

**BELLINGHAM PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES**

**NOTICE OF MEETING
REGULAR MEETING
of TUESDAY, FEBRUARY 20, 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.**

AGENDA	TIME (approx.)
1. Call to order and introductions Welcome to new Board Trustee, Vernon Damani Johnson	5 min
2. Approve/modify agenda	1 min
3. Public comment This time is set aside for members of the public to make comments or ask questions. We ask that remarks be limited to three to five minutes.	5 min
4. 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 January 16, 2018: Regular board meeting Library performance & activity measures January 2018 Financial reports Claims: January 2018 YTD report: January 2018	2 min
5. Reports - Library Board members - City Council liaison - Friends of Bellingham Public Library - Library Director	15 min
	Time check: 4:28
6. Whatcom Community Foundation - Discuss and decide disbursement for: - BPL Agency Endowment Fund: \$9,552.21 - BPL Designated Endowment Fund: \$1,926.03 - Bayview Fund: \$1,899.31	15 min
7. Financial report 4th quarter 2017	5 min
	Time check: 4:48

- | | |
|---|-------------------------|
| 8. Policy update and changes | 15 min |
| • Meeting Room Policy progress update | |
| • Rules of Conduct Policy changes | |
| 9. City email accounts for Trustees discussion | 10 min |
| | Time check: 5:13 |
| 10. Level of Service standard, Staff FTE | 15 min |
| 11. New business | 2 min |
| 12. Action items for next meeting | 2 min |
| • Changing meeting time for March 13, 2018 to 4:00 p.m. | |
| 13. Adjourn | Time check: 5:32 |

Next Regular Library Board Meeting: Tuesday, March 13, 2018 – 4:00 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.

BellinghamPublicLibrary



Regular Meeting of the Library Board of Trustees Tuesday, January 16, 2018 – 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.

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

Library Staff: Nancy Kerr, Bethany Hoglund, Janice Keller, Jon McConnel and Wendy Jenkins

Others Present: April Barker, City Council Liaison; Faye Hill, Friends of BPL

Call to order and introductions: Regular session was called to order at 3:31 p.m. by Chair, Rick Osen.

Approve/modify agenda: Rachel Myers moved to approve the agenda. Jim McCabe seconded. Motion carried.

Public comment: No comments.

Consent agenda: Rick commented that it is nice to see an uptick in the circulation statistics. Jon added that WCLS recently ran data that breaks out circulation into checkouts and courtesy renewals. There has been significant growth, all due to the renewals. Jon will run a similar report for BPL.

Janice requested that additional, significant detail be added to the minutes under *Library policy revision*, following the third paragraph:

Rebecca asked if staff recommend this policy be approved. Nancy and Janice responded yes, the policy is recommended for approval. Janice added that Board members need to understand as they make a final decision that this policy will impact community users, concerns will be raised, and they should make their decision assuming it will apply to all locations and regardless of any potential future collaboration with other departments.

Jim McCabe moved to approve the December 19, 2017 Regular meeting minutes as amended and the December 2017 performance and activity measures and financial reports. Rebecca Craven seconded. Motion carried.

Board member reports: Rick welcomed April back as our Council Liaison and noted that Rebecca will join the Personnel Committee, effective immediately.

City Council liaison report: April wished everyone a happy New Year and reported that Council begins official business next week. She attended the Cordata Neighborhood Association meeting, as did Jim.

Friends of BPL report: Faye reported that the Friends Board Meeting is tomorrow and the January book sale begins next week on Wednesday, January 24.

Library Director's report:

- Budget: the 2017 budget year is not closed yet, but we are currently at 99.5% for spent budget.
- Staffing: we have no new employees this month, but we are planning ahead concerning what needs to be done when Fay (Interlibrary Loan) retires in a few months. We have made slight updates to the position description, and her position is in the HR queue for recruitment. Plans include some minor rearranging to be able to move Faye's replacement upstairs to the Menderly space, to be with the rest of the Collection Services staff.
- Fleet: the new delivery truck is here, or at least at Fleet! Our new delivery truck just needs plates, non-slip coating on the lift gate, and wrapping before we can put it into use. It wasn't easy to find a truck with all of our specifications (thank you, Jen VanderPloeg) that will still fit into our small garage with literally inches to spare.
- Public elevator: our passenger elevator woes continue, with the hydraulics supplanting the control panel this time as the problem area. Repairing hydraulics requires a permit, and while Public Works is trying to expedite, the permit may take 4-6 weeks. We just found out today that TK (elevator company) has not yet submitted a proposal. I have asked for an update on a repair timeframe. In the meantime, staff continue to take patrons requiring assistance on the freight elevator and through the closed stacks.
- Donations: several end-of-the-year donations were received this past month. These included donations to the Library gift fund and to Whatcom Community Foundation's Endowment Fund, Unrestricted Fund, and Materials Fund.
- Homelessness Training, next steps: over the weekend, I received an e-mail and a link to some major updates to our homelessness training package. Once I review the new information, we will decide how best to share it with staff. I am hoping this new information will assist us in formulating answers to some questions that were posed in the training report compiled by Deborah and Suzanne.
- Board training: Christine Perkins has suggested the topic of Net Neutrality as a possible timely subject for a future joint BPL Board/WCLS Board mini-retreat covering what impact this has on public libraries and our patrons. More information will be forthcoming.
- M-Team work plans: M-team will now begin to construct our Work Plan for this year, first compiling all of our ongoing and already designated projects, then seeing how much room is left for new projects. I will also be working with the Adult Services librarians to make the format of their Work Plans more uniform going forward.
- Director's Retreat: I will once again be attending the Director's Retreat in Federal Way on the 25th and 26th of January. I found this event very useful last year. This year's

topics include updates from the State Library, Privacy and 3rd Party Contracts, Levy Success Stories, Diversity in Hiring, Legislative Updates, and more.

2017 gift and donation report: Included in the packet is a breakdown of the donations received in 2017 from individuals, groups, and the Friends of BPL. The combined total was \$71,436. The Friends generously donated \$49,150 (donated either directly to the gift fund or paid on our behalf to other organizations).

Board Trustee recruitment update: Rick reported that we have received five applications. Rebecca, Rachel and Nancy will conduct interviews with all applicants. Ideally the interviews will happen in the next couple of weeks, followed by an Executive Session for the board to determine a recommendation for the Mayor.

ConnectED: A Pilot Project between BPL and the Bellingham Public Schools: Bethany explained that WCLS started this program last year in the Mount Baker School District and they consider it a smashing success. With this pilot project, at the start of the school year all students (unless they opt out) would be issued a digital account using their student ID number. They would have limited use privileges – 2 item check-out with all borrowing rules applied. Part of the project is that, at the end of the summer, all fines and fees would be waived so that the school district is not held responsible. WCLS waived \$615 dollars at year end. The goal is to work more closely with the school district and connect with more students.

Jon added that this program did not originate with WCLS, other libraries have been using it for 3-5 years. It started with a goal of allowing teachers to include library databases in assignments; success rates depend on how well the library is able to teach the teachers how to incorporate databases in their studies. Bethany said they would be putting together curriculum to help with this. Rick commented that he thinks it is a great program, but it will be important to assess staff strain. Rebecca added assessing finances as well – this is a much bigger student base, so there will be more to waive. The board provided verbal approval to move forward with this project.

Library policy revision: Interlibrary Loan Policy: Nancy reported that Beth Farley has taken a comprehensive look at our Interlibrary Loan process and policy. This is an expensive, staff-intensive service. We currently have a 2 month back log, but no extra staff to devote to ILL. In an effort to streamline, Beth took a look at what other libraries across Washington are doing. Most do not renew ILL items, which is a very time consuming process. We are suggesting eliminating renewals. Beth has prepared book marks and flyers to let patrons know of this change. Rebecca Craven moved to approve the policy changes. Rachel Myers seconded. Motion carried.

Vancouver Public Library presentation: Rachel prepared a PowerPoint presentation to show pictures from her visit to Vancouver Community Library (VCL), which is a branch of the Fort Vancouver Regional Library. Jim, who has also visited this library, said that this is the oldest library system in the state. VCL was completed in 2011 at a cost of 26 million dollars, on donated land (valued at 5 million). This project was part of a 43 million dollar bond (which took three separate votes before passing).

Rachel's pictures show that the building has a beautiful exterior with a light-filled entry; ample, tech-friendly seating; and an amazing, interactive Children's area and programming. Jim added that there is a coffee shop, large meeting rooms, an enviable staff area, and a volunteer-staffed book store.

Downsides include that the commercial development fell through, so a planned garage wasn't built; they have homelessness issues similar to ours; and it can get hot in the summer with the glass front. Rachel suggested this library is worth a field trip, perhaps with other city departments, to imagine the possibilities.

New Business:

- Level of Service standard: Staffing FTE – Rick reported that he and Nancy met to work on the Staffing FTE standard. Nancy has compiled data from peer libraries across the nation. They also plan to look at the Washington State averages. For the first three LOS standards adopted, we were at the minimum level. For a Staffing FTE standard, we are not even at the minimum level. They are working on narrowing the data down to the right points. Options being considered are:
 - Circulation per FTE
 - Circulation per capita
 - FTE staff per capita (used in the previous standards)
 - Library visits per capita
 - Hours and FTE

They plan on bringing more information to the next board meeting. The first step after adopting a standard will be to look at the immediate goal of getting to the minimum level, so then we can work towards level 2. Nancy and the M-Team developed a preliminary staffing needs list which she distributed along with a current organization chart.

Action items for next meeting:

- Changing meeting date: Rick requested that the March 20, 2018 meeting be moved to March 13. The requested date works for all trustees, so the meeting date will be moved.

Executive Session: The Board went into Executive Session at 4:50 p.m. for the Annual Performance Review of the Library Director. The meeting was called back into Regular session at 6:05 p.m.

Meeting adjourned at 6:05 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
Secretary, Library Board of Trustees

Bellingham Public Library Performance & Activity Measures, 2018

	January-18	January-17	Year to Date		% of change
			2018	2017	YTD
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	2,657	1,913	2,657	1,913	38.89%
Electronic copies added to the collections	1,356	940	1,356	940	44.26%
Physical copies withdrawn from collection	(8,914)	(366)	(8,914)	(366)	2335.52%
Total physical holdings			174,091	194,302	-10.40%
Total electronic holdings			72,521	60,260	20.35%
Total Holdings (Physical and Electronic)			246,612	254,562	-3.12%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	61,742	56,242	61,742	56,242	9.78%
Youth	42,975	36,564	42,975	36,564	17.53%
Sub-Total Central	104,717	92,806	104,717	92,806	12.83%
Fairhaven Branch					
Adult	7,927	6,505	7,927	6,505	21.86%
Youth	2,283	2,327	2,283	2,327	-1.89%
Sub-Total Fairhaven	10,210	8,832	10,210	8,832	15.60%
Barkley Branch					
Adult	6,152	4,445	6,152	4,445	38.40%
Youth	3,253	2,520	3,253	2,520	29.09%
Sub-Total Barkley	9,405	6,965	9,405	6,965	35.03%
Bellingham Technical College					
Adult	81	76	81	76	6.58%
Youth	17	12	17	12	41.67%
Sub-Total BTC	98	88	98	88	11.36%
Whatcom Community College					
Adult	317	304	317	304	4.28%
Youth	70	98	70	98	-28.57%
Sub-Total WCC	387	402	387	402	-3.73%
Western Washington University					
Adult	462	476	462	476	-2.94%
Youth	215	178	215	178	20.79%
Sub-Total WWU	677	654	677	654	3.52%
Online Services					
NW Anytime Library Overdrive	16,808	13,336	16,808	13,336	26.03%
Tumblebooks - discontinued November, 2017	0	2,704	0	2,704	-100.00%
Zinio	1,600	1,809	1,600	1,809	-11.55%
Sub-Total Online	18,408	17,849	18,408	17,849	3.13%
Total Circulation	143,902	127,596	143,902	127,596	12.78%
Holds Activity					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	57,973	50,708	57,973	50,708	14.33%
Holds Filled - holds checked out at BPL, FH, Barkley and Connections	36,539	32,736	36,539	32,736	11.62%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	43,455	42,810	43,455	42,810	1.51%
Childrens	12,175	12,736	12,175	12,736	-4.40%
Fairhaven Branch	7,786	6,930	7,786	6,930	12.35%
Barkley Branch*	4,084	3,952	4,084	3,952	3.34%
Total Persons Visiting	66,428	67,500	66,428	66,428	1.61%
Website Visits	46,249	43,406	46,249	43,406	6.55%
Number of visits to www.bellinghampubliclibrary.org					
Bibliocommons Visits	13,279	11,172	13,279	11,172	18.86%
Number of visits to Bibliocommons					
Total Website Visits	59,528	54,578	59,528	54,578	9.07%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	5,679	5,732	5,679	5,732	-0.92%
Childrens (3 terminals)	172	198	172	198	-13.13%
Fairhaven Branch (7 terminals)	596	637	596	637	-6.44%
Barkley Branch (4 terminals)	250	291	250	291	-14.09%
Total Computer Usage	6,697	6,858	6,697	6,858	-2.35%
New Borrowers Registered					
Central Library	509	527	509	527	-3.42%
Fairhaven Branch	34	58	34	58	-41.38%
Barkley Branch	24	28	24	28	-14.29%
Total New Borrowers Registered	567	613	567	613	-7.50%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	94	115	94	115	-18.26%
Attendees	2,794	3,184	2,794	3,184	-12.25%
Volunteer Hours	936	443	936	443	111.34%

* Barkley Branch door counter blocked - used 2017 average

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 FEBRUARY 20, 2018, IN
 ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
ADMINISTRATION		
Key copies	Accurate Lock & Security	17.39
Institution dues	American Library Association	809.00
Monitor stands; PC kit; printers; supplies	Amazon.com	3,870.65
Advertisement	Cascadia Newspaper	250.00
Mileage reimbursement	Bernice Chang	24.45
Printing; copier paper	Copy Source	2,040.01
Water @ Barkley Branch	Crystal Springs	16.32
Program supplies	Discount School Supply	32.55
Security attendant clothing logo	Embroidered Effects	26.04
Potting soil	Fred Meyer	10.85
Mileage reimbursement	Donna Grasdock	282.48
Mileage reimbursement	Christy Karwoski	6.42
Mileage reimbursement	Jon McConnel	14.66
Security software maintenance	Ninite.com	21.74
Office supplies; copier paper; toner	Office Depot	442.29
Mileage reimbursement	Mandee Palmer	48.63
Program supplies	Petty Cash	91.29
Screen recognition	Pickford Film Center	250.00
Location photography	Radley Muller Photography	380.45
Diesel fuel	Reisner Distributor	123.05
Horizon software maintenance	Sirsidynix	33,497.16
Washington State Directors meeting	Sno-Isle Libraries	175.00
Barkley operating costs	Talbot Services LLC	533.33
Microfiche machine lease	Technology Unlimited	339.14
Debt collection service	Unique Management Services	295.35
Patron notices Q4	WCLS	1,385.01
Website hosting	WP Engine	990.00
B & O taxes	WSDR	397.67
	ADMINISTRATION Sub Total	\$46,370.93
PUBLIC SERVICE		
Library materials returned	Library Refunds	133.10
	PUBLIC SERVICE Sub Total	\$133.10
TECHNICAL SERVICES		
Book processing	Baker & Taylor	2,430.56
CD & DVD processing	Midwest Tape	742.64
ILL & tech services	OCLC	2,202.49
	TECHNICAL SERVICES Sub Total	\$5,375.69
LIBRARY ACQUISITIONS		
Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	773.51
Books	Baker & Taylor	8,189.76
Books	Center Point Large Print	145.90

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

JANUARY 2018 CLAIMS

Polk directory	City Directories	282.62
Books	Grass Roots Press	84.60
Books	Grey House Publishing	519.64
Electronic database	Infogroup Library Division	1,087.00
DVDs, CDs, recorded books	Midwest Tape	4,748.84
Periodicals	Outdoor Journal	102.18
eBooks, audiobooks	Overdrive Inc	4,274.57
Books	Paypal	57.72
Databases	Proquest	3,781.00
Periodicals	Sound Circulation	113.00
WA Digital Library Consortium	Washington State Library	23,319.85

LIBRARY ACQUISITIONS Sub Total \$47,480.19

GIFT FUND

Books	Baker & Taylor	2,944.65
Teen programming	Fred Meyer	55.54
Books	Gale	198.98
Early Learning Space	Lakeshore Learning Materials	233.63
Teen programming	McKay's Taphouse	26.06
Early Learning Space	RTR Kids Rugs	163.00
Teen programming	Rudy's Pizzeria	20.00
Parent Education series	Whatcom Community College	2,100.00

GIFT FUND ACQUISITIONS Sub Total \$5,741.86

TOTAL GENERAL FUND \$99,359.91

TOTAL CLAIMS \$105,101.77

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 1 ending January 31, 2018

Transaction status 1
Rounding to Whole Dollars

		YTD Actual	Adopted Budget	Revised Budget	Variance From Revised	%% Complete
Dpt 0190	LIBRARY					
Grp 191	LIBRARY ADMINISTRATION					
ExO 010	SALARIES & WAGES	24,054	261,808	261,808	237,755	9.2
ExO 020	PERSONNEL BENEFITS	9,347	118,000	118,000	108,653	7.9
ExO 030	SUPPLIES	4,234	79,784	79,784	75,550	5.3
ExO 040	SERVICES	36,902	345,667	345,666	308,764	10.7
ExO 050	INTERGOVT SERVICES PAYMENTS		6,500	6,500	6,500	
		-----	-----	-----	-----	-----
Grp 191	LIBRARY ADMINISTRATION	74,537	811,758	811,758	737,222	9.2
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	172,728	1,969,453	1,969,453	1,796,724	8.8
ExO 020	PERSONNEL BENEFITS	73,749	900,588	900,588	826,840	8.2
ExO 030	SUPPLIES	29,332	406,465	515,465	486,133	5.7
ExO 040	SERVICES		30,205	30,205	30,205	
		-----	-----	-----	-----	-----
Grp 193	LIBRARY SERVICES	275,809	3,306,711	3,415,711	3,139,902	8.1
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	3,517	469,212	469,212	465,694	.8
		-----	-----	-----	-----	-----
	Report Final Totals	353,862	4,587,681	4,696,681	4,342,819	7.5
		=====	=====	=====	=====	=====



WHATCOM
COMMUNITY
FOUNDATION

BOARD OF DIRECTORS

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Sati Mookherjee
Immediate Past Chair

Kira Bravo
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Heidi Lehman
Office Administrator

Sam Martinez
Special Projects Associate

Alena Feecey
Communications Fellow

January 25, 2018

Nancy Kerr
Bellingham Public Library
210 Central Avenue, CS 9710
Bellingham, WA 98227-9710

RE: Annual Distribution

Dear Nancy:

Thank you for the important work Bellingham Public Library does on behalf of the community. The Whatcom Community Foundation is pleased to enclose your annual designated distribution(s) for the Bellingham Public Library Funds. Please note that your check stub indicates distribution details.

Kindly acknowledge receipt of these funds, and please let us know, in general terms, how you intend to use them. If you would prefer to return all or some of your distribution so that your agency fund will grow faster, the amount will be considered a new gift and added to the historic value of your Agency Fund.

As a reminder, you now have online access to your Agency Fund through our Donor Portal at: <https://wcf.fcsuite.com/erp/fundmanager> where your December 31, 2017, Fund Statement is available to view online. Please let us know if you need assistance accessing your online fund information.

The work you do makes Whatcom County a better place for all of our neighbors to live. Our vision is a community where everyone who lives here thrives. Thank you for playing an important role in helping this community flourish. We look forward to continuing our partnership with you and wish you all the best in the coming year!

Sincerely,

Mauri Ingram
President & CEO
Whatcom Community Foundation

encl

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 12 ending December 31, 2017

Transaction status 1
Rounding to Whole Dollars

		YTD Actual	Adopted Budget	Revised Budget	Variance From Revised	%% Complete
Dpt 0190	LIBRARY					
Grp 191	LIBRARY ADMINISTRATION					
ExO 010	SALARIES & WAGES	264,479	256,036	256,036	8,443-	103.3
ExO 020	PERSONNEL BENEFITS	107,567	110,529	110,529	2,962	97.3
ExO 030	SUPPLIES	66,710	79,784	80,840	14,131	82.5
ExO 040	SERVICES	357,608	366,226	366,226	8,618	97.7
ExO 050	INTERGOVT SERVICES PAYMENTS	6,994	6,500	6,500	494-	107.6
		-----	-----	-----	-----	-----
Grp 191	LIBRARY ADMINISTRATION	803,358	819,075	820,132	16,773	98.0
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	1,865,593	1,899,743	1,899,743	34,150	98.2
ExO 020	PERSONNEL BENEFITS	815,778	838,151	838,151	22,373	97.3
ExO 030	SUPPLIES	477,370	406,465	413,494	63,875-	115.5
ExO 040	SERVICES	27,525	30,205	30,205	2,680	91.1
		-----	-----	-----	-----	-----
Grp 193	LIBRARY SERVICES	3,186,267	3,174,564	3,181,594	4,673-	100.2
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	458,274	457,103	457,103	1,171-	100.3
		-----	-----	-----	-----	-----
	Report Final Totals	4,447,899	4,450,742	4,458,828	10,929	99.8
		=====	=====	=====	=====	=====

Library increases facility security, streamlines operations with meeting room use changes

FEBRUARY 7, 2018 11:21 PM

The library is changing its practice of renting meeting rooms for a fee during and after library hours. Instead, the library will allow use of its meeting rooms for non-commercial gatherings during library hours only.

These changes and many others become effective for meeting room reservations made beginning in April, 2018. New online tools for making these reservations will be available when the project is complete. In the meantime, library meeting room reservations are unavailable. Check the [Room Reservations](#) page of the library website for up-to-date status.

Library Director Nancy Kerr says these changes are designed to improve safety and security in library buildings, increase meeting room availability for library- and city-sponsored events, and provide more effective services by better matching the services offered with the staffing available to support them.

Regular users will especially notice the following changes:

- Meeting rooms will be available for public use during library open hours only.
- Use of library meeting rooms will be limited to non-commercial community groups only. Library meeting rooms will no longer be available for commercial and private uses.
- Eligible groups will be allowed to use library meeting rooms free-of-charge after registering and agreeing to room use expectations.
- Groups will be limited to one use per month, and will be able to reserve rooms up to 90 days in advance.
- Groups will be required to register and agree to room use expectations using new online tools through the library website.

The [policy establishing these changes](#) was approved by the Library Board of Trustees in December 2017. Since then, library staff have been developing new procedures and updating software to implement policy changes.

Impact to regular users

Kerr acknowledges these changes will inconvenience some long-time users of library meeting rooms. Some users will still be eligible to use library spaces, if they are non-commercial and schedule their meetings and events during open hours. Other users will need to find new meeting and gathering locations, due to their commercial or private nature or their schedule requirements.

"We regret the impact these changes will have, and we sincerely apologize for the inconvenience. We appreciate everyone's patience while we make these changes, and we'll do what we can to help people find new places to meet," Kerr said. She added that a number of other low-cost and free-of-charge meeting room options have become available in recent years, which will help make this transition smoother. These options are listed on the [Meeting and Event Spaces](#) page of the library website.

Community use of library meeting rooms

Meeting rooms at the Central Library and Fairhaven Branch Library have long been used by individuals and community groups for a variety of meetings and gatherings. Some are private functions, such as private business meetings, birthday parties and fee-for-service private classes. Other rented uses are open to the public, such as free public programs hosted by non-profit organizations. Rented uses occur day and night, often when the library is closed.

Safety and security concerns compelled the Board of Trustees to limit meeting room use to times when the library is open and staffed.

"We are not comfortable renting rooms in empty buildings," Kerr said. "We can't be sure uninvited people don't enter the buildings, we can't assist if there is a problem, and we can't be sure everyone is out of the building when the room renters leave."

In addition, she said, demands for other library services have made staff less available to manage meeting room reservations, changes and cancellations, collect fees, monitor room and equipment use, and provide other meeting room services.

Kerr said the policy changes adopted by the Library Board of Trustees are typical in libraries across the country, as library leaders face increased demands for core library services and the need for attention to patron, staff and facility security.

Title: 4.101 RULES OF CONDUCT

Code: 4 Public Services

Chapter: 4.100 Conduct

Type of Policy: Departmental

Date Developed: 20 August 2002

Date Revised: 18 September 2007, 26 August 2008, 23 February 2009, 18 June 2013, 17 June 2014

Revised by: Pam Kiesner, [Beth Farley](#)

Developed by: Julie Carterson

Approved By: Library Board of Trustees

Cancels: Section VI, Public Services Policies, Rules of Conduct

See Also: **Library procedures:**
4.101.104 Trespassing a person
4.101.105 Immediately trespassing a person
4.101.109 Deciding the length of an exclusion or trespass
4.101.110 Appealing a trespass
4.401.101 Internet time limit abuse

Codes and Laws:

RCW 27.12.290 Violators may be excluded

Scope

This policy applies to all visitors to all facilities and properties of the Bellingham Public Library. Parents or caregivers are responsible for the behavior of minor children in their charge.

Definitions

Exclusion: a person is asked to leave the library and not return for a period of time more than one (1) day, but less than one (1) month. Library staff member in charge may make the decision to exclude immediately or after consultation with other staff. The police are not involved in determining exclusions. An incident report is created.

Library property: at the Central Library, the property includes the entire block bordered by Central, Commercial, Lottie and Grand, not including the right of way. At the Fairhaven Branch the property includes the entire parcel of land surrounding the library, not including the right of way. At the Barkley Branch, the property includes the area directly in front of the Branch, not including the right of way.

Minor: person under the age of eighteen (18).

Trespass: a person is legally barred from entering any library property for a period of time ranging from one (1) month, three (3) months, six (6) months, one (1) year, or up to five (5) years. Under extraordinary circumstances, a person may be trespassed permanently. The person's library card is deactivated for the same length of time as the trespass. Library staff determine the length of the trespass and the Police serve the trespass. Library staff member in charge may make the decision to trespass immediately or after consultation with other staff. An incident report is created.

~~**Staff member in charge of incident:** a Security Attendant. In their absence, a Reference Librarian on desk duty. If the incident originates in the Youth Services Department, the Head of Youth Services is the staff member in charge. In their absence, Youth Services staff will consult a Reference~~

~~Librarian on desk, and then may elect to take charge of the incident instead of handing it off to Reference Librarian.~~

~~At the Fairhaven or Barkley Branch, the staff member in charge is the staff member with the highest job classification.~~

Person in Charge:

If the incident originates at the Central Library: The Security and Information Attendant on duty. In their absence, the assigned Person in Charge (PIC) at the Help Desk who is designated by the Head of Public Services. If the incident originates in the Children's Library, the Head of Youth Services is the PIC and in their absence a Security and Information Attendant or Help Desk PIC will assume responsibility.

Barkley or Fairhaven Branch: The PIC is the staff member with the highest classification.

Policy/Conditions

1. **Library Board of Trustees defines acceptable library behavior by creating rules of conduct.**

The Library exists to serve the community's information needs. The community expects a safe and appropriate library environment so all visitors may access library resources and services.

Rules of conduct define acceptable behavior in the library and on library property and provide for personal safety as well as for the protection of materials, property and facilities.

~~Rules of conduct will be applied respectfully, fairly and consistently.~~

2. **Library staff are responsible for controlling disruptive behavior by applying rules of conduct.**

~~Library staff will apply all rules of conduct respectfully, fairly and consistently. Failure to comply with a reasonable staff request may result in a loss of library privileges. Willful or persistent violation of the rules will result in a loss of library privileges, which may include service limits or~~
exclusion or trespass from the use of all facilities of the Bellingham Public Library.

3. **Disruptive behavior that unreasonably interferes with use of the library by other users or inhibits staff or volunteers from performing their duties may result in loss of library privileges.**

These behaviors include but are not limited to:

- Sleeping
- Using audio equipment that disturbs others
- Screaming, loud talking, and boisterous behavior

- Inappropriate attire, including not wearing shirt or shoes
- Loitering
- Offensive bodily hygiene
- Prolonged staring at others
- Intoxicated behavior
- ~~Not following the Guidelines for Computer Use, including abusing Internet time limits.~~
- ~~Not following Meeting Room Use Rules - OR - Not following other established library requirements.~~
- ~~Accessing identified staff only areas of the library without authorization.~~
- Other behavior which unduly disturbs others

4. Use of any Bellingham Public Library facilities, property or equipment for purposes not intended may result in the loss of library privileges.

Such uses include, but are not limited to:

- Eating, except in authorized areas
- Using scooters, skateboards, or any wheeled footwear in the building
- Bringing into the library personal items that restrict movement, that may damage library property or that create a safety hazard
- Leaving personal effects unattended
- Using the restrooms for bathing, shaving, washing hair or clothing
- ~~Camping out in any area of the library, including restrooms on library property, indoors or outdoors~~
- Distributing literature, gathering signatures, soliciting contributions or conducting surveys inside the library or on library property.

5. Behavior that endangers library users, staff or volunteers will result in immediate trespass.

These behaviors include but are not limited to:

- Abuse of equipment
- Destruction or defacement of property
- Physical activity dangerous to others
- Sexual misconduct such as exposure or sexual harassment
- Stalking
- Verbal or physical threats, harassment or intimidation
- Illegal conduct

6. A trespass will be issued for disobeying the direction of a library staff member and for remaining on library property when requested to leave for violations of law and/or library policies.

7. Smoking, including the use of e-cigarettes, is not permitted in library facilities or on library property.

8. ~~Assistance- Service~~ animals are permitted in the library.

- ~~Owner or trainer-Handler~~ must ensure appropriate behavior of the animal and remain with the animal while in the library
- ~~If it is not obvious to staff that the animal is an assistance animal, the owner will be~~

~~asked to register the animal at the Welcome Desk~~

- Library visitors may not bring other animals into the library

9. A trespass may be appealed.

The Library Board of Trustees may approve, modify or reverse any staff actions. The Board reviews all trespasses that are issued for five years and over.

Persons trespassed from the library may appeal or contest their trespass. Written trespass appeal procedures are available to the public.

10. Library Board reviews this policy.

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

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.