

**BELLINGHAM PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES**

**NOTICE OF MEETING
REGULAR MEETING
of TUESDAY, NOVEMBER 17, 2020, 3:30 p.m.**

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 September 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, November 17. You may view the meeting from a PC, Mac, iPad, iPhone or Android device from the following link:

<https://cob.zoom.us/j/91689044189?pwd=MjVmS3l6MlFDb2lZRklwc1U3NWUwUT09>

Meeting ID: 916 8904 4189

Password: 7323

For Technical Assistance please contact Katie @ knbray@cob.org

Or join by phone:

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

US: +1 253 215 8782 OR +1 669 900 6833 OR +1 312 626 6799 OR +1 929 205 6099

OR +1 346 248 7799 OR +1 301 715 8592

Webinar ID: 916 8904 4189 Password: 7323

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.

AGENDA

TIME (approx.)

- | | |
|---|-------|
| 1. Call to order and introductions | 2 min |
| 2. Approve/modify agenda | 1 min |
| 3. Public comment (from email)
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 librarytrustees@cob.org . | 5 min |
| 4. Consent agenda
All matters listed on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately. <ul style="list-style-type: none">• Communications and FYI• Minutes: October 20, 2020: Regular board meeting• Library performance & activity measures: October 2020 | 5 min |

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

- | | |
|--|-------------------------|
| 5. Reports | 10 min |
| <ul style="list-style-type: none"> • Board Chair • Library Board members • City Council liaison • Friends of Bellingham Public Library • Library Director | |
| | Time check: 3:53 |
| 6. Phase 2 update | 10 min |
| <ul style="list-style-type: none"> • Rebecca Judd, Director and staff | |
| 7. Facilities update | 10 min |
| <ul style="list-style-type: none"> • Central Library main floor remodel – Rebecca Judd, Director and staff • Barkley Licensing Agreement – Rick Osen, Board Chair | |
| | Time check: 4:13 |
| 8. 2021 DRAFT Annual Action Plan | 10 min |
| <ul style="list-style-type: none"> • Rebecca Judd, Director | |
| 9. Fundraising follow-up | 10 min |
| <ul style="list-style-type: none"> • Rick Osen, Board Chair | |
| 10. Budget update | 5 min |
| <ul style="list-style-type: none"> • Rebecca Judd, Director | |
| | Time check: 4:38 |
| 11. New business | 5 min |
| 12. Action items for next meeting | 2 min |
| | Time check: 4:45 |
| 13. Adjourn | |

Next Regular Library Board Meeting: Tuesday, December 15, 2020 – 3:30 p.m.
Location: Zoom meeting
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.

When will Seattle Public Library and King County Library System reopen their doors?

Nov. 5, 2020 at 6:00 am



A library patron returns a stack of books, checked out since March, at Seattle Public Library's Northeast Branch in July 2020. The branch... (Ken Lambert / The Seattle Times)

By [Moir Macdonald](#)

Th

Seattle Times arts critic

In early October, a ray of hope arrived for those eagerly awaiting the reopening of Seattle-area public libraries: Gov. Jay Inslee announced [new pandemic guidelines](#) for libraries in Phase 2 counties (which includes King County), which would allow reopening to the public. [The rules](#) are strict, with occupancy capped at 25%, but the guidelines seemed to bring hope that long-closed library doors might open again.

But it won't be happening in the very immediate future, for either Seattle Public Library or King County Library System. While both systems have opened multiple branches for curbside service — i.e., place holds online, pick them up outside the library door — it'll be a while before patrons can actually enter library buildings. Marcellus

Turner, chief librarian of SPL, said that he hoped to get a few branches open for walk-ins “toward the end of the year”; Lisa Rosenblum, KCLS executive director, said she was looking at “after the new year.”

With curbside service being the only current library reality for physical books and other nondigital materials (both library systems have offered extensive digital offerings throughout the pandemic), some SPL patrons are frustrated at what seems to be a slow pace of reopening: As of the first week of November, SPL has 11 of its 27 locations currently offering curbside checkout; 13 locations offer book return. In contrast, KCLS has 41 locations out of its 50 offering curbside service, and the system began offering such services in early July, a month earlier than SPL began.

Asked to explain the difference, Turner said it was a frequent question, and said one reason had to do with differences in the way the two library systems are structured and funded. SPL is a city department governed by an independent library board that sets library policy and oversees library finances; the majority of its funding comes from the city’s general fund, allocated through the regular city budget process directed by the mayor and Seattle City Council. KCLS, in contrast, is a “special purpose district” — an independent entity, not part of King County government; it is funded by property tax levies. This means the wheels turn more slowly at SPL, as there are more layers of government oversight involved; KCLS, in contrast, can be more nimble.

A significant factor in the Seattle libraries’ slower reopening, according to communications director Andra Addison, was SPL’s commitment to providing seven-days-a-week restroom access in five branches, beginning in April, as part of a citywide effort to support the hygiene needs of those without homes. “This was at a time when no one was opening restrooms to the public and the city was essentially shut down,” said Addison in an email. “We had to figure out how to talk with staff and the union about this, provide the proper PPE, staffing, establish and implement cleaning protocols, training and more. Other libraries such as KCLS were planning curbside service during that time.”

Turner also noted that SPL's curbside reopening plans were twice interrupted when the staff had to "stop and reassess our budget, as the city had to address the budget challenges that were occurring." As the city dealt with significant budget cuts for 2020 and 2021, library workers needed to assist with that planning — often, Turner said, the same workers who were leading the effort to figure out how to best deliver curbside service. "We were pulling them away from one track to work on another. It didn't stop them totally, but those things did play into it," he said. (SPL's rate of reopening is not unique; the [San Francisco Public Library system](#), for example, currently has nine of its 28 branches open for curbside service.)

Focusing on curbside service, for both library systems, has meant learning a new way of working — one that is, in many ways, more complicated than the old. "It takes more staff to do curbside," said Rosenblum. "I call it concierge librarianship. We're pulling the books, bringing them out, checking them out for you." Branches have had to be rearranged to accommodate patron lines safely outdoors, increase storage areas indoors (returned materials have to be quarantined for three days, which requires a lot of dedicated space), and keep staff safely distanced.

Just over one-third of SPL branches are currently open for curbside; Addison cited the size of the buildings (smaller than many KCLS branches) as a factor, and said that after adding the Southwest and Beacon Hill branches early this month, the library's focus will shift to making plans for reopening. But Turner noted that virtually all of the branches have staffers inside the buildings, to retrieve holds and coordinate delivery. "We have staff working in cohorts to do that work," he said. "And we have those working from home, developing programs and virtual services that we have to offer. No one is furloughed; there's work for everyone." Though many patrons saw delays in getting their holds initially, Addison said that as of Nov. 2, three open-for-curbside branches that had been struggling to deal with a vast backlog of hold requests (Lake City, Ballard and High Point) are now fully caught up.

Meanwhile, KCLS has recently announced an enhancement to its curbside service: lockers, in which library patrons can pick up reserved books, DVDs or other materials. Rosenblum said it was her idea,

inspired by Amazon's ubiquitous lockers. Available at the Bothell and Covington locations, the electronic lockers make contactless pickup easy — and available 24/7, which is useful both now and post-COVID. "They're beautiful, and they're user-friendly," said Rosenblum, who said she hopes to expand the program (paid for by the library's foundation) to additional locations.

As the library heads look to partially reopening to patrons in coming months, they have similar concerns: adequate supplies, masks and hand sanitizer for both staff and the public; installation of plexiglass in areas where staffers provide direct public service; removal and rearrangement of furniture and computers to accommodate 25% capacity; new protocols for cleaning and staffing; studying issues of airflow in the various buildings. All of this takes time, and won't be rushed.

"We're being very careful to make sure everyone stays safe," said Rosenblum, who noted that even the vague reopening target of early 2021 might be reexamined if coronavirus cases continue to rise. "It's not that I don't want to open. I have to follow the mandated [state] protocols and capacity. We're happy to do that because it's kept our staff safe."

Turner cautioned that when library branches do reopen, it may not feel quite the same as before. "We've been saying, we're going to try to make it as familiar to you as we can, but do not expect normal."

Moira Macdonald: mmacdonald@seattletimes.com; on Twitter: [@mairaverse](https://twitter.com/mairaverse). *Moira Macdonald is the Seattle Times arts critic.*



**Regular Meeting of the Library Board of Trustees
Tuesday, October 20, 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.

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

Board Members Absent: Vernon (Damani) Johnson

Library Staff: Rebecca Judd, Annette Bagley, Bethany Hoglund, Jon McConnel, Jennifer Vander Ploeg and Wendy Jenkins

Others Present: Faye Hill, Friends of BPL

Call to order and introductions: Regular session was called to order at 3:30 p.m. by Chair, Rick Osen. Rick welcomed Annette, the new Head of Community Relations.

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

Public comment: No comments.

Consent agenda: Referencing the YTD report, Rick inquired if the funds for the automated materials handler (AMH) are included in the Supplies line under Expenses. Rebecca responded that the funding for the sorter is included in the Capital Outlays line. Rebecca Craven, referencing the State Library of Oregon article concerning handling library materials during COVID-19, asked if we would be reevaluating our quarantine time. Rebecca responded that we are following up with the Whatcom County Health Department. Jim McCabe moved to approve the September 15, 2020 Regular meeting minutes and the September 2020 performance and activity measures and financial reports. Rebecca Craven seconded. Motion carried.

Board Chair report: Rick read aloud *A Resolution Commending the Friends of the Bellingham Public Library* in honor of National Friends of Library Week, October 18-24, 2020 (See Attachment #1. All attachments are located at the end of the minutes). The Trustees approved the resolution by acclamation.

Rick reported that six applicants were interviewed for the upcoming trustee vacancy, adding they were strong group and it was heartwarming to see such library support in the community.

Rick passed on information Damani provided about next week's Ralph Munro Seminar – *Institutional Stress in an Era of Pandemic*:

<https://chss.wvu.edu/political-science/ralph-munro-seminar-civic-education>

Board member reports: Jim reported that Mayor Fleetwood attended last Tuesday's virtual Cordata Neighborhood Association meeting, where he fielded questions about northside services. Jim shared at the meeting that Rebecca has done a good job listening and communicating with the neighborhood association.

City Council liaison report: no report.

Friends of BPL report: Faye reported the Friends will be holding a Zoom Board Meeting on Wednesday, October 21. They are considering a bookmark contest, plus working on another Food Bank book giveaway, as they continue their efforts to keep the Friends' name out in the community.

Library Director report: Rebecca extended a welcome to Annette on behalf of the staff.

Rebecca commended Jon for his work on the Verizon hotspot lending program – 20 devices funded with the CARES Act are now circulating. Jon acknowledge the work ITSD and the Collection Services staff contributed to this project. Rebecca shared that a library in Iowa requested permission to use the instruction materials Jon developed.

Rebecca gave a shout-out to another group project – ConnectED is a collaboration with the Bellingham School District that provides a limited use library card to all Bellingham students. There is a limit to checking out physical items, but students have access to all digital resources.

Jim asked Jon if he had received feedback from the AMH company about the sample materials we sent to them. Jon has not heard from them yet.

Rebecca Craven thanked staff for their efforts to get the MyLibro app, for curbside service, ready to launch.

Phase 2 update: Rebecca reported that the MyLibro app has been vetted by IT and Purchasing. The vendor is working to update the software with our specifications. We are hoping it will be up and running before next month's board meeting.

Outreach services: Colleen Morse, Outreach Specialist, has been communicating with the assisted living and long-term care facilities we provide service to. Typically, we deliver and pickup materials, but cannot do that currently. Jen has recently visited each facility to pick up items that were delivered prior to COVID-19. Colleen is arranging for the selection of materials and coordinating with facility staff to pick up using curbside service.

Rebecca reported that Governor Inslee has issued new orders concerning libraries, including opening at 25% with stringent COVID-19 procedures in place. Rebecca explained we are considering options and she requested the Board provide a consensus on direction, then staff can take that direction and work through the details. We will coordinate reopening with other city departments. Elements to consider:

- Expanding at Central during construction would be challenging, so proposal is to maintain curbside service
- There are many variables for opening branches for browsing, staffing being a concern
- Recommendation to prioritize exploring limited public computer access at Fairhaven Branch to better serve those without computer access

Rachel clarified that the suggestion is we use the 25% capacity at the branches exclusively for computer access. Jim added this would be a reasonable place to start – an internet café at one of the branches. Rebecca Craven asked how the computers are currently configured as social distancing can be a challenge. Faye asked if we know what WCLS is planning. Rebecca responded that their intent is to open branches at 25%. Rick suggested we find out if there are other city facilities where we could set up computer access. Rebecca added that, for health and safety, there is less risk when people are not in an enclosed space for long periods. Rick supported exploring options but advised against overstretching staff.

Facilities update:

- Barkley Licensing Agreement: Rick reported that there was a question about custodial service; Barkley has now offered to absorb the cost through 2021. Rebecca heard from Neal Swanson from Barkley Company today, who conveyed the agreement is finalized and ready for signatures.
- Central Library main floor remodel: Jen screen-shared pictures showing recent progress on the remodel (*See Attachment #2 for Highlights from the Main floor remodel*).

Rebecca said the project was still on track to be completed near the end of February. Jen added that there were COVID-related delays with the manufacture of the elevator car, but it is expected to ship mid-December. The anticipated AMH arrival date is December 8.

Annual Action Plan 2020 update: Rebecca gave an update on the 2020 Action Plan which included COVID-19-related changes (*See Attachment #3 for Library 2020 Action Plan update*). Tasks that have been creatively accomplished, despite COVID complications, have been highlighted.

Budget update: Rick explained that City Council is holding weekly afternoon department budget meetings. At this week's meeting, Rebecca presented the Library Budget PowerPoint covering 2019-2020 Department Achievements, the 2021-2022 Proposed Budget, 2021-2022 Budget Changes, and a 2021-2022 Work Plan (*See Attachment #4*). Rick commented that Council members were curious about what the Library is doing. Rick summarized that, all things considered, we should feel good about the budget. We have three frozen positions, staff furloughs are being negotiated, but no staff layoffs. The final 2021-2022 budget will be passed by Council in December.

Fundraising discussion: Rick explained that sustainable funding options, such as increasing the General Fund or a levy to supplement the General Fund, were considered in the BERK Bellingham Public Library Services and Funding Models Study completed in 2018. The focus of today's meeting is to discuss private fundraising ideas. Typically, there are restrictions with private donations such as not using them for operations. Private donations are ideal for one-time funding projects.

Rachel facilitated the discussion, starting with providing some context:

- We have the Friends of the Library who provide consistent contributions for programming and some materials.
- We have the endowed funds at Whatcom Community Foundation (WCF) – the yearly distributions from these funds are unrestricted. The Bragg-Muldrow Endowment Fund will begin distributing in 2021; this will be a significant distribution.
- Library Giving Day was held for the first time this year with a focused project – circulating hotspot devices and service. We could continue with this yearly fundraiser, choosing a priority from the Action Plan to dedicate the funds to.
- Another impactful focus can be promoting bequests.

Rachel suggested we consider choosing a priority that we could focus fundraising efforts around.

Jim mentioned another fundraising method is to get your name on something such as bricks on the Fairhaven Green or Pickford Theatre seats, wondering if the remodel provides any such opportunities. Rachel commented that, in her experience, this was difficult to manage.

Rachel added another way to provide donor recognition is bringing stories to life surrounding donations.

Rebecca Craven stated it's important to determine what role trustees will play and what role staff will play. She felt strongly that, as a governing board, trustee expectation should not include donating. Rebecca added that Library Giving Day should be built up and developed as a yearly project; perhaps a blast about planned giving could be incorporated into Library Giving Day. She also stressed the importance of determining what we are asking for – to increase materials, or build an endowment, or something for the northside?

Rick agreed that we need to first prioritize before determining the fundraising method. A big-ticket item could be something like Central Library upgrades. For that, a citizen committee would be helpful. Rick also thinks that the programming support the Friends provide is important. He suggested that the library stay involved in helping people be successful in the world, perhaps providing speakers and workshops to effectively pull the community together. Rachel recalled that 'belonging' and 'connections' were often mentioned in the Community Conversation sessions from Strategic Planning, adding we could plan virtual events with authors or speakers. Rick said that special events like this also provide an easy way to recognize donors.

Jon commented that, as an employee of a city government, he doesn't want to lose sight of a steady funding stream, such as a taxing district or levy. Jim pointed out an example of this is the Transportation Fund on this November's ballot.

Rachel suggested we revisit fundraising at next month's meeting, choosing a focused project for Library Giving Day, April 2021.

New Business:

- No new business

Action items for next meeting:

- Phase 2 update
- Facilities update
- Fundraising follow-up

Executive Session: The Board went into Executive Session at 5:07 p.m. to determine a recommendation to the Mayor, for the upcoming Trustee vacancy. The group decided on a candidate to recommend. They returned to Regular session at 5:18 p.m.

Meeting adjourned at 5:18 p.m.

Next Regular Library Board Meeting – November 17, 2020 – Zoom meeting at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

Attachments:

- Attachment #1: A Resolution Commending the Friends of the Bellingham Public Library
- Attachment #2: Highlights from the Main floor remodel
- Attachment #3: Library 2020 Action Plan Update
- Attachment #4: Library Budget Presentation



**A Resolution Commending the Friends of the Bellingham Public Library
October 2020**

Whereas, the Friends of the Bellingham Public Library is an all-volunteer non-profit organization, dedicated to their mission of supporting and advocating for our library; and

Whereas, the Friends raise money for library needs, sponsor programs for all ages, encourage community support for the library, and support literacy by making free reading materials available and offering inexpensive materials at regular book sales; and,

Whereas, our Friends' long-time support of the Bellingham Public Library is an example of the vital role volunteers play in our community; and

Whereas, our Friends' dedication is a demonstration of their commitment to the library and the library's mission to connect our community with each other and the world; and,

Whereas, our Friends in recent years have funded adult and children's books, summer reading programs, Whatcom READS and other special events, online language-learning subscriptions and other online services, furnishings and audio-visual improvements in library facilities, and much more; and

Whereas, many improvements and enhancements in our library have only been possible because of the support provided by our Friends; and

Whereas, we join libraries across the nation in celebrating their strongest and most dedicated supporters -- their Friends organizations -- during National Friends of Libraries Week October 18-24, 2020 and throughout October 2020.

Now, therefore, be it resolved that the Bellingham Public Library Board of Trustees joins the library staff and the Bellingham community to commend our Friends of the Bellingham Public Library and urges everyone to join us thanking the Friends for all they do.

Passed by Library Board action this 20th day of October, 2020.

Rick Osen, Chair

Rachel Myers, Vice-Chair

Rebecca Craven

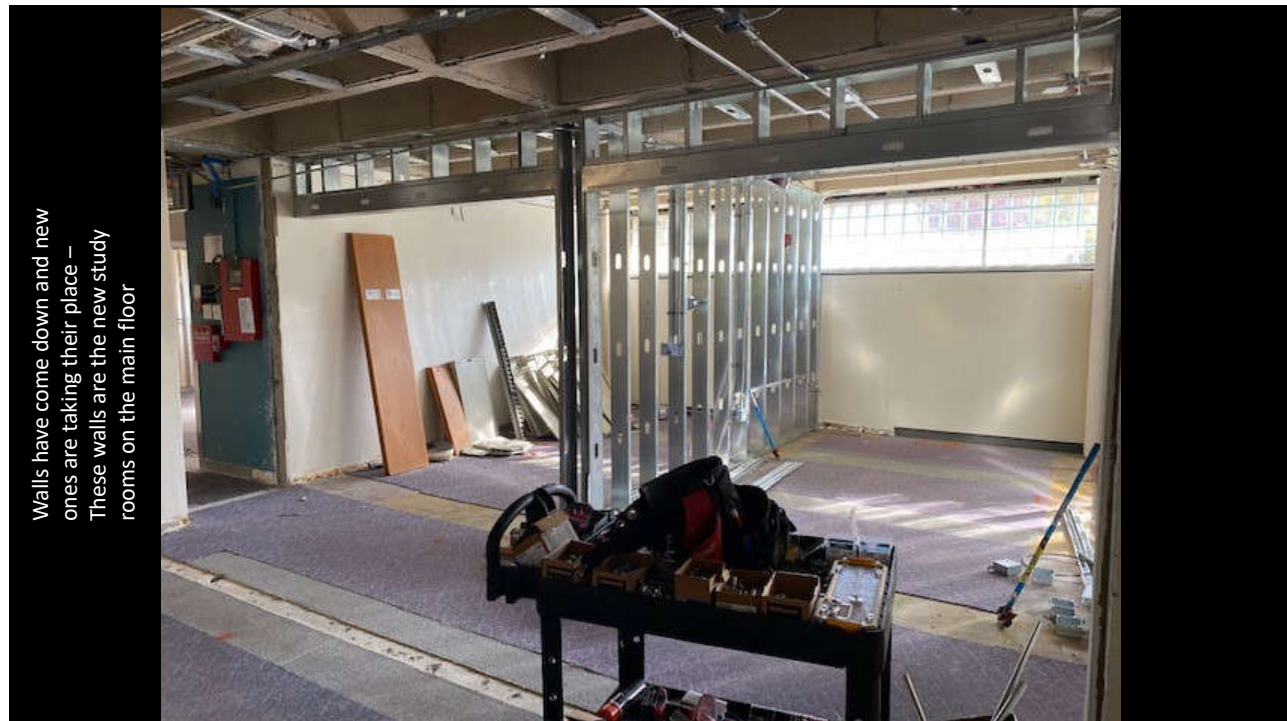
Jim McCabe

Damani Johnson

Highlights from the Main floor remodel

- Walls are starting to take shape
- Electrical going into the floor next
- The paint colors so far are a lovely update
- The library is going to be so much brighter with new light fixtures

1



Walls have come down and new ones are taking their place – These walls are the new study rooms on the main floor

2

This will be the opening between the front entry area and the library to allow better visual access



3

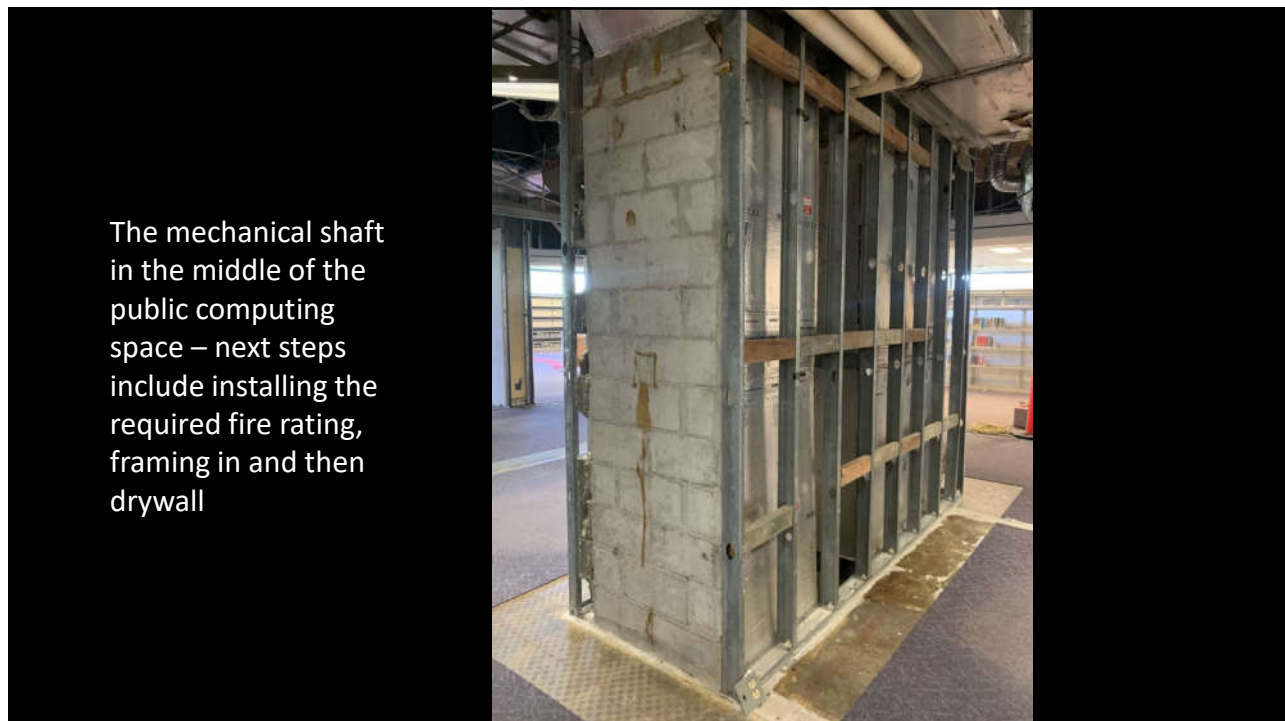
Main floor seating area - being prepped for new electrical in the floor



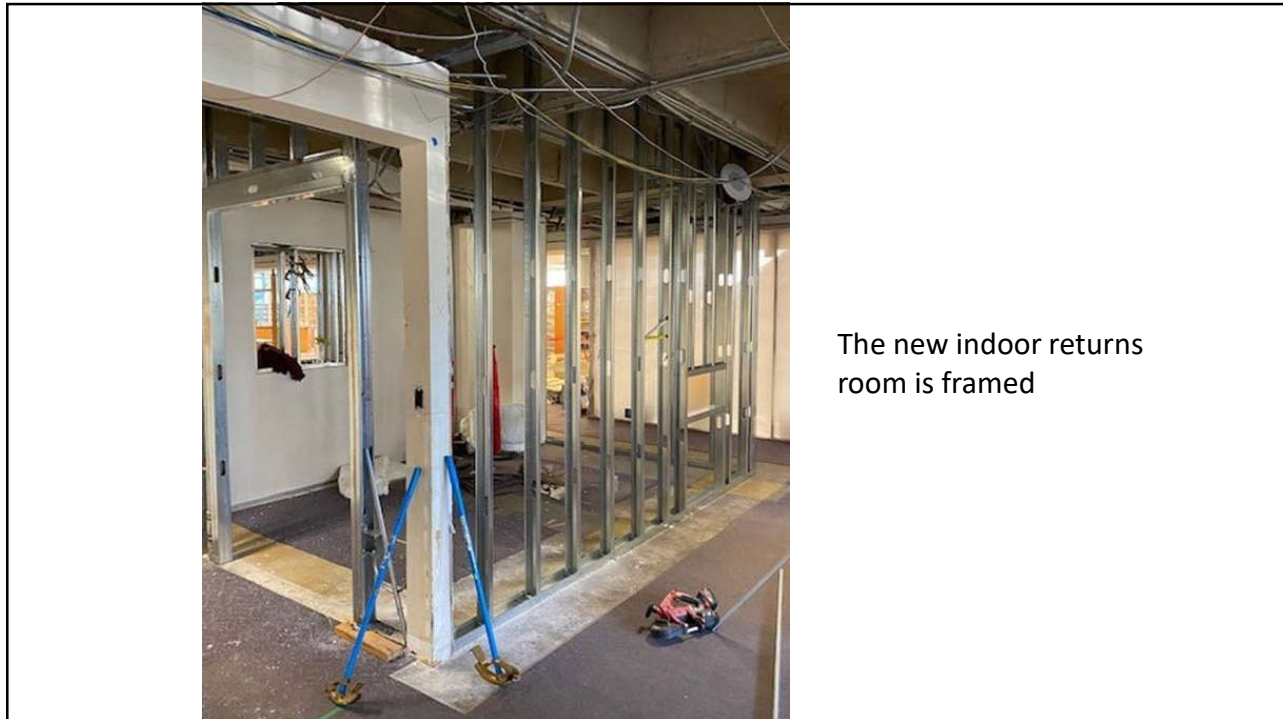
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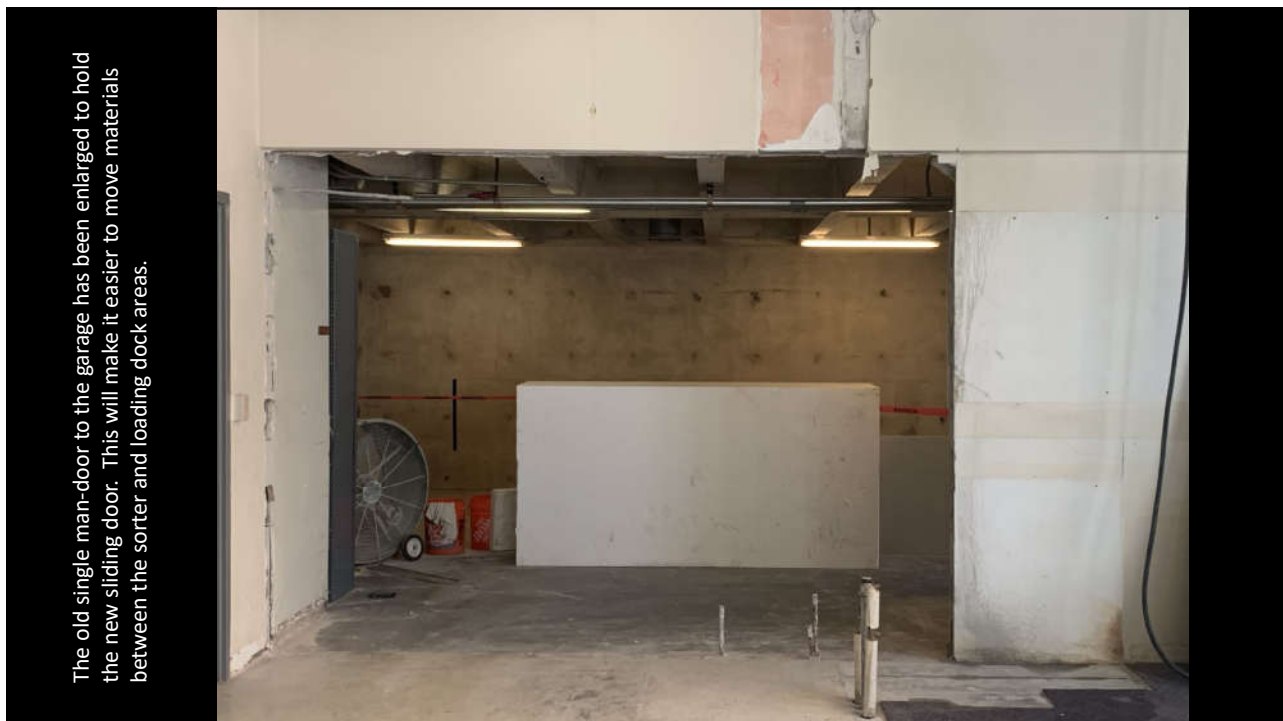
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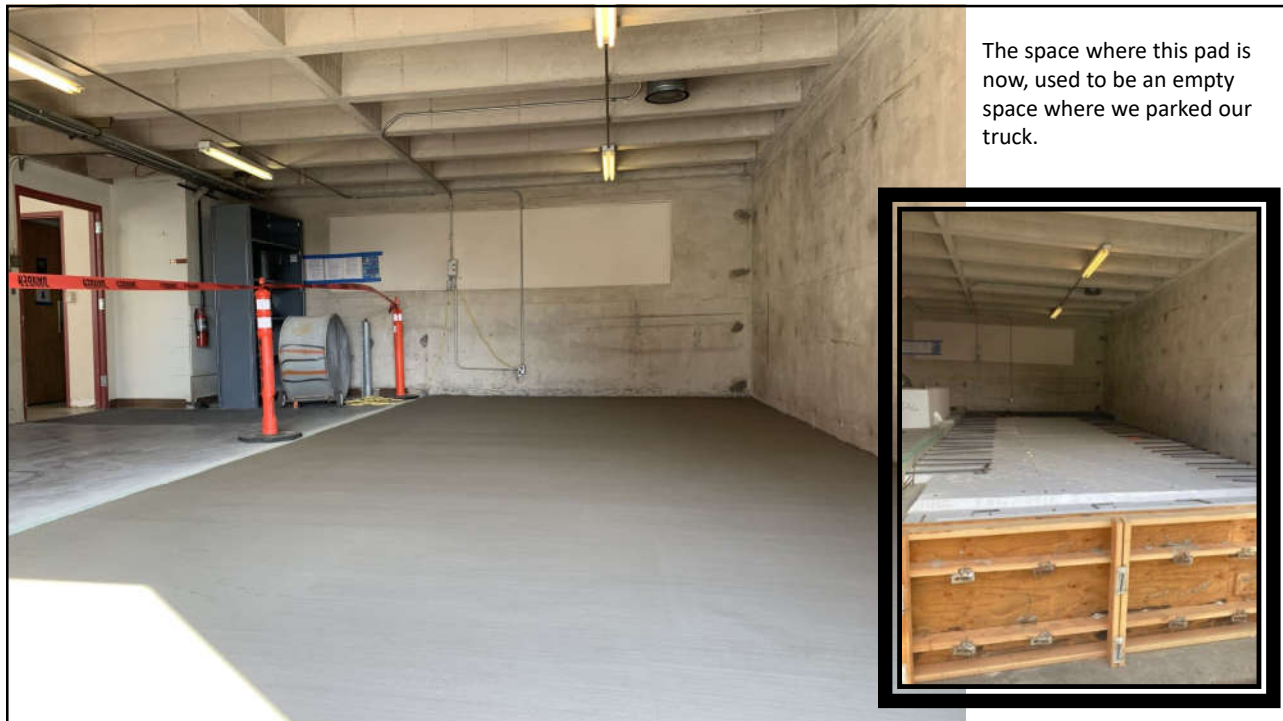
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7



8



9



10

A hole in the roof!

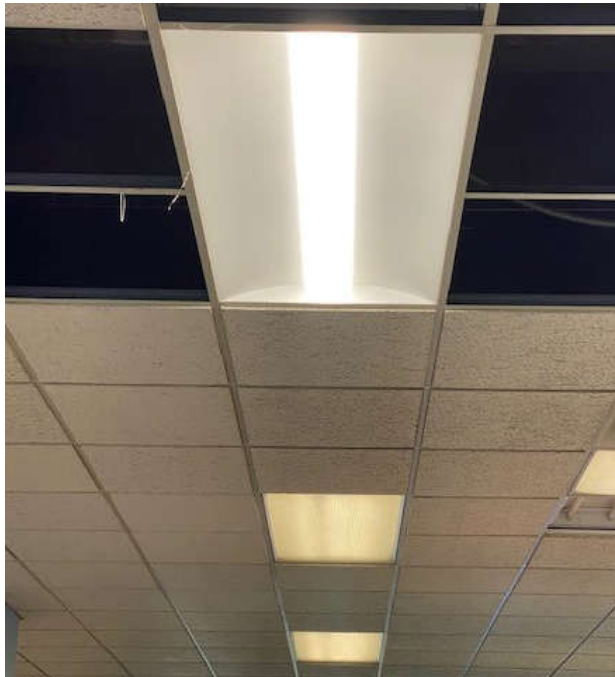
This is in preparation for the new roof top HVAC unit that will be installed in the west end staff area.



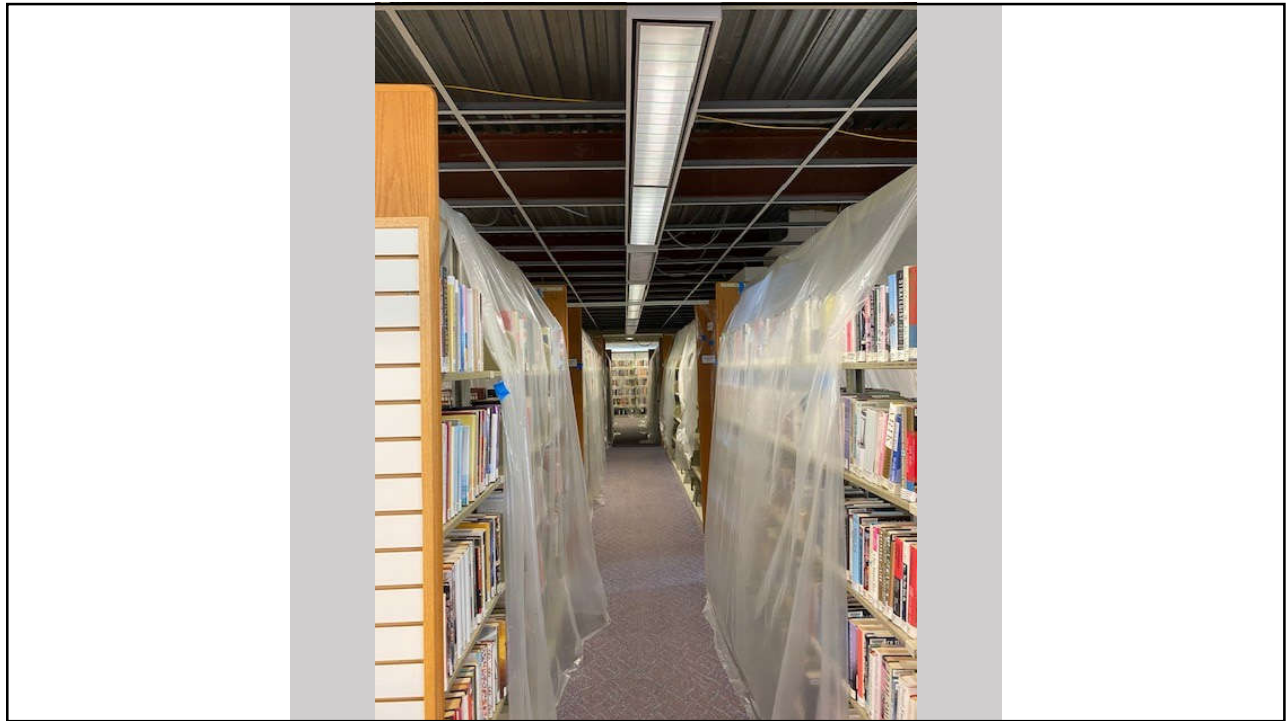
11

New light fixtures - so much brighter than the old fixtures

Piles of new lights to go in



12



13

LIBRARY 2020 ACTION PLAN UPDATE



PRESENTATION TO THE BOARD OF TRUSTEES, OCTOBER 20, 2020



1

ACTION PLAN 2020

WE ARE:

- Issuing an estimated 25 new library cards each day and orienting these new patrons to library services.
- Opening our doors at three locations to welcome an estimated 2,218 visits each day.
- Giving babies a new board book at birth. (*with partner agencies*)
- Bringing people together to share and learn with free, drop-in SkillShare activities.
- Offering collections for adults who are learning to read in English.
- Hosting conversation classes for adults who are learning to speak in English (*with partner agency*)
- Making meeting rooms available for not-for-profit public uses during library open hours.
- Providing staff training in CPR, youth safety, and service to those experiencing homelessness.



2

ACTION PLAN 2020

WE WILL:

- Develop a new library card that is easier to use for patrons and staff.
- Reorganize the Central Library main floor to be more accessible and comfortable for people of all abilities.
- Develop phasing plan for main floor remodel that prioritizes open hours for and minimizes disruptions to Library service.

WELCOME & INCLUDE

- Continue to build our welcoming, diverse, customer-focused team with each hiring process.
- Develop a plan for translating printed and digital publications.
- Add a Spanish language option for the interface of our online catalog.



3

ACTION PLAN 2020

WE WILL (continued):

- Foster gathering and interaction at the library with improvements to our study rooms and SkillShare spaces.
- Plan and implement new wayfinding on Central Library main floor to orient Library patrons to collections, services, and spaces.
- Pilot new communications tools to promote library services and initiatives to new audiences.

WELCOME & INCLUDE

- Update our Barkley Branch agreements and improve management of existing library services and reading room space.
- Refine winter weather procedures to better coordinate and focus operations.
- Provide staff training opportunities in safety procedures and racial equity.



4

ACTION PLAN 2020

WE ARE:

- Eliminating overdue fines and waiving fine balances to remove barriers to service.
- Hosting an estimated 224 public computer sessions each day in our three locations.
- Providing technology coaching for people seeking to improve basic technology skills.
- Providing materials selection and delivery to 14 care facilities.
- Offering online services via our website, which gets an estimated 1,812 visits a day.
- Hosting lunch-time book clubs once a month at four Bellingham middle schools.

ACCESS & OPPORTUNITY

- Providing library services at Lighthouse Mission Drop-In Center to offer resources to people experiencing homelessness.
- Allowing Bellingham Public Schools students to use student ID cards as library cards.
- Reaching out to teens and young adults at the juvenile detention center, treatment facilities and other youth services facilities.
- Visiting seven childcare, preschool, and early learning classrooms each month.



5

ACTION PLAN 2020

WE WILL:

- Complete project to eliminate overdue fines, including updating patron records and staff procedures, and continuing publicity.
- Update Eligibility for Library Service and Confidentiality policies to ensure equitable access and privacy for all patrons.
- Redesign garage as part of remodel to increase efficient delivery of off-site materials and services.

ACCESS & OPPORTUNITY

- Participate in community events that reach priority audiences.
- Explore joint loan limits with Whatcom County Library System to provide simplified, consistent access to materials.
- Update our damaged item procedures to ensure equitable access to materials.
- Evaluate options for updating Library account information online and implement improvements.



6

ACTION PLAN 2020

WE ARE:

- Filling an estimated 1,699 hold requests on a typical day.
- Checking out, checking in, and re-shelving an estimated 5,475 books, DVDs, and other items on a typical day.
- Hosting Bellingham Reads, an evening book discussion group for adults.
- Inviting thousands of people of all ages to participate in Summer Reading and celebrating more than 1,500 youth finishers each year.

READ & LEARN

- Hosting 19 Storytime sessions each week for children ages birth to 8 years old.
- Planning, co-hosting, and publicizing events for Whatcom READS 2020, our area's premier literary series (*with partners*)
- Training all staff in "Reading Conversations."
- Providing regularly updated reading lists through the BiblioCommons catalog.



7

ACTION PLAN 2020

WE WILL:

- Select an automated materials handler and manage delivery, installation, and staff training.
- Reorganize and interfile collections as part of main floor remodel to improve access and usability.
- Identify new areas to display Library collections as part of the main floor remodel.

READ & LEARN

- Evaluate collection use and develop a proposed 2021 materials budget.
- Evaluate branch collections and implement improvements for refreshing materials.
- Evaluate interlibrary loan service and implement changes to improve access.



8

ACTION PLAN 2020

WE WILL *(continued)*:

- Host Summer Reading 2020 for all ages and begin planning for 2021 (with partners).
- Complete Whatcom READS 2020 events and plan, co-host, and publicize Whatcom READS 2021 (with partners).

READ & LEARN

- Add a "Happy Go Lucky" collection at the Central Library.
- Evaluate and enhance our book club kit system and outreach to book club members.



9

ACTION PLAN 2020

WE ARE:

- Answering an estimated 399 patron questions on a typical day.
- Providing timely, accurate information about library services, events, and issues via our website and social media sites.
- Providing e-newsletters highlighting library services to preschool and elementary school teachers.

INFORM & INVOLVE

- Providing comprehensive Board meeting packets in preparation for monthly meetings.
- Actively engaged as members of city committees and community groups.
- Distributing monthly events listings to media and stakeholders, and providing paper and electronic calendars of events, highlighting free programs and activities.



10

ACTION PLAN 2020

WE WILL:

- Provide comprehensive information about the 2020 U.S. Census and host Questionnaire Assistance Centers.
- Publish and distribute our 2020-2024 Strategic Plan to stakeholders and offer presentations to groups.
- Keep library patrons informed about plans, progress, and any service impacts during Central Library main floor remodel.
- Participate in the City's broadband strategies.
- Migrate board packets to new document management platform to simplify preparation and improve user experience.
- Present State of the Library report to City Council during National Library Week.
- Orient Mayor, new City Council member, and Council Liaison to Library services.



11

ACTION PLAN 2020

WE ARE:

- Reviewing our organizational structure and identifying opportunities and gaps.
- Maintaining connections with city colleagues and community groups.
- Orienting our staff schedules to meet priority needs and provide strong public services at our three locations.
- Collecting, interpreting and evaluating statistics for decision making and required reporting to other agencies.
- Promoting wise use of resources among library staff, including encouraging alternative methods of transportation and reducing waste and energy consumption.
- Accepting donations of funds and materials through our established channels.
- Supporting the Friends of the Bellingham Public Library efforts to expand membership and raise funds, which benefits the library.



12

ACTION PLAN 2020

THRIVE &
GROW

WE WILL:

- Develop 2020 and 2021 Action Plans aligned with Strategic Directions.
- Evaluate staffing, hours, collections, and budget line items, and update LOS standards, as part of budget planning.
- Finalize and present 2021-2022 City of Bellingham budget request to Board, Mayor, and City Council.
- Complete design for remodel and hire contractor.
- Plan and implement remodel operational needs and deliver quality service during construction.
- Evaluate donor solicitation, payment, and acknowledgement processes and implement improvements.



13

ACTION PLAN 2020

THRIVE &
GROW

WE WILL (continued):

- Evaluate long-term funding strategies and bring recommendations to Board.
- Evaluate plans for library services city wide and bring recommendations to Board.
- Set up systems for managing and organizing policies and statistics collection and reporting.
- Evaluate Youth Services, Adult Services, Administration, and Operations divisions and implement changes in alignment with 2020-2024 Strategic Directions.
- Working with WWU engineering class, evaluate one operational process.



14

ACTION PLAN 2020

THRIVE &
GROW

WE WILL *(continued)*:

- Evaluate and update Board Packet performance measures.
- Collect and submit statistics to state and professional agencies.
- Develop policies and procedures around corporate sponsorships and grants.
- Plan and implement inaugural Library Giving Day.
- Hire and onboard newly budgeted positions: Public Services Supervisor, Security Attendant, Children's Librarian.
- Complete E-Team salary study, with Human Resources.
- Build and fund 2021 conference and training schedule to align with Strategic Directions.
- Complete staff performance reviews.



15

COVID-19 RESPONSE

The
Unexpected

- Closed facilities during Phase 1 lockdown
- Planned and implemented staff training program during Phase 1 lockdown
- Supported operations at Whatcom Unified Command, Mayor's Office, and Citywide Zoom moderation
- Planned and implemented Library Call Center from off-site locations
- Planned and implemented virtual programming such as storytimes, title Tuesday, and book discussion group
- Enhanced digital collections, including Always Available anti-racist reading list
- Planned and implemented safety protocols for staff returning to the building; trained all staff
- Planned and implemented new service delivery model: curbside pickup of holds and material returns at Central Library
- Planned, funded, and implemented HotSpot lending program
- Working with ITSD, added wireless access points outside the Central Library and Fairhaven



16

LIBRARY 2020 ACTION PLAN UPDATE



PRESENTATION TO THE BOARD OF TRUSTEES, OCTOBER 20, 2020





1

2019-2020 Department Achievements

- In 2019, the Library circulated just over 1.5 million physical items and just under 300,000 digital items. During the same period, 737,000 people visited the Bellingham Public Library
- 2020-2024 Strategic Plan adopted
- In partnership with the Whatcom County Library System, eliminated collection of overdue fines
- Central Library main floor remodel design work, bid award, and construction
- COVID-19 response, including curbside pickup of holds, WiFi hotspot lending program, and improved wireless access outside Library facilities

2

2

2021-2022 Proposed Budget

Library	2019-2020	2021	2022	2021-2022
General Fund & Library Gift Fund	Revised	Proposed	Proposed	Proposed
CHARGES FOR GOODS AND SERVICES	44,200	22,100	22,100	44,200
FINES AND PENALTIES	70,000	0	0	0
MISCELLANEOUS REVENUE	190,000	95,000	95,000	190,000
TOTAL REVENUE	304,200	117,100	117,100	234,200
SALARIES AND WAGES	4,902,577	2,363,401	2,709,447	5,072,849
PERSONNEL BENEFITS	2,430,967	1,100,674	1,247,901	2,348,575
SUPPLIES	1,552,500	776,250	776,250	1,552,500
OTHER SERVICES AND CHARGES	2,033,747	1,045,450	1,093,107	2,138,558
CAPITAL OUTLAYS (6000 EXP OBJ)	200,000	0	0	0
TOTAL EXPENDITURE	11,119,791	5,285,776	5,826,706	11,112,482

Positions

2020: 48.2 FTE

2021-22: 48.2 FTE

Frozen FTE: 2.625

- Public Services Librarian
- Specialist II
- Part-time Clerk

3

3

2021-2022 Budget Changes

- Frozen Positions and Furloughs
- No reductions in line item budget or programs

4

4

2021-2022 Work Plan

- Continue to phase in and adjust Library services based on Central Library remodel timeline, COVID-19 health directives, and budget realities
- Continue to evaluate and adjust Library services based on newly adopted Strategic plan and Strategic directions
- Working with community and City partners, continue to evaluate and implement services that increase access to technology and build technology skills
- Update and implement communications and marketing plan to bring new audiences to the Library

Bellingham Public Library
Performance & Activity Measures, 2020

	October-20	October-19	Year to Date		% of change YTD
			2020	2019	
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	2,914	3,109	19,180	25,889	-25.91%
Electronic copies added to the Consortium collection by BPL	45	75	1,459	991	47.23%
Physical copies withdrawn from the collection	(96)	(811)	(23,793)	(17,815)	33.56%
Total physical holdings			178,240	190,066	-6.22%
Total electronic holdings in Consortium available to BPL			101,512	98,192	3.38%
Total Holdings (Physical and Electronic)			279,752	288,258	-2.95%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	36,465	60,034	313,782	577,461	-45.66%
Youth	30,280	50,195	253,994	479,130	-46.99%
Sub-Total Central	66,745	110,229	567,776	1,056,591	-46.26%
Fairhaven Branch					
Adult	6	7,898	23,064	73,428	-68.59%
Youth	3	3,053	8,552	28,071	-69.53%
Sub-Total Fairhaven	9	10,951	31,616	101,499	-68.85%
Barkley Branch					
Adult	8	5,945	18,250	56,200	-67.53%
Youth	4	4,228	12,482	38,144	-67.28%
Sub-Total Barkley	12	10,173	30,732	94,344	-67.43%
Bellingham Technical College					
Adult		74	141	611	-76.92%
Youth		8	51	109	-53.21%
Sub-Total BTC	0	82	192	720	-73.33%
Whatcom Community College					
Adult		408	968	3,156	-69.33%
Youth		68	281	924	-69.59%
Sub-Total WCC	0	476	1,249	4,080	-69.39%
Western Washington University					
Adult		444	1,450	4,746	-69.45%
Youth		392	968	2,734	-64.59%
Sub-Total WWU	0	836	2,418	7,480	-67.67%
Online Services					
Kanopy	1,697	770	16,459	3,083	433.86%
WA Anytime Library Overdrive	29,082	23,012	293,288	217,669	34.74%
RBdigital	4,161	2,488	34,207	23,548	45.26%
Sub-Total Online	34,940	26,270	343,954	244,300	40.79%
Total Circulation	101,706	159,017	977,937	1,509,014	-35.19%
Holds Activity					
Items placed on hold shelf	62,908	51,475	368,628	471,267	-21.78%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	0	40,849	101,447	397,828	-74.50%
Children's	0	10,093	25,134	107,657	-76.65%
Fairhaven Branch	0	7,214	16,695	68,481	-75.62%
Barkley Branch	0	5,010	10,936	47,655	-77.05%
Total Persons Visiting	0	63,166	154,212	621,621	-75.19%
Website Visits	35,890	40,065	357,579	409,481	-12.68%
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons visits	10,256	13,135	94,415	123,465	-23.53%
This count reflects number of visits to Bibliocommons					
Total Website Visits	46,146	53,200	451,994	532,946	-15.19%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	0	5,622	12,817	53,003	-75.82%
Children's (3 terminals)	0	112	363	1,426	-74.54%
Fairhaven Branch (6 terminals)	0	585	1,193	5,316	-77.56%
Barkley Branch (4 terminals)	0	334	782	3,027	-74.17%
Total Computer Usage	0	6,653	15,155	62,772	-75.86%
New Borrowers Registered					
Central Library	271	524	3,922	6,099	-35.69%
Fairhaven Branch	0	49	130	508	-74.41%
Barkley Branch	0	40	93	347	-73.20%
Total New Borrowers Registered	271	613	4,145	6,954	-40.39%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	19	158	639	1,106	-42.22%
Attendees	215	3,376	16,339	26,138	-37.49%
Volunteer Hours		405	1,431	5,512	-74.03%

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

OCTOBER 2020 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 NOVEMBER 17, 2020, IN
 ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
Supplies		
Books; DVDs; supplies; headsets; Brawny wipes	Amazon.com	677.38
Books	Baker & Taylor	14,155.61
Books	Center Point Large Print	145.90
PPE supplies	City of Bellingham Warehouse	(127.46)
Printing	Copy Source	247.83
Water @ Central	Crystal Springs	51.39
Books	Gale	25.08
Name tags	Laserpoint	20.65
DVDs, CDs, recorded books	Midwest Tape	7,248.74
Curbside service software	MyLIBRO	6,522.00
Bellingham Herald online	Newsbank	6,356.00
Office supplies	Office Depot	701.91
eBooks, audiobooks	Overdrive Inc	3,704.80
Truck fuel	Reisner Distributor	41.26
Security software	Secure by Design	26.61
ILL mailers	Uline	608.69
Desk base	Uplift	605.46
Curbside service bags	Webstaurant	3,857.04
Website sharing	WPEngine	1,150.00
SUPPLIES Sub Total		\$46,018.89
Other Services and Charges		
Book processing	Baker & Taylor	3,871.69
Banking & credit card fees	City of Bellingham Interfund	5.60
Computer replacement allocation	City of Bellingham Interfund	7,859.00
Facilities Services	City of Bellingham Interfund	49,265.72
Fleet Services	City of Bellingham Interfund	1,958.44
Mailroom Allocation	City of Bellingham Interfund	1,225.79
Purchasing Services	City of Bellingham Interfund	77.95
Risk Management	City of Bellingham Interfund	3,570.83
Technology replacement allocation	City of Bellingham Interfund	1,417.16
Telecom Services	City of Bellingham Interfund	2,502.11
Water cooler rental	Crystal Springs	9.77
Translation services	Language Exchange	50.00
Cassie renewal	Libraria	1,041.00
CD & DVD processing	Midwest Tape	852.86
Copier lease and copies	Oasys Inc.	811.07
ILL & tech services	OCLC	2,167.63
Institution membership	Pacific Northwest Library Association	150.00
24/7 Chat reference service	Springshare	589.00
Barkley operating costs (2 months)	Talbot Services LLC	1,066.66
Microfiche machine lease	Technology Unlimited	339.14
Mailing Summer Reading prize books	USPS	505.94
Borrowing notices (quarterly)	Whatcom County Library System	3,329.27
OTHER SERVICES AND CHARGES Sub Total		\$82,666.63
Capital Outlays		

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

OCTOBER 2020 CLAIMS

Envisionware Inc.	Automated Materials Handler	0.00
CAPITAL OUTLAYS Sub Total		\$0.00
Gift Fund		
Navigating Amidst Overwhelming Times	AFP Advancement Northwest	10.00
Summer Reading books; hotspots	Amazon.com	242.96
Virtual Conference	American Library Association	129.00
Technology replacement allocation	City of Bellingham Interfund	6.50
Summer Reading books	Reading is Fundamental	1,567.72
Summer Reading prizes	Village Books	90.00
GIFT FUND OUTLAYS Sub Total		\$2,046.18
TOTAL GENERAL FUND CLAIMS		\$128,685.52
TOTAL CLAIMS		\$130,731.70

Library - Budget to Actual - General Fund

October - 83% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Charges for Goods and Services	3,859	22,100	18,241	17%
Fines and Penalties	3,288	(0)	(3,288)	(8,220,000%)
Miscellaneous Revenue	2,660	45,000	42,340	6%
Total Revenue	9,807	67,100	57,293	15%
Expenses				
Salaries and Wages	1,945,759	2,562,652	616,893	76%
Personnel Benefits	926,656	1,333,303	406,647	70%
Supplies	506,439	792,364	285,925	64%
Other Services and Charges	845,554	978,168	132,614	86%
Capital Outlays	0	200,000	200,000	0%
Total Expenditure	4,224,408	5,866,487	1,642,079	72%

Library - Budget to Actual - Gift Fund

October - 83% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Donations	54,834	50,000	(4,834)	110%
Total Revenue	54,834	50,000	(4,834)	110%
Expenses				
Other Services and Charges	21,355	60,802	39,447	35%
Total Expenditure	21,355	60,802	39,447	35%



DIRECTOR'S REPORT FOR November 17, 2020

With coronavirus cases rising, we are reviewing and updating our workplace safety procedures, including the health questionnaire all staff complete before coming to work. It is a time for renewed discipline in all the ways we can keep ourselves and others safe: mask wearing, social distancing, disinfecting, and hand washing. As new guidelines are released by our County and State health officials in the days and weeks ahead, we will incorporate them into our procedures. (Rebecca Judd, Library Director)

WELCOME & INCLUDE



Impact of teen programming: Teen Services Librarian Jennifer Lovchik received a heartfelt message from a former teen program participant, thanking Jennifer for her years of being a positive and inspirational role model and for her authentic friendship, mentorship and honoring of teens for who they are:

"You and the teen programs at the library had such a positive impact on me at that time in my life and I look back and think about it often. I met you over ten years ago and haven't seen you in many years but I think about you and the library so much and have seen throughout those years just how much those experiences have helped shape me. You let me and MANY other teens feel like what we had to say was important and I felt so heard and supported by you.

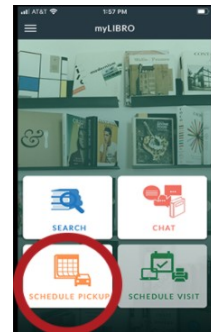
I have been volunteering with incarcerated teens for almost a year now and have been reflecting so deeply on how you treated me during that time in my life. I continue to look to you as inspiration for how I want to talk and interact with the teens because you always made me feel like a person who mattered and whose opinion was important. That is something I hope to emulate even the slightest bit as I continue working with young people. I knew I looked up to you at the time but what I really want you to understand is the lasting influence you have had on my life.

So sincerely from the bottom of my heart thank you so much for what you did for me back then. You helped me in an overwhelmingly positive way back then in a way that not many adults were able to. I'm sure this is not the first message like this that you have received because your ability to reach young people is truly a gift, but I feel like it's important to get these reminders sometimes."

Congratulations to Jennifer for modeling what it is to be welcoming and inclusive in positive and lasting ways. (Bethany Hoglund, Deputy Library Director)

Staffing update: Current frozen positions at the Library include: Children's Services Librarian (40 hours), Specialist 2 (40 hours), and Library Clerk (25 hours). Planning has begun to manage over 4,000 furlough hours in 2021, with a focus on maintaining the highest level of public service possible. Jen Vander Ploeg and Alison Kuiken are interviewing Library Assistant candidates to fill vacancies in that work group. (Rebecca Judd, Library Director)

MyLibro to launch December 7: The configuration is complete and staff training is underway. Beginning December 7, patrons will be able to book an appointment through an app on their mobile device or through a website form to pick up curbside materials, in addition to the option of calling to schedule an appointment. (Jen Vander Ploeg, Head of Public Services and Operations)



ACCESS & OPPORTUNITY

Public Computing at Fairhaven: Over the past month, much has been accomplished in the effort to bring public computing access to the community in response to the Governor's revised Phase 2 guidelines for libraries. Thank you to Doug Dickinson and Paul Leeson from ITSD for their work in developing and implementing a new computer layout for the main floor at Fairhaven. (Jon McConnel, Head of Digital Services)

READ & LEARN

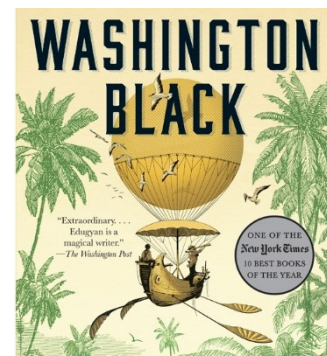


Summer Reading: Congratulations continue for summer readers! The Library has celebrated 64 adults, 26 teens, and 301 children on their 2020 summer reading success to date. Because it is such an unusual year, children and teens are invited to complete an online summer reading form through the end of December to earn a free book of their choosing, mailed to their home. (Bethany Hoglund, Deputy Library Director)

Luna C. shows off her Summer Reading prize book

Virtual storytimes return: Regular virtual storytimes for children ages birth – 5 years are available again! Families are now asked to complete a simple registration form to receive the private link to the library of storytimes. Additionally, Children's Librarian Bernice Chang is now offering a live six-week Baby Time session via Zoom. Bernice reports seven families participating in this class, and she is thrilled to interact with babies and caregivers "in real time" again. (Bethany Hoglund, Deputy Library Director)

Whatcom READS 2021: Whatcom READS has begun to circulate publicity materials for the 2021 program. Bookmarks will be included in our Curbside Holds Pickup bags, and posters will be circulated at key locations in the community. The book for 2021 is *Washington Black* by Esi Edugyan. The author will present three virtual events for our community March 4 – 5, 2021. Nine additional virtual events have been scheduled beginning Dec. 5 through Feb. 25 on the book's key themes of race and belonging, as well as the natural world. (Annette Bagley, Head of Community Relations)



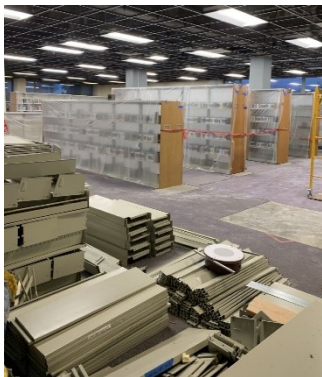
INFORM & INVOLVE

Behind the scenes with BTV: The Library is currently working with BTV to create video profiles of the Central Library Main Floor Remodel project and of our Curbside Holds Pickup Service. BTV staff completed a walk-through of both areas and were impressed with all the activity. Filming will take place this month, and we hope to have videos to air by early December. (Annette Bagley, Head of Community Relations)

THRIVE & GROW

Library materials: After discussion with Whatcom County Health Department, the Library has adjusted the quarantine period for materials from 96 to 24 hours. We have also purchased new crates to help manage the additional volume of materials in shipment. (Jen Vander Ploeg, Head of Public Services and Operations)

Collection Services update: Collection Services staff continue to support curbside operations by shelving holds in the morning. This helps Public Services staff prepare for the day and minimizes the number of places to look for holds. In addition to their regular responsibilities, CS staff is also working hard on various collections projects related to the remodel. (Jon McConnel, Head of Digital Services)



Main Floor renovations: Much of the drywall is up and taped. The rooftop unit is being installed for HVAC in the new staff area. Door and window frames arrived and have been installed. The new elevator schedule has been proposed and will result in about seven weeks without the main elevator. We are making plans for operating without it, as it will be challenging to run all operations through our smaller freight elevator. (Jen Vander Ploeg, Head of Public Services and Operations)

New holds area can be seen behind piles of stored shelving

Respectfully submitted,
Rebecca Judd

LIBRARY 2021 **DRAFT** ACTION PLAN



PRESENTATION TO THE BOARD OF TRUSTEES, NOVEMBER 17, 2020

ACTION PLAN 2021

WE ARE:

- Issuing an estimated 70 new online library cards each week with revised procedures to reduce barriers and promote inclusive access to service
- Delivering materials to 2,000 people each week through contactless curbside pickup at Central location
- Providing 24/7 materials return access at Central location and quarantining all materials according to science-based guidelines

A large red circle with a thin white border, containing the text 'WELCOME & INCLUDE' in white, bold, sans-serif capital letters.

**WELCOME &
INCLUDE**

- Translating print and digital publications into multiple languages
- Providing ongoing staff training in COVID safety protocols and new Library service procedures
- As an outcome of 2020 REACH: Exploring Equity and Cultural Humility training, designing regular activities to promote an internal culture of safety, connection, empathy, and respect

ACTION PLAN 2021

WE WILL:

- In response to COVID-19, plan and safely implement public service, materials handling, and meeting room operations at 25%, 50%, and full reopening
- In response to COVID-19, plan and safely implement Library programming at 25%, 50%, and full reopening
- As part of Central Library main floor remodel, plan and implement new study room procedures that foster gathering and interaction

A large red circle with a thin white border, containing the text 'WELCOME & INCLUDE' in white, bold, sans-serif capital letters.

**WELCOME &
INCLUDE**

- As part of Central Library main floor remodel, plan and implement wayfinding to orient Library patrons to collections, services, and spaces
- Coordinate handover of Barkley suite to the Library and update branch space and procedures to reflect new agreement

ACTION PLAN 2021

WE WILL *(continued)*:

- Plan and implement over 4000 furlough hours in 2021, aligning available resources with the highest level of service possible
- Refine winter weather and emergency procedures to better coordinate the safe operation of Library spaces and services
- Plan and implement Person-In-Charge training to better coordinate the safe operation of Library spaces and services

A large red circle with a thin white border, containing the text 'WELCOME & INCLUDE' in white, bold, sans-serif capital letters.

**WELCOME &
INCLUDE**

- Build and fund 2021-22 conference and training schedule to align with Strategic Directions
- Complete staff performance reviews

ACTION PLAN 2021

WE ARE:

- Delivering books and other resources to Base Camp to support the reading and educational needs of people experiencing homelessness
- Providing virtual and telephone technology coaching for people seeking to improve basic technology skills
- Hosting virtual lunch-time book clubs once a month at four Bellingham middle schools

ACCESS & OPPORTUNITY

- Making print and digital Library resources available to all Bellingham Public School students through ConnectEd student ID program
- Partnering with Bellingham School District to receive school library returns at Central Library

ACTION PLAN 2021

WE WILL:

- Explore laptop lending at Central location and identify funding opportunities
- Identify funding opportunities to maintain wi-fi hot spot lending program at 2020 level; explore ways to expand service
- In response to COVID-19, plan and safely implement outreach services at 25%, 50%, and full reopening
- Apply for Check Out Washington, a collaboration between the Washington State Parks and Recreation Commission and the Washington State Library, to allow individuals to 'check out a state park' without paying the Discover parking fee



ACTION PLAN 2021

WE ARE:

- Processing an estimated 12,000 hold requests each week, an increase of 18% with the implementation of curbside delivery model
- Checking out on average 8,000 items each week through contactless curbside delivery
- Hosting and publicizing events for Whatcom READS 2021, our area's premier literary series; planning for Whatcom Reads 2022
- Inviting thousands of people of all ages to participate in Summer Reading and celebrate their reading achievements

READ & LEARN

- Planning and teaching virtual storytime classes for children ages birth to eight
- Planning and facilitating Bellingham Reads, a monthly book discussion group for adults
- Researching and curating regularly updated reading lists for the BiblioCommons catalog

ACTION PLAN 2021

WE WILL:

- In response to COVID-19 and Central Library main floor remodel, plan and safely implement collection maintenance and shifting projects to enhance access to collections
- As part of Central Library main floor remodel, develop and implement guidelines for displaying and marketing Library collections
- Identify funding opportunities to maintain 'always available' anti-racist reading list at 2020 level; explore ways to add titles
- Plan and implement 'Happy Go Lucky' browsing collection at Central Library to connect readers with popular paperback titles

READ & LEARN

- Plan and implement SimplyE platform to connect readers with new digital titles
- Evaluate Library book club kit program and explore outreach opportunities to book clubs
- Evaluate and update collection maintenance procedures, training staff in new workflow
- Evaluate capacity for 'Quick Picks for You' service as part of COVID-19 full reopening planning

ACTION PLAN 2021

WE ARE:

- Answering on average 600 Help Desk calls each week, connecting callers with Library and community resources
- Providing timely, accurate information about Library services, events, and issues via our website and social media sites
- Serving as Zoom moderators for City-wide meetings and commissions

INFORM & INVOLVE

- Providing comprehensive Board meeting packets in advance of monthly meetings
- Actively engaged as members of city committees and community groups

ACTION PLAN 2021

WE WILL:

- Partner with city and community leaders to foster public education and involvement in issues that matter, with a 2021 focus on climate action, anti-racism, and digital equity
- Identify partners and funding opportunities to expand anti-racism video storytelling initiative with Connecting Community
- In partnership with UW iSchool, develop and implement digital archive for Peoples' Perspectives: COVID-19 in Whatcom County
- **Pilot** new communications tools to promote library services and initiatives

INFORM & INVOLVE

- As part of Central Library main floor remodel, plan and implement procedures for displaying Library information, community information, and creating welcoming and community-focused glass case displays
- Migrate board packets to new document management platform to simplify preparation and improve user experience.
- Present State of the Library report to City Council during National Library Week

ACTION PLAN 2021

WE ARE:

- Pivoting schedules and services to meet priority needs in COVID-19 environment
- Collecting, interpreting, and evaluating statistics for decision making and required reporting to other agencies
- Reviewing Library's organizational structure and identifying opportunities and gaps

THRIVE & GROW

- Evaluating services, programs, and operations to align with 2020-2024 Strategic Directions.
- Supporting the Friends of the Bellingham Public Library efforts to expand membership, raise funds, and deliver books to the community
- Promoting wise stewardship of limited resources

ACTION PLAN 2021

WE WILL:

- Evaluate and update Level of Service standards as part of mid-biennium budget and long-range planning process; prepare and present budget to Library Board, Mayor, and City Council
- Begin planning for Library services in north area of city as part of mid and long-range planning process; bring recommendations to Library Board
- Plan and implement second Library Giving Day

THRIVE & GROW

- Evaluate donor solicitation, payment, and acknowledgement processes and implement improvements
- Develop policies and procedures around corporate sponsorships and grants
- Continue discussion of fundraising options and bring recommendations to Library Board
- Develop annual marketing and communications plan

ACTION PLAN 2021

WE WILL *(continued):*

- As part of Central Library main floor remodel, coordinate with contractor, architect, and Public Works to safely and efficiently manage the conclusion of the project
- With Public Works, plan and implement freight elevator rebuild
- Evaluate options to expand meeting room and auditorium access at Fairhaven location
- Evaluate and update Board packet performance measures
- Develop and implement materials handling standards utilizing efficiencies from new AMH
- Evaluate ILS phone integration options and prepare recommendation for funding review
- Evaluate Springshare platform and recommend new services and efficiencies for implementation review
- Evaluate options for updating Library account information online and implement improvements



**THRIVE &
GROW**

LIBRARY 2021 **DRAFT** ACTION PLAN

WELCOME & INCLUDE

We offer welcoming, safe places and experiences, where connections and understanding flourish.

ACCESS & OPPORTUNITY

We connect people with opportunities and resources to solve problems and help them achieve their aspirations.

READ & LEARN

We inspire a lifetime of reading, learning, curiosity, and discovery.

INFORM & INVOLVE

We provide information and activities to stay abreast of community issues and events, fostering informed, active participation in civic life.

THRIVE & GROW

We are a valued community partner and trusted city service, playing a central role in Bellingham life.

PRESENTATION TO THE BOARD OF TRUSTEES, NOVEMBER 17, 2020