

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, September 21, 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: August 17, 2021: Regular board meeting• Library performance & activity measures: August 2021• Financial reports
Claims: August 2021
YTD report: August 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. Reopening update	10 min
<ul style="list-style-type: none"> • Rebecca Judd, Director 	
7. Introducing Sarah Chaplin	20 min
<ul style="list-style-type: none"> • Assistant City Attorney Sr. & Library liaison 	
8. Fundraising Committee update	10 min
<ul style="list-style-type: none"> • Rick Osen, Board Chair • Library donation webpage Support Your Library 	
	Time check: 4:30
9. Facilities Committee update	10 min
<ul style="list-style-type: none"> • Rick Osen, Board Chair 	
	Time check: 4:40
10. New business	3 min
11. Action items for next meeting	2 min
	Time check: 4:45
12. Adjourn	

**Next Regular Library Board Meeting: Tuesday, October 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.

Washington State Book Awards 2021 winners announced

Sep. 10, 2021 at 12:01 pm Updated Sep. 10, 2021 at 3:35 pm



Spokane author Jess Walter's "The Cold Millions," which focuses on a teenager and an Eastern Washington union, won the fiction category of the Washington State Book Awards. (Rajah Bose)

By [Moira Macdonald](#)

Seattle Times arts critic

September brings a long-held state literary tradition: the announcement of the Washington State Book Awards, which honors outstanding books written by Washington state authors. Formerly called the Governor's Writers Awards, and now in its 55th year, the awards are presented by the Washington Center for the Book (a partnership of The Seattle Public Library and the Washington State Library). Here are the winners, for books published in 2020:

Fiction: "[The Cold Millions](#)" by Jess Walter, of Spokane

Biography/Memoir: "[The Magical Language of Others](#)" by E.J. Koh, of Seattle

Creative Nonfiction: "Think Black" by Clyde Ford, of Bellingham

General Nonfiction: "[Alone Together: Love, Grief and Comfort in the Time of COVID-19](#)" edited by Jennifer Haupt, of Bellevue

Poetry: "Take a Stand: Art Against Hate, a Raven Chronicles Anthology" edited by Phoebe Bosché and Anna Bálint, of Seattle, and Thomas Hubbard, of Kirkland

Young Adult Literature: "What I Carry" by Jennifer Longo, of Bainbridge Island

Books for Young Readers: "Get a Grip, Vivy Cohen!" by Sarah Kapit, of Bellevue

Picture Book: "The Camping Trip" by Jennifer K. Mann, of Bainbridge Island

For a list of all of the year's 43 nominees, click [here](#).

Moira Macdonald: mmacdonald@seattletimes.com; on Twitter: [@moiraverse](#). Moira Macdonald is the Seattle Times arts critic.



News Release

SEPT. 10, 2021

Eychaner named acting director of Washington State Broadband Office

Departing director Russ Elliott stewarded state office from start up to one of the nation's leading efforts toward digital equity for rural communities

OLYMPIA, WA --- Washington Commerce Director Lisa Brown today announced that Dawn Eychaner will serve as acting director of the Washington State Broadband Office effective Sept. 30, when current director Russ Elliott leaves the position to serve as Chief Executive Officer of a California telecommunications carrier. Eychaner has served as deputy director of the office since June this year.



Since it was established in 2019 with a minimal budget and two full time staff including Elliott, the Washington State Broadband Office has built successful public-private partnerships across the state to meet the state's [aggressive broadband goals](#) and break down digital equity barriers. . Achievements of the growing office to date include a federally-recognized effort that created hundreds of emergency [free drive-in Wi-Fi hotspots](#) throughout the state and implementation of a detailed strategy and mapping tools for achieving the goal of universal broadband connectivity by 2025. The work garnered over \$300 million in funding from the Washington Legislature for the 2021-23 biennium.

Eychaner has a background in local infrastructure financing with the Washington State Public Works and Community Economic Revitalization (CERB) Boards, as well as significant policy experience in the legislature on issues and programs related to early learning, Temporary Aid to Needy Families (TANF), food assistance and affordable housing.

“Dawn has a terrific blend of experience to provide continuity of leadership for the broadband office’s digital equity focus,” said Commerce Director Lisa Brown. She said a national recruitment will be underway soon, with the permanent appointment made jointly with Gov. Jay Inslee later this fall.

“I am proud of our work with the Legislature and Governor Inslee to take the broadband office from a startup to a collaborative organization responsible for \$326 million in funding, putting us well on the way to meeting our goal of providing affordable broadband access to all residents,” Elliott said. He also noted several successful federal funding applications that are under consideration for broadband infrastructure to communities including Jefferson County, Stevens County, Okanogan County, Kittitas County, Ferry County and a number of projects on Tribal lands across the state.

New community and Tribal “Broadband Action Teams” throughout the state will boost this and other broadband office work in coming months. Elliott recognized support across this state to meet the state's aggressive broadband goals from both public and private entities, calling it “humbling” and the reason why Washington state continues to be among the top states in the country in building out broadband infrastructure.

Learn more about the Washington State Broadband Office at www.broadband.wa.gov.

Need help paying for service? The Federal Communications Commission’s (FCC) Emergency Broadband Benefit (EBB) may be able to help. The EBB will provide a discount of up to \$50 per month towards broadband service for eligible households and up to \$75 per month for households on Tribal lands. In addition, eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute \$10-\$50 toward the purchase price. [Learn more](#) (PDF).

###



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

Others Present: Hollie Huthman, City Council Liaison; Leigh Ann Giles, Friends of BPL Co-President

Call to order and introductions: Regular session was called to order at 3:31 p.m. by Chair, Rick Osen.

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

Public comment: No comments.

Consent agenda: Rebecca Craven moved to approve the July 20, 2021 Regular meeting minutes and the July 2021 performance and activity measures and financial reports. Damani Johnson seconded. Motion carried.

Board Chair report:

- Rick announced we will continue to meet virtually until the City recommends in-person meetings. City Council plans to discuss this at their August 31 meeting.
- The Fundraising Committee is scheduled to meet September 8. Rick invited Rachel Myers, Philanthropic Advisor & Program Manager for Whatcom Community Foundation (and a former BPL Trustee), to attend.
- Rick was happy to attend last month's Friends' board meeting. He plans to attend regularly to help coordinate communication and foster our relationship with this valuable organization.

Board member reports: No reports.

City Council liaison report: No report; Council is on a 3-week break.

Friends of BPL report:

- Leigh Ann reported that the Friends are busy processing donations from the community and Village Books.
- The Friends have held two Pop-up Sales so far, with another scheduled for 10am-2pm on Friday, August 20. They are asking customers to wear masks and social distance.
- Other book sales under consideration are a Children's Sale in September and a big sale in November; considerations include the pandemic and the weather.
- Cathy, the Friends' long-term bookkeeper, is leaving in January; recommendations for this position can be directed to Leigh Ann.

Library Director report:

- Rebecca and WCLS Executive Director Christine Perkins toured the new Central Skagit Library in Sedro Wooley on August 6. Rebecca was impressed with the 11,000 square foot building, designed by SHKS Architects, which includes flexible spaces, interesting acoustic treatments, nice lighting, many face-out browsing options, movable shelving units, lockers and play spaces. Sedro-Wooley Library, a municipal library, annexed into the Central Skagit Rural County Library District several years ago.
- Whatcom Museum is installing the final pieces of artwork in the Central Library – a wall mounted sculpture in the entrance lobby and six prints near the public computers.
- Wayfinding signage is up and it looks great. Annette worked with Katrina Lyon Designs and Signs Plus on this large project.
- Rebecca will be on vacation the next two weeks.

Kristy, referring to the Climate Action Week information in the Director's Report, suggested this could be an opportunity to work with the School District and she offered to help.

Rebecca Craven asked for more information about the TAG Reconnect program. Rebecca Judd explained the purpose of this program is to connect repurposed equipment with low-income clients. TAGNW (Technology Alliance Group for Northwest Washington) is the lead agency and responsible for project management and the website; C4PIN (Computers for People in Need) accepts computer donations at their facility and, in coordination with community volunteer Jon Humphries, handles the technical aspects of refurbishing the equipment. The Whatcom Community Foundation provided a grant to cover the cost that would typically be charged to a recipient working with C4PIN directly. TAG works with local social service agencies to identify recipients through an application process. TAG Reconnect has funding to pilot the program for 10 months, providing up to 50 computers. Jon added that, in addition to providing hardware, proactive technical support is also being developed using TAG volunteers.

Leigh Ann requested an update on cash handling at the main Help Desk at Central. Rebecca explained that we are working with the software vendor to troubleshoot why the point-of-sale isn't working at these terminals. We do not have a date yet as to when this will be active again. We can accept payment at the Children's desk and at the branches.

2nd 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 on 2021 identified goals during the 2nd quarter of 2021 (yellow highlights are 1st quarter accomplishments; Goldenrod highlights represent 2nd quarter). Each of the five strategic directions – Welcome & Include; Access & Opportunity; Read & Learn; Inform & Involve; Thrive & Grow – are presented in two parts: what we are doing, followed by what we hope to accomplish.

Reopening update: Rebecca reported reopening updates in three parts:

- First, a roundup of services coming or on pause:
 - Public access computers are on track to be online by the end of August. We will first rollout computers at Central, followed by the branches. Adding a new server involved reconfiguring all computers.
 - Nearly New sales for the Friends have been on hold while we wait for a vendor to troubleshoot issues on cash handling software at the Central Help Desk.
 - With the rising case counts of the Delta variant, plans to reopen meeting and study rooms has been put on pause.
 - In-person meetings have also been paused until further direction from the City; further direction should be available after City Council meets on August 31.
 - Outreach to long-term care facilities is on hold except for the facilities that have arranged for holds pick-up.
- Second, an update on current vacant positions: we are on track to post, on August 27, 4 of the 5 vacant positions – Library Clerk (2 openings); Part-time Public Services Librarian; Full-time Children's Librarian; and Community Relations Specialist. The process of reviewing applications, interviewing, hiring and training will be a lengthy process, but this is an exciting first step.
- Third is discussion of a document illustrating Fall 2021 open-hours adjustment options along with potential impacts. Rebecca screen-shared a revised version of the Fall 2021 hours proposal to replace the document in the packet (see *Attachment #2 for Fall 2021 hours proposal*). Options considered are:
 - Option 1: The Reshuffle – this option expands Central hours Tuesday-Saturday but involves being closed on Monday except for the Call Center.
 - Options 2: Consistency with Branches – this option aligns Central hours with the branch hours Wednesday-Saturday, while having longer days on Monday and Tuesday.
 - Option 3: Stay the Course – this option was added in the revised version and keeps current hours plus expands Monday and Tuesday hours until 6:00 p.m.

Each option includes curbside service at the end of the day on Saturday. Option 3 is the recommendation from the Management Team. Also included on the document is a summary of the 4 COVID-10 phases.

Kristy expressed concern that school age children will not have access to the library from Wednesday-Friday.

Hollie acknowledged that Kristy's concern is important, but offered that, as an employer, she is seeing staff burned out over uncertainty and constant change, so Hollie feels there is value in maintaining consistency for patrons and staff.

Rick questioned if curbside has dropped off enough that 1 hour a week will meet the need. He commented that Option 2 limits hours at Central too much and shouldn't be considered. Rick also asked if there is talk of moving back to a previous phase. Rebecca responded, this hasn't been signaled by the City, but it is worth planning for the possibility.

Rebecca Craven asked for clarification on how long these temporary hours would be in effect. Rebecca Judd answered that this is until we are fully staffed and trained. She added that the first priority will be to add back the 3-6 pm afternoon hours M-F. Rick suggested, in communications, we emphasize the short-term time frame and that we hope to get back to pre-pandemic hours as soon as possible.

Jim acknowledged that Kristy has a good point about the children but added that as a senior citizen, consistency is important.

Damani agreed Option 2 is not ideal – Central is critical.

Rebecca Craven acknowledged that all the scenarios have impacts but for current circumstances, keeping in mind change fatigue, Option 3 is best.

Rick asked if thought was given to closing more days at the branches to provide more hours at Central. Jen responded that we can't move the holds back and forth easily so it would make holds pick-up difficult for branch patrons. She added that branches only have two staff members at a time, so closing branches does not provide enough staff to open more hours at Central.

After discussion, the Board acknowledged that this will be a temporary change and recommended that Library management determine which option is best. Rebecca thanked the trustees for their support in this process.

Facilities Committee update:

- Rick and Rebecca met with Cordata Neighborhood Association representatives Kate McDonald and Julie Guy, along with Council member Hannah Stone, who represents their district. Rick said they reviewed the Level of Service standards, illustrating that we are low on the standards scale. This provided some perspective while acknowledging we will continue the process of determining service needs for the northside as well as the rest of the city. Rick added we are looking for a library consultant to help develop a master strategy plan for services and facilities.
- The Facilities Committee will be meeting on Thursday.

New Business:

- No new business.

Action items for next meeting:

- Guest, Sarah Chaplin, Assistant City Attorney
- Facilities Committee update
- Fundraising Committee update

Meeting adjourned at 4:41 p.m.

Next Regular Library Board Meeting – September 21, 2021 – 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

Attachments:

- Attachment #1: 2nd Quarter update Bellingham Public Library 2021 Action Plan
- Attachment #2: Fall 2021 hours proposed (revised)

DRAFT

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.



DECEMBER 15, 2020

1

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



2

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



3

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**



4

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

ACCESS & OPPORTUNITY



5

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

ACCESS & OPPORTUNITY



6

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



7

ACTION PLAN 2021

WE WILL:

- In response to COVID-19 and Central Library main floor remodel, plan and safely implement **collection maintenance and shifing 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



8

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**



9

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



10

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



11

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**



12

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



13

BELLINGHAM PUBLIC LIBRARY 2021 ACTION PLAN



DECEMBER 15, 2020

14



Revised 8/16/2021

Fall 2021 hours proposal. Scope: This is a temporary measure as we fill vacant public service positions, and train new employees. Estimated timeline 3 months.

Option 1: “The Reshuffle”

	S	M	T	W	Th	F	Sa
Central	--	--	10-6	10-6	10-6	10-6	10-4
FH	--	--	10-2	2-6	2-6	2-6	10-2
BA	--	--	10-2	2-6	2-6	2-6	10-2
Call Center/Ask Us!	--	10-6	10-6	10-6	10-6	10-6	10-6
Curbside	--	--	--	--	--	--	5-6

Total Hours Open

S	M	T	W	Th	F	Sa	
--	--	8	8	8	8	6	38
--	--	4	4	4	4	4	20
--	--	4	4	4	4	4	20
--	8	8	8	8	8	8	48
--	--	--	--	--	--	1	1

Potential impacts:

- Maximizes early morning, after school, and after work access at Central
- Reduction in branch hours
- Computers and WiFi available fewer days per week
- Might be confusing for regular patrons
- Monday is a busy in-person day at Central and branches
- Some disruption to staff schedule

Option 2: “Consistency with Branches”

	S	M	T	W	Th	F	Sa
Central	--	10-6	10-6	2-6	2-6	2-6	10-4
FH	--	10-2	10-2	2-6	2-6	2-6	10-2
BA	--	10-2	10-2	2-6	2-6	2-6	10-2
Call Center/Ask Us!	--	10-6	10-6	10-6	10-6	10-6	10-6
Curbside	--	--	--	--	--	--	5-6

S	M	T	W	Th	F	Sa	
--	8	8	4	4	4	6	34
--	4	4	4	4	4	4	24
--	4	4	4	4	4	4	24
--	8	8	8	8	8	8	48
--	--	--	--	--	--	1	1

Potential impacts:

- Central and branches open the same hours Wednesday-Friday
- No disruption to branch schedule
- Might be confusing for regular patrons
- Mornings are busy for in-person service, particularly in the children’s department

Option 3: “Stay the Course”

	S	M	T	W	Th	F	Sa
Central	--	10-6	10-6	10-3	10-3	10-3	10-4
FH	--	10-2	10-2	2-6	2-6	2-6	10-2
BA	--	10-2	10-2	2-6	2-6	2-6	10-2
Call Center/Ask Us!	--	10-6	10-6	10-6	10-6	10-6	10-6
Curbside	--	--	--	--	--	--	5-6

S	M	T	W	Th	F	Sa	
--	8	8	5	5	5	6	37
--	4	4	4	4	4	4	24
--	4	4	4	4	4	4	24
--	8	8	8	8	8	8	48
--	--	--	--	--	--	1	1

Potential impacts:

- Builds on current schedule
- No disruption to branch schedule
- Minimizes confusion for regular patrons
- Less access after school, and after work at Central
- Least disruption to current staff schedule

COVID-19 summary of phases:

- Phase 4: 100% occupancy, branches open, curbside offered at 1 hour/week
- Phase 3: Limited occupancy: Central Library open to the public with staff assigned to monitor occupancy numbers. Branches closed. Curbside expanded
- Phase 2: Library facilities closed to the public. Curbside service only, Phone/AskUs! service available
- Phase 1: Library facilities closed to the public, no curbside. Phone/AskUs! service available

Phase 3 Hours at Central Library, branches closed: Limited Occupancy

	S	M	T	W	Th	F	Sa
Central	--	--	10-4	10-4	10-4	10-4	10-2
FH	--	--	--	--	--	--	--
BA	--	--	--	--	--	--	--
Call Center/Ask Us!	--	10-6	10-6	10-6	10-6	10-6	10-6
Curbside	--	--	--	--	--	--	3-6

S	M	T	W	Th	F	Sa
--	--	6	6	6	6	4
--	--	--	--	--	--	--
--	--	--	--	--	--	--
--	8	8	8	8	8	8
--	--	--	--	--	--	3

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

Library Board
September 21, 2021
Consent Agenda

	Year to Date				% of change YTD
	August-21	August-20	2021	2020	
Holdings - Number of materials in the library's collection					
Physical copies added to collection	1,845	1,930	16,699	14,508	15.10%
Electronic copies purchased by BPL	80	55	780	833	-6.36%
Physical copies withdrawn from the collection	(288)	(470)	(18,180)	(18,846)	-3.53%
Total physical holdings			171,934	170,989	0.55%
Total electronic holdings in Consortium available to BPL			109,820	98,656	11.32%
Total Holdings (Physical and Electronic)			281,754	269,645	4.49%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	47,603	36,354	301,040	244,367	23.19%
Youth	49,075	27,666	264,232	197,063	34.09%
Sub-Total Central	96,678	64,020	565,272	441,430	28.05%
Fairhaven Branch					
Adult	1,596	327	3,333	23,079	-85.56%
Youth	820	167	1,578	8,546	-81.54%
Sub-Total Fairhaven	2,416	494	4,911	31,625	-84.47%
Barkley Branch					
Adult	1,439	167	2,827	18,238	-84.50%
Youth	1,372	160	2,599	12,470	-79.16%
Sub-Total Barkley	2,811	327	5,426	30,708	-82.33%
Bellingham Technical College					
Adult	0	1	0	220	-100.00%
Youth	0	2	0	69	-100.00%
Sub-Total BTC	0	3	0	289	-100.00%
Whatcom Community College					
Adult	0	9	0	968	-100.00%
Youth	0	8	0	281	-100.00%
Sub-Total WCC	0	17	0	1,249	-100.00%
Western Washington University					
Adult	0	6	0	2,003	-100.00%
Youth	0	1	0	1,283	-100.00%
Sub-Total WWU	0	7	0	3,286	-100.00%
Online Services					
Kanopy	1,679	1,789	14,563	12,890	12.98%
WA Anytime Library Overdrive	29,458	31,224	236,314	234,850	0.62%
Overdrive Mags	1,907	3,291	22,989	26,218	-12.32%
Sub-Total Online	33,044	36,304	273,866	273,958	-0.03%
Total Circulation	134,949	101,172	849,475	782,545	8.55%
Holds Activity					
Items placed on hold shelf	51,614	53,915	425,102	255,671	66.27%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Curbside Service	523	8,578	38,298	20,051	91.00%
Adult *count start August 1, 2021	21,953	0	21,953	101,447	-78.36%
Children's	5,951	0	18,557	25,134	-26.17%
Fairhaven Branch	4,350	0	8,286	16,695	-50.37%
Barkley Branch	2,625	0	5,132	10,936	-53.07%
Total Persons Visiting	35,402	0	53,928	154,212	-65.03%
Website Visits	34,118	37,559	277,544	283,295	-2.03%
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons Visits	11,709	9,789	85,261	74,714	14.12%
This count reflects number of visits to Bibliocommons					
Total Website Visits	45,827	47,348	362,805	358,009	1.34%
Computer Usage - Number of sessions					
Central Library *opened mid-month					
Adult & Teen (30 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	388	165	2,653	2,242	18.33%
Fairhaven Branch	46	0	108	130	-16.92%
Barkley Branch	25	0	67	93	-27.96%
Total New Borrowers Registered	459	165	2,828	2,465	14.73%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	80	71	562	553	1.63%
Attendees	465	891	5,916	15,407	-61.60%
Volunteer Hours	479	0	857	3,062	-72.03%

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

AUGUST 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 SEPTEMBER 21, 2021, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
Supplies		
Books, DVDs, CDs, recorded books, supplies	Amazon.com	797.04
Books	Baker & Taylor	29,230.58
Books	Cavendish	187.18
Books	Center Point Large Print	97.79
First aid supplies	City of Bellingham Warehouse	3.44
Paper	Copy Source	95.20
Water @ Central	Crystal Springs	34.56
Notification software	Gravity Perks	49.00
Security clothing	Lands End	70.64
Name tags	Laserpoint	62.55
DVDs, CDs, recorded books	Midwest Tape	8,086.75
Office supplies; shredder	Office Depot	951.93
eBooks, audiobooks	Overdrive Inc	12,398.76
Library cards	Printing Concepts	761.60
Truck fuel	Reisner Distributor	222.30
Security software	Secure by Design	40.00
Safety mirrors	Uline	255.85
Lost interlibrary loans	Various	37.99
Shelf unit	Webstaurant	139.63
Desktop licenses	Zones Inc	7,206.82
	SUPPLIES Sub Total	\$60,729.61
Other Services and Charges		
Memberships	American Library Association	414.00
Banking & credit card fees	City of Bellingham Interfund	24.94
Computer replacement allocation	City of Bellingham Interfund	8,310.30
Facilities Services	City of Bellingham Interfund	48,833.13
Fleet Services	City of Bellingham Interfund	520.83
Mailroom allocation	City of Bellingham Interfund	2,062.47
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	1,032.72
Water cooler rental	Crystal Springs	9.78
Copier lease and copies	Oasys Inc.	922.52
ILL & tech services	OCLC	2,210.98
Staff & patron surveys	Survey Monkey	417.02
Barkley operating costs (2 months)	Talbot Services LLC	1,066.66
Web browser renewal	Teamsoftware Solutions	125.00
Microfische machine lease	Technology Unlimited	339.14
Interlibrary loan mailing	USPS	10.62
Hotspot service	Verizon Wireless	800.20
Driving abstract	WSDOT	13.39
Use tax	WSDO	0.53

OTHER SERVICES AND CHARGES Sub Total \$74,497.67

Gift Fund

Hotspots; adult programming	Amazon.com	108.22
Printing	Applied Digital Imaging	435.90
Books	Baker & Taylor	759.69
Technology replacement allocation	City of Bellingham Interfund	2.17
Wayfinding signage	Katrina Lyon Designs	320.00
Staff development webinars	LibraryWorks	50.00
CDs	Midwest Tape	9.78
Hotspot service	Mobile Beacon	3,000.00
Antiracist reading materials	Overdrive	1,188.31
Wayfinding signage	Signs Plus	23,686.85
Programming supplies	Target	38.16

GIFT FUND OUTLAYS Sub Total \$29,599.08

TOTAL GENERAL FUND CLAIMS \$135,227.28

TOTAL CLAIMS \$164,826.36

Library - Budget to Actual - General Fund

August 67% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Grants	5,626	0		
Charges for Goods and Services	322	22,100	21,778	1%
Fines and Penalties	338	(0)	(338)	
Miscellaneous Revenue	4,024	45,000	40,976	9%
Total Revenue	10,310	67,100	56,790	15%
Expenses				
Salaries and Wages	1,576,973	2,491,701	914,728	63%
Personnel Benefits	716,694	1,129,660	412,966	63%
Supplies	469,658	718,950	249,292	65%
Other Services and Charges	679,607	1,016,146	336,539	67%
Other Machinery & Equipment	0	65,188	65,188	0%
Total Expenditure	3,442,932	5,421,645	1,978,713	64%

Library - Budget to Actual - Gift Fund

August 67% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Donations	52,272	50,000	(2,272)	105%
Total Revenue	52,272	50,000	(2,272)	105%
Expenses				
Gift Fund expenses	217,771	223,302	5,531	98%
Total Expenditure	217,771	223,302	5,531	98%



DIRECTOR'S REPORT FOR September 21, 2021

With hospitals filling and Delta variant case counts at record highs, we have been working hard to make sure that our public health safety protocols are firmly in place. On August 23, Governor Inslee's statewide mask mandate went into effect for all public indoor spaces. Pursuant to this order, masks are available for Library patrons who don't have their own, and staff are regularly circulating the public areas to check that masks are being worn, and worn properly. In addition, large public events, including the September 16 "Meet a Truck" hosted by Public Works and the Library, have been cancelled. (Rebecca Judd, Library Director)

WELCOME & INCLUDE



New Library staff: We welcomed 8 new Library Assistants to our team this month! Kian Sauvola, Jeff Kent, Robin Green, Catherine Brown, Carl Oekerman, Dave Lippiatt, Carolyn Bobryk, and Kimber Langton started in early September, and boy, they are learning fast. The 25-hour Public Services Clerk position closed on September 10. We received over 120 applications for the two openings and will be scheduling interviews in the coming weeks. (Jen Vander Ploeg, Head of Public Services and Operations)

Librarian team changes: After 28 years, Adult Public Services Librarian Diane Formway retired on September 1. Everyone at the Library, but particularly, the Public Service Librarian team, will miss Diane's gracious kindness, good humor, exceptional customer service and stellar research expertise and abilities. Thank you, Diane, for nearly three decades of connecting our community to stories and information. To fill her position, a 32 hour-per-week Public Services Librarian 1 position was posted in late August and closed September 13. We look forward to screening applications, conducting interviews, and hiring a new member of the Adult Public Services Librarian team this fall. The full-time children's position is open now and closes on September 24. (Bethany Hogle, Deputy Library Director)

Open hours: We made the transition to our next phase of open hours on September 7. This included adding more open public hours on Monday and Tuesday and shifting curbside pickup appointments to Saturdays only. (Jen Vander Ploeg, Head of Public Services and Operations)

Inclusive spaces: Signage at the Central branch continues to be adjusted as needed. Our next phase is to add an outdoor display case for social services information, a display space for Friends of BPL information and book bags, and signage in the public computer area. We are developing a Land Acknowledgement statement and a Welcome sign in multiple languages for the main floor entry space. We are also re-envisioning the lower lobby space at the bottom of the stairs, as well as the signage and bulletin board areas at the Fairhaven and Barkley branches. (Annette Bagley, Head of Community Relations)

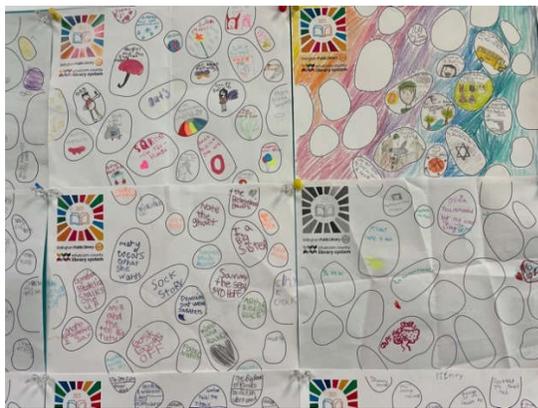
ACCESS & OPPORTUNITY

Equity lens on procedures: It is current Library procedure to pass along all Interlibrary Loan fees to patrons who lose items. These lost item fees are set by the lending institution and can sometimes be many times the actual replacement cost of the item. To provide more equitable service, we are updating procedures to charge patrons the replacement cost only. Additional fees will be absorbed by the Library. (Jon McConnel, Head of Digital Services)

Kanopy: Overdrive acquired the popular video streaming platform Kanopy in early September. To date, we haven't seen changes to either system, but they note that "In the future, there will be an opportunity to cross-promote Kanopy in the Libby app." A new tier of premium content was added to the Kanopy platform recently. Each play is double the cost and is available for 48 hours, instead of the standard 72. Bellingham Public Library has elected not to continue the premium content at this time, due to budgetary constraints. (Jon McConnel, Head of Digital Services)

Palace Project: SimplyE, originally developed by New York Public Library to provide greater access to eBook content, will be splitting into two platforms. New York Public Library will continue to develop SimplyE, and the company Lyris will be using the SimplyE platform to develop a new product, which they are calling "Palace." Our strategy of waiting to publicize the beta instance of SimplyE, funded through the Washington State Library, has paid off. At the end of August we were informed about a break in service from early September until Lyris is able to stand up their new system. The estimated date for the Palace launch is early October. (Jon McConnel, Head of Digital Services)

READ & LEARN



Summer Reading 2021: Summer Reading was a bit different this year, but still a success as readers of all ages charted their own individual paths of story, information and activity. While we did not count "finishers" or award completion prizes, enthusiastic readers, primarily children, still turned in their reading sheets, proud of their accomplishments. Thank you to the Friends of the Bellingham Public Library for providing the 520 Children's and Teen books we gave away during summer Library Parties and Teen Space Open Houses. (Bethany Heglund, Deputy Library Director)

Completed Summer Reading sheets on display in the Children's Library

Virtual Author Visit with Padma Lakshmi: In partnership with Village Books and Common Threads Farm, the Library co-sponsored a virtual author visit on September 8 featuring Padma Lakshmi in conversation with Jesse Tyler Ferguson. Padma and Jesse talked about Padma's new children's picture book, *Tomatoes for Neela*. Children's Public Services Librarian Bernice Chang provided a very warm welcome and introduced Padma and Jesse to an audience of nearly 100. (Bethany Heglund, Deputy Library Director)

Whatcom Reads 2022: Publicity and programming for the 2022 Whatcom Reads season is ongoing featuring "Greenwood" by Michael Christie. BPL is planning the signature author event to be held at Mount Baker Theatre in early March. (Annette Bagley, Head of Community Relations)

INFORM & INVOLVE

Hispanic / Latinx Heritage Month: Bellingham Public Library is actively promoting Hispanic/Latinx Heritage Month, celebrated nationally Sept. 15- Oct. 15, on social media and has developed displays of materials in both the adult services and children's departments. (Annette Bagley, Head of Community Relations)

Librarian Suzanne Carlson-Prandini promotes Hispanic / Latinx Heritage Month reading display



Climate Action Week: Bellingham Public Library is participating in Climate Action Week, Sept. 20 – 26, in partnership with organizations throughout the community. We are publicizing an interactive Treasure Hunt mural by Project We Beam in the lobby of the Children's Dept at the Central branch, two virtual Storytimes for ages 0 – 5, a book and materials list titled "This World We Call Home," and a new bookclub kit for the "The Heartbeat of Trees." (Annette Bagley, Head of Community Relations)

Whatcom Youth Pride: Teen Librarian Jennifer Lovchik was recently featured on the Whatcom Youth Pride Instagram and Facebook pages. The text below the image reads, "Okay, okay. So, back to school, but not ready to be back to the grind? Maybe a little escapist reading can help! We asked the @bellinghamlibrary Teen Services Librarian, Jennifer Lovchik (she/her/they/them), to curate a list of their favorite Queer-themed YA books! (Thanks, Jennifer!)"



THRIVE & GROW

Public computing: Restoring public computing has been a top priority for ITSD staff. Internet computers came online the week of August 23 at both Central and the branches, and the microfilm scanner was installed on September 14. Work continues on a few remaining tasks, such as setting up the videophone system in the new computer area, adding a catalog station to the Fiction area, and installing two computers in the Teen area, all at the Central library. The new self-check system was adjusted to allow patrons the option of typing in a barcode number. (Jon McConnell, Head of Digital Services)

Collection Services: COVID-related service delays from book vendor Baker & Taylor seem to be resolved. Orders are coming at a more predictable rate, though we've been warned that freight hauling services may cause unpredictability in November and December during the holiday shipping rush. (Jon McConnell, Head of Digital Services)

Respectfully submitted,
Rebecca Judd

"What if a family isn't a tree at all? What if it's more like a forest?"



GREENWOOD

by Michael Christie



**Author Michael Christie visits
Whatcom County March 3-5, 2022**

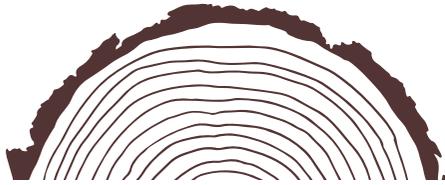
Community events begin fall 2021.

Full schedule at whatcomreads.org.

READ THE BOOK. JOIN THE CONVERSATION.



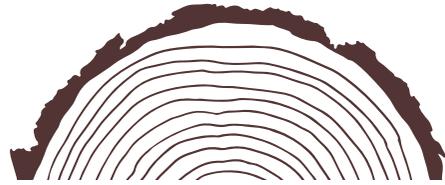
WHATCOM
READS
PRESENTS



GREENWOOD

by Michael Christie

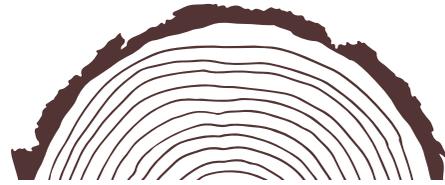
WHATCOM
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A magnificent generational saga that charts a family's rise and fall, its secrets and inherited crimes, from one of Canada's most acclaimed novelists.

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Canadian Michael Christie is the author of the highly acclaimed novel *If I Fall, If I Die* and the award-winning linked collection of stories, *The Beggar's Garden*. His essays and book reviews appear in major newspapers. *Greenwood*, his most recent novel, was longlisted for the Scotiabank Giller Prize.



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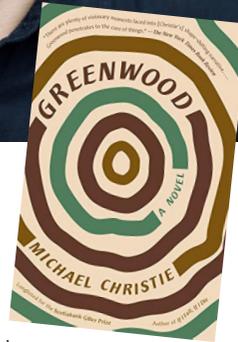
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ABOUT WHATCOM READS

Whatcom READS is a countywide program that encourages everyone to read and discuss the same book. It is presented by the public and academic libraries in Bellingham and Whatcom County and our community partner Village Books.

JOIN US

For invitations and event updates, subscribe to our mailing list at whatcomreads.org. *Greenwood* is available as a book, audiobook and ebook at your library and Village Books.



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PROJECT
WE BEAM

Treasure Hunt!

FIND WHAT THESE KIDS ARE SAYING ABOUT CLIMATE CHANGE
SHARE YOUR IDEAS, WIN A TREASURE COIN!



★ What about climate change worries you?

★ What's your idea to stop climate change?

★ How would you fix what's gone wrong?
(DESCRIBE IN WORDS OR DRAW A PICTURE)

Sept 20 -26 at
Bellingham Central Library
Mallard Ice Cream

Visit our
website!



fromachildspointofview.org/projectwebeam

All IN
Climate Action
WEEK



DRAFT Request for Proposals (RFP) language
Facilities Master Plan consulting services

PROJECT DESCRIPTION:

Through this Request for Proposals (“RFP”) the Library seeks competitive proposals for a consultant to develop a Library Facilities Master Plan to quantify existing space deficiencies and assets in the context of current program needs, and identify how best to address deficiencies and plan for future space and program growth system-wide. It will serve as a defensible guide to the Library’s capital program as it seeks to provide high quality 21st Century library services that meet the growing and evolving needs of the City of Bellingham.

The Facilities Master Plan should enable the Library to respond appropriately and effectively to changes in community demographics, technology and telecommunications development, emerging service expectations, aging facilities, and other future needs. Once complete, the Facilities Master Plan will be a significant asset to the Library’s ongoing planning efforts.

SCOPE OF WORK:

The services required to complete the preparation of a Facilities Master Plan consist of the following:

- Develop and implement community involvement process to engage a broad range of stakeholders in assessing current facilities and future community needs.
- Complete an assessment of all Library facilities, including dedicated public library space at three college locations. Review space utilization, configuration, physical arrangement, and suitability for Library services. Make recommendations for optimal space utilization, location, and adjacencies of functional public and non-public areas.
- Evaluate national trends and best practices as they relate to Bellingham Public Library and City of Bellingham planning needs and incorporate this broader lens in final Facilities Master Plan report.
- Assess and make recommendations as to the appropriate size and location of the Central Library and branches within legal service area, including City of Bellingham urban growth areas. identify whether additional facilities are needed, recommended size & type of facilities and in what areas they should be located. Identify potential locations for stand-alone community Drop Boxes.
- Provide recommendations for prioritizing into actionable steps any renovations to the current facilities which are suggested over the 10-year span of the Facilities Master Plan.
- Preparation of draft written Facilities Master Plan and coordination with Library for review and direction.
- Preparation of final written Facilities Master Plan, and presentation to the Library Board of Trustees and City Council at a regularly scheduled meeting.
- Provide the Project Committee with electronic copies of any presentations, aggregate data, and reports developed as part of the project.