

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

**Fairhaven Branch, 1117 12th Street, Bellingham, Washington
Fireplace Room – 3:30 p.m.**

AGENDA **TIME (approx.)**

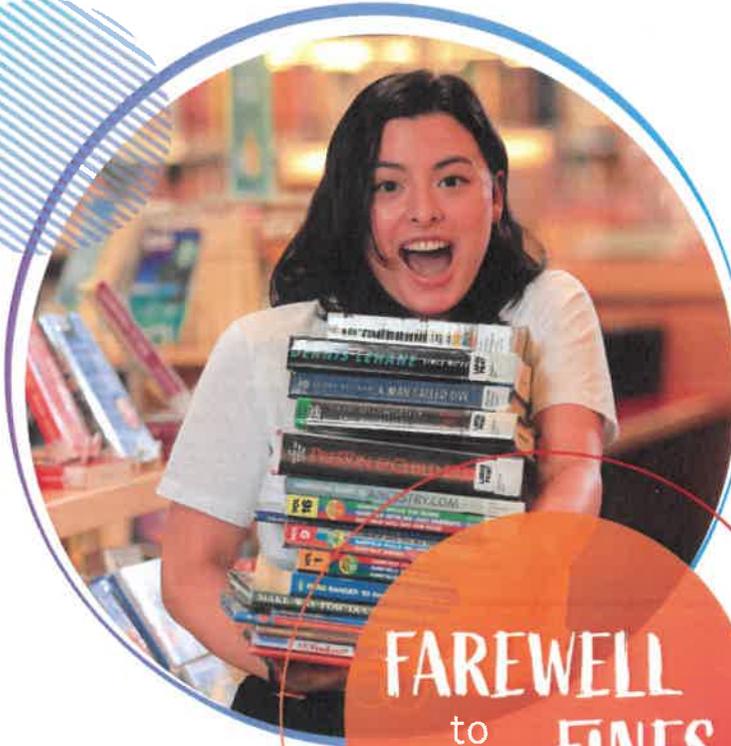
- | | |
|--|--------|
| 1. Call to order and introductions | 2 min |
| 2. Approve/modify agenda | 1 min |
| 3. Public comment
This time is set aside for members of the public to make comments or ask questions. We ask that remarks be limited to three minutes. | 3 min |
| 4. Consent agenda
All matters 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. <ul style="list-style-type: none">• Communications and FYI• Minutes
December 17, 2019: Regular board meeting• Library performance & activity measures
December 2019• Financial reports
Claims: December 2019
YTD report: December 2019 | 4 min |
| 5. Reports <ul style="list-style-type: none">• Board Chair• Library Board members• City Council liaison• Friends of Bellingham Public Library• Library Director | 10 min |
| Time check: 3:50 | |
| 6. Donated Funds review <ul style="list-style-type: none">• Rebecca Judd, Director | 10 min |
| 7. 2019 Board summary <ul style="list-style-type: none">• Rick Osen, Board Chair | 10 min |
| 8. 4th quarter goals report <ul style="list-style-type: none">• Rebecca Judd, Director | 10 min |
| Time check: 4:20 | |

- | | |
|---|-------------------------|
| 9. Facilities Committee update | 7 min |
| <ul style="list-style-type: none">• Rick Osen, Board Chair• Rebecca Judd, Director | |
| 10. New business | 2 min |
| 11. Action items for next meeting | 1 min |
| | Time check: 4:30 |
| 12. Executive Session | 15 min |
| <ul style="list-style-type: none">• Potential Litigation (James Erb, Assistant City Attorney, Sr) | |
| 13. Adjourn | |

Next Regular Library Board Meeting: Tuesday, February 18, 2020 – 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.

Library Board
January 21, 2020
Consent Agenda

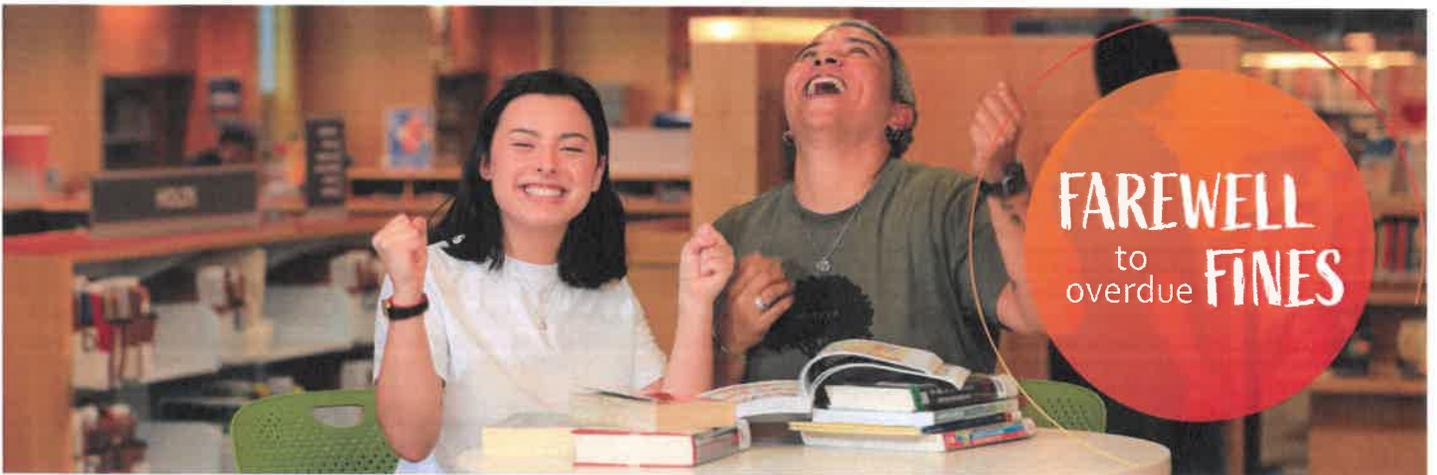
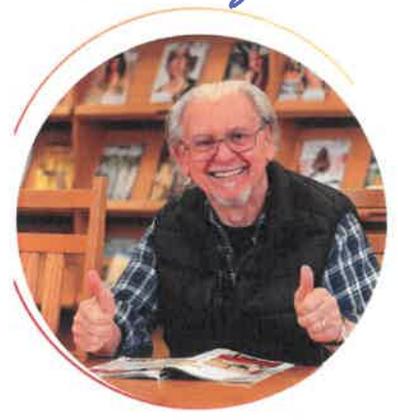


FAREWELL
to
overdue **FINES**

Bellingham Public Library 

 whatcom county
library system

wcls.org and bellinghampubliclibrary.org



FAREWELL
to overdue **FINES**

That's right, we said farewell to overdue fines and cleared them from all accounts. This ensures greater access to library materials and services – after all, that's what public libraries are all about!

QUESTIONS? ASK US!

Bellingham Public Library 

whatcom county library system

bellinghampubliclibrary.org
wcls.org



FAREWELL
to overdue **FINES**



FAREWELL
to overdue **FINES**

That's right, we said farewell to overdue fines and cleared them from all accounts. This ensures greater access to library materials and services – after all, that's what public libraries are all about! Ask us or visit your library's website for details: bellinghampubliclibrary.org or wcls.org.

Bellingham Public Library 

whatcom county library system



FAREWELL
to overdue **FINES**

FAREWELL to overdue **FINES**

Library Board, January 21, 2020, Consent Agenda

AARP Tax-Aide Services 2020

Free tax preparation assistance offered by IRS-certified volunteers through the AARP Foundation Tax-Aide Program

Assistance provided on first-come, first-served basis. Appointments not needed or available.

**Saturday, January 25, 2020 through
Wednesday, April 15, 2020**
including President's Day February 17, 2020
April 15 services 1PM-4PM only
Spanish translation available at Saturday sessions

**Monday-Thursday Saturday
3:30 PM-6:30 PM 12:30 PM-4:00 PM**
(Doors open at 2:45 PM) (Doors open at 11:45 AM)

Call (360) 474-7066 for current information (Please do not call the church)

Location:
First Congregational Church of Bellingham
2401 Cornwall Avenue
Map & Parking Information
on Back Side



AARP Tax-Aide Services 2020

**First Congregational Church
2401 Cornwall Avenue**

Approximately 3/4 mile from the Central Library

Directions from library: North on Commercial Street, right onto Young Street, left onto Cornwall Street, left onto Logan Street, to parking lot on right, behind the church.

Free Parking: In church parking lot off Logan Street, as well as free on-street parking.

Building Access: Enter door from parking lot at back of church, off Logan Street.

Handicap Accessible Entrance: Front of church, at Morris Street and Cornwall Avenue.



*Library Board
January 21, 2020
Consent Agenda*

**Regular Meeting of the Library Board of Trustees
Tuesday, December 17, 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, Jon McConnel, Jennifer Vander Ploeg and Wendy Jenkins

Others Present: April Barker, City Council Liaison; Andrew Asbjornsen, Finance Director; Forrest Longman, Budget & Finance Manager

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. Rebecca Craven seconded. Motion carried.

Public comment: No comments.

Consent agenda: Jon requested a clarifying change to the minutes: on page 2, the last sentence of the Board member reports paragraph should have ", per capita" added at the end so that the sentence reads, "Jon added that our circulation and attendance statistics are higher than this celebrated library, per capita."

Rebecca Judd pointed out that a change has occurred in how we report Electronic copies under Holdings on the Performance & Activity Measures report: we will change "Electronic copies added to the collection" to read, "Electronic copies added to the Consortium collection by BPL" and "Total electronic holdings" to "Total electronic holdings in Consortium available to BPL".

Jim McCabe moved to approve the November 19, 2019 Regular meeting minutes and the November 2019 performance and activity measures and financial reports as amended. Rebecca Craven seconded. Motion carried.

Board Chair report: Rick mentioned that Wendy sent out invitations for 2020 board meetings. He also noted that the January meeting will be held in the Fairhaven Branch Fireplace Room due to the Friends' book sale.

Rick reported that he and Rebecca Judd met with Seth Fleetwood, the incoming Mayor, to get acquainted.

Board member reports: Rebecca Craven reported a friend sent her a link to an article about a library getting rid of overdue fines. Rebecca was pleased to share with her that BPL had just approved removing overdue fines. Rick added that there was a recent article in the Seattle Times concerning Seattle Public also eliminating overdue fines, effective January 2, 2020.

Jim reported that Lynn Sterbenz, head of the City's Office of Emergency Management, referenced the Community Conversations Report available on the library website as they prepare to begin their strategic planning process. Lynn and another OEM staff member participated in one of the Community Conversations.

Rachel reported that the Whatcom Community Foundation received an anonymous donation to the Library's Materials Fund, to be used for poetry, arts and science materials.

Damani reported that the Whatcom Human Rights Task Force will be hosting the 22nd annual Dr. Martin Luther King, Jr. Human Rights Conference on Saturday, January 18th, 2020 at Whatcom Community College, Syre Center. The conference will have a Youth Keynote: Moving the Dream Forward. The Library will have a table at this event.

City Council liaison report: April reported that Whatcom Transit Authority (WTA) is beginning a 20-year strategic plan process (typically they have had 6-year plans). They hope to work with cities and unincorporated areas to think bigger and broader to determine where corridors might be needed. The free youth ridership passed and will be launched in June, 2020. In addition, WTA will be looking at lowering the age for seniors to ride for free.

April suggested the board keep an eye on the annexation phasing plan – there may be library service opportunities in newly annexed areas.

April recently became aware of the free Museum Passes available at the Library and suggested we promote that service. Janice clarified that the Museum has allocated 2 sets of 4 passes to the library which are reserved months in advance.

The Climate Action Task Force presentation to City Council is available to view on the City's website. April suggested it was worthwhile to listen to and that the Library could serve as a reliable place to get solid information about the City's climate action plan.

April mentioned the 2nd Annual Rev. Dr. Martin Luther King, Jr. Unity Ball, to be held on Saturday, January 18th, 2020 in Settlemyer Hall at Whatcom Community College. Part of the proceeds will support Northwest Youth Services.

The Cordata Neighborhood Association has a new president, Kate McDonald, who will continue the push for a northside library presence.

Friends of BPL report: No report.

Library Director report: Rebecca reported that Jon has been working on behind the scenes technical preparations for Farewell to Overdue Fines and Janice has been working hard to get communications and promotions ready for the January 2 launch.

Rebecca informed the board that a recent Seattle Times article reported on a Seattle Public Library issue concerning meeting rooms – the Women's Liberation Front reserved a meeting room and some community members are asking the Library to not allow the meeting. Seattle Public administration is working to resolve the issue.

2020 Revenue Forecast: Forrest Longman, Budget & Finance Manager, provided a PowerPoint presentation to the board. *(See Attachment # 1 for 2019 Revenue Update & 2020 Revenue Forecast. All attachments are located at the end of the minutes.)*

April Barker, City Council Liaison, appreciation & farewell: Rick thanked April for her 4 years of service as the Library's Liaison to City Council – her leadership was instrumental in keeping BPL a municipal library and in developing our Level of Service standards. Rebecca Judd presented April with flowers, a Friends of the Library book bag, and a bumper sticker. In honor of April, a book was added to our Collection, *Moving Toward Integration: the Past and Future of Fair Housing*, by Richard Henry Sander.

Library Board of Trustees:

- In the packet is a copy of the Mayor's letter reappointing Rick Osen for a 2nd term, ending February 9, 2025. Rick commented that this is a great time to be involved with the library.
- Election of 2020 officers: Jim McCabe nominated Rick Osen as 2020 Board Chair. Rachel Myers seconded. Motion carried. Rick Osen nominated Rachel Myers as 2020 Vice-Chair. Jim McCabe seconded. Motion carried.

Strategic Plan – action requested: Rachel commented that she is impressed with the plan, included in the packet, and appreciates the staff effort that went into this, starting with the community conversations, to sifting through the data, to encapsulating the information into a beautiful, engaging plan. Rick thanked Janice for her work on this project. The idea is to distribute the full plan, plus a 1-page double-sided short version. The next phase is to shape a 2020 Action Plan. April suggested tying the LOS standards into the Action Plan to show how we are using the Strategic Plan to raise our LOS standards.

Jim pointed out a small correction on the 1-page document: the 2nd bullet on page 2 of the long version was not carried over verbatim onto the short version. Janice pointed out the 1-page document is still in process and thanked Jim for catching this.

Rebecca Craven moved to approve the 2020-2024 Strategic Plan as presented, subject to minor revisions or corrections, and authorize the library director to approve a final version for printing. Damani Johnson seconded. Motion carried.

Facilities Committee update: Rick stated that they are down to the final details for bid specifications. Next, the Committee will start discussing construction impacts. Rebecca talked through an RMC blueprint of the general floor plan, a color-coded blueprint of

collection shelving, and RMC visual renderings from a variety of perspectives. Carpet samples were on display as well.

New Business:

- Rick will provide a written 2019 summary document
- Rebecca will provide a 4th quarter 2019 work plan update
- Further progress on remodel plans

Janice distributed a copy of the Winter Leisure Guide center spread – a double page Happy New Year! from Bellingham Public Library highlighting the remodel, Whatcom Reads, and Farewell to Overdue Fines. (See attachment #2 for copy.)

Meeting adjourned at 4:47 p.m.

Next Regular Library Board Meeting – January 21, 2020 at the Fairhaven Branch Library, 1117 12th Street, Fireplace Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

Attachments:

- Attachment #1: 2019 Revenue Update & 2020 Revenue Forecast
- Attachment #2: Winter Leisure Guide center spread Happy New Year! from Bellingham Public Library

Attachment #1



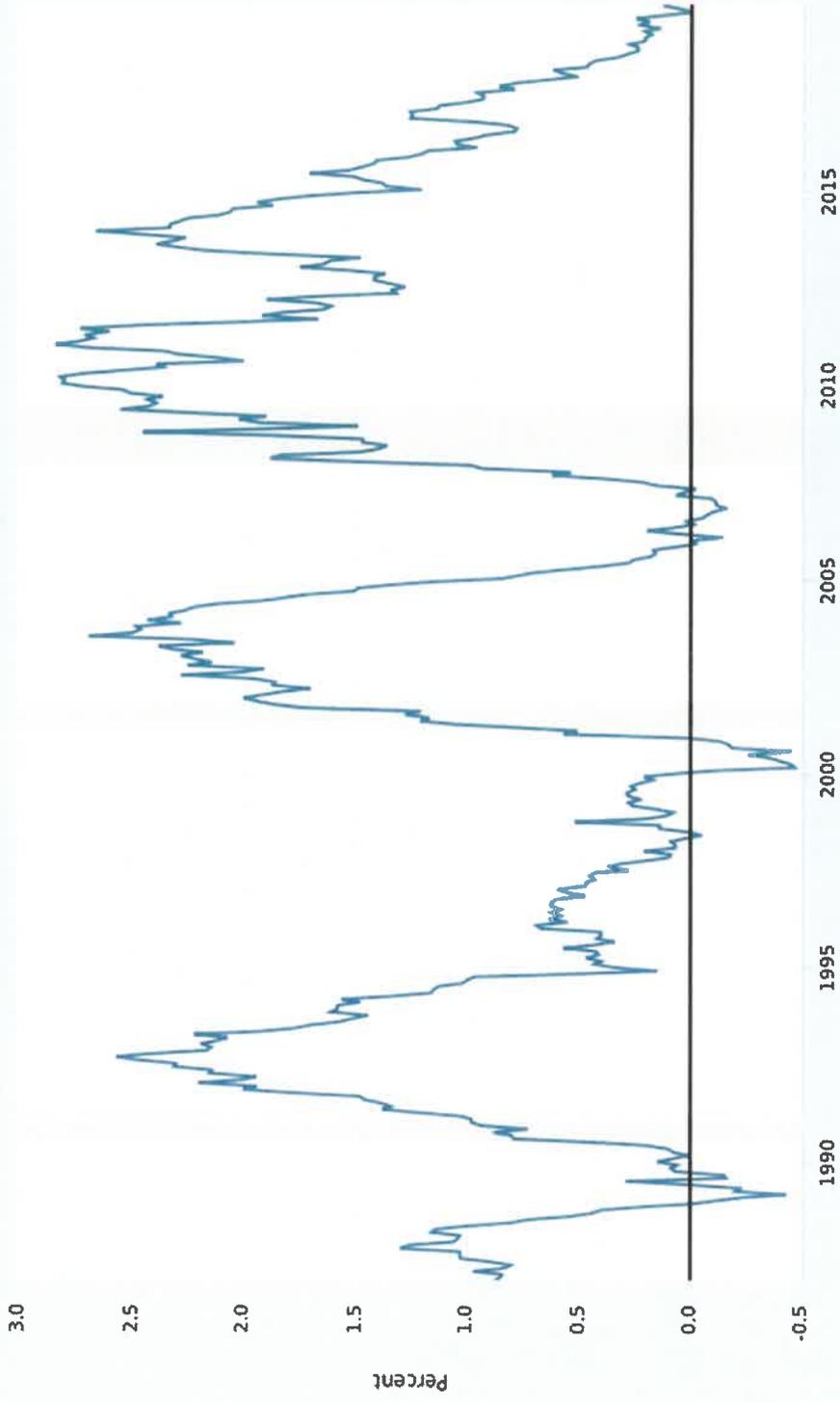
2019 Revenue Update & 2020 Revenue Forecast

October 21, 2019



Outline

- Economic Update
- General Fund Revenue Forecast
- Citywide Sales Tax Forecast
- Property Tax Levy



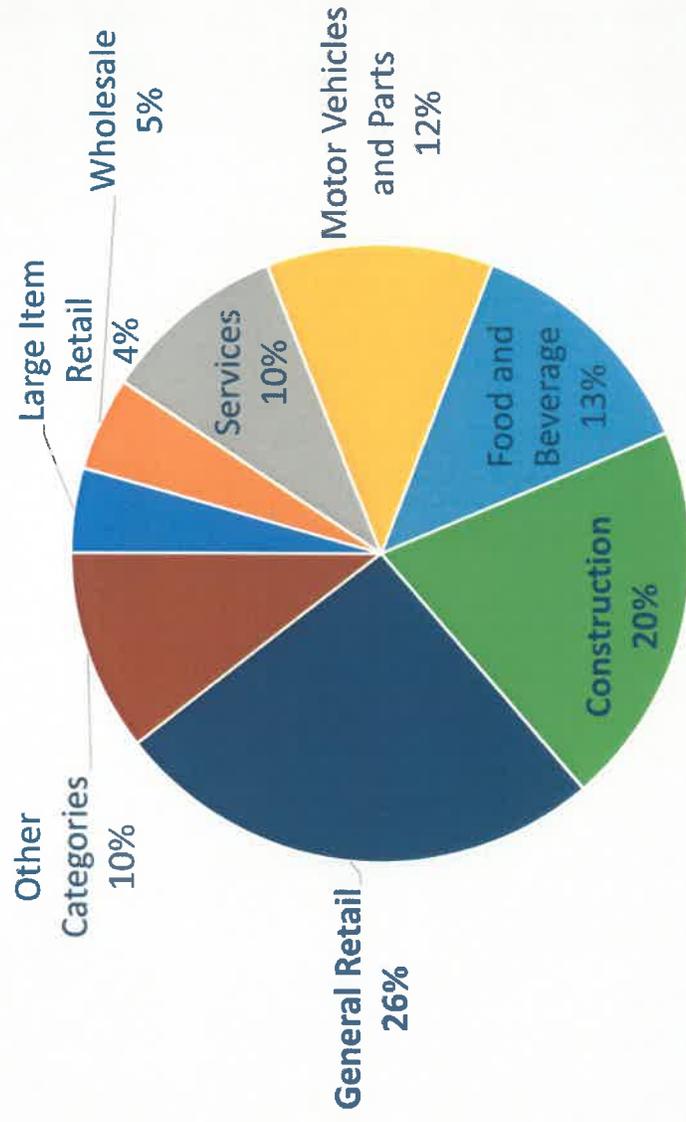
Shaded areas indicate U.S. recessions

Source: Federal Reserve Bank of St. Louis

myf.red/g/pava

Retail Sales and Construction are Drivers

Sales Tax Revenue Sources



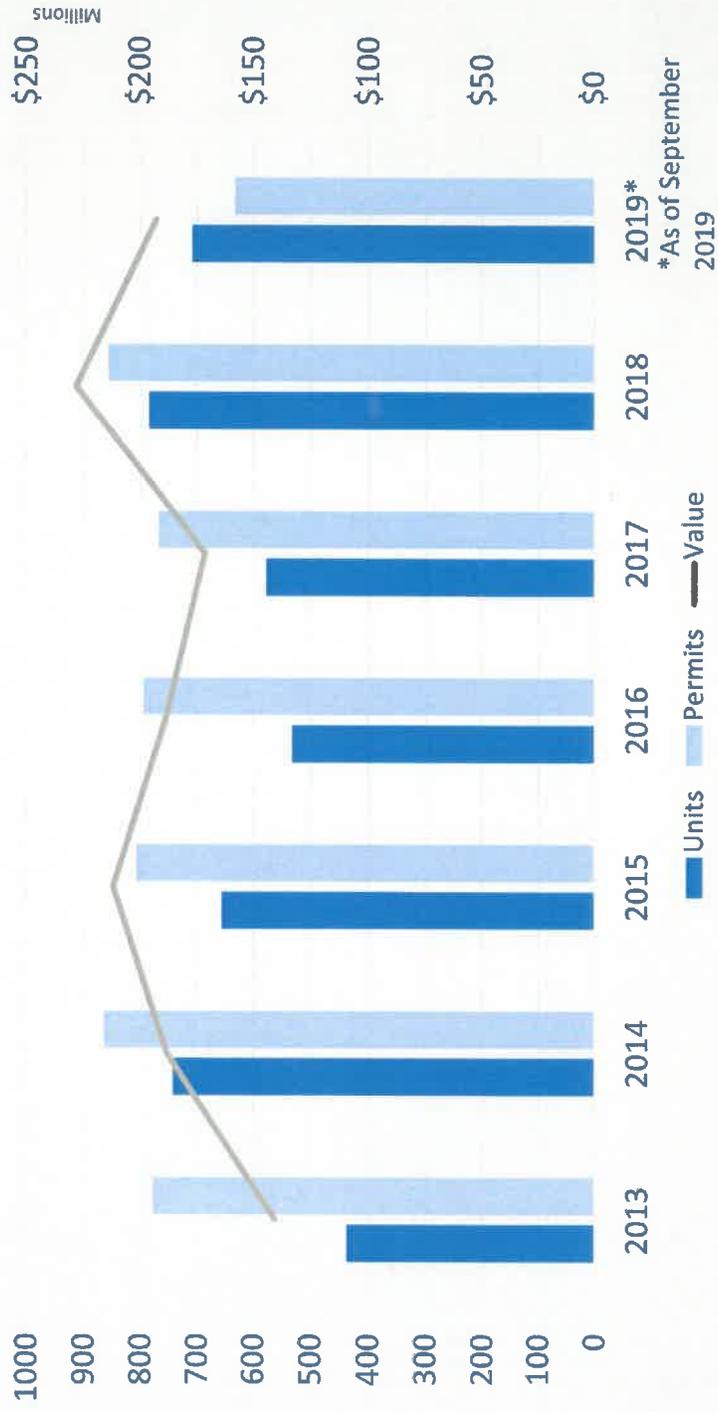
Employment Remains Strong

Non-farm Payroll, YoY% Change

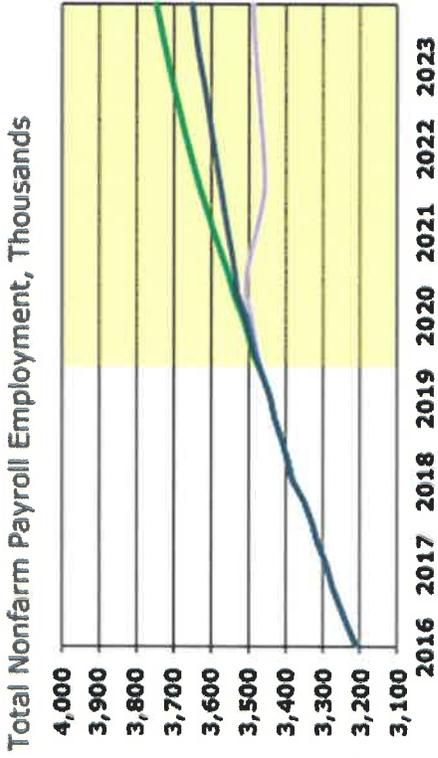


Permit Activity Remains Strong

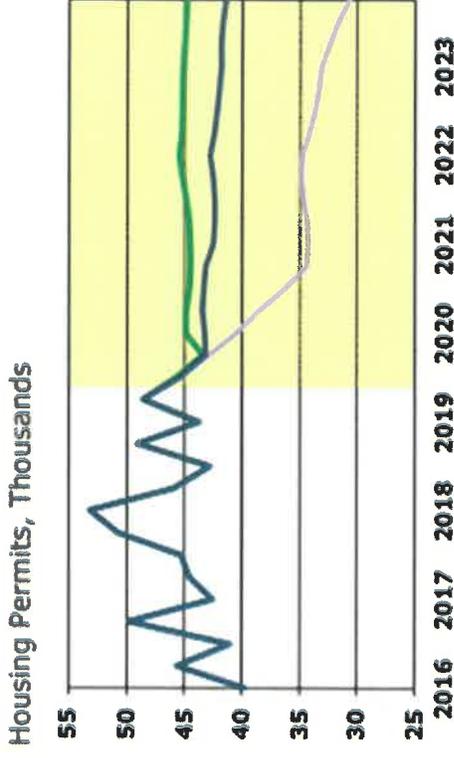
All Permit Activity



State Economist Forecast



Source: WA State Employment Security 2018 Q4, ERFC 2023

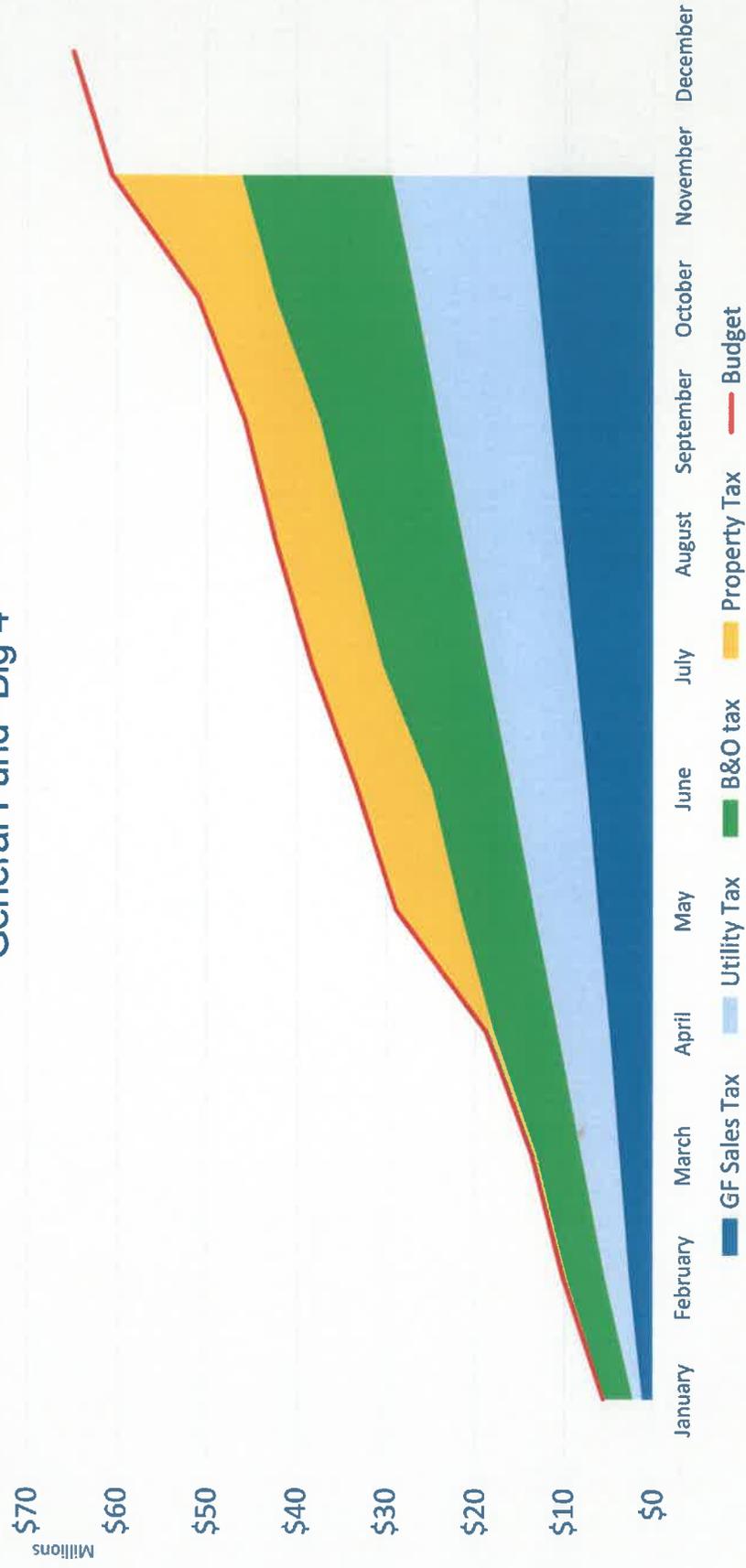


Source: Census Bureau 2018 Q4, ERFC 2023

■ Baseline ■ Optimistic ■ Pessimistic

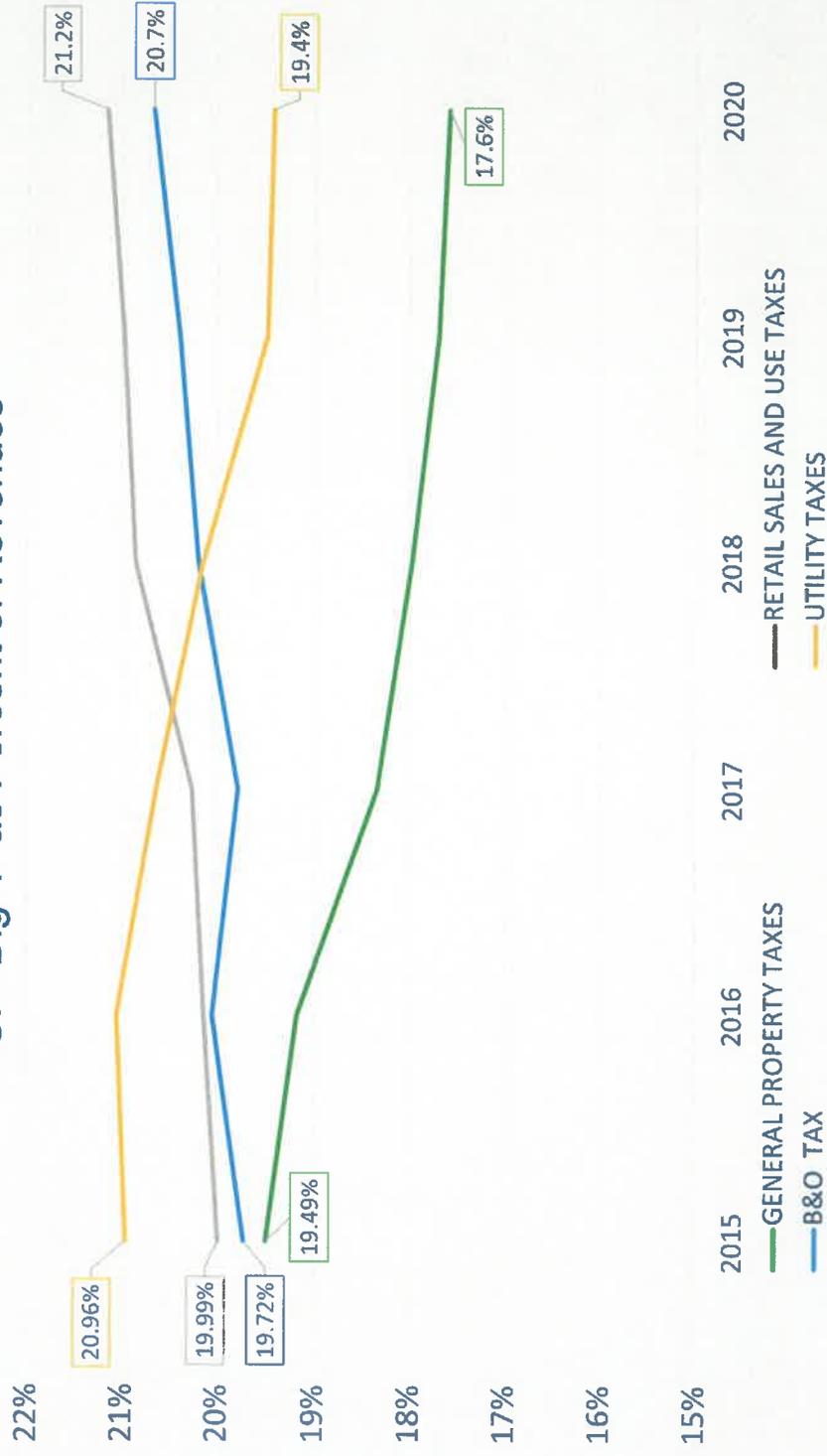
2019 Revenue Performance

General Fund "Big 4"



Shifting Revenue Streams

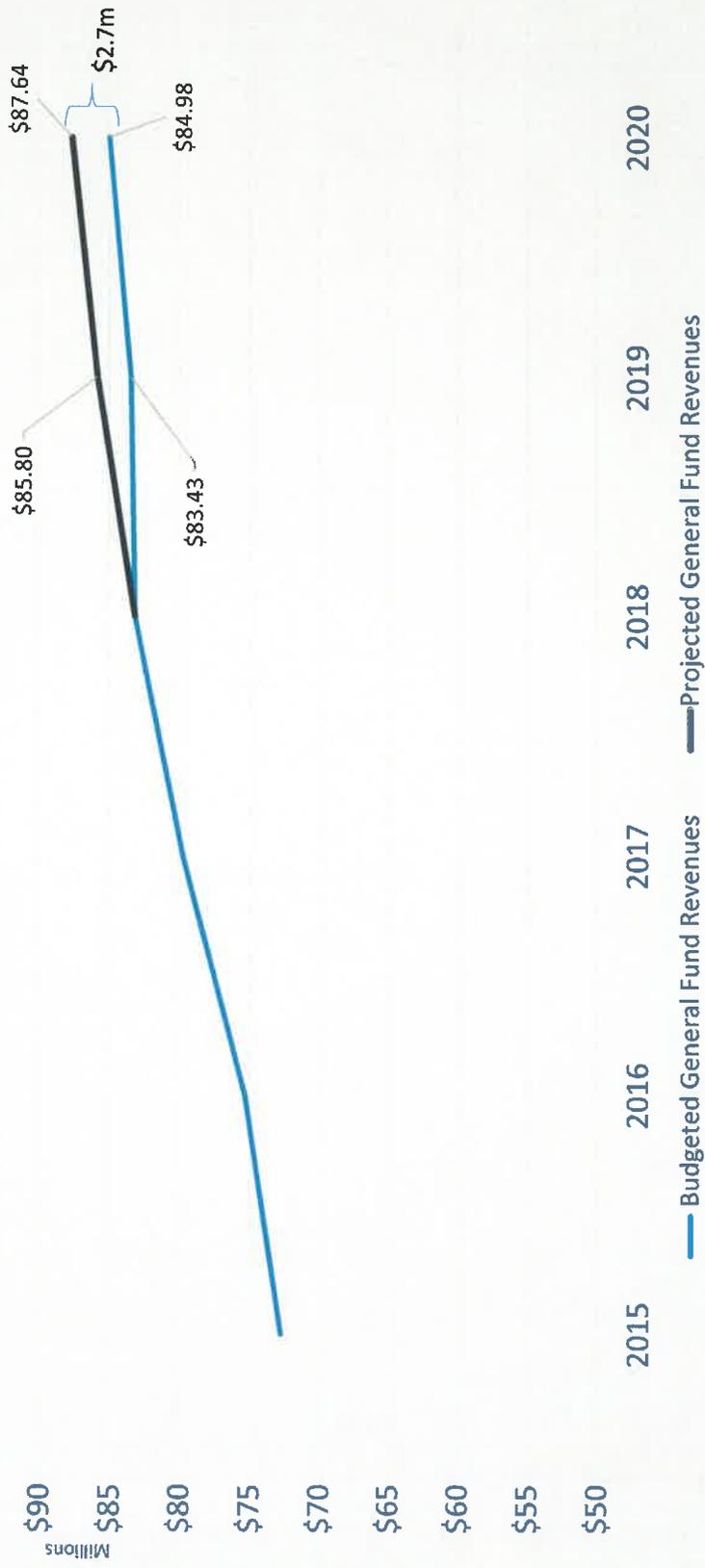
GF "Big 4" as Percent of Revenues



Major Changes to Revenue Budget

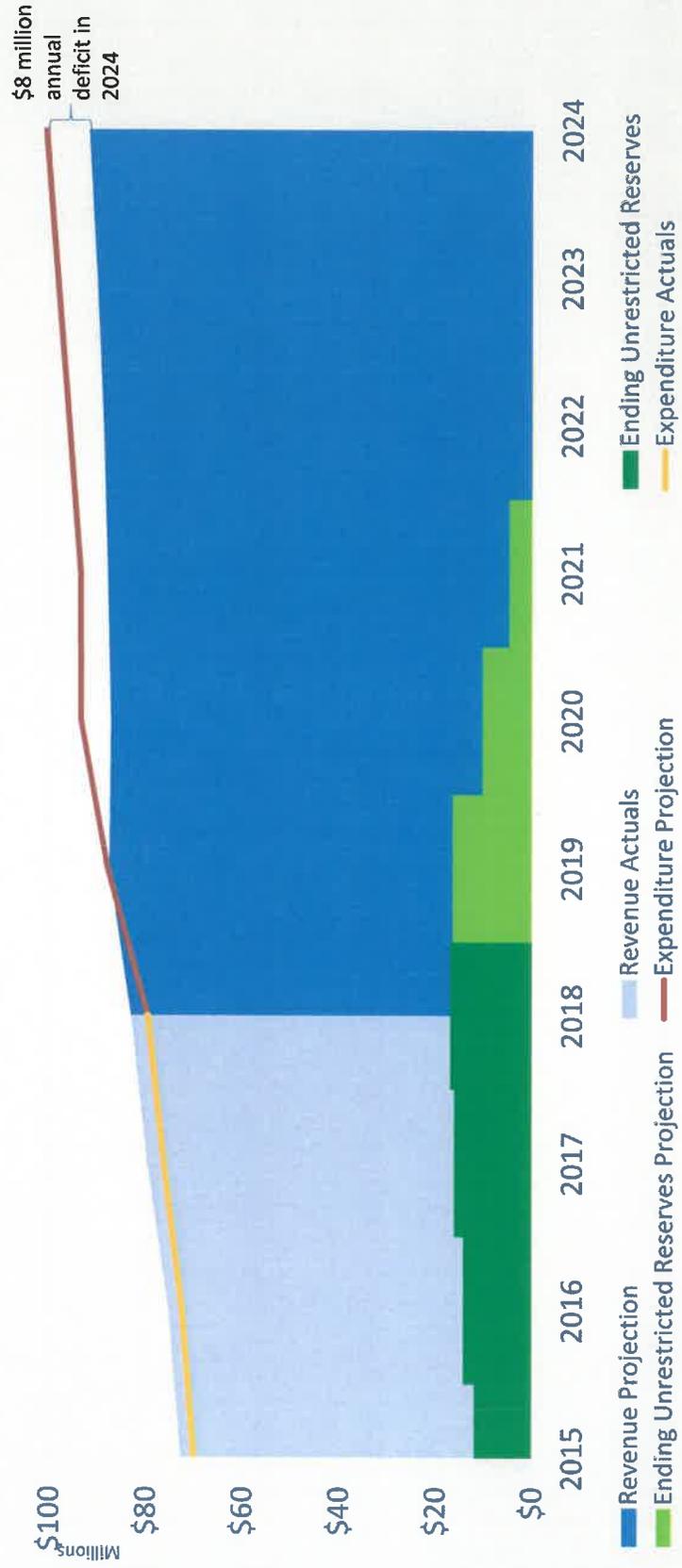
- Ground Emergency Medical Transport (GEMT) Revenues: +\$1m of new revenues annually.
- Ambulance transports: +\$900k ongoing.
- Increased Interest Revenue: +\$500k in 2019, trending downward in future years.
- Continued reduction in fines & penalties: -\$200k.
- Correcting Street Fund tax projection: +\$1.8m for biennium.

General Fund Revenue Projection

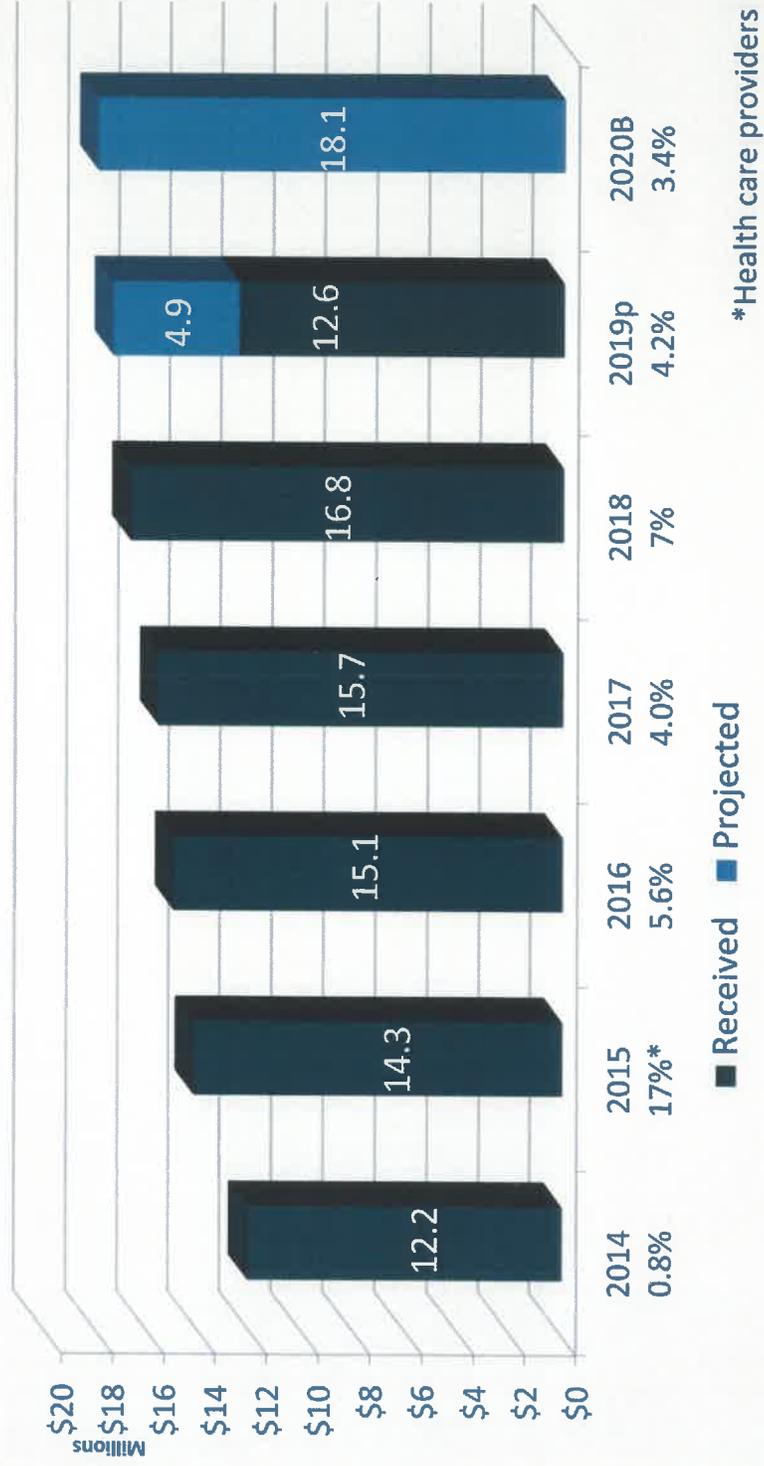


Long-term Outlook

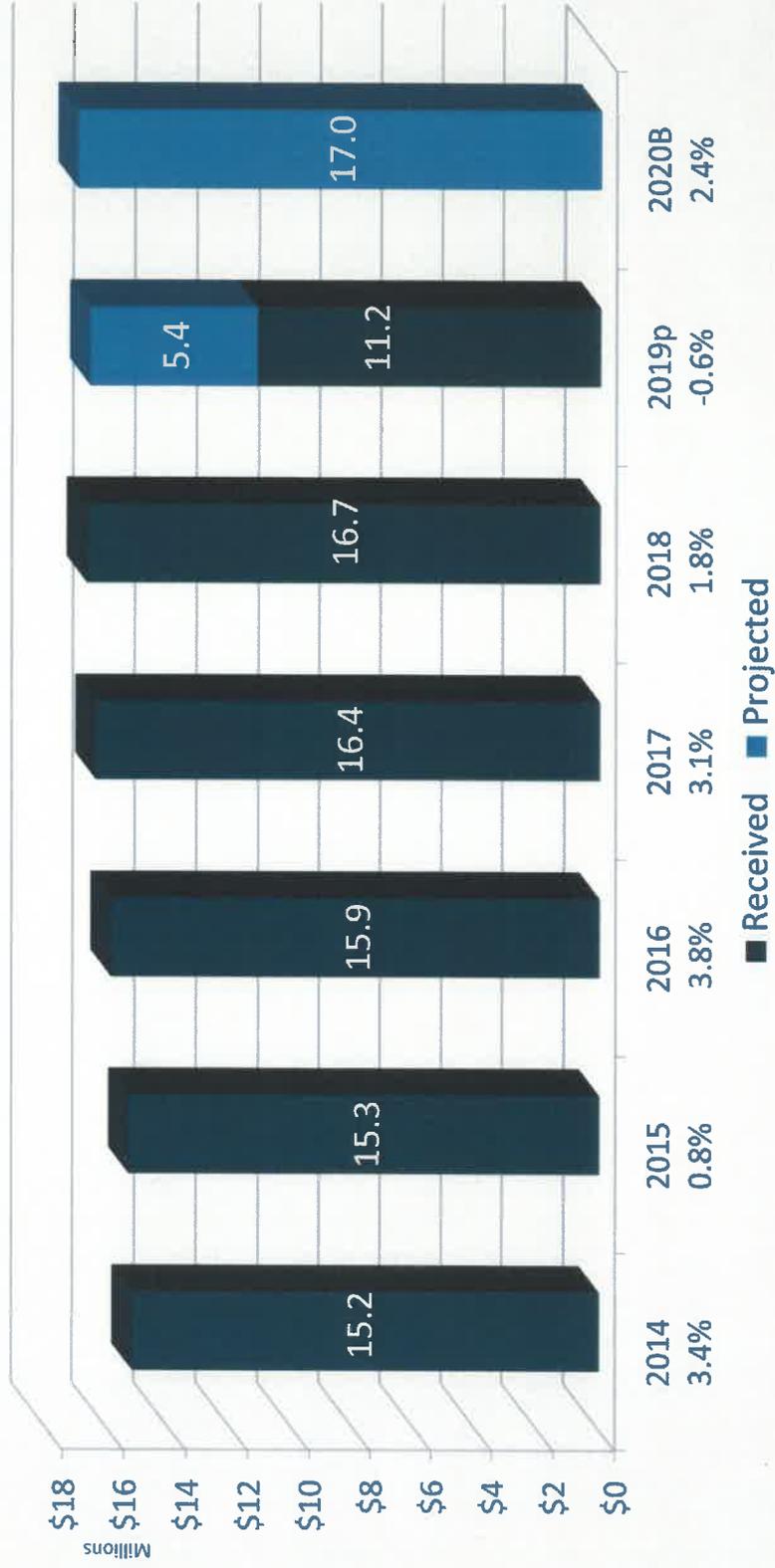
Two Biennium Revenue and Expense Projection



B&O Tax Projection



Utility Tax Projection



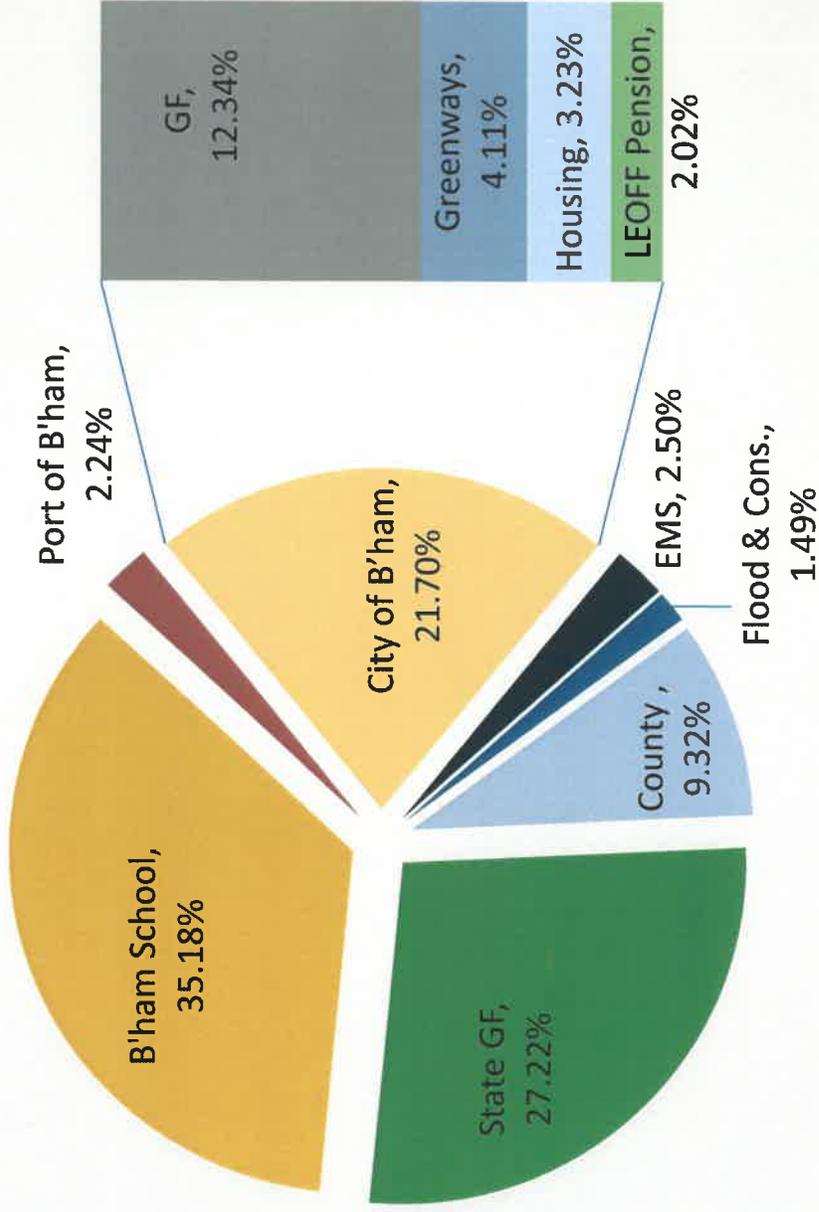
Citywide Sales Tax Projection



Citywide Property Tax



2019 Property Tax Distribution



2019 Levy

	Amount	Rate per 1000/AV
General Fund	\$15,268,128	1.25279
Greenways	5,080,468	0.41686
Affordable Housing	4,000,000	0.32820
Fire / Police Pension	2,495,922	0.20479
RDA LIFT	55,820	0.00458
CITY TOTAL	\$26,900,339	2.20723

Estimated Impact of 1% Increase

	Amount
2018 Total Levy	\$26,900,000
1% Levy Increase	\$269,000
Levy	\$27,169,000
<hr/>	
City Levy on \$400,000 home	+\$23 \$888

2019-2020 Revenue Forecast

Forrest Longman, Budget Manager
Finance Department
360.778.8005 fwrongman@cob.org



Happy New Year!

from Bellingham Public Library

NEW YEAR, EXCITING OPPORTUNITIES



Central Library Main Floor Interior Remodel

Design work is underway for an interior remodel of the main floor of the Central Library downtown. Changes will include providing additional public spaces and a more open concept, incorporating new, more efficient book-handling technologies, and adding public restrooms.

Construction is scheduled for 2020. Exact timing and impact to library users to be determined during the first quarter of 2020.

For updates about these plans, visit www.bellinghampubliclibrary.org.

Read the Book, Join the Conversation

Whatcom READS 2020 Features Eowyn Ivey, WWU Graduate and Pulitzer Prize Finalist, March 5-7, 2020

Eowyn Ivey's book "To the Bright Edge of the World" is the Whatcom READS 2020 selection.

A series of programs and special events January through March follow the book's themes, culminating with Ivey's visit to Bellingham and Whatcom County.

Whatcom READS is a county-wide program that encourages everyone to read and discuss the same book. It is organized by all the public and academic libraries in Whatcom County and Village Books, with generous funding from the Friends of the Bellingham Public Library and the Whatcom County Library Foundation.

Visit www.whatcomreads.org for schedule information and other details.



FAREWELL to overdue FINES

Farewell to Overdue Fines

That's right! We said farewell to overdue fines and cleared them from all accounts.

Libraries across the country are making this change. Eliminating overdue fines ensures greater access to library materials and services -- after all, that's what libraries are all about!

Bellingham Public Library and Whatcom County Library System no longer charge borrowers for returning library materials after the due date. We also eliminated existing overdue account balances, so everyone starts fresh.

Borrowers are still charged replacement costs for unreturned or damaged items to make sure materials are returned.

Questions? Ask us! Visit us online, call us, or stop by any of our locations.

www.bellinghampubliclibrary.org and www.wicls.org

Bellingham Public Library

whatcom county library system



Bellingham Public Library

YOU BELONG AT YOUR LIBRARY!

Attachment #2

Library Board
January 21, 2020
Consent Agenda

**Bellingham Public Library
Performance & Activity Measures, 2019**

			Year to Date		% of change
	December-19	December-18	2019	2018	YTD
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	1,390	216	29,481	20,844	41.44%
Electronic copies added to the Consortium collection by BPL	8	1,376	7,958	14,467	-44.99%
Physical copies withdrawn from the collection	(1,807)	(8,451)	(24,238)	(36,395)	-33.40%
Total physical holdings			182,853	177,204	3.19%
Total electronic holdings in Consortium available to BPL			87,472	73,787	18.55%
Total Holdings (Physical and Electronic)			270,325	250,991	7.70%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	59,128	54,567	698,773	687,985	1.57%
Youth	44,325	36,474	570,292	512,521	11.27%
Sub-Total Central	103,453	91,041	1,269,065	1,200,506	5.71%
Fairhaven Branch					
Adult	7,812	7,307	88,422	88,655	-0.26%
Youth	2,968	2,094	33,961	28,768	18.05%
Sub-Total Fairhaven	10,780	9,401	122,383	117,423	4.22%
Barkley Branch					
Adult	6,167	5,343	68,364	68,033	0.49%
Youth	4,677	3,401	47,718	42,178	13.13%
Sub-Total Barkley	10,844	8,744	116,082	110,211	5.33%
Bellingham Technical College					
Adult	49	40	753	831	-9.39%
Youth	16	7	135	143	-5.59%
Sub-Total BTC	65	47	888	974	-8.83%
Whatcom Community College					
Adult	288	292	3,822	3,847	-0.65%
Youth	63	86	1,082	905	19.56%
Sub-Total WCC	351	378	4,904	4,752	3.20%
Western Washington University					
Adult	505	448	5,754	5,745	0.16%
Youth	335	174	3,418	2,696	26.78%
Sub-Total WWU	840	622	9,172	8,441	8.66%
Online Services					
Kanopy (Soft launched May 2019)	983	0	4,863	0	
NW Anytime Library Overdrive	23,622	19,491	263,527	215,757	22.14%
RBdigital	2,772	2,338	28,899	19,142	50.97%
Sub-Total Online	27,377	21,829	297,289	234,899	26.56%
Total Circulation	153,710	132,062	1,819,783	1,677,206	8.50%
Holds Activity					
Items placed on hold shelf	48,155	48,732	566,195	618,392	-8.44%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	37,599	44,677	473,875	497,038	-4.66%
Children's	8,415	8,428	125,107	137,814	-9.22%
Fairhaven Branch	6,482	6,516	81,592	85,276	-4.32%
Barkley Branch	4,474	4,559	56,824	53,697	5.82%
Total Persons Visiting	56,970	64,180	737,398	773,825	-4.71%
Website Visits					
This count reflects number of visits to www.bellinghampubliclibrary.org	39,076	37,895	487,567	494,250	-1.35%
Bibliocommons visits					
This count reflects number of visits to Bibliocommons	13,061	10,684	149,753	142,868	4.82%
Total Website Visits	52,137	48,579	637,320	637,118	0.03%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	5,057	4,643	62,773	62,409	0.58%
Childrens (3 terminals)	116	141	1,661	2,187	-24.05%
Fairhaven Branch (6 terminals)	445	545	6,258	7,135	-12.29%
Barkley Branch (4 terminals)	265	238	3,588	3,415	5.07%
Total Computer Usage	5,883	5,567	74,280	75,146	-1.15%
New Borrowers Registered					
Central Library	378	294	6,878	5,346	28.66%
Fairhaven Branch	22	26	570	484	17.77%
Barkley Branch	29	24	400	415	-3.61%
Total New Borrowers Registered	429	344	7,848	6,245	25.67%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	84	43	1,276	1,191	7.14%
Attendees	2,012	1,310	29,979	33,827	-11.38%
Volunteer Hours	365	337	6,254	6,697	-6.61%

Library Board
January 21, 2020
Consent Agenda

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

DECEMBER 2019 CLAIMS

LIST OF CLAIMS AGAINST THE BOARD OF LIBRARY TRUSTEES AND THE CITY OF BELLINGHAM TO BE CONSIDERED
AND APPROVED AT THE REGULAR BOARD MEETING OF JANUARY 21, 2019, IN
ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
ADMINISTRATION		
Membership dues	American Library Association	225.00
ILL supplies; keybox; easels	Amazon.com	318.36
Security clothing logos	Bergen & Company	68.48
Office chairs	Blackburn Office Equipment	894.38
Puget Sound Collection Development meeting	Katie Bray	136.34
Programming mileage reimbursement	Bernice Chang	74.47
Email newsletter	Constant Contact	364.15
Printing	Copy Source	476.41
Water @ Barkley Branch	Crystal Springs	37.54
Driving abstracts	Dept. of Licensing	13.00
Name tags	Laserpoint Awards	36.96
Programming mileage reimbursement	Jennifer Lovchik	273.18
Copier lease and copies	Oasys Inc.	1,307.43
Office supplies; copier paper; toner	Office Depot	512.69
Mileage reimbursement - programming	Mandee Palmer	46.92
Truck fuel	Reisner Distributor	155.44
Security software	Secure by Design	21.74
Custom labels	Stickybusiness.com	1,011.54
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.14
ILL mailers & labels; mendery supplies	Uline	437.27
Debt collection service	Unique Management Services	286.40
Receipt paper	WCP Solutions	1,197.87
B & O taxes	WSDR	24.91
	ADMINISTRATION Sub Total	\$8,792.95
PUBLIC SERVICE		
Library materials returned	Library Refunds	25.99
	PUBLIC SERVICE Sub Total	\$25.99
TECHNICAL SERVICES		
Book processing	Baker & Taylor	5,376.81
CD & DVD processing	Midwest Tape	1,790.29
ILL & tech services	OCLC	2,356.21
	TECHNICAL SERVICES Sub Total	\$9,523.31
LIBRARY ACQUISITIONS		
Books, recorded books, CDs, DVDs	Amazon.com	1,933.27
Books	Baker & Taylor	19,980.39
Books	Center Point Large Print	145.90
Books	Gale	197.54
Books	Information Today Inc	494.62
Books	Infousa Marketing	315.23
Video streaming service	Kanopy, Inc	1,870.00

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

DECEMBER 2019 CLAIMS

DVDs, CDs, recorded books	Midwest Tape	14,896.77
eBooks, audiobooks	Overdrive Inc	464.44
Periodicals	Seattle Times	220.00
Books	Village Books	21.73

LIBRARY ACQUISITIONS Sub Total \$40,539.89

GIFT FUND

Books	Baker & Taylor	1,440.21
Book bag & sticker	Friends of Bellingham Public Library	8.00
Teen programming	Fred Meyer	69.53
Youth Services performance	Harmonica Pocket	350.00
Teen programming	McKay's Taphouse	19.57
Flower bouquet	A New Leaf	54.35
Understanding Conflict workshop	Whatcom Dispute Resolution	95.00

GIFT FUND ACQUISITIONS Sub Total \$2,036.66

TOTAL GENERAL FUND \$58,882.14

TOTAL CLAIMS \$60,918.80

GL787

WKD - MONTHLY REPORT - GF

Acc.Period 12 ending December 31, 2019

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	276,963	269,649	269,649	7,314-	102.7
ExO 020	PERSONNEL BENEFITS	128,006	130,025	130,025	2,019	98.5
ExO 030	SUPPLIES	51,499	82,785	82,785	31,286	62.2
ExO 040	SERVICES	438,629	359,493	398,324	40,305-	110.1

Grp 191	LIBRARY ADMINISTRATION	895,096	841,952	880,782	14,314-	101.6
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	2,062,962	2,188,711	2,188,711	125,749	94.3
ExO 020	PERSONNEL BENEFITS	969,658	1,074,991	1,074,991	105,333	90.2
ExO 030	SUPPLIES	603,199	643,465	643,465	40,266	93.7
ExO 040	SERVICES	27,088	66,035	27,205	117	99.6

Grp 193	LIBRARY SERVICES	3,662,907	3,973,203	3,934,372	271,465	93.1
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	579,978	578,583	578,583	1,395-	100.2

	Report Final Totals	5,137,981	5,393,737	5,393,737	255,756	95.3
		=====				

DIRECTOR'S REPORT FOR JANUARY 21, 2020

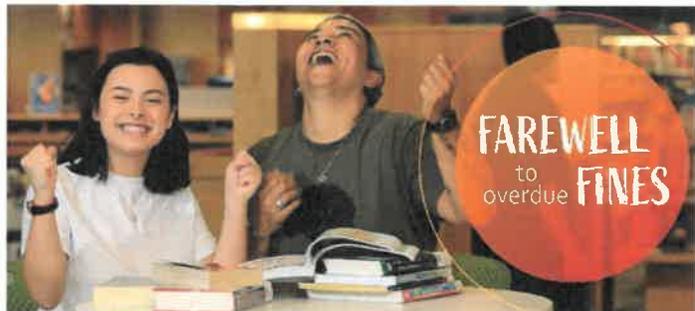
WELCOME & INCLUDE

Welcome to a new year, and with it, a new five-year strategic plan for the Library. As we work on adapting Board reports to our 2020-2024 strategic directions, please do not hesitate to provide feedback on what would be most helpful. We hope these reports provide a summary of the month's activities, measure progress against our strategic directions, and inspire! As a management team, we are inspired every day by the dedicated work of our staff and our shared work on behalf of the City and the residents of Bellingham.

In January, we welcomed Councilmember Hollie Huthman to the Library as our new City Council liaison. Board of Trustees Chair Rick Osen and I had the pleasure of meeting with Hollie and Councilmember Lisa Anderson in early January for a conversation about the Library, as well as a tour. The Closed Stacks area was a highlight! We look forward to working closely with Councilmember Huthman in the year ahead and appreciate her interest in our public library.

ACCESS & OPPORTUNITY

Farewell to Overdue Fines! After a year of planning and preparation, Bellingham Public Library and Whatcom County Library System eliminated the collection of overdue fines on January 2, 2020. On that same day, all existing fines were cleared from patron accounts and an extensive communications campaign was launched to spread the good news. What a moment for Library access.



Our Farewell to Overdue Fines campaign launched January 2, 2020 with a fun, engaging graphics package featuring photos of local library users.



Public Works colleague Geoff keeping our sidewalks accessible.

We're Open. The Library kept regular hours at all locations during the recent snowstorm. Tuesday night (January 14, 2020), when the weather was deteriorating rapidly, Opportunity Council staff made regular sweeps through the building to ensure that everyone had a safe place to sleep and transportation to a shelter if needed. *Thank you* to all our staff for adjusting schedules, working extra public service shifts, and providing support for vital functions. *Thanks also* to our colleagues at Public Works for keeping our buildings accessible and safe.

Central Library Remodel. Over the past month, the project team has been discussing a phasing plan for the upcoming Central Library main floor remodel. The goals of the phasing proposal are twofold: shortening the overall duration of the project by maximizing contractor access and

offering the highest service level possible during Library construction. As part of this plan, new Lecture Room reservations will not be accepted for programs and events scheduled to occur after April 1, 2020.

Our voices:

- In the past month, Digital Services was focused on the fines-free transition that happened between December 31 and January 2, on finalizing the RFP for the sorter (published Friday January 17), and found time to work on some new Polaris reports. ITSD made sure all the devices running Windows 7 were upgraded to Windows 10 prior to the end of support for Windows 7 earlier this month. (*Jon McConnel, Head of Digital Services*)
- We're seeing some very positive reactions and outcomes at our service points from removing overdue fines! (*Jen Vander Ploeg, Head of Public Services and Operations*)
- We launched our "Farewell to Overdue Fines" campaign on January 2, 2020, in partnership with WCLS. Our collaborative work honing our messaging and frequently asked questions is paying off, as information has been widely shared and is consistent across both systems, is layered to provide details for those who want more information, and all staff are well-prepared to answer questions. The information campaign includes custom graphics, website posts, social media posts, news release distribution, bookmarks, signs in WTA buses, newly worded overdue notifications distributed earlier, and more. We've included some samples in the Board packet. (*Janice Keller, Manager of Communications, Community Relations, and Programming*)

READ & LEARN

Best of the Library 2019. Looking for a great title to read or recommend? Our staff reading, viewing, and listening recommendations are posted on our website and offered as a handout at all Library locations. Thank you to Katie Bray and Janice Keller for assembling and publishing this guide to our 2019 staff favorites.

Whatcom READS. 2020 events and publicity are underway. Please considering joining us for programs and activities planned now through early March, including book club discussions, special cocktails, presentations following the theme of our Whatcom READS 2020 book, and more. All schedule information is available at www.whatcomreads.org.



Katie, Allison, and Beth standing by with snow day reading recommendations!

Facebook Reading Challenge. Snow days at the Library are full of scheduling logistics, but also fun! Knowing many people were stranded at home looking at their electronic devices, we hosted a one-day Snow Day Reading Challenge on our Facebook page. People were invited to post three books or films they liked, and, based on this information, we provided a reading or viewing recommendation they might enjoy. We reached thousands of people and gave 34 custom recommendations – possibly a Bellingham Public Library one-day record. Participants enjoyed it, and it was a great opportunity to engage with people and demonstrate our readers' advisory chops! Thanks to Janice Keller, Katie Bray, Deborah Brewer, Suzanne Carlson-Prandini, Bernice Chang, and Jeff Stamey for their excellent, speedy recommendations.

Our voices:

- Children's Services resumed their regular Storytime schedule of 19 sessions weekly for children ages birth – 8 years. *(Bethany Hoglund, Head of Youth Services)*
- Collection Services staff valiantly plowed through the end-of-year purchasing rush, which threatened to bury them in boxes! Everything looks caught up now, just in time to start working on all of the item relabeling that will be required by collection moves necessitated by the main floor remodel. *(Jon McConnel, Head of Digital Services)*
- 2020 materials spending is underway for children, teen, and adults! Keep your eyes open for newly published materials on the shelves soon. New this year, our collection of digital magazines has expanded; patrons now have access to over 3,000 titles in multiple languages for download or for reading online through our vendor, RBDigital. *(Bethany Hoglund, Head of Youth Services)*

INFORM & INVOLVE

U.S. Census. Working with Census staff and other local agencies, the Library is positioned to support a 'complete count' for Whatcom County in April 2020. Census Recruiters have been holding special employment sessions at the Central Library and will continue through the winter, our public computers will be available for those who need access to the online Census form, and we are participating with other local agencies to help promote the Census and make sure people have access to accurate, understandable information. For more information, see the U.S. Census webpage at www.bellinghampubliclibrary.org

Tax Aide. While Tax Aide is no longer offered in our building, many of their clients look to the Library for information about those services or for tax forms. Tax Aide will once again be offered at the First Congregational Church, with the details available on the Library website and in-library handouts (sample included in packet).

Library website. The beginning of a new year comes with website updates and other maintenance tasks. This year we had an extra layer, as the City's ITSD department completed a website platform change to improve security and simplify management. This work has required some maintenance and training on our part, still underway. Please let us know if you see any leftover-but-erroneous "2019s" or poorly formatted pages, and we'll get them fixed in a jiffy.

Our voices:

- Teen Services Librarian Jennifer Lovchik will represent the Library at a joint BPL-WCLS table at the Rev. Dr. Martin Luther King, Jr. Human Rights Conference on Saturday, January 18 at Whatcom Community College. She will bring Library materials for all ages that support conference sessions, as well as general library information. *(Bethany Hoglund, Head of Youth Services)*
- Our colorful two-page spread highlighting Library news was published in the January 2020 Leisure Guide, published by the City Parks and Recreation Department. This is one of several new publicity tools we plan to initiate in 2020 and is another way we're collaborating with our City colleagues. *(Janice Keller, Manager of Communications, Community Relations, and Programming)*

THRIVE & GROW

The **Deputy Director** position posted on Friday, January 17 and will be open internally for two weeks. Board of Trustees Chair Rick Osen will serve on the interview panel.

Our voices:

- Public Services has been very focused on hiring and onboarding new staff since November, and we anticipate that this focus will continue through February and early March. Our newest addition, Theresa Keith, started as Interim Supervisor of Materials Handling & Distribution. She'll be with us for six months to cover an employee leave and is going through intensive training. An offer of employment was made for our new Security and Information Attendant to start mid-February and we are working our way through the HR on-boarding process. Our Public Services Clerk posting will be open until January 24 and will be used to fill two vacancies. (*Jen Vander Ploeg, Head of Public Services and Operations*)

Respectfully submitted,
Rebecca Judd, Director



*Library Board
January 21, 2020
Item # 7*

BELLINGHAM PUBLIC LIBRARY BOARD OF TRUSTEES

2019 Highlights

This brief document is a reflection on this year's work of the Bellingham Public Library's Board of Trustees in its role as the governing body of the Library. It is meant to list highlights that mark the year, and not necessarily be a comprehensive review of all the Board's more regular work.

In addition, the Board recognizes that the Library's success is predicated on the efforts, skills, commitment and vision of the entire Library management and staff team. It is a pleasure and honor to be associated with such a talented and dedicated group.

PERSONNEL

- Jim McCabe was reappointed to the Library Board for a full 5-year term after serving a partial 2-year replacement term.
- The Board developed an online performance evaluation tool in order to carry out its annual evaluation process of the Library Director.
- The Board expanded its use of committees to prepare and more effectively present significant issues to the entire Board for their consideration, discussion and action.

STRATEGIC PLANNING

- After a two-year delay due to a City-initiated sustainable funding study (2017) and the subsequent change in Library leadership (2018), Library management and the Library Board undertook a year-long effort to develop a new strategic plan to lead the Library into the future.
- Kudos to Library leadership and Library staff who were tasked with much of the organization of the planning process and the establishment of the information and foundations from which the plan was built. In December 2019, the Library Board unanimously voted in favor of the new strategic plan for 2020-2024.

ELIMINATION OF LIBRARY FINES

- With groundwork laid by Library management, the board approved the elimination of fines for the late return of Library materials to be effective 1/2/2020, and authorized the removal of all unpaid Library fines from Library patron accounts. This effort required essential assistance from both City Finance and City Legal departments, as well as support from the Mayor's office.
- This project was carried out concurrently with equivalent efforts taken by the Whatcom County Library System.

BUDGET

- The Board worked closely with Library management, the Mayor's Office, and City Finance to develop the Library's budget requests for mid-term adjustments to the City's 2019-20 biennial budget.

- These budget adjustments were closely aligned with, and made progress towards, the adopted Level of Service Standards recommended by the City Council in November 2017.
- Mid-term Library budget adjustments were requested and approved in three areas:
 - One additional FTE position for a Children's Librarian.
 - Reduction in City revenue through the elimination of Library fines.
 - In partnership with the City's Public Works Department, additional capital funding for main floor renovation of the Central Library.

SPACE PLANNING & IMPROVEMENTS

- The Library Board and Library management partnered with Public Works to hire RMC Architects to design, develop bid specifications, and provide construction management for the main floor renovation of the Central Library building. The goals of the project are to jointly provide an enhanced user experience in conjunction with improved efficiencies and operations for Library staff.
- As the year ended, design work was almost complete and bid documents were nearing the final stages.

Rick Osen, Chair, Board of Trustees, 1/15/2020