
4559 El Dorado Way
Bellingham, Wa 98226

Cc Cordata Neighborhood Association Board

Policy CF-49 Contribute to the City's telecommunication facilities to ensure a reliable communication network to respond to emergencies. As funding allows, support an interconnected communication network with county agencies to provide seamless coverage and increased frequency capacity and interoperability.

Interoperability is the ability of public safety personnel from one agency to communicate via mobile radio with personnel from other agencies.

Policy CF-50 Develop a concurrency management system to assure that adequate fire and enforcement personnel are in place at the time that new development is approved or within a reasonable amount of time.

Policy CF-51 Bellingham's commitment to trained professionals in both police and fire departments contributes to an ongoing sense of security and safety in the community.

Policy CF-52 Support construction of law enforcement facilities that will promote the sharing of resources and programs with other law enforcement agencies.



BPD Headquarters.

Policy CF-53 Encourage continued coordination between the City's Police Department, Whatcom County's Sheriff's Department, Port of Bellingham Security Agency, and WWUPD.

Policy CF-54 Encourage crime prevention through environmental design in new development and in redevelopment proposals.



Bellingham Public Libraries

Bellingham has a long history of offering public library services. Today, the Bellingham public library provides quality, innovative library services in multiple locations and online to residents who live, work, own property or attend school in Bellingham and throughout Whatcom County.

Library Mission Statement:

"Connecting our community with each other and the world to READ, LEARN, MEET, and DISCOVER."

The Bellingham public library is known throughout the state and nation for its high use by community members. In statewide data, the Bellingham public library consistently ranks among the highest circulation per capita and is among the most-visited libraries. Library use and services have continued to grow each year as shown on the 2004-2015 Bellingham Public Library Demand table below.

A five-year Strategic Plan for the Bellingham public library (2013-2017) was approved by the Library Board of Trustees in early 2013 after extensive stakeholder and community involvement,

consultation with other libraries, and work by the library administration and staff. The plan is intended to support the library to develop forward thinking programs and services that represents best library practices that are unique to Bellingham and that meet community's vision and needs.

A key goal described in the strategic plan is replacing the central library, the now 65-year-old hub of the Bellingham public library system. The reiteration of this goal follows more than a decade of study, with the assertion of this need and formal commitments to next steps detailed in multiple documents adopted by the Bellingham City Council and Library Board of Trustees.



Bellingham's Central Library.

Level of Service Standards for Bellingham Public Library

The following level of service standard relative to capital facilities was adopted by the Bellingham Public Library Board of Trustees on January 19, 2016. It is the first of a series of standards the Board of Trustees expects to consider for adoption in 2016 and 2017. This facility standard is based on an industry standard average and applies to the entire library system, including the central library and its branch libraries, as a means to providing open and equal access to all the community's citizens.

<i>Library Square Footage per Capita</i>		
Low or Minimal	Medium or Operational	High or Optimal
.6 sf/cap	.8 sf/cap	1.0 sf/cap
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		

Bellingham Public Library Facilities

The Bellingham public library operates at three main locations. Holds, pick-up of library materials and self-check-out services also are offered on three local college campuses, and returned materials are collected at drop boxes located throughout the City.

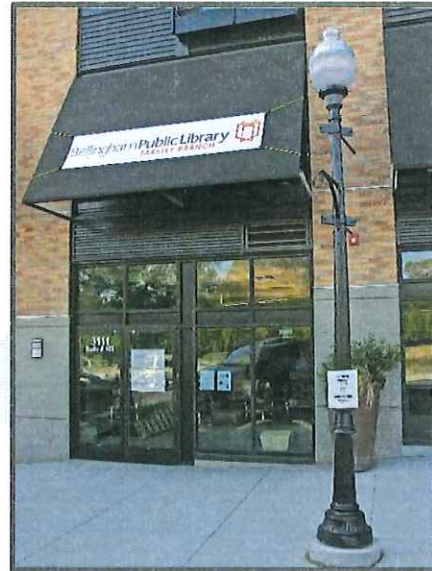
Forecast of Future Needs:

Based on the recommended LOS standards above, the Bellingham public library's three facilities together just meet the minimum basic LOS standard of .6 sf/capita for GMA adequacy. However, the Central Library and Fairhaven Branch library each have issues needing attention during the 20-year planning horizon to maintain adequacy, improve functionality and safety, and preserve historic assets. The adequacy of the Barkley Branch library depends upon a partnership with a private entity. These facility-specific needs are described below.

Early in the 20-year planning horizon, the Central Library building will need to be remodeled, expanded, or replaced to serve Bellingham and its projected growth forecast. Functionally, the Central Library no longer serves our community well. The facility now supports more than double the population it was originally intended to serve. It falls short of meeting goals of ensuring efficient, reliable, cost-effective facilities with enhanced technological features. Key

problems include: inadequate space in all areas, inefficient and inflexible configuration; lack of amenities common to modern libraries; maintenance needs typical of aging buildings; and accessibility and mobility problems throughout the building. The need for new or expanded Central Library facilities is well-documented in numerous adopted planning documents during the past decade.

In 2014, the Library Board of Trustees and City officials renewed discussions about replacing or remodeling the Central Library. In late 2014, the Library Board voted to explore expanding and extensively renovating the existing Central Library building, while continuing to work with City officials to consider other alternatives. City and library officials agree planning must be integrated with other plans for City facilities. For example, there is some interest in not demolishing the Central Library or renovating it for library use, but rather using it for different City purposes.



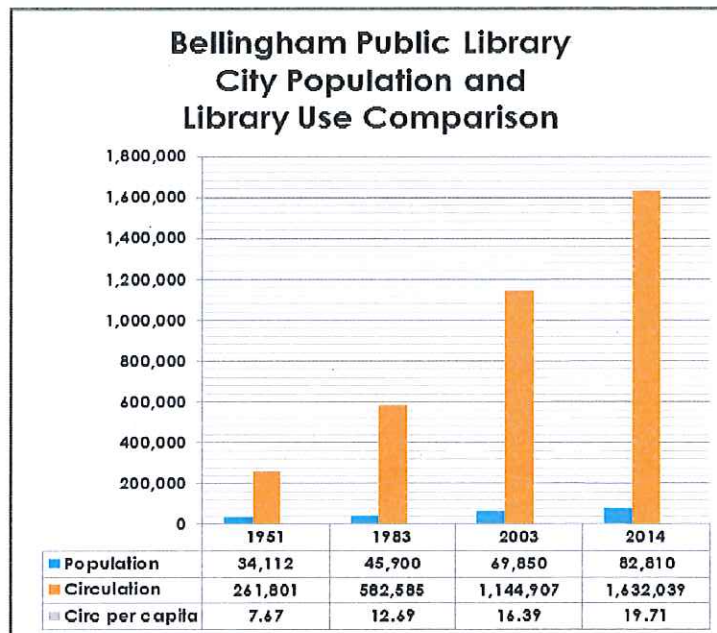
Barkley Branch of the library system.

The square footage of the Fairhaven Branch library facility is adequate to meet the anticipated demand during the 20-year planning horizon, however continued maintenance and seismic upgrades are needed to protect life safety and preserve this publicly-owned asset.

The Barkley Branch library facility is adequate to meet the anticipated demand during the 20-year planning period, as long as the private building owner continues to provide this space at a reduced cost.

Year	Circulation	Collection	Visitors	Programs	Program attendance
2004	1,160,753	297,862	699,240	299	11,094
2005	1,195,798	294,010	663,613	345	12,218
2006	1,206,554	296,783	744,856	406	14,359
2007	1,285,450	289,669	816,302	594	19,191
2008	1,418,841	260,476	895,917	670	22,288
2009	1,596,996	252,596	923,814	637	20,909
2010	1,619,252	243,464	858,308	506	18,642
2011	1,645,360	232,683	862,334	737	23,775
2012	1,638,730	236,979	842,242	818	25,207
2013	1,672,401	242,112	825,772	793	26,119
2014	1,632,039	228,946	830,909	993	32,159
2015	1,584,696	251,596	837,716	1,389	41,225

Source: Bellingham Library Administration, 2015



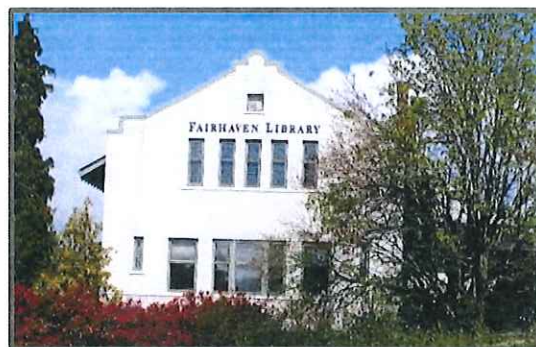
Source: Bellingham Library Administration, 2015

GOAL CF-5 Provide access to quality of life amenities and foster lifelong learning opportunities for all ages.

Policy CF-55 Continue to provide library services, including administration, transportation and major circulation functions, and primary library services from a Downtown facility. The Central Library is a positive asset for Downtown, contributes to economic development in the area, and should remain in the City Center.

Policy CF-56 **Replace or expand the Central Library and implement the other goals and objectives recommended in the 2013-2017 Bellingham Public Library Strategic Plan.**

Policy CF-57 Continue efforts to coordinate library services and facilities with other compatible public and academic libraries to maximize service to the public and minimize duplication and costs.



Fairhaven Library. Photo by Margaret Ziegler.

Policy CF-58 Update plans for seismic and other improvements to the Fairhaven Branch library, and analyze funding options to complete the improvements.

Policy CF-59 Encourage continued coordination between the Bellingham and Whatcom County library systems to provide patrons with consistent services across the two library systems whenever possible.

Policy CF-60 Develop a plan for ~~Explore the provision of additional~~ library services in the northern area of the City, including consideration of a branch location.

Whatcom Museum

The Whatcom Museum began in 1941 and became a City department in 1944. By written agreement, the museum is operated by both the City of Bellingham and the non-profit Whatcom Museum Foundation (formerly Society). The City seeks to stimulate curiosity about Bellingham's changing cultural, natural and historical landscapes, from the youngest to the oldest minds, and to inspire preservation of and creative contributions to the region and beyond.

Whatcom Museum Mission Statement:
"Provides innovative and interactive educational programs and exhibitions about art, nature and northwest history."

The three-building museum campus includes the historic 1892 Old City Hall, Syre Education Center; and the LEED-certified Lightcatcher building, constructed in 2009 through the creation of a Public Facilities District.

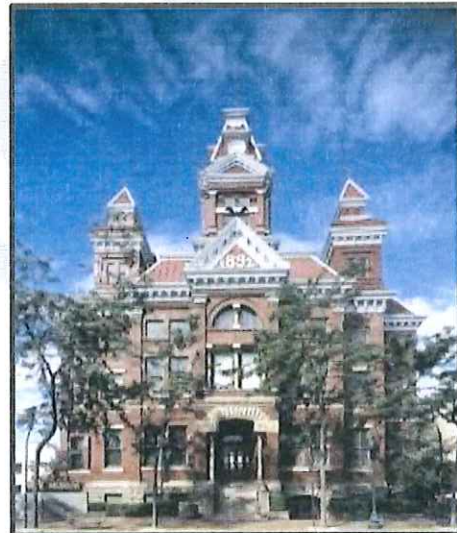
Forecast of Future Needs:

The museum facilities are adequate to meet the expected service demand for the 20-year planning period. As funding becomes available, continued maintenance of existing facilities will likely be needed. Seismic and fire suppression upgrades are needed for both the 1892 Old City Hall and Syre Education Center.

GOAL CF-6 Promote arts, culture, and provide access to local, regional, and national history.

Policy CF-61 Maintain and upgrade existing museum facilities.

Policy CF-62 Continue support for the Whatcom Museum of History and Art and its role in providing cultural awareness and educational experiences for the region's population.



Old City Hall is one of three buildings that are part of the of the Whatcom Museum campus.

Public Schools

Three individual school districts provide public education in the City and its UGAs. Each school district is responsible for planning, financing, constructing, and maintaining public school facilities within their district. School district boundaries do not follow City, UGA, or Whatcom County planning boundaries (see Public School District Service Areas map).

The Bellingham, Meridian, and Ferndale School districts currently determine public school facility, personnel, and resource needs based on existing zoning, residential densities, and population growth projections. Population growth and infill development projects are expected to increase the demand for public school services, especially on the north and south sides of the City.

Library Board
June 21, 2016
Item # 8

Process Schedule

Process	2016		2017				2018				
	3	4	1	2	3	4	1	2	3	4	
Regional Fire Authority											
MPD											
Library Annexation											
Museum											
Adjust LOS											
EMS Levy (November Election)											
LEAN											
Center for Excellence in Grants and/or Contract Management											
Aquatic Center Contract Management											
Civic Complex Contract Management											
Cemetery Management											
Surplus Properties											
Mount Baker Theater Agreement											
Levy Lid Lift											

 First Alternative Process

You are at: [ALA.org](#) » [News](#) » [ALA president responds to Orlando mass shooting](#)



ALA president responds to Orlando mass shooting

For Immediate Release
Mon, 06/13/2016



Contact:

Macey Morales
Deputy Director
Public Awareness Office
American Library Association
mmorales@ala.org

CHICAGO – American Library Association (ALA) President Sari Feldman released the following statement regarding the tragic mass shooting at Pulse, a popular GLBTQ nightclub in Orlando, Florida.

“The library community is deeply saddened by the tragedy at the Pulse nightclub in Orlando,” said Feldman. “Our thoughts are with the victims, their families and friends, and the GLBTQ community.

“Our nation’s libraries serve communities with equity, dignity and respect. ALA will carry this legacy to Orlando. In defiance of fear, ignorance and intolerance, the library community will continue its profound commitment to transforming communities by lending its support.

“In less than two weeks the ALA will host its Annual Conference and Exhibition at the Orange County Convention Center. We will work collaboratively with the leaders of ALA’s Task Force on Equity, Diversity, and Inclusion; Gay, Lesbian, Bisexual, Transgender Round Table (GLBTRT); ethnic caucuses; and executive office to discuss our expressions of support. ALA Conference Services has reached out to our convention center partners and are working closely with them and local authorities to ensure that we will have a safe and secure conference.

“As the ALA prepares, I can’t help but recall past conferences where attendees rolled up their sleeves to foster change. ALA conference attendees were on the front lines of relief and social justice efforts as they supported New Orleans after Hurricane Katrina; Toronto during the SARS virus outbreak; and now continuing their support in Orlando despite this weekend’s senseless act of violence. We will actively reach out to local groups in Orlando to determine the most effective ways we can lend support and contribute to the healing.

“Librarians and library workers are community leaders, motivators and social change agents. During the conference attendees will hold the power to influence social change by means of example. Members will have an opportunity to support the people of Orlando by

wearing armbands in support of diversity, equality and inclusion; volunteering for community relief projects; and supporting local minority owned businesses. The ALA also is currently working on efforts to support an onsite blood drive and Read-Out event.

“You can make a difference regardless of whether you attend the ALA Annual Conference. In a tragedy, we often feel overwhelmed or powerless, but within the next few days the ALA Annual Conference website at <http://2016.alaannual.org> will empower members to give support. The site will provide a list of relief organizations supporting Orlando shooting victims and their families. The site also will have information regarding ALA diversity and inclusion resources.

“Like the libraries we represent, the profession’s commitment to supporting communities, social justice, and abolishing intolerance is unwavering.”

The American Library Association is the oldest and largest library association in the world, with more than 58,000 members in academic, public, school, government, and special libraries. The mission of the American Library Association is to provide leadership for the development, promotion and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all.

Tags

[Advocacy](#), [ALA President](#), [Annual Conference](#), [Conference Services](#), [Office for Diversity, Literacy & Outreach Services](#), [Gay, Lesbian, Bisexual & Transgender Round Table](#)

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ALAAmericanLibraryAssociation

50 E Huron St., Chicago IL 60611 | 1.800.545.2433

Library Board
June 21, 2016
Item #9

Libraries: An American Value

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America's libraries is imperative for education, employment, enjoyment, and self-government.

Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21st century, we believe certain principles must be guaranteed.

To that end, we affirm this contract with the people we serve:

- We defend the constitutional rights of all individuals, including children and teenagers, to use the library's resources and services;
- We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;
- We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services;
- We connect people and ideas by helping each person select from and effectively use the library's resources;
- We protect each individual's privacy and confidentiality in the use of library resources and services;
- We protect the rights of individuals to express their opinions about library resources and services;
- We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions and ideas, so that all individuals have the opportunity to become lifelong learners - informed, literate, educated, and culturally enriched.

Change is constant, but these principles transcend change and endure in a dynamic technological, social, and political environment.

By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom of speech in a world that celebrates both our similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.

**Adopted February 3, 1999, by the
Council of the American Library Association**

Library Board
June 21, 2016
Item # 11

**Bellingham Public Library / Whatcom County Library System Interlocal Agreement
Overview of History, 1986 - 2016**

Compiled by Pamela Kiesner, Bellingham Public Library Director
May, 2016

A formal reciprocal borrowing agreement between the Bellingham Public Library and the Whatcom County Library System has existed since 1986. In 2015, as BPL trustees considered the 2016 annual agreement, a trustee asked how the dollar amount was calculated and whether the methodology still made sense today. In preparation for discussion of our 2017 annual agreement, below is a brief overview of the agreements for the past thirty years.

Also included is a brief description of four other agreements the libraries have had in recent years for migration to a hosted ILS, courier services, patron messaging, and the online catalog (BiblioCommons).

The reciprocal borrowing agreements have had several names:

**Memorandum of Understanding
Bellingham Public Library - Whatcom County Rural Library District
Mutual Extension of Borrowing Privileges**

**Interlocal Agreement
Bellingham Public Library - Whatcom County Rural Library District
Mutual Extension of Borrowing Privileges and Services**

**Joint Powers Agreement
Mutual Extension of Borrowing Privileges**

Also known in file notes as **Reciprocal Use Agreement**

1986: \$31,687

- Agreement was named

**Joint Powers Agreement
Mutual Extension of Borrowing Privileges**

- Purpose, 1986 - 2006 :
"The City Library and County Library intend to provide unrestricted access to library services and circulation of materials for all residents of the service areas of both libraries. However, since County residents use the City Library to a much greater degree than the County Library is used by City residents, the County Library agrees to reimburse the City Library for the difference by provision of the services (and making the payments - added in 1996-1998 agreement) set out herein."

- Contract amount was originally based on a formula which took a number of direct service factors into account (but not all services). It included the actual cost per circulation, in staff time, equipment and materials used to directly serve County residents, and then charged WCLS at 50% of the cost. Indirect costs were not included, such as administration, cataloging, utilities, facilities, etc.
- 1986 amount: "It is agreed that the sum of \$31,687 is the appropriate amount to go to the City Library. Reimbursement will be made by the County Library in the form of services, as described in this agreement, and as follows:
 - Reference Librarian: \$15,250 per year for salary and benefits.
 - Up to \$4,000 in printing services from WCLS.
 - \$12,437 to be paid in cash to the City Library by September 15, 1986
 - Any amount not used in the above services will be paid in cash to the City Library..."
- Agreement includes this section:
Reference Staff Services:
 - The County Library agrees to provide the City Library with approximately 1,040 hours per year of professional reference staff time.
 - The schedule for rendering these services shall be set by January 15 of each year, and will average 20 hours per week...
- **See attached August 14, 1986 memo** (Exhibit A)

1987-1989: 3 year agreement (still named a "Joint Powers Agreement")

- Payment shall be made by the County Library in cash (see amounts following), with credit for services as follows:
 - An amount equal to one-half the salary and benefits...of one full-time reference librarian; and
 - An amount equal to printing services provided by the County Library (up to \$4,000)
- Agreement includes same Reference Staff Services clause as 1986

1987: actual agreement says "It is agreed that the following sums shall be due and owing to the city Library: 1987 - \$45,687..." BPL asked for \$58,557 which was half of what they calculated to be the actual costs to provide service to County residents, using the first, original formula. Counter proposal from WCLS and finally negotiated to \$45,687.

1988: \$48,687

1989: \$53,687

It appears that a Joint Powers Agreement existed for the time period 1990-1992, and "It is agreed that the County Library shall pay the City Library a sum equal to twenty-two

(\$0.22) cents per item (book, magazine, tape, film) checked out of the City Library by residents of the County Library service area. The City Library shall bill the County Library...for amount owed...with credit for services as follows..." (Referred to reference services and printing).

1990 Cannot locate an actual agreement. From file notes:

- \$58,335 minus "reference services and printing services" of \$21,267. Cash payment of \$37,068.
- There is reference in other notes to "contract should be tied to cents per circulation. Recommend current level of 22 cents per circ."

1991

- \$61,638.43 minus "1/2 of Charlotte's salary and benefits (\$20,109.22), BPL printing costs (\$2,643.99), and 1/2 of the 1991 insurance cost for the CPU (\$291.43). So our cash payment will be \$38,593.79." (file notes, 12/17/91 memo)

1992

- \$69,484.28 minus salary/benefits for 1/2 staff member through August, 1/2 of insurance cost for the CPU, and BPL printing and graphics costs. Cash payment of \$54,136.65

1993-1995 3 year "Joint Powers Agreement"

- "It is agreed that the County Library shall pay the City Library a sum equal to twenty-two cents (\$0.22) per item...checked out of the City Library by residents of the County Library service area plus an amount for inflation equal to the percentage across-the-board salary increase granted by WCLS to represented members of the WCLS staff for that year. In each subsequent year of this Agreement, the prior year's cost per item shall be increased by the current year's percentage salary increase, so that this inflation factor operates cumulatively. The City Library shall bill the County Library ...with credit for services as follows:
 - An amount equal to one half the annual cost for joint mini computer equipment and software insurance.
 - An amount equal to printing and binding services provided by the County Library (up to \$4,000).
- **1993:** \$67,786 (+/-)
- **1994:** \$67,339.77 (cost per circ is \$.2312)
- **1995:** \$75,855.83 (+/-)
 - In February 1995 it was agreed that an additional staff member was required to handle increasing computer services and that the costs would be evenly divided between BPL and WCLS; WCLS would pay \$10,999 and add it to the annual payment due to BPL by the end of the year.

- See attached calculation for 1995 payment (Exhibit B)

1996-1998 3 year agreement named:

**Memorandum of Understanding
Bellingham Public Library -- Whatcom County Rural Library District
Mutual Extension of Borrowing Privileges**

- It is agreed that the County Library shall pay the City Library the following in money or in services (as agreed upon from time to time by the respective Directors and Boards):
 - 1996** - \$92,000
 - 1997** - \$100,000
 - 1998** - \$108,000
- The County Library shall receive credit...as follows:
 - Annually, an amount equal to one-half of the annual cost for joint minicomputer equipment and software insurance.
 - Annually, an amount equal to printing and binding services provided by the County Library (up to \$4,000).
- See the August 1995 Librarian's Report regarding calculation for 1996 (Exhibit C)

1999 One year agreement

- It is agreed that the County Library shall reimburse the City Library an amount equal to \$108,000 and that this payment shall be made in cash and/or in the form of credit for the following services - A,B,C,D & E:
 - A. Annually, an amount equal to one-half of the annual cost for joint minicomputer equipment and software insurance, the bill for which is paid by the County Library.
 - B. An amount equal to printing, graphic design and binding services provided by the County Library to the City Library...
 - C. An amount equal to the City Library's share of the cost, paid by the County Library, for Bellingham/Whatcom County Library Computer Consortium hardware and software maintenance, to include the City Library's maintenance fees for cataloging, circulation, acquisition...
 - D. An amount equal to the cost for any Whatcom County Library staff time provided to the City Library...
 - E. An amount equal to the cost for any library materials purchased or rented by the County Library for use by the City Library as part of a joint collection development program...
 - F. Any other services...

2000

- \$108,000 in cash and/or credit for services as outlined for 1999

2001

- \$110,000 in cash and/or credit for services as outlined for 1999

2002

- \$112,200 in cash and/or credit for services as outlined for 1999

2003

- \$114,444 in cash and/or credit for services as outlined for 1999

2004

- It is agreed that the County Library shall reimburse the City Library an amount to include an increase in the COLA for 2003 of 2.1%. This payment of \$116,847.32 shall be made in cash and/or in the form of credit for (services as outlined for 1999)

2005

- Agreement is named

**Interlocal Agreement
Bellingham Public Library - Whatcom County Rural Library District
Mutual Extension of Borrowing Privileges**

- \$118,775 (includes a 1.65% COLA increase over the amount paid in 2004) in cash and/or in credit for services as outlined below:
 - An amount equal to printing, graphic, graphic design...
 - An amount equal to the City Library's share of the cost for Consortium hardware and software maintenance...
 - An amount equal to the cost for any library materials purchased or rented...
 - Any other services...

2006

- Title incorporates "...Mutual Extension of Borrowing Privileges and Services"
- Purpose changes to "The City Library and the County Library intend to provide unrestricted access to library services and circulation of materials for all residents of the service areas of both libraries. However, since County residents use the City Library to a greater degree than the County Library is used by City residents, the County Library agrees to reimburse the City Library for the difference by making the payment set out herein. Further, this agreement documents mutual cooperative efforts which may result in financial reimbursement from either library to the other.
- \$122,318 increase of 3% COLA over 2005
- Will be paid in cash and/or in the form of credit for services

- o Consortium hardware and software maintenance, network management, and any other hardware or software module...
- o Cost for any library materials purchased or rented by the County Library for use by the City Library as part of a joint collection development program...
- o Any other services provided by or billed by one library system to the other library system...
- Attached to the agreement is an MOU regarding the Management, Distribution, and Reimbursement of Holds and Overdue Notices for 2006

2007

- \$126,599 increase of 3.5% COLA over 2006
- Will be paid in cash and/or in the form of credit for services as listed in 2006

2008

- \$129,764 increase of 2.5% COLA
- Will be paid in cash and/or in the form of credit for services as listed in 2006

2009

- \$133,008 increase of 2.5% COLA
- Cash payments to be made quarterly; credit for services language is dropped

2010

- \$136,325 increase of 2.5%

2011

- \$139,733 increase of 2.5%

2012

- \$143,506 increase of 2.7%

2013

- \$147,381 increase of 2.7%
- Adds language about Collection of Fees or Fine Revenue. "It is agreed that fees or fines are determined by the library location where items are checked out. It is further agreed that whichever entity (City or County) collects the fee or fine revenue, that entity retains the fee or fine revenue."

2014

- \$151,360 increase of 2.7%

2015

- \$154,539 increase of 2.1%

2016

- \$156,393 increase of 1.2%

OTHER AGREEMENTS

Other agreements between Bellingham Public Library and Whatcom County Library System:

1. *Bellingham Public Library and Whatcom County Library System - Migration to and Operation of a Hosted Integrated Library System - Interlocal Agreement, October 20, 2015.*
2. *Cost Sharing Agreement Between Whatcom County Library System and Bellingham Public Library For Courier Services*
 - a. June 2012, ongoing
 - b. Agreement with Orbis Cascade
 - c. BPL shall pay WCLS an annual non-refundable administrative fee for use of WCLS' Orbis drop site. This fee will be calculated annually as a prorated portion of total annual membership fees paid to Orbis by WCLS based upon BPL's percentage of total packages distributed via Orbis' courier services at WCLS's drop site.
3. *Memorandum of Understanding Between Whatcom County Library System and Bellingham Public Library for the Operation and Maintenance of an Online Catalog Approved April 2012*
 - a. This is BiblioCommons which works in conjunction with Horizon
 - b. WCLS implemented BC in 2011 and BPL joined later, in 2012. BPL reimbursed WCLS for 40% of the implementation costs and paid BC a joining fee. BPL will pay 40% of maintenance costs.
 - c. We had planned to later implement an Online Payment Service through BiblioCommons in 2012; BPL elected to provide the service implemented by the City of Bellingham and so ADDENDUM No. 1 (February 2013) was created to mutually agree not to share implementation costs for Online Payment Services.
4. *Memorandum of Understanding Between Whatcom County Library System and Bellingham Public Library for the Operation and Maintenance of a Patron Messaging System Approved May 2006, Amended November 2006 and May 2011*
 - a. Telephone messaging system for holds and overdues, installed and maintained by WCLS; BPL reimburses WCLS for a portion of expenses consistent with the amount incurred for mailing, plus 40% of maintenance and equipment costs.



BELLINGHAM PUBLIC LIBRARY, 210 Central Avenue, Bel
Telephone: (206) 676-6860

*Exhibit A
Original
Calculation,
1986*

TO: Board of Trustees, Whatcom County Library System
FROM: Claudia McCain, Director, Bellingham Public Library *CM*
RE: BPL/WCLS Reciprocal Agreement, 1987
DATE: August 14, 1986

I have been requested by the Bellingham Public Library Board of Trustees to present the following report of services provided to patrons of the Whatcom County Library System by the Bellingham Public Library System for the year 1986 and to estimate as accurately as possible the cost of that service to the Bellingham Library System.

The statistics provided are for the month of June, 1986 and could be expected to vary somewhat from month to month. However, since June is one of the lower circulation months of the year, it would be expected that the variation for other months would be on the plus, rather than the minus, side.

<u>Total for Library, 1986</u>	<u>Total for County</u>	<u>County Percentage</u>
Patrons = 24,892 <i>July 1987 35,805</i>	8,623 <i>12593</i>	34.6% <i>35.2%</i>
In circulation June 28 = 31,682	9,589	30.2%
Circ-to-date = 402,994 <i>461,433</i>	118,789 <i>144,775</i>	29.5% <i>31.4%</i>
Fine money owed = \$7,023.15	\$2,252.97	32%
Overdue items = 2,313	700	30.2%
Patrons with 16mm projector privileges = 625	195	31.2%

We have not surveyed the number of county patrons served by BPL reference librarians in 1986. However, in 1982 when County circulation was 19.4% of the total BPL circulation, county patrons accounted for 22% of the reference desk staff time. The number of county patrons as registered borrowers has risen from 6,398 in 1982 to 8,623 (so far) in 1986, an increase of 34.7% in 3.5 years. We can make the logical assumption that the County use of reference staff time is roughly equal to their percentage of use in all other areas, or about 30%.

Circulation to county residents has increased 92% from 1982 (61,581 in 1982, 118,789 in 1986, June YTD) while circulation to city residents has increased 12% in the same time period. In other words, county residents are our fastest growing population of library users.

To figure the dollar value of library services provided to County residents, a zero-based-budget approach has been taken in the following. In other words,

were the Bellingham Library to start over each year from scratch, how much would have to be added in order to serve county patrons.

<u>ITEM</u>	<u>% COUNTY USE</u>	<u>VALUE</u>
Building space/utilities/furniture	NA (although it would be nice to have 30% more chairs available and 30% less dirt on the carpet, etc.)	?
Staff time - circulation desk = 12,040 hrs. per yr. (eleven holidays subtracted) at \$11.54 per hr. (with benefits).	30%	\$ 41,682.48
Staff time - pages = ^{116,276} 14,560 hrs. per yr. at \$4.25 per hr. (no benefits).	30%	\$ 18,564.00 20,752.10
Staff time - reference desk = 2,843 hrs. per yr. (minus 11 holidays) at \$17.58 per hr. (with benefits).	30%	\$ 14,993.98
16mm projectors for public use = 9 projectors at \$600 ea. (state contract).	31%	\$ 1,674.00
Catalog terminals for public use = 12 terminals at \$500 ea.	30%	\$ 1,800.00
Materials budget for 1986 = ^{198,885} \$128,000	30%	\$ 38,400.00
General supplies from pencils to cleaning supplies.	?	?
	TOTAL	\$ 117,114.46

In consideration of the fact that payment of this full amount would cause a strain on the resources of the Whatcom County Library, the Bellingham Library is requesting one half of the above total or \$58,557 for the fiscal year 1987. This amount would equal 25¢ per circ. for county residents at BPL as compared to the approximately \$2.50 per circ. for the City and County Libraries combined. Of the \$58,557, the City library requests the continued and much appreciated reference work of Charlotte Hawes at twenty hours per week and the excellent graphics and printing services as previously provided in an amount up to \$4,000 per year.

The Bellingham Public Library is also open to discussion of the addition of a county telephone line and the use of the Bellingham Library's reference services by WCLS branch libraries in lieu of the reference collection currently maintained by the WCLS.



Exhibit B

BELLINGHAM PUBLIC LIBRARY, 210 Central Avenue, Bel
Telephone: (360) 676-6860

BPL/WCLS RECIPROCAL AGREEMENT PAYMENT FOR 1995

Bellingham Public Library in-house circulation to County residents, Jan. through Nov. , 1995	255,789
BPL circulation to County residents by delivery to County branches Jan. through Nov., 1995	14,641
WCLS circulation to City residents by delivery to BPL Jan. through Nov. 1995	(4,662)
Projected BPL circulation to county residents for Dec. 1995	21,000
TOTAL	286,768

286,768 circulations X \$.2377 per circulation = \$68,164.75

Plus: 10,999.00 central computer services per
2/28/95 agreement
82.69 half of BPL purchase order
#33918 (3/7/95)

\$79,246.44 Subtotal

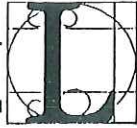
Minus: \$310.50 half of CPU insurance
\$3,080.11 1995 printing & graphic services

\$3,390.61 Subtotal

Total Due: \$75,855.83

[Note: Adjustment for more/less December circulation will be reflected in 1996 payment]

Exhibit C
1996
Calculation



RECIPROCAL USE AGREEMENT WITH THE WHATCOM COUNTY LIBRARY

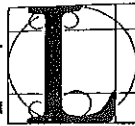
The present Reciprocal Use Agreement with the WCLS was originally negotiated in 1986 and implemented in 1987 with a plan to step up payments over a three year period until the full contract amount was reached. The contract amount was based on a formula which took a number of direct service factors into account. I am enclosing my original letter to the Whatcom County Library Board which specified the contract amount (forgive the penciled notes). Since that time, we have increased the amount of the contract on an annual basis by the same amount which the County Library increased salaries for their employees. Therefore, if WCLS employees received a 3% increase for the year, so did BPL. I think it is now time to renegotiated our agreement and I would like to discuss costs and a base formula with the Board prior to approaching the Whatcom County Library Board with a proposal for 1996. The following is a draft of such a proposal for your consideration.

The method by which the 1986 costs were established has been reviewed and is attached. Basically, we determined the actual cost, per circulation, in staff time, equipment and materials which were used to directly serve County residents and then charged the WCLS at 50% of that actual cost. Indirect costs such as administration, cataloging, acquisition, utilities, custodial services, etc. were not taken into account. In fact, not all direct services to county residents were taken in account in either the 1986 or 1996 proposal.

Direct service costs which were not included were:

- Circulation/overdues staff (i.e. staff time to process overdues and reserves.
- Training, supervision and scheduling of Page and Circulation staff.
- Supplies (i.e. library cards, barcodes, paper and pencils, etc.
- Newspaper Indexing
- Community Resource module

It is obvious that there have been some changes in both libraries in the past ten years and that the automation of County branches and the improvement of County Library collections has had an impact in the number of circulation services which BPL performs for County Library patrons. In fact, the percentage of County Library borrowers at BPL has dropped from a high of 33% in 1991 to the present 27%. The actual circulation count for County residents saw its highest point in 1992 with a count of 310,909 and then dropped to 290,617 in 1994. 1995 BPL circulation to County residents declined 6.6% from 1994, even with online requests and delivery included in the final circulation count. At the same time, total circulation at BPL has increased by 65% in the last 10 years, operating costs have increased by 45% and the total staff count has increased by 20%.



In preparing for this 1996 contract cost proposal some changes were made in the services included. Equipment purchases were not counted in this proposal as they were in 1986, but the ongoing direct cost of postage and credit bureau were.

- Circulation staff desk hours at Main only (including benefits) \$178,723
- Reference staff desk hours at Main only (including benefits) \$189,349
- Page hours \$192,862
- Collections (1995 materials budget, not including cataloging or processing) \$258,000
- Postage (postage covers costs for mailing overdue and reserve notices) \$15,000
- Credit bureau (covers cost for recovering lost and overdue materials) \$1,500

TOTAL COST OF DIRECT SERVICES \$835,434

COST PER CIRCULATION \$0.80
(1994 total library costs divided by total 1994 circulation - June 1995)

50% OF COST PER CIRCULATION \$0.40

If WCLS circulation for 1996 is 7% less than 1994 (270,274), the reciprocal payment will be \$108,109. If costs are figured exactly as they were in 1986, i.e. total costs times 27% divided by 2, then the payment would be \$113,458. The County Library's 1995 contract payment is \$82,000.

¹⁹⁹⁶
1995 BUDGET

The City has adopted a new format for the ¹⁹⁹⁶1995 budget and has moved the budget calendar up about a month to give departments time to work with new forms and statistics. Attached is a page (a work in progress) which shows the Library's mission and goals for 1996 and some performance indicators which can be expressed in graph form. This is a very early attempt but I'm sure you see the trend for the new budget.

The Budget Calendar calls for the preliminary budget to be submitted on September 8. Since we have not had our budget retreat as yet and I do not have all the information I need to put together a preliminary budget, it will not be ready for this meeting. We do have a 3% increase guideline for 1996. Since I am scheduled to attend the Cascade Management Institute in Seattle from Sept. 18 to 22, I would like to suggest that we have a budget meeting on Sept. 5th and our regular meeting on Sept. 26th.

*John Brown
Denshaw 12/8/15*

**CITY OF BELLINGHAM FINANCE DEPARTMENT
2003 INTERGOVERNMENTAL CONTRACTS COMPLIANCE REVIEW
LIBRARY DEPARTMENT**

Scope of Review

Review included universe of all City of Bellingham intergovernmental contracts and agreements, excluding grant, lease and facility use agreements, with a focus on contracts with activity in 2002 and/or 2003.

Intergovernmental contract revenue review sample is shown in Exhibit B-1 (2003 Intergovernmental Contracts – Revenue Review Sample).

Intergovernmental contract compliance review sample for 2003 is shown in Exhibit B-2 (2003 Intergovernmental Contracts – Compliance Review Sample).

Procedures

Reviewed contracts as shown in Exhibit A (2003 Intergovernmental Contract Compliance Review – Review Procedures), including discussion with Julie Carterson, contract administrator and Gladys Fulford.

Results of Review/Specific Recommendations

The following are observations and noted deficiencies, *along with specific recommendations*, from Finance Department revenue and/or compliance review of selected departmental contract files:

Revenue review:

See Compliance review, below.

Compliance review:

Access Agreement with Whatcom County Rural Library District (2003-0029)

Per the contract, the City Library and County Library intend to provide unrestricted access to library services and circulation of materials for all residents of the service area of both libraries. However, since County resident's usage of the City Library greatly exceeds City resident's usage of the County Library, the County Library agrees to reimburse the City Library for the difference, by provision of services or goods to the City and annual payment. Specifically, the contract states the County Library shall reimburse the City Library \$114,444 in cash and/or in the form of credit for listed services. The City budgets and receipts revenue at the expected and actual amount of "net" cash received (total revenue due less credit for services provided by the County Library, i.e. 2002 budget: \$72,000; 2002 actual: \$59,310).

**CITY OF BELLINGHAM FINANCE DEPARTMENT
2003 INTERGOVERNMENTAL CONTRACTS COMPLIANCE REVIEW
LIBRARY DEPARTMENT**

The City library receives full value under this contract, but the current reporting understates both revenue and expenditures. Contract revenue and expenditures should be budgeted and recorded at gross amounts and not netted.

Other Observations:

During the review, it was noted that a few prior year expired contracts had not been scanned into the Lotus Notes database.

Department should review current contracts to determine if all have been entered into Lotus Notes database.

General Recommendations

See Citywide General Recommendations, which follow.

Library Board
June 21, 2016
Item #12

Bellingham Public Library Policy

Title: 5.201 ELIGIBILITY FOR LIBRARY SERVICE

Code: 5 Circulation Services
Chapter: 5.200 Eligibility for services

Type of Policy: Departmental
Date Developed: 22 August 1997
Date Revised: June 21, 2016
Revised by: Jennifer Vander Ploeg, Pam Kiesner
Developed by: Pam Kiesner
Approved By: Library Board of Trustees

Cancel: Section VIII Subsection Circulation Policies and Procedures, Registration Rules and Routines

Scope

This policy applies to all visitors to the Bellingham Public Library online, and at physical locations.

Policy/Conditions

Definition(s)

Resident: person who is a property owner or renter in the City of Bellingham or Whatcom County, a student enrolled in a college or university in Bellingham or Whatcom County, or a person employed in Bellingham or Whatcom County.

1. The library offers services to the public without requiring a library card.

Anyone may visit the library to:

- Browse and consult the library's print and online collections
- Attend free programs open to the public
- Rent meeting rooms

~~Upon providing photo ID, the public may:~~

- Use library computers to access the Internet and/or other in-library online resources

2. Library card holders have access to additional services.

These services include:

- Borrowing and reserving library items
- Accessing online e-titles and subscription services

3. Library cards are available at no charge to residents of Bellingham and Whatcom County.

Individual adults must provide photo ID and proof of their current address.

Parents or legal guardians must provide photo ID and proof of their current address when requesting a library card for youth.

New residents without proof of residency may be offered one-time, limited borrowing services.

Individuals who work in Bellingham or Whatcom County must provide photo ID, proof of their current address, and proof of employment in Bellingham or Whatcom County.

Institutions or businesses must provide written approval from the owner and/or an official authorized to enter into contracts on behalf of the organization.

Library card holders of the Whatcom County Library System may use their cards to access materials and services at Bellingham Public Library locations.

4. Library cards are available at no charge to card holders of other public libraries within Washington State.

Applicants must present a public library card from their local jurisdiction, photo ID, and proof of current address.

Borrowing privileges for interlibrary loans, electronic materials and/or access to online services may be limited.

5. Library cards may be purchased by those who do not meet the criteria in sections 3 and 4 above.

Visitors to the area may pay a fee for short-term, limited borrowing privileges. Photo ID and proof of current address must be provided.[VJM1]

Non-residents of Washington State may pay a renewable, annual fee to borrow physical materials. Access to electronic materials is limited. Photo ID and proof of current address must be provided.

6. Access to library services may be suspended.

Library services may be suspended if card holder has:

- Overdue items
- Unpaid fines or fees

Access to other library services may be suspended to those who are excluded or trespassed from the library.

7. Library Board reviews this policy.

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

*Library Board
June 21, 2014
Item #13*

Courtesy Renewals

SUMMARY

The Bellingham Public Library (BPL) and Whatcom County Library System (WCLS) are committed to reducing barriers that prevent the public from making use of services and exploring new ways to improve customer satisfaction. Implementing Courtesy Renewal functionality will automate the renewal process for eligible materials not returned by the due date. As a result, instead of receiving an overdue notice, patrons will be notified when materials have been renewed as a courtesy. It is expected that customer satisfaction will improve and that patrons turning inactive due to account blocks will decrease. In short, Courtesy Renewals will work to keep our patrons happy. And keeping patrons happy keeps patrons.

BACKGROUND

Overdue fines can quickly and unintentionally become a barrier to using the library. We stop check out of physical materials when an account balance reaches \$10, which is the equivalent of 3 items that are 2 weeks late. For some of our users, this is not an amount that can be resolved easily and it stops them from using the library.

Every day we have patrons who admit that they forgot to renew items, left town unexpectedly and didn't remember that items were due, or didn't get a notification. While none of these situations are the library's "fault", they leave a bad impression of our service with patrons and may discourage future library use.

Since 2014, automatic renewal services have been trending within libraries nationally. Big city libraries such as Boston and Phoenix, along with libraries regionally such as Everett and Sno-Isle, began to offer this service. The Mid-Columbia Libraries near Yakima recently initiated this service stating, "Busy library customers will have one less thing to worry about thanks to the new Auto-Renewal service."

DETAILS

- At the end of each day, items due will be automatically renewed if:
 - It is the first renewal
 - The item is not being requested by another patron
- Email notifications will be sent with new due date information
- Only physical items are eligible for a courtesy renewal
- About 30% of physical items will not be eligible for a courtesy renewal due to pending requests
- About 1,000 items will be renewed each day

June 2016

Jennifer Vander Ploeg, Head of Circulation, BPL
Michael Cox, Deputy Director, WCLS

IMPACTS

- **Positive experience** for library patrons who could otherwise be frustrated by their time in the library. Promotes positive relationships and discussions between patrons and staff. Positive experiences usually lead to continued library use.
- **Anticipated reduction in the number of inactive library accounts** by reducing accounts blocks for accumulated small overdue fines. The intent is to encourage account holders to continue using our materials and services.
- **Staff time savings:**
 - Manual renewals take time,
 - Fine payments take time,
 - Patron requests for fine leniency or waivers take time.
- **Increased circulation:** if an item is still being used by a patron, we should be able to quantify this use (as we would if they had renewed online or manually). The increase to circulation would likely be around 10%. PLA metrics allow reporting of total circulation and total renewals to maintain consistent and accurate comparisons between institutions.
- **Continues to hold patrons accountable** for what they have borrowed. Patrons that do not return materials would still accrue fines (after the courtesy renewal), and would still be charged for items not returned.
- **Fewer fines levied:** It is estimated that revenues from fines could be reduced in 2016 by around 15%, and as much as 30% in 2017. Providing an accurate projection of revenue impacts has been difficult because human behavior has many variables and is hard to predict.

REVIEW AND ASSESS

Success indicators:

- Positive experience opportunities:
 - Measure the number of items that are returned during the courtesy renewal period, not accruing fines.
 - These returns are all opportunities for a positive interaction, to leave a positive impression, and to reinforce how easy it is to use the library.
- Reduction in borrowers becoming inactive:
 - Look at the number of borrowers that stopped using their library account (12 months of no active use) and compare to that of the previous year.
- Increase in circulation:
 - Measurement of continued use of materials will be included in our statistics.

June 2016

Jennifer Vander Ploeg, Head of Circulation, BPL
Michael Cox, Deputy Director, WCLS