

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

**Central Library, 210 Central Avenue Bellingham, Washington  
Board Room (upper level) – 3:30 p.m.**

<b>AGENDA</b>	<b>TIME (approx.)</b>
<b>1. Call to order and introductions</b>	2 min
<b>2. Approve/modify agenda</b>	1 min
<b>3. Public comment</b> This time is set aside for members of the public to make comments or ask questions. We ask that remarks be limited to three to five minutes.	5 min
<b>4. Consent agenda</b> All matters listed on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately. <ul style="list-style-type: none"><li>• <b>Communications and FYI</b></li><li>• <b>Minutes</b> August 16, 2016: Regular board meeting</li><li>• <b>Library performance &amp; activity measures</b> August 2016</li><li>• <b>Financial reports</b> Claims: August 2016</li></ul>	2 min
<b>5. Reports</b> <ul style="list-style-type: none"><li>• Library Board members</li><li>• City Council liaison</li><li>• Friends of Bellingham Public Library</li><li>• Library Director</li></ul>	15 min
<b>Time check: 3:55</b>	
<b>6. Donation disbursement</b> <ul style="list-style-type: none"><li>• Bequest in the amount of \$3,283.47</li></ul>	5 min
<b>7. Trustee education</b> <ul style="list-style-type: none"><li>• Washington State Library: Library Trustee Training<ul style="list-style-type: none"><li>◦ Rick Osen, Trustee</li></ul></li><li>• 10 year statistical review<ul style="list-style-type: none"><li>◦ Jennifer Vander Ploeg, Head of Circulation Services</li></ul></li></ul>	10 min 15 min

- |   |        |
|---|--------|
| <b>8. Fall program update</b>   | 5 min  |
| <ul style="list-style-type: none"> <li>• Janice Keller, Communications, Community Relations, and Program Manager</li> </ul>   |        |
| <b>9. 2017-2018 budget update</b>   | 15 min |
| <ul style="list-style-type: none"> <li>• 2017-2018 Library Work Plan; 2 documents shared with Mayor and city staff at budget meeting August 26: <ul style="list-style-type: none"> <li>○ Maintaining Current Level of Service</li> <li>○ Priority Initiatives</li> </ul> </li> <li>• Budget schedule <ul style="list-style-type: none"> <li>○ Oct 5: COB budget emailed to Council</li> <li>○ Oct 10: Council budget work session, including Library</li> <li>○ Nov 28: Special meeting for further discussion, if needed</li> <li>○ Dec 5 &amp; 12: Approval, with final on 12/12</li> </ul> </li> </ul> |        |
| <b>10. BPL/WCLS Interlocal Agreement</b>  | 10 min |
| <ul style="list-style-type: none"> <li>• Discussion &amp; next steps</li> </ul>   |        |
| <b>Time check: 4:55</b>   |        |
| <b>11. Committee reports</b>  | 10 min |
| <ul style="list-style-type: none"> <li>• Outreach Committee</li> <li>• Facilities Committee</li> </ul>  |        |
| <b>12. Library Board retreat update</b>   | 15 min |
| <ul style="list-style-type: none"> <li>• J. Gordon &amp; Rachel Myers</li> </ul>  |        |
| <b>13. Trustee recruitment update</b>   | 5 min  |
| <b>14. New business</b>   | 2 min  |
| <b>15. Action items for next meeting</b>  | 2 min  |
| <b>Time check: 5:29</b>   |        |
| <b>16. Executive session</b>  |        |
| <ul style="list-style-type: none"> <li>• To review the performance of a public employee [RCW 42.30.110(g)] <ul style="list-style-type: none"> <li>○ Conduct the annual review of the Library Director</li> </ul> </li> </ul>  |        |
| <b>17. Return to open session and adjourn</b>   |        |

**Next Regular Library Board Meeting: Tuesday, October 18, 2016 – 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.



## Library seeks candidates for Board of Trustees



The Bellingham Public Library Board of Trustees seeks candidates to fill an upcoming vacancy on the board. The position will be vacant beginning in January, 2017.

The Board of Trustees is the governing and policy-making board for the Bellingham Public Library. Board positions are voluntary and residents chosen to fill them are selected to serve five-year terms.

"Public libraries are changing in new and exciting ways," Bellingham Public Library Director Pam Kiesner said. "Today's libraries are places where people connect with each other and the world. We are looking for enthusiastic, community-minded candidates who want to help guide the library into the future."

Citizens are encouraged to apply who meet the qualifications, have a passion for the Bellingham Public Library, can articulate the library's vision, and who are familiar with our community. In order to be considered, candidates must be United States citizens, residents of Washington State for at least the last three years, and residents of Bellingham for the last two years.

Information about the library and the Board of Trustees can be found on the Bellingham Public Library website:

- [Bellingham Public Library Strategic Plan](#)
- [Library Board of Trustees](#)

### How to apply

Information about applying for the Library Board of Trustees can be found on the City of Bellingham website: [Boards and Commissions Application Process](#)

[Completed applications](#) should be returned to the City of Bellingham Mayor's Office. Applications will be reviewed and interviews conducted by the Board of Trustees. Final candidates will be interviewed by the Mayor, who will recommend a candidate for Bellingham City Council approval. The process will remain open until a new Trustee is selected.

For information, please contact Bellingham Public Library Director Pam Kiesner, [pkiesner@cob.org](mailto:pkiesner@cob.org) or 360-778-7221.

# Bellingham Public Library



Connecting our community with each other and the world

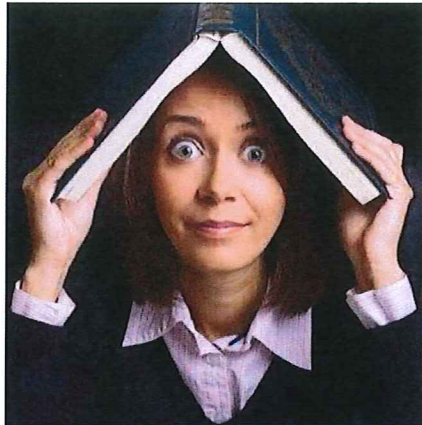
READ • LEARN • MEET • DISCOVER

[Library Homepage](#)

[Calendar](#)

[Library Downloads](#)

[New Items](#)



## PAY FINES AND FEES ONLINE

Don't let library fines or fees get in the way of using all our wonderful services: Pay online -- it's quick and easy!

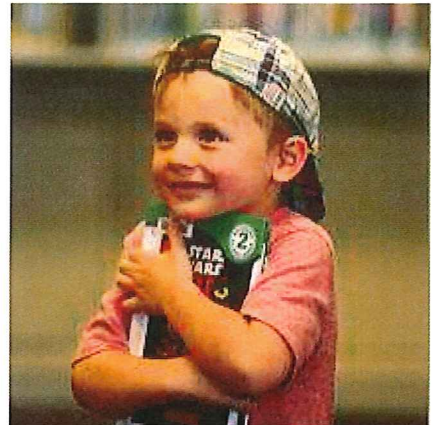
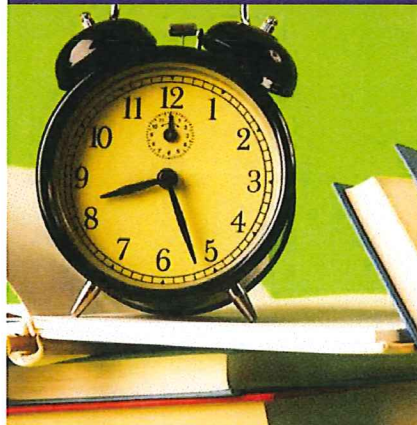
You'll need your library card number and PIN (usually the last 4 digits of your telephone number) to make convenient online payments with a credit card. Check it out here: [online payments](#).

*Read more:* [Fines and Fees](#)

## BELLINGHAM'S CENTRAL LIBRARY OPEN SUNDAYS BEGINNING SEPTEMBER 11

We resume Sunday open hours at the Central Library beginning September 11 (the first Sunday after Labor Day). The Central Library will be open 1-5 p.m. Sundays until Memorial Day weekend.

*Read more:* [Locations & Hours](#)



## GREAT READING & LISTENING

Looking for a great book or audiobook? You came to the right place! We're refreshing our lists of recommended reads to give you up-to-the-minute advice about the hottest fiction, award-winners and nominees, popular non-fiction and more. Be sure to check back often, as we're posting new and updated lists regularly.

*Read more:* [Staff Picks](#)

## Help Desk & related services: Tell us how we're doing!



Changes at the Central Library have been in place for six months and we've served thousands of patrons at our new Help Desk. We are continuing to settle in to updated furnishings and learn new routines and locations, all designed to serve you better.

The Help Desk provides "one-stop" for most information, check-out and account services. As part of the project, some books and other materials moved to new locations, and a small Friends of the Library area was added in the lobby.

Our goals for making these changes included improving customer service, increasing the use of self check-out and other technology tools, and improving efficiency and traffic flow inside the building. Please let us know how we're doing by taking the short survey linked below. And if you haven't been in to see us in a while, be sure to visit soon!

## Campus Connections for students, faculty, staff & community

Do you work or study at a local college campus, or live or work nearby? We offer convenient public library services on campus, thanks to our partnerships with all local higher education institutions. Community members and college students, faculty and staff can drop off materials and pick up holds on campus at the locations listed below; check each link for more details:

[Western Washington University Library](#)

[Whatcom Community College Library](#)

[Bellingham Technical College Library](#)



## Summer Reading Superstars return to school ready to learn!



School's back in session, and thousands of young readers returned to the classroom ready to learn, thanks to Bellingham Public Library Summer Reading programs!

Summer Reading programs challenge elementary students, tweens and teens to keep their brains active and engaged by reading or listening to books over the summer. About 2,000 students finished Summer Reading programs this year through the Bellingham Public Library, earning the "Summer Reading Superstar" title.

Even the youngest children (and parents!) are able to be Summer Reading Superstars by completing activities designed to get families talking, singing, reading, writing and playing together, building a solid foundation for reading in the future.

Why is summer reading important? These programs are fun, and serve a vital purpose as well: they help keep students' reading skills sharp and support academic achievement throughout their K-12 years.

[Read More](#)

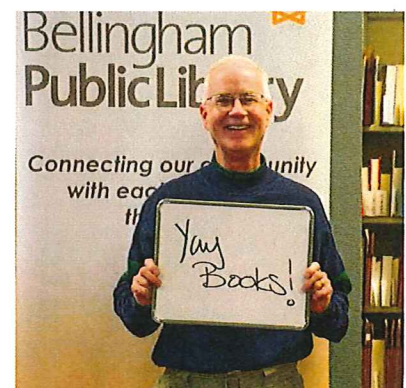
## Library seeks candidates for Board of Trustees position

We're looking for enthusiastic, community-minded library supporters to help guide us into the future! The Board of Trustees -- the volunteer governing and policy-making board for the library -- seeks candidates for an upcoming vacancy.

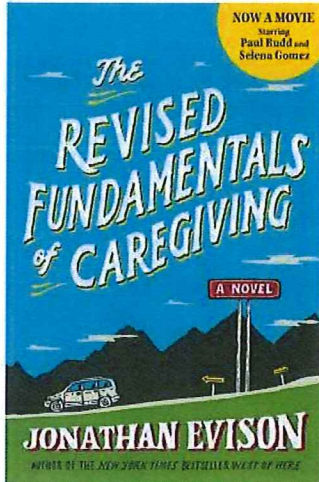
Trustees bring various skills and experiences to the position. For example, Bellingham Public Library Trustee Tom Barrett (right) is a retired business manager with a long history of service on various city boards and commissions, and is an avid library user. He said being a Trustee is a way to contribute to building community and supporting excellence in traditional and innovative library services.

More information about the position and how to apply for it is 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 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](#)

September 2016

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



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Bellingham Public Library | 210 Central Avenue | Bellingham | WA | 98225



# Library Services in the Community 2015

A snapshot of library services delivered in our community in 2015



## Legend

-  Outreach to children/teens/families
-  K-12 school/classroom visits
-  Assisted living/care facility visits

-  Adult programs & pop-ups
-  Community presentations

More details on reverse

### Outreach to children/teens/families

- 📍 Sterling Meadows Apartments
- 📍 Brigid Collins Family Support Center
- 📍 Bellingham Childcare & Learning Center
- 📍 Juvenile Court Detention Center
- 📍 Bham Family Fair/Sportsplex
- 📍 St. Luke's Health Education Center
- 📍 PeaceHealth Cordata
- 📍 DVSAS Shelter
- 📍 Regency Park Apartments
- 📍 Regal Cinemas Barkley Village
- 📍 Samish Way Resource Center
- 📍 Sea Mar Community Health Center
- 📍 Orleans Street Apartments
- 📍 Boys & Girls Clubs of Bellingham
- 📍 Whatcom Community College
- 📍 BA~CON at WCC
- 📍 Kids Fest! at Bloedel Donovan Park
- 📍 Redeemer Lutheran Church LCMS

### Adult programs & pop-ups

- 📍 Project Homeless Connect/Bham High
- 📍 WWU Red Square Fair
- 📍 Bellingham Health/Wellness Fair
- 📍 Whatcom SkillShare Faire
- 📍 League of Women Voters program/BTC
- 📍 Timothy Egan at MBT
- 📍 Whatcom Reads at MBT
- 📍 DSHS pop-up
- 📍 Whatcom Reads at WCC
- 📍 Frankenstein at Pickford
- 📍 Small Business Wkshps at WCC

### K-12 school/classroom visits

- 📍 Shuksan Middle School
- 📍 Birchwood Elementary School
- 📍 Whatcom Middle School
- 📍 Fairhaven Middle School
- 📍 Cordata Elementary School
- 📍 Evergreen Christian School
- 📍 Squalicum High School
- 📍 Sehome High School
- 📍 Carl Cozier Elementary School
- 📍 Sunnyland Elementary School
- 📍 Columbia Elementary School
- 📍 Alderwood Elementary School
- 📍 Wade King Elementary School
- 📍 Happy Valley Elementary School
- 📍 Roosevelt Elementary School
- 📍 Kulshan Middle School

### Community presentations

- 📍 Alabama Hill Neighborhood Assn
- 📍 Barkley Neighborhood Assn
- 📍 Senior Center
- 📍 Puget Neighborhood Assn
- 📍 Bellingham Golf and Country Club
- 📍 Birchwood Neighborhood Assn
- 📍 City Club After Dark/Pickford

### Assisted living/care facilities

- 📍 Columbia Place
- 📍 Brookdale Fairhaven
- 📍 Highgate Senior Living
- 📍 Orchard Park Assisted Living
- 📍 Rosewood Villa Assisted Living
- 📍 Summit Place Assisted Living
- 📍 Woodway Assisted Living
- 📍 Alderwood Park Health and Rehabilitation
- 📍 Avamere Bellingham Health Care
- 📍 Highland Health and Rehabilitation
- 📍 Mt Baker Care Center
- 📍 No. Cascades Health & Rehab Center
- 📍 Shuksan Healthcare Center
- 📍 St. Francis of Bellingham

### Library Services in the Community 2015

This is a printed, modified version of a draft electronic map. For more details and accurate images, contact the Bellingham Public Library for an electronic version. 8/2016



# Bellingham Public Library



**Regular Meeting of the Library Board of Trustees  
Tuesday, August 16, 2016 – Central Library  
3:30 p.m.**

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

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

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

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

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**Call to order and introductions:** Regular session was called to order at 3:32 p.m. by Chair, J. Gordon.

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

**Public comment:** No comments.

**Consent agenda:** Marilyn Mastor moved to approve the July 19, 2016 minutes and the July 2016 performance and activity measures and financial reports. Rachel Myers seconded. Motion carried.

**Board member's report:** Rachel commended Bethany and Youth Services staff for a fun, successful Craft Fair.

Rick and April both viewed the Ben Mann painting installed in the Dodson Room and they thanked the donors and the Friends for commissioning the painting.

J. met with Mayor Kelli last week. She has requested to meet monthly with the Chair of the Library Board as it is a governing board. The Mayor also requested a new Central Library not be discussed at their meetings, considering the annexation issue is to be explored, plus the Capital Facilities Plan is still in draft form. The Board clarified they are a governing board and feel it is their responsibility to put forth what the community asks for and they will attempt to meet the objectives in the Strategic Plan. The Mayor asked to be kept informed about the funding strategies study and J. requested the feasibility study funds

remain available (Pam commented that the Mayor will be invited to the Fall Board Retreat).

**City Council liaison report:** April reported she is on the Emergency Management Services (EMS) committee. If the EMS levy passes it will free up General funds. The new Greenways levy could also free up General funds. April also continues to work on adding language and census data to the 2016 Comprehensive Plan Update to boost inclusivity for marginalized community members.

**Friends of BPL report:** Faye distributed copies of the Friends' new Mission Statement and Funding Guidelines. Their new Mission Statement is:

The Friends of the Bellingham Public Library is a non-profit organization of volunteers that support and advocate for our library.

The statement is short, lively and captures the essence of what they do. The concise funding guidelines support their Mission. Faye also reminded everyone of the swiftly approaching Summer Book Sale – August 18-20.

**Library Director's report:** Pam has invited Jen Vander Ploeg, Head of Circulation Services, to the September board meeting to share a presentation of statistics that covers a 10-year period – the long view to add perspective to the monthly statistics presented in the board packet.

Rick will be attending the Washington State Library Trustee Training in Everett on September 20. He will attend the morning and lunch sessions, then report on the training at our afternoon board meeting.

Pam asked the WCC Library Director about funding for the WCC Learning Commons. He is unsure of the project being funded, nor does he know if there would be room for a public library presence. April suggested now would be a good time to advocate with state elected officials for WCC, including our presence there – the library is a good resource for the community.

The Summer Reading Recognition Ceremony is this Thursday, at 2:00 p.m. Pam and the Mayor will be there to shake hands with the finishers.

Pam reported the Library Trustee recruitment will be posted soon on our and the City's websites. The application is online.

Pam mentioned the four-part MRSC webinar the Management Team is participating in. The first segment was titled *Inspiring a Performance Culture*.

Donations/acknowledgements report:

- Laurie McClain, a long-time library user and Friends member, has passed away. We have received two donations, in memory of her, from Oregon, plus we received notification that Laurie designated the Library as a beneficiary of an IRA.
- David and Peggy Kehe made a donation to our endowment fund at WCF.

**Level of Service Standard:** Rick, Beth and Pam met to review national data on Standards for Library Materials and realized they have more work to do – it will take some time to be thoughtful and come up with the right recommendation. Beth commented that they are looking at additional factors, for example our collection is aging, particularly our non-fiction collection – 43% is eleven years or older. We are not getting the old materials out of the building, nor do we have the funds to replace them. Rick added that they are also still looking at the elements discussed at last month's board meeting, per capita and the high rate of users in the community.

**Trustee education:** Library services to Bellingham's north side: Bethany Hoglund, Head of Youth Services, provided detail to the *Services to north Bellingham during 2015/2016* document that is in the packet. We offer a large variety of services for all ages in the community. Pam noted that our outreach is limited by our staff budget. If we were directed to increase our presence, we would need staff, materials and a vehicle. April suggested developing a more visual, concise document we could use to let the community know all that is available.

**2017-2018 Budget:** Included in the packet is a 2017-2018 Library Budget Memo and a Preliminary Work Plan. The budget deadline is August 31. The presented budget is static (copied from the 2016 Approved Budget) with no new staff, services, or programs. We are allowed to move line item funds around, but cannot increase overall. Requests for increases are to be presented to the Mayor at Department Head one-on-one meetings. Pam's meeting with the Mayor is scheduled for Friday, August 26. Pam will develop a document that combines the Work Plan with budget increase requests (such as adequate funding for the pre-processing of materials and computer software maintenance as well as a much-needed increase for materials). By consensus the trustees approved the Library's 2017-2018 Work Plan.

**BPL/WCLS Interlocal Agreement, Overview of History, 1986-2016:** Pam offered a quick update from last month's meeting. She hasn't had the opportunity to look at the numbers and also did not request the Finance department look at the numbers (they are understaffed and currently working on the budget). Pam reported that WCLS staff is reviewing the numbers.

**Whatcom Community Foundation - Library Funds:** Pam shared with WCF President Mauri Ingram her concern that the non-endowed funds were shrinking and invited Mauri to the board meeting. Mauri could not attend, but she sent a letter proposing a solution for Pam to share with the board. WCF is offering to suspend the 2% maintenance fee on existing funds; the fee would still apply to new donations to cover administration costs. This offer would be in place until the funds have increased. The board felt this was a generous offer; Pam will accept the proposal and convey the board's gratitude. Best use of the non-endowed funds will be put as a topic on a future board meeting agenda.

**Committee reports:**

- Outreach Committee:
  - Rachel met with Faye Hill and Kathie Wilson from the Friends to discuss how to effectively get messages out to the community and elected officials.

Many people love the library and want it to fulfill its potential, so how do we connect with those people? A donation campaign was suggested. The topic for the Fall Board Retreat is Sustainable Funding Strategies; the agenda committee will determine if there is time for a fund-raising campaign to be discussed as well.

- o Tom met with Stowe Talbot who has taken on Jeff Kochman's duties at the Barkley Company.
- Facilities Committee:
  - o 2016 Comprehensive Plan Update: Pam attended the August 1 City Council meeting that discussed the Facilities Chapter. April's proposed wording change concerning the Library was approved. The next City Council Committee of the Whole discussions will be August 29 and September 12 and 26. The Public Hearing is scheduled for October 10. The final work session, to adopt the plan, is scheduled for October 24.
  - o Pam thanked April for requesting a copy of the Zervas Study draft. There is interesting information in the study, but it is an independent study that was developed with constrained guidelines.

**Library Board Retreat:** The retreat is confirmed for October 14, from 1:00-5:00 p.m., in the Encore Room at Mount Baker Theatre. Marcellus Turner, from Seattle Public Library, and Andrew Chanse, from Spokane Public Library, will be our guests. J., Rachel, Pam and Janice will meet to develop an agenda.

**New Business:** none.

**Action items for next meeting:**

- Washington State Library: report on Trustee Training on September 20:

**Meeting adjourned** at 5:50 p.m.

**Next Regular Library Board Meeting – September 20, 2016** at the Central Library, 210 Central Ave, Library Board Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST  
Secretary, Library Board of Trustees

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

	August-16	August-15	Year to Date		% of change
			2016	2015	YTD
<b>Holdings</b> - Number of materials in the library's collection					
Physical copies added to collection	1,933	2,105	13,913	14,881	-6.50%
Electronic copies added to collection - <b>Hoopla removed March</b>	977	386	-9,217	26,967	-134.18%
Physical copies withdrawn from the collection	(2,240)	(4,543)	(14,701)	(16,139)	-8.91%
Total physical holdings			187,429	191,655	-2.21%
Total electronic holdings			54,162	55,184	
<b>Total Holdings (Physical and Electronic)</b>			241,591	246,839	-2.13%
<b>Circulation</b> - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
<b>Central Library</b>					
Adult	66,712	60,067	497,305	490,961	1.29%
Youth	42,437	40,963	313,193	313,185	0.00%
<b>Sub-Total Central</b>	<b>109,149</b>	<b>101,030</b>	<b>810,498</b>	<b>804,146</b>	<b>0.79%</b>
<b>Fairhaven Branch</b>					
Adult *	6,289	6,289	38,817	46,601	-16.70%
Youth *	1,827	1,827	13,854	14,751	-6.08%
<b>Sub-Total Fairhaven</b>	<b>8,116</b>	<b>8,116</b>	<b>52,671</b>	<b>61,352</b>	<b>-14.15%</b>
<b>Barkley Branch</b>					
Adult *	4,153	4,153	27,460	30,526	-10.04%
Youth *	2,370	2,370	19,141	20,865	-8.26%
<b>Sub-Total Barkley</b>	<b>6,523</b>	<b>6,523</b>	<b>46,601</b>	<b>51,391</b>	<b>-9.32%</b>
<b>Bellingham Technical College</b>					
Adult	89	89	907	865	4.86%
Youth	4	4	74	53	39.62%
<b>Sub-Total BTC</b>	<b>93</b>	<b>93</b>	<b>981</b>	<b>918</b>	<b>6.86%</b>
<b>Whatcom Community College</b>					
Adult	201	201	2,110	1,983	6.40%
Youth	47	47	550	427	28.81%
<b>Sub-Total WCC</b>	<b>248</b>	<b>248</b>	<b>2,660</b>	<b>2,410</b>	<b>10.37%</b>
<b>Western Washington University</b>					
Adult	255	255	3,505	3,229	8.55%
Youth	36	36	1,264	711	77.78%
<b>Sub-Total WWU</b>	<b>291</b>	<b>291</b>	<b>4,769</b>	<b>3,940</b>	<b>21.04%</b>
<b>Online Services</b>					
Hoopla ( <b>removed March 2016</b> )	0	2,483	0	12,866	
NW Anytime Library Overdrive	12,696	10,463	93,522	79,239	18.03%
Tumblebooks	1,744	530	18,845	41,895	-55.02%
Zinio	1,558	1,395	12,095	11,094	9.02%
<b>Sub-Total Online</b>	<b>15,998</b>	<b>14,871</b>	<b>124,462</b>	<b>145,094</b>	<b>-14.22%</b>
<b>Total Circulation</b>	<b>140,418</b>	<b>131,172</b>	<b>1,042,642</b>	<b>1,069,251</b>	<b>-2.49%</b>
<b>Holds Activity</b>					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	49,903	46,563	389,241	376,161	3.48%
Holds Filled - holds checked out at BPL, FH, Barkley and WCC	32,007	30,246	251,489	243,046	3.47%
<b>Services</b>					
<b>Persons Visiting</b> - Number of persons counted as they enter the libraries or visit remote website					
<b>Central Library</b>					
Adult	46,619	47,967	358,975	373,930	-4.00%
Children's	14,276	14,949	105,476	109,029	-3.26%
Fairhaven Branch	8,111	6,989	54,133	51,809	4.49%
Barkley Branch	4,121	5,000	30,785	31,759	-3.07%
<b>Total Persons Visiting</b>	<b>73,127</b>	<b>74,905</b>	<b>549,369</b>	<b>566,527</b>	<b>-3.03%</b>
<b>Website Visits</b>	44,281	44,167	369,735	366,525	0.88%
This count reflects number of visits to <a href="http://www.bellinghampubliclibrary.org">www.bellinghampubliclibrary.org</a>					
<b>Bibliocommons Visits</b>	13,161	13,213	99,326	95,653	3.84%
This count reflects number of visits to Bibliocommons					
<b>Total Website Visits</b>	<b>57,442</b>	<b>57,380</b>	<b>469,061</b>	<b>462,178</b>	<b>1.49%</b>
<b>Computer Usage</b> - Number of sessions					
<b>Central Library</b>					
Adult & Teen (30 terminals)	6,016	6,085	44,463	51,110	-13.01%
Children's (3 terminals)	224	320	1,799	1,829	-1.64%
Fairhaven Branch (7 terminals)	748	642	4,868	4,436	9.74%
Barkley Branch (4 terminals)	354	338	2,198	2,217	-0.86%
<b>Total Computer Usage</b>	<b>7,342</b>	<b>7,385</b>	<b>53,328</b>	<b>59,592</b>	<b>-10.51%</b>
<b>New Borrowers Registered</b>					
Central Library	552	612	4,035	4,648	-13.19%
Fairhaven Branch	63	36	361	264	36.74%
Barkley Branch	67	59	267	256	4.30%
<b>Total New Borrowers Registered</b>	<b>682</b>	<b>707</b>	<b>4,663</b>	<b>5,168</b>	<b>-9.77%</b>
<b>Programs</b> - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	89		918	950	-3.37%
Attendees	2,411	2,794	25,830	29,653	-12.89%
<b>Volunteer Hours</b>	<b>610</b>	<b>919</b>	<b>4695</b>	<b>5773</b>	<b>-18.67%</b>

\* For Fairhaven & Barkley, March - August totals most likely reflected assisted check-out only, self check-out stats not included.  
August totals are estimates based on 2015 numbers. Software error has been diagnosed and corrected for future statistics.

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 20, 2016, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
<b>ADMINISTRATION</b>		
Communications/ITSD charges	City of Bellingham (Interfund)	1,962.00
LCD arm, video adapters, speakers	Amazon.com	213.60
Mileage reimbursement for programming	Bernice Chang	43.90
Printing	Copy Source	374.15
Water @ Barkley Branch	Crystal Springs	24.63
Invent Coworking workshop	Mike McKenzie	22.48
Security software maintenance	Ninite.com	20.00
Office supplies, fans	Office Depot	213.31
Battery back-ups	OfficeMax	205.93
Metrics subscription	PLAmetrics	200.00
Barkley operating costs	Talbot Services LLC	533.33
	<b>ADMINISTRATION Sub Total</b>	<b>\$3,813.33</b>
<b>PUBLIC SERVICE</b>		
Hold folders; magnifying glasses	Amazon.com	249.72
Laptop counter stools	Blackburn Office Equipment	2,530.21
Program supplies	Cash N Carry	44.09
Copier paper	Copy Source	201.04
Library materials returned	Library Refunds	158.40
Room reservation cancellations	Library Refunds	50.00
Copier paper; program supplies	Office Depot	179.27
Copier costs	Ricoh USA	1,532.29
Debt collection	Unique Management Services	447.50
ILL postage	USPS	4.16
Lost ILL book	Walla Walla Community College	50.00
	<b>PUBLIC SERVICE Sub Total</b>	<b>\$5,446.68</b>
<b>OUTREACH</b>		
Diesel fuel	Reisner Distributor	97.45
Van maintenance & repair	City of Bellingham (Interfund)	677.00
	<b>OUTREACH SERVICES Sub Total</b>	<b>\$774.45</b>
<b>TECHNICAL SERVICES</b>		
ILL & tech services	OCLC	2,123.16
Book & label tape	Office Depot	68.15
Barcodes (materials)	Sirsidynix	2,765.87
	<b>TECHNICAL SERVICES Sub Total</b>	<b>\$4,957.18</b>
<b>LIBRARY ACQUISITIONS</b>		
Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	429.06
Books	Baker & Taylor	22,584.84
Books	Grey House Publishing	1,000.14
Books	Information Today Inc	317.44
Periodicals	Lewis Publishing	61.00

DVDs, CDs, recorded books	Midwest Tape	8,016.23
eBooks, audiobooks	Overdrive Inc	2,187.11
Databases	Proquest	1,474.56
Periodicals	Seattle Times	457.60
Periodicals	Sound Circulation	444.00
Books	Stratton Kehl Publications	40.16
Books	Washington Roll Call	117.43
<b>LIBRARY ACQUISITIONS Sub Total</b>		<b>\$37,129.57</b>

**GIFT FUND**

Books	Amazon.com	49.89
Books	Baker & Taylor	2,041.66
Website refresh design	Big Fresh Inc.	5,500.00
Books	Center Point Large Print	93.79
Books	Gale	198.98
Early Learning Center supplies	Lakeshore Learning Materials	515.29
DVDs, recorded books	Midwest Tape	311.92
Speaker travel arrangements	Spokane Public Library	300.54
Back to Circulation conference	University of Wisconsin	300.00
Summer Reading yard signs	Victorystore.com	2,341.75
Hot Summer Chess program	Randy Walther	127.62
<b>GIFT FUND ACQUISITIONS Sub Total</b>		<b>\$11,781.44</b>

**TOTAL GENERAL FUND** \$52,121.21

**TOTAL CLAIMS** \$63,902.65

2017-2018

# Library Work Plan

## Current Level of Service

August 26, 2016 9/1/16 update

BellinghamPublicLibrary



Connecting our community with  
each other and the world

This is the same document presented at the 8/26/16 budget meeting with Mayor Linville, with responses to questions raised at that meeting in *purple italics*.

## MAINTAINING CURRENT LEVEL OF SERVICE

The Library's 2017-2018 budget submitted by the August 31 deadline will not include additional staff, programs, or services. To maintain our current level of service in key areas, however, we are requesting additional funding as indicated below in **red**.

### LIBRARY MATERIALS

1. Complete transition to purchasing most **library materials "shelf ready"** from library vendors. Pilot project will be complete at the end of 2016, and staff is being trained and deployed for work at public service desks. The \$12,000 increase approved for pre-processing in 2016 (included in the library's 2016 Revised Budget) was not carried forward for 2017 or 2018. To continue this work flow, which greatly improves our efficiency, we are requesting the \$12,000 previously approved, plus an additional \$28,000 to adequately and permanently fund this initiative. This \$40,000 will be added to the \$10,000 already budgeted for this line item, for a total cost of \$50,000 to purchase our materials already cataloged and processed. If this funding is not approved, we will need to reverse course, cancel vendor agreements, and remove staff from public service to once again assign them to process and catalog our materials. **Additional funds: \$40,000**

*If the \$12,000 approved in 2016 was used for salary and benefit adjustments, then it is no longer available to fund cataloging and processing, representing a \$12,000 cut in this line item. These are ongoing, not one time, expenses, and we respectfully request these funds (\$12,000 + \$28,000) in order to continue this project which saves time and allows us to deploy staff into public service. As stated above, if this funding is not approved, we will need to reverse course, cancel vendor agreements, and remove staff from public service to once again assign them to process and catalog our materials.*

2. Develop **library collections** to help keep pace with high community demand for recently published materials for all ages in a variety of formats. One example of the challenge the library faces: 43 percent of our non-fiction collection is 11 years old or older. As we withdraw outdated and worn materials, funding is inadequate to purchase new, popular materials. **Additional funds: \$30,000**

*The Mayor asked several questions about our materials purchasing methodologies, such as considerations in buying non-fiction vs. fiction, hardcover books vs. eBooks, etc. We would be happy to schedule a follow up discussion about our patrons' interests, how they shape our collection development priorities, and the overall direction of contemporary public library collections. This would allow us to provide a breakdown of our collection budget, circulation figures for different types of materials, and other details to aid understanding of these collection decisions. Please let me know if this follow up is desired.*



## LIBRARY TECHNOLOGY

### COMPUTER SOFTWARE

3. **Annual computer software** costs have fluctuated in recent years, from a low of \$2,000 to a high of \$11,000. Today, the budget shows approximately \$2,000. Our 2017-2018 software costs will be in the range of \$8,500 each year, with the bulk of this amount for our public computer licenses at \$7,000. **Additional funds: \$6,500**

*Following is clarification on why we pay to license our patron-facing software out of the library's computer software budget, rather than paying for it out of CIRF.*

*Currently, for our public computers, we pay the licensing for the Microsoft Office suite and other patron-facing software through a partnership with Whatcom County Library System. WCLS purchases the licenses for both library systems, and we reimburse them through the library's computer software budget. We pay WCLS about \$6K-\$7/year for this. This is a cost savings for the city/library due to these factors:*

- *The library, as an educational institution, qualifies for a discount that the City as an entity does not qualify for.*
- *CIRF is intended to fund the licensing for software used by city staff, rather than that used by the public.*
- *The type of licensing for the two use cases are different -- CIRF's licensing model is for staff computer use, and does not extend to the public computers.*
- *CIRF pays a government rate for our staff software that is higher than the Library's educational rate for our public software.*

*It is possible that licensing for public computers could be rolled into our existing staff licensing model that is paid via CIRF, and that the City could negotiate a special rate for those seats due to the library's status as an educational institution -- but this is not clear.*

### COMPUTER SOFTWARE MAINTENANCE

4. This budget accounts for maintenance costs on software that we implemented to free up staff time: **self-checkout software** that enables users to perform actions that previously required staff interaction (such as renewing items and checking their account), and the **new hosted environment for our integrated library system** that displaced our IT staff's need to maintain the system on a local server. We will also continue to refine our new **library website**, expected to launch late 2016 with improvements that make it easier to access library services and materials and more efficient to maintain. Website maintenance costs in 2017 are estimated at approximately \$6,000, of which we can absorb half. This includes maintenance costs incurred by moving our website from an aging local server (maintained by City IT) to a modern hosted environment, and the move from a deprecated web content management system to one that is much easier and efficient for library staff to use. This request includes these two *estimated* software maintenance increases: a) \$7,000 for liber8 self-checkout software, and b) \$3,000 for library website, half of the \$6,000 total increase. We are able to absorb the increase in software maintenance costs for our ILS hosted environment. **Additional funds: \$10,000.**

Mayor Linville raised questions about our website refresh project, including why we didn't use the city's website, and if we are working with ITSD.

#### Who is involved with the Library website refresh project?

This project is a high priority for the Library Board of Trustees, and included in the Library Strategic Plan. The project charter, approved by ITSD Director, Communications Director, and Library Director, describes it in more detail, and all project documentation is here: <https://staff.cob.org/projects/libraryweb/SitePages/Home.aspx>

ITSD hosts our current site and is serving in a project management role for the website refresh. The project has been "pending" on ITSD and Library work plans until staff time and funding were available. In addition to ITSD, the City Communications Director has been involved and provided helpful direction. A local company is designing and programming the site, to make efficient use of limited ITSD web resources. All consultant costs are being paid for by the Friends of the Bellingham Public Library.

#### Why didn't the Library use the city website?

This decision was made jointly between ITSD, the Library and the Communications Director after exploring multiple options. The factors considered include:

- Looking forward: The City may be moving away from SharePoint for public websites in the next few years. The Library's new site would serve as a test case for City use of other platforms.
- Integrating with other applications: We found that SharePoint does not support a design that integrates seamlessly with other third-party tools such as our Library catalog. The majority our users are also accessing our catalog, so seamless integration is important to the user experience.
- Search and navigation: The Library's website would have a city-wide primary navigation instead of Library only. Searches on the library's website would include non-Library related content. These factors and others do not meet our users' needs and are inconsistent with expectations for a library website to be a "digital branch."
- Identity and customer service: Library would cobrand with the City rather than remaining distinct. Our site receives more usage than most other city department sites, and maintaining a distinct brand and presence is a priority for the Library Board of Trustees, as is providing clear, consistent, easy-to-access online services.
- Alignment with city policy: City policy allows for the Library to maintain a separate website.

#### EQUIPMENT RENTAL

5. **Replace non-functioning, essential library equipment:** our sole microfilm machine no longer functions; the machine is heavily used, primarily for viewing *The Bellingham Herald*. We weighed all options for buying a new one or leasing, and have moved forward with leasing for \$312 per month; this cost includes annual maintenance and repair. We are using existing budget funds for 2016. **Additional funds: \$4,000.**

The Mayor asked about a digitized version of *The Bellingham Herald*. It is, indeed, digitized and we pay for years 1999 to present out of our materials budget. The cost for digital access prior to 1999 (1903-1999) is high; we just received a quote for \$540,000. We believe our most cost-effective strategy has been and continues to be to provide equipment for patrons to read the back issues, unless/until we are able to secure outside funding for digital access.

**FUNDS REQUESTED TO MAINTAIN CURRENT LEVEL OF SERVICE: \$90,500**

2017-2018

# Library Work Plan

## Priority Initiatives

August 26, 2016

## ADDRESSING STRATEGIC PLAN AND CITY PRIORITIES

Priority initiatives listed below are contained in City plans and/or the Library Strategic Plan, each with funding needs as described.

### 1. SUSTAINABLE FUNDING STRATEGIES

Complete a **study of library sustainable funding strategies** including annexation, in collaboration with City administration. We are kicking off with a trustee retreat in October, 2016. **Resources needed: Study will require significant Library/City staff and Trustee time. Study is earmarked by City administration for mid-2017; will require funding for consultant.**

### 2. BUILDING CAPACITY & COMMUNITY PARTNERSHIPS

The priorities listed below are contained in the Library Strategic Plan. While current funding has allowed us to get started, continuing and building these efforts requires additional funding. **Resources needed: \$200,000 for 2 FTEs.**

- Continue strengthening library **programming and community outreach**, as described in the library Strategic Plan 2013-2017, focusing on: early and lifelong learning; parent education; technology skills; literacy, reading and writing; current events; local issues; and equity and social justice.
- Build further **relationships with all Bellingham schools** through regularly scheduled school visits, library field trips, participation in back-to-school events and other school activities, Summer Reading promotion, collaboration on early learning and other initiatives.
- Continue as a lead sponsor of **Whatcom READS** by providing staff support, with the Friends of the Library as a primary source of funds. The book selection for 2017 is *The Revised Fundamentals of Caregiving* by Jonathan Evison. The Bellingham Public Library will serve as lead agency for 2018 events, with book and author to be announced in March 2017.
- Continue **aligning resources with priorities**, evaluating and streamlining work flow.
- Identify and implement new strategies for our **building spaces**, to meet the need for different kinds of spaces while taking full advantage of current facilities.

### 3. OTHER STRATEGIC PLAN PRIORITIES

The priorities listed below are strategic plan initiatives that will not be possible without additional funding.

- Increase **library open hours** to meet library's adopted "operational" standard (mid-range) and community demand for library service. Additional 8 hours at Central Library and 8 hours each at branch library required to meet standard and to fulfill library's strategic plan. **Resources needed: Additional funding and FTEs.**
- Continue exploring options for **replacing the Central Library**, including conducting a feasibility study with financial options, developing an updated building program, and creating a staffing and operations budget for a replacement facility. **Resources needed: Project will require significant staff time; will require funding for consultant.**
- Building on community outreach/engagement services we already provide, develop a plan for expanded **service to north Bellingham**, including consideration of options such as: public library services at the new Whatcom Community College Learning Commons (if funded by the state legislature); potential increased, consistent library programming at a location to be determined; and/or a satellite or co-located facility. **Resources needed: Consultant funding to develop a plan; implementation requires facilities funding and/or partnership, additional staff, other resources.**

### 4. OTHER PRIORITIES FOR 2017-2018 BIENNIUM

Items listed below are additional work plan priorities, anticipated to be completed within existing resources.

- Continue to **circulate** approximately 1.6 million items per year, **welcome** more than 800,000 annual visits to our three locations, **host** more than 40,000 program participants each year, and provide other **services** to our more than 50,000 cardholders and the community.
- Update or revise and adopt a **new Bellingham Public Library Strategic Plan** for 2018 - 2020. Current plan expires at end of 2017. *(Library gift funds)*
- Develop a library **technology plan**, including: exploring new technology initiatives to meet community needs; assessing existing systems, including evaluation of our current integrated library system, which is on a three-year contract expiring October 2018.
- Develop a comprehensive **staff development plan**, including establishing core competencies, cross-training, back-up planning and customer service training.
- Update library **emergency plans** and procedures, in collaboration with the City's emergency management coordinator.