

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

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

The Board meeting will be streamed live via Zoom at 3:30 p.m. on Tuesday, May 18, 2021. You may view the meeting from a PC, Mac, iPad, iPhone or Android device from the following link:

www.cob.org/lbot

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: April 20, 2021: Regular board meeting• Library performance & activity measures: April 2021• Financial reports Claims: April 2021 YTD report: April 2021	5 min

- | | |
|--|-------------------------|
| 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: 3:50 |
| 6. Facility project & reopening timeline | 10 min |
| <ul style="list-style-type: none"> • Rebecca Judd, Director and staff | |
| 7. 2021 City Revenue and Budget Outlook | 20 min |
| <ul style="list-style-type: none"> • Forrest Longman, Deputy Finance Director | |
| 8. Facilities & service planning | 10 min |
| <ul style="list-style-type: none"> • Rick Osen, Board Chair | |
| | Time check: 4:30 |
| 9. New business | 3 min |
| 10. Action items for next meeting | 2 min |
| | Time check: 4:35 |
| 11. Adjourn | |

**Next Regular Library Board Meeting: Tuesday, June 15, 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.

Bellingham Public Library near reopening

April 26, 2021  53  0

Following a remodel of the Central branch, the library aims to reopen in late spring



The newly remodeled main entrance of the Bellingham Public Library. The Central branch aims to reopen in late spring 2021. // Photo courtesy of Bellingham Public Library

By [Clay Wren](#)

Bellingham Public Library is set to open the doors of its Central branch in late spring, after a remodel of its main floor.

When patrons return, seating will not be available at first, per [guidance](#) from the governor's office. The library is limited to 50% capacity and one-hour visits.

"We have very conservatively estimated that at 50% capacity, we can have 50 visitors [not including staff] at one time," said Annette Bagley, head of community relations at Bellingham Public Library.

Bagley said that patrons have been vocal about wanting to return to the library, but also continuing the popular curbside pickup service. As such, the library will likely see a hybrid model, with separate hours for curbside pickup and in-person visitation, to ease the workload on staff.

Construction began on a remodel of the main floor of the library in July 2020, by [RMC Architects](#) and [Tiger Construction](#). The last remodel of the building was completed in 1985.

Bagley said that the remodel has gone through several iterations in planning and has been in the pipeline for at least 15 years. The construction and pandemic timing were coincidence.

Between 2000 and 2008, an entire new building was planned to replace the library, but those plans were scrapped because of the 2008 financial crisis. Architects were hired in 2018 to do space planning, and the budget was allocated by the City of Bellingham in their biannual 2019/2020 budget.

The design philosophies behind the remodel were to make public services more physically accessible and technologically friendly.

“You are going to see a much more open floor plan,” Bagley said.

From the new main entrance, book stacks are more visible, and the computer area is more immediately accessible. Two restrooms were added upstairs, along with an additional study room and a new elevator.

Tables and seating areas were designed to accommodate electronic devices, similar to an airport. Bagley said that it was very important to expand the technological capabilities of the library to fit the needs of the community.

“The way that people use the library now is very different than it was in 1985. Now, people bring their devices into the library and they want to plug them in and have places to use them,” Bagley said.

Curbside pickup services began in March 2020 and continued throughout the remodel. Curbside pickup was launched as a way for patrons to pick up materials safely without entering the building, which closed four months early due to the COVID-19 pandemic.

Around 2,000 appointments are made per week, which can often mean 12,000 or more materials picked up.

Until recently, the entire curbside process existed on the lower level to work around the remodel. Books and objects were moved out of the children’s library to make room for the curbside pickup workspace, dubbed by staff as “Santa’s workshop.”



Dubbed "Santa's workshop" the children's area of the library has been converted into a hubbub for fulfilling curbside pickup orders. // Photo courtesy of Bellingham Public Library

Kimber Langton is a Bellingham resident who uses the curbside pickup service around once a week. She thanked the service for enabling her to continue her reading and learning journey and their commitment to inclusivity.

Langton said that she continually searches for ways to educate herself on racial justice, something that the library has fostered through their book talks and featured recommendations on their [Facebook page](#).



“I can’t wait until it’s safe to get back into the library and check it out,” Langton said.

Emily Keller is a University of Washington librarian and [Washington Library Association](#) board member. She said that the COVID-19 pandemic posed unique challenges for librarians around the country, to fit the needs of their different communities.

“It’s been really inspiring to see the ways that libraries have had to innovate and find ways to change the way that we did things so that we could serve people as well as we could,” Keller said.

Keller said when libraries closed down due to the COVID-19 pandemic, the tools and services they provided to communities were stripped away. People who aren’t housed were unable to find a safe place to visit during the day, and the lack of a space for internet access posed a problem for students in virtual school.

[Solutions](#) around the country included drive-up Wi-Fi, virtual programs, curbside pickup, food distribution and remote learning without an internet connection.

Keller said that libraries foster educational and career development. Libraries offer programs for [job readiness](#), including writing cover letters and resumes.

“From birth to death, we are all learning, and libraries support that,” Keller said.

[Clay Wren](#) is a third-year finance major and journalism minor who uncovers the hidden stories of Bellingham. He can be reached any time at wrenc2@wwu.edu.



BellinghamPublicLibrary 

 whatcom county
library system

Library Board
May 18, 2021
Consent Agenda
Communications & FYI





SUMMER READING 2021 CHART YOUR PATH!

Reading takes us on boundless journeys and this summer we invite you to chart a path wherever you want to go, however you want to get there. Record your reading experiences on and around the stepping stones on the front of this card.

HOW TO READ:

Your reading is yours. Read what, where, and how you want to. We have some ideas below, and lots more online. It's up to you!

- Read something new. Reread something old.
- Read the same book as someone far away.
- Recommend a favorite to someone close to you.
- Read a recommendation from a friend (or your favorite librarian).
- Read under the stars, or under the stairs.
- Read something being made into a film or tv show.
- Write or draw about a book you adore.
- Stop reading a book you're not enjoying.

bellingshampubliclibrary.org/summer-reading
wcls.org/summer-reading



HOW TO RECORD YOUR READING:

You can fill in the stepping stones however you like. Write the title of a book, or draw a picture of it. Craft a poem or color your feelings. Get creative--anything goes!



**Regular Meeting of the Library Board of Trustees
Tuesday, April 20, 2021 – 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, Jim McCabe, Rebecca Craven, Vernon (Damani) Johnson and Kristy Van Ness

Library Staff: Rebecca Judd, Annette Bagley, Bethany Hoglund, Jon McConnel, Jennifer Vander Ploeg, Katie Bray 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. Kristy Van Ness seconded. Motion carried.

Public comment: no comments.

Consent agenda: Jim noted that the YTD Salaries is running a little higher than previous years. This could be due to frozen vacancies not being included in the budget. Rebecca Craven noted the odd high % Complete on the YTD Fines and Penalties. This is because we have received \$721 in Fines and Penalties, but our budget for that line is zero. Jon communicated a small terminology correction: on page 3, in the 'Steps to reopen' section, a more accurate version of the last bullet would be "...a new server for the public computing network..." rather than "...a new server for the public computer area..." Jim McCabe moved to approve the March 16, 2021 Regular meeting minutes as amended and the March 2021 performance and activity measures and financial reports. Rebecca Craven seconded. Motion carried.

Board Chair report: Rick thanked Rebecca Judd and Jen for providing the Trustees with a tour of the remodel. He is amazed at the transformation on the main floor.

Board member reports: no reports.

City Council liaison report: no report.

Friends of BPL report: Faye thanked Rebecca for providing the Friends' officers with a remodel tour and called the changes spectacular. Faye reported that the Friends' Annual Meeting will be held via Zoom on April 24 – attendees can expect a combination of business and budget reporting as well as entertainment. Rick thanked the Friends, noting that a sizable portion of the remodel furniture budget came from the Friends.

Library Director report: Rebecca commented that it was wonderful to see everyone on the remodel tours. She also invited anyone who missed the tours to reach out to her to arrange one.

For Library Giving Day, the Library worked with Whatcom Community Foundation to add a direct donation link to our website. We also added direct donation links to the non-endowed funds: Unrestricted, Capital, Materials, and Fairhaven Branch Materials. Previously, the only online donation option was the Endowment Fund.

Today a verdict was delivered for the trial surrounding the death of George Floyd. Rebecca added that we are looking for ways to support the community during this time.

Kristy Van Ness, referencing the information in the Director's report about the contract negotiations for the Northstar Digital Literacy platform, requested that we highlight this service in our eNewsletter once it becomes available.

Facilities update: Rebecca reported:

- It is too premature to provide an opening date, but as the timeline is refined, she will keep the board informed.
- The FAQs on our website is a good resource for the reopening process.
- The CDC has released updated guidelines on cleaning protocols, but this hasn't significantly changed our procedures. We still plan to clean computers after each use and the quarantine of materials for 24 hours is still in place.

Jen provided a construction and operations update:

- The current projected elevator completion date is April 30. With limited elevator crews in the area, emergency jobs take precedence.
- The garage and parking lot are now available for library use.
- IT has been working hard on computer installation, completing the returns room stations and now working on Help Desk computers.
- Jen, Alison Kuiken and Michelle Becker will be working this week to get the returns room ready for operations next week.
- The Dodson Room will be used as a quarantine space for materials.
- Once the Help Desk computers are set up, operations and holds will be moved upstairs.
- Once this is complete, the Children's Library can be put back together.
- Jen has been working on Rules of Conduct Policy and Procedures so that staff will have a solid foundation for reopening.
- Rick added that this is the first time since the building was originally built in the 1950's that there will be public rest rooms on the main floor.

COVID-19 supplemental Rules of Conduct: Included in the packet is a draft of this Policy. This is intended as a temporary supplement to our existing Rules of Conduct. Jen explained that the Legal department has reviewed the document, adding that it aligns with WCLS' policy to alleviate confusion for patrons. Jim made a motion that the Board approve the Policy as written. Damani seconded. Motion carried.

2021 Action Plan – First quarter update: Rebecca screen-shared a PowerPoint presentation, *Bellingham Public Library 2021 Action Plan (see Attachment #1- all Attachments are located at the end of the minutes)*, highlighting the progress that has been made in the 1st quarter of 2021, despite the remodel and ongoing pandemic.

Concerning implementing public service at 25% and 50% capacity, Rebecca Craven asked if we would be basing the 25% and 50% occupancy limits on fire marshal code. Jen responded that she researched many library specific examples to determine occupancy limits. Rebecca Judd added that the determined 50% capacity is 50 patrons at a time on the main floor and 15 patrons in the Children's library. Jen said that staff will be stationed at the upper- and lower-level doors.

National Library Week – April 4-10, 2021

- Library Snapshot Day – April 5: Annette screen-shared numerous photos she took capturing a day in the life of the library on Monday.
- Library Giving Day – April 7: Annette announced we had 188 individual donations on Library Giving Day totaling \$15,442 which includes the processing fees for many of the donations. The net donation is \$15,183. Annette thanked the Trustees for their help in getting the word out. Rebecca added that she thinks the eNewsletter made a big difference this year.

Whatcom Community Foundation allocation: Referencing the donated funds documents in the packet, Rick explained the first page is a quarterly report of donations to the Library Gift Fund and to our Whatcom Community Foundation (WCF) funds. This will be updated for the Board each quarter.

The next page, a Revenue Summary, first lists the current balance of the Library Gift Fund and how the funds are designated to be spent, followed by the current balances of the WCF non-endowed funds. This page also lists the WCF distributions received in 2021, including the first-year distribution of the Bragg-Muldrow endowment.

The final page lists anticipated 2021 donations from the Friends of Bellingham Public Library and the American Rescue Plan, plus lists the 2021 projects and initiatives for the Board to consider funding with the Library Giving Day proceeds and the WCF distributions.

Rick proposed that Library Giving Day proceeds be distributed for the advertised purposes:

- \$5,000 for Anti-Racist Reading List materials
- \$3,000 for Spanish Language refresh
- \$7,000 for Digital Storytelling

The remaining \$3,000 Special projects funding from the Friends will be used to expand the popular Discover Pass backpack lending program.

Rebecca mentioned that she is working with TAG (Technology Alliance Group) to apply for a grant from the WCF Resiliency Fund. The project, called Reconnect, aims to distribute gently used computers to the community.

Rick reviewed that the Board's tentative plan was to return the \$197,707 Bragg-Muldrow portion of the 2021 WCF distribution to the 'spendable' portion of the endowment to have it available for future projects. This would leave \$15,787 for current projects.

Rebecca Judd calculated that the current wifi hotspot lending program (55 devices) can be extended for another year for approximately \$13,800, which would leave \$2,000 for other initiatives. Rebecca Craven asked about the current demand on the hotspots. Jon responded that typically there are the same number of holds as there are devices, so they are never available for browsing. Rebecca Judd added that if we eventually have more devices, the hotspots can renew so that patrons may use them longer. She added that American Rescue Plan Act funds are likely to become available this summer, which could be used to purchase additional devices and monthly service. The Verizon hotspots offer a broader service area, but the monthly service cost of the Mobile Beacon (Sprint/T-Mobile) hotspots is significantly less. Rebecca Craven made a motion to approve placing the Bragg-Muldrow distribution into the spendable portion of the endowment and using the remaining distribution to continue the current wifi hotspot initiative for another year, with the possibility of increasing the number of hotspots when we know more about American Rescue Plan Act funding. Kristy Van Ness seconded. Motion carried.

Rick reported that he and Rebecca met with James Erb, Assistant City Attorney, and Andy Asbjornsen, Finance Director, to discuss fundraising by the Library Board of Trustees. James could not find any statutes to support or condemn involvement. Rick explained that large city libraries and district libraries, such as WCLS, will often have their own Library Foundation with a paid foundation officer to run it. We currently would not be able to support a paid officer. Rick determined it would be good to establish a temporary fundraising committee to explore goals and issues. The preliminary goal is to fund new innovative projects that the city doesn't cover, such as the wi-fi hotspots. The second goal is to gather interest for future facility improvements at Central or other branches – Rick noted there is a better chance to receive grants when seed money is available. Rick invited Kristy to work with him and Rebecca on this fundraising committee, which will report back to the board.

New Business:

- Invite Forrest Longman, Deputy Finance Director, for a budget forecast.

Meeting adjourned at 4:47 p.m.

Next Regular Library Board Meeting – May 18, 2021 – Zoom meeting – 3:30 p.m.

Chair, Library Board of Trustees

ATTEST
Secretary, Library Board of Trustees

Attachments:

- Attachment #1: Bellingham Public Library 2021 Action Plan

DRAFT

BELLINGHAM PUBLIC LIBRARY

2021 ACTION PLAN

April 20, 2021 Minutes Attachment #1

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 Washington Anytime Library and 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

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**Bellingham Public Library
Performance & Activity Measures, 2021**

Library Board
May 18, 2021
Consent Agenda

			Year to Date		% of change YTD
	April-21	April-20	2021	2020	
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	2,109	208	8,732	7,649	14.16%
Electronic copies purchased by BPL	89	35	459	462	-0.65%
Physical copies withdrawn from collection	(1,635)	(25)	(11,045)	(8,060)	37.03%
Total physical holdings			168,008	180,780	-7.06%
Total electronic holdings in Consortium available to BPL			109,135	90,625	20.42%
Total Holdings (Physical and Electronic)			277,143	271,405	2.11%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	35,472	287	132,534	153,061	-13.41%
Youth	26,410	45	99,630	126,293	-21.11%
Sub-Total Central	61,882	332	232,164	279,354	-16.89%
Fairhaven Branch					
Adult	26	3	94	20,345	-99.54%
Youth	0	1	34	7,268	-99.53%
Sub-Total Fairhaven	26	4	128	27,613	-99.54%
Barkley Branch					
Adult	50	8	57	16,556	-99.66%
Youth	40	2	42	10,838	-99.61%
Sub-Total Barkley	90	10	99	27,394	-99.64%
Bellingham Technical College					
Adult	0	79	0	202	-100.00%
Youth	0	18	0	60	-100.00%
Sub-Total BTC	0	97	0	262	-100.00%
Whatcom Community College					
Adult	0	2	0	866	-100.00%
Youth	0	0	0	222	-100.00%
Sub-Total WCC	0	2	0	1,088	-100.00%
Western Washington University					
Adult	0	553	0	1,862	-100.00%
Youth	0	315	0	1,225	-100.00%
Sub-Total WWU	0	868	0	3,087	-100.00%
Online Services					
Kanopy	1,678	1,981	7,861	5,231	50.28%
NW Anytime Library Overdrive	28,905	30,314	120,130	106,163	13.16%
Overdrive Mags	1,862	3,500	15,564	12,628	23.25%
Sub-Total Online	32,445	35,795	143,555	124,022	15.75%
Total Circulation	94,443	37,108	375,946	462,820	-18.77%
Holds Activity					
Items placed on hold shelf	52,175	0	208,951	125,375	66.66%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Curbside Service	8,049	0	27,890	0	
Adult		0	0	101,447	-100.00%
Childrens		0	0	25,134	-100.00%
Fairhaven Branch		0	0	16,695	-100.00%
Barkley Branch		0	0	10,936	-100.00%
Total Persons Visiting	8,049	0	27,890	154,212	-81.91%
Website Visits	33,975	19,622	143,196	149,663	-4.32%
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons Visits	10,362	4,203	40,769	41,952	-2.82%
This count reflects number of visits to Bibliocommons					
Total Website Visits	44,337	23,825	183,965	191,615	-3.99%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (29 terminals)	0	0	0	12,817	-100.00%
Childrens (3 terminals)	0	0	0	363	-100.00%
Fairhaven Branch (6 terminals)	0	0	0	1,193	-100.00%
Barkley Branch (4 terminals)	0	0	0	782	-100.00%
Total Computer Usage	0	0	0	15,155	-100.00%
New Borrowers Registered					
Central Library	305	159	1,278	1,610	-20.62%
Fairhaven Branch	0	0	2	130	-98.46%
Barkley Branch	0	0	0	93	-100.00%
Total New Borrowers Registered	305	159	1,280	1,833	-30.17%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	70	30	240	290	-17.24%
Attendees	477	3,814	3,565	9,302	-61.67%
Volunteer Hours	0	0	0	1,803	-100.00%

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

APRIL 2021 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 May 18, 2021, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
Supplies		
Creative Cloud software	Adobe Inc	391.19
Books; DVDs; supplies;	Amazon.com	1,925.14
Books	Baker & Taylor	13,377.43
Books	Center Point Large Print	145.90
PPE supplies	City of Bellingham Warehouse	317.67
Barcodes	Computype	497.42
Water @ Central	Crystal Springs	73.87
Books	Gale	87.36
Distancing belt barriers	Global Industrial	933.72
Foam insulation	Home Depot	4.99
Security clothing	Lands End	102.54
Name tags	Laserpoint	36.96
DVDs, CDs, recorded books	Midwest Tape	8,858.93
Office supplies	Office Depot	171.66
eBooks, audiobooks	Overdrive Inc	2,519.99
Truck fuel	Reisner Distributor	74.25
Security software	Secure by Design	20.00
Book cart replacement parts	Shiffler	17.86
Mendery supplies	Uline	676.58
Lost Interlibrary Loans	Various institutions	58.00
Books	Village Books	78.03
Copier paper	WCP Solutions	59.79
Curbside service bags	Webstaurant	3,958.91
Periodicals	Whatcom City Historical Society	127.83
	SUPPLIES Sub Total	\$34,516.02
Other Services and Charges		
Book processing	Baker & Taylor	3,434.94
Computer replacement allocation	City of Bellingham Interfund	8,310.30
Facilities Services	City of Bellingham Interfund	48,661.09
Fleet Services	City of Bellingham Interfund	520.83
Mailroom allocation	City of Bellingham Interfund	2,945.31
Purchasing Services	City of Bellingham Interfund	121.78
Risk Management	City of Bellingham Interfund	5,812.33
Technology replacement allocation	City of Bellingham Interfund	1,449.33
Telecom Services	City of Bellingham Interfund	1,030.38
Printing	Copy Source	31.21
Water cooler rental	Crystal Springs	9.77
Graphic Design work	Katrina Lyon Design	560.00
CD, BCD & DVD processing	Midwest Tape	1,143.20
Copier lease and copies	Oasys Inc.	821.53
ILL & tech services	OCLC	2,167.63
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.14

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

APRIL 2021 CLAIMS

Hotspot service	Verizon Wireless	800.20
Borrower notices Q1	WCLS	1,935.45

OTHER SERVICES AND CHARGES Sub Total \$80,627.75

Gift Fund

Discover Pass Backpack ingredients; CDs	Amazon.com	1,149.76
Books	Baker & Taylor	415.40
Technology replacement allocation	City of Bellingham Interfund	2.17
Digital Storytelling hosting	Corp for Digital Scholarship	3,000.00
Remodel shelving	Costco	321.72
Signage	Displays2Go	153.45
Cabinets	Higher Plane Cabinetworks	1,054.39
Signage	Katrina Lyon Design	2,080.00
Furniture	KCDA Purchasing	114,228.88
Discover Passes	Washington State Parks	140.00

GIFT FUND OUTLAYS Sub Total \$122,545.77

TOTAL GENERAL FUND CLAIMS \$115,143.77

TOTAL CLAIMS \$237,689.54

Library - Budget to Actual - General Fund

APRIL 33% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Grants	5,626	0		
Charges for Goods and Services	0	22,100	22,100	0%
Fines and Penalties	855	(0)	(855)	
Miscellaneous Revenue	427	45,000	44,573	1%
Total Revenue	6,908	67,100	60,192	10%
Expenses				
Salaries and Wages	800,451	2,491,701	1,691,250	32%
Personnel Benefits	358,024	1,129,660	771,636	32%
Supplies	242,728	718,950	476,222	34%
Other Services and Charges	366,370	1,010,520	644,150	36%
Total Expenditure	1,767,573	5,350,831	3,583,258	33%

Library - Budget to Actual - Gift Fund

APRIL 33% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Donations	20,175	50,000	29,825	40%
Total Revenue	20,175	50,000	29,825	40%
Expenses				
Gift Fund expenses	170,700	50,026	(120,674)	341%
Total Expenditure	170,700	50,026	(120,674)	341%



DIRECTOR'S REPORT FOR May 18, 2021

What wonderful news! We look forward to the Governor's revised guidelines for libraries as the state moves toward a June 30 reopening. In the meantime, our Library is looking more and more like a library with each passing day. We can't wait to see our community again! (Rebecca Judd, Library Director)

WELCOME & INCLUDE



Public Services staff return to main floor: On May 10-12, thousands of holds were moved from the lower floor to the newly renovated main floor. Thank you to Public Services supervisor Michelle Becker for managing the many moving parts of this project. Public Services staff are now stationed at the Help Desk and adjusting to new workflows and spaces. With the shelves cleared of holds, the "very-empty" Children's library is being restocked. We'll be making some minor adjustments to the Children's space to improve our COVID-safety for reopening later this spring. (Jen Vander Ploeg, Head of Public Services and Operations)

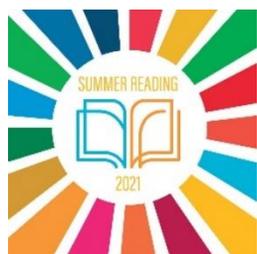
Hold returns to the Central Library main floor

Wayfinding: We have continued to meet with graphic designer Katrina Lyon throughout May to discuss and revise our signage designs for the Central Library Main Floor. Cost estimates for fabrication and installation are being evaluated. (Annette Bagley, Head of Community Relations)

ACCESS & OPPORTUNITY

Verizon hotspot recall: On April 8 we learned that the 20 Verizon hotspots we were granted by the State Library [had been recalled](#) by the manufacturer and the [Consumer Product Safety Commission](#) due to 15 reports of the battery overheating and, in some of those cases, causing fires. Verizon pushed out a software update that added some protection, and they hired a [3rd-party recall facilitator](#) to handle replacing all of the affected devices. The Library pulled in our 20 devices and have withdrawn them, contacted the recall facilitator, and currently are waiting for return shipping boxes. Given the initial stated timelines it'll be a couple more weeks. As soon as we ship them, we'll be sent 20 replacement devices that we'll set-up and configure for circulation. (Jon McConnel, Head of Digital Services)

READ & LEARN



Summer Reading begins June 1: This year, our Summer Reading program is a little different. In collaboration with WCLS, we are inviting every child, teen and adult to “chart a path” of reading for themselves. There are no specific goals or prizes, just lots of encouragement, suggestions and support for everyone to explore their interests in whatever format they desire. What do you want to learn? What do you want to experience through story? The possibilities are endless and the Library is here to match readers (and listeners!) to books and other materials to meet those curiosities. We will have two cards available: one for early learners (ages birth – 5 years) with activity suggestions based on the Five Practices key to building a foundation of early literacy skills: talking, singing, reading, writing and playing. The second card is for everyone else: kids, teens and adults. We will encourage readers to fill in the stepping stones on the cards to track what they’re reading, and to share what they’ve been reading and learning with others. Staff are excited to chart our own paths this summer along with our community. We will begin communicating about summer reading at the end of May, continuing our collaboration with schools, pre-schools and daycares. Additionally, we are working on a short overview video with BTV and will participate in a video produced by WCLS. (Bethany Hoglund, Deputy Library Director)

Book Club Kits: We are working to restart Book Club Kits at the end of May. Public Services Librarian Suzanne Carlson-Prandini and Public Services Clerk Jenni Johnson are excited to be getting the kits back into circulation by updating processes for staff and integrating them with Curbside services. Book Clubs will be notified when this service is officially restarted and information will be updated on our website. (Bethany Hoglund, Deputy Library Director)

National Poem in Your Pocket Day, April 29: New Washington State Poet Laureate Rena Priest provided “pocket poems” to Bellingham Public Library for distribution to patrons and staff on April 29. The activity was announced on our social media channels and distributed through curbside pickup service. (Annette Bagley, Head of Community Relations)



Gale database contract: The Washington State Library has selected a proposal from Gale Cengage to provide a package of information and research databases covering K-12 and general-purpose article research for the Statewide Database Licensing Project. ProQuest had had the contract for over 20 years, but the Gale proposal was selected by the committee this time. Access to the new package of databases will begin around the first of July. We have been told to expect that the package’s price will decrease from the \$1,600 we were charged for the current year of the ProQuest package. (Jon McConnel, Head of Digital Services)

Moving collections: Collection Services staff continue to help with the various collection moving/shifting projects that are needed as we move back into our space following the remodel project. In particular, some items need to be relabeled and updated in Polaris. Currently staff are working on the Local History and Graphic Novel collections. (Jon McConnel, Head of Digital Services) (Bethany Hoglund, Deputy Library Director)

INFORM & INVOLVE



May is Asian American Pacific Islander (AAPI) Heritage Month: To raise awareness, the Library created a series of social media posts scheduled throughout May featuring recommendations from our Librarian staff, and details of significant historical events. These are running on Facebook and Instagram. The information was also the lead focus of our May e-newsletter. (Annette Bagley, Head of Community Relations)

Poetry Walk Video: To commemorate National Poetry Month in April, Bellingham Public Library worked with BTV to create a video about the year-round Sue C. Boynton Poetry Walk located outside the Library's main entrance. Public Services Librarian Suzanne Carlson-Prandini provided an overview and background, and Hayley Van Ness recited her poem "Cats, Cats," which was currently on display. The video can be viewed here: [Celebrate the Sue C. Boynton Poetry Walk at the Bellingham Public Library! - YouTube](#) (Annette Bagley, Head of Community Relations)



Sasquatch Reading Award: Children's Services Librarian Bernice Chang serves as a Co-Chair for the Sasquatch Reading Award committee, which is part of the Washington Library Association. Yearly, this committee selects books for 4 – 6th graders that are "the best of" a recent publishing year. Students from around the state read the titles, and vote on their favorite. The committee works all year to gather title nominations and then read as many of those nominations as they can. In late April, the committee met virtually and spent a day deliberating on the top 12 titles for students. Bernice's leadership in this group has received many accolades from her fellow committee members and has helped the group facilitate a selection of wonderfully diverse, engaging and thoughtful titles that appeal to students. Thank you for this contribution and service, Bernice! (Bethany Hoglund, Deputy Library Director)

Remodel/Reopening media Coverage: We continue to receive media inquiries about the Library's remodel and reopening plans. On April 22, Rebecca was interviewed on KGMI. On April 26, the Western Front ran an online story titled [Bellingham Public Library Near Reopening](#). The Bellingham Herald is scheduled for an interview and tour of the new space with Rebecca on May 19. (Annette Bagley, Head of Community Relations)

Remodel/Reopening tours and presentations: Over the past month, we have been delighted to give tours of the newly remodeled space to Council members, City Department Heads, and former board members and staff. On May 11, I talked about the remodel to the Bellingham Kiwanis Club. It was my first in-person speaking engagement in over a year! (Rebecca Judd, Library Director)

THRIVE & GROW

Self-checkout upgrade: ITSD staff have been putting in a lot of work, including substantial overtime, to put our computing infrastructure back in place after the remodel. One of the projects is to deploy a new system for patron self-checkout. ITSD staff are working with vendor BiblioTheca on this project to migrate from an older system called libr8 to their current offering, quickConnect. (Jon McConnel, Head of Digital Services)



Funding Information Network: The Whatcom Community Foundation has agreed to fund another year of the Funding Information Network. In 2015 they funded a subscription that ran from 2016 through the end of 2021, and we're pleased they will continue to support this resource in 2022 despite the annual cost increasing from \$1,795 to \$2,995. It is a vital part of our Nonprofit Resource Center, which was created in 2005 so we would qualify to join the Funding Information Network. The complementary parts work together to help local nonprofits find funding opportunities. (Jon McConnel, Head of Digital Services)



Main Floor renovations: Our elevator replacement project continues to experience delays, and we hope to see successful inspections and completion later in May. Our Library Assistant group has moved to the main floor and is settling into the new staff workspace. The sorter is making good time processing materials, and we're building workflows around this amazing new tool. It will take a bit to iron out those workflows, but staff are coming up with great ideas. (Jen Vander Ploeg, Head of Public Services and Operations)

Respectfully submitted,
Rebecca Judd