

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 – 3:30 p.m.**

<b><u>AGENDA</u></b>	<b><u>TIME (approx.)</u></b>
<b>1. Call to order and introductions</b>	2 min
<b>2. Approve/modify agenda</b>	2 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> August 18, 2015: regular board meeting August 19, 2015: strategic planning retreat of WCLS trustees which BPL trustees attended</li><li>• <b>Library performance &amp; activity measures</b> August 2015</li><li>• <b>Financial reports</b> Claims: August 2015</li></ul>	5 min
<b>5. City of Bellingham Capital Facilities &amp; Comprehensive Plan update</b> <ul style="list-style-type: none"><li>• Ted Carlson, COB Public Works Director</li><li>• Rick Sepler, COB Planning &amp; Community Development Director</li></ul>	30 min
<b>6. Committee reports</b> <ul style="list-style-type: none"><li>• Facilities Committee<ul style="list-style-type: none"><li>◦ <i>Bellingham Public Library Facilities Discussion Paper, draft 9/1/15</i></li></ul></li><li>• Outreach Committee</li></ul>	20 min

**Time check: 4:34**

**7. Reports**

15 min

- Library Board members
  - Brief discussion about August 19 WCLS Strategic Planning session attended by BPL trustees
- City Council liaison
- Friends of Bellingham Public Library
- Library Director

**Time check: 4:50**

**8. Whatcom Community Foundation**

10 min

- Bellingham Public Library Endowment Fund: activity from July 1, 2014 through June 30, 2015
- Bellingham Public Library Funds (non-endowed): activity from July 1, 2014 through June 30, 2015 for Capital, Materials, Unrestricted, Fairhaven

**9. 2015/2016 Budget**

15 min

- Materials budget history
- Interfund Allocations to Library
- Mid-biennium adjustment requests for 2016

**10. Policy review**

5 min

- Unattended Children Policy: retire policy, action required
- Youth Safety Policy: review (final) & approve

**Time check: 5:20**

**11. New business**

10 min

- Library Board of Trustees retreat

**12. Action items for next meeting**

5 min

**13. Adjourn**

**Next Regular Library Board Meeting: October 20, 2015 – 3:30 p.m.**

**Location: Fairhaven Branch Library, 1117 12<sup>th</sup> Street  
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.

## YOUR LIBRARY AT A GLANCE

# Bellingham Public Library

READ · LEARN · MEET · DISCOVER



Connecting our community with each other and the world

### 2014 STATISTICS

#### CARDHOLDERS

49,773 borrowers  
82,810 city population

#### COLLECTION

162,393 books in print  
26,533 eBooks  
13,051 audiobooks  
9,500 eAudiobooks  
17,041 video DVDs  
425 print subscriptions

#### CIRCULATION

1,632,039 total items  
checked out, including:  
536,103 children's items  
905,436 adult items  
190,499 electronic items

#### VISITS

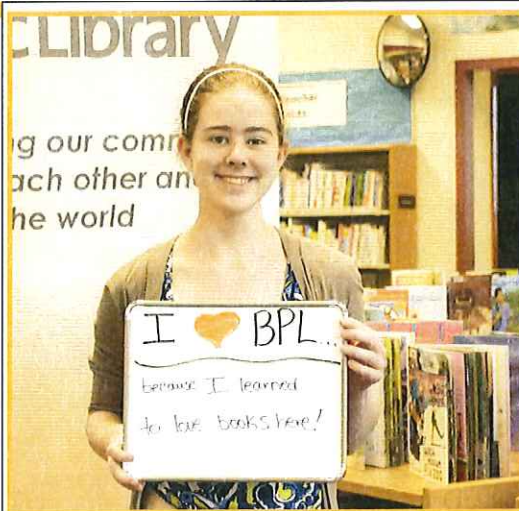
830,909 in-person visits  
612,192 website visits  
88,218 public internet  
sessions

#### PROGRAMS

993 programs & special  
events for 32,152  
attendees, including 660  
children's programs with  
26,289 attendees

#### STAFF

45.72 FTES



### READ: INSPIRING ALL TO READ, VIEW & LISTEN

Summer reading programs for all ages, a robust collection of books, eBooks, audiobooks, videos, on-demand movies, book groups, author visits and so much more! We're here to help inspire and support the joy of reading, listening and viewing for all ages and abilities. *Photo by Kenni Merritt*



### LEARN: BUILDING A STRONG FOUNDATION FOR SCHOOL

Do you have a baby, toddler or preschooler in your life? You are that child's first and best teacher! We talk, sing, read, write and play in our storytimes and other programs for young children, and offer information and early learning centers at all our locations to help you get started at home. Building these five simple, powerful and fun practices into children's everyday lives from birth establishes a strong foundation for reading and learning. *Photo by Paul Leeson*

## 2014 STATISTICS

### OPEN HOURS

4,780 total hours open to community in 2014

### BUDGET

\$4,066,282, including \$3,656,261 from City of Bellingham general fund

### STAFF

45.72 full time equivalents

## OUR LOCATIONS

Central Library (downtown)  
Fairhaven Branch Library  
Barkley Branch Library

### LIBRARY CONNECTIONS

Drop boxes and holds pick-ups on campus at our academic partners: Western Washington University, Whatcom Community College and Bellingham Technical College

### COMMUNITY DROP BOXES

Haggen stores at Barkley Village, Meridian and Sehome Village and the Cordata Community Food Co-op

### ALWAYS OPEN ONLINE AT

[bellingshampubliclibrary.org](http://bellingshampubliclibrary.org)



## MEET: BRINGING PEOPLE TOGETHER TO SHARE & LEARN

We're bringing people together to share and learn with free workshops and activities right in the middle of the Central Library. Popular activities include tai chi, arts & crafts, music, language lessons and more. All free and open to all! Sessions are listed on our online calendar and local events listings. Or simply drop by and see what's happening! Join us and try out something new, or contact us to find out how you can share your skills at the library. *Photo by Jenni Johnson*



## DISCOVER: GET THE MOST FROM YOUR TECHNOLOGY

Whether you are taking a first leap into mobile technology, upgrading an existing device, or advancing your computing skills, we can help you make the most of technology! No matter what device—phones, tablets, eReaders, laptops and more! We provide all kinds of ways to enjoy your device and improve your technology skills, including free coaching sessions, free online classes for all levels, and thousands of eBooks, eAudiobooks, on-demand movies, music and much more. *Bellingham Public Library photo*

### BELLINGHAM PUBLIC LIBRARY BOARD OF TRUSTEES 2015

J. Robert Gordon  
Thomas Barrett  
Marilyn Mastor

Rachel Myers  
Richard Osen

Jack Weiss, City Council Liaison  
Pamela Nyberg Kiesner, Director

# EARLY LITERACY VIDEO SERIES & WEBSITE PORTAL


Located at: [www.bellinghampubliclibrary/raiseareader](http://www.bellinghampubliclibrary/raiseareader)

**Bellingham Public Library**  
BELLINGHAM, WASHINGTON

Home My Account Catalog Downloads Research Tools Teens Children

You are here: [Home](#) > [Children](#) > Raise a Reader

## Raise A Reader



Library Early Literacy Video Series - Reading

**How can you Raise A Reader?**  
**Talk, sing, read, write, & play!**

Do you have a baby, toddler or preschooler in your life? You are that child's first and best teacher! Building five simple, powerful and fun practices into their everyday lives establishes a strong foundation for reading and learning. We talk, sing, read, write and play in our [storytimes](#) and other programs, and we invite you to use the tools here to help you get started!

**The Five Practices**  
Incorporate the five practices into your daily routine with these ideas and activities.

**About Raise A Reader**  
Raise A Reader partners, early literacy research, facts and information, and more.

**Raise A Reader in your community**  
Through partnerships with medical professionals, we provide books for newborn babies and children visiting pediatric clinics.

### Early Literacy Videos

- Talking:** Children learn by listening & joining conversations. [Watch Now](#)
- Singing:** Songs are a natural way to learn language. [Watch Now](#)
- Reading:** Reading together leads to a love for books. [Watch Now](#)
- Writing:** Scribbling & writing help children learn about words. [Watch Now](#)
- Playing:** Playing helps children put thoughts into words. [Watch Now](#)

About Your Library Support Your Library Employment Contact Us Whatcom County Library System City of Bellingham

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## TALK, SING, READ, WRITE & PLAY: BUILD A FOUNDATION FOR LEARNING!

Do you have a baby, toddler or preschooler in your life? You are that child's first and best teacher! September is national Library Card Sign-Up Month, and we're taking the opportunity to encourage parents to sign up their young children for library cards and use proven early literacy practices in their daily lives.

Check out our new video series for tips on how you can talk, sing, read, write and play to build a strong foundation for learning! Our new video series is just one of many ways we're supporting early literacy in our community. We talk, sing, read, write and play in our storytimes and other programs for young children, and offer information and early learning centers at all our locations to help you get started at home.

Building these five simple, powerful and fun practices into children's everyday lives from birth establishes a strong foundation for reading and learning.

# Bellingham Public Library

Library board  
9/15/15  
Consent  
agenda



## Regular Meeting of the Library Board of Trustees Tuesday, August 18, 2015 – 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.

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

**Library Staff:** Pamela Kiesner, Bethany Hoglund, Janice Keller, Jennifer Vander Ploeg and Wendy Jenkins.

**Others Present:** Faye Hill, Friends of Bellingham Public Library representative.

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**Call to order and introductions:** Regular session was called to order at 3:34 p.m. by Chair, J. Gordon.

**Approve/modify agenda:** Marilyn Mastor moved to approve the agenda. Rick Osen seconded. Motion carried.

**Public comment:** No comment.

**Consent agenda:** Tom Barrett suggested the draft minutes be line numbered in the future so they are easier to reference in discussion. After discussion it was decided this wasn't necessary at the time, but could be revisited in the future. Tom Barrett moved to approve the July 21, 2015 minutes and the July 2015 performance & activity measures and financial report. Marilyn Mastor seconded. Motion carried.

**Board member reports:** Marilyn announced that the Rotary Club of Bellingham has approved a \$1,000 grant to the Library to create an early learning space at Barkley Branch and to refresh the items at Central Library and Fairhaven Branch.

Rachel has a work conflict and will not be able to attend the September Board Meeting.

**Friends of Bellingham Public Library report:** Faye mentioned that the Friends' Summer Book Sale starts on Thursday with more books than they have ever had. She also reported that BPL, in conjunction with the Friends, handed out free books at the Project Homeless Connect event that was held at Bellingham High School on July 24.

**Library Director's report:** Pam talked with Howard Fuller, the new WCC Library Director, and found out that the planned Learning Commons, which included a 500 square foot public library space, was not funded by the State for the biennium. We had hoped this would help serve the north side. Rick pointed out that it might be funded in the next biennium – typically if the State has funded the pre-design and design phases, they eventually fund the construction phase.

A union negotiation update for the Library Board with Angela Beatty, HR Analyst, was postponed until September because the mediation process is still in progress for both 114 and 114L.

Personnel updates include:

- Bethany will be on leave soon for 3 months.
- Mandee, one of the Children's Specialists, will be on leave at the same time. She will return as a half-time specialist, so her position is being split into 2 half-time positions and we will recruit to have someone on board in January.
- Jen Vander Ploeg will oversee Children's in Bethany's absence.
- A new job description for Madeline's position has been completed: Head of Information and Digital Services. It is being reviewed by HR for appropriate classification. Madeline will continue to work part-time through the end of the year. We hope to start recruitment soon and have someone hired by year end.
- A new job description has also been completed for Beth Farley: Head of Collection Services. She now oversees all collection development from acquisitions to circulation. HR is reviewing this job description as well.

Pam attended an Open House at FaithLife, formerly Logos Bible Software, and met Bob Pritchett, CEO.

The Children's Craft Fair was a highlight of the summer and the Summer Reading Recognition Ceremony is this Thursday. Pam and Mayor Kelli will be shaking hands with all of the finishers.

Pam and Janice met with representatives from OrangeBoy, the firm that is facilitating WCLS's retreats on Wednesday and Thursday. They called on us so they could let us know what kind of work they do.

WCLS's Wednesday retreat will be attended by all of our trustees, so we noticed it as a Special Meeting.

Janice, referring to the Project Homeless Connect that Faye mention earlier, added that the Library Display was staffed by Deborah Brewer and Jenni Johnson, who did a great job offering free books (from the Friends) and information about services we offer. The event was amazing and uplifting and we will do it again next year. Janice mentioned we also host a Library Pop-up every other month (trading off with WCLS) at DSHS – another great place to connect with people who can benefit from our services.

Janice handed out two items:

1. A copy of the front-page article that was recently in the Herald, *Why stay in the 'Ham?*, that mentioned our "well-run and well-used" libraries.
2. A copy of the guest editorial Janice submitted to the Herald, *Our Friends: Key to Bellingham Public Library success*. The article is already posted on the Herald website and should be in the paper soon.

Pam referred to the pictures in the packet, provided by Janice, showing the new truck graphics – something we have wanted to do since we got the truck. Also included is a picture of the new sign that the Barkley Company provided for the Barkley Branch.

Pam mentioned the Library Journal article about Rick Osen that is included in the packet. Tom brought in a copy of the Edgemoor Chuckanut Life magazine which featured an article about him.

#### **Policy review:**

- Unattended Children Policy: this is an old policy (last updated in 1997) that we would like to retire.
- Youth Safety Policy: this is the new policy that would replace the retired one. Bethany Hoglund drafted this policy working closely with the Brigid Collins Family Support Center. The old policy only addressed two issues – Child Left Unattended and Disruptive Behavior. The new policy has a more holistic approach; it acknowledges that there is a large parental role and that everyone that uses the library must abide by the Rules of Conduct Policy. Bethany stressed that we take safety very seriously. Jen helped with a survey of libraries and found that most libraries do not yet have a Safety Policy, only an Unattended Child Policy. Rachel added that Whatcom Community Foundation is now requesting Safety Policies as part of their grant process. Rick suggested a link to the Rules of Conduct Policy be added and that, under #8 which concerns background checks, the wording be changed from "Upon hire" to "Prior to hire," as is the case. Pam will put the revised policy on the agenda next month for final approval.

#### **Committee reports:**

Outreach Committee: Tom met with Terry Bornemann, City Councilman, who talked about the jail and suggested that the library was probably the best pre-diversion program available. There is funding available for pre-diversion programs; perhaps there is a way for the Library to be involved.

Tom will be speaking at the Puget Neighborhood Association meeting on September 15 and the Birchwood Neighborhood Association meeting on September 22. Tom is also going to talk with people who typically oppose new programs or bonds to find out what the opposition is.

Facilities Committee: Pam and J. met with Ted Carlson, Public Works Director. Ted had just received a draft of a portion of the Zervas Group report which needs further review by the City before sharing it with us. Ted and Rick Sepler, Planning and Community Development Director, are both invited to next month's meeting. Ted did share with Pam and J. that he sees a financial analysis as being the next step once the document is published.



**2015/2016 Budget:** Pam hasn't yet received the instructions and timeline for the mid-cycle 2016 budget adjustments; departments are cautioned that the current year is running at a \$1 million deficit, as is 2016. Pam is hopeful the Board can review any Library budget requests at the September meeting. One request will be to be reimbursed the \$22,000 for our digital content consortium invoice that did not get re-appropriated from 2014; in fact, with current increases, we need to request \$28,300 for 2016. Pam asked the Board to consider if they would like to ask for a 3% increase in materials (approximately \$11,000) to help with inflation costs and to attempt to increase the materials budget to what it used to be. Rick suggested, if there is money left over in the budget at year-end, to request a one-time ask to have it applied to materials. J. stated that, as a Board, they will do what they think is reasonable – it is their job to ask.

**New business:**

- Library Board of Trustees retreat: It was determined that the topic would be Facilities (other topics, like alternative funding and elevator speech, can be incorporated into regular meetings) and the date would be determined after they know more about Ted's capital facilities report. Rachel offered to facilitate an elevator speech/communications presentation at a future meeting.

**Action items for next meeting:**

- Youth Safety Policy – final review
- 2016 Budget
- Whatcom Community Foundation report
- Ted Carlson and Rick Sepler (based on feedback from Ted concerning timing)
- Possible debrief on the OrangeBoy presentation

**Meeting adjourned** at 4:52 p.m.

**Next Regular Library Board Meeting:** September 15, 2015 at the Central Library, 210 Central Avenue, Bellingham, Washington – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST  
Secretary, Library Board of Trustees

*Library Board  
9/15/15  
Consent agenda*



**Library Board of Trustees Special Meeting  
Strategic Planning Retreat Day 1  
August 19, 2015  
UNAPPROVED MINUTES**



**Anyone requiring these minutes in an alternate format, such as large type, Braille, or an audio recording, please contact WCLS at (360) 305-3600.**

Location	Lynden Library, 216 – 4 <sup>th</sup> Street, Lynden, WA 98264. (Note: “Library refers to the Whatcom County Library System – WCLS.)
Attendance	<p><b>OrangeBoy, Inc.:</b> Sandy Swanson, President; Nickie Harber-Frankart, Principal/Lead Consultant</p> <p><b>Trustees:</b> Marvin Waschke, Chair; Fred Haslam, Vice Chair; Lori Jump, Secretary; and June Hahn</p> <p><b>Staff:</b> Christine Perkins, Executive Director; Michael Cox, Deputy Director; Kyle Teeter, Director of Finance and Administration; Lisa Gresham, Collection Support Manager; Geoff Fitzpatrick, IT Services Manager; Christina Read, Human Resources Manager; Thom Barthelmeess, Youth Services Manager; Lizz Roberts, Community Relations Coordinator; Jon McConnel, ILS Administrator; Debby Farmer, Blaine Branch Manager; Katrina Carabba, Deming Branch Manager; Dana Klootwyk, Administrative Associate</p> <p><b>Bellingham Public Library:</b> Pam Kiesner, Library Director; Janice Keller, Communications, Community Relations and Programming Manager; and Trustees Tom Barrett, J. Gordon, Marilyn Mastor, Rachel Myers, and Rick Osen.</p>
Call to Order	The meeting began at 9:05 a.m.
Introduction	<p>Nickie and Sandy introduced themselves and stated that the day’s agenda would focus on sharing circulation data and information gathered from the customer and stakeholder surveys, whereas tomorrow’s activities will center on identifying themes and setting measurable goals.</p> <p>Nickie distributed a SWOTT questionnaire and asked the attendees to categorize data points as Strengths, Weaknesses, Opportunities, Threats, or Trends.</p>
Whatcom County Overview: Library Service Regions	Two library systems serve Whatcom County: WCLS and BPL. WCLS’ service area covers the county excluding the city of Bellingham. In order to extrapolate circulation data unique to WCLS, OrangeBoy geocoded library cardholders by street address. Even so, the relationship is complex; the two systems share the same patron database and library catalog, and our customers perceive and use both systems as one unit. OrangeBoy’s experience is that the card-sharing relationship between WCLS and BPL is somewhat unique among library consortia.
Whatcom County Overview: Customer Population by Card Origin	<p>Overall, approximately 70% of patrons with a county address were issued a library card at a WCLS location. 30% of WCLS patrons got their library cards at a BPL location. In contrast, 95% of BPL customers received their library card at a BPL location. Customer survey responses confirmed circulation data; 33% of WCLS customers report regularly using BPL locations. Reasons for this include work patterns, and an assumption that BPL’s Central Library is the county’s main library. Card origination seems to be driven by where people want to check out materials, which is not necessarily the location nearest their homes.</p> <p>BPL and WCLS customers use both systems interchangeably and are unaware that they are doing so. A greater number of WCLS customers have BPL-issued cards and use BPL locations than BPL customers have WCLS-issued cards and use WCLS locations. However, more</p>



WCLS-purchased items are borrowed by BPL patrons than BPL-purchased items are borrowed by WCLS customers. Sixteen percent of BPL's circulated material is owned by WCLS, and WCLS' collection budget is 2.6 times as large as BPL's.

OrangeBoy's findings confirm the experience of attendees. There was some discussion about the strengths and weaknesses of our remarkable interconnectedness. The apparent seamlessness of the two systems is a positive for patrons, unless there are funding challenges, which in a worst-case scenario could lead to border wars and a bunker mentality.

Pam suggested that OrangeBoy's data could be used to help support and refine the formulae used for balancing the cost-sharing of materials and patrons between the two systems. Christine agreed; now would be a good time to quantify how materials purchases may offset in-person library use. Our mission is ultimately to make spending decisions that improve both organizations and enhance the lives of all Whatcom County residents.

The attendees discussed collaboration on collection development, which is ongoing. For example, WCLS purchases many TV series on DVD, which are heavily used by BPL patrons. Rachel suggested that programming draws attendance based on interest rather than geography. Lori would like to see WCLS events marketed at BPL so that patrons who work in Bellingham and pick up holds at a BPL location will know what is going on at their home/weekend WCLS library.

Market Analysis:  
Service Area

OrangeBoy presented some general demographics related to Bellingham and Whatcom County, but these numbers were determined using zip codes, some of which represent non-Bellingham street addresses. Results were therefore not accurate so we chose to ignore this data.

OrangeBoy presented graphs comparing the population by age range to active cardholders by age range; the distributions are similar. Another chart showed the age distribution of all cardholders compared to active cardholders. WCLS' use statistics mirror those of library systems nationwide. Library usage tends to dip around age 18, peak around age 25, and significantly taper off after age 68.

Sandy noted that there is an un-measurable segment known as phantom patrons. They use library services off the radar of barcode tracking, such as attending programs or browsing/reading/working in the library without checking out materials.

WCLS's market penetration is estimated at 40-45% of households in the county, excluding city of Bellingham, with at least one active<sup>1</sup> library card. The national median market penetration of library systems is 41%. Sandy commented that in the context of consumer goods, 40-45% is a coveted statistic, indicating a powerful reach. Nickie commented that re-engaging inactive patrons is a fairly simple way to further increase market penetration.

Market Analysis:  
Branch Service  
Areas

Nickie explained that Areas of Dominant Influence, or ADIs are specific segments of a larger service area used to measure the audience reached. ADIs help make demographic comparisons within a larger service area, and precede in-depth customer analysis.

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<sup>1</sup> "Active" is defined as used within the past twelve months.

OrangeBoy presented a chart of Areas of Dominant Influence by Zip code. Kyle suggested that reworking the ADIs based on census blocks would give more accurate results, as Whatcom County Zip codes are not a reliable mode of delineation. Even so, it is clear that WCLS serves wide variety of customer markets.

Nickie stated that knowing about the many demographic variables and differences in communities helps to allocate resources.

According to the OrangeBoy's current calculations, the Blaine ADI, which includes Birch Bay, has the highest projected growth. Lummi Island has the highest median age and median household income. The percentage of households with children is highest in Everson and Sumas. East county locations such as Deming, Everson, North Fork and Sumas all have 16-17% of the population for whom English is a second language.

Nickie stated that in any library service area, approximately 30% of the population will always be non-library users. Sandy explained that these non-users tend to fall into four groups:

1. Those who don't like to read and/or don't need access to a public computer
2. Those who use a competing library system
3. Those who prefer to purchase books and materials
4. Those who do not have children

Nickie explained that the Youth Risk Index is a set of demographic indicators that predict the level of risk that children will fail to meet third-grade reading proficiency. The three indexes are:

1. Female head of household
2. Poverty
3. English not spoken at home

In Whatcom County, the overall risk is low to moderate, with North Fork, Point Roberts, and Sumas demonstrating the highest risk with an index of 37 to 41.

While Youth Risk Index can be a valuable tool in helping libraries allocate Early Learning resources, there are complicating factors. Often, demand for Early Learning programming is highest in areas with the lowest Youth Risk Index, because of parental engagement and value of literacy. Christine commented that our Early Learning resource allocation can sometimes be limited by the constraints of various facilities. Rachel commented that BPL is working to address youth risk by taking service out of the library locations and into the highest risk schools.

Customer Clusters

OrangeBoy calculates customer clusters based on a rolling 12-week analysis of customer behavior tracked in Savannah, and informed by customer survey responses. In general, customers can move between clusters, but belong to only one group at a time. This analysis includes only customers living outside Bellingham city limits, and does not include Inactives.

<u>Cluster Name</u>	<u>Behaviors</u>	<u>WCLS %</u>
Bedtime Stories	Access children's materials, attend programs, borrow adult materials	7%
Rising Stars	Children aged 12 and under who use the library	13%

	independently with their own cards.	
Bright Future	Teens aged 13-17 who visit the library to work or study	5%
New Cardholders	Signed up for library card within past three months	6%
Staying Connected	Use library computers and Wi-Fi, borrow materials	4%
Digitarians	Access eContent, browse materials online	4%
Occasionals	Infrequent users	<b>39%</b>
Audiophiles	Borrow audiobooks, browse materials online	1%
Dependables	Borrow print and A/V materials, browse online, place holds	4%
Transitionals	Borrow print and A/V materials, but try eContent.	1%
Double Feature	Borrow A/V materials	2%
Page Turners	Borrow adult print materials	<b>13%</b>
		<hr/>
Inactives	Have not used library card for one year	99%

For this snapshot in time, 65% of WCLS customers fall into Occasional, Rising Stars, and Page Turners clusters. Twenty-five percent of our customer behavior is youth-focused. Five percent of our patrons' experiences are primarily virtual.

Survey responses add depth to circulation data, giving insight into what customers want and need. The response rate for emailed customer surveys was 8.1%. The response rate for emailed stakeholder surveys was 52.4%.

Nickie presented a series of graphs showing survey responses sorted by customer clusters.

**Library Behavior or Desire for Library Enhancement**

1. Visit the Library in person
2. Access the Library website
3. Use a smart phone
4. Care for a child younger than 18
5. Use the internet and mobile devices
6. Would like reduced wait times for holds
7. Would like more convenient service hours
7. Would like simplified access to digital media
8. Would like extended borrowing periods

**Top Clusters or Customer Percentages**

- Digitarians, Staying Connected, New Cardholders, Audiophiles
- Audiophiles, Digitarians, Double Features, Staying Connected
- New Cardholders, Bright Futures, Bedtime Stories, Inactives, Double Features, Audiophiles, Rising Stars, Digitarians, Occasionals, Page Turners
- Bright Future, Double Feature, Digitarian
- 92% of respondents have reliable internet at home, with 85% reporting high speed. As information has become increasingly digitized, 61% report that library use has remained the same.
- 17%
- 14.8%
- 14.7%
- 14.7%

Customer responses differed significantly from stakeholder values in some areas. For

example, 19.3% of stakeholders value eliminating overdue fines, whereas only 7.5% of customers expressed that desire. Almost 6% of customers would like to see updated library facilities, compared with 21.4% of stakeholders. The percentages of customers who desire more convenient hours of operation was almost double that of stakeholders. Stakeholders believe that the top three roles of the library are:

1. Providing a safe, comfortable space for community members to work, read, and meet
2. Provide a shared collection of books and materials for every interest
3. Be destination for interesting and free classes, events, and programs.

The group discussed the concept of "customer loyalty." June explained that the question "Would you recommend this to a friend," is an industry standard, an expression of intent, a good predictor of behavior, and a default loyalty measure. The attendees agreed that frequency of use is not a reliable indicator of loyalty. High use/low loyalty experiences often stem from service barriers in markets with few other options.

Nickie stated that the "Net Promoter Score (NPS)," is based on a one-question measure of customer loyalty. Customers are categorized into three groups, depending on how they answer on a 1-10 scale. The Net Promoter score is calculated by subtracting the percentage of detractors from the percentage of promoters.

- Promoters are happy supporters (9,10)
- Passives are satisfied, but likely to stray (7,8)
- Detractors are dissatisfied and critical (0-6)

Thriving companies have an NPS of 50 to 80. Average companies have a relatively equal number of promoters and detractors, with an NPS of 5-10. A failing company will have an NPS of 0 or less.

In Libraries, customers with limited engagement patterns are more likely to cause lower NPSs. Clusters with a below-average NPS are likely picking and choosing a few familiar resources from the library. Customers with an average NPS include both new and inactive customers, highlighting key opportunities for engagement. Clusters with a high NPS include Bedtime Stories, Digitalians, and traditional users. WCLS' overall customer NPS is 68.5.

Lunch and Group  
Discussion  
Announcements  
& Adjourn

The attendees broke into smaller groups and discussed the data and analysis over a working lunch.

Christine reminded the attendees that Day 2 of the Strategic Planning Retreat is scheduled for August 20 at Deming Library, from 9:00 a.m. – 12:00 p.m. Nickie and Sandy will review Day One Key Concepts and Findings, discuss SWOTT Analysis, and facilitate goal-setting. The meeting adjourned at 1:10 p.m.

---

Lori Jump, Secretary

Date

Dana Klootwyk, Meeting Secretary

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

*Library Board  
9/15/15  
Document agenda*

			Year to Date		% of change YTD
	August-15	August-14	2015	2014	
<b>Holdings - Number of materials in the library's collection</b>					
Physical copies added to collection	1,717	2,105	14,493	14,531	-0.26%
Electronic copies added to the collection - <b>Hoopla added March</b>	2,318	386	57,116	4,023	1319.74%
Physical copies withdrawn from the collection	(276)	(4,543)	(11,872)	(22,898)	-48.15%
Total physical holdings			195,534	202,492	-3.44%
<b>Total Holdings (Physical and Electronic)</b>			<b>252,650</b>	<b>206,515</b>	<b>22.34%</b>
<b>Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity</b>					
<b>Central Library</b>					
Adult	60,067	64,529	490,961	524,291	-6.36%
Youth	40,963	41,637	313,185	323,520	-3.19%
<b>Sub-Total Central</b>	<b>101,030</b>	<b>106,166</b>	<b>804,146</b>	<b>847,811</b>	<b>-5.15%</b>
<b>Fairhaven Branch</b>					
Adult	6,289	5,843	46,601	48,142	-3.20%
Youth	1,827	2,165	14,751	16,874	-12.58%
<b>Sub-Total Fairhaven</b>	<b>8,116</b>	<b>8,008</b>	<b>61,352</b>	<b>65,016</b>	<b>-5.64%</b>
<b>Barkley Branch</b>					
Adult	4,153	4,022	30,526	31,532	-3.19%
Youth	2,370	2,903	20,865	22,072	-5.47%
<b>Sub-Total Barkley</b>	<b>6,523</b>	<b>6,925</b>	<b>51,391</b>	<b>53,604</b>	<b>-4.13%</b>
<b>Bellingham Technical College</b>					
Adult	89	47	865	686	26.09%
Youth	4	1	53	70	-24.29%
<b>Sub-Total BTC</b>	<b>93</b>	<b>48</b>	<b>918</b>	<b>756</b>	<b>21.43%</b>
<b>Whatcom Community College</b>					
Adult	201	0	1,983	1,704	16.37%
Youth	47	0	427	335	27.46%
<b>Sub-Total WCC</b>	<b>248</b>	<b>0</b>	<b>2,410</b>	<b>2,039</b>	<b>18.20%</b>
<b>Western Washington University</b>					
Adult	255	234	3,229	3,373	-4.27%
Youth	36	36	711	604	17.72%
<b>Sub-Total WWU</b>	<b>291</b>	<b>270</b>	<b>3,940</b>	<b>3,977</b>	<b>-0.93%</b>
<b>Online Services</b>					
Hoopla ( <b>added March, 2015</b> )	2,483	0	12,866	0	
NW Anytime Library Overdrive	10,463	9,645	79,239	71,196	11.30%
Tumblebooks	530	4,692	41,895	41,238	1.59%
Zinio	1,395	1,087	11,094	8,391	32.21%
<b>Sub-Total Online</b>	<b>14,871</b>	<b>15,424</b>	<b>145,094</b>	<b>120,825</b>	<b>20.09%</b>
<b>Total Circulation</b>	<b>131,172</b>	<b>136,841</b>	<b>1,069,251</b>	<b>1,094,028</b>	<b>-2.26%</b>
<b>Holds Activity</b>					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	46,563	44,589	376,161	383,215	-1.84%
Holds Filled - holds checked out at BPL, FH, Barkley and WCC	30,246	29,850	243,046	248,032	-2.01%
<b>Services</b>					
<b>Persons Visiting - Number of persons counted as they enter the libraries or visit remote website</b>					
Central Library (In February, re-opened Sundays during 2014 school-year)					
Adult	47,967	48,233	373,930	371,533	0.65%
Children's	14,949	15,734	109,029	110,838	-1.63%
Fairhaven Branch	6,989	6,305	51,809	49,969	3.68%
Barkley Branch	5,000	4,081	31,759	31,775	-0.05%
<b>Total Persons Visiting</b>	<b>74,905</b>	<b>74,353</b>	<b>566,527</b>	<b>564,115</b>	<b>0.43%</b>
<b>Website Visits</b>	44,167	43,773	366,525	367,618	-0.30%
This count reflects number of visits to www.bellinghampubliclibrary.org					
<b>Bibliocommons Visits</b>	13,213	10,027	95,652	20,841	
This count reflects number of visits to Bibliocommons - <b>added 07/2014</b>					
<b>Total Website Visits</b>	<b>57,380</b>	<b>53,800</b>	<b>462,177</b>	<b>388,459</b>	<b>18.98%</b>
<b>Computer Usage - Number of sessions</b>					
Central Library					
Adult & Teen (30 terminals)	6,085	6,533	51,110	50,908	0.40%
Childrens (3 terminals)	320	275	1,829	1,556	17.54%
Fairhaven Branch (7 terminals)	642	586	4,436	4,358	1.79%
Barkley Branch (4 terminals)	338	274	2,217	1,974	12.31%
<b>Total Computer Usage</b>	<b>7,385</b>	<b>7,668</b>	<b>59,592</b>	<b>58,796</b>	<b>1.35%</b>
<b>New Borrowers Registered</b>					
Central Library	612	618	4,648	4,391	5.85%
Fairhaven Branch	36	60	264	278	-5.04%
Barkley Branch	59	25	256	199	28.64%
<b>Total New Borrowers Registered</b>	<b>707</b>	<b>703</b>	<b>5,168</b>	<b>4,868</b>	<b>6.16%</b>
<b>Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs</b>					
Programs	81	60	931	618	50.65%
Attendees	2,483	2,892	29,148	21,690	34.38%
<b>Volunteer Hours</b>	<b>919</b>	<b>739</b>	<b>5773</b>	<b>4772</b>	<b>20.98%</b>

Library Board  
 9/15/15  
 Consent agenda

**BELLINGHAM PUBLIC LIBRARY**  
**Board of Library Trustees**

**AUGUST 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 SEPTEMBER 15, 2015, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
<b>ADMINISTRATION</b>		
Communications/ITSD charges	City of Bellingham (Interfund)	1,982.00
Cables; HDMI switch; surge protector	Amazon.com	84.76
Bellingham Family advertisement	Bellingham Herald	340.00
Library truck wrap	Chazzam Signs	1,316.41
Printing	Copy Source	1,653.60
Water @ Barkley Branch	Crystal Springs	69.15
Digitizing media	Current Media	815.25
Driving abstracts	Dept. of Licensing	26.00
Room reservation subscription renewal	Evanced Solutions	4,410.00
Open sign for Barkley Branch	Everything Neon	118.48
License software maintenance	Horizon Datasys Corporation	480.00
Name tags	Laserpoint Awards	32.21
Stampers	Minuteman Press	59.78
Security software maintenance	Ninite.com	20.00
Office supplies, fans	Office Depot	740.00
Toner; cables; receipt printer	OfficeMax	158.81
Mileage reimbursement - programming	Mandee Palmer	108.10
Barkley operating costs	Talbot Services LLC	533.33
Software maintenance	Techsoup	151.09
	<b>ADMINISTRATION Sub Total</b>	<b>\$13,098.97</b>
<b>PUBLIC SERVICE</b>		
Library cards	Able Card LLC	1,907.38
Program supplies	Amazon.com	48.13
Delivery bins	Global Industrial	85.83
Library materials returned	Library Refunds	212.61
Hand truck	Magline	236.91
Copy paper & supplies	Office Depot	496.96
Ergo desk bases	OfficeMax	1,264.17
Copier costs	Ricoh USA	1,910.20
Debt collection	Unique Management Services	349.05
ILL postage	USPS	48.75
Orbis Cascade ILL service	WCLS	3,454.09
	<b>PUBLIC SERVICE Sub Total</b>	<b>\$10,014.08</b>
<b>OUTREACH</b>		
Diesel fuel	Reisner Distributor	153.35
Van maintenance & repair	City of Bellingham (Interfund)	655.00
	<b>OUTREACH SERVICES Sub Total</b>	<b>\$808.35</b>
<b>TECHNICAL SERVICES</b>		
Books processing	Baker & Taylor	962.00
Audio/visual supplies	Demco	1,043.33
CD & DVD processing	Midwest Tape	1,245.86
ILL & tech services	OCLC	2,062.53



Barcodes (materials)	SirsiDynix	2,765.87
Labels	Sticky Business Inc.	418.24
	<b>TECHNICAL SERVICES Sub Total</b>	<b>\$8,497.83</b>

**LIBRARY ACQUISITIONS**

Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	548.58
Books	Baker & Taylor	14,748.37
Periodicals	Daily Herald	444.00
Books	Grey House Publishing	490.29
Books	Henderson Books	37.99
DVDs, CDs, recorded books	Midwest Tape	9,983.47
Periodicals	New Readers Press	443.97
eBooks, audiobooks	Overdrive Inc	2,407.06
Databases	Proquest	1,236.18
Periodicals	Seattle Times	416.00
Periodicals	The Stranger	59.99
Books	Village Books	63.73
Books	Whatcom Co Real Estate Research	100.00
	<b>LIBRARY ACQUISITIONS Sub Total</b>	<b>\$30,979.63</b>

**GIFT FUND**

Books	Baker & Taylor	2,078.22
Books	Center Point Large Print	91.18
Early Learning Center supplies	Discount School Supply	99.13
Summer Reading STEM books	Dollar Tree Stores	14.13
Books	Gale	239.40
Books	Grass Roots Press	248.27
Recorded books, DVDs	Midwest Tape	48.90
Summer Reading STEM books	Reading is Fundamental	1,266.00
	<b>GIFT FUND ACQUISITIONS Sub Total</b>	<b>\$4,085.23</b>

**TOTAL GENERAL FUND \$63,398.86**

**TOTAL CLAIMS \$67,484.09**

Library Board  
9/15/15  
Item # 6

**BELLINGHAM PUBLIC LIBRARY  
FACILITIES DISCUSSION PAPER  
{DRAFT—9/1/15}**

**Goal:** While the City is performing their Capital Facilities Planning, the Bellingham Public Library (BPL) Board could concurrently evaluate upgrade of BPL facilities to provide better service and programming for today's and tomorrow's library users.

**Proposals:**

- A. As the Bellingham Public Library undergoes a programming/feasibility study, there should be equal emphasis regarding how the library can provide needed and emerging services for today's and tomorrow's library users in a properly sized new central library facility versus expanding and renovating the existing central library facility. Comparative costs and comparative benefits must be included in the study.
- B. Should the city undertake a financial study for its strategic facility needs, it is important that the cost and benefit advantages of a new library versus an expanded and renovated library be included, thus pointing to the need of the library's programming/feasibility study working in tandem with the city's financial study.

**Discussion & Consideration Items:**

- i. **Costs:** The feasibility of improving BPL space is directly related to how much it would cost. With that in mind:
  - a. Costs are saved by building on property now owned by the city. Costs could also be saved if the site did not require parking or had enough room for available parking without constructing a parking garage.
  - b. The existing library building could be expanded and renovated to meet current and future space needs for other city programs at an expense that is likely less than renovating it for what a modern library should be.
  - c. The costs of sequencing and site preparation of facility construction should be included in the feasibility studies. If a new library could be constructed on vacated space, subsequently followed by the current library building being renovated for other city programs, there would be no major expenses nor disruption of services incurred for relocating operations during construction phases.
  - d. A new library building could be constructed with efficiencies that expanding and renovating the existing building is never likely to achieve. Thus, even if the construction costs of a new facility are somewhat higher, the benefits (including ongoing operational costs) could make the life cycle costs of the project less.
- ii. **Space Needs:** The longstanding need for addressing library facility improvements could benefit from combining the library's space needs assessment with those of other city departments in a comprehensive city financial facilities study, rather than evaluating each entity separately. By doing so, there may be efficiencies for the city in both costs and space utilization.

*Submitted by the Library Board Facilities Committee for Library Board of Trustees consideration, 9/15/15*



**Whatcom  
Community Foundation**

*February Board  
9/15/15  
Item # 8*

## GIVING HERE MATTERS

July, 2015

Ms. Pam Kiesner  
Bellingham Public Library  
210 Central Avenue, CS 9710  
Bellingham, WA 98227-9710

**BOARD OF DIRECTORS**

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*Chair*

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*Director of Finance*

Pamela Jons  
*Director of Advancement & Programs*

Missy Belles  
*Assistant to the President*

Shannon Filmendorf  
*Scholarships Coordinator*

Rachel Myers  
*Development & Programs Manager*

RE: The Bellingham Public Library Funds of Whatcom Community Foundation

Dear Pam,

I hope you have been enjoying the abundance of sunny, warm weather. As I savor the luscious locally grown peaches, plums and berries, enjoy the world class artwork at Sculpture Northwest's newly opened gallery or watch my kids exploring the tide pools from Larrabee to Birch Bay, it is easy to fall in love with this place all over again.

You give us the extraordinary opportunity to work alongside you on what matters: the place we share. Community is an over-used word. It can become wallpaper if we let it. It is our middle name, our reason for being and worth every ounce of resource we can muster.

Enclosed you will find your statement for the Bellingham Public Library Funds showing activity for the fiscal year ending June 30, 2015. If you have any questions, please let us know. Early this fall you will be able to check on your fund activity at any time with our new online portal. You will receive an email with your login information in a few weeks. We look forward to working with you to setup your access.

2016 will be a big year for us as we celebrate our 20<sup>th</sup> year of investing in Whatcom County. To kick off our next 20 years, we are launching several exciting new initiatives designed to help local neighborhoods thrive; fuel local nonprofit organizations to achieve their missions; and grow philanthropy in new and exciting ways by involving youth and other often overlooked neighbors.

Helen Keller said, "Alone we can do so little; together we can do so much." We agree. You make great things possible. Add our many community partners and we are making Whatcom County better, together.

Sincerely,

Mauri Ingram  
President and CEO





Whatcom  
Community Foundation

GIVING HERE MATTERS

Bellingham Public Library Agency Endowment Fund  
Activity from July 1, 2014 through June 30, 2015:

Opening Fund Balance	238,929.19
Transfers	0.00
Receipts	
Grant Income	0.00
Pledge Income	0.00
Gift Income	0.00
In-kind Gifts	0.00
Dividends and Interest	5,235.41
Investment Income (Loss)	4,520.89
Other Income	0.00
Subtotal Receipts	\$ 9,756.30
Disbursements	
Grants awarded	8,900.00
Foundation Services Support	3,592.58
Program Expense	0.00
Gift Liquidation Expense	0.00
Other Expenses	0.00
Subtotal Disbursements	\$ 12,492.58
Closing Fund Balance	<u>\$ 236,192.91</u>

## Bellingham Public Library Agency Endowment Fund

### Grants Paid from July 1, 2014 through June 30, 2015:

Grantee	Date	Amount
Bellingham Public Library	02/04/2015	8,900.00
*** Total Grants:		8,900.00



**Whatcom  
Community Foundation**

**GIVING HERE MATTERS**

**Bellingham Public Library Designated Endowment Fund  
Activity from July 1, 2014 through June 30, 2015:**

<b>Opening Fund Balance</b>	<b>45,820.97</b>
<b>Transfers</b>	0.00
<b>Receipts</b>	
Grant Income	0.00
Pledge Income	0.00
Gift Income	1,263.71
In-kind Gifts	0.00
Dividends and Interest	1,027.16
Investment Income (Loss)	845.65
Other Income	<u>0.00</u>
<b>Subtotal Receipts</b>	<b>\$ 3,136.52</b>
<b>Disbursements</b>	
Grants awarded	0.00
Foundation Services Support	696.53
Program Expense	0.00
Gift Liquidation Expense	0.00
Other Expenses	<u>0.00</u>
<b>Subtotal Disbursements</b>	<b>\$ 696.53</b>
<b>Closing Fund Balance</b>	<b><u><u>\$ 48,260.96</u></u></b>

## Bellingham Public Library Designated Endowment Fund

### Gifts Received from July 1, 2014 through June 30, 2015:

Donor	Date	Amount
City of Bellingham	02/05/2015	263.71
Virginia Maria Lofstrand Estate	04/30/2015	1,000.00
*** Total Gifts:		1,263.71



**Whatcom  
Community Foundation**

**GIVING HERE MATTERS**

**Bellingham Public Library Fund - Capital  
Activity from July 1, 2014 through June 30, 2015:**

<b>Opening Fund Balance</b>	<b>72,554.02</b>
<b>Transfers</b>	0.00
<b>Receipts</b>	
Grant Income	0.00
Pledge Income	0.00
Gift Income	0.00
In-kind Gifts	0.00
Dividends and Interest	7.94
Investment Income (Loss)	0.00
Other Income	0.00
	<hr/>
<b>Subtotal Receipts</b>	<b>\$ 7.94</b>
<b>Disbursements</b>	
Grants awarded	0.00
Foundation Services Support	1,451.08
Program Expense	0.00
Gift Liquidation Expense	0.00
Other Expenses	0.00
	<hr/>
<b>Subtotal Disbursements</b>	<b>\$ 1,451.08</b>
<b>Closing Fund Balance</b>	<b><u><u>\$ 71,110.88</u></u></b>





Whatcom  
Community Foundation

GIVING HERE MATTERS

Bellingham Public Library Fund - Materials  
Activity from July 1, 2014 through June 30, 2015:

Opening Fund Balance	1,527.13
Transfers	0.00
Receipts	
Grant Income	0.00
Pledge Income	0.00
Gift Income	7,349.40
In-kind Gifts	0.00
Dividends and Interest	.70
Investment Income (Loss)	0.00
Other Income	0.00
Subtotal Receipts	<u>\$ 7,350.10</u>
Disbursements	
Grants awarded	0.00
Foundation Services Support	177.53
Program Expense	0.00
Gift Liquidation Expense	0.00
Other Expenses	0.00
Subtotal Disbursements	<u>\$ 177.53</u>
Closing Fund Balance	<u><u>\$ 8,699.70</u></u>

## Bellingham Public Library Fund - Materials

### Gifts Received from July 1, 2014 through June 30, 2015:

Donor	Date	Amount
Estate of Robert Witherspoon	10/15/2014	4,649.40
Leo & Carol Ang	12/26/2014	200.00
Anonymous Gift	12/29/2014	2,500.00
*** Total Gifts:		7,349.40



Whatcom  
Community Foundation

GIVING HERE MATTERS

Bellingham Public Library Fund - Fairhaven Branch Materials  
Activity from July 1, 2014 through June 30, 2015:

<b>Opening Fund Balance</b>	127.41
<b>Transfers</b>	0.00
<b>Receipts</b>	
Grant Income	0.00
Pledge Income	0.00
Gift Income	120.00
In-kind Gifts	0.00
Dividends and Interest	0.00
Investment Income (Loss)	0.00
Other Income	0.00
	<hr/>
<b>Subtotal Receipts</b>	<b>\$ 120.00</b>
<b>Disbursements</b>	
Grants awarded	0.00
Foundation Services Support	4.95
Program Expense	0.00
Gift Liquidation Expense	0.00
Other Expenses	0.00
	<hr/>
<b>Subtotal Disbursements</b>	<b>\$ 4.95</b>
<b>Closing Fund Balance</b>	<hr/> <b>\$ 242.46</b>

## Bellingham Public Library Fund.- Fairhaven Branch Materials

### Gifts Received from July 1, 2014 through June 30, 2015:

Donor	Date	Amount
City of Bellingham	09/15/2014	100.00
City of Bellingham	09/15/2014	20.00
*** Total Gifts:		120.00



Whatcom  
Community Foundation

GIVING HERE MATTERS

Bellingham Public Library Fund - Unrestricted  
Activity from July 1, 2014 through June 30, 2015:

<b>Opening Fund Balance</b>	<b>3,766.15</b>
<b>Transfers</b>	0.00
<b>Receipts</b>	
Grant Income	0.00
Pledge Income	0.00
Gift Income	450.00
In-kind Gifts	0.00
Dividends and Interest	.43
Investment Income (Loss)	0.00
Other Income	0.00
	<hr/>
<b>Subtotal Receipts</b>	<b>\$ 450.43</b>
<b>Disbursements</b>	
Grants awarded	0.00
Foundation Services Support	75.32
Program Expense	0.00
Gift Liquidation Expense	0.00
Other Expenses	0.00
	<hr/>
<b>Subtotal Disbursements</b>	<b>\$ 75.32</b>
<b>Closing Fund Balance</b>	<b><u><u>\$ 4,141.26</u></u></b>

## Bellingham Public Library Fund - Unrestricted

Gifts Received from July 1, 2014 through June 30, 2015:

Donor	Date	Amount
Laurie McClain	12/30/2014	250.00
Terrence & Jane Brooks	12/31/2014	100.00
Sue W. Blethen	12/31/2014	100.00
*** Total Gifts:		450.00

## Library Materials Budget 2007-2016 (proposed)

Description	Actual 2007	Actual 2008	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Budget 2013	Budget 2014	Budget 2015	Proposed Budget 2016
Computer Software	2,089.00	1,501.00	604.00	115.00	0.00	0.00	0.00	0.00	0.00	0.00
Books	291,390.00	342,007.00	259,955.00	229,698.00	197,959.00	187,368.00	188,223.00	225,810.00	225,810.00	232,584.00
E-Subscriptions	39,439.00	16,688.00	26,408.00	20,634.00	15,721.00	16,538.00	20,600.00	16,679.00	16,679.00	17,179.00
Recorded Books on CD	39,648.00	43,517.00	30,203.00	27,453.00	27,857.00	25,123.00	26,780.00	21,218.00	21,218.00	21,855.00
Compact Discs	12,791.00	15,966.00	15,406.00	13,318.00	12,864.00	13,703.00	13,905.00	14,322.00	14,322.00	14,752.00
DVDs	40,879.00	76,822.00	60,536.00	55,997.00	50,428.00	39,379.00	46,865.00	40,314.00	40,314.00	41,523.00
Periodicals	31,787.00	31,794.00	31,430.00	26,385.00	25,624.00	31,666.00	30,900.00	26,522.00	26,522.00	27,318.00
Downloadable Audio & Ebooks	5,256.00	12,509.00	21,558.00	12,480.00	17,317.00	17,738.00	26,330.00	39,346.00	39,346.00	40,526.00
<b>Total Materials</b>	<b>463,279.00</b>	<b>540,804.00</b>	<b>446,100.00</b>	<b>386,080.00</b>	<b>347,770.00</b>	<b>331,515.00</b>	<b>353,603.00</b>	<b>384,211.00</b>	<b>384,211.00</b>	<b>395,737.00</b>
<b>Total Lib Operating Budget</b>	<b>3,448,938.00</b>	<b>3,932,414.00</b>	<b>3,782,111.00</b>	<b>3,191,087.00</b>	<b>3,444,575.00</b>	<b>3,571,084.00</b>	<b>3,883,857.00</b>	<b>4,102,703.00</b>	<b>4,270,784.00</b>	<b>4,382,725.00</b>
<b>% of Total Budget/Materials</b>	<b>13.4%</b>	<b>13.8%</b>	<b>11.8%</b>	<b>12.1%</b>	<b>10.1%</b>	<b>9.3%</b>	<b>9.1%</b>	<b>9.4%</b>	<b>9.0%</b>	<b>9.0%</b>

Note: This budget history is COB funds only - no gift funds included.

Library Board  
9/15/15  
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City of Bellingham Interfund Allocations to Library, 2008 - 2016

	2008	2009	2010	2011	2012	2013	2014	2015	2016
	Budget	Budget	Budget	Budget	Budget	Budget	Budget	Budget	Proposed
<b>Administration</b>									
Purchasing Services	\$ 2,505.00	\$ 3,973.00	\$ 2,024.00	\$ 2,455.00	\$ 3,072.00	\$ 1,684.00	\$ 781.00	\$ 1,820.00	\$ 1,820.00
Training Fees	\$ 1,000.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ -	\$ -	\$ -	\$ -
ITSD Services	\$ 1,000.00	\$ 500.00	\$ 500.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cleaning & Sanitation Supplies	\$ 134.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ -	\$ -	\$ -	\$ -
Insurance (Claims and LIT)	\$ 27,652.00	\$ 31,639.00	\$ 39,362.00	\$ 40,832.00	\$ 43,895.00	\$ 44,312.00	\$ 44,793.00	\$ 40,042.00	\$ 40,042.00
<b>Network Services</b>									
ITSD Services	\$ 12,000.00	\$ 12,000.00	\$ 12,000.00	\$ 9,000.00	\$ 9,000.00	\$ 9,000.00	\$ 4,500.00	\$ 4,500.00	\$ 4,635.00
Telephone	\$ 18,500.00	\$ 20,437.00	\$ 8,020.00	\$ 20,418.00	\$ 19,281.00	\$ 20,987.00	\$ 21,787.00	\$ 22,388.00	\$ 22,388.00
Computer Replacement Allocation							\$ 40,840.00	\$ 56,861.00	\$ 56,861.00
<b>Circulation</b>									
First Aid	\$ 103.00	\$ -	\$ 103.00	\$ 50.00	\$ 50.00	\$ -	\$ 52.00	\$ 52.00	\$ 54.00
Cleaning & Sanitation Supplies	\$ 116.00	\$ 116.00	\$ 116.00	\$ 100.00	\$ -	\$ 100.00	\$ -	\$ -	\$ -
Mailroom Services								\$ 21,439.00	\$ 21,439.00
<b>Outreach (aka Community Services)</b>									
Motor Pool Equipment Rental	\$ 4,523.00	\$ 3,731.00	\$ 3,651.00	\$ 3,650.00	\$ 3,649.00	\$ 3,663.00	\$ 3,653.00	\$ 3,682.00	\$ 3,682.00
Repair/Maintenance - Fleet	\$ 3,769.00	\$ 2,977.00	\$ 3,459.00	\$ 3,743.00	\$ 4,368.00	\$ 3,722.00	\$ 4,063.00	\$ 4,288.00	\$ 4,288.00
<b>Collection Development</b>									
Warehouse Services	\$ -	\$ -	\$ 171.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Books and Publications	\$ 515.00	\$ -	\$ 515.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Facilities</b>									
Building Rental/Maintenance - Central	\$ 364,475.00	\$ 375,855.00	\$ 376,056.00	\$ 403,057.00	\$ 406,805.00	\$ 431,819.00	\$ 483,994.00	\$ 503,354.00	\$ 503,354.00
Repair/Maintenance (Buildings)					\$ 46,044.00	\$ 42,214.00	\$ 42,214.00	\$ 42,214.00	\$ 42,214.00
Building Rental/Maintenance - Fairhaven	\$ 75,739.00	\$ 78,001.00	\$ 78,043.00	\$ 83,664.00	\$ 84,283.00	\$ 89,462.00	\$ 100,253.00	\$ 104,263.00	\$ 104,263.00
Water/Sewer Service - Central & Fairhaven								\$ 10,935.00	\$ 11,263.00

TOTAL \$ 512,031.00 \$ 529,829.00 \$ 524,620.00 \$ 567,569.00 \$ 621,047.00 \$ 646,963.00 \$ 746,930.00 \$ 815,838.00 \$ 816,303.00  
 3.48% -0.98% 8.19% 9.42% 4.17% 15.45% 9.23% 0.06%

increase of

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REQUEST FOR MID BIENNIUM ADJUSTMENT - 2016 BUDGET  
 (Note: Changes via ordinance or 2015/2016 BTO have already been accounted for in the 2016 Revised Budget.)

Department	Fund	Enter "3" for Rev; "5" for Exp	Grp	Act	Obj	Amount: Revenue (Increase)/ Decrease	Amount: Expenditure Increase/ (Decrease)	Item Description (include vendor for expenditures or source for revenues, if known)	Job Cost Number (if applicable)	Capital Project Name (if applicable)	Short Explanation of Why This Expenditure/Revenue Modification Is Needed	
		<i>Insert additional rows below this one.</i>										
Library	001	5	193	315	--		\$ (1,109.00)	Reclassify one full-time Library Specialist 2 to two half-time Library Specialists 2.			Incumbent Fulltime Children's Specialist 2 is on leave and desires to return to work half-time. Library administration supports splitting the position into two 20-hour positions as this benefits the organization and is cost neutral.	
Library	001	5	193	321	3146		\$ 28,300.00	State of Washington - Digital Consortium			Reinstated materials budget amount that was mistakenly not reappropriated from 2014 to 2015 to cover cost of eMaterials. Our cost in 2016 is estimated to be \$28,300. These funds are to pay for eBooks and eAudiobooks as part of a consortium of 40+ libraries in Washington that together provide digital content to our library patrons. This is an ongoing cost.	
Library	001	5	193	322			\$ -	- Head of Information & Digital Services			This FULLTIME position is budgeted 10% in 001-5193-313 and 90% in 001-5193-322 for both 2015 and 2016. We want to revise the position distribution to 100% in 001-5193-322.	
Library	001	5	193	322	3150		\$ 12,000.00	Pre-processing of materials			To create efficiency in our Technical Services division - and to re-deploy existing staff - \$20,000 was requested for each year of the biennium to purchase our library materials already processed and cataloged, eliminating these steps historically performed by our staff. Our ultimate goal is to purchase materials "shelf ready", requiring less handling by staff. Mayoral approval was given to proceed immediately in August 2014, and absorb the costs in our 2014 budget, which we did; no additional funds were allocated in 2014 or 2015. We have overspent this 2015 line item (which is budgeted at \$10,416) and request an increase of \$12,000 in 2016 to sustain this new process which has significantly saved staff time and created workflow efficiencies.	
<i>Insert additional rows above this one.</i>												
<b>SUBTOTAL - MID BIENNIUM ADJUSTMENTS FOR 2016</b>						\$ -	\$ 39,191.00					

(See also Mid Biennium Payroll Cleanup Sheet)

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Library Board  
4/15/15  
Item # 10

Bellingham Public Library  
**Policy**

Title: 4.203 Youth Safety Policy  
Code: 4 Public Services  
Chapter: 4.200 Children's Services

Type of Policy: Departmental  
Date Developed: 25 June 2015  
Developed by: Bethany Hoglund, Pam Kiesner  
Approved by: Library Board of Trustees, 15 September 2015  
Cancels: Section IV, Public Services Policies, Unattended Children  
See Also: **Library policies:**  
4.101 [Rules of Conduct](#)

**Library procedures:**  
4.203.101 Youth Safety Procedures

**Scope**

This policy informs parents, guardians, caregivers, staff and volunteers of their responsibilities regarding minors' use of the Bellingham Public Library.

**Definitions**

- **Bellingham Public Library:** All library facilities and library grounds.
- **Caregiver or guardian:** Adult responsible for a minor child or youth.
- **Child/children:** A person(s) under the age of 13.
- **Minor or youth:** A person under the age of 18.
- **Teen:** A person age 13 - 17.
- **Young adult:** A person age 18 - 23.
- **Unaccompanied child:** A child who is using the Bellingham Public Library without the supervision of a parent, guardian, or caregiver.
- **Library staff:** Any staff member of the Bellingham Public Library.
- **Library volunteer:** A member of the public that is cleared to work in a limited volunteer capacity with the Bellingham Public Library.
- **Children's program:** Program designed for children, age birth - 12, to enjoy with a parent/responsible adult.
- **Teen program:** Program designed specifically for teens and/or young adults.
- **Private communications:** Communications between staff and a minor that do not happen in a public forum or space, ~~but privately between two individuals.~~ Examples include, but are not limited to phone calls, emails, text messages and instant messages. [HBJ1][JWK2]

## Policy/Conditions

### **1. Policy application**

- This policy applies to all parents, guardians, caregivers, staff and volunteers of the Bellingham Public Library.

### **2. The library welcomes use by children and teens.**

- The library provides welcoming and appropriate spaces, activities and materials for children and teens.
- Library staff members are available to assist children, teens and families with locating and using library materials and services.
- The library is a public building.

### **3. The library provides free and engaging programs for youth.**

- Advertising for individual Children's and Teen Programs specify ideal ages for participation and attendance. This age range is provided by staff and takes into consideration program length, content and activities.
- For Children's Programs, a parent/responsible adult is expected to accompany a child to each program, unless otherwise specified.
  - If parental participation is optional, it is still recommended the parent/responsible adult stay on site during the program.
- For Teen Programs, a parent/responsible adult is not required to accompany a teen to programs.

### **4. The library promotes the safety of youth in our spaces.**

- The Central Library's Children's Department and early learning spaces at all library locations are reserved for children and their parent/caregivers. Adults and others not appropriately using the spaces or not accompanying a minor may be asked by any member of library staff to re-locate to another area of the library.
- The Central Library's Teen Space is reserved for teens and their parent/caregivers. Adults and others not appropriately using the spaces or not accompanying a minor may be asked by any member of library staff to re-locate to another area of the library.
- The library allows one-on-one activities with minors only in open and observable spaces in the library.
- A bathroom is available in the Central Library's Children's Department for use by children and their parent/caregiver.

**5. Parents and caregivers are responsible for the care and behavior of their children.**

- While in a library facility or on library grounds, parents and caregivers are responsible for the care and behavior of their children. This includes behavior during library programs and events.
- All library patrons, including children and teens, are expected to adhere to the library [Rules of Conduct](#) while in a library facility and on library grounds.

**6. Children should be accompanied at the library.**

- For the safety and comfort of children, a responsible adult or caregiver should accompany children while they are using the library.
- Library staff cannot provide long or short-term child care.
- Library staff will not be held responsible for incidents, accidents or other liability arising from unaccompanied children.
- Library staff will attempt to contact the parents/guardians of an unaccompanied child if necessary, including an unaccompanied child not met by a responsible adult at closing.
  - If a parent or guardian cannot be reached, the child may be placed in the care of the Bellingham Police Department.

**7. Library staff and library volunteers are responsible for maintaining appropriate behaviors.**

- Staff and volunteers should avoid any conduct and/or communications with children or youth that would lead any reasonable person to question their motivation and intentions.

**8. The library follows standard procedures to promote the safety of children and youth.**

- For the protection of children, youth and themselves, staff and volunteers will follow the Youth Safety Procedures, which include and address:
  - Regularly receiving youth safety trainings from recognized and proven child abuse prevention sources.
  - Regularly receiving reviews of this policy and the accompanying Youth Safety Procedures.
  - ~~Upon hire~~ Prior to hire, having a background check through the Washington State Criminal Background Check as well as the National Sex Offender Registry.
  - Private communications with minors.
  - Reporting possible misconduct or harm involving a minor.

**9. Library Board of Trustees reviews this policy.**

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