

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.**

**AGENDA** **TIME (approx.)**

*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.*

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|--|--------|
| <b>1. Call to order and introductions</b>  | 1 min  |
| <b>2. Approve/modify agenda</b>  | 1 min  |
| <b>3. Public comment</b><br>This time is set aside for members of the public to make comments.<br>Remarks will be limited to three minutes.  | 3 min  |
| <b>4. Consent agenda (see packet materials)</b><br>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"><li>• <b>Communications and FYI</b></li><li>• <b>Minutes:</b> November 15, 2022: Regular board meeting</li><li>• <b>Library performance &amp; activity measures:</b> November &amp; December 2022</li><li>• <b>Financial reports</b><br/>Claims: November &amp; December 2022<br/>YTD report: November &amp; December 2022</li></ul> | 5 min  |
| <b>5. Reports</b> <ul style="list-style-type: none"><li>• Board Chair (see packet materials)</li><li>• Library Board members</li><li>• City Council liaison</li><li>• Friends of Bellingham Public Library</li><li>• Library Director (see packet materials for November &amp; December reports)</li></ul>   | 10 min |
| <b>Time check: 3:50</b>  |        |
| <b>6. Election of 2023 Board officers – action item</b> <ul style="list-style-type: none"><li>• Rick Osen, Chair</li></ul>   | 5 min  |
| <b>7. 2023 Library Giving Day focus – action item</b> <ul style="list-style-type: none"><li>• Rick Osen, Chair</li></ul>   | 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, February 21, 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

[My Account](#) ▾ [Books & More](#) ▾ [Using the Library](#) ▾ [Digital Library](#) ▾ [Kids & Teens](#) ▾ [News & Events](#) ▾

[Home](#) » [News](#) » [Bellingham Public Library 2022 Highlights](#)



## 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.*

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## 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.

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## 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](#)
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# 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.

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**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**

	November			Year to Date		% of change YTD
	2022	2021	2019	2022	2021	
<b>Holdings</b> - 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%
<b>Total Holdings (Physical and Electronic)</b>				<b>303,904</b>	<b>285,225</b>	<b>6.55%</b>
<b>Circulation</b> - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity						
<b>Central Library</b>						
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%
<b>Sub-Total Central</b>	<b>95,255</b>	<b>91,635</b>	<b>103,216</b>	<b>1,035,390</b>	<b>842,737</b>	<b>22.86%</b>
<b>Fairhaven Branch</b>						
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%
<b>Sub-Total Fairhaven</b>	<b>1,945</b>	<b>3,536</b>	<b>10,104</b>	<b>20,442</b>	<b>14,333</b>	<b>42.62%</b>
<b>Barkley Branch</b>						
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%
<b>Sub-Total Barkley</b>	<b>2,627</b>	<b>3,058</b>	<b>10,894</b>	<b>29,125</b>	<b>13,957</b>	<b>108.68%</b>
<b>Bellingham Technical College</b>						
Adult	0	0	93	0	0	
Youth	0	0	10	0	0	
<b>Sub-Total BTC</b>	<b>0</b>	<b>0</b>	<b>103</b>	<b>0</b>	<b>0</b>	
<b>Whatcom Community College</b>						
Adult	0	0	378	0	0	
Youth	0	0	95	0	0	
<b>Sub-Total WCC</b>	<b>0</b>	<b>0</b>	<b>473</b>	<b>0</b>	<b>0</b>	
<b>Western Washington University</b>						
Adult	0	0	503	0	0	
Youth	0	0	349	0	0	
<b>Sub-Total WWU</b>	<b>0</b>	<b>0</b>	<b>852</b>	<b>0</b>	<b>0</b>	
<b>Online Services</b>						
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%
<b>Sub-Total Online</b>	<b>39,822</b>	<b>32,458</b>	<b>25,612</b>	<b>421,567</b>	<b>371,320</b>	<b>13.53%</b>
<b>Total Circulation</b>	<b>139,649</b>	<b>130,687</b>	<b>151,254</b>	<b>1,506,524</b>	<b>1,242,347</b>	<b>21.26%</b>
<b>Holds Activity</b>						
Items placed on hold shelf	49,151	48,831	46,773	548,319	554,732	-1.16%
<b>Services</b>						
<b>Persons Visiting</b> - Number of persons counted as they enter the libraries						
<b>Central Library</b>						
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%
<b>Total Persons Visiting</b>	<b>41,512</b>	<b>33,203</b>	<b>58,807</b>	<b>416,281</b>	<b>155,312</b>	<b>168.03%</b>
<b>Website Visits</b>	35,087	36,593	39,010	401,074	385,327	4.09%
This count reflects number of visits to <a href="http://www.bellinghampubliclibrary.org">www.bellinghampubliclibrary.org</a>						
<b>Bibliocommons visits</b>	15,201	11,792	13,227	154,552	120,769	27.97%
This count reflects number of visits to Bibliocommons						
<b>Total Website Visits</b>	<b>50,288</b>	<b>48,385</b>	<b>52,237</b>	<b>555,626</b>	<b>506,096</b>	<b>9.79%</b>
<b>Computer Usage</b> - Number of sessions						
<b>Central Library</b>						
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%
<b>Total Computer Usage</b>	<b>2,979</b>	<b>1,875</b>	<b>5,625</b>	<b>25,900</b>	<b>4,896</b>	<b>429.00%</b>
<b>New Borrowers Registered</b>						
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%
<b>Total New Borrowers Registered</b>	<b>496</b>	<b>503</b>	<b>465</b>	<b>7,469</b>	<b>5,704</b>	<b>30.94%</b>
<b>Programs</b> - 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%
<b>Volunteer Hours</b>	<b>373</b>	<b>240</b>	<b>379</b>	<b>3,968</b>	<b>1,563</b>	<b>153.87%</b>

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

Library Board  
January 17, 2023  
Consent Agenda

	December			Year to Date		% of change YTD
	2022	2021	2019	2022	2021	
<b>Holdings</b> - Number of materials in the library's collection						
Physical copies added to the collection	986	729	1,390	24,249	22,625	7.18%
Electronic copies purchased by BPL	139	94	8	2,309	1,062	117.42%
Physical copies withdrawn from the collection	(320)	(2,993)	(1,807)	(19,081)	(25,593)	-25.44%
Total physical holdings			182,853	176,967	173,359	2.08%
Total electronic holdings in Consortium available to BPL			87,472	129,303	113,405	14.02%
<b>Total Holdings (Physical and Electronic)</b>				<b>306,270</b>	<b>286,764</b>	<b>6.80%</b>
<b>Circulation</b> - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity						
<b>Central Library</b>						
Adult	42,646	42,313	59,128	584,936	485,543	20.47%
Youth	40,164	37,398	44,325	533,264	436,905	22.05%
<b>Sub-Total Central</b>	<b>82,810</b>	<b>79,711</b>	<b>103,453</b>	<b>1,118,200</b>	<b>922,448</b>	<b>21.22%</b>
<b>Fairhaven Branch</b>						
Adult	3,934	1,377	7,812	16,519	10,627	55.44%
Youth	1,582	969	2,968	9,439	6,052	55.96%
<b>Sub-Total Fairhaven</b>	<b>5,516</b>	<b>2,346</b>	<b>10,780</b>	<b>25,958</b>	<b>16,679</b>	<b>55.63%</b>
<b>Barkley Branch</b>						
Adult	3,298	1,165	6,167	18,472	7,698	139.96%
Youth	2,877	1,281	4,677	16,828	8,705	93.31%
<b>Sub-Total Barkley</b>	<b>6,175</b>	<b>2,446</b>	<b>10,844</b>	<b>35,300</b>	<b>16,403</b>	<b>115.20%</b>
<b>Bellingham Technical College</b>						
Adult	5	0	49	5	0	
Youth	6	0	16	6	0	
<b>Sub-Total BTC</b>	<b>11</b>	<b>0</b>	<b>65</b>	<b>11</b>	<b>0</b>	
<b>Whatcom Community College</b>						
Adult	60	0	288	60	0	
Youth	43	0	63	43	0	
<b>Sub-Total WCC</b>	<b>103</b>	<b>0</b>	<b>351</b>	<b>103</b>	<b>0</b>	
<b>Western Washington University</b>						
Adult	44	0	505	44	0	
Youth	27	0	335	27	0	
<b>Sub-Total WWU</b>	<b>71</b>	<b>0</b>	<b>840</b>	<b>71</b>	<b>0</b>	
<b>Online Services</b>						
Freegal ***Service went live Feb 2, 2022	4,891	0	0	39,393	0	
Kanopy	1,844	2,048	983	20,492	22,063	-7.12%
WA Anytime Library Overdrive	33,739	29,128	23,622	378,897	351,625	7.76%
Overdrive Mags	1,958	1,822	2,772	25,217	30,630	-17.67%
<b>Sub-Total Online</b>	<b>42,432</b>	<b>32,998</b>	<b>27,377</b>	<b>463,999</b>	<b>404,318</b>	<b>14.76%</b>
<b>Total Circulation</b>	<b>137,118</b>	<b>117,501</b>	<b>153,710</b>	<b>1,643,642</b>	<b>1,359,848</b>	<b>20.87%</b>
<b>Holdings Activity</b>						
Items placed on hold shelf	46,784	44,696	48,155	595,103	599,428	-0.72%
<b>Services</b>						
<b>Persons Visiting</b> - Number of persons counted as they enter the libraries						
<b>Central Library</b>						
Curbside Service	38	71	0	7,769	38,899	-80.03%
Adult	25,774	18,847	37,599	301,887	106,418	183.68%
Children's	4,879	3,841	8,415	67,380	36,662	83.79%
Fairhaven Branch	4,104	4,140	6,482	51,178	25,691	99.21%
Barkley Branch	3,241	2,525	4,474	33,834	15,894	112.87%
<b>Total Persons Visiting</b>	<b>38,036</b>	<b>29,424</b>	<b>56,970</b>	<b>454,279</b>	<b>184,665</b>	<b>146.00%</b>
<b>Website Visits</b>	35,059	32,932	39,076	436,133	418,259	4.27%
This count reflects number of visits to <a href="http://www.bellinghampubliclibrary.org">www.bellinghampubliclibrary.org</a>						
<b>Bibliocommons visits</b>	14,596	11,735	13,061	169,148	132,504	27.66%
This count reflects number of visits to Bibliocommons						
<b>Total Website Visits</b>	<b>49,655</b>	<b>44,667</b>	<b>52,137</b>	<b>605,281</b>	<b>550,763</b>	<b>9.90%</b>
<b>Computer Usage</b> - Number of sessions						
<b>Central Library</b>						
Adult & Teen (30 terminals)	2,560	1,365	5,057	25,228	5,391	367.97%
Childrens (3 terminals)	44	26	116	439	78	462.82%
Fairhaven Branch (6 terminals)	148	224	445	1,848	705	162.13%
Barkley Branch (4 terminals)	128	92	265	1,265	429	194.87%
<b>Total Computer Usage</b>	<b>2,880</b>	<b>1,707</b>	<b>5,883</b>	<b>28,780</b>	<b>6,603</b>	<b>335.86%</b>
<b>New Borrowers Registered</b>						
Central Library	319	408	378	7,219	5,711	26.41%
Fairhaven Branch	16	32	22	336	263	27.76%
Barkley Branch	16	8	29	265	178	48.88%
<b>Total New Borrowers Registered</b>	<b>351</b>	<b>448</b>	<b>429</b>	<b>7,820</b>	<b>6,152</b>	<b>27.11%</b>
<b>Programs</b> - Library sponsored or co-sponsored educational, recreational, or cultural programs						
Programs	29	64	88	704	858	-17.95%
Attendees	717	240	2,060	15,550	7,232	115.02%
<b>Volunteer Hours</b>	<b>205</b>	<b>164</b>	<b>365</b>	<b>4,173</b>	<b>1,727</b>	<b>141.63%</b>



**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.

	<b>VENDOR</b>	<b>AMOUNT</b>
<b>Materials, Equipment and Supplies</b>		
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
<b>Materials, Equipment &amp; Supplies Sub Total</b>		<b>\$59,245.03</b>
 <b>Services and Interfund Charges</b>		
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

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**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

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**GIFT FUND OUTLAYS Sub Total    \$3,606.91**

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**TOTAL GENERAL FUND CLAIMS    \$194,174.08**

**TOTAL CLAIMS    \$197,780.99**

**BELLINGHAM PUBLIC LIBRARY**  
**Board of Library Trustees**

**DECEMBER 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 JANUARY 17, 2023, IN ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	<b>VENDOR</b>	<b>AMOUNT</b>
<b>Materials, Equipment and Supplies</b>		
Books; DVDs; supplies; IT supplies; child masks	Amazon.com	8,578.78
Books (two months)	Baker & Taylor	68,661.19
Office chair	Blackburn Office Equipment	552.27
Server	Bridge Data	29,990.68
Teen Space vending machine	Candymachines.com	343.15
Books	Center Point Large Print	103.01
Water @ Barkley branch	Crystal Springs	76.35
Book marks	Demco	93.64
Gloves	DK Hardware	87.62
Periodicals	Ebsco Subscription Services	219.47
Year end staff meeting supplies	Fred Meyer	206.41
Program supplies	Joann Fabrics	17.59
Book kit bags	Lands' End	1,679.82
Name tags	Laserpoint	25.57
Playaway books	Library Ideas	9,826.71
Lost Interlibrary loan	Mid-Continent Public Library	11.99
DVDs, CDs, recorded books	Midwest Tape	8,816.93
Staff milestone anniversaries	Modsock	84.86
Books	The Mountaineers	67.17
Office supplies	ODP Business Solutions	448.21
Truck fuel	Reisner Distributor	204.06
Periodicals	Seattle Times	925.60
Year end staff meeting supplies	Slice of Heaven	165.00
Whatcom Dispute Resolution meeting refreshments	Starbucks	90.90
Interlibrary loan supplies	ULINE Shipping Supplies	771.71
Staff milestone anniversaries; books	Village Books	784.67
Copier paper	WCP Solutions	544.87
Outreach service bags	Webstaurant	158.12
Books	WWU Foundation	249.00
Program supplies	Yacom	51.94
Staff milestone anniversaries	Zazzle Inc	390.18

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**Materials, Equipment & Supplies Sub Total    \$134,227.47**

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**Services and Interfund Charges**

Barkley branch cleaning	Action Cleaning	1,350.40
Memberships; PLA Benchmark stats; webinar	American Library Association	1,215.60
Signage	Applied Digital Imaging	11.65
Hotspot service	AT&T Mobility	38.67
Preprocessing (two months)	Baker & Taylor	18,931.72
Book kit bag logos	Bergen	1,111.94
Computer replacement allocation	City of Bellingham Interfund	9,228.20
Facilities Services	City of Bellingham Interfund	50,451.19
Fleet Services	City of Bellingham Interfund	861.74
Mailroom allocation	City of Bellingham Interfund	2,058.27
Purchasing Services	City of Bellingham Interfund	121.78

**BELLINGHAM PUBLIC LIBRARY**  
**Board of Library Trustees**

**DECEMBER 2022 CLAIMS**

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	2,289.86
Playbook ad	City of Bellingham Parks department	975.00
Printing	Copy Source	59.46
Water cooler rental	Crystal Springs	12.50
Graphic Design	Katrina Lyon	640.00
Preprocessing (two months)	Midwest Tape	1,059.70
Copier leases and copies	Oasys Inc.	1,211.89
ILL & tech services	OCLC	2,293.90
eBooks, eAudiobooks	Overdrive Inc	15,343.19
Security software subscription	Secure by Design	20.00
Mileage reimbursement (programming & branch)	Staff	182.72
Barkley operating costs	Talbot Services LLC	533.33
Microfische machine lease	Technology Unlimited	339.46
Borrower notices	Unique Management	192.60
Hotspot service	Verizon Wireless	3,040.76
Memberships	Washington Library Association	175.00
4th Q borrower notices	WCLS	1,445.41
Help Desk Safety meeting mediation	Whatcom Dispute Resolution Center	4,393.75
B&O Taxes	WSDO Revenue	13.10

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**Services and Interfund Charges Sub Total    \$130,770.70**

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**Capital Outlays**

Security Solutions Northwest	Security cameras @ Fairhaven Branch	14,044.86
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**CAPITAL OUTLAYS Sub Total    \$14,044.86**

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**Gift Fund**

Books	All About Books	499.23
Books	Amazon.com	34.34
Books	Baker & Taylor	1,485.86
Technology replacement allocation	City of Bellingham Interfund	2.17
Teen program supplies	Fred Meyer	21.98
Books	WWU Foundation	12.00

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**GIFT FUND OUTLAYS Sub Total    \$2,055.58**

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**TOTAL GENERAL FUND CLAIMS    \$279,043.03**

**TOTAL CLAIMS    \$281,098.61**

**Library - Budget to Actual - General Fund**

**November 2022 92% YTD**

	YTD Actuals	Budget	Remaining	% Complete
<b>Revenues</b>				
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%
<b>Total Revenue</b>	<b>17,839</b>	<b>67,100</b>	<b>49,261</b>	<b>27%</b>
<b>Expenses</b>				
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%
<b>Total Expenditure</b>	<b>5,403,361</b>	<b>6,226,173</b>	<b>822,812</b>	<b>87%</b>

**Library - Budget to Actual - Gift Fund**

**November 2022 92% YTD**

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

**Library - Budget to Actual - General Fund**

**December 2022 99% YTD**

	YTD Actuals	Budget	Remaining	% Complete
<b>Revenues</b>				
Grants		0		
Print and Copy Fees	9,041	15,000	5,959	60%
Lost, Damage & Non-resident Borrower Fees	5,949	16,100	10,151	37%
Fairhaven Auditorium Rental Fees	2,950	30,000	27,050	10%
Miscellaneous Revenues	949	6,000	5,051	16%
<b>Total Revenue</b>	<b>18,889</b>	<b>67,100</b>	<b>48,211</b>	<b>28%</b>
<b>Expenses</b>				
Salaries and Wages	2,663,998	2,866,803	202,805	93%
Personnel Benefits	1,232,727	1,368,343	135,616	90%
Materials, Equipment and Supplies	543,998	554,407	10,409	98%
Services and Interfund Charges	1,586,797	1,436,620	(150,177)	110%
<b>Total Expenditure</b>	<b>6,027,520</b>	<b>6,226,173</b>	<b>198,653</b>	<b>97%</b>

**Library - Budget to Actual - Gift Fund**

**December 2022 99% YTD**

	YTD Actuals	Budget	Remaining	% Complete
<b>Revenues</b>				
Donations	399,841	150,000	(249,841)	267%
<b>Total Revenue</b>	<b>399,841</b>	<b>150,000</b>	<b>(249,841)</b>	<b>267%</b>
<b>Expenses</b>				
Gift Fund expenses	95,751	136,320	40,569	70%
<b>Total Expenditure</b>	<b>95,751</b>	<b>136,320</b>	<b>40,569</b>	<b>70%</b>

## **BPL BOARD OF TRUSTEES**

### **2022 Highlights**

This summary contains selected highlights for the year's work of the Bellingham Public Library's Board of Trustees in its role as the governing body of the library. Overarching goals have been for the Trustees to work closely with Library Administration and City Administration to address goals of the Library's Strategic Plan and gain progress on meeting adopted Level of Service standards. The Board continues to express its admiration and appreciation to the Library's Management and Staff for their stellar efforts to serve the Bellingham community.

#### **BOARD PERSONNEL, MEETINGS & POLICIES**

- Kristina Michele Martens was welcomed as the new City Council liaison to the Board of Trustees at the beginning of the year. We thank Hollie Huthman for serving as Council liaison during 2020 and 2021.
- Regular monthly Board meetings continued to be held online through October. The November meeting was the first Board meeting to be held in person since early, 2020. The December meeting was cancelled due to a snowstorm.
- Melissa Morin was appointed to fill a vacant Board position in July. We look forward to having Melissa begin a full 5-year term at the beginning of 2023.
- Board member Kristy Van Ness, along with 7 staff members, attended the national Public Library Association meeting in Portland, OR.
- The Library Director and Board Chair had monthly meetings with the Mayor to discuss Library and City issues.
- The Board welcomed guests to some meetings, including: Jeff Jewell, Photo Archives Research Technician for the Whatcom Museum; Don Burdick, ITSD Director; Blake Lyon, Planning & Community Development Director
- Three library policies were updated by Library Management and brought to the Board for approval: Internet Policy, Eligibility for Library Services Policy, and Collection Development Policy.
- After a two-year process, a Land Acknowledgement was adopted in Fall, 2022. It is posted at the main entrance to the Central Library and is now a part of the Board's agenda for each meeting.

#### **FACILITIES**

- Godfrey's Associates, a library consulting firm, was hired to assist the Library with a Library Facilities Master Plan. Work on this project was primarily conducted from March through September. The Board approved funding for this project from the proceeds of the Bragg/Muldrow Endowment.
- A presentation of the plan and its recommendations was made to the City Council in September. It was well received by the Council and the Mayor's Office.

- The near-term recommendations included a pilot project to establish a northside branch library through leasing space at the Bellis Fair Mall; and completing renovation of the Central Library. [See Budget below.]
- The Facilities Master Plan was the third major study completed by the Library in the last 5 years. It followed the “Bellingham Public Library Services and Funding Models Study” (Berk Consulting, 2017) and “Bellingham Central Library Space Planning” (RMC Architects, 2018—this project also funded through endowment donations).

## **BUDGET**

- The Board was involved with Library Administration in developing additional funding requests for the 2023/24 biennial budget. The foci of the operating budget requests were: increasing level of services in the areas of facilities, materials and staffing; increasing access to library services in the northside of Bellingham through a branch pilot project at the Bellis Fair Mall; and, adding staff capacity in key operational areas.
- The completion of the Central Library renovation [ground level, mezzanine level, and HVAC for the entire building] was included in the facilities budget through a request from Public Works. The hiring of an architectural firm and the design of this project will take place in 2023.
- The budget proposals were presented and discussed at a work meeting with the City Council in October. Widespread support from both the City Council and the Mayor’s Office was expressed, resulting in the funding of all of the Library’s major proposals.

## **ADDITIONAL FUNDING SUPPORT**

- Library Giving Day in April generated \$11,762, which included \$2,400 raised by the Friends of BPL at a popup book sale that day. This is in addition to all the other contributions made by the Friends throughout the year that supplement library services and programs for the community.
- After discussions between the Board, Library Administration, City Finance and the Whatcom Community Fund, it was decided to transfer the Agency Endowment Fund managed by WCF (less than 6% of total funds dedicated to the Library at WCF) into the Library’s Gift Fund. This clears a roadblock that allows the Board to begin working with a consultant in 2023 on a planned giving initiative to benefit the Library.

*Rick Osen, Chair, Board of Trustees, 1/17/2023*



## 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)

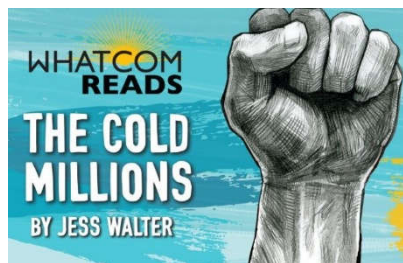
**Outreach Restarted:** Library service to another assisted living facility has been restarted. A multitude of staff and resident changes during the pandemic has made restarting services challenging in some locations that we regularly served before COVID-19. (Jen Vander Ploeg, Head of Public Services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



## DIRECTOR'S REPORT FOR January 17, 2023

Working closely with City colleagues in the Planning Department, and with the support of the Mayor's Office and Local 1937 Guild, the Library recently added short-term, targeted security hours at the Central Library. As part of a larger city-wide contract, we are working with RSU security through the month of January to address safety concerns in hard-to-monitor areas on the lower floor. To date, we have seen positive outcomes from this assistance. (Rebecca Judd, Library Director)

## WELCOME & INCLUDE



**Resilience Circle Online:** The Resilience Circle, a collection of digital stories told by Lummi Nation and Nooksack Tribal Members in June 2022 in collaboration with Northwest Indian College and Bellingham Public Library, is now visible on the [Library's YouTube page](#) and [website](#). The videos were created in a workshop facilitated by Monica Koller of Connecting Community. Our sincere thanks to each of the storytellers, as well as to all donors to Library Giving Day 2021 and The

Friends of Bellingham Public Library, for their generous support of this project. (Annette Bagley, Head of Community Relations)

**We're hiring!** Collection Services will have an open position at the end of March. Fortunately, we have been able to advertise the position early enough to build in training and overlap time between the new person and the outgoing staff member. We received 123 applications, out of which 35 met the minimum qualifications. Interviews are scheduled for January 13. (Jon McConnel, Head of Digital Services)

**Getting ready for the Mall:** The new Library Assistant and Clerk positions approved in the 2023-24 budget will enter the staffing process during January and February to have these new staff members in place prior to the Bellis Fair branch opening in the spring. (Jen Vander Ploeg, Head of Public Services and Operations)

**Teen Gumball Machine:** At a conference this fall, Public Services Supervisor Michelle Becker heard of a library that had a gumball machine vending not gumballs, but other library-related items. She brought this innovative idea back home and Teen Services Librarian Jennifer Lovchik brought the idea to life in her own way. Starting this month, teens are able to get a token from the Help Desk and redeem it at the Teen gumball machine. In each "prize," the teen will receive something fun (i.e. mini eraser or foam grow capsule) as well as a book recommendation. What a wonderful addition to the teen area! (Bethany Hoglund, Deputy Library Director)



## ACCESS & OPPORTUNITY



**Overdrive Platform Changes:** Overdrive, Inc. has given a shut-off date for its old ebook platform, Overdrive. After April 30 the Overdrive app, and website will stop working, with the exception of Kindle Fire devices. Content from the company will continue to be available via its new platform, Libby. Some features of the Overdrive app, are not being brought into Libby. For example, patrons will no longer be able to listen to eaudiobooks on devices that can't run the Libby app, or access the Libby website and stream audio from the internet. (Jon McConnel, Head of Digital Services)

**Freegal Platform Changes:** On January 3 we migrated from a standalone instance of Freegal, a digital music service, to an instance shared with WCLS. Patrons who had used Freegal on BPL's platform will need to re-register on the shared platform. Wishlists and Playlists were migrated, but not personal listening or download histories. Another change in January included the end of time limits on streaming. Patrons can now stream 24 hours per day instead of only 5! In case that's not enough Freegal change, January 17 is the date shared for a major overhaul of the Freegal interface. The look is quite different, and they are improving the functionality of their search tool. (Jon McConnel, Head of Digital Services)



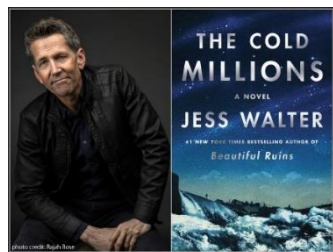
**End of Microsoft Imagine Academy:** The Microsoft Imagine Academy learning platform has been retired. The new source for Microsoft curriculum and online classes is Microsoft Learn. Content is free and open to anyone, but certification exams for Washington residents will no longer be subsidized by the Washington State Library. (Jon McConnel, Head of Digital Services)

**Database Changes for 2023:** Weiss Financial Ratings was added to the Library's database collection as a resource for personal finances and investing. Value Line was dropped. The Library's Newsbank subscription was renegotiated after a statewide contract ended in December. BPL will continue to have access to the Image Editions for US papers (where available); access to international news sources was dropped. (Jon McConnel, Head of Digital Services)

**Outreach Restarted:** We are restarting Outreach Services in January to two more residential facilities that we served before the pandemic: Woodway Senior Living and St. Francis of Bellingham. (Jen Vander Ploeg, Head of Public Services and Operations)

## READ & LEARN

**Cuentos y Canciones/Stories and Songs:** Storytimes have resumed! One new addition is a bilingual storytime on Saturday mornings for children ages birth – 5 and their families. Children's Librarian Ali Kubeny is excited to present these storytimes, which will feature fun stories and songs in both Spanish and English. (Bethany Hoglund, Deputy Library Director)



**Whatcom READS:** Whatcom READS programming for our 2023 title, The Cold Millions by Jess Walter, began on Jan. 12. The next event is scheduled for Sat., Jan. 21, in-person at the Ferndale Library. Nine events are scheduled for February. The full line-up is published at <https://www.whatcomreads.org/events>. (Annette Bagley, Head of Community Relations)

## INFORM & INVOLVE

**Snow Closures:** Daily communications during the Dec. 2022 snow closures included: Library news releases to media, e-mails to patrons, updates to Library website homepage, notices on Twitter, Facebook and Instagram, and coordination with City of Bellingham communications team. These communications were picked up by the Bellingham Herald, Cascadia Daily News, KGMI and Whatcom News. (Annette Bagley, Head of Community Relations)

**News Releases:** Monthly news releases to media regarding Library events have been reinstated for 2023, beginning with January events. All regional media outlets received the January listing of events. (Annette Bagley, Head of Community Relations)

## THRIVE & GROW

**Facilities Update:** The freight elevator modernization project continues to experience delays due to materials shortages, and we now have an estimated start date of mid-March. The RFQ (Request for Qualifications) for the Central Library remodel design work was posted on January 9 with proposals due on January 24. (Jen Vander Ploeg, Head of Public Services and Operations)

Respectfully submitted,  
Rebecca Judd

**Project Plan**

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



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  
January 17, 2023  
Item #9

### WELCOME & INCLUDE

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

### ACCESS & OPPORTUNITY

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

### READ & LEARN

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

### INFORM & INVOLVE

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

### THRIVE & GROW

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

# ACTION PLAN 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



**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



# 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



**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.

## ACCESS & OPPORTUNITY

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

## READ & LEARN

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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.