

BellinghamPublicLibrary



Regular Meeting of the Library Board of Trustees Tuesday, July 16, 2019 – Central Library Lecture Room 3:30 p.m.

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

Board Members Present:	Rick Osen, Rachel Myers, Rebecca Craven, Jim McCabe and Vernon Johnson
Library Staff:	Rebecca Judd, Bethany Hoglund, Janice Keller and Wendy Jenkins
Others Present:	Faye Hill, Friends of BPL; Lynne Lohr and Everett Barton, members of the public

Call to order and introductions: Regular session was called to order at 3:32 p.m. by Chair, Rick Osen.

Approve/modify agenda: Rick announced a modification to the agenda: Suzanne Carlson-Prandini will be presenting her ALA Conference report at next month's meeting. Rick will provide some information on an online Director survey for item #6. Rachel Myers moved to approve the agenda as modified. Jim McCabe seconded. Motion carried.

Public comment: Jim asked if there is a process in place for providing feedback on public comments. Rebecca follows up with an email to the person who makes the comment.

Everett Barton commented that he wanted to bring to the attention of the Board the ongoing problem with the WTA paratransit buses. Everett commented on this about a year ago during public comment, but the buses are still parking in the fire lane rather than the marked yellow curb section on Commercial Street. This blocks the fire lane, the handicap parking spots, and the 10-minute drop off spots.

Consent agenda: Rebecca Craven moved to approve the June 18, 2019 Regular meeting minutes and the June 2019 performance and activity measures and financial reports. Rachel Myers seconded. Motion carried.

Board Chair report: Rick will report during later agenda items.

Board member reports: Rachel reported that the Estate of Robert G. Bragg was closed and an additional \$950,000 came in to support Bellingham Public Library – this brings the Bragg-

Muldrow Endowment to \$3.6 million dollars. Plans for a joint announcement with Whatcom Community Foundation are underway.

City Council liaison report: April was not able to attend today's meeting but she provided Rebecca Judd with some information to share: at Monday's Planning & Community Development committee meeting, the Opportunity Council presented on Women's Wealth Gap. April thinks this is valuable information for the Library's strategic planning process and invited the Trustees to view the recording of the meeting. Rebecca will forward a link to Trustees. April also reported that Council is looking forward to the Library's strategic plan presentation down the road.

Friends of BPL report: The Friends are very busy processing donated books even though it is summer. The next book sale will be in September.

Library Director report: Rebecca reported she and Jon received a digitally animated thank you from Parks in appreciation of our lending laptops to them for a program.

Ten new Library Assistants started training last Friday. Rebecca commented that we have a strong and thorough training program and she thanked Alison Kuiken and Jenni Johnson for leading the training.

Today is Alison Kuiken's first day as the Supervisor of Materials Handling & Distribution – her position was reclassified from the Page Coordinator.

Rebecca mentioned that the annual Children's Craft Fair is next Friday, July 26, from 11:00 a.m. - 1:00 p.m. Bethany invited everyone to come and support the vendors – everything is \$4 or less. Mayor Kelli will be kicking off the event by welcoming the crafters.

Rebecca reported the Pride Parade was last Sunday and the library had a great turnout. She thanked Janice Keller, Deborah Brewer and Jennifer Lovchik for organizing our participation in the event.

Survey Monkey Director performance review: Rick reported that today is the one-year anniversary of Rebecca Judd joining us. For an annual review, Rick and Rebecca Craven (Personnel Committee) worked with Rebecca and Janice to develop an online survey. This will be a trial year for this process. The survey will be sent out tomorrow morning to Board members, management team, the Mayor, plus a few of the Department Heads that have worked with Rebecca. The survey responses will be due on July 26. There will be an Executive Session following the August board meeting.

2019 Goals – 2nd quarter update: Rebecca provided a PowerPoint presentation update on the seven 2019 organizational goals – these are goals above and beyond regular ongoing work. *(Please see Attachment #1 for Organizational Goals Quarter 2 Presentation.)* For the steps that are listed below each goal, a dot indicates work is still in progress; a checkmark indicates that step is done.

Facilities Committee report: Rick reported we now have a signed contract between the City and RMC Architects that includes remodel design, development of bid specifications, and

project management. He also announced that Public Works notified us that money will be included, beyond the original funding, to provide restrooms on the main floor. Also included in this project will be the long-planned upgrade to the elevator (separate budget).

Strategic Planning Update: Rick attended the Community Conversation 'Theming' meeting that was held this morning and found it engaging and exciting. On behalf of the Board, he thanked the staff involved in this big Community Conversation project. Jim commented that Rebecca Judd brought this process to BPL and asked her how this experience compares to her previous experience with this process. Rebecca responded that a 5 questions version was developed in-house, and she found this worked just as well, if not better. Also, people's interest in follow-up information, such as wanting to read all of the different conversation notes, is stronger in this community. Janice added that they learned that some of the process language was cumbersome in English and was really cumbersome in translation.

Janice called this morning's meeting interesting, fast and fun and pointed out the displayed easel notes pinned to the cork board as an example of the work they accomplished. The Conversations concluded at the end of June – they talked with 343 people through 35 group Conversations and 79 Ask interviews. Janice thanked the 13 staff involved: Katie Bray, Deborah Brewer, Suzanne Carlson-Prandini, Bernice Chang, Beth Farley, Bethany Hoglund, Rebecca Judd, Janice Keller, Jennifer Lovchik, Julie Mauermann, Mandee Palmer, Jordan Sterland, and Rob Werner. She also thanked the Board for trusting that this process would result in useful information for strategic planning.

Janice read this morning's DRAFT summary statement:

People want to be safe, connected, valued, respected, and accepted by others with access and opportunities to be engaged and ever-learning together, but they are concerned that communities could be more safe, inclusive, and sustainable with resources and opportunities more equitable and prevalent for all community members.

As people talk more about those concerns, they talk about the need for authentic connections that strengthen our understanding of the diversity of our lived experience, inequitable access to community resources and economic opportunity, and feelings of "otherness."

They say we need to focus on building a safe and welcoming community with well-funded public spaces where relationships and connections can develop, where reliable information is accessible to everyone, and where barriers, often resulting from racism and poverty, are acknowledged and reduced,

And if non-profits and faith-based organizations, people in leadership positions, good and creative citizens, and our government played a part in those actions, folks would be more likely to trust the effort and step forward.

Janice added that once they are finished compiling this information, it will be used and shared in various ways. Next steps include:

- Present report at August Board meeting
- October 8 Special Board work session to identify strategic directions
- October Board meeting: continue work on strategic directions

- November Board meeting: review draft strategic plan
- December Board meeting: review second draft of strategic plan
- January 2020 Board meeting: approve final strategic plan

Budget & Personnel updates: Rebecca Judd updated the Board on the City budget timeline provided by Forrest Longman, Budget & Finance Manager: on July 22, finance will distribute the instructions for budget requests; on July 25, Rebecca Judd and Rick will meet with City officials about the proposed change to the fines and fees schedule; the requests will be due in August; the Mayor will make her recommendations in September; in October, Council will hold budget work sessions; the final reading of the budget will be in December. Rick reminded Trustees that our Midterm Proposal DRAFT is in the packet as Attachment #1 to the June minutes – we will be requesting a Children's Librarian and the Elimination of Library Fines.

Rebecca Judd referred to the last page of the packet for a draft Organization Chart. The draft includes the addition of an Assistant Director position. The Head of Collection Services position has been reconfigured, due to a supervisory gap for librarian staff. The Assistant Director will also oversee the selection of materials. Collection Services staff will now report to Jon due to the heavy ILS nature of their work. Another change to the Organization Chart is the addition of the 2 new supervisor positions.

New Business:

- No new business

Action items for next meeting:

- Strategic planning
- ALA Conference report
- Building update
- Budget update
- Executive Session for Director performance review

Meeting adjourned at 4:26 p.m.

Next Regular Library Board Meeting – August 20, 2019 at the Central Library, 210 Central Avenue, Library Lecture Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

Attachments:

- Attachment #1: Organizational Goals 2019 Quarter 2 Presentation

Organizational Goals 2019

**Quarter 2 Presentation to Bellingham Public Library
Board of Trustees, July 2019**

Organizational Goals 2019

1. Working closely with community groups and City of Bellingham stakeholders, update Library's strategic plan to reflect a shared vision of service for the next three to five years.

- In collaboration with Bellingham Public Library Board of Trustees, design process, timeline, and production of library strategic plan update that charts library direction for the next 3-5 years
- ✓ Facilitate community conversations as part of strategic planning process
- ✓ Research regional and national trends in library services

Organizational Goals 2019

2. In partnership with City of Bellingham Public Works and ITSD, redesign main floor of the Central Library to improve patron access to collections, increase collaborative meeting spaces, and streamline workflow.

- Evaluate and prepare space for main floor collections as part of remodel
- Evaluate materials handling workflow as part of remodel

Organizational Goals 2019

3. Implement 2019-20 Level of Service increases in the areas of Staffing, Materials, and Facilities. Develop proposal for mid-term adjustment.

- ✓ Staffing: Complete classification work for Supervisor of Materials Handling & Distribution and Supervisor of Public Services
- ✓ Materials: In conjunction with WCLS, plan and implement Kanopy video streaming service May 1, 2019
- ✓ Midterm: Prepare midterm budget adjustment proposal, present proposal to Mayor's office

Organizational Goals 2019

4. In partnership with Whatcom County Library System, fully implement the new Integrated Library System (ILS) to improve efficiency, security, and access to materials.

- ✓ Update procedures to reflect Polaris migration
- ✓ Implement Polaris reports and reporting-related workflow

Organizational Goals 2019

5. In partnership with Whatcom County Library System, update fines and fees schedule and confidentiality policy to best meet patron and Library needs.

- Evaluate fines and fee structure to reduce barriers to library service

Organizational Goals 2019

6. Evaluate current safety and security procedures and implement recommended improvements.

- ✓ Lock door for returns room on main floor
- Bring forward ideas to space planning team
- Incorporate safety and security training in September staff meeting

Organizational Goals 2019

7. Improve operational infrastructure and workflow to increase efficiency and public experience.

- ✓ Develop and implement staff training in the area of readers advisory
- ✓ Evaluate existing youth programs, collections, and services and implement recommendations to increase equity, diversity, and inclusion
- Oversee Whatcom Reads team for completing 2019 series and evaluate roles for 2020
- Continue meeting room project and coordinate roles with operations

Questions