

**BELLINGHAM PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES**

**NOTICE OF MEETING
REGULAR MEETING
of TUESDAY, MARCH 13, 2018**

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
Lecture Room – 4:00 p.m.**

<u>AGENDA</u>	<u>TIME (approx.)</u>
1. Call to order and introductions	2 min
2. Approve/modify agenda	1 min
3. Public comment This time is set aside for members of the public to make comments or ask questions. We ask that remarks be limited to three minutes.	3 min
4. Consent agenda All matters listed on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately. • Communications and FYI • Minutes February 1, 2018: Special board meeting February 20, 2018: Regular board meeting • Library performance & activity measures February 2018 • Financial reports Claims: February 2018 YTD report: February 2018	2 min
5. Reports • Board Chair • Library Board members • City Council liaison • Friends of Bellingham Public Library • Library Director	15 min
	Time check: 4:23
6. Level of Service standard, Staff FTE • Action requested	15 min
7. 2019-2020 Budget priorities • Discussion	30 min
	Time check: 5:08

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| 8. Policy update and changes | 10 min |
| • Meeting Room Policy progress update | |
| 9. Whatcom Reads! | 5 min |
| | Time check: 5:23 |
| 10. New business | 2 min |
| 11. Action Items for next meeting | 2 min |
| 12. Adjourn | Time check: 5:27 |

Next Regular Library Board Meeting: Tuesday, April 17, 2018 – 3:30 p.m.
Location: Lecture Room, Central Library, 210 Central Avenue
Bellingham, Washington

The library meeting rooms are ADA accessible; however, if you require a sign interpreter or other hearing accommodation, please allow the library 48 hours notice. Order of agenda items may be adjusted.

Bellingham Public Library



Special Meeting of the Library Board of Trustees Thursday, February 1, 2018 – Central Library 1:00 p.m.

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

Board Members Present: Rick Osen, Rachel Myers, Rebecca Craven and Jim McCabe

Library Staff: Nancy Kerr

Call to order: Special session was called to order at 1:00 p.m. by Chair, Rick Osen.

Executive Session: The Board went into Executive Session, according to RCW 42.30.110(h), to evaluate the qualifications of candidates for appointment to the vacant Board Trustee position.

Five candidates had been interviewed by a committee. Following discussion, the Board chose one candidate for recommendation to Mayor Kelli Linville.

Meeting adjourned at 2:00 p.m.

Next Regular Library Board Meeting – February 20, 2018 at the Central Library, 210 Central Avenue, Lecture Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST
Nancy Kerr, Director

BellinghamPublicLibrary



Regular Meeting of the Library Board of Trustees Tuesday, February 20, 2018 – Central Library 4:00 p.m.

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

Board Members Present:	Rick Osen, Rachel Myers, Rebecca Craven, Jim McCabe and Vernon Johnson
Library Staff:	Nancy Kerr, Janice Keller, Jon McConnel and Wendy Jenkins
Others Present:	April Barker, City Council Liaison; Faye Hill, Friends of BPL; Chris Deile, library patron

Call to order and introductions: Regular session was called to order at 4:01 p.m. by Chair, Rick Osen.

Approve/modify agenda: Rebecca Craven moved to approve the agenda. Rachel Myers seconded. Motion carried.

Public comment: Chris Deile explained that it would be beneficial to have volume control on the catalog and database computers (distinguished from the internet computers) for patrons who would like to access the Mango Languages database. Chris also expressed that allowing presentations within the library space makes it hard for other patrons to read and concentrate. He suggested holding presentations in the meeting rooms to honor silence for patrons.

Jon, in response to Chris's first comment, clarified for everyone present that the internet computers are set up for Mango Languages, but use is limited to an hour a day so multiple patrons have access. The catalog and database computers are designed for brief searches for materials or information. Mango Languages is not an intended use at those terminals, so the volume is not set up. Considering the levels of use for all of the computers, it is not recommended to change that setting. Chris questioned why Mango is there if it can't be utilized. Jon acknowledged that he doesn't disagree with Chris's point, but it is complicated to remove one database. Jon said he would look further into this, but can't promise a change will be made. Chris expressed that he is extremely disappointed with the response.

Rick added that this issue is primarily caused because we simply do not have enough computers.

Consent agenda: Rachel commented on the significant increase in circulation statistics. Nancy noted that a portion of that is due to auto-renewals. Rick added that holds and visits are both up which adds to the circulation as well. Nancy pointed out the recent boost in Children's materials is also reflected in that increase. Jim commented on the large increase in volunteer hours. Wendy added that this is due to the Friends book sale that was held in January rather than December. Rebecca Craven moved to approve the January 16, 2018 Regular meeting minutes and the January 2018 performance and activity measures and financial reports. Rick Osen seconded. Motion carried.

Board member reports:

- Jim reported that he did not have home internet service for 3 weeks and he appreciated the use of the WiFi available in the library.
- Rick updated the Board on the Director search process. Kara Turner, an independent HR consultant, has been hired to handle the search. The Personnel Committee, Rick and Rebecca, will be working with her. The rough timeline is to post the position on March 2, for 5 weeks; review the applications by the end of April; hold semi-finalist Skype interviews on April 27; and host on-site finalist interviews on May 21 and 22, with an anticipated start date of July 1. Rick met with the management team last Wednesday and will be attending the All Staff meeting on February 22 to fill staff in on the reasoning and process. Rick provided a little background – when Pam announced her retirement, the City had already notified us that they wanted us to study annexing to WCLS to see if it, or other funding options, would be cost effective. The decision was made to hire an Interim Director until the study was completed. The Sustainable Funding study was accomplished last year, with the determination to retain the Library under City funding and work towards enhancing funding to the Library. So the Board determined it was time to hire a Permanent Director.
- Rick reported that he and Nancy met with the Mayor this morning and let her know we are finishing another Level of Service (LOS) standard. They also talked in general about the budget. Rick added that the budget will be a major topic for the next few board meetings.
- The March meeting will be held the second Tuesday of the month, rather than the third, and it will start at 4:00 p.m.
- Rachel reported that she and her daughter attended the Whatcom READS event *Songs of Action & Compassion with Tracy Spring* at the Firehouse Performing Arts Center. She said it was a moving kickoff to Whatcom READS events and that Janice did a lovely job of hosting. Rick added that there will be lots of events in March, including the author events on March 8th and 9th.
- Rick introduced and welcomed Damani Johnson, our newest Trustee, who was appointed by City Council on February 12.

City Council liaison report: April reported that Council approved the 1st and 2nd readings of a Protections for Residential Tenants ordinance. 3rd and final readings will be at next week's meeting, so hopefully those protections can go into effect in June.

When April first joined the Council, the Ban the Box ordinance was put into place. Ban the Box means that when you apply for a position you do not have to check the box about criminal issues – after you have been offered a position, then a background clearance is processed. This method is now being considered by the State of Washington.

Tomorrow high school students are having a walk out at 11:30 a.m. to come to City Hall and protest gun violence. April shared how proud she is of our youth to arrange and navigate this for themselves.

Friends of BPL report: Faye was happy to report that the Friends made \$13,000 at last month's book sale. She also reported that their Vice President, Chris, is working, very successfully, at getting a volunteer background check completed for every volunteer. Their policy is that a volunteer cannot work at the May book sale if they have not had a background check. The Friends are also working on training more people to work in the back rooms.

Library Director's report:

- **Staffing:** The ILL position is still in the hiring approval queue and will be advertised when it makes it to the top. We are now looking for an additional Adjunct Librarian which was posted last Friday.
- **Building and Operations:** Our new delivery truck is here, albeit with a few things, such as the back-up camera, that need to be tweaked. The wrap will also be installed in the near future. The old truck will be available through Fleet when this one has to go in for maintenance, so no more renting the refrigerated trucks when ours is out of service. The elevator job had to be sent out for bid, delaying repair for several more weeks.
- **Board Training:** Plans are firming up for a joint BPL Board/WCLS Board mini-retreat on Net Neutrality, with Christine Perkins working to find a date with a speaker from UW's I-School, Susan Hildreth. The topic will be "Information Equity: Leadership and Responsibility in the Information Age."
- **Budget for 2019-2020:** Department Heads received a basic timeline last Thursday for the budget planning process for 2019-2020. The overall City policy priorities will be set by the Mayor. Council will discuss and provide feedback, and then it'll be up to Departments to review and update work plans for submission to the Mayor prior to developing their detailed budget requests. Capital and operating requests will be separated into two different categories.
- **Service Animal Policy Clarifications:** Having suddenly had a rash of patrons showing up with cats at our libraries, we've been working to clarify our Service Animal policy. Staff may only ask whether or not the animal in question is a pet, and what the animal has been trained to do for the patron. At this point, for library purposes, dogs and miniature horses fall in the service animal category, while cats do not. We have ordered new signs which specify that only service animals, not pets, are welcome in the library. Service animals do not include emotional support animals.
- **Signage:** We have also ordered signs that clearly indicate that people cannot block our ramp out in front of the library, nor can they block the book returns.
- **Foliage around the Library and Safety:** Nancy walked completely around the library grounds and the park accompanied by James and two staff members from the Parks Department. We have a lot of overgrown bushes and shrubbery which are contributing to a health and safety hazard, providing hiding places and restroom areas for the homeless, as well as areas littered with needles and trash. Parks staff were very attentive to our needs, and will address them as they can once their seasonal staff returns. In some cases, bushes will be trimmed back drastically or replaced with smaller plants to provide fewer hiding places.

Whatcom Community Foundation: Rick suggested postponing decisions about the distribution we have received until the board has been able to discuss budget prioritizing. At this morning's meeting, the Mayor encouraged us to think about capital expenses we might have. Rick and Nancy talked earlier today about perhaps engaging an architectural consultant to provide some ideas. Rachel added that ideas concerning ADA compliance are needed.

2017 Financial report: Jim commented that we were right on target for the year.

Policy update and changes:

- Meeting Room Policy progress update: Rick, Nancy and Janice met and discussed implementation issues related to the new policy. Nancy commented that it might look like we are being strict, but this policy is in line with what most libraries do. If we allow groups or individuals to schedule every week, we are limiting use for others. The dance groups that use Fairhaven's auditorium have been grandfathered in through 2018. We have been helping other users to find alternate venues. Janice reported that to enable the transition to new software we are currently not accepting new reservations. We are still accommodating library, co-sponsored, and city department events. The goal is to implement the policy and to open the reservation system back up on April 1.
- Rules of Conduct Policy changes: the changes have been sent to the Legal Department for review, then they will be brought to the Board for approval. Nancy pointed out some of the significant changes:
 - Make sure we have a designated Person in Charge (PIC) so if there are any incidents, staff know who that person is
 - Change to the behavior portion applied to meeting room use
 - Camping out in the library expanded to include outside of the building
 - Appropriate behavior of service animals

Jim asked, in relation to the board review appeal process for trespasses that are for 5 years or more, if this happens very often. Nancy responded no – when she asked staff about this they could only recall one time that an appeal was brought to the board.

Rebecca added that she has some questions about the policy and asked Nancy if they could meet. Nancy and Rebecca will arrange a meeting.

City email account for Trustees discussion: Jon asked IT if City email accounts were an option for Trustees – the answer was yes, at a cost of \$181.53 per account, per year, for a total of \$907.65. The benefit of a City account is that it would be strictly for board business so that, in the case of a Public Records Request, Trustees would not need to turn over personal email accounts for Legal to review and redact. After discussion, it was decided that it would be good to have a conversation with the Mayor before deciding.

Level of Service standard, Staff FTE: The Board has approved three standards so far which establish low/minimal, medium/operational, and high/optimal Levels of Service: Facilities square footage; hours of operation; and materials. All are based on reviews of peer libraries around the state and country with similar sized communities and library services. Currently

we are working on a Staff FTE LOS. In the packet is a draft that Rick and Nancy have developed. Nancy distributed three FTE Comparison spreadsheets (attached):

- 1) FTE per 1000 capita: with a range of 0.4175-1.0672 FTE per 1000 capita, we are at .5589. Per capita was used in the first three standards so is included here, but staffing is complicated – the more use the library has, the more staffing is required, but it is not related to population.
- 2) Visits per FTE 2016 data: with a range of 4,895-17,057 visits per FTE, we top the chart at 17,057.
- 3) Circ per FTE 2016 data: with a range of 6,859-39,355 circs per FTE, we are near the top at 31,961.

With the first three standards we were at the low/minimal level. With this one, at 47.4 FTE, we are not at the suggested low/minimal level of 50 FTE. If someone is sick or on vacation, we cannot fully staff all desks.

Rick explained the goal is to tie them all together to help determine budget priorities so we can show the City how we plan to get to level 2. Rebecca questioned if the draft defines low too low – would another 2.6 staff (to bring the current up to 50) be enough to operate the buildings safely? Nancy responded that we have a list of needed positions, but they have not yet been prioritized. Rick added that we are not implying that low is operational, by definition low is unsuitable. April asked if all of the standards would be interfaced, so that, for example, if we want to get to a certain number of hours, a certain number of FTEs would be required. Rick responded that he envisions another document will interface them as a package. Rebecca suggested wording added to the FTE standard to clarify that it reflects the current level of hours, which are low. It was decided to consider this more and to vote next meeting.

New Business:

- April came across a self-assessment organizational tool from the Coalition of Communities of Color. She offered to send it to Nancy to consider if this might be a good subject for a board retreat.

Action items for next meeting:

- FTE Staffing LOS – tying into budget discussion

Meeting adjourned at 5:41 p.m.

Next Regular Library Board Meeting – Tuesday, March 13, 2018 at the Central Library, 210 Central Avenue, Lecture Room – at 4:00 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

FTE Comparison - DRAFT - FTE PER 1000 CAPITA

	Population	Sq Footage	Staff FTE	Expenditures	Circulation	Visits	Annual Hours	Circ per capita	Visits/Hour	Circ per FTE	Visits per FTE	FTE per 1000 capita	FTE per Hours
IL, Oak Lawn	56690	86,108	60.5	\$5,534,942	503,807	400722	3432	8.89	117	8327	6624	1.0672	0.0176
NJ, Cape May	84230	124,247	87.3	\$9,225,083	598,755	527274	23738	7.11	22	6859	6040	1.0364	0.0037
VA, Williamsburg	83959	75000	84.85	\$6,449,246	1,120,917	707506	9023	13.35	78	13211	8338	1.0106	0.0094
IN, Kokomo-Howard	76265	66142	73.3	\$4,690,833	910,974	503899	3354	11.94	150	12428	6874	0.9611	0.0219
IL, Champaign	81055	128,600	74.2	\$6,485,629	1,896,307	799250	5931	23.40	135	25557	10772	0.9154	0.0125
AL, Hoover	84,353	85000	74.3	\$7,113,573	1,437,316	546063	3433	17.04	159	19345	7349	0.8808	0.0216
MA, Newton Free	87971	91,000	76.1	\$5,580,722	1,663,055	702314	3436	18.90	204	21854	9229	0.8651	0.0221
IA, Iowa City	78214	81,276	66.8	\$6,077,422	1,258,173	789919	3409	16.09	232	18835	11825	0.8541	0.0196
MI, Farmington	90,112	90000	72.23	\$5,677,933	1,214,542	647775	6762	13.48	96	16815	8968	0.8016	0.0107
IN, Elkhart	92236	111000	73.5	\$5,751,226	552,319	359773	13780	5.99	26	7515	4895	0.7969	0.0053
ME, Portland	66,937	153,682	49.88	\$4,961,733	832,693	615955	8076	12.44	76	16694	12349	0.7452	0.0062
FL, Boca Raton	87776	82872	64.5	\$4,435,859	860700	560989	3744	9.81	150	13344	8698	0.7348	0.0172
MI, Canton	90,173	130462	58.3	\$5,407,484	1,307,755	487095	3603	14.50	135	22431	8355	0.6465	0.0162
OR, Tigard	63334	48430	40	\$5,630,879	1,230,085	349333	3497	19.42	100	30752	8733	0.6316	0.0114
CA, Redwood City	85,992	79200	53.3	\$8,051,687	1,192,994	841169	10816	13.87	78	22383	15782	0.6198	0.0049
CA, Burbank	106,084	79190	64.6	\$6,413,574	1,049,794	840,092	7568	9.90	111	16251	13005	0.6090	0.0085
MI, Dearborn	98153	105777	59.7	\$4,983,131	515,544	374763	6972	5.25	54	8636	6277	0.6082	0.0086
MD, Calvert County	91251	78,120	55.3	\$4,354,190	1,091,551	516520	13724	11.96	38	19739	9340	0.6060	0.0040
WY, Laramie County	97121	110,500	57.4	\$4,882,986	638,796	458783	6180	6.58	74	11129	7993	0.5910	0.0093
MI, Troy	80980	50000	47.63	\$3,667,690	1,277,549	438673	2860	15.78	153	26822	9210	0.5882	0.0167
IL, Waukegan	89078	75,000	51.8	\$4,488,627	455,246	343663	5860	5.11	59	8789	6634	0.5815	0.0088
MN, Duluth	86,597	89,877	49.39	\$4,735,935	848,293	461403	6426	9.80	72	17175	9342	0.5703	0.0077
WA, Bellingham	84850	55670	47.42	\$4,611,554	1,515,603	808838	5664	17.86	143	31961	17057	0.5589	0.0084
IN, Mishawaka	89652	124751	48.8	\$4,196,070	500778	383226	7124	5.59	54	10262	7853	0.5443	0.0069
CA., Mountain View	77925	60000	42	\$5,117,219	1,415,810	624241	3194	18.17	195	33710	14863	0.5390	0.0131
MI, Willard	89779	67,000	47.2	\$5,402,000	1,311,822	540558	6252	14.61	86	27793	11453	0.5257	0.0075
CT, Norwalk	88485	59,523	46.4	\$4,888,071	451,594	666530	5812	5.10	115	9733	14365	0.5244	0.0080
OH, Muskingum	86,074	60,440	44.8	\$3,931,334	709,132	367172	10986	8.24	33	15829	8196	0.5205	0.0041
CA, Thousand Oaks	128,564	106460	66.5	\$6,789,493	1,420,386	659,199	5309	11.05	124	21359	9913	0.5173	0.0125
WI, Eau Claire	84719	62000	43.6	\$3,855,181	808,824	418290	3114	9.55	134	18551	9594	0.5146	0.0140
IA, Cedar Rapids	126396	114000	62.5	\$5,877,636	1,140,533	656139	6032	9.02	109	18249	10498	0.4945	0.0104
MI, Traverse Area	97396	65300	47.83	\$4,472,465	1,156,041	604384	8125	11.87	74	24170	12636	0.4911	0.0059
OR, Corvallis-Benton	90005	74225	43.75	\$6,110,500	1,655,923	652212	9008	18.40	72	37850	14908	0.4861	0.0049
WI, Waukesha	91916	71566	44.6	\$3,946,805	1,165,742	407438	3293	12.68	124	26138	9135	0.4852	0.0135
CA, Pleasanton	74982	30000	34	\$4,527,377	1,338,059	521042	3224	17.85	162	39355	15325	0.4534	0.0105
CA, Livermore	88138	62600	36.8	\$4,540,655	762,939	372736	4946	8.66	75	20732	10129	0.4175	0.0074

Washington AVERAGE	7076016		3876.09		85,552,042	38,574,298	788668	12.09	49	22063	10,638	0.5478	0.0049
WA, Everett	106736	63,485	52.5	\$5,054,706	1,247,160	551695	5824	11.68	95	23755	10508	0.4919	0.0090
WA, North Olympic	73410	53,193	53.45	\$3,809,475	1,144,855	473241	10581	15.60	45	21419	8854	0.7281	0.0051
WA, Spokane	213,272	291,900	93.7	\$6,791,199	2,231,466	968415	14696	10.46	66	23815	10335	0.4393	0.0064
WA, Tacoma	206,100	163,328	105.52	\$11,264,317	2,057,078	746548	16201	9.98	46	19495	7075	0.5120	0.0065
WA, Whatcom County	127690	60182	90.3	\$7,659,137	1,746,832	811303	22269	13.68	36	19345	8985	0.7072	0.0041

FTE Comparison - DRAFT - VISITS PER FTE 2016 DATA

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IA, Iowa City	78214	81,276	66.8	\$6,077,422	1,258,173	789919	3409	16.09	232	18835	11825	0.8541	0.0196
MI, Willard	89779	67,000	47.2	\$5,402,000	1,311,822	540558	6252	14.61	86	27793	11453	0.5257	0.0075
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MI, Canton	90,173	130462	58.3	\$5,407,484	1,307,755	487095	3603	14.50	135	22431	8355	0.6465	0.0162
VA, Williamsburg	83959	75000	84.85	\$6,449,246	1,120,917	707506	9023	13.35	78	13211	8338	1.0106	0.0094
OH, Muskingum	86,074	60,440	44.8	\$3,931,334	709,132	367172	10986	8.24	33	15829	8196	0.5205	0.0041
WY, Laramie County	97121	110,500	57.4	\$4,882,986	638,796	458783	6180	6.58	74	11129	7993	0.5910	0.0093
IN, Mishawaka	89652	124751	48.8	\$4,196,070	500778	383226	7124	5.59	54	10262	7853	0.5443	0.0069
AL, Hoover	84,353	85000	74.3	\$7,113,573	1,437,316	546063	3433	17.04	159	19345	7349	0.8808	0.0216
IN, Kokomo-Howard	76265	66142	73.3	\$4,690,833	910,974	503899	3354	11.94	150	12428	6874	0.9611	0.0219
IL, Waukegan	89078	75,000	51.8	\$4,488,627	455,246	343663	5860	5.11	59	8789	6634	0.5815	0.0088
IL, Oak Lawn	56690	86,108	60.5	\$5,534,942	503,807	400722	3432	8.89	117	8327	6624	1.0672	0.0176
MI, Dearborn	98153	105777	59.7	\$4,983,131	515,544	374763	6972	5.25	54	8636	6277	0.6082	0.0086
NJ, Cape May	84230	124,247	87.3	\$9,225,083	598,755	527274	23738	7.11	22	6859	6040	1.0364	0.0037
IN, Elkhart	92236	111000	73.5	\$5,751,226	552,319	359773	13780	5.99	26	7515	4895	0.7969	0.0053
Washington AVERAGE	7076016		3876.09		85,552,042	38,574,298	788668	12.09	49	22063	10,638	0.5478	0.0049
WA, Everett	106736	63,485	52.5	\$5,054,706	1,247,160	551695	5824	11.68	95	23755	10508	0.4919	0.0090
WA, North Olympic	73410	53,193	53.45	\$3,809,475	1,144,855	473241	10581	15.60	45	21419	8854	0.7281	0.0051
WA, Spokane	213,272	291,900	93.7	\$6,791,199	2,231,466	968415	14696	10.46	66	23815	10335	0.4393	0.0064
WA, Tacoma	206,100	163,328	105.52	\$11,264,317	2,057,078	746548	16201	9.98	46	19495	7075	0.5120	0.0065
WA, Whatcom County	127690	60182	90.3	\$7,659,137	1,746,832	811303	22269	13.68	36	19345	8985	0.7072	0.0041

FTE Comparison - DRAFT - CIRC PER FTE 2016 DATA

	Population	Sq Footage	Staff FTE	Expenditures	Circulation	Visits	Annual Hours	Circ per capita	Visits/Hour	Circ per FTE	Visits per FTE	FTE per 1000 capita	FTE per Hours
CA, Pleasanton	74982	30000	34	\$4,527,377	1,338,059	521042	3224	17.85	162	39355	15325	0.4534	0.0105
OR, Corvallis-Benton	90005	74225	43.75	\$6,110,500	1,655,923	652212	9008	18.40	72	37850	14908	0.4861	0.0049
CA., Mountain View	77925	60000	42	\$5,117,219	1,415,810	624241	3194	18.17	195	33710	14863	0.5390	0.0131
WA, Bellingham	84850	55670	47.42	\$4,611,554	1,515,603	808838	5664	17.86	143	31961	17057	0.5589	0.0084
OR, Tigard	63334	48430	40	\$5,630,879	1,230,085	349333	3497	19.42	100	30752	8733	0.6316	0.0114
MI, Willard	89779	67,000	47.2	\$5,402,000	1,311,822	540558	6252	14.61	86	27793	11453	0.5257	0.0075
MI, Troy	80980	50000	47.63	\$3,667,690	1,277,549	438673	2860	15.78	153	26822	9210	0.5882	0.0167
WI, Waukesha	91916	71566	44.6	\$3,946,805	1,165,742	407438	3293	12.68	124	26138	9135	0.4852	0.0135
IL, Champaign	81055	128,600	74.2	\$6,485,629	1,896,307	799250	5931	23.40	135	25557	10772	0.9154	0.0125
MI, Traverse Area	97396	65300	47.83	\$4,472,465	1,156,041	604384	8125	11.87	74	24170	12636	0.4911	0.0059
MI, Canton	90,173	130462	58.3	\$5,407,484	1,307,755	487095	3603	14.50	135	22431	8355	0.6465	0.0162
CA, Redwood City	85,992	79200	53.3	\$8,051,687	1,192,994	841169	10816	13.87	78	22383	15782	0.6198	0.0049
MA, Newton Free	87971	91,000	76.1	\$5,580,722	1,663,055	702314	3436	18.90	204	21854	9229	0.8651	0.0221
CA, Thousand Oaks	128,564	106460	66.5	\$6,789,493	1,420,386	659,199	5309	11.05	124	21359	9913	0.5173	0.0125
CA, Livermore	88138	62600	36.8	\$4,540,655	762,939	372736	4946	8.66	75	20732	10129	0.4175	0.0074
MD, Calvert County	91251	78,120	55.3	\$4,354,190	1,091,551	516520	13724	11.96	38	19739	9340	0.6060	0.0040
AL, Hoover	84,353	85000	74.3	\$7,113,573	1,437,316	546063	3433	17.04	159	19345	7349	0.8808	0.0216
IA, Iowa City	78214	81,276	66.8	\$6,077,422	1,258,173	789919	3409	16.09	232	18835	11825	0.8541	0.0196
WI, Eau Claire	84719	62000	43.6	\$3,855,181	808,824	418290	3114	9.55	134	18551	9594	0.5146	0.0140
IA, Cedar Rapids	126396	114000	62.5	\$5,877,636	1,140,533	656139	6032	9.02	109	18249	10498	0.4945	0.0104
MI, Duluth	86,597	89,877	49.39	\$4,735,935	848,293	461403	6426	9.80	72	17175	9342	0.5703	0.0077
MI, Farmington	90,112	90000	72.23	\$5,677,933	1,214,542	647775	6762	13.48	96	16815	8968	0.8016	0.0107
ME, Portland	66,937	153,682	49.88	\$4,961,733	832,693	615955	8076	12.44	76	16694	12349	0.7452	0.0062
CA, Burbank	106,084	79190	64.6	\$6,413,574	1,049,794	840,092	7568	9.90	111	16251	13005	0.6090	0.0085
OH, Muskingum	86,074	60,440	44.8	\$3,931,334	709,132	367172	10986	8.24	33	15829	8196	0.5205	0.0041
FL, Boca Raton	87776	82872	64.5	\$4,435,859	860700	560989	3744	9.81	150	13344	8698	0.7348	0.0172
VA, Williamsburg	83959	75000	84.85	\$6,449,246	1,120,917	707506	9023	13.35	78	13211	8338	1.0106	0.0094
IN, Kokomo-Howard	76265	66142	73.3	\$4,690,833	910,974	503899	3354	11.94	150	12428	6874	0.9611	0.0219
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IN, Mishawaka	89652	124751	48.8	\$4,196,070	500778	383226	7124	5.59	54	10262	7853	0.5443	0.0069
CT, Norwalk	88485	59,523	46.4	\$4,888,071	451,594	666530	5812	5.10	115	9733	14365	0.5244	0.0080
IL, Waukegan	89078	75,000	51.8	\$4,488,627	455,246	343663	5860	5.11	59	8789	6634	0.5815	0.0088
MI, Dearborn	98153	105777	59.7	\$4,983,131	515,544	374763	6972	5.25	54	8636	6277	0.6082	0.0086
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WA, Whatcom County	127690	60182	90.3	\$7,659,137	1,746,832	811303	22269	13.68	36	19345	8985	0.7072	0.0041

Bellingham Public Library Performance & Activity Measures, 2018

	February-18	February-17	Year to Date		% of change
			2018	2017	YTD
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	2,197	1,502	4,854	3,415	42.14%
Electronic copies added to the collections	869	683	2,225	1,623	37.09%
Physical copies withdrawn from collection	(182)	(394)	(9,096)	(760)	1096.84%
Total physical holdings			176,106	195,410	-9.88%
Total electronic holdings			73,390	60,943	20.42%
Total Holdings (Physical and Electronic)			249,496	256,353	-2.67%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	59,389	51,662	121,131	107,904	12.26%
Youth	42,375	34,270	85,350	70,834	20.49%
Sub-Total Central	101,764	85,932	206,481	178,738	15.52%
Fairhaven Branch					
Adult	7,275	5,946	15,202	12,451	22.09%
Youth	2,249	1,867	4,532	4,194	8.06%
Sub-Total Fairhaven	9,524	7,813	19,734	16,645	18.56%
Barkley Branch					
Adult	5,332	4,288	11,484	8,733	31.50%
Youth	2,987	2,716	6,240	5,236	19.17%
Sub-Total Barkley	8,319	7,004	17,724	13,969	26.88%
Bellingham Technical College					
Adult	105	75	186	151	23.18%
Youth	29	4	46	16	187.50%
Sub-Total BTC	134	79	232	167	38.92%
Whatcom Community College					
Adult	369	241	686	545	25.87%
Youth	70	91	140	189	-25.93%
Sub-Total WCC	439	332	826	734	12.53%
Western Washington University					
Adult	429	430	891	906	-1.66%
Youth	226	144	441	322	36.96%
Sub-Total WWU	655	574	1,332	1,228	8.47%
Online Services					
NW Anytime Library Overdrive	15,275	12,234	32,083	25,570	25.47%
Tumblebooks - discontinued November, 2017	0	1,453	0	4,157	
Zinio	1,353	1,567	2,953	3,376	-12.53%
Sub-Total Online	16,628	15,254	35,036	33,103	5.84%
Total Circulation	137,463	116,988	281,365	244,584	15.04%
Holds Activity					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	52,029	44,350	110,002	95,058	15.72%
Holds Filled - holds checked out at BPL, FH, Barkley and Connections	33,709	28,934	70,248	61,670	13.91%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	37,943	39,052	81,398	81,862	-0.57%
Childrens	10,604	12,006	22,779	24,742	-7.93%
Fairhaven Branch	6,960	6,533	14,746	13,463	9.53%
Barkley Branch	3,620	3,393	7,704	7,345	4.89%
Total Persons Visiting	59,127	60,984	126,627	127,412	-0.62%
Website Visits					
This count reflects number of visits to www.bellinghampubliclibrary.org	39,221	40,393	85,470	83,799	1.99%
Bibliocommons Visits					
This count reflects number of visits to Bibliocommons	12,180	10,193	25,459	21,365	19.16%
Total Website Visits	51,401	50,586	110,929	105,164	5.48%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	4,902	5,186	10,581	10,918	-3.09%
Childrens (3 terminals)	134	219	306	417	-26.62%
Fairhaven Branch (7 terminals)	561	575	1,157	1,212	-4.54%
Barkley Branch (4 terminals)	252	236	502	527	-4.74%
Total Computer Usage	5,849	6,216	12,546	13,074	-4.04%
New Borrowers Registered					
Central Library					
Fairhaven Branch	423	355	932	882	5.67%
Barkley Branch	32	41	66	99	-33.33%
	28	23	52	51	1.96%
Total New Borrowers Registered	483	419	1,050	1,032	1.74%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	99	127	196	242	-19.01%
Attendees	2,873	3,025	5,714	6,209	-7.97%
Volunteer Hours	444	418	1,380	861	60.32%

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 MARCH 13, 2018, IN
 ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
ADMINISTRATION		
Key copies	Accurate Lock & Security	13.42
Advertisement listing	Allied Arts of Washington	100.00
PLA Conference	American Airlines	562.19
Member dues	American Library Association	142.00
Posters	American Library Association	27.00
Data drop	Baron Telecommunications	472.85
PLA Conference	Bellair Airporter Shuttle	76.00
Headrests; drawer file	Blackburn Office Equipment	635.24
Emergency water	Cash N Carry	12.00
Printing; copier paper	Copy Source	1,245.76
Display screen for Barkley Branch	Costco	456.53
Water @ Barkley Branch	Crystal Springs	44.14
Mendery supplies	Demco	2,318.32
Truck rental	Fountain Motors	45.63
Copier leases (January & February)	Great America Financial Services	1,026.14
Name tags	Laserpoint Awards	20.65
Mileage reimbursement	Jon McConnel	96.03
Stampers	Minuteman Press	109.24
Mobile hot spot	Mobilebeacon	120.00
Security software maintenance	Ninite.com	21.74
Copies	Oasys Inc.	496.75
Office supplies; copier paper; toner	Office Depot	665.06
PLA Conference	Public Library Association	280.00
Disposal	Recycling and Disposal Services	80.33
Supervisory series	Skagit PUD	225.00
Barkley operating costs	Talbot Services LLC	533.33
ILL mailers & tape	Uline	261.83
Desk	Uplift	689.16
Interlibrary loan postage	USPS	22.50
	ADMINISTRATION Sub Total	\$10,798.84
PUBLIC SERVICE		
Library materials returned	Library Refunds	139.72
	PUBLIC SERVICE Sub Total	\$139.72
TECHNICAL SERVICES		
Book processing	Baker & Taylor	5,268.41
CD & DVD processing	Midwest Tape	1,939.16
ILL & tech services	OCLC	2,187.22
	TECHNICAL SERVICES Sub Total	\$9,394.79
LIBRARY ACQUISITIONS		
Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	119.79
Books	Baker & Taylor	19,936.13

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

FEBRUARY 2018 CLAIMS

Books	Cole Information Services	454.31
Electronic database; periodicals	Ebsco Subscription Services	1,558.96
Books	Grey House Publishing	519.64
DVDs, CDs, recorded books	Midwest Tape	11,898.31
eBooks, audiobooks	Overdrive Inc	3,586.17
Books	Village Books	57.24

LIBRARY ACQUISITIONS Sub Total	\$38,130.55
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GIFT FUND

Books	Baker & Taylor	2,989.18
Books	Center Point Large Print	145.90
Teen programming	Fred Meyer	52.71
Books	Gale	198.98
Teen programming	H Mart	45.39
Teen programming	McKay's Taphouse	33.26
Teen programming	Rudy's Pizzeria	18.40

GIFT FUND ACQUISITIONS Sub Total	\$3,483.82
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TOTAL GENERAL FUND \$58,463.90

TOTAL CLAIMS \$61,947.72

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 2 ending February 28, 2018

Transaction status 1
Rounding to Whole Dollars

		YTD	Adopted	Revised	Variance	%%
		Actual	Budget	Budget	From Revised	Complete
Dpt 0190	LIBRARY					
Grp 191	LIBRARY ADMINISTRATION					
ExO 010	SALARIES & WAGES	47,067	261,808	261,808	214,741	18.0
ExO 020	PERSONNEL BENEFITS	18,694	118,000	118,000	99,306	15.8
ExO 030	SUPPLIES	12,444	79,784	79,784	67,340	15.6
ExO 040	SERVICES	61,738	345,667	345,666	283,929	17.9
ExO 050	INTERGOVT SERVICES PAYMENTS		6,500	6,500	6,500	
Grp 191	LIBRARY ADMINISTRATION	139,944	811,758	811,758	671,815	17.2
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	339,614	1,969,453	1,969,453	1,629,839	17.2
ExO 020	PERSONNEL BENEFITS	146,509	900,588	900,588	754,079	16.3
ExO 030	SUPPLIES	80,138	406,465	515,465	435,327	15.6
ExO 040	SERVICES	2,187	30,205	30,205	28,018	7.2
Grp 193	LIBRARY SERVICES	568,448	3,306,711	3,415,711	2,847,263	16.6
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	38,162	469,212	469,212	431,049	8.1
Report Final Totals		746,554	4,587,681	4,696,681	3,950,127	15.9

BellinghamPublicLibrary

Nancy Kerr, Director



Director's Report 3/13/2018

Staffing

The Interlibrary Loan Specialist position, open after Fay's recent retirement, and the Library Director position were both posted on 3/2/18. We have 6 candidates to interview for the Adjunct Librarian position.

Building and Operations

Still no elevator, but the bids were to have been returned by now, so hopefully the repairs are forthcoming. A few minor glitches have been repaired on the new delivery truck, which is back home in the garage.

Budget for 2019-2020

Rick and I have met several times, and our M-team has also met for vigorous discussions of priorities for the upcoming 2-year budget cycle. We are working hard to prioritize our staffing needs, and to convert those needs into positions that make sense. Doug, Paul, Jon and I met with City IT staff to discuss our technology level of service and our needs, and how we might best ensure that our needs are met going forward.

Foliage around the Library and Safety

Thank you to Parks Department staff, who have been busily trimming back our overgrown bushes and plantings. The Japanese Garden looks wonderful! They are continuing to help us make our library site look better, as well as improve our safety and security situation.

Please find attached two articles for your information. The first, from the New York Times, continues the discussion of librarians and library staff handling an increasing number of patrons with drug issues. The second is a list of some recommended programs that will be offered at the upcoming Public Library Association conference, just to give you a glimpse of some "hot topics" for libraries today.

N.Y. / REGION

Once It Was Overdue Books. Now Librarians Fight Overdoses.

By ANNIE CORREAL FEB. 28, 2018

MIDDLETOWN, N.Y. — The director of the public library in this Hudson Valley town calls his assistant and security guard “Starsky and Hutch.” They have been trained to spot signs of overdose in library patrons — paleness and shortness of breath when it is heroin; sudden collapse when it is fentanyl — and administer the drug naloxone. They patrol the bathrooms and stacks at the Middletown Thrall Library, checking on anyone who is dozing.

“It’s easier to call the police, to wait for E.M.S.,” said the library director, Matt Pfisterer, who had to decide whether to use the overdose-reversing drug himself a few years ago, after he found a woman lying in the grass outside, unconscious and covered with ants.

“You don’t know how they’re going to react,” he said. “But when it comes down to it, you ask, ‘Do I want to see this person dying in front of me?’ ‘No.’ So you take the leap.”

The opioid epidemic is reshaping life in America, including at the local public library, where librarians are considering whether to carry naloxone to battle

4

ARTICLES REMAINING

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Philadelphia became the poster child for naloxone-toting librarians last year after the Inquirer wrote about a library where one woman had revived several people. Cities including Denver and San Francisco have also started training library staff to use the drug, which comes in the form of a nasal spray and is commonly known by the brand name Narcan.

But outside major cities, librarians are weighing whether to stock the drug, too. Across New York State, like in much of the country, they describe struggling with overdoses — one more sign of the severity of the opioid crisis, which killed roughly 64,000 people in the United States in 2016, and of the rise in heroin and fentanyl abuse.

Representative Sean Patrick Maloney, a Democrat from New York's Hudson Valley, introduced the Lifesaving Librarians Act in Washington last fall after reading about Philadelphia and consulting librarians in his own district, which includes Middletown and Newburgh, in Orange County, where there were 88 overdose deaths last year.

The proposed legislation would offer libraries in high-intensity drug-trafficking areas access to naloxone kits and training, through a federal grant. Mr. Maloney said he expected the bill, which could be bundled with other anti-opioid legislation, to receive bipartisan support. "While it seems shocking to be finding heroin at the public library — that's where we are," Mr. Maloney said. "This is an all-hands-on-deck situation."

The bill reveals just how much libraries, which are open to the public and welcome homeless people, have had to cope with the crisis: Library workers in towns and cities across New York describe finding used syringes and glassine envelopes in doorways and patrons slumped over in bathrooms. In Albany, libraries have started to keep files on some patrons and temporarily ban those who overdose. In White Plains, a man was arrested last year for selling heroin out of a library bathroom.

But the bill has also ignited debate about whether librarians, like police officers and emergency medical workers, should administer naloxone.

“It’s a perfect example of how time and time again, the government turns to libraries to step up and fill in,” said Jeremy Johannesen, executive director of the New York Library Association, noting that libraries distribute tax forms, and had assisted with enrollment for the Affordable Care Act.

“Librarians are routinely ready to step up and meet the needs of the community,” he added. “This definitely raises the bar.”

Christian Zabriskie, a library administrator for the Yonkers Public Library System and the director of a nonprofit advocacy group called Urban Librarians Unite, said the group supported the move as a first step but understood the reservations expressed by some librarians: “It’s like, ‘Geez Louise, can I just give people a mystery? Can I just help kids read?’ If you wanted to be an E.M.T., you would have been an E.M.T.”

A few weeks ago at the Newburgh Free Library, an airy building with tall windows that look out on the Hudson, parents played with babies and people studied amid Valentine’s Day displays. Then a loud noise broke the calm. A man had slammed open the bathroom door, and was dragging another man out, said the library director, Chuck Thomas.

Newburgh, long plagued by poverty and crime, has been hit hard by the opioid epidemic. But it had been years since there was an overdose at the library, Mr. Thomas said.

A guard rushed over and found one man unresponsive; the other was shouting. “You could tell he didn’t want to lose a friend,” said the guard, Ruth Ramirez.

The guards cleared the area and called 911: the overdose drill. Police arrived in minutes and gave the man naloxone — once, twice. “It was amazing. I watched this man who I thought was dead open his eyes,” said Mr. Thomas. If his employees could administer the drug themselves — a decision that he said would be left up to his board — “We could be a minute quicker.”

New York City’s three library systems have not said that they will follow other cities in carrying naloxone, but parts of New York appear to be inching in that direction.

In Long Island's Suffolk County, which has among the highest rates of overdose deaths in the state, some 200 library employees (out of thousands) have been trained to use naloxone, said the director of the Suffolk Cooperative Library System, Kevin Verbesey. "I have a pack of it right here in my L.L. Bean briefcase. My little blue O.D. rescue kit."

Last year, Gov. Andrew M. Cuomo signed a bill into law that added libraries to a list of institutions such as schools that are authorized to possess and use naloxone. The proposed legislation in Congress would make it easier for libraries to stock the drug, especially as prices rise, said Mr. Verbesey.

Still, at libraries big and small, directors are weighing the potential consequences.

Bambi Pedu, the director of the library in Lake Placid, in the Adirondacks, worried that drug addicts would start to use in the small-town library if they knew it stocked naloxone. "You're opening a can of worms," she said.

In Albany's libraries, drug use is already happening, which comes with its own issues, said Scott Jarzombek, the executive director of the state capital's seven-library system. "We see people come in, they go straight to the bathroom stalls." The library system changed its bathroom policy to require people to show identification, after a patron died in one branch.

But he had opposed asking staff to train to use naloxone, until he recently watched a woman revive a companion in a bathroom. "Seeing it happen in front of me made me think, maybe we should start training our staff and having the conversation about Narcan," he said. "As great as our first responders are, they might not be able to get here in time."

Mr. Pfisterer, in Middletown, keeps naloxone in his office, which is outfitted with monitors showing surveillance footage of the premises.

If patrons know that librarians are on alert for overdoses, he said, "My biggest fear is that people will stop coming to the library." And yet, he said, it is only another indication of how widespread the problem has become. "It's everywhere."

David Kirschner, a drummer in his early 60s, has spent winter days in the library in Middletown and nights in a warming station across the street, while he weans himself off heroin with the drug Suboxone.

“I think they go beyond their duties as a library to help people who are on drugs,” he said. “There’s always A.A. and N.A. and they can tell you where that’s at. The security periodically knocks on the door in the bathroom to make sure everyone is O.K.”

In Newburgh, Mr. Thomas, the library director, said, “That’s what a library’s job is — to respond to the needs of the community.”

“Those are their needs now,” he added. “Later, they may need Shakespeare. But those are their needs right now.”

A version of this article appears in print on March 1, 2018, on Page A19 of the New York edition with the headline: Stocking an Antidote at the Reference Desk.

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City of Library Love | PLA Preview 2018

 lj.libraryjournal.com/2018/02/shows-events/pla/city-library-love-pla-preview-2018/

LJ

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Philadelphia welcomes public librarians from across America to the biennial Public Library Association conference

This spring, the Public Library Association (PLA) biennial conference returns March 20–24 to one of the many birthplaces of the American library: Philadelphia, where Benjamin Franklin founded his Library Company (still extant and calling itself “America’s first successful lending library”) in 1731. Today’s city remains home to many thriving libraries, including the Free Library of Philadelphia (FLP), the city’s recently reinvigorated public library, led by Siobhan A. Reardon, *LJ*’s 2015 Librarian of the Year.

Below, *LJ* editors attending the conference call out a few sessions that caught their eye from the many compelling programs on offer, particularly those grappling with current social issues, from racism to the opioid epidemic, and drawing on the firsthand experience of librarians from Philadelphia, around the country, and beyond.

Barbara Hoffert
Editor, Prepub Alert

Millennials Take over the Library

Thurs., Mar. 22, 10:45–11:45 a.m.

Canada’s Calgary Public Library turned its oldest branch into a literary, music, and create space center for millennials.

Providing Immigration Services in Public Libraries: Making It Possible Is Not Impossible

Thurs., Mar. 22, 10:45–11:45 a.m.

Librarians are obtaining a credential from the Department of Justice to provide immigration services outreach, screenings, and referrals.

Top 5 of 5: A Current Affair*Thurs., Mar. 22, 4–5 p.m.*

Readers' advisory (RA) experts highlight titles about hot topics in the news, featuring top fives in science, international fiction, diversity in youth books, political issues, and pop culture.

Listen to This: Finding Audiobooks in Languages Other than English*Fri., Mar. 23, 10:45–11:45 a.m.*

With audiobooks the big growth area in library materials and many libraries serving diverse populations, this guide to audiobooks beyond the English language should be invaluable. Presented by experts from the New Jersey State Library Talking Book & Braille Center.

The Opioid Epidemic: How Can My Library Help?*Fri., Mar. 23, 2–3 p.m.*

With more than 20,000 of this country's 64,000 drug overdose deaths in 2016 involving fentanyl and synthetic opioids, libraries are providing education, collaboration, and even first response. With presenters from libraries nationwide.

Drag Queen Story Hour: Reading Fabulously*Fri., Mar. 23, 2–3 p.m.*

Not only is the Brooklyn PL's initiative involving drag queens reading to children important for promoting acceptance and inclusivity, it's fun for everyone.

Rebecca T. Miller**Editorial Director, *LJ* and *School Library Journal*****When the Mayor Calls: Answering the City's Call for Support***Thurs., Mar. 22, 10:45–11:45 a.m.*

Three urban library directors—Seattle's Marcellus Turner, Detroit's Jo Anne Mondowney, and Cleveland's Felton Thomas—share how they connect to city priorities on social issues.

Voter Perceptions: Getting from Awareness to Funding in 2018*Thurs., Mar. 22, 4–5 p.m.*

This promises an update, with new research findings, to 2008's "From Awareness to Funding" report on library supporter attitudes, with takeaways advocates can use to help ensure future funding.

Ensuring the Future of Libraries: Connecting the Academy and the Profession*Fri., Mar. 23, 10:45–11:45 a.m.*

Susan Hildreth, Distinguished Practitioner in Residence at the University of Washington iSchool; faculty; and working librarians on connecting the key dots between library schools and libraries.

To Connect and To Serve: Building Community with Law Enforcement*Sat., Mar. 24, 9:30–10:30 a.m.*

Hear about Salt Lake County Library Services' fresh approach to deep collaboration with law enforcement.

How To Start Training Your Staff To Be More Culturally Competent*Sat., Mar. 24, 10:45–11:45 a.m.*

<https://www.twpil.org> Two librarians from Oak Lawn PL, IL, will share how they work to improve staff cultural awareness

and competence.

Lisa Peet **Associate Editor, News**

Libraries Aren't Neutral: Programming and Resources for the Political Climate

Thurs., Mar. 22, 4–5 p.m.

We live in polarizing times, and libraries are well positioned to take a proactive, frontline stance on civic engagement—but challenging the library's role as "neutral" space is not always simple. Information services librarians will explore programming, resource, and service strategies for media literacy, political awareness, and facilitating community dialog.

Libraries Strengthening the Talent Pipeline

Fri., Mar. 23, 10:45–11:45 a.m.

This session will look at ways libraries can up their involvement with workforce development, meeting the changing needs of employers as well as potential employees and exploring opportunities for partnerships at the local, state, and national levels.

Breaking Barriers to Employment: Embedding Legal Services in Public Libraries

Sat., Mar. 24, 10:45–11:45 a.m.

DCPL and DC's Neighborhood Legal Services Program have joined forces to help address roadblocks experienced by patrons with criminal records, bringing free legal services to participants in library job seeker clinics.

Meredith Schwartz **Executive Editor**

Reflecting Community: The Importance of Equity, Diversity, and Inclusion in Library Staffing

Thurs., Mar. 22, 4–5 p.m.

Librarianship remains one of the whitest professions, and our diversity numbers have actually declined, so sessions such as this, about the importance of hiring staffers who mirror your patron base and how to create an inclusive library culture, are crucial.

Applying an Equity Lens: Shifting Resources To Reach Low Income Audiences

Thurs., Mar. 22, 4–5 p.m.

I am excited to see Seattle PL's equity analysis framework in practice, as applied to case studies of mobile services, and summer and other youth programs, leading to major resource allocation shifts.

The ABCs of DNA: Helping Patrons Unravel the Mystery of Genetic Information

Fri., Mar. 23, 4–5 p.m.

Considering libraries' longtime role in genealogy and health research and the increasing popularity of home genetic testing, patrons bringing results to the library seems like the logical next step. Learn about privacy issues, reliable resources, and more.

Curious About #FreeLibraryofPride? A Successful Collaborative Story

Sat., Mar. 24, 9:30–10:30 a.m.

librarians at FLP built a collaborative event for the LGBTQIA+ community culminating in more than 55 programs.

Moving from Compliance to Inclusion Within the Library

Sat., Mar. 24, 9:30–10:30 a.m.

The ADA is the beginning, not the end, for accessibility. I'm looking forward to learning how the Arlington, TX, library rethought its service model better to include patrons with disabilities.

DRAFT

**Bellingham Public Library
Level of Service Standards for Staff FTE
February 20, 2018**

Nancy Kerr, Library Director
Rick Osen, Library Board Chair

We recommend that a Staffing FTE Level of Service Standard be adopted by the Library Board of Trustees to provide an appropriate level of staffing for the Central, Fairhaven, and Barkley branches of the Bellingham Public Library, as well as outreach to the greater Bellingham community. 2016 statistics were analyzed and used as predictors, from libraries with varied sizes and governance models in Washington as well as peer libraries from across the country.

The City Council has recommend that the Bellingham Public Library seek to achieve the level of "Medium" or "Operational," recognizing that "High" or "Optimal" is the ultimate goal.

Minimal = needed to provide the most basic of library services

Operational = allows the library to provide all needed services

Optimal = allows the library to enhance services

Staff FTE Recommendations

Low or Minimal	Medium or Operational	High or Optimal
50	58	64

- LOS for staffing is based on the demonstrated needs and expectations the Bellingham community places on its library. This includes: volume of materials circulation; number of library visits; program needs and participation; amount of open hours and number of library branches.
- Developing needs for increased outreach and services to areas of the community not served by physical branches have already been identified, and are expected to increase.
- Programs and services cannot be enhanced or even maintained at current staffing levels (47.7 FTE), which fall below the proposed Low or Minimal standard.
- Space planning and reorganization of the physical layout of staff areas in the Central Branch will be necessary to be able to accommodate increases in staffing levels and service demands.