

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, December 15. 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 . | 2 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: November 17, 2020: Regular board meeting• Library performance & activity measures: November 2020• Financial reports
Claims: November 2020
YTD report: November 2020 | 2 min |
| 5. Reports <ul style="list-style-type: none">• Board Chair | 10 min |

- Library Board members
- City Council liaison
- Friends of Bellingham Public Library
- Library Director

Time check: 3:47

- 6. Library Board of Trustees transitions** 10 min
- Celebrating Rachel Myers' 11 years of service
 - March 2010 – December 2020
 - Welcoming Kristy Van Ness – new Board Trustee
 - January 2021 – December 2025
 - Election of Library Board Chairperson and Vice Chairperson for 2021

- 7. Phase 2 update** 8 min
- Rebecca Judd, Director and staff

- 8. Facilities update** 7 min
- Barkley Licensing Agreement – Rick Osen, Board Chair
 - Central Library main floor remodel – Rebecca Judd, Director, and staff

Time check: 4:12

- 9. 2021 Annual Action Plan (see packet materials)** 3 min
- Rebecca Judd, Director

- 10. Fundraising follow-up** 3 min
- Rick Osen, Board Chair

- 11. Whatcom READS 2021 – *Washington Black* by Esi Edugyan (see packet materials)** 5 min
- Annette Bagley, Head of Community Relations

- 12. 2021 regular Library Board of Trustees meeting & City Holiday schedules (see packet materials)** 3 min
- Review and approve

- 13. New business** 2 min

- 14. Action items for next meeting** 2 min

Time check: 4:30

- 15. Adjourn**

**Next Regular Library Board Meeting: Tuesday, January 19, 2021 – 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.

Article in the Bellingham Herald, page A4

December 9, 2020

Library suspends services amid COVID-19, arson at Bellingham homeless camp

BY ROBERT MITTENDORF
rmittendorf@bhamherald.com

Tensions at the homeless encampment on the lawns of the Bellingham Public Library and City Hall has forced suspension of the library's popular curbside pickup program, Mayor Seth Fleetwood announced Monday night, Dec. 7.

Also at Monday's online meeting, Fleetwood promised an announcement within the next few days regarding an end to the month-long tent camp, whose residents are protesting a lack of shelter for people without homes across Whatcom County.

Whatcom County officials are discussing purchasing 50 or more mini homes referred to as "pallet shelters," and Bellingham is working to find a location for the units and

an organization to manage a pallet shelter enclave.

"We're working actively to bring it to an end," Fleetwood said.

Fleetwood told the City Council that the suspension of library services comes amid:

- An arson fire Saturday in a tent where propane tanks exploded.

- Reports that some camp residents have harassed people who work in the downtown core.

- Confirmation that at least three of the campers have contracted COVID-19.

He promised that the encampment will end soon, but did not elaborate.

"That was traumatizing for a number of folks," Fleetwood said. "There's just a heightened sense of angst for everyone."

He said the situation at the encampment was

"complicated" and "dynamic" and "the safety of all is of paramount concern."

It was unclear when Bellingham library patrons would be able to begin borrowing materials again, however.

A notice at the website said curbside pickups, book returns and the library call center help line are "temporarily suspended."

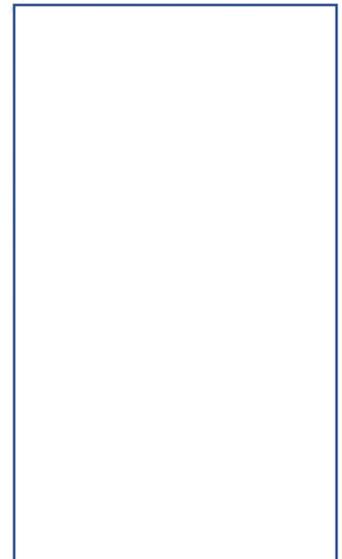
Bellingham Public Library closed March 16 amid statewide measures to curb the spread of COVID-19.

Patrons borrowed record amounts of library materials before the closure, library officials said.

Book returns resumed June 8, and on June 15, a new curbside pickup service debuted that allowed patrons to reserve materials online and schedule a pickup date with brief in-person contact.

It proved highly popular, and library officials were scheduling pickup appointments several days in advance.

Robert Mittendorf:
360-756-2805,
@BhamMitty





Bellingham Public Library now offers new options to schedule curbside pickups



Search for books,
articles & materials



Place holds,
reserve and renew



Schedule curbside /
contactless pick up



Get answers to FAQs like library
hours, locations and policies



Voice-enabled solution helps
with ADA compliance

GooglePlay



Apple App Store

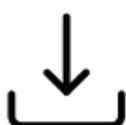




Holds Pickup Scheduling:
App or Website

Get Started

1



Download the ConverSight myLIBRO mobile app available in the Apple App Store and Google Play Store (see QR codes on front) or visit bellingshampubliclibrary.org/curbside

2



Select materials, reserve,
and confirm order

3



Schedule an available time for pick
up at your preferred library

4



Notify the library of your arrival and
gather materials without contact





**Regular Meeting of the Library Board of Trustees
Tuesday, November 17, 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, Jim McCabe and Vernon Johnson

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

Others Present: Hollie Huthman, City Council Liaison; 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.

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

Public comment: no comments.

Consent agenda: Jim McCabe moved to approve the October 20, 2020 Regular meeting minutes and the October 2020 performance and activity measures and financial reports. Rebecca Craven seconded. Motion carried.

Board Chair report: Rick reported that he and Rebecca had their monthly meeting with Mayor Fleetwood on November 5. Among other topics, the Mayor's most recent meeting with the Cordata Neighborhood Association was discussed.

Rick announced the Mayor approved the Board's Trustee recommendation for the upcoming vacancy. City Council approval is scheduled for December 7. If approved, the selected candidate will be invited to attend the December board meeting.

Board member reports: Jim reported that Rick Sepler, Planning and Community Development Director, provided an update on general northside planning at the last Cordata Neighborhood Association virtual meeting. One of the items mentioned was repurposing Bellis Fair Mall, which prompted Neighborhood advocacy for a branch location

at the Mall. Rick Osen mentioned that service needs and costs also need to be part of the discussion.

City Council liaison report: Hollie reported that Council is deeply involved in budget discussions.

Rebecca thanked Hollie for introducing her to the newly forming Racial Equity Commission. Hollie explained that the Commission has done research, looking deeply at racial equity questions. The Commission is currently in discussion with Mayor Fleetwood and County Executive Sidhu about next steps, and Hollie felt the Library was a natural place for community building.

Jim mentioned the Transportation Fund levy passed with 82% – amazing support.

Friends of BPL report: Faye reported that one of the Friends, Kathie Wilson, invited all Friends members to take the tutorial training *ACT with Compassion* to help gain insight into homelessness. Faye said members were looking forward to this training – it isn't about books, but it's about the people they care about.

Library Director report: Rebecca announced she would be doing a presentation about the remodel at tomorrow night's Mayor's Neighborhood Advisory Commission (MNAC) meeting. Jen provided her remodel photographs for Rebecca to share.

Rebecca invited Annette to discuss a couple of projects she is working on:

- Annette has arranged for BTV to film two segments concerning the Library: one on the remodel and one on a behind-the-scenes look at curbside service.
- Whatcom READS committees have been meeting virtually, preparing for the 2021 event featuring Esi Edugyan's book *Washington Black*. Virtual events are being planned for December 5, then January-March 2021. The author events are being coordinated for March 4-5. More information is available on the Whatcom READS website: <https://www.whatcomreads.org/>

Phase 2 update: Rick announced that the new Governor's order calls for 4 weeks of dialed back service in many areas, but libraries are not specifically mentioned. Rebecca said this means that opening at 25% capacity stands. Libraries across the state are responding in a variety of ways – some rolling back to curbside, some remaining at 25%, some pausing opening dates. We will continue to explore a Fairhaven branch computer lab, as well as expanding book return options but will wait to announce any dates.

Jen updated the Board on the upcoming MyLibro app – it is ready to go, training is underway, and we expect to go live on Monday, December 7.

Facilities update:

- Barkley Licensing Agreement: Rick reported the Agreement is being routed for signatures.
- Central Library main floor remodel: Jen screen-shared pictures showing recent progress on the remodel (*See Attachment #1 for Highlights from the main floor remodel. All attachments are located at the end of the minutes.*)

2021 DRAFT Annual Action Plan: Rick mentioned that we need to keep in mind that we have three frozen vacant positions plus staff furloughs to take into account in 2021, so we must be careful not to be too ambitious.

Rebecca reviewed the 2021 DRAFT Annual Action Plan that is included in the packet. She prefaced that this draft was prepared with the assumption that the first half of 2021 will have disrupted service due to the remodel completion, the ongoing COVID-19 restrictions, furlough hours that must be planned and implemented. Rebecca pointed out that each of the five sections – Welcome & Include; Access & Opportunity; Read & Learn; Inform & Involve; and Thrive & Grow – has a set of “We Are” statements followed by a set of “We Will” statements. Rebecca added that she will also be sharing this draft plan at the upcoming November staff meeting. She plans to finalize the draft and present it to the Board at the December meeting.

Rebecca Craven asked if the Outreach curbside service arrangement mentioned at last month’s meeting has been put into action. Jen responded that it has. Colleen Morse has been working with each of the Facilities to arrange service.

Rebecca Craven asked if the HVAC system in the library will be effective enough for the small meeting spaces when we are partially open? Rebecca Judd responded that we will not be opening the public meeting spaces until Phase 4.

Rebecca Craven also asked for clarification about the 600 Help Desk calls each week – do they include curbside service calls? Jen clarified that the Help Desk calls are in addition to curbside calls. We typically get 600-800 curbside calls daily.

Jim complimented the scope of the Action Plan and suggested AMH be spelled out for people who might not know this refers to an automated materials handler.

Fundraising follow-up: Rick first asked everyone to consider nomenclature: there are two types of funds – fundraising and sustainable funding. Fundraising refers to private donations and sustainable funding is budget-supplemented funding (as was studied in the BERK Bellingham Public Library Services and Funding Models Study completed in 2018). The fundraising discussion will continue into next year. Rick suggested that at the January board meeting, with the new Trustee, we review current funding sources.

Rick continued that last month we discussed fundraising, focusing on Library Giving Day. Next steps include coming up with a list of donation targets and a list of ways to promote Library Giving Day widely throughout the community.

Rebecca pointed out that there are donation targets mentioned in the 2021 draft Action Plan – racial equity, climate action, and digital equity. Last year the Library Giving Day donations funded a new WiFi hot spot program to respond to digital equity needs. The service contracts for these devices will end in May and June. To renew service for the 35 Sprint hot spots and convert the 20 Verizon hotspots, we need about \$8,000. If we would like to expand the service with an additional 10 devices, we would need \$10,000.

Rebecca mentioned that another project we are currently implementing, with Friends of the Library funding, is *Digital Storytelling: Black lives in Whatcom County*. Adding two more communities to this project in 2021 would cost about \$10,000. She mentioned that a third possible target is a laptop lending program. Funding for the laptop initiative is still to be determined.

Rebecca continued by mentioning that the Bragg-Muldrow Endowment will provide its first distribution early in 2021. It is estimated to be approximately \$125,000. We will need to determine whether to save or spend it. Rachel offered to attend the January board meeting in her Whatcom Community Foundation capacity to provide a presentation about the funds.

Rachel shared that, from a current cultural perspective, she thinks racial equity is the right direction to go.

Budget update: Rebecca reported that the first and second reading of the 2021-2022 budget is scheduled for December 7 followed by adoption on December 14. Included in Public Works' Capital budget is \$450,000 for replacement of our freight elevator.

New Business:

- Rick proposed limiting the December meeting to one hour so we can sign off and join a Zoom social hour in honor of Rachel's eleven years of service.

Action items for next meeting:

- Election of 2021 Board officials
- 2021 Annual Action Plan

Meeting adjourned at 4:45 p.m.

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

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

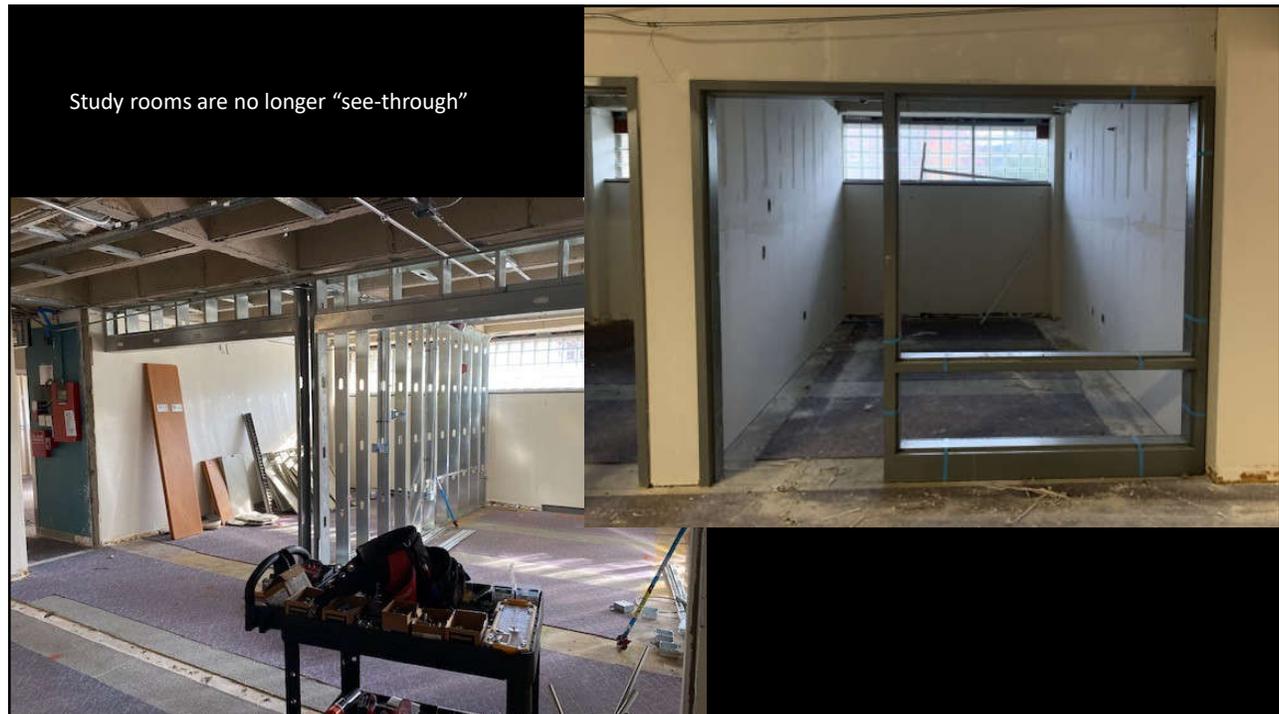
Attachments:

- Attachment #1: Highlights from the main floor remodel

Highlights from the Main floor remodel

- Drywall is mostly up
- Window glazing starting shortly
- More carpet coming out
- Rooftop unit going in over west end

1

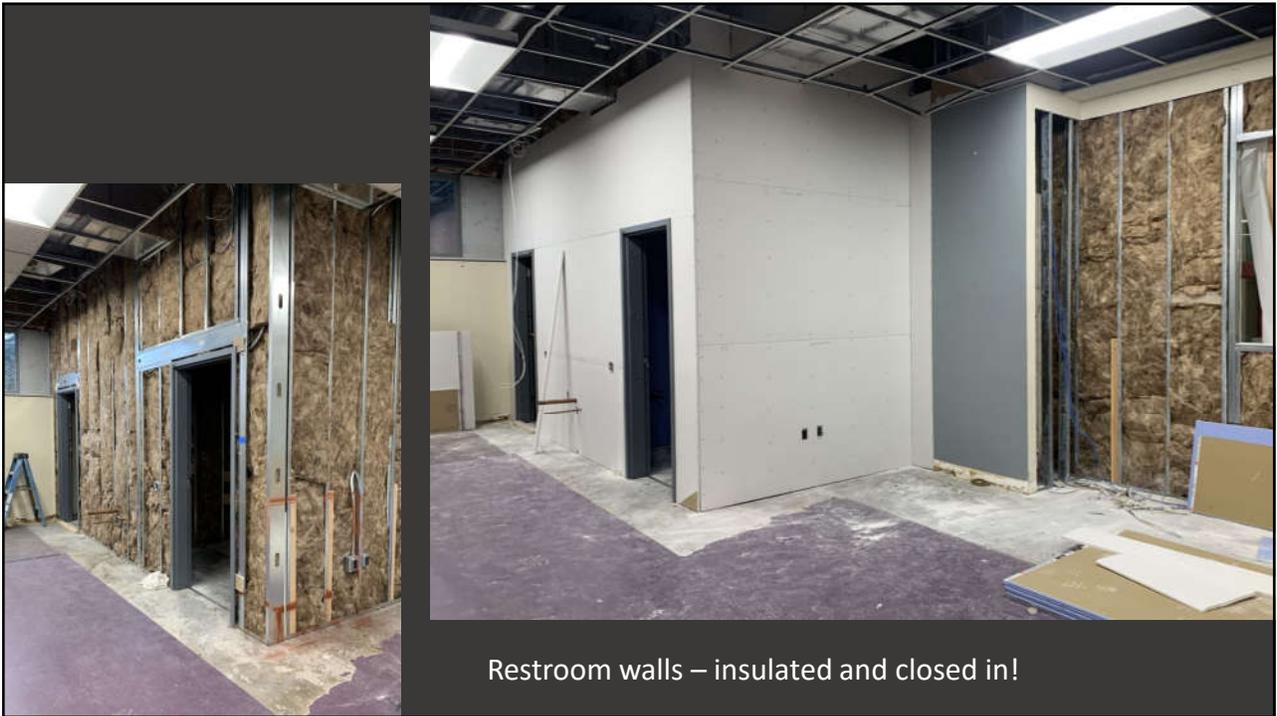


2

Looking at the new walkway from the front of library through to fiction.... passing by the new returns room



3



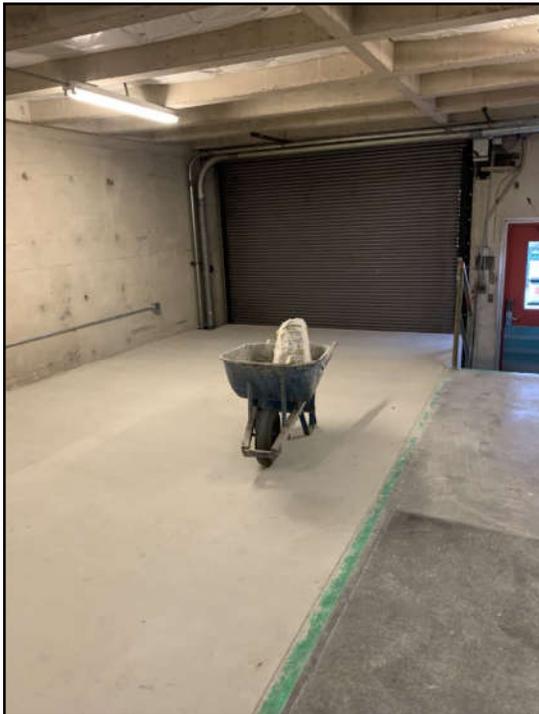
Restroom walls – insulated and closed in!

4



Mechanical shaft enclosed with fire-rated materials

5



The new garage “warehouse” area and loading dock that will be used for holding incoming and outgoing crates. View from the garage into the new staff area which will house the sorter and workspaces.

6



7



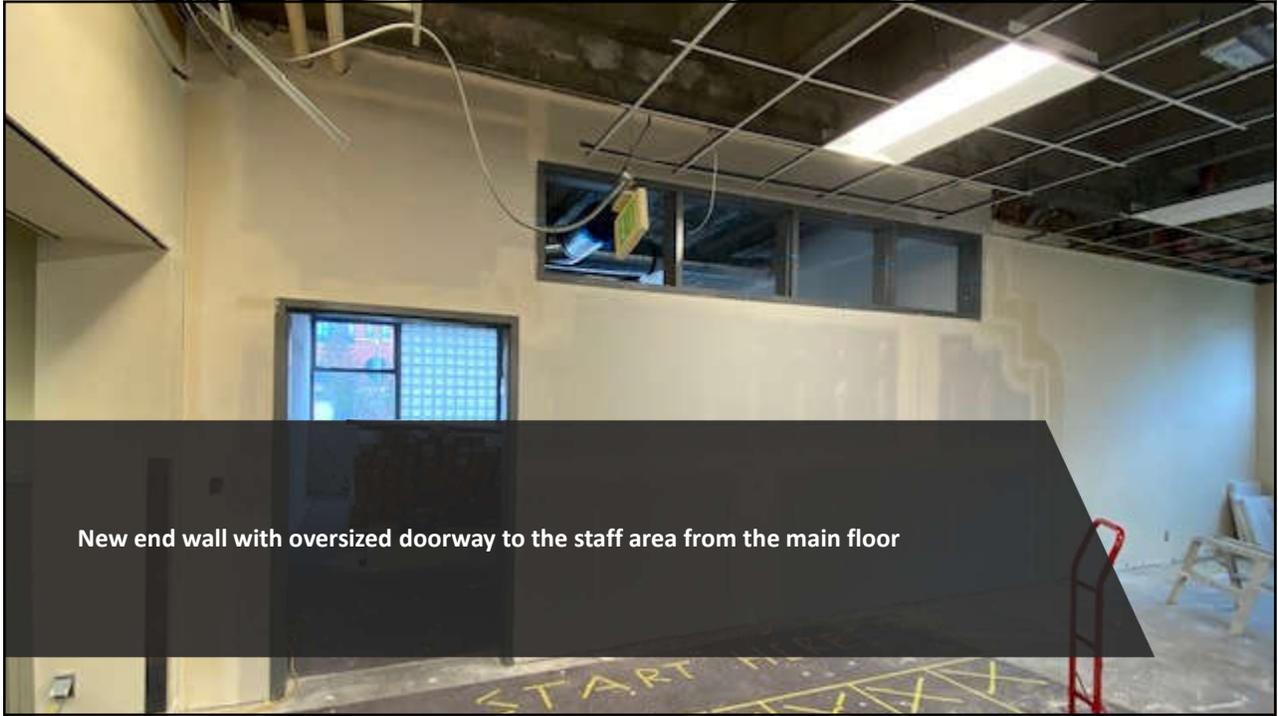
8



9



10



11



12

**Bellingham Public Library
Performance & Activity Measures, 2020**

	November-20	November-19	Year to Date		% of change
			2020	2019	YTD
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	972	2,202	20,152	28,091	-28.26%
Electronic copies added to the Consortium collection by BPL	112	55	1,571	1,046	50.19%
Physical copies withdrawn from the collection	(504)	(4,616)	(24,297)	(22,431)	8.32%
Total physical holdings			178,708	187,652	-4.77%
Total electronic holdings in Consortium available to BPL			103,492	86,311	19.91%
Total Holdings (Physical and Electronic)			282,200	273,963	3.01%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	24,712	56,786	343,892	634,247	-45.78%
Youth	26,838	46,430	281,239	525,560	-46.49%
Sub-Total Central	51,550	103,216	625,131	1,159,807	-46.10%
Fairhaven Branch					
Adult	12	7,182	23,076	80,610	-71.37%
Youth	13	2,922	8,565	30,993	-72.36%
Sub-Total Fairhaven	25	10,104	31,641	111,603	-71.65%
Barkley Branch					
Adult	3	5,997	18,253	62,197	-70.65%
Youth	4	4,897	12,486	43,041	-70.99%
Sub-Total Barkley	7	10,894	30,739	105,238	-70.79%
Bellingham Technical College					
Adult	0	93	141	704	-79.97%
Youth	0	10	51	119	-57.14%
Sub-Total BTC	0	103	192	823	-76.67%
Whatcom Community College					
Adult	0	378	968	3,534	-72.61%
Youth	0	95	281	1,019	-72.42%
Sub-Total WCC	0	473	1,249	4,553	-72.57%
Western Washington University					
Adult	0	503	1,450	5,249	-72.38%
Youth	0	349	968	3,083	-68.60%
Sub-Total WWU	0	852	2,418	8,332	-70.98%
Online Services					
Kanopy	1,148	797	17,607	3,880	353.79%
WA Anytime Library Overdrive	27,816	22,236	321,104	239,905	33.85%
RBdigital	3,725	2,579	37,932	26,127	45.18%
Sub-Total Online	32,689	25,612	376,643	269,912	39.54%
Total Circulation	84,271	151,254	1,068,013	1,660,268	-35.67%
Holds Activity					
Items placed on hold shelf	49,426	46,773	418,054	518,040	-19.30%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	0	38,448	101,447	436,276	-76.75%
Children's	0	9,035	25,134	116,692	-78.46%
Fairhaven Branch	0	6,629	16,695	75,110	-77.77%
Barkley Branch	0	4,695	10,936	52,350	-79.11%
Total Persons Visiting	0	58,807	154,212	680,428	-77.34%
Website Visits					
This count reflects number of visits to www.bellinghampubliclibrary.org	32,806	39,010	390,385	448,491	-12.96%
Bibliocommons visits					
This count reflects number of visits to Bibliocommons	9,774	13,227	104,189	136,692	-23.78%
Total Website Visits	42,580	52,237	494,574	585,183	-15.48%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (30 terminals)	0	4,713	12,817	57,716	-77.79%
Childrens (3 terminals)	0	119	363	1,545	-76.50%
Fairhaven Branch (6 terminals)	0	497	1,193	5,813	-79.48%
Barkley Branch (4 terminals)	0	296	782	3,323	-76.47%
Total Computer Usage	0	5,625	15,155	68,397	-77.84%
New Borrowers Registered					
Central Library	280	401	4,202	6,500	-35.35%
Fairhaven Branch	0	40	130	548	-76.28%
Barkley Branch	0	24	93	371	-74.93%
Total New Borrowers Registered	280	465	4,425	7,419	-40.36%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	27	86	666	1,192	-44.13%
Attendees	571	1,829	16,910	27,967	-39.54%
Volunteer Hours	0	379	1,431	5,891	-75.70%

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

DECEMBER 15, 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 DECEMBER 15, 2020, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
Supplies		
Books; DVDs; supplies; headsets; Brawny wipes	Amazon.com	379.82
Books	Baker & Taylor	15,497.12
Laptops	CDW	249.21
Printing	Copy Source	60.22
Books	Gale Cengage	87.36
DVDs, CDs, recorded books	Midwest Tape	5,184.29
eBooks, audiobooks	Overdrive Inc	3,012.99
Truck fuel	Reisner Distributor	41.30
Periodicals	Sound Publishing	(64.62)
Desktop licenses	Zones	6,495.13
	SUPPLIES Sub Total	\$30,942.82
Other Services and Charges		
Book processing	Baker & Taylor	3,678.12
Banking & credit card fees	City of Bellingham Interfund	3.36
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	757.94
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	2,500.37
Water/Sewer	City of Bellingham Interfund	1,346.18
MailChimp graphics	Credo Graphics	85.00
CD & DVD processing	Midwest Tape	680.79
Copier lease and copies	Oasys Inc.	800.75
ILL & tech services	OCLC	2,167.63
Courier Service	Orbis Cascade	856.50
Microfiche machine lease	Technology Unlimited	339.14
Mailing Summer Reading books	USPS	55.85
Membership-Institution	Washington Library Association	1,458.00
	OTHER SERVICES AND CHARGES Sub Total	\$76,920.29
Capital Outlays		
Envisionware Inc.	Automated Materials Handler	0.00
	CAPITAL OUTLAYS Sub Total	\$0.00
Gift Fund		
Books	Baker & Taylor	9.74
Technology replacement allocation	City of Bellingham Interfund	6.50
	GIFT FUND OUTLAYS Sub Total	\$16.24
	TOTAL GENERAL FUND CLAIMS	\$107,863.11
	TOTAL CLAIMS	\$107,879.35



City of Bellingham

Library - Budget to Actual - General Fund

November 2020 - 92% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Charges for Goods and Services	3,859	22,100	18,241	17%
Fines and Penalties	3,317	(0)	(3,317)	
Miscellaneous Revenue	12,754	45,000	32,246	28%
Total Revenue	19,930	67,100	47,170	30%
Expenses				
Salaries and Wages	2,168,667	2,562,652	393,985	85%
Personnel Benefits	1,025,987	1,333,303	307,316	77%
Supplies	541,890	792,364	250,474	68%
Other Services and Charges	919,342	978,168	58,826	94%
Capital Outlays	0	200,000	200,000	0%
Total Expenditure	4,655,886	5,866,487	1,210,601	79%

Library - Budget to Actual - Gift Fund

November 2020 - 92% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Gift Fund donations	60,334	50,000	(10,334)	121%
Total Revenue	60,334	50,000	(10,334)	121%
Expenses				
Gift Fund expenses	21,372	60,802	39,430	35%
Total Expenditure	21,372	60,802	39,430	35%

DIRECTOR'S REPORT FOR December 15, 2020

In light of recent events outside the Central Library, such as additional COVID-19 cases among campers and a fire on the lawn, as well as an abundance of caution for staff, the public, campers and volunteers, the Library paused services on December 7 to reassess safety measures. We continue to work closely with City staff and look forward to resuming curbside services as soon as possible. (Rebecca Judd, Library Director)

WELCOME & INCLUDE

Milestone anniversaries: We celebrate four anniversary milestones in 2020:

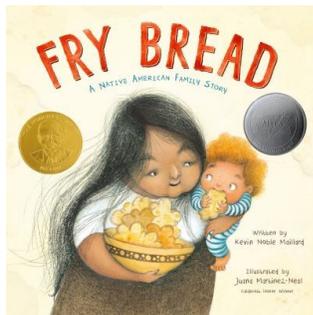
- Bernice Chang 15 years
- Beth Bevens 20 years
- Wendy Jenkins 25 years
- Deborah Brewer 30 years

Thank you to Bernice, Beth, Wendy, and Deborah for your exemplary service to the Library and our Bellingham community.

Thank you also to Theresa Keith, who will be leaving the Library on December 31. Theresa came to us in January 2020 and has filled two temporary positions over the course of a highly unusual year. We have appreciated Theresa's skill, diplomacy, and willingness to jump into new challenges. (Rebecca Judd, Library Director)

Staffing update: There were a lot of great candidates in our Library Assistant hiring process. We've made offers to nine who will be starting in December and January. We're using staggered start dates to keep groups small and allow us to train in an appropriately spaced environment. (Jen Vander Ploeg, Head of Public Services and Operations)

MyLIBRO launch: Late November saw a flurry of activity setting up the final configuration of the myLIBRO tool we're now using to schedule curbside holds pickup. It is ready to go for patrons to use. (Jon McConnel, Head of Digital Services)



Since Time Immemorial (STI) Kits: Children's Specialist Julie Mauermann served on a committee to create material kits that support the *Since Time Immemorial: Tribal Sovereignty in Washington State* (STI) curriculum. This curriculum, created by the Washington Office of the Superintendent for Public Instruction (OSPI), is endorsed by all 29 tribes in Washington State and provides units for preschool through high school students. The STI kits are intended for preschool through early elementary learners and are curated around three curriculum lessons: Who We Are, House of Salmon and Respecting our House. The committee members, consisting of Whatcom County

Library System staff Theresa and Tessa, Lummi Nation Member and Educator, and Julie, carefully and thoughtfully curated a selection of library materials and other engagement pieces such as

felt stories or puppets for each kit. Additionally, a notebook with instructions, ideas and further resources is included. Bellingham Public Library has two kits and Whatcom County Library System has four kits available to check out. Thank you to WCLS for compiling and packaging the kits, and to Julie and the entire STI Kit team for their work in getting these kits ready and into the community. (Bethany Hogle, Deputy Library Director)

ACCESS & OPPORTUNITY

Wi-fi hotspot lending: As soon as word went out that we had a different type of wi-fi hotspot available to borrow, holds activity picked up for the Verizon devices. On a typical day all 55 hotspots of both types are either Out, being Held, or In-Transit to fill a hold. (Jon McConnel, Head of Digital Services)

Virtual author visit: Teen services librarian Jennifer Lovchik recounts a recent library program for middle school students:

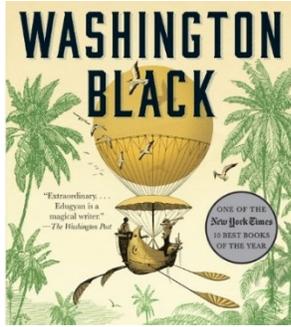
I visit every Bellingham Public Schools (BPS) middle school once a month virtually to host a Lunchtime Book Group. On Wednesday, December 2, Ben Guterson, author of the popular middle grade series "The Winterhouse Trilogy," became the first author-guest to join our group. For his visit, I opened up what would have been Whatcom Middle School's book group to all the BPS middle school students. Forty-three people joined Mr. Guterson and myself for his very entertaining presentation. Using a PowerPoint slide show, Mr. Guterson introduced himself and his background and then discussed the creation of his books. One of the key elements of his books is the inclusion of different word puzzles in each book and he presented examples of each for the kids to try out. He gave the students opportunities to ask questions and share their thoughts throughout his presentation. The attendees and Mr. Guterson had a great visit, with Mr. Guterson stating it was the best attendance he's had for a virtual visit!

(Bethany Hogle, Deputy Library Director)

READ & LEARN

Year-end stewardship: Collection Services staff have been working diligently to finish out the year's acquisitions so we can fully spend our budget. Their part-time work-from-home experience served them well during the recent emergency closure. They are still supplied with the necessary equipment to access the City's network from home and continue their work with only minor interruption. (Jon McConnel, Head of Digital Services)

SimplyE eBook platform: The work to develop a secure method to communicate between our catalog system and the Library Simplified/SimplyE ebook platform, hosted by Lyris, hit a major milestone on Dec. 8 – success with a test of securely passing data between Lyris and Ill. We do not yet have a target date for making the platform available to the public, but this is a positive step. (Jon McConnel, Head of Digital Services)



Whatcom READS 2021: Whatcom READS publicity is moving forward. Eight virtual events are planned in January and February 2021 on themes related to *Washington Black* by Esi Edugyan. Three virtual author events will take place in March 2021. Whatcom READS also received a grant from Whatcom Community Foundation to expand participation and awareness of these programs, and also to grow the conversation by facilitating businesses and individual book groups with guided, personalized book discussions, creating safe spaces for conversations on the book's themes. This will be achieved by connecting with our many non-profits and leaders working in anti-racism, as well as with our knowledgeable librarians, to create a "speakers bureau" concept that will allow small groups to tap into this expertise for book discussions. The grant will also enable Whatcom READS to boost outreach with video segments and digital advertising. (Annette Bagley, Head of Community Relations)

INFORM & INVOLVE

eNewsletter relaunch: Our November eNewsletter inspired a wonderful public response, full of appreciation and well-wishes to Library staff. People were thrilled to hear from us and to learn about the renovation project and all our new & revised services:

From NextDoor Happy Valley post: [Some good news for the Bellingham community...](#) We have an exceptionally fine public library here in Bellingham. Not every town of our size is blessed with a library that offers so many excellent services, a huge collection and such a fine staff. Even during this Covid-19 pandemic the Library continues to function, with curbside pickup. Now I just read that the main building is undergoing a substantial renovation of the main interior space, so the disruptions caused by the pandemic are actually being used to advantage to improve the facility. Many thanks to all who are working to make this happen!

From Facebook: ...Your job seems stressful and hard right now and I am so so so grateful for your work. ❤️ [Bellingham Public Library - Bellingham, WA](#), you are (one of my) quarantine heroes. ❤️

From email: Comment: Can't thank you enough. This on-line site is very well done, but I must admit I have a bias. I think the library and all staff and volunteers have been super for a long time. I hope during these challenging times, you remember how much we appreciate all you do. The library has made a tremendous difference to so many, including me and our family. Just don't forget with all the organizing and time-saving technology, books are by the people and for the people. And it is you people, we thank. Wishing you many good days.

(Annette Bagley, Head of Community Relations)

Sharing resources: We have shared with two libraries, Orcas Island and Burlington, the details for how we prepared our wi-fi hotspots for circulation. The great work our team did on figuring out those essential steps, especially Doug & Paul in ITSD on the case and padding, is paying off for patrons at other libraries, too. (Jon McConnel, Head of Digital Services)

Media: The following is a list of media articles and posts regarding the current tent encampment at City Hall and on the Library lawn, the tent fire on Dec. 5, and the Library's temporarily suspended services.

KGMI Facebook post (112 comments): <https://www.facebook.com/kgmi790/posts/10159263903529101>

KGMI News story: [Bellingham Public Library temporarily suspends services | 790 KGMI](#)

Bellingham Herald Facebook post Dec. 8 (121 comments):

<https://www.facebook.com/bellinghamherald/posts/10159044044963899>

Bellingham Herald news story Dec. 8: [COVID-19, arson at homeless camp prompt library closure | Bellingham Herald](#)

Bellingham Police Dept Facebook post Dec. 5 (700+ comments):

<https://www.facebook.com/bellinghampolice/posts/2341632169293862>

[Arson fire rips through City Hall homeless camp | 790 KGMI](#)

[No injuries in homeless encampment arson, suspect identified | Bellingham Herald](#)

[Whatcom Sheriff issues warning to downtown county employees | Bellingham Herald](#)

[80 tested after Bellingham homeless man contracts COVID-19 | Bellingham Herald](#)

<https://www.king5.com/article/news/health/coronavirus/covid-19-concerns-cloud-bellingham-homeless-protest/281-5c6bfef3-3ef5-4285-b199-b41f0d6de005>

[COVID cases reported among people living without shelter, Whatcom officials say \(msn.com\)](#)

[Bellingham mayor promises to open camping space for the homeless | Bellingham Herald](#)

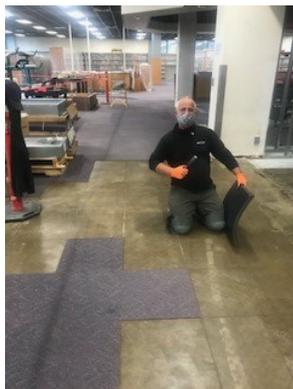
[Signs at Bellingham City Hall say its on ongoing protest | Bellingham Herald](#)

(Annette Bagley, Head of Community Relations)

THRIVE & GROW

Sorter coming soon: The Automated Materials Handler is scheduled to arrive Tuesday, December 15, and will be installed and configured later in the week. Use of the sorter will be delayed until the end of construction. (Jon McConnel, Head of Digital Services)

Shipping crates are here: New shipping crates have arrived to help with our added storage needs during the pandemic. Quarantine and more complicated deliveries during this time highlighted this gap in our equipment. We were able to acquire the new containers using CARES funding. (Jen Vander Ploeg, Head of Public Services and Operations)



Main Floor renovations: The remodel project is moving along well with new lights continuing to go up, window installs completed, and drywall and paint in process. We found an extra doorway that wasn't in the plans (which will be closed up) and have decided to close another doorway into the staff area due to newly-apparent safety reasons. In-floor electrical work is underway in the seating area in front of the north windows. Washable floor surfaces will be applied in the new restrooms soon. We're anticipating arrival of the new elevator at the end of the month, with work expected to begin in early January. (Jen Vander Ploeg, Head of Public Services and Operations)

Old carpet being pulled to get ready for electrical work

Respectfully submitted,
Rebecca Judd

BELLINGHAM PUBLIC LIBRARY

2021 ACTION PLAN

Library Board
December 15, 2020
Item #9

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.

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



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



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



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



- 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 Automated Materials Handler
- 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

BELLINGHAM PUBLIC LIBRARY 2021 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.

WASHINGTON BLACK

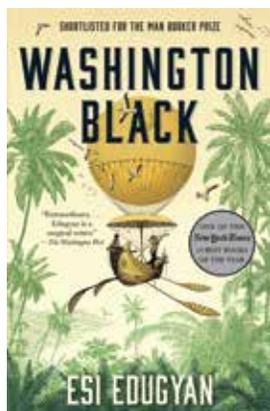
by Esi Edugyan

Library Board
December 15, 2020
Item #11



WHATCOM
READS

Now in its 13th year, Whatcom READS invites Bellingham and Whatcom County neighbors to celebrate books by reading the same title. The 2021 selection is the award-winning *Washington Black* by Esi Edugyan. It is a mesmerizing, richly imagined adventure story that illuminates complicated truths about race and belonging. Read or listen to this powerfully beautiful book and then join free online community events inspired by its **THEMES** and described on the back of this flyer.



Check out the book for curbside pickup or borrow the eBook or audiobook from the library.

Purchase a copy from community partner Village Books, who donates 10% of sales to Whatcom READS.

DON'T MISS!

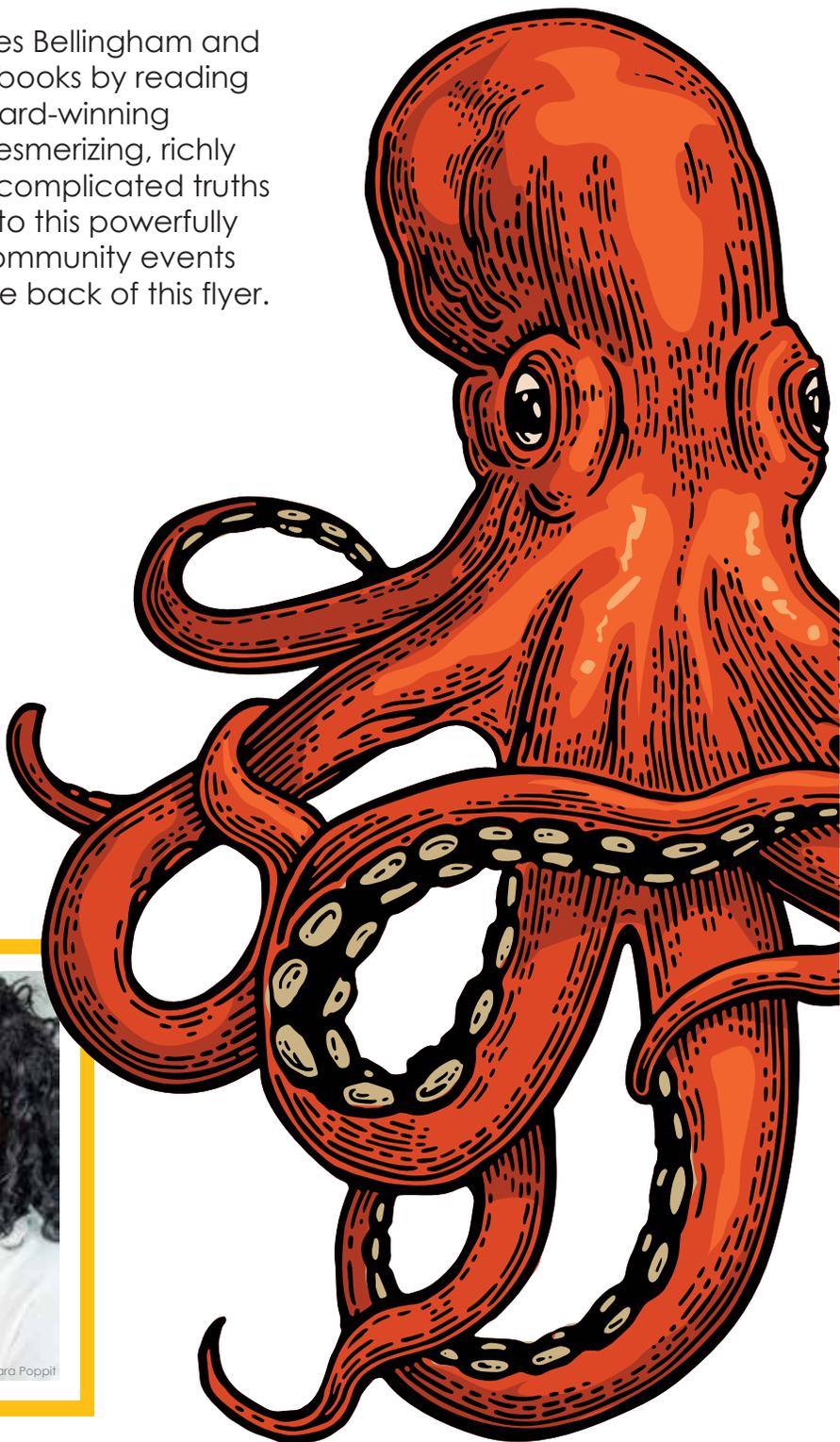
Author Events with Esi Edugyan

The author visits Whatcom County via live video events to discuss the book and her creative process. Register at whatcomreads.org.

March 4-5



photo credit: Tamara Poppit



We are grateful for the financial support of the Friends of the Bellingham Public Library, Whatcom County Library Foundation and Bellingham Technical College Foundation, and for the support of numerous community partners.

All events are online. Here's how to attend: Registration is required (one per household); space is limited. Reserve your spot via the link in the event listing in our online calendar, whatcomreads.org/events. A confirmation and program link will be sent via email. You will need access to the internet. It may be possible to join some programs by phone. Email us for assistance, whatcomreads@gmail.com

ILLUSTRATION AND THE NATURAL WORLD

"Wash" is a talented illustrator who uses his skill to explore the natural world. His experiences include an inspiring encounter with an octopus.

The Smart Skin and Amazing Brains of the Octopus

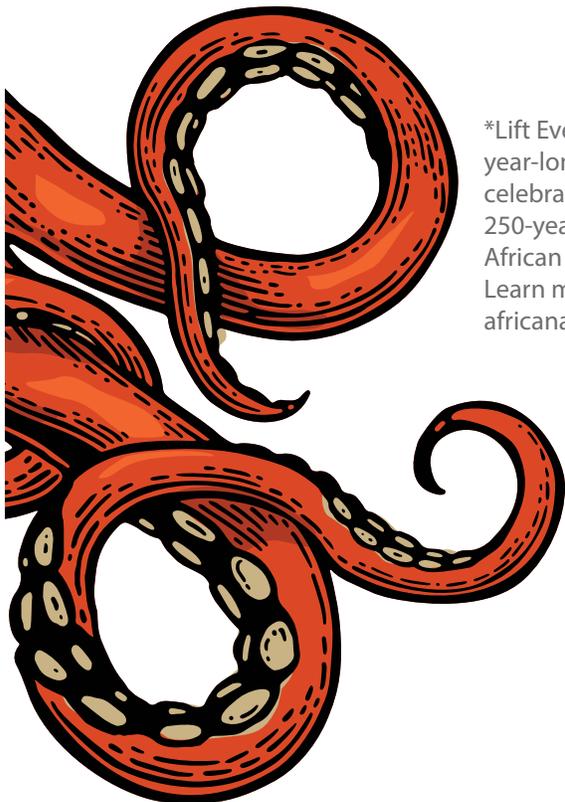
The octopus has fascinated investigators since Aristotle (and sparks innovation for *Washington Black*). Join Dr. David Gire for an exploration of the neuroscience behind how octopuses think and behave.

Saturday, Feb. 13, 1:00 PM–2:00 PM

What It's Like to Be a Bird: From Flying to Nesting, Eating to Singing—What Birds Are Doing, and Why

Renowned ornithologist David Allen Sibley will discuss his latest book with a focus on nature illustration. He is the author and illustrator of the series of successful guides to nature that bear his name, including *The Sibley Guide to Birds*.

Saturday, February 20, 4:00 PM–5:00 PM



*Lift Every Voice is a year-long, nationwide celebration of the 250-year tradition of African American poetry. Learn more at africanamericanpoetry.org.

RACE AND BELONGING

Like Edugyan's other richly imagined and impeccably researched stories, *Washington Black* illuminates complicated truths about race. Honor the voices and stories of Black writers at these special events.

Poetry Reading with Robert Lashley

Poet Robert Lashley has connections to the deep South and is a survivor of the Hilltop gang wars of the early '90s. His poetry makes sense of the multitude of voices that have surrounded him.

Thursday, Jan. 14, 7:00 PM–8:00 PM

Angel in the Outhouse: Stories of the Civil Rights Movement by Kathya Alexander

Through stories based on her own experience growing up in the segregated South, award-winning Seattle storyteller Kathya Alexander makes this time in history come alive. Made possible through a Lift Every Voice grant*.

Saturday, Jan. 23, 7:00 PM–8:30 PM

Let's Talk About Race with author and professor Clyde Ford

With warmth and openness, author and professor Clyde Ford leads a discussion on race in America with emphasis on audience participation. Meant for people of all races, participants will gain tools to engage in honest, transparent and meaningful conversations about race. A Humanities Washington program.

Monday, Jan. 25, 6:00 PM–7:00 PM

African American Poetry: 250 Years of Struggle and Song Poetry Reading

Dr. Bill Lyne, coordinator of African American Studies at Western Washington University, moderates a discussion on African American literature that invites us to rise up and honor these voices. Made possible by a Lift Every Voice grant*.

Friday, Feb. 5, 7:00 PM–8:00 PM

Technology and Social Justice with Clyde Ford

Author, scholar and activist Clyde Ford shows how the issues his father faced as the first Black software engineer in America are present in high-tech today, and what concerned citizens must do to advocate for human and civil rights in the modern technological age.

Thursday, Feb. 11, 7:00 PM–8:00 PM

I'll Fly Away: A Sojourn Through Poetry and Spirituals

Poet, performer and distinguished scholar Gloria Burgess explores the rich heritage of spirituals and poetry from the African American tradition in a spirited sojourn through words and music. Made possible by a Lift Every Voice grant*.

Thursday, Feb. 25, 6:00 PM–7:00 PM

JOIN A COMMUNITY OF BIBLIOPHILES

Subscribe to our mailing list:
whatcomreads.org





TO: Library Board of Trustees
FROM: Rebecca Judd, Library Director
DATE: December 15, 2020
SUBJECT: 2021 Regular Library Board Meeting Schedule

Each year the Board reviews the day of week, time of day, and location for its meetings in the upcoming year. If you agree to continue as you have in previous years, those meeting dates are tentatively listed below. We will discuss this schedule at your Board meeting.

Regular Board Meetings are held on the third Tuesday of each month. Meetings are typically held in the Lecture Room at the Bellingham Public Central Library, 210 Central Avenue. Due to COVID-19 restrictions we have scheduled January – June as Zoom Meetings. Meetings commence at 3:30 p.m. The public is welcome to attend and is encouraged to check the library's website for changes.

2021

Tuesday, January 19	Zoom Meeting
Tuesday, February 16	Zoom Meeting
Tuesday, March 16	Zoom Meeting
Tuesday, April 20	Zoom Meeting
Tuesday, May 18	Zoom Meeting
Tuesday, June 15	Zoom Meeting
Tuesday, July 20	
Tuesday, August 17	
Tuesday, September 21	
Tuesday, October 19	
Tuesday, November 16	
Tuesday, December 21	



Library Board
December 15, 2020
Item #12

TO: Library Board of Trustees
FROM: Rebecca Judd, Library Director
DATE: December 15, 2020
SUBJECT: 2021 City-observed holidays

City-observed holidays for 2021, for your information:

Holiday	Day	Date
New Year's Day holiday	Friday	January 1
Martin Luther King, Jr. Day	Monday	January 18
President's Day	Monday	February 15
Memorial Day	Monday	May 31
Independence Day observed	Monday	July 5
Labor Day	Monday	September 6
Veterans Day	Thursday	November 11
Thanksgiving Day	Thursday	November 25
Day after Thanksgiving	Friday	November 26
Christmas Eve	Friday	December 24
Christmas Day observed	Monday	December 27*

*The Library will be closed Saturday, December 25 for Christmas Day

*Additional closure days may be added pending further analysis of available Library resources