

**BELLINGHAM PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES**

**NOTICE OF MEETING
REGULAR MEETING
of TUESDAY, DECEMBER 20, 2022, 3:30 p.m.**

Publication of the agenda and the approximate times are a guide to, and not a limitation on, the activities of Trustees. Order of agenda items may be adjusted.

**Central Library, 210 Central Avenue, Bellingham, Washington
Lecture Room – 3:30 p.m.**

<u>AGENDA</u>	<u>TIME (approx.)</u>
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We acknowledge that we gather on territory that has been the traditional and ancestral homeland to the Lhaq'temish (the Lummi People), the Nooksack People, and other Coast Salish tribes of this region Since Time Immemorial.

We honor our shared responsibility to this land and these waters, we commit to learning from Indigenous wisdom, and we strive to repair and deepen our relationships as neighbors and friends.

- | | |
|---|--------|
| 1. Call to order and introductions | 1 min |
| 2. Approve/modify agenda | 1 min |
| 3. Public comment
This time is set aside for members of the public to make comments.
Remarks will be limited to three minutes. | 3 min |
| 4. Consent agenda (see packet materials)
All matters listed on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately. <ul style="list-style-type: none">• Communications and FYI• Minutes: November 15, 2022: Regular board meeting• Library performance & activity measures: November 2022• Financial reports
Claims: November 2022
YTD report: November 2022 | 5 min |
| 5. Reports <ul style="list-style-type: none">• Board Chair• Library Board members• City Council liaison• Friends of Bellingham Public Library• Library Director (see packet materials) | 10 min |
| Time check: 3:50 | |
| 6. Election of 2023 Board officers – action item <ul style="list-style-type: none">• Rick Osen, Chair | 5 min |
| 7. 2023 Library Giving Day focus – action item <ul style="list-style-type: none">• Rick Osen, Chair | 5 min |

- 8. Facilities Committee update** 20 min
- Bellis Fair Mall; Rebecca Judd, Director (see packet materials)
 - Criteria for locating a branch library – discussion & direction; Rick Osen, Chair (see packet materials)
 - Central Library renovation; Rick Osen, Chair
- 9. Action Plan presentation (see packet materials)** 20 min
- 2022 Action Plan recap; Rebecca Judd, Director
 - 2023 Action Plan draft; Rebecca Judd, Director
 - 2023 Public Services plan; Rebecca Judd, Director
- Time check: 4:40**
- 10. New business** 3 min
- 11. Action items for next meeting** 2 min
- 2023 Action Plan
- Time check: 4:45**
- 12. Adjourn**

Accessibility:

The Bellingham Public Library Lecture Room is ADA accessible. Elevator access to the lower floor is available at the Central Avenue entrance. If you require a sign interpreter or other accommodation, please allow the library 48 hours' notice. For additional accommodations, contact the Administrative Assistant at 778-7220 in advance of the meeting. Thank you.

Next Regular Library Board Meeting: Tuesday, January 17, 2023 – 3:30 p.m.
Location: Lecture Room, Central Library, 210 Central Avenue
Bellingham, Washington

From: Joy S.
Sent: Wednesday, December 14, 2022 12:20 PM
To: Judd, Rebecca E. <rejudd@cob.org>; Osen, Rick <rosen@cob.org>
Subject: Bellingham Library

Hello,

Yesterday I was in the library and was disappointed to discover the lack of holiday decorations. Rather than re-state why I am writing to you, I am sharing below what I posted on FB. I know you have a board meeting on December 20th and would appreciate you sharing my concern with the board members.

Today I went out and about town to get myself out of a really angry mood (never mind why ... I got over it). I was most often the first to say, "Merry Christmas/Happy Holidays" to those I encountered at each stop and received a friendly, "same to you". My last stop was our public library where I wandered a bit, checked out a book and bought two used ones. On my way to the exit something felt strange. I glanced all around and it hit me: there are no Christmas/holiday decorations. Not a bow in sight. When I inquired of the employee standing near, "Why aren't there any decorations?", he replied, "A woman called a few years ago and complained that we had a decorated tree so we haven't put one up since." I don't know if this is the whole story or even a true story (but I suspect it is) but I am going to politely write to the Library about it. If one voice among the plethora of library patrons can remove a tree (and the other celebrations of the season) than perhaps one woman can bring them back. I'm inviting you to join me by writing to the library. Let us be merry. Let us be jolly. We are still a United States of America and we are in need our good cheer.

Libraries are fantastic places !!! Ours is one of the best. They serve and represent all people and can be a place that goes beyond the world of books. Our divided nation needs public places that visually acknowledges and celebrates our differences and our nation's celebrations. If this puts too much strain on those who work there, perhaps a solution is volunteers that would love to do this.

I would appreciate acknowledgement of my email as well as the results of my request.
Hopefully

Joy S.



Photograph: Rex/Shutterstock

'Our mission is crucial': meet the warrior librarians of Ukraine

Stephen Marche
The Guardian
December 4, 2022



● Catalog ○ Site

Keyword ▾

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Kids & Teens ▾

News & Events ▾

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Bellingham Public Library 2022 Highlights

December 2, 2022

Reaching the end of the year is often bittersweet – it's hard to believe the time has passed, but it's wonderful to reflect on all of the year's adventures and accomplishments. Please join us for a look back at Bellingham Public Library 2022 Highlights, from services to Top 10 materials checked out.



BPL Staff at Halloween

2022 Library Service Highlights



Library Locations Re-Open for In-Person Service

Bellingham Public Library returned to in-person service at all branches on Tuesday, February 15, after a second closure due to the COVID-19 pandemic. In September of 2022, Sunday [open hours](#) returned at the Central Library and will now run year-round. This increases the opportunity for all to visit the library with more convenience.

Community Outreach Events



In 2022, BPL staff could be found out and about at all sorts of local events including the Barkley Market, Bellingham Pride Parade, Western Washington University's Red Square Fair, Bellingham Back to School Block Party, the Goodwill Immigrant & Refugee Resource Fair, Library Parties in the Parks, and more. Library staff love connecting with the community and bringing library services directly to our friends and neighbors.



Community Voices Kits



Thanks to individual private donations and Library Giving Day donations, the BPL developed a series of Community Voices kits that center and celebrate diverse voices and experiences in our community. These kits, developed for children ages birth – 8, provide stories, conversation opportunities and resources to help bridge learning, understanding and connection with others. Each kit contains a variety of children's books, as well as resource guides to help navigate topics of race, belonging and connection.

Use your Library card to reserve a [Community Voices Kit](#) on the Bellingham Public Library website, or by phone. Each kit can be checked out for 3 weeks.

Library In-person Programs Resume



The return of in-person programs brought back popular events such as the annual Children's Craft Fair, Builders Club, regular Storytimes at the Library, author events, [SkillShare](#) programs for adults, and new events like the Bellingham Police Department's Literacy Initiative, as well as Storytimes at the [Bellis Fair Mall](#). Check out the [online calendar](#) to find out what's happening at the Library.

Summer Reading



Congratulations to all Library Summer Reading Superstars! Summer Reading participants of all ages enjoy reading challenges, special library events, prizes, and recognition of their reading achievements. In 2022, there were **505** finishers, and thanks to the generous partnerships with the Friends of the Bellingham Public Library and Whatcom Educational Credit Union, Bellingham Public Library gave away **1,366** books to youth over the summer. **873** of those books were distributed out in the community during pop-up book giveaways and programming, and the remaining **493** were awarded to youth Summer Reading finishers.

New Library Staff Welcomed



It takes a hard-working, friendly crew of folks to do all the work behind the scenes and at the Library's public service desks. Many new staff members were welcomed in 2022. From Library Assistants to Librarians, everyone plays an important role in the work we at the Bellingham Public Library. See a new face at the Library? Take a moment to say hello!

New in 2022 at  **Bellingham Public Library**

Hybrid Vehicle for Community Outreach



Library staff are constantly on the go. In 2022 BPL added an electric hybrid vehicle for community outreach activities. Wherever you see it on the road, you can be sure it's transporting staff and materials on their way to serve the public. Give us a wave if you see us!

Land Acknowledgement and Mural installation



On November 4, the Land Acknowledgement words were installed at Bellingham Central Library, inside the beautiful Coast Salish “Spindle Whorl” frame painted by local artist Jason LaClair in the main lobby.

We acknowledge that we gather on territory that has been the traditional and ancestral homeland to the Lhaq'temish (the Lummi people), the Nooksack people, and other Coast Salish tribes of this region Since Time Immemorial. We honor our shared responsibility to this land and these waters, we commit to learning from Indigenous wisdom, and we strive to repair and deepen our relationships as neighbors and friends.

Book Groups Celebrate 2022



Bellingham is home to many book groups, including the library's own [Bellingham Reads](#) group. Many local book groups utilize the library's book club kits to ensure that each member of their group is able to read the same book within a month.

A BPL Book Club Kit contains 10 copies of the same book and a reading guide to facilitate book group discussion, and they check out for 32 days. Book groups can choose from among many fantastic titles.

The top 3 most popular kits in 2022 were:

- [The Cold Millions](#) by [Jess Walter](#) (the 2023 [Whatcom READS](#) title)
- [Hamnet](#) by [Maggie O'Farrell](#)
- [Being Heumann](#) by [Judith Heumann](#).

The Friends of the Bellingham Public Library 2022 Highlights



BPL is so grateful for the [Friends of the Bellingham Public Library](#). The Friends are an all-volunteer nonprofit charitable organization which raises money to benefit the library each year through sales of donated books. Thank you to all patrons who also support the library through donating materials to the Friends.

In 2022, The Friends of the Library contributed \$27,900 to the Bellingham Public Library to cover the costs of programs, including Whatcom READS, [Books for Babies](#), Summer Reading, Community Outreach events, staff development and more. Thank you Friends of the Bellingham Public Library.

2022 Library Statistics



Jan. 1 to Dec. 1, 2022...

- The Bellingham Public Library and branches had **374,807** visits
 - Registered **6,973** new patron accounts
 - Checked out **1,361,070** items, including e-materials
 - Filled **499,168** requests from the catalog
 - Ran **573** in-person and virtual library programs for patrons of all ages, with over **13,000** attendees
 - Distributed **530** free family passes to the [Whatcom Museum](#), [Spark Museum of Electrical Invention](#), and [Mindport Exhibits](#) through our collaborative [Museum Pass program](#)
-

2022 Most Popular Materials Checked Out by BPL Patrons

Top 10 Adult Fiction Titles of 2022

- [Cloud Cuckoo Land by Anthony Doerr](#)
- [Oh William! by Elizabeth Strout](#)
- [State of Terror by Hillary Rodham Clinton](#)
- [Greenwood by Michael Christie](#)
- [The Dark Hours by Michael Connelly](#)
- [The Sentence by Louise Erdrich](#)
- [The Judge's List by John Grisham](#)
- [The Maid by Nita Prose](#)
- [Where the Crawdads Sing by Delia Owens](#)
- [French Braid by Anne Tyler](#)

Top 10 Young Adult Fiction Titles of 2022

- [The Ballad of Songbirds and Snakes by Suzanne Collins](#)
- [Pet by Akwaeke Emezi](#)
- [Rule of Wolves by Leigh Bardugo](#)
- [Firekeeper's Daughter by Angeline Boulley](#)
- [Gilded by Marissa Meyer](#)
- [Midnight Sun by Stephenie Meyer](#)
- [These Violent Delights by Chloe Gong](#)
- [Gallant by Victoria Schwab](#)
- [I Must Betray You by Ruta Sepetys](#)
- [Cinder by Marissa Meyer](#)

Top 10 Children's Fiction of 2022 for a Variety of Ages

- [Mac Undercover by Mac Barnett](#)
- [Winter Fun for Everyone! by Irene Trimble](#)
- [Pete the Cat : Crayon's Rock! by Kim Dean](#)
- [Diary of a Wimpy Kid. Double Down by Jeff Kinney](#)
- [Three Royal Birthdays! by Andrea Posner-Sanchez](#)
- [Diary of a Wimpy Kid. The Deep End by Jeff Kinney](#)
- [Trucks Zooming By by Pamela Jane](#)
- [Kitten Trouble by Nick Bruel](#)
- [The Berenstain Bears Under the Sea by Mike Berenstain](#)
- [Diary of a Wimpy Kid. The Getaway by Jeff Kinney](#)

Top 10 Feature Films on DVD in 2022

- [No Time to Die](#)
- [Belfast](#)
- [Dune](#)
- [The French Dispatch of the Liberty Kansas Evening Sun](#)
- [House of Gucci](#)
- [Free Guy](#)
- [Eternals](#)
- [Ghostbusters : Afterlife](#)
- [Black Widow](#)
- [Shang-Chi and the Legend of the Ten Rings](#)



Regular Meeting of the Library Board of Trustees
Tuesday, November 15, 2022 – Central Library Lecture Room
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, Kristy Van Ness and Melissa Morin

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

Others Present: Kristina Michele Martens, City Council Liaison; Leigh Ann Giles and Jennie Tuckerman, Friends of BPL Co-Presidents; 3 Urban Planning students from Western Washington University

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

Approve/modify agenda: Rick mentioned that Police Chief Rebecca Mertzig had a scheduling conflict and was not available for today's meeting. We will try to re-schedule sometime early in 2023. He noted that prior to the pandemic, printed agenda packets were made available. Returning to in-person meetings, we decided to try projecting the packet onto the screen. Rebecca Craven moved to approve the agenda. Melissa Morin seconded. Motion carried.

Public comment: Rick welcomed the attending students and provided a brief overview of the Library Board. Concerning public comment, Rick pointed out that during the pandemic public comment could only be submitted through email. As governing bodies go back to in-person meetings, new information and interpretations of the Open Public Meetings Act (OPMA) have been published by the Municipal Resources and Service Center (MRSC). One of the issues is about the necessity or method of providing oral public comment time on the agenda. Rick asked the board members if they wanted to go back to the pre-pandemic process for comments or to look more deeply into the OPMA changes. Rick invited trustees to send him comments or suggestions.

Consent agenda: Rebecca J. commented that a correction was made to the revenues on the October YTD report. She screenshared the corrected report. Annette added that the library website version has been updated. Jim McCabe moved to approve the October 18,

2022 Regular meeting minutes and the October 2022 performance and activity measures and financial reports as corrected. Kristy Van Ness seconded. Motion carried.

Board Chair report:

- **Donation to Outreach in honor of Colleen Morse, Outreach Specialist:** The Outreach department recently received a donation of \$10,000 in honor of Colleen's exemplary service, and in loving memory of Outreach patron Dorothy Berry. During the pandemic, Colleen reached out to Dorothy regularly to make sure she had enough to read and to help her feel connected during an isolating time. On behalf of the library's Board of Trustees, we thank you, Colleen, for making such a difference in the lives of so many.
- **Fundraising committee:**
 - With the completion of the Facilities Master Plan and submission of the Library's 2023-24 budget requests, the committee plans to get back to work on the Planned Giving initiative. We expect to settle on a contract with Rachel Myers and begin work with her in March.
 - Library Giving Day (LGD) is scheduled for April 5, 2023, and the Board will need to decide how the contributions will be used. Rick thanked the Friends for holding a book sale on that day to benefit LGD. Rebecca J. suggested that, with the Central Library renovation moving through the budget process, perhaps renovating the Children's space would be something people would enjoy supporting. There was general agreement for this idea.
- **Facilities committee:**
 - Anticipating that the funding will be allocated for the proposed branch Library at Bellis Fair Mall, the Facilities Committee is beginning to look at the lease options and will meet tomorrow to discuss.
 - Regarding the next phase of the renovation of the Central Library, we have received news that our Capital Improvement grant request to the state legislature was not accepted. Rebecca J. commented on the grant process and noted that we learned a lot with this first attempt and will be better prepared next time with third-party cost estimates. This grant opportunity is on a two-year cycle. Rebecca added that she met with the Finance/Budget team – Brian Heinrich, Deputy Administrator; Andy Asbjornsen, Finance Director; Forrest Longman, Deputy Finance Director; and Carol Rofkar, Superintendent of Traffic, Facilities & Fleet – and they decided to bid the renovation project at \$6.5 million, with an additional 2 million in alternates if needed. Rick added that we used alternate add-ons with the Central main floor renovation. Rebecca C. asked if the \$6.5 million includes the HVAC system. Rebecca confirmed that it does.

Board member reports:

- Jim commented that he visited the Friends' pop-up sale on Saturday and it looked like it was going well.
- Kristy reported she attended the Community Voices Film Fest and found it incredible and moving, calling it an example of great community building.

City Council liaison report:

- Kristina reported that funding for the Immigration Resource Center (IRC) did not come through, but the Mayor's office will be issuing an RFQ for planning and cost estimates for operation of an IRC. Kristina requested support for this project.

Friends of BPL report:

- Leigh Ann reported that Saturday's pop-up sale was held in the Lecture Room. They limited attendance to 50 people at a time – this went well. They raised \$3,600 (more than the September sale). The next pop-up sale is scheduled for February, followed by a return of the Ski to Sea sale in May.
- At the Annual Friends' meeting to be held on April 22, 2023, they will be electing a new board of directors and are in need of a treasurer.

Library Director report:

- Rebecca welcomed everyone who was attending in-person for the first time. She pointed out there are a few changes from pre-pandemic in-person meetings – the room is set up differently and we are projecting the packet rather than providing paper copies. Rebecca welcomed feedback on the changes.
- Whatcom Literacy Council's 2022 fundraising breakfast, featuring Nancy Pearl, will be held in person this Thursday.
- Rebecca announced the Land Acknowledgement has been installed in the lobby and she invited everyone to see Jason LaClair's artwork.
- As noted in the packet Director's Report, the library Lecture Room and Conference room have been identified as the location for the city's Day-Use Warming Center during severe weather events. Road2Home contracted with the City to run the Day-Use Center as well as the overnight shelter at Civic Field. Activation criteria has been established (28 degrees daytime high for 2 or more days for day use; 28 degrees overnight low for night shelter) and shelter status is posted on the Whatcom County Health Department website. If the Day-Use shelter is activated, Lecture Room activities will be cancelled or relocated.
- Jim asked for more information about the \$2,995 Whatcom Community Foundation (WCF) grant referred to in the Director's Report. Jon responded that WCF has funded the Foundation Directory Online database for many years. This database helps non-profits identify funding sources. This database is not available from home, only to patrons in our building.

2023 Holidays:

- Rebecca screenshared the 2023 Holidays & Closures document and explained the city is on a 5-day week schedule, but the library is a 7-day operation. In this proposal, the Library will be closed for the city observed holidays and also the actual holiday when it falls on a weekend. Rebecca also noted that a few years ago we decided to be open on Easter Sunday. Rick commented that the Board does not need to approve the city observed holidays but will vote on the additional library closure days. Melissa Morin moved to approve the additional library closures as written. Rebecca Craven seconded. Motion carried.

2023 Meeting Schedule:

- Rebecca screenshared the 2023 Library Board of Trustees meeting schedule. Rick noted the September meeting will be held at an alternate location (due to a Friends' book sale in the Lecture Room). The Fireplace Room at the Fairhaven branch has been reserved, but the Board may want to hold the meeting at the pilot mall location. Rick Osen moved that the meeting schedule be approved as written. Kristy Van Ness seconded. Motion carried.

2023 Rates & Fees:

- Rebecca screenshared the 2023 Rates & Fees spreadsheet. Jen Vander Ploeg reviewed the fees, adding that there are no changes from 2022. Kristy asked for clarification as to why the Eligibility for Library Service policy says, "Library cards are available at no charge," but this spreadsheet shows a fee for Non-Resident borrowers. Jen explained that this Non-Resident fee is for patrons who do not have a library card in Washington state, and who do not live, work or attend school in Whatcom County. Jim McCabe moved to accept the 2023 Rates & Fees as written. Rebecca Craven seconded. Motion carried.

Policy updates:

- Eligibility for Library Services: Rebecca noted that we incorporated the suggested changes from last month's meeting. Kristy Van Ness moved to approve the updated Eligibility for Library Services policy. Melissa Morin seconded. Motion carried.
- Collection Development: Rebecca noted that we made light edits to this policy and incorporated suggested changes. Rick added that with many book challenges occurring across the country, it was important to review and update this policy. Rebecca Craven moved to approve the updated Collection Development policy. Jim McCabe seconded. Motion carried.

New Business:

- For the 2023 Action Plan, Rebecca and Rick have discussed that there needs to be a review of our LOS standards, particularly those for Materials (to factor in the inflation from 2017-present) and Library Hours.

Action items for next meeting:

- Election of 2023 board officers
- 2023 Library Giving Day focus

Meeting adjourned at 4:19 p.m.

Next Regular Library Board Meeting – December 20, 2022 – Central Library Lecture Room – 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

**Bellingham Public Library
Performance & Activity Measures, 2022**

Library Board
December 20, 2022
Consent Agenda

	November			Year to Date		% of change
	2022	2021	2019	2022	2021	YTD
Holdings - Number of materials in the library's collection						
Physical copies added to the collection	1,152	1,391	2,202	23,263	21,896	6.24%
Electronic copies purchased by BPL	387	55	55	2,170	968	124.17%
Physical copies withdrawn from the collection	(446)	(379)	(4,616)	(18,761)	(22,600)	-16.99%
Total physical holdings			183,270	175,602	173,378	1.28%
Total electronic holdings in Consortium available to BPL			86,311	128,302	111,847	14.71%
Total Holdings (Physical and Electronic)				303,904	285,225	6.55%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity						
Central Library						
Adult	47,691	46,306	56,786	542,290	443,230	22.35%
Youth	47,564	45,329	46,430	493,100	399,507	23.43%
Sub-Total Central	95,255	91,635	103,216	1,035,390	842,737	22.86%
Fairhaven Branch						
Adult	1,348	2,106	7,182	12,585	9,250	36.05%
Youth	597	1,430	2,922	7,857	5,083	54.57%
Sub-Total Fairhaven	1,945	3,536	10,104	20,442	14,333	42.62%
Barkley Branch						
Adult	1,389	1,320	5,997	15,174	6,533	132.27%
Youth	1,238	1,738	4,897	13,951	7,424	87.92%
Sub-Total Barkley	2,627	3,058	10,894	29,125	13,957	108.68%
Bellingham Technical College						
Adult	0	0	93	0	0	
Youth	0	0	10	0	0	
Sub-Total BTC	0	0	103	0	0	
Whatcom Community College						
Adult	0	0	378	0	0	
Youth	0	0	95	0	0	
Sub-Total WCC	0	0	473	0	0	
Western Washington University						
Adult	0	0	503	0	0	
Youth	0	0	349	0	0	
Sub-Total WWU	0	0	852	0	0	
Online Services						
Freegal ***Service went live Feb 2, 2022	3,842	0	0	34,502	0	
Kanopy	1,617	1,858	797	18,648	20,015	-6.83%
WA Anytime Library Overdrive	32,325	28,797	22,236	345,158	322,497	7.03%
Overdrive Mags	2,038	1,803	2,579	23,259	28,808	-19.26%
Sub-Total Online	39,822	32,458	25,612	421,567	371,320	13.53%
Total Circulation	139,649	130,687	151,254	1,506,524	1,242,347	21.26%
Holds Activity						
Items placed on hold shelf	49,151	48,831	46,773	548,319	554,732	-1.16%
Services						
Persons Visiting - Number of persons counted as they enter the libraries						
Central Library						
Curbside Service	38	92	0	7,731	38,828	-80.09%
Adult	27,596	21,466	38,448	276,113	87,571	215.30%
Children's	6,655	4,853	9,035	62,501	32,821	90.43%
Fairhaven Branch	4,291	4,200	6,629	47,074	21,551	118.43%
Barkley Branch	2,932	2,592	4,695	30,593	13,369	128.84%
Total Persons Visiting	41,512	33,203	58,807	416,281	155,312	168.03%
Website Visits						
This count reflects number of visits to www.bellinghampubliclibrary.org	35,087	36,593	39,010	401,074	385,327	4.09%
Bibliocommons visits						
This count reflects number of visits to Bibliocommons	15,201	11,792	13,227	154,552	120,769	27.97%
Total Website Visits	50,288	48,385	52,237	555,626	506,096	9.79%
Computer Usage - Number of sessions						
Central Library						
Adult & Teen (30 terminals)	2,628	1,558	4,713	22,668	4,026	463.04%
Childrens (3 terminals)	59	30	119	395	52	659.62%
Fairhaven Branch (6 terminals)	188	179	497	1,700	481	253.43%
Barkley Branch (4 terminals)	104	108	296	1,137	337	237.39%
Total Computer Usage	2,979	1,875	5,625	25,900	4,896	429.00%
New Borrowers Registered						
Central Library	451	447	401	6,900	5,303	30.12%
Fairhaven Branch	30	20	40	320	231	38.53%
Barkley Branch	15	36	24	249	170	46.47%
Total New Borrowers Registered	496	503	465	7,469	5,704	30.94%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs						
Programs	82	73	86	675	794	-14.99%
Attendees	1,681	315	1,829	14,833	6,992	112.14%
Volunteer Hours	373	240	379	3,968	1,563	153.87%

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

NOVEMBER 2022 CLAIMS

LIST OF CLAIMS AGAINST THE BOARD OF LIBRARY TRUSTEES AND THE CITY OF BELLINGHAM TO BE CONSIDERED AND APPROVED AT THE REGULAR BOARD MEETING OF DECEMBER 20, 2022, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
Materials, Equipment and Supplies		
Replace book drop lock	Accurate Lock & Security	76.05
Books; DVDs; supplies; masks	Amazon.com	1,080.75
Books	Baker & Taylor	29,780.43
Name Plates	Bay Trophies	23.94
Security clothing logos	Bergen	40.47
Virtual Owl for Lecture Room; WiFi access points	CDW Government	2,955.21
Books	Center Point Large Print	103.01
PPE supplies; Driver jackets	City of Bellingham Warehouse	286.43
Software	Connectwise	4,932.17
Corkboards	Corkboard.com	230.50
Program supplies	Costco	81.95
Book easels	Demco	904.31
Bulletin boards	Displays4Sale	12.40
Periodicals	Ebsco Subscription Services	10,781.76
Playaways	Findaway World	59.83
Bins	Ikea	144.51
Lost Interlibrary loan	Illinois State Library	25.00
Notebooks	JL Darling	36.27
Books	Language Lizard	20.94
DVDs, CDs, recorded books	Midwest Tape	5,578.37
Office supplies	ODP Business Solutions	558.28
Truck fuel	Reisner Distributor	223.85
Labels	Sticky Business	1,283.60
Lost Interlibrary loan	Utah State Library	25.00
	Materials, Equipment & Supplies Sub Total	\$59,245.03
Services and Interfund Charges		
Barkley branch cleaning	Action Cleaning	675.16
Creative Cloud	Adobe Inc	391.55
Signage	Applied Digital Imaging	13.57
Preprocessing	Baker & Taylor	7,642.80
Membership	Bellingham City Club	20.00
Book kit bag logos	Bergen	965.60
Banking & credit card fees	City of Bellingham Interfund	20.77
Computer replacement allocation	City of Bellingham Interfund	9,228.20
Facilities Services	City of Bellingham Interfund	49,260.58
Fleet Services	City of Bellingham Interfund	861.74
Mailroom allocation	City of Bellingham Interfund	2,779.23
Purchasing Services	City of Bellingham Interfund	121.78
Risk Management	City of Bellingham Interfund	9,718.58
Technology replacement allocation	City of Bellingham Interfund	1,449.33
Telecom Services	City of Bellingham Interfund	2,347.09
Printing	Copy Source	102.75
Water cooler rental	Crystal Springs	12.50
Square footage estimates	DCW Cost Management	7,425.00

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

NOVEMBER 2022 CLAIMS

Graphic Design	Katrina Lyon	320.00
Preprocessing	Midwest Tape	637.69
Copier leases and copies	Oasys Inc.	1,094.82
ILL & tech services	OCLC	2,293.90
eBooks, eAudiobooks	Overdrive Inc	29,126.33
Security software subscription	Secure by Design	20.00
Signage	Signs by Tomorrow	483.90
Barkley branch signage	Signs Plus	174.08
Ebook Conference meals; mileage	Staff	161.31
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.46
MessageBee	Unique Management	213.70
Institution membership	Washington Library Association	1,383.00
2nd & 3rd Q borrower notices	WCLS	5,096.30
Driving abstracts	WSDO Licensing	15.00

Services and Interfund Charges Sub Total	\$134,929.05
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Gift Fund

Books	Baker & Taylor	538.01
Foundation Center Database	Candid	2,995.00
Technology replacement allocation	City of Bellingham Interfund	2.17
Teen programming	Walmart	71.73

GIFT FUND OUTLAYS Sub Total	\$3,606.91
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TOTAL GENERAL FUND CLAIMS \$194,174.08

TOTAL CLAIMS \$197,780.99

Library - Budget to Actual - General Fund

November 2022 92% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Grants	0	0		
Print and Copy Fees	8,343	15,000	6,657	56%
Lost, Damage & Non-resident Borrower Fees	5,477	16,100	10,623	34%
Fairhaven Auditorium Rental Fees	3,100	30,000	26,900	10%
Miscellaneous Revenues	919	6,000	5,081	15%
Total Revenue	17,839	67,100	49,261	27%
Expenses				
Salaries and Wages	2,430,290	2,866,803	436,513	85%
Personnel Benefits	1,122,913	1,368,343	245,430	82%
Materials, Equipment and Supplies	395,348	554,407	159,059	71%
Services and Interfund Charges	1,454,810	1,436,620	(18,190)	101%
Total Expenditure	5,403,361	6,226,173	822,812	87%

Library - Budget to Actual - Gift Fund

November 2022 92% YTD

	YTD Actuals	Budget	Remaining	% Complete
Revenues				
Donations	396,885	150,000	(246,885)	265%
Total Revenue	396,885	150,000	(246,885)	265%
Expenses				
Gift Fund expenses	93,696	136,320	42,624	69%
Total Expenditure	93,696	136,320	42,624	69%

DIRECTOR'S REPORT FOR December 20, 2022

The end of the year is a time to reflect on successes achieved, relationships strengthened, and lessons learned. 2022 has been a remarkable year for the Library! It is also a time to look ahead and plan for the future. At the December Board meeting, we will be sharing a draft of the 2023 Action Plan, which incorporates the Public Services Plan completed in November. (Rebecca Judd, Library Director)

WELCOME & INCLUDE



Teen Advisory Board (TAB): Teen Services Librarian Jennifer Lovchik meets monthly with her Teen Advisory Board (TAB). This group of 13 Bellingham middle and high school students generated many ideas for how to “personalize” the new Teen Space this past year. Jennifer was able to get the teens a display board where they can feature teen book titles and recently installed under-shelf lighting that can change colors, all per TAB's request. Coming soon: a “gumball” machine of capsules filled with TAB generated book recommendations and more. (Bethany Hoglund, Deputy Director)

Welcoming New Staff: The Library was thrilled to welcome 5 Library Assistants and 1 Library Clerk this month. Please join us in saying hello to Library Assistants Adrienne, Alex, Audrey, Christine and Jo, and our newest Library Clerk Kat. (Jen Vander Ploeg, Head of Public Services and Operations)

ACCESS & OPPORTUNITY

Community Outreach: Villa Santa Fe: Children's Librarians Ali Kubeny and Bernice Chang have started regular off-site visits to Villa Santa Fe, a primarily Spanish speaking housing complex in Bellingham. Ali is able to use her Spanish language skills to build relationships with youth residents and introduce them to library services. This is an exciting collaboration, and we are thrilled to be able to connect with children and families not yet connected to the library on the north side of town. (Bethany Hoglund, Deputy Director)

Community Drop Boxes: A second Community Drop Boxes meeting was held to discuss potential locations for stand-alone drop boxes in the community. Our next step is to have conversations with property owners for Sehome Village, Barkley Village, Sunset Square and Fred Meyer on Bakerview. (Annette Bagley, Head of Community Relations)

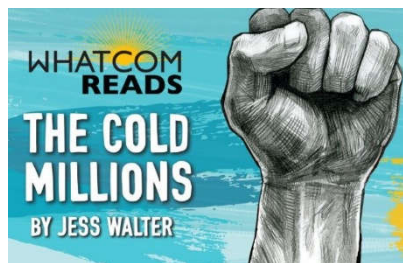
Outreach Restarted: Library service to another assisted living facility has been restarted. A multitude of staff and resident changes during the pandemic has made restarting services challenging in some locations that we regularly served before COVID-19. (Jen Vander Ploeg, Head of Public Services and Operations)

READ & LEARN

Community Voices Kits: Children's Librarians Bernice Chang and Ali Kubeny and Children's Specialists Julie Mauermann and Mandee Palmer put together the first three Community Voices Kits on the theme "Race, belonging and connection." Each kit contains 18 picture books that center and celebrate diverse voices and experiences in our community. These kits will provide stories, conversation opportunities and resources for families that help bridge learning, understanding and connection with each other. Two board book kits will be ready soon as well. Planning for the next round of kits is underway; we aim to have them available this winter/early spring. Many thanks to a private donor, as well as Library Giving Day 2022 donors, for the funding to create the kits. (Bethany Hoglund, Deputy Library Director)



Research, Reference, Tech Questions and More! Since January 1, the librarian team has answered 1,120 questions via our Research Referrals process. This process captures questions that come in via email, online chat, over the phone and in person at public service desks, if a librarian is unable to answer the question in the moment. The categories that generate the most questions are technology support, general ready reference and general research. Thank you to the public services librarian team for conducting this "invisible" yet critically important work. (Bethany Hoglund, Deputy Library Director)



Whatcom READS: Publicity materials for 2023 have arrived, including posters, bookmarks, and stickers, as well as 'catch and release' books to distribute and a large pull-up banner located in the Central Library lobby. A variety of [Whatcom READS events](#) have been scheduled for January and February. BPL will host an evening with Jess Walter, author of *The Cold Millions*, at Mount Baker Theatre on Friday, Mar. 3 at 7 p.m. (Annette Bagley, Head of Community Relations)

INFORM & INVOLVE

Sharing our Story: Washington Library Association's *Alki* Magazine published write-ups about Bellingham Public Library's Land Acknowledgement and mural, as well as the BPD Literacy Initiative. Both can be found in the Milestones section on page 38 of the Dec. 2022 issue at <https://www.wla.org/alki-home>. (Annette Bagley, Head of Community Relations)

Winter Playbook: BPL created a two-page ad for the center spread of the Bellingham Parks Dept Playbook. The next publication will be released in early January and cover Jan. – Mar. activities. (Annette Bagley, Head of Community Relations)

Year-End Highlights: An informative webpage of [Bellingham Public Library 2022 Highlights](#) was created by Community Relations Specialist Jenni Johnson, with a range of fun stats about BPL activities this year. A copy is included in the Board packet for December. (Annette Bagley, Head of Community Relations)



Website and eNewsletter Engagement: As of Dec. 14, BellinghamPublicLibrary.org website has had 635,105 pageviews year to date by 157,066 users. Of the total audience, 63.3% are returning visitors and 36.7% are new visitors. The BPL monthly e-newsletter for Dec. had an open rate of 52%, which is high for industry standards. There were 528 clicks on "Library Specialist 1" job opening, 282 clicks on "free COVID-19 tests available," and 110 clicks on "Bellingham Public Library 2022 Highlights." (Annette Bagley, Head of Community Relations)

THRIVE & GROW

Facilities Update: Some preparatory electrical work began on the freight elevator this month, with the bulk of the modernization project expected to happen in the early parts of 2023. Security cameras were installed at Fairhaven Library at the beginning of December. The cameras were installed outside of the "library space" to mitigate some of the poor sight lines in hallways and on the building's exterior. Some plexiglass shields were removed from service desks this month. Other shields that were not impeding service have been left in place. (Jen Vander Ploeg, Head of Public Services and Operations)

Data Security Incident: Our primary print vendor, Baker & Taylor, experienced another security incident in November. This time the impact was smaller and the duration shorter than their outage in August into September, but they've also shared less detail. They've said that they detected an attempted breach, shut down their systems, and then spent time checking that their data was intact. Their main systems were down from around Nov. 20 to Nov. 27. While this was all during our end-of-year pause on placing new orders, staff still do access B&T's system during this time to prepare for future orders and to process items that have been shipped to us. (Jon McConnel, Head of Digital Services)

Year-End Closeout: With the combination of end-of-year purchasing closeout and B&T's security incident, incoming print materials have been feast-or-famine recently. We hope all outstanding orders are shipped and invoiced by the end of the month to save the work needed to move orders to the new budget year. It seems there are always a few that don't make it, but hopefully not many. (Jon McConnel, Head of Digital Services)

Contracting: Most of our digital services contracts are on a calendar-year cycle, so late fall is a busy time for renewals. We have been working on contracts for several services, including Kanopy, Freegal, and Reference Solutions. There is also a new contract with AT&T Mobility to test their mobile data service. If the testing goes well, we are planning to convert some Verizon hotspots to AT&T, largely due to the potential for cost savings, but also to provide a greater diversity of data services for patrons. (Jon McConnel, Head of Digital Services)

Respectfully submitted,
Rebecca Judd

Project Plan

Project Name	Bellis Fair Mall branch Library pilot implementation
Project Lead	Rebecca Judd
Decision responsibility	Rebecca Judd, others
Project Members Other work groups	Role/responsible for
ITSD	Power, network, hardware for public & staff computing; staff phones
Legal	Contract review
Finance	Contracting & procurement
HR	Hiring process for new positions
Public Works	Facilities project lead; Possible moving needs; HVAC checkup
Project description/goal	Design and open Bellis Fair Mall branch library pilot in first quarter of 2023. Opening date goal: April 1, 2023. Duration of pilot: 2 years
Scope: what is included and what is not included	<p>Subproject leads and decision authority:</p> <p>Mall: confirm space, locate outdoor return box, negotiate lease</p> <ul style="list-style-type: none"> • Lead/authority: Rebecca • Team: Rebecca, Jen, Annette, Bethany (all for lease review) <p>Design of Space: Library to design; submit diagrams to Mall; schedule work</p> <ul style="list-style-type: none"> • Lead/authority: Rebecca • Team: Rebecca, Jen, Annette, Bethany, Doug, Holly (ADA) <p>Hours: budgeted for 24 hours; not open all Mall hours</p> <ul style="list-style-type: none"> • Lead/authority: Rebecca • Team: Rebecca, Jen, Annette, Bethany <p>Staffing: hiring 2 30-hour clerks; 2 25-hour LAs; accessing space, workflow</p> <ul style="list-style-type: none"> • Lead/authority: Jen/Michelle • Team: TBD as part of hiring process <p>Materials handling/delivery schedule: designing workflow</p> <ul style="list-style-type: none"> • Lead/authority: Jen/Shelley <p>Infrastructure: custodial, maintenance, utilities, telecom</p> <ul style="list-style-type: none"> • Lead: Jen - custodial, maintenance, utilities. RJ contract authority • Lead: Jon – WiFi, power/data, phones. Team: Jon, Doug, Paul, NetOps <p>FF&E: purchase shelving, furniture, equipment, interior return bin</p> <ul style="list-style-type: none"> • Lead/authority: Jen for public services/operations • Team: Jen, Bethany, Annette, Rebecca, Michelle, Shelley • Lead/authority: Jon for digital services/operations • Team: Jon, Doug, Paul <p>Digital Services Integration: MyLibro, Polaris, B.Commons, Demco, Lyngsoe</p> <ul style="list-style-type: none"> • Lead/authority: Jon. Team: Jon, Jen <p>Collections: select and purchase opening day collection</p> <ul style="list-style-type: none"> • Lead/authority: Bethany. Team: Bethany, selectors, CS <p>Programming: schedule; logistics of space</p> <ul style="list-style-type: none"> • Lead/authority: Bethany. Team: Bethany, librarians, specialists <p>Wayfinding: contract for wayfinding, promotions, signage graphic design</p> <ul style="list-style-type: none"> • Lead/authority: Annette. Team: Annette, Jen, Bethany, Rebecca <p>Communications and Community Engagement:</p> <ul style="list-style-type: none"> • Lead/authority: Annette. Team: Annette, Rebecca, Bethany



December 16, 2022

Criteria for locating a branch library - Discussion

Below is a preliminary list developed by the Board's Facilities Committee for discussion at the December 20, 2022 Board meeting.

Possible criteria / what makes a good site for a branch library:

- Part of a mixed-use development, leased facility
- Stand-alone facility
- Co-located with Community partners
- Visibility
- Parking and access to public transportation
- Size, ability to meet Level of Service goals
- Number of floors

2022 Annual Action Plan: Year End update

WELCOME & INCLUDE: We offer welcoming, safe places and experiences, where connections and understanding flourish.

- Reopened Library services, including children's/teen/adult in-person programming, Skillshare programming, and meeting room operations
- Reopened Sunday hours and revised evening hours at Central
- Coordinated priority trainings in CPR/First Aid, individuals in crisis, de-escalation; Facilitated public services discussions on safety.
- Hired and onboarded new Children's librarian
- Implemented safety improvements at facilities in coordination with Public Works
- Refined emergency procedures to better coordinate and focus operations
- Relocated Video Relay Service to Library Conference Room

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

- Restarted service to Outreach facilities; rescoped program to build future capacity
- Restarted tech coaching program at the Central Library to support digital literacy
- Evaluated storytime program schedule, implemented new storytime location at Bellis Fair Mall
- Purchased new hybrid vehicle using dedicated ARPA funds; developed procedures; wrapped vehicle with BPL logo and design
- Wrapped Library delivery truck
- Purchased and processed 20 additional WiFi hotspots for lending program
- Hired and onboarded new Interlibrary Loan specialist
- Reopened Library service at 3 Connections locations: WWU, WCC, and BTC
- Reviewed and updated Eligibility for Library service policy

READ & LEARN: We inspire a lifetime of reading, learning, curiosity, and discovery.

- Designed and implemented Community Voices kits
- Designed and implemented Local Author collection at Central
- Evaluated new ways to support book clubs; replaced plastic totes with zippered bags
- Marketed new digital services in Library eNewsletter and social media

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

- Developed Library Land Acknowledgement; worked with Coast Salish artist Jason LaClair to create a frame for the Land Acknowledgement at Central
- Supported 'Resilience Circle' Digital storytelling project and November film festival with Connecting Community
- Launched and marketed Peoples' Perspectives: COVID-19 in Whatcom County digital archive
- Completed development of 2022 Communications plan
- Revised and updated print calendars for Library events
- Developed calendar and staffing plan for community events
- Implemented new procedures for collecting program and service feedback
- Refreshed community outreach materials
- In partnership with City Council liaison, piloted "New Business" Library updates

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

- Hired consulting firm and completed Library Facilities Master Plan
- Developed and presented 2023-2024 operational and capital budget requests to Mayor's office and City Council
- Prepared and submitted application for statewide Capital Improvement grant
- Restarted annual performance reviews
- Planned for 2022 retirements and continuity of service
- Explored COB phone system access with ITSD; implement improvements

BELLINGHAM PUBLIC LIBRARY

DRAFT 2023 ACTION PLAN

Library Board
December 20, 2022
Item #9

WELCOME & INCLUDE

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

ACCESS & OPPORTUNITY

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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 2023

- As part of Public Services Plan to Increase Safety and Ease for Staff and Patrons, implement action items
- Invest in developing and implementing staff-led 'Library Basics' training to ensure that all staff have the knowledge and skills necessary to deliver welcoming and inclusive service
- Hire and onboard new Head of Public Services as part of Library's management team
- Research software and best practices for community meeting spaces

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

**WELCOME &
INCLUDE**

ACTION PLAN 2023

- Invite social service organizations to share information and provide services on-site
- Identify new locations for Community Drop Boxes; Purchase, wrap and install Drop boxes
- Support hiring and onboarding of new ITSD Library Analyst
- Renew ILS contract or migrate to new vendor by January 2024

A large blue circle containing the text "ACCESS & OPPORTUNITY" in white, bold, sans-serif capital letters.

**ACCESS &
OPPORTUNITY**

ACTION PLAN 2023

- Train all Public Services staff in effective and responsive Readers' Advisory
- Redesign Summer Reading materials to best meet needs of BPL patrons
- Develop additional Youth Services engagement and programming opportunities, with a focus on underserved age groups and populations.



**READ &
LEARN**

ACTION PLAN 2023

- Partner with city and community leaders to foster public education and involvement in issues that matter, with a 2023 focus on climate action, anti-racism, homelessness, and civic engagement
- Hire and onboard new Events Specialist as part of Community Relations team
- With WCLS, migrate to new platform for email and text notifications

A large green circle with a thin white border, containing the text "INFORM & INVOLVE" in white, bold, sans-serif capital letters.

**INFORM &
INVOLVE**

ACTION PLAN 2023

- Design and open Bellis Fair Mall branch library pilot
- With Public Works, hire architect and complete design work for Central Library renovation
- Evaluate and update Level of Service standards for Materials and Open Hours
- Develop Planned Giving program for the Library
- Hire and onboard new Training Specialist as part of Library's administration team

**THRIVE &
GROW**

BELLINGHAM PUBLIC LIBRARY

DRAFT 2023 ACTION PLAN

WELCOME & INCLUDE

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

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THRIVE & GROW

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

Bellingham Public Library
2023 Public Services Plan to Increase Safety and Ease for Staff and Customers

Over the past few years, Bellingham Public Library has experienced a steady escalation in the number, types, and severity of patron behavioral incidents, especially at the Central Library and Fairhaven branch. Staff have experienced stress caused by a multitude of factors, such as the Covid-19 pandemic, a lengthy encampment behind the Library in Lee Memorial Park, and threatening behavior and assaults on staff by patrons. Safety has become a persistent factor in the everyday work life of Library staff, who are by nature empathetic to all patrons but find it increasingly difficult to be resilient with decreasing recovery time between incidents.

As a collaborative problem-solving effort, this plan was developed over the course of three professionally-facilitated discussion sessions with Public Services staff. The sessions focused on the question of what was needed to improve safety and ease for our staff and customers. Themes that emerged from discussion were organized into five key action areas:

- 1. Provide Training and Support for Public Services Staff**
- 2. Prioritize Safety in Facilities Redesign and Renovations**
- 3. Strengthen Internal Communications**
- 4. Improve Incident Response**
- 5. Help all of our Clients**

Action area #1: Provide Training and Support for Public Services Staff

1. Host presenters from other organizations and community partners to increase knowledge among Library staff about community resources available to patrons or staff. Incorporate information into onboarding for new Public Services staff.
2. Seek learning opportunities and activities that help staff identify and respond to behaviors in our libraries that may pose a risk to safety and ease. Designate a note taker and share notes after trainings. Trainings with role playing and scenario drills preferred.
3. Seek learning opportunities that support and build a culture of resilience at the Library.

Action area #2: Prioritize Safety in Facilities Redesign and Renovations

1. Act as soon as possible on easy fixes: Remove plexiglass from Help Desk, add cameras at Fairhaven.
2. Include Help Desk improvements and main floor bathroom lock improvements in the 2023 Central Library renovation design.
3. Ensure that suggestions for improvements to the lower lobby area, children's section, and bathroom are included in the Central Library renovation design process in 2023, for construction in 2024.

4. Solicit staff feedback at key stages of Central Library renovation design process for improving safety at Central Library. Consider third-party safety assessment.

Action area #3: Strengthen Internal Communications

1. Continue to hold regular Public Services team meetings, dovetail with trainings.
2. Set up a wall board in a centrally accessible location so that all staff can post information they would like to share informally.
3. Establish system for knowing who is on site.

Action area #4: Improve Incident Response

1. Develop a plan on debriefing, to clarify who is responsible for convening a debriefing, who should be involved, what is the process, what happens afterwards, and how and what do we communicate with those who were not directly involved? Include this information as part of onboarding new Library staff.
2. Ensure easy access to up-to-date contact information for partner organizations.
3. Research options to improve flow of communication during an incident, including between floors and work groups.

Action area #5: Help all of our Clients

1. Establish a Skillshare schedule to bring in staff from social service organizations to share information and provide services.
2. Increase accessibility: hire more staff who are bilingual, provide more translation services for multiple languages, and improve services for visual and hearing impairments.
3. Research options for whether we can serve the needs of clients who need to make emergency phone calls.
4. In the upcoming Central Library renovation design process, consider establishing designated eating areas and quiet areas. Apply new policies and procedures to Branches if possible.