

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

The Library Board of Trustees will participate in the May Board Meeting remotely through an online web-based meeting platform. Per Washington State Proclamation 20-28, in-person attendance at meetings is prohibited at this time.

The Board meeting will be streamed live via Zoom at 3:30 p.m. on Tuesday, May 19. You may view the meeting from a PC, Mac, iPad, iPhone or Android device from the following link  
<https://cob.zoom.us/j/95920207271?pwd=dC9qQVFvZDMzOGtEUjYrRUtoQ2lYdz09>

Password: 7323

For Technical Assistance please contact Katie @ [knbray@cob.org](mailto:knbray@cob.org)

Or join by phone:

Dial (for higher quality, dial a number based on your current location):

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OR +1 253 215 8782 OR +1 301 715 8592

Webinar ID: 959 2020 7271 Password: 7323

International numbers available: <https://cob.zoom.us/j/95920207271?pwd=dC9qQVFvZDMzOGtEUjYrRUtoQ2lYdz09>

Please note there will be no public comment taken at the meeting. Instead, community members are respectfully asked and encouraged to submit comments by e-mail to [librarytrustees@cob.org](mailto:librarytrustees@cob.org).

## **AGENDA**

## **TIME (approx.)**

- |   |       |
|---|-------|
| <b>1. Call to order and introductions</b>   | 2 min |
| <b>2. Approve/modify agenda</b>   | 1 min |
| <b>3. Public comment (from email)</b><br>Per Washington State Proclamation 20-28, in-person attendance at meetings is prohibited at this time. Please note there will be no public comment taken at the meeting. Instead, community members are respectfully asked and encouraged to submit comments by e-mail to <a href="mailto:librarytrustees@cob.org">librarytrustees@cob.org</a> .  | 5 min |
| <b>4. Consent agenda</b><br>All matters listed on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately. <ul style="list-style-type: none"><li>• <b>Communications and FYI</b></li><li>• <b>Minutes</b><br/>April 21, 2020: Regular board meeting</li><li>• <b>Library performance &amp; activity measures</b><br/>April 2020</li></ul> | 5 min |

- **Financial reports**  
Claims: April 2020  
YTD report: April 2020

<b>5. Reports</b>	10 min
<ul style="list-style-type: none"> <li>• Board Chair</li> <li>• Library Board members</li> <li>• City Council liaison</li> <li>• Friends of Bellingham Public Library</li> <li>• Library Director</li> </ul>	
	<b>Time check: 3:53</b>
<b>6. COVID-19 update: Return to Work outline &amp; Fee Schedule proposal</b>	15 min
<ul style="list-style-type: none"> <li>• Rebecca Judd, Director and staff</li> </ul>	
<b>7. Remodel update</b>	10 min
<ul style="list-style-type: none"> <li>• Rick Osen, Board Chair</li> </ul>	
<b>8. 2021-2022 Budget update</b>	5 min
<ul style="list-style-type: none"> <li>• Rebecca Judd, Director</li> </ul>	
	<b>Time check: 4:23</b>
<b>9. Library Giving Day update</b>	5 min
<ul style="list-style-type: none"> <li>• Rebecca Judd, Director</li> </ul>	
<b>10. Summer Reading update</b>	5 min
<ul style="list-style-type: none"> <li>• Bethany Hogle, Deputy Director</li> </ul>	
<b>11. New business</b>	2 min
<b>12. Action items for next meeting</b>	1 min
	<b>Time check: 4:36</b>
<b>13. Adjourn</b>	

**Next Regular Library Board Meeting: Tuesday, June 16, 2020 – 3:30 p.m.  
Location: Zoom online  
Bellingham, Washington**

If you require a sign interpreter or other hearing accommodation, please allow the library 48 hours notice. Order of agenda items may be adjusted.



MAY 7, 2020

## Drive-in Wi-Fi hotspots launch statewide push for universal public access broadband

### ***Public-private partnerships seek to bridge “digital divide” by providing free broadband access to all through community drive-in Wi-Fi hotspots***

OLYMPIA, WA – The Washington State Broadband Office estimates over 300 new drive-in Wi-Fi hotspots are coming online statewide through an initiative to bring free public broadband internet access to all residents. Partners in the state’s drive-in Wi-Fi hotspots project include: Washington State University; Washington State Library, part of the Washington Office of the Secretary of State; members of the Washington Public Utility Districts Association (WPUDA) and affiliated nonprofit Northwest Open Access Network (NoaNet); the Washington State Broadband Office; Washington Independent Telecommunications Association (WITA); Washington Technology Solutions (WaTech); and the Office of the Superintendent of Public Instruction (OSPI). Microsoft and the Avista Foundation are providing funding, and the federal Information Technology Disaster Resource Center contributed equipment and installation.

To date, 140 of the new drive-in hotspots are operational, in addition to 301 existing Washington State Library hotspots identified across the state. All told, some 600 public hotspots will soon be available to keep Washington communities connected.

For complete information and a map of locations, visit [www.driveinwifi.wa.gov](http://www.driveinwifi.wa.gov). The [map](#) will be updated as more sites come online.

Launching primarily as parking lot hotspots in response to the COVID-19 pandemic, the free community Wi-Fi is accessible regardless of how users arrive at the locations. Some sites also offer indoor public access during business hours. Everyone using the sites – outside or inside - must practice social distancing and hygiene precautions, including staying in your vehicle or at least six feet from other users and wearing a mask if necessary.

Each hotspot will have its own security protocol. Some will be open and others will have Children's Internet Protection Act (CIPA) safe security installed.

"Access to broadband was a challenge for many Washingtonians before COVID-19. This rapid, collaborative response is an essential immediate solution but we cannot stop here," Gov. Jay Inslee said. "I've long advocated for greater access to quality and affordable broadband for all Washingtonians, and will continue to do so long after this virus is behind us. We thank all of the state and private partners that have stepped up to ensure people are connected today, and look forward to their continued partnership in maintaining that access into the future."

### **Bridging the Digital Divide**

The coronavirus pandemic prompted a surge in ongoing efforts to bridge the digital divide between those who do and do not have access to high-speed internet connections necessary for distance learning, remote work, telemedicine and day-to-day essential services.

"Depending on where you live, some seniors can't refill prescriptions, furloughed workers can't apply for unemployment benefits, small businesses can't access financial assistance, and students can't do their homework," said Commerce Director Lisa Brown. "It is absolutely essential to make broadband universally available to strengthen communities throughout the state."

"The COVID-19 pandemic is shining a bright light on what was already a significant challenge for the state - delivering ubiquitous, scalable broadband connectivity to all Washington citizens and businesses. This crisis has fueled the energy around seeing these deliverables come to fruition as broadband is no longer a luxury, but critical infrastructure for all," said Washington State Broadband Office Director Russ Elliott.

Superintendent of Public Instruction Chris Reykdal agrees with this sentiment. In an April press conference with Gov. Inslee, Reykdal compared broadband connectivity to utilities like water and power.

"Access to internet is an equity issue for our students and educators, and it is intensified by this crisis," Reykdal said. "I am proud of the work to bring connectivity to our communities, and I will continue challenging our public and private partners to break down systemic barriers so all of our students and educators have access to learn and connect using online tools."

Libraries across the state have also been integral to the project, turning their Wi-Fi capacity towards their parking lots to ensure patrons can remain connected to libraries' digital resources.

"Our longstanding mission at the State Library has been to build prosperous and informed communities by providing technology, access to information, resources, and professional support," said Secretary of State Kim Wyman,

whose office oversees the Washington State Library. “It was natural for our office to partner with other agencies and organizations on this endeavor to ensure Washingtonians can continue to access a variety of critical information, even during this pandemic.”

### **Partnering for public access**

Genesis of the state drive-in hotspot project came from Dr. Andre-Denis Wright, dean of WSU’s College of Agricultural, Human and Natural Resource Sciences, which includes the WSU Extension program. WSU Extension sites will host community public access hotspots in every county in Washington state, with some counties benefitting from multiple extension locations <https://go.wsu.edu/findwifi>.

“As a Land-Grant university, we saw a way to use the statewide reach of our extension offices to support the expansion and rapid deployment of publicly accessible broadband service where it’s needed most,” said Dr. Wright. “Perhaps most importantly, not only does this help students who have had to transition to online learning but provides critical access to healthcare and improved well-being for all residents of these rural and underserved parts of the state.”

Several of the state’s public utility districts and rural service providers were among the first to step up and use their existing fiber networks to establish Wi-Fi hotspots for public connectivity. Public Wi-Fi hotspots are active today in Chelan, Clallam, Jefferson, Franklin, Mason, Grant, Pacific, Benton and Pend Oreille counties with dozens more planned to include Kitsap, Lewis, Okanogan and Grays Harbor. The PUD-owned telecom nonprofit [NoaNet](#) has partnered with the State Broadband Office as an information clearinghouse. It reports 140 active sites and at least 60 more activating soon, with more than 70 additional drive-in Wi-Fi hotspot sites planned throughout the state.

“In today’s world, Internet access is a critical service. 20 years ago, PUDs founded NoaNet, which is a nonprofit organization that specifically focuses getting broadband access out to rural Washington communities. It is natural that the PUDs and NoaNet are stepping up to ensure Washington communities have access to broadband as an economic and educational lifeline during the Covid-19 pandemic,” said NoaNet CEO Dave Spencer.

“Almost 100 years ago PUDs were created by their communities to provide essential public services. In the midst of this crisis, PUDs are once again focusing on meeting needs by ensuring citizens have access to the broadband service necessary to support the health and welfare of their families and their communities,” said WPUA Executive Director George Caan.

Broadband equity is not just a rural challenge. The drive-In Wi-Fi hotspot project addresses underserved and economically disadvantaged communities in urban and suburban areas as well.

### **Funding broadband as critical infrastructure**

The State Broadband Office is collaborating with the Washington State Public Works Board to administer approximately \$21 million in state funding approved for broadband expansion to rural communities long term. In addition, \$250,000 was approved from the state Disaster Response Account to support this rapid deployment of the drive-in Wi-Fi hotspots to aid compliance with Gov. Inslee's Stay Home, Stay Healthy order.

The drive-in Wi-Fi project is also funded in part through a donation by [Microsoft's Airband Initiative](#), which was launched in 2017 to expand access to broadband in rural communities across America. During the COVID-19 crisis, the Airband Initiative has worked with partners across the country to deploy hundreds of Wi-Fi hotspots to support education and telemedicine.

"COVID-19 has exacerbated the impact of the broadband gap, preventing communities from accessing online learning, telework, telemedicine, and other necessary parts of life during this crisis," said Shelley McKinley, Microsoft vice president of technology and corporate responsibility. "Throughout the COVID-19 crisis, Microsoft's Airband Initiative has been working with partners across the country to help address the immediate broadband needs of communities, and we're glad to continue that work here in our home state of Washington."

The Avista Foundation, which provides funding to non-profit organizations addressing the needs of communities and citizens served by Spokane-based Avista, also contributed to the Drive-In Wi-Fi Project.

"We are pleased to help fund this effort toward bringing connectivity solutions to 13 rural sites throughout our eastern Washington service territory," said Kristine Meyer, executive director of the Avista Foundation. "An opportunity like this aligns well with the Avista Foundation's three key areas of focus: education, community vitality, and service to vulnerable populations."

Visit the Washington State Broadband Office website for more information about the state's broadband expansion program at [www.broadband.wa.gov](http://www.broadband.wa.gov). Follow #WADriveInWiFi on social media.

**Watch a livestream of today's press conference at 1 p.m. at [facebook.com/wastatecommerce](https://facebook.com/wastatecommerce).**

###



**Regular Meeting of the Library Board of Trustees  
Tuesday, April 21, 2020 – Zoom meeting  
3:30 p.m.**

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

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**Board Members Present:** Rachel Myers, Rebecca Craven, Jim McCabe and Vernon Damani Johnson

**Board Members Absent:** Rick Osen

**Library Staff:** Rebecca Judd, Bethany Hoglund, Jon McConnel, Michelle Becker, Theresa Keith, Katie Bray (Zoom moderator), and Wendy Jenkins

**Others Present:** Hollie Huthman, City Council Liaison; Faye Hill, Friends of BPL

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**Call to order and introductions:** Regular session was called to order at 3:33 p.m. by Chair, Rick Osen.

**Approve/modify agenda:** Rebecca Craven moved to approve the agenda. Jim McCabe seconded. Motion carried.

**Public comment:** No public comment emails received.

**Consent agenda:** Jim requested a minor adjustment: on page 4, Under 2020 Action Plan draft, in the first sentence of the last paragraph, that "having a Public Services Librarian *host* workshops" be changed to "having a Public Services Librarian *participate in* workshops." Jon also noticed that on page 3, under Facilities Committee update, in the second sentence of the first bullet point, "along with Jon and James Simpson" should read "along with Jim and James Simpson." Damani Johnson moved to approve the February 18, 2020 Regular meeting minutes as amended and the February and March 2020 performance and activity measures and financial reports. Rebecca Craven seconded. Motion carried.

**Board Chair report:** No report.

**Board member reports:** Jim McCabe recognized and thanked librarians Katie Bray and Suzanne Carlson-Prandini for making it possible for the Bellingham Public Library book group

to meet virtually. Yesterday was the second meeting of the group since the closure and Jim expressed how nice it was to stay connected.

Rachel Myers expressed her appreciation for the creative ways the Library has been visible on the website and social media – the storytimes have been great.

**City Council liaison report:** Hollie reported that, at the last Council meeting, Library staff were acknowledged for their willingness to shift gears and take on new roles at the Emergency Operations Center (EOC).

**Friends of BPL report:** Faye reported that her calendar for today reads, “National Library Week lunch for the staff.” This, of course, has been cancelled, as well as the May book sale. Faye added that the Friends will remain flexible about the September and January sales, optimistically stating, “there will be more.” She reassured everyone that the Friends’ financial commitment to the Library stands. Rachel thanked Faye for her upbeat attitude and for the ongoing support the Friends provide.

**Library Director report:** Rebecca thanked the Board for their support during this unusual time. She also thanked the members of the M-team who have been meeting every day for the last month, and the staff who have, with creativity and talent, pivoted quickly.

Rebecca pointed out that times of adversity are also times of opportunity. As the photo of the father pulling his child in a wagon to a Pennsylvania library illustrates, libraries have long been involved in bridging the digital divide. The current crisis has brought the inequities of digital access to the forefront, and conversations are happening at the city, state, and national level to address these needs. At Bellingham Public Library, all donations to Library Giving Day (on April 23) will be used to start a mobile hotspot lending program.

Next, Rebecca mentioned her work on a community-wide project to encourage individuals and families to capture this moment in time for future generations. She also talked about the need to reimagine and reinterpret our newly adopted Strategic Plan for the COVID-19 realities before us. The flexibility of the Plan, with its broad strategic directions, allows us to do this.

**COVID-19 report out:** Rebecca and staff provided an overview on Library activities and initiatives since the start of the Stay Home, Stay Healthy orders. Rebecca began by talking about Whatcom Unified Command (WUC), reporting that many Library staff members had worked shifts or served longer-term deployments. At the time of this meeting, six Library staff were deployed, including Jen Vander Ploeg as the Deputy Section Chief in Logistics, and Janice Keller as the Acting Communications Director in the Mayor’s office. Rebecca also mentioned that she had an assignment herself: working on deployment and asset tracking between the City and Whatcom Unified Command. In conclusion, Rebecca read a letter written by David Carter, one of our Clerks who is currently deployed:

Over the last few weeks, several staff members have been deployed to the Whatcom Unified Emergency Operations Center on Sound Way near the Bellingham Airport. We have worked mostly in the Logistics Section. The first week was rather chaotic. Paper requests for PPE (personal protective equipment) were pouring in from care centers

and medical offices from across the County. We would contact them and clarify what was needed. The care centers and medical offices would send someone to pick up their PPE from the EOC warehouse. Many of the orders were only partially filled because supplies were short and requests were often for vague, enormous amounts. This was referred to as the wildcatting days.

Each week, the process has become more organized and digitized. The paper 213RR request forms were scanned to a thumb drive. Inventory was more closely tracked, and zones were created in the warehouse to maintain social distancing. Only one person at a time is allowed in each zone. We also wear gloves and masks during our warehouse shift. The Community Emergency Response Team (CERT) has taken the lead in the warehouse, and Whatcom County Search and Rescue is now delivering the filled orders. Standardizing and streamlining the process has led to increased team efficiency as we help the residents of our County.

I miss my regular routine, but I enjoy helping the public through a different service. Everyone that I have encountered at the EOC has been very patient and professional throughout this crisis. We are fortunate to have such kind, knowledgeable and hard-working people serving our Community.

Deputy Director Bethany Hoglund then turned to Library services during the Pandemic. She framed the conversation by sharing three overarching goals:

- maintain continuity of services where possible
- maintain relationships with community members and provide opportunities to engage with Library staff for information, reading, programming and technology assistance
- provide staff with practical skill development and training opportunities

For Public Services, Bethany shared that the Library's call center is open Monday – Friday from 10:00 a.m. to 1:00 p.m. Those hours complement the Whatcom County Library System's call center hours, which are from 1:00 – 5:00 p.m. Staff also continue to monitor and respond to email questions from the public, including information and research questions, and process online library card applications. To ensure that patrons have new eBooks and eAudiobooks available, selection librarians are regularly purchasing new content. The Library is not currently ordering physical materials.

She continued that youth programming transitioned to virtual storytimes shared on the City's YouTube channel. There is a link to the channel on the Library's website and new postings are announced on Facebook. Bethany thanked Janice Keller and ITSD for helping the Library make this shift quickly. Teen Services librarian Jennifer Lovchik resumed her middle school book club meet-ups via Zoom; her first sessions were a smashing successes. She will continue to conduct a book club virtually with each of the public middle schools weekly. Bethany also reported that Youth Services staff is staying connected with public school librarians on how to best serve student learning in a virtual world. The Adult Services librarians are providing readers' advisory to the community through a weekly Facebook engagement called "Title Tuesday" as well as holding the Bellingham Reads Book Club via Zoom. Bethany reported that the librarians have been primarily focused on the new task of providing basic Zoom support for City employees. When ITSD alerted the Library of this need, the librarians quickly

learned the software and now serve as webinar moderators, much like Katie Bray is doing for today's Board Meeting.

Bethany updated the Board about a few other initiatives, including catalog cleanup work by Collection Services, and communications work that has been delegated while Janice Keller is at the Mayor's Office. In particular, staff are doing excellent work keeping social media accounts full of interesting, informational and engaging posts. Additionally, managers and supervisors continue to support staff by meeting virtually and being available to answer questions and guide work during this time.

Next, Administrative Assistant Wendy Jenkins reported on essential functions that continue while our building is closed. Payroll is essential, for instance, but Human Resources needed to develop simple ways to discern and track the variety of new work situations: deployment, telecommuting, standby, and COVID-related leave time. After this was put in place, every city employee needed training on how to use the new coding. At the Library, we also determined it was critical to have a back-up time administrator, so through Zoom and Skype, Amy Lathrop was fully trained to process Payroll.

Accounts payable continues, but with new digital methods to acquire supervisor and/or director approval. Similarly, statistics gathering, financial tracking, and board packet building all continue, but with new methods and noticing procedures.

Jon McConnel, Head of Digital Services, reported on telecommuting and digital collections. Digital services have been enhanced by several vendors during the emergency. For instance, a pair of vendors who normally limit access to in-library use have temporarily allowed remote access. We also added links on our website to resources that are currently free for everyone.

He also noted that the Library worked with ITSD to temporarily redeploy staff equipment to other City departments, as well as facilitate work-from-home opportunities for Library staff. Collection Services staff are among the telework cohort. The team has continued purchasing digital materials, processing invoices, and getting records for the new titles into our catalog.

Digital checkouts have been up significantly. In particular, the video-streaming service Kanopy and the digital newspaper service Newsbank, which includes full page access to the Bellingham Herald. Newsbank views went up 13% in March.

Theresa Keith, Supervisor of Materials Handling & Distribution, reported on training during the pandemic. She noted that Library staff have been completing online training at home, starting with FEMA Incident Command Structure training required by the City and in use now at Whatcom Unified Command. Also of note, the librarian team restructured in-house Help Desk training and moved it online. Staff have been working through these modules as they are produced.

Michelle Becker, Supervisor of Public Services, described how staff are supporting each other during this time. She mentioned that there has been support on many levels as we've quickly adjusted to this new world, and that support, good, communication, and connection go hand in hand. She then talked about Zoom, ITSD and librarian support for setting up this new

tool, and how important it was to be able to see faces during this time apart. And the value of levity too! Funny emails and chats go a long way. The Staff Association has also been instrumental: supporting staff with flowers and engaging activities on an internal Facebook page. She noted that connection is vital in keeping people engaged with each other, our work, the world, and thinking of the future.

In conclusion, she shared this statement from one of her staff: "I feel very supported by the quick response time of the librarians and all library staff that I've needed to get ahold of for answers to patrons' questions and referrals. The librarians have been great about taking the emails and calls I've referred to them and cc'ing me so that I can see that they've followed up with the patrons. Everyone has been very responsive and willing to help out in whatever way they can. I feel very supported by my colleagues and management. And I really appreciate the management and the City being so thoughtful and proactive about our health and in finding work for us to do from home, too."

Rebecca rounded out the COVID-19 report with a brief overview of our draft reopening plan, which is based on the New Mexico State Library model:

- Phase 1: return bins open with 72-hour quarantine
- Phase 2: curbside service, returns and pick-ups
- Phase 3: limited access in the building, with distancing and modified spaces
- Phase 4: business as usual

There will likely be shifting between phases. Timing will be based on the Governor's orders.

**Central Library main floor remodel:** Rebecca reported that the bid process for a contractor is open with bids due May 4. Public Works is handling the process and onsite tours. We are considering how to coordinate a phased reopening with a phased remodel.

**2021-2022 Biennial Budget:** The budget process for 2021 and 2022 will be starting in May. In the meantime, the City is talking with each department about adjustments to the budget for this year. For the Library, this will include:

- With the exception of Materials funds, money left from 2019 will not be carried over into 2020
- 2 open Clerk positions: on hold until we know more about when our service desks will open
- Library Assistant hiring process: on hold until we make sure all our current staff are off standby
- Children's Librarian II (2 positions): One will go forward as internal hiring process, one on hold

**National Library Week – April 19-25, 2020:** the national theme for this year was changed from *Your Place at the Library* to *Find the Library at Your Place*. Today is Library Snapshot Day. Rebecca took photographs of the empty Library, collected photographs from staff working at home, and even snapped a photo of the Zoom Board of Trustees meeting. These images will be part of the historical record of the Library during the pandemic. Other highlights for the week: Mayor Fleetwood reading *Thank You, Earth* by April Pulley Sayre, and Library Giving Day on Thursday, April 23.

**Summer Reading:** Bethany Hoglund reported that Summer Reading will be virtual this year and extended until the end of September.

**New Business:** Bethany Hoglund talking briefly about a new program. BOOKS & BADGES: is a collaboration between the Bellingham Police Department and the Library with the twin goals of increasing literacy through access to books for Bellingham children, and fostering positive relationships between children and law enforcement. Police officers will carry books, selected by the Library, in their patrol vehicles to hand out to children while on calls. Titles will be available in English, Spanish, and Punjabi, as well as wordless books for greater accessibility. Initial funding will come from a Project Neighborly grant from the Whatcom Community Foundation, with supplemental funding from the Bellingham Police Department. Additional program elements include a kick-off event in September and library-led instruction to police officers about 1) early literacy and brain development; 2) the importance of home access to books for future student success; and 3) how to do an engaging read aloud with a child that fosters brain development and relationship building.

**Action items for next meeting:**

- Remodel update

**Meeting adjourned** at 4:48 p.m.

**Next Regular Library Board Meeting – May 19, 2020 – at 3:30 p.m.**

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

## Bellingham Public Library Performance & Activity Measures, 2020

	April-20	April-19	Year to Date		% of change
			2020	2019	YTD
<b>Holdings</b> - Number of materials in the library's collection					
Physical copies added to the collection	208	2,579	7,649	10,128	-24.48%
Electronic copies added to the Consortium collection by BPL	353	94	780	301	159.14%
Physical copies withdrawn from collection	(25)	(764)	(8,060)	(2,564)	214.35%
Total physical holdings			182,442	189,556	-3.75%
Total electronic holdings in Consortium available to BPL			93,678	90,625	3.37%
<b>Total Holdings (Physical and Electronic)</b>			<b>276,120</b>	<b>280,181</b>	<b>-1.45%</b>
<b>Circulation</b> - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
<b>Central Library</b>					
Adult	287	59,305	153,061	228,308	-32.96%
Youth	45	45,830	126,293	179,735	-29.73%
<b>Sub-Total Central</b>	<b>332</b>	<b>105,135</b>	<b>279,354</b>	<b>408,043</b>	<b>-31.54%</b>
<b>Fairhaven Branch</b>					
Adult	3	7,270	20,345	28,481	-28.57%
Youth	1	2,704	7,268	9,978	-27.16%
<b>Sub-Total Fairhaven</b>	<b>4</b>	<b>9,974</b>	<b>27,613</b>	<b>38,459</b>	<b>-28.20%</b>
<b>Barkley Branch</b>					
Adult	8	5,582	16,556	20,699	-20.02%
Youth	2	3,633	10,838	13,257	-18.25%
<b>Sub-Total Barkley</b>	<b>10</b>	<b>9,215</b>	<b>27,394</b>	<b>33,956</b>	<b>-19.33%</b>
<b>Bellingham Technical College</b>					
Adult	0	79	123	264	-53.41%
Youth	0	18	42	53	-20.75%
<b>Sub-Total BTC</b>	<b>0</b>	<b>97</b>	<b>165</b>	<b>317</b>	<b>-47.95%</b>
<b>Whatcom Community College</b>					
Adult	2	379	866	1,355	-36.09%
Youth	0	106	222	366	-39.34%
<b>Sub-Total WCC</b>	<b>2</b>	<b>485</b>	<b>1,088</b>	<b>1,721</b>	<b>-36.78%</b>
<b>Western Washington University</b>					
Adult	0	553	1,309	2,057	-36.36%
Youth	0	315	910	1,107	-17.80%
<b>Sub-Total WWU</b>	<b>0</b>	<b>868</b>	<b>2,219</b>	<b>3,164</b>	<b>-29.87%</b>
<b>Online Services</b>					
Kanopy (Soft launched May 2019)	1,981	0	5,231	0	
NW Anytime Library Overdrive	30,314	20,836	106,163	83,415	27.27%
RBdigital	3,500	2,278	12,628	9,604	31.49%
<b>Sub-Total Online</b>	<b>35,795</b>	<b>23,114</b>	<b>124,022</b>	<b>93,019</b>	<b>33.33%</b>
<b>Total Circulation</b>	<b>36,143</b>	<b>148,888</b>	<b>461,855</b>	<b>578,679</b>	<b>-20.19%</b>
<b>Holds Activity</b>					
Items placed on hold shelf	0	48,929	125,375	178,485	-29.76%
<b>Services</b>					
<b>Persons Visiting</b> - Number of persons counted as they enter the libraries or visit remote website					
<b>Central Library</b>					
Adult	0	40,420	101,447	156,061	-35.00%
Childrens	0	10,244	25,134	41,162	-38.94%
<b>Fairhaven Branch</b>					
Adult	0	6,803	16,695	26,692	-37.45%
<b>Barkley Branch</b>					
Adult	0	4,466	10,936	17,700	-38.21%
<b>Total Persons Visiting</b>	<b>0</b>	<b>61,933</b>	<b>154,212</b>	<b>241,615</b>	<b>-36.17%</b>
<b>Website Visits</b>	19,622	40,353	149,663	170,320	-12.13%
This count reflects number of visits to www.bellinghampubliclibrary.org					
<b>Bibliocommons Visits</b>	4,203	12,093	41,952	47,388	-11.47%
This count reflects number of visits to Bibliocommons					
<b>Total Website Visits</b>	<b>23,825</b>	<b>52,446</b>	<b>191,615</b>	<b>217,708</b>	<b>-11.99%</b>
<b>Computer Usage</b> - Number of sessions					
<b>Central Library</b>					
Adult & Teen (29 terminals)	0	5,409	12,817	20,891	-38.65%
Childrens (3 terminals)	0	166	363	606	-40.10%
<b>Fairhaven Branch (6 terminals)</b>					
Adult	0	538	1,193	1,969	-39.41%
<b>Barkley Branch (4 terminals)</b>					
Adult	0	304	782	1,119	-30.12%
<b>Total Computer Usage</b>	<b>0</b>	<b>6,417</b>	<b>15,155</b>	<b>24,585</b>	<b>-38.36%</b>
<b>New Borrowers Registered</b>					
<b>Central Library</b>					
Adult	159	373	1,610	1,634	-1.47%
<b>Fairhaven Branch</b>					
Adult	0	37	130	171	-23.98%
<b>Barkley Branch</b>					
Adult	0	34	93	101	-7.92%
<b>Total New Borrowers Registered</b>	<b>159</b>	<b>444</b>	<b>1,833</b>	<b>1,906</b>	<b>-3.83%</b>
<b>Programs</b> - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	34	131	294	483	-39.13%
Attendees	3,868	2,750	9,356	10,522	-11.08%
<b>Volunteer Hours</b>	<b>0</b>	<b>417</b>	<b>1,431</b>	<b>2,064</b>	<b>-30.63%</b>

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 MAY 19, 2020, IN  
ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
<b>ADMINISTRATION</b>		
Creative Cloud software	Adobe	782.38
Laptop bag	Amazon.com	29.34
M-team COVID-19 time sensitive meeting	Avenue Bread	69.46
Security clothing logos	Bergen & Company	21.47
Email newsletter	Constant Contact	364.15
Library Giving Day design	Credo Graphics	591.00
Water @ Barkley Branch	Crystal Springs	8.69
Learning kit zipper files	Daiso Japan	200.08
PLA Conference reimbursement	Janice Keller	713.38
Copier lease and copies	Oasys Inc.	1,300.18
Office supplies; copier paper; toner	Office Depot	226.00
Scanner battery	Portable Technology Solutions	48.27
Truck fuel	Reisner Distributor	81.64
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.14
Debt collection service	Unique Management Services	80.55
Interlibrary loan item postage	USPS	5.32
Happy lamps	Verilux	173.82
1st Quarter notices	WCLS	2,798.40
B & O taxes	WSDR	2.96
	<b>ADMINISTRATION Sub Total</b>	<b>\$8,369.56</b>
<b>PUBLIC SERVICE</b>		
Library materials returned	Library Refunds	110.70
	<b>PUBLIC SERVICE Sub Total</b>	<b>\$110.70</b>
<b>TECHNICAL SERVICES</b>		
Book processing	Baker & Taylor	3,331.50
CD & DVD processing	Midwest Tape	590.73
ILL & tech services (2 months)	OCLC	4,348.06
	<b>TECHNICAL SERVICES Sub Total</b>	<b>\$8,270.29</b>
<b>LIBRARY ACQUISITIONS</b>		
Books, recorded books, CDs, DVDs	Amazon.com	691.23
Books	Baker & Taylor	13,430.14
Books	Gale	197.54
Books	Manufacturers' News	145.55
DVDs, CDs, recorded books	Midwest Tape	4,326.62
eBooks, audiobooks	Overdrive Inc	24,883.75
Books	Safeway	31.52
Books	Village Books	10.87
	<b>LIBRARY ACQUISITIONS Sub Total</b>	<b>\$43,717.22</b>

**GIFT FUND**

Summer Reading prize books  
Teen programming  
Whatcom READS catering

All About Books	612.42
Fred Meyer	36.72
Whatcom Community College	270.52

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<b>GIFT FUND ACQUISITIONS Sub Total</b>	<b>\$919.66</b>
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**TOTAL GENERAL FUND**    \$60,467.77

**TOTAL CLAIMS**        \$61,387.43

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 4 ending April 30, 2020

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	101,931	277,738	270,424	168,494	37.7
ExO 020	PERSONNEL BENEFITS	44,350	134,661	136,680	92,330	32.5
ExO 030	SUPPLIES	16,283	82,785	110,626	94,343	14.7
ExO 040	SERVICES	169,040	360,993	349,789	180,750	48.3
		-----	-----	-----	-----	-----
Grp 191	LIBRARY ADMINISTRATION	331,604	856,178	867,520	535,916	38.2
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	686,195	2,256,479	2,444,228	1,758,033	28.1
ExO 020	PERSONNEL BENEFITS	322,673	1,116,290	1,246,623	923,949	25.9
ExO 030	SUPPLIES	252,600	643,465	681,738	429,138	37.1
ExO 040	SERVICES	11,952	66,035	27,322	15,371	43.7
		-----	-----	-----	-----	-----
Grp 193	LIBRARY SERVICES	1,273,420	4,082,269	4,399,911	3,126,491	28.9
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	201,057	602,452	601,056	399,999	33.5
ExO 060	CAPITAL OUTLAY		200,000	200,000	200,000	
		-----	-----	-----	-----	-----
Grp 195	LIBRARY FACILITIES	201,057	802,452	801,056	599,999	25.1
		-----	-----	-----	-----	-----
Report Final Totals		1,806,081	5,740,898	6,068,487	4,262,406	29.8
		=====	=====	=====	=====	=====



## DIRECTOR'S REPORT FOR MAY 19, 2020

### WELCOME & INCLUDE

**National Library Week 2020, Find the Library @ Your Place:** Thank you to Library staff and community members who participated all week long in our virtual celebration of Libraries during National Library Week. Highlights included the Mayor's reading of *Thank you, Earth* in honor of Earth Day and National Library Week, reflections around the prompt "What I love about my Library," and Library Snapshot Day photos showing staff working from home during the pandemic. These initiatives showed the strength and resilience of the Library staff as a community, for the community. Bellingham Public Library's first Library Giving Day campaign proved successful, raising over \$1500 for a critically important hotspot lending program. (Bethany Hoglund, Deputy Library Director)



Mayor Fleetwood reading *Thank you, Earth* by April Pulley Sayre

**Preparing to open:** We are knee-deep in planning efforts to bring staff back to work in our library buildings, and the gradual return of the public to our spaces. Plans include ensuring staff have the correct equipment, processes, guidance and workspaces to safely provide services and reduce risks. This new world will include many adjustments to the way we do business, and we are thinking creatively about our service options. Staff sewed library-themed face masks to send us back to the building in style! (Jen Vander Ploeg, Head of Public Services and Operations)

**Instant Digital Cards:** In April, the Washington Digital Library Consortium's Executive Advisory Committee implemented Overdrive's Instant Digital Card service as a response to the pandemic, and Overdrive has waived their normal fees for the service. It allows individuals who visit Overdrive's website to sign up for immediate access, with a library affiliation determined by their reported ZIP code. When the program sunsets (currently scheduled for June 30) the accounts will stop working. Because this program runs on patron self-reporting, libraries are receiving a weekly list of new accounts to review for duplication with existing accounts. 325 new Instant Digital Card accounts were assigned to the Library in April. (Jon McConnel, Head of Digital Services)



**Summer Reading in four languages:** This summer, Bellingham Public Library and Whatcom County Library System are committed to expanding language options for all Bingo Cards (children, teen, and adult). Community members who speak English, Punjabi, Russian, and Spanish will now be able to participate in their home language. The translated cards will be available June 1 online as well as in print format, as we're able to distribute. (Bethany Hoglund, Deputy Library Director)

## ACCESS & OPPORTUNITY

**Drive-In Wi-Fi:** The State Library collected information from around the state on libraries that offer free Wi-Fi to the public outside their buildings and has made a map available online. The same data was used by the State Department of Commerce to seed their own map of places with free drive-in Wi-Fi. The Bellingham Herald picked up Commerce's press release and published an article listing Whatcom County drive-in Wi-Fi. (Jon McConnel, Head of Digital Services)

**Lending Wi-Fi Hotspots:** The Library is planning to add a new circulating collection: Wi-Fi hotspot devices that provide broadband internet to patrons who don't have their own home subscription. There are a variety of funding options currently in play, as well as several potential sources of equipment and service. The pandemic has brought new attention to this method of helping bridge the digital divide, and we're encouraged at finally moving forward with such a service. (Jon McConnel, Head of Digital Services)

**Virtual services:** Children's staff continue to plan and record storytimes from home to distribute on the City's YouTube channel. These storytimes help promote early learning skills and provide a welcome bit of "normalcy" for many families. Middle School book clubs take place weekly via Zoom and create a needed forum for teens to connect with the public library, their school librarian, and each other. Staff reading recommendations continue via social media with "Title Tuesdays" (an afternoon reading/listening/viewing recommendation Facebook blitz) as well as with regular reading, viewing and listening recommendations from all staff. For the month of April, 34 virtual programs were posted with a combined total of 3868 participants/views. (Bethany Hogle, Deputy Library Director)



Bernice Chang & Layna behind the scenes of recording Baby Storytime

## READ & LEARN

**Materials Sorter selected:** The AMH RFP Evaluation Committee concluded our evaluation and scoring. The highest score went to the response from EnvisionWare/Lyngsoe for a Lyngsoe Sort Mate system with primary support through EnvisionWare. We have been hammering out final configuration details as we work with Purchasing and EnvisionWare on getting a contract signed. (Jon McConnel, Head of Digital Services)

## INFORM & INVOLVE

**People's Perspectives - COVID-19 in Whatcom County:** Bellingham Public Library and Whatcom County Library System are partnering with arts & humanities organizations, educational institutions, and local municipalities to encourage community members to document their pandemic experience. Opportunities to participate are being catalogued on a single website, which will be broadly marketed. Many thanks to Christine Perkins and Mary Vermillion at WCLS for being such willing partners on this initiative, and to councilmembers Hollie Huthman and Hannah Stone for their participation. (Rebecca Judd, Library Director)

**Emergency Response:** In April and May, five Library staff served month-long deployments at Whatcom Unified Command, earning high praise from County response personnel. Janice Keller continued her reassignment in the Mayor's Office as interim communications director. (Rebecca Judd, Library Director)

**City Council presentations:** I was honored to participate in the first all-Zoom City Council meeting on April 13, where I spoke about City staff support of Whatcom Unified Command. At the following Council meeting on April 27, I co-presented with Whatcom Historical Museum director Patricia Leach on the topic of City services and programs that have pivoted online. (Rebecca Judd, Library Director)

## THRIVE & GROW

**Staffing update:** Our staff continue to be flexible in this fast-changing environment. Completion of the hiring process to fill two vacant Public Services Clerk positions will ensure that we have staff available to provide public service as we move toward reopening. Congratulations to Delaney Saul and Shelley Ewell who will join our team of Public Services Clerks in June. Our Library Assistant hiring process has been deferred and will be restarted at a later date. (Jen Vander Ploeg, Head of Public Services and Operations)

**Training efficiencies:** Ongoing and new training for Library staff is critical for operational success, and often difficult to schedule when staff are working varied hours at multiple locations. Public



Sally Burmester & watch dogs training

Services librarians are responsible for staff training on topics such as ready information and referral, reader's advisory, Bibliocommons (the library's public catalog), the Library's website, and an overview of the Library's digital resources and databases. With new tools available, the librarian team moved these trainings online with virtual training modules. While virtual learning isn't always an equal replacement for in-person learning, the trainings meet an immediate need for continued staff development and will prove invaluable when training new Public Services staff into the future. Kudos to the librarian team for quickly pivoting their work and adapting it to an online environment. (Bethany Hoglund, Deputy Library Director)

Respectfully submitted,  
Rebecca Judd



Snapshot Day – April 21, 2020

<b>Bellingham Public Library            Return to Work Plan            Rev 5/11/2020</b>	<b>Phase 1</b> Stay home, stay healthy Online and remote operations	<b>Phase 2</b> Library open to staff Limited services outside building	<b>Phase 3</b> Open to public with limitations and safety measures	<b>Phase 4</b> Open to all Regular operations
<b>Buildings</b> Central Fairhaven Barkley	Closed Closed Closed	Open to: scheduled staff Closed Closed	Open to public with limitations Open to public with limitations Open to public with limitations	Open Open Open
<b>Book Returns</b> <b>Connection Returns</b> <b>Community Returns</b>	Closed Closed Closed	Central only, no donations Closed Closed	Open, no donations Open (if facility open) Open	Open Open (if facility open) Open
<b>Staff</b>	Working from home Training at home Standby Deployed	In building Masks required Gloves required, if handling returns Physical distancing required Self-assessment required Supervisor/Manager on site, PIC Work done remotely if possible Limited standby Higher risk: stay home, stay healthy	In building Masks required Gloves required, if handling returns Physical distancing required Self-assessment required Supervisor/Manager on site, PIC Some work done remotely Higher risk: stay home, stay healthy	Business as usual Volunteers back in the Library
<b>Public Services available</b>  <b>** If approved by Governor's office</b>	Telephone call center: Mon-Fri, 10 -1 Email inquiries Ask WA chat service Online Library card registration Ability to search catalog and place holds on physical items Digital materials checkout Library website Virtual storytimes & book discussions Social media reading recommendations Online Summer Reading program Limited WiFi outside Central, Fairhaven Online payments only	Returns open at Central (week 1) ** Curbside pickup at Central (week 2): ** Mon-Sat, 10-6 Telephone call center: Mon-Sat, 10-6 Email inquiries Ask WA chat service Online Library card registration Ability to search catalog and place holds on physical items Materials lending (digital and curbside) ** Library website Virtual storytimes & book discussions Social media reading recommendations Online Summer Reading program Limited WiFi outside Central, Fairhaven Online payments only	<b>DRAFT:</b> Central hours: Mon-Sat, 10-6 Curbside pickup at Central: Mon-Sat, 10-6 Branches open regular hours Public computers at reduced capacity Public seating at reduced capacity Public in building at reduced capacity WiFi inside facilities Limited WiFi outside Central, Fairhaven Virtual storytimes & book discussions Online Summer Reading program Debit/credit/online payments only In-Library use materials, unavailable Meeting Room reservations, unavailable Friends booksale area, unavailable Free book area, unavailable	All  To consider if resources available: Curbside pickup at Central
<b>Policy/procedure clarifications</b>			<i>Assisting patrons at public computers</i> <i>Making masks available to the public</i> <i>Requiring masks by the public</i>	

			<i>If someone appears to be sick</i>	
<b>Library operations: remote</b>	All Public Services listed above Virtual all-staff and team meetings Virtual Board of Trustee meetings Virtual Friends of the Library meetings Online application processing ILL requests placed on hold Digital materials selection Digital materials ordering & processing Catalog records: cleanup Zoom coaching Development of online training modules Outreach: phone and email consultation	Virtual all-staff and team meetings Virtual Board of Trustee meetings Virtual Friends of the Library meetings Online application processing ILL requests placed on hold Materials selection, all formats Digital materials processing Catalog records: cleanup Zoom coaching Outreach: phone and email consultation Email inquiries Ask WA chat service Virtual storytimes & book discussions Social media reading recommendations Online Summer Reading program	Virtual all-staff and team meetings Virtual Board of Trustee meetings Virtual Friends of the Library meetings Online application processing ILL requests placed on hold Materials selection, all formats Digital materials processing Catalog records: cleanup Zoom coaching Outreach: phone and email consultation Email inquiries Ask WA chat service Virtual storytimes & book discussions Social media reading recommendations Modified Summer Reading program	Telework per COB policy
<b>Library operations on site</b>	Mail pickup and sorting: once/week Invoice processing Return to work planning Packages/mail : 24 hour quarantine	Materials handling: Check in Quarantine: 72 hours Processing holds Shelving Deliveries: WCLS only (week 2) Curbside pickup (week 2) Mon-Sat, 10-6 Collection Projects / Renovation prep: Weeding Shifting Labeling Closed stacks Inventory Collection Services: Acquisitions/receiving Processing Cataloging: Print/AV Packages/mail : 24 hour quarantine	All except those listed above	All

# Phase 1 Curbside Retail COVID-19 Requirements

For the purposes of this document, this does not include requirements for in-store retail activity. In-store retail activity is not authorized under these Phase 1 requirements.

## Safety and Health Requirements

All curbside retail establishments have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee's "Stay Home, Stay Healthy" Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries [General Requirements and Prevention Ideas for Workplaces](#) and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>.

Employers must specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

- Educate workers in the language they understand best about coronavirus and how to prevent transmission and the employer's COVID-19 policies.
- **Maintain minimum six-foot separation between staff and customers in all interactions at all times.** When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. **Cloth facial coverings must be worn by every employee on the jobsite unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance.** Refer to [Coronavirus Facial Covering and Mask Requirements](#) for additional details. A cloth facial covering is described in the Department of Health guidance, <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf>.
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at start of shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Follow the [cleaning guidelines set by the CDC](#) to deep clean and sanitize.

A site-specific COVID-19 Supervisor shall be designated by the employer at each job site to

monitor the health of employees and enforce the COVID-19 job site safety plan.

A worker may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for their employer to take adverse action against a worker who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances.

### **Curbside Retail Operations specific requirements**

1. In-store operations should be limited to those employees who are responsible for the operations required for curbside delivery. Employees should adhere to all social distancing, hygiene, and sanitation guidelines.
2. Customer transactions may be handled through multiple channels, including phone transactions, on-line transactions, or point-of-sale transactions.
3. Designated employees will deliver products directly to the customer through curbside drop-off.
  - a. Products should be placed directly in a customer's vehicle when possible.
  - b. If delivered to a home or business, merchandise should be placed on the doorstep or another agreed upon location outside of the residence or business.
  - c. Customers are urged to use face coverings during delivery to the curb, residence, or business.
  - d. All delivery tools (e.g. hand trucks and dollies) shall be sanitized frequently throughout the day.
4. Designated pickup areas may be determined by the shopping center or by the specified retailer for safe transfer of merchandise and delivery to the customer. Downtown or main street retailers may offer curbside delivery options.
  - a. Drop off areas can be color-coded or marked in a manner that allows customer to easily locate the delivery area.
5. The customer will notify the retailer by text message, email, or phone once they arrive. The customer should be asked to remain in their vehicle until the store employee safely delivers the purchase.
6. Retailers must develop individualized store guidelines based on their merchandise, store footprint, location, and curbside/parking options.

### **Curbside Retail Specific Health Protocols**

## 7. Sanitation

- a. Providing disinfectant and sanitation products for workers to clean their workspace, equipment, tools, and common areas.
- b. Placement of hand sanitizer at check-out counters and distributed throughout the retail business, storage areas, and administrative offices.
- c. Frequent sanitization of working surfaces, particularly check-out counters, electronic pin pads, and other areas contacted by customers and employees.
- d. Require hourly hand washing or sanitation by employees.
- e. No physical contact with a customer, vendor, or supplier is permitted under any circumstances.

## 8. Employees

- f. Stagger shifts to limit the number of employees in the business at one time.
- g. Prohibit gatherings of employees:
  - i. Stagger break time, limit the number of people in break rooms, and rearrange break room furniture as needed to abide by distancing standards;
  - ii. Permit workers to take breaks and meals outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- h. Encourage “working from home” for all employees who can perform needed functions remotely.
- i. Hold all meetings and conferences virtually, wherever possible.

## 9. Payment

- j. Retail establishments must use electronic payment methods to reduce handling of currency between employee and customer whenever possible. If payment by currency is the only possible method of transaction, employees must adhere to social distancing and sanitation standards in this document.

## 10. Returns and Exchanges:

- k. Modify return and exchange policies to establish procedures for processing, handling, and disinfecting returns and exchanges such as:
  - i. Require returned items to be sealed and stored separately.
  - ii. Employees who process returned items need proper PPE.
  - iii. Disinfect items and store them in isolation for a safe time period before returning them to active inventory.

## **Sick Employee Plan**

11. Screen all workers at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell.
12. Ask employee to take their temperature at home prior to arriving at work or take their temperature when they arrive. Thermometers used shall be ‘no touch’ or ‘no contact’ to the greatest extent possible. If a ‘no touch’ or ‘no contact’ thermometer is not available, the thermometer must be properly sanitized between each use. Any worker with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.

13. Create policies which encourage workers to stay home or leave the location when feeling sick or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer.
14. Have employees inform their supervisors if they have a sick family member at home with COVID-19. If an employee has a family member sick with COVID-19, that employee must follow the isolation/quarantine requirements as established by the State Department of Health.
15. Instruct workers to report to their supervisor if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the worker should be immediately sent home. If symptoms develop while the worker is not working, the worker should not return to work until they have been evaluated by a healthcare provider.
16. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

### **Training**

17. All on-site employees must be trained on the worksite's policies, these requirements and all relevant sanitization and social distancing protocols. They must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, or COVID site supervisor.

**No curbside retail establishment may operate until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.**

All issues regarding worker safety and health are subject to enforcement action under L&I's Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 [prevention advice and help](#) from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to [adag235@lni.wa.gov](mailto:adag235@lni.wa.gov).
- General questions about how to comply with the agreement practices can be submitted to the state's Business Response Center at <https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5>.
- All other violations related to Proclamation 20-25 can be submitted at

[https://bit.ly/covidcompliance.](https://bit.ly/covidcompliance)

# CONNECTED

Help us build  
a mobile hotspot  
lending program.

## Library Giving Day

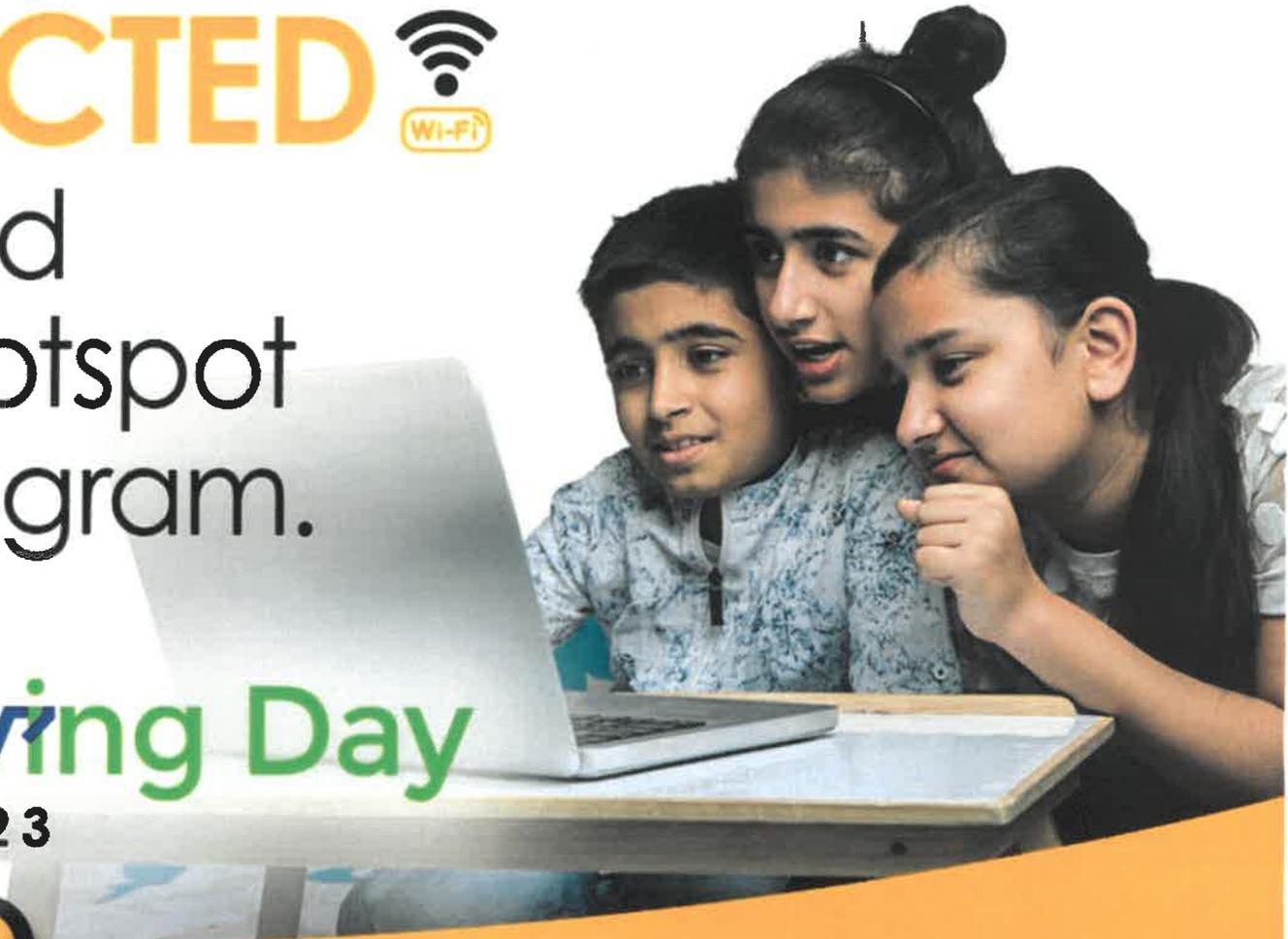
THURSDAY, APRIL 23

**DONATE ONLINE!** 

YOU BELONG AT YOUR LIBRARY!



**Bellingham  
Public Library**



**2020 SUMMER READING**

# IMAGINE YOUR STORY

**JUNE 1 • SEPTEMBER 30**

