

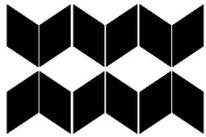


WCLS Vision: An engaged community where curiosity is cultivated, literacy flourishes and democratic ideals thrive.

**AGENDA**

1. 9:00 **Call to Order.** Quorum determined.
2. 9:05 **Service Anniversary Recognition** – Rose Momsen, 10 years
3. 9:10 **Consent Agenda**
  - a. Meeting Minutes
  - b. Expenditures
4. 9:15 **Financial Report and Resolutions**
  - a. Finance Committee Report
5. 9:25 **Staff Reports**
  - a. Executive Director
  - b. Deputy Director
  - c. Youth Services Manager
  - d. Community Relations Manager
6. 10:05 **COVID-19 Planning**
  - a. Continued Closure – through May 4 or longer, per Governor’s order
  - b. Phased Return to Service
7. 10:45 **BREAK**
8. 10:55 **Birch Bay Library Update**
9. 11:05 **Performance Measures & Committee Reports**
  - a. Performance Measures
  - b. Personnel Committee
  - c. Whatcom County Library Foundation – Branch In and Library Giving Day April 23
10. 11:15 **Announcements and Adjourn**
  - a. Be prepared for further schedule changes.

*\*In response to the current COVID-19 epidemic, the Library Board of Trustees of the Whatcom County Library System will be holding their regular monthly meeting via teleconference in accordance with Proclamation 20-28 by the Governor of the State of Washington. Board of Trustees Meetings are open to the public. Persons wishing to be provided an internet link or telephone number to access the meeting are asked to please contact Ruth Nail, Administrative Assistant, at [Ruth.Nail@wcls.org](mailto:Ruth.Nail@wcls.org) or (360) 305-3641 before 4:00 p.m. Monday, April 20.*



whatcom county  
library system

# Board Meeting Agenda Item Cover Sheet

Meeting Date:	4/21/2020
Committee or Department:	Administration Department
Subject:	Consent Agenda – Board Meeting Minutes, Monthly Expenditures
Prepared By:	Jackie Saul
Impact upon Budget?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Supporting Documents:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Recommendation or Request:** Approval of consent agenda items

**Suggested Motion for Consideration:** Move approval of consent agenda items as presented

**Summary:**

Meeting Minutes:

- March 17, 2020 Regular Board Meeting and March 19, 2020 Special Board Meeting

Expenditures:

General Fund:

- March 1 - 15, 2020 Payroll: Nos. 1022571352 - 1022571357, (Voucher Nos. 543148 - 543301) Totaling \$197,164.62 and March 16 – 31, 2020 Payroll: Nos. 1022717533 - 1022717536, (Voucher Nos. 543307 - 543461) Totaling \$204,512.02.
- ACH transactions for employee benefits and monthly sales/use tax filings totaling \$174,736.15; \$38,382.57 of this is for employee funded contributions to health insurance premiums, health savings accounts, PERS, and deferred compensation plans (made via payroll deduction).
- Claim 2020-05G: Warrant Nos. 1103902-1103914 Totaling \$27,440.52
- Claim 2020-06G: Warrant Nos. 1104328-1104343 Totaling \$13,289.73
- Claim 2020-08G\*: Warrant Nos. 110573-1105737 Totaling \$28,411.34

Capital Fund:

- Claim 2020-03C: Warrant No. 1103915 Totaling \$1,701.16
- Claim 2020-05C\*: Warrant Nos. 1105738-105739 Totaling \$2,340.56

\*Claims 2020-07G and 2020-04C were inadvertently delayed and were paid April 1, 2020; they will be on next month's consent agenda.

**Alternatives:** N/A

**Fiscal Impact:** Expenditures for approval paid from available 2020 budgeted funds.

**Comments:** The Finance Committee has reviewed the General and Capital Fund claims listed above.



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Location

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Administrative Services 5205 Northwest Drive, Bellingham, WA 98226. (Note: "Library" refers to the Whatcom County Library System—WCLS.)

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In Attendance

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**Trustees:** *In person:* Rodney Lofdahl. *Via Teleconference:* Marvin Waschke, Chair; Lori Jump, Board Secretary; Claudia Disend; and Erika Lautenbach.

**Staff:** *In person:* Christine Perkins, Executive Director; Michael Cox, Deputy Director; Jackie Saul, Director of Finance and Administration. *Via Teleconference:* Thom Barthelmess, Youth Services Manager; Geoff Fitzpatrick, IT Services Manager; Christina Read, Human Resources Manager; Mary Vermillion, Community Relations Manager; Lisa Gresham, Collection Services Manager; Dianne Marrs-Smith, Lynden Library Manager; Debby Farmer, Blaine Library Manager; and Ruth Nail, Administrative Assistant.

**Visitors:** *Via Teleconference:* Jack Chaffin and Ray Johnston, Johnston Architects; David King, King Architecture.

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Call to Order

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Marvin determined quorum and called the meeting to order at 9:01 a.m.

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Consent Agenda

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The Consent Agenda included minutes of the February 18, 2020 Board of Trustees Regular Meeting as well as the following:

Expenditures:

General Fund:

- February 1 - 15, 2020 Payroll: Nos. 1022264544 - 1022264550, (Voucher Nos. 542831 - 542983) Totaling \$ 198,091.66 and February 16 - 29, 2020 Payroll: Nos. 1022418237 - 1022418243, (Voucher Nos. 542989 - 543142) Totaling \$ 197,672.63.
- ACH transactions for employee benefits and monthly sales/use tax filings totaling \$173,001.02; \$38,759.10 of this is for employee funded contributions to health insurance premiums, health savings accounts, PERS, and deferred compensation plans (made via payroll deduction).
- Claim 2020-03G: Warrant Nos. 1102341-1102370 Totaling \$123,281.08
- Claim 2020-04G: Warrant Nos. 1103102-1103149 Totaling \$81,414.96

Capital Fund:

- Claim 2020-01C: Warrant Nos. 1102337-1102340 Totaling \$42,236.02
- Claim 2020-02C: Warrant Nos. 1103150-1103152 Totaling \$1,399.06

***Rod moved to accept the Consent Agenda as presented. Seconded; approved. Unanimous board approval.***

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## COVID-19 Response

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There was a brief review of the current COVID-19 pandemic status and response procedure in Whatcom County. Christine presented a list of WCLS objectives, including adherence to federal, state and county public health department guidelines; promptly advising staff of any changes to policies and procedures; striving to communicate in a calm, clear and factual manner; and exercising our civic responsibility to limit the spread of the disease. In conjunction with the announcements closing of all the county public school districts, WCLS made the announcement on Friday, March 13 that all library branches would be closed March 16 through April 24. All WCLS branches were open on Saturday, March 14, and Lynden and Ferndale branches were open Sunday, March 15. With an average increase of 700-1,000% in check-out materials, it was very challenging to meet social distancing measures. Staff pitched in with great teamwork to clean library equipment and materials, as well as keep up with library patrons in person, on the phone, and online. Amid the hectic activity, the realization was clear that there are many people that depend on us for social interaction—the library is their community.

Christine reviewed WCLS's current response to the COVID-19 pandemic and asked for the trustees' input. Materials handling, cleaning and sanitizing procedures were discussed, including the possible requirement to quarantine returned materials. Erika commented that, to date, there have been no known cases of people getting the virus via inanimate objects. All known cases to date have resulted from person-to-person contact. This does not mean that there is no risk—just that the risk is unknown—and that WCLS should keep up good cleaning and sanitizing procedures in accordance with CDC guidelines. There was further discussion on the possibility and ramifications of continuing physical materials circulation, complications in materials distribution to and from Point Roberts, and leaving specified library areas open for material returns and/or holds pick-ups. At this time, all trustees agreed to a short-term hold on physical material returns and circulation and a closure of all library facilities to the public. Currently, no new holds will be processed, nor notifications of available holds will be made, and due dates on physical materials will be extended to meet closure dates.

Michael discussed providing WCLS laptops to designated staff to remotely manage phone calls and provide social connections. Lisa discussed shifting Collections purchasing resources to digital vs physical materials to meet the change in demand. The Community Relations team has been updating our website, ramping up our social media presence, and are hiring a videographer to assist with the creation of original digital WCLS material, to expand our offerings and enhance our patrons' online experience. Thom is working on securing permissions from some publishers and authors to read specified books aloud to the public on open access, and Youth Services staff are currently developing original felt board Storytimes.

Christine reported that all the library branches' Wi-Fi access will be maintained 24/7, except the Ferndale and Everson branches, where the signal is turned off at 10 p.m. at the request of cities. This allows people to come to library parking lots use our Wi-Fi for internet access. Marv asked if our networking capacity is sufficient to handle the increase in online activity, and Geoff answered that our recent demonstrated capacity has been sufficient and we will continue to monitor the situation and adjust accordingly.

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## Policy Updates

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To protect staff's ability to get paid in this type of pandemic situation, when WCLS buildings may be closed to the public but staying open to staff, Christina drafted changes to our policy numbered 12.35, which will now be titled "12.35 Emergency Closure Policy." Christine explained that the proposed changes to the previously titled "Inclement Weather and Other Emergencies Policy" provide clarified policies regarding emergencies other than inclement weather. The current policy limits pay for closures to bargaining unit and management employees. The proposed revision extends that protection to all employees with some clarifiers, as follows: "Employees may be asked to report to work, work remotely, or staff an alternative location in the event that their primary work location is closed to the public. Employees are expected to remain available to report to work in case conditions change."

The Board discussed current concerns and potential future impacts of the updated policy. Jackie explained that these funds are already included in the budget for this fiscal year and are available at this time and noted that WCLS is self-funded for unemployment insurance. Conversation supporting the updated policy included the

retention of experienced staff, public health implications of people losing their expected income streams, not burdening the state unemployment system and leaving it available for other entities, and providing a sense of security to staff in another otherwise insecure environment. The trustees discussed the option to readdress the policy in the future.

***Claudia moved to approve the updated Emergency Closure Policy, striking the wording in third paragraph, “due to no fault of the employee” and adding the statement to paragraph one, “In the event a closure will exceed eight weeks, the Executive Director or designee will convene the Board of Trustees to review an extension of the closure and provisions of the policy. If a quorum is not possible, the Executive Director or designee is authorized to continue the closure until a quorum is possible.” Seconded. Passed unanimously.***

Jackie noted that we need to update the administrative procedures for this policy to reflect the order of the Executive Director’s designees as first the Deputy Director, followed by the Director of Finance and Administration, further followed by any available member of the L3 management team.

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### Interlocal Agreement with Bellingham Public Library

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Christine explained that, at their February meeting, a Bellingham Public Library trustee felt that the wording about public facilities was misleading, potentially being interpreted as the entire building versus the spaces open to the public in the building. She suggested an edit to clarify this item to read “public spaces.” The BPL Board amended the agreement to address this, and approved it, and now it returns to the WCLS Board for approval.

***The Chair made a motion to approve the updated Interlocal Agreement with Bellingham Public Library as presented. Seconded. Passed unanimously.***

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### Open Public Comment

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No public comment.

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### Blaine Library Update

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The architectural team of Johnston Architects and King Architecture have compiled a presentation, which is included in the public agenda packet that was published March 13 on WCLS.org, and joined the meeting via teleconference. The team walked the through the building design proposal, slide by slide, highlighting the expressed requirements from the stakeholders and how the proposed design meets them.

The design team expressed that the building’s lantern effect signals “I’m a public building—welcome, enter and enjoy.” They reviewed the functionality of the spaces and flow of traffic through library, including the ability to close off different areas, as required, for noise abatement or room size requirements. Further noise management tools include lower ceilings above louder areas and vaulted ceilings above the quieter spaces. The architectural team highlighted the open spaces, ability for staff and patrons to see and have access to each other. They emphasized the warmth and friendliness of the space, as well as the historic influence of the marine building industry in the Blaine community reflected in both the interior and exterior design elements and materials.

The total recommended project budget, without alternate options, was estimated at \$7,359,483, including the building, sitework, taxes, and architectural and engineering expenses. The architectural team answered trustee questions on building spaces and cost estimates, as well as fiscal and timeline effects of the alternate options presented.

Michael noted that the project budget will be presented to the City of Blaine at a meeting next Monday, March 23, at 5:00 p.m. Christine added that, right now, with the COVID-19 situation, WCLS is unable to feasibly share this information at a public gathering. She is not asking trustees to vote on moving forward with any decision on a joint LCFA at this time, but reiterated that the Birch Bay project is in the ballpark of \$5+ million and the Blaine project is at \$7+ million, so we may be asking voters for \$11 million total. Michael commented that the application deadline is mid-May to apply for any state funds for the Blaine project.

Michael reported that the Blaine Library Design Committee, including representation from the City of Blaine and the Friends of the Blaine Library, support the design deliverables as presented. Michael then requested Board approval of a resolution recognizing completion of the Blaine Library Design contract, as suggested below:

**Whereas**, a Memorandum of Understanding between the Friends of the Blaine Library, WCLS, and the City of Blaine, signed on 4/16/2019, agreed to allocate funds provided by the Friends of the Blaine Library to develop schematic design plans for a new Blaine Library, and,

**Whereas**, a contract with Johnston Architects and King Architecture, signed on 10/10/2019, identified a scope of work;

**Now, Therefore, Be It Resolved** that the project deliverables are complete and satisfactory.

***Claudia made a motion to approve the resolution recognizing the satisfactory completion of the Blaine Library Design contract, as presented. Seconded. Passed unanimously.***

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### Birch Bay Library Update

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Michael reminded the trustees that, at the beginning of the year, we contracted with Zervas to proceed with Phase 2, including the pre-application process and incorporating changes to our preliminary grading plan to reduce soil disturbance. Civil engineers require we bring in more soil and do a geotechnical study to determine how much fill is required. The geotechnical study is scheduled for March 25 and associated cost increases are anticipated. The current cost estimate is at \$5.3 million, including LEED requirements. All paved surfaces must be pervious, which was not included in original estimate, nor was the additional fill or geotechnical study. These figures are required to be able to present the Board with the total estimated cost of the Birch Bay Library project at the April 21 meeting, allowing for a LCFA resolution to be passed in April to be put on the ballot in May. The possible effects of potential COVID-related economic crisis on the election and a LCFA vote were discussed and Christine directed attention to her Capital Funding Strategy chart. There is a Go/No-go point in April, at which state funding for Birch Bay and separate Blaine and Birch Bay LCFAs, versus a joint LCFA, options will be reviewed.

Christine noted that funding for geotechnical study is included in Jackie's budget amendment, which will be presented and voted on next.

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### Financial Report and Resolutions: Finance Committee Report

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Jackie asked the trustees if, in the consideration of time constraints today, they were satisfied with their independent review of the February Finance Committee Report and if there were any questions. The trustees indicated their satisfaction with the report and expressed no questions.

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### Financial Report and Resolutions: 2020 General and Capital Fund Budget Amendments

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Jackie reviewed the 2020 General and Capital Fund Budget Amendments, highlighting the revenue summary on page 48 of the agenda packet, showing additional revenue of \$7,500 from WECU for Summer Reading and \$5,000 from WCLF for the Celebrating Democracy Grant and the transfer of \$15,000 from Reserves to Operating to cover the geotechnical study capital expenses related to the Birch Bay Library project, as further illustrated on page 49's Transfers-Out to Capital. Other changes shown on page 49 include additional expenditures to reflect increased Salaries and Wages resulting from our job audit process. Two positions were reclassified and this increase reflects the total wage adjustment per year. Anticipated additional office and operating supplies, professional services and travel expenses also shown on this page will be covered by the WECU sponsorship and WCLF grant.

Marv questioned if Page 49, Column 2 should be "2020" instead of "2019" and Jackie confirmed it should read "2020."

An additional expense adjustment was proposed for \$18,000 in Collection Materials, which is not included in the budget expenditures on page 49. This amount is residual from 2019, having been underspent from the 2019 budget. We are proposing to supplement the 2020 collection budget by this amount to increase e-materials in response to current COVID-19 measures and increase in electronic circulation. After a brief discussion, Marv and Claudia agreed with the inclusion of the \$18,000 supplementation in today's budget amendment.

The inclusion of the \$18,000 supplementation to the 2020 General Fund Expenditures for Collection Materials yields a change to the fund balance of (\$21,080) versus (\$3,080), as originally shown.

Resolution 03/17/20-02 amends the General Fund Operating Revenue and Expenditures to include the items discussed above. The budget amendment authorizes transfer of funds from the Facility Ownership and Library Services Fund Reserve to the Capital Fund. The resolution amends the Capital Fund budget to include a new expense associated with the Birch Bay library design project and revenue transferred in from the Facility Ownership and Library Services Fund Reserve to the Capital Fund.

***Claudia made a motion to approve Resolution 03/17/20-02 amending the 2020 General and Capital Fund budgets, including an additional \$18,000 for electronic collection materials, noted by the addition of the following conditional statement:***

***"WHEREAS General Fund expenditures need to be adjusted to reflect additional funds allocated for electronic collection materials; and,"***

***Seconded. Passed unanimously, with Erika absent at the time of vote.***

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#### Staff Reports: Executive Director

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In addition to her written report, Christine noted that, in support of census season, we can answer questions on the phone or encourage users to use our Wi-Fi in our parking lot. We are currently unable to offer internet service via WCLS equipment due to social distancing issues and COVID-19 public health requirements.

Lori commented on Whatcom READS and how well-attended and fascinating the Ferndale event was. Christine complimented Krista Hunter, Ferndale PSA, on her ingenious floral arrangement for the event. Christine commended the Community Relations team on doing a great job of pulling together the annual report, which has been emailed to trustees and will be posted online at WCLS.org soon. Mary noted that a link to the report is available in her written report.

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#### Staff Reports: Deputy Director

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Michael did not have any additions to his written report.

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#### Staff Reports: Youth Services Manager

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Thom shared his written report and reported that some plans are afoot to provide services digitally, including WCLS staff recorded singing, reading books and poems, and doing felt book Storytimes. For older kids and teens, we are planning conversational book talks and posting instructions to use their ConnectEd account to download e-book and e-audiobook content. Youth Services plans to make a single title available in bulk.

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#### Staff Reports: Community Relations Manager

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In addition to her written report, Mary commended the original content being developed by the Youth Services team and noted that Neil McKay, Online Experience Coordinator, is curating a collection of free online learning materials and sharing these items via the WCLS website and our social media posts. She also noted that Library Giving Day will be exclusively online this April.

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#### Performance Measures & Committee Reports: Performance Measures

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There were no comments or questions on the Performance Measures Report.

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### Performance Measures & Committee Reports: Personnel Committee

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There were no reports by the Personnel Committee.

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### Performance Measures & Committee Reports: Whatcom County Library Foundation

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Marv reported that the Branch Out fundraising event scheduled for April 24 has been canceled and the Foundation is working to plan an alternate or rescheduled event.

Mary reminded everyone that Library Giving Day, April 23, will be exclusively online this year and Marv noted that the Foundation has discussed the possibility of combining it with a virtual Branch Out.

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### Announcements and Adjourn

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- a. April 21 meeting will be now be held at Administrative Services.
- b. The "Serving Homeless Individuals with Compassion" workshops have been canceled. They may be rescheduled for late September or early October.
- c. Be prepared for further schedule changes; call ahead to confirm.
- d. Special Meetings of the Board of Trustees are a possibility. Christine will keep in contact with trustees.
- e. Macmillan Publishing just agreed to end their e-book and e-audiobook embargo.

Marvin adjourned the meeting at 12:30 p.m.

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### Next Meeting

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Next meeting will be at Administrative Services on April 21, 2020 at 9:00 a.m.

Address: 5205 Northwest Drive, Bellingham, WA

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Lori Jump, WCLS Trustee

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04/21/2020

Date

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Ruth Nail, Administrative Assistant



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Location

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Administrative Services 5205 Northwest Drive, Bellingham, WA 98226. (Note: "Library" refers to the Whatcom County Library System—WCLS.)

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In Attendance

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**Trustees:** *In person:* none

*Via teleconference:* Marvin Waschke, Chair; Lori Jump, Board Secretary; Claudia Disend; Rodney Lofdahl; Erika Lautenbach (joined at 7:30 p.m.)

*Absent:* none

**Staff:** *In person:* Christine Perkins, Executive Director; Jackie Saul, Director of Finance and Administration.

*Via teleconference:* Michael Cox, Deputy Director; Thom Barthelmess, Youth Services Manager; Christina Read, Human Resources Manager; Lisa Gresham, Collection Services Manager; Debby Farmer, Blaine Branch Manager; Dianne Marrs-Smith, Lynden Branch Manager.

*Absent:* Geoff Fitzpatrick, IT Services Manager; Mary Vermillion, Community Relations Manager.

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Call to Order

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Marvin determined quorum and called the meeting to order at 7:02 p.m.

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Emergency Closure Policy Update

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Christine explained the purpose of this policy update and the meeting this evening. She noted that as the day progressed after the meeting Tuesday, March 17, it became apparent that a change of action was needed. Specifically, we need a way to assign specific tasks to staff members who are actively working from home and to ensure that staff who aren't actively engaged are ready and available to perform work if needed, and are otherwise being paid. The policy has been further clarified to allow for these possibilities. It has been reviewed by Christina Read, Jackie Saul, and our attorney Dan Gottlieb. We believe that this revision clarifies the intent of what staff discussed with the Board at the Tuesday, 3/17/20 meeting.

Marvin suggested additional changes after the meeting packet was distributed. Christine read aloud the policy with these changes.

Lori asked how far in advance are staff scheduled. Christine explained that it varies and clarified the role of adjunct staff, who work as subs and do not have regularly scheduled hours. Christine noted that for this closure we will pay adjuncts and other subs for shifts scheduled through Tuesday, March 24 and all subsequent sub shifts are canceled. Christine further clarified that part-time staff members generally work a set schedule and their closure pay will be based on that schedule. Adjunct staff are not scheduled and therefore this policy won't apply to them.

Christine noted that if a location is open but an employee cannot get to work due to weather conditions or other reasons they must take paid or unpaid leave.

Lori wondered if we might incur overtime when we reopen and should we reduce paid closure leave to mitigate the increased cost. Jackie noted that we would bring staff back online in a coordinated way so as to not incur overtime. She reported that we rarely use overtime and would continue that practice when reopening. Christina reminded the group that the WCLS Overtime Pay Policy states that overtime is permitted only in extraordinary circumstances and agreed we would continue to follow that. Christine will send the Overtime Pay Policy to trustees for reference.

Marv noted that we will hold our regular Board meeting in April before we reopen and Christine can share plans for getting back online at that time.

Jackie reported that Lori's previous question about chain of command has been addressed in the Emergency Closure Procedure. The chain of command is Executive Director, Deputy Director, Director of Finance and Administration, and then any available member of the L3 Management Team. Not designating a specific L3 member allows for greatest flexibility at a time when it will likely be necessary.

***Rod made a motion to approve the revised policy including the revisions made by Marvin; seconded. Passed unanimously. Erika was not present during the vote.***

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## COVID-19 Response Update

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Christine provided an update on activity since the Board met on Tuesday 3/17/2020. The Community Relations team, particularly Neil McKay, has been actively working to add resources to our website and social media to ensure patrons have easy access to obtaining a card and are able to take advantage of freebies offered by publishers and web-based service providers.

Christine reported on the conflicting interests of closing Library Express locations and having staff empty book returns without knowing the full risk of handling materials. This ultimately led to the difficult decision to close our book returns. Community Relations staff member Suzanne Carney prepared signage for the book returns and staff members distributed them. We are asking people to hang onto materials until we are open again.

We are receiving and processing online card applications.

We are training staff who will be monitoring phones and chat reference sessions. We will start promoting this on Monday 3/23/20.

Christine attended a meeting about the 2020 Census today. Our local Census representatives hope the response time will be extended due to challenges related to in-person collection of information. Instead of banners to promote completing the Census at the library, the current plan is to install banners on the outside of our libraries to promote completing the Census at home or by phone, noting that library buildings are visible locations where the word can still be shared. The Whatcom Complete Count Committee is coordinating the creation of the banners.

The City of Blaine has issued an executive order mandating that the Blaine Library conference room be used by the Community Assistance Program Operations Center throughout the duration of the COVID-19 outbreak. Meetings will be by appointment only with limited numbers of people in the room at a time. Christine noted that while this was done through executive order and we didn't have a choice, we would have gladly offered our space for this community service. Lori suggested checking on insurance implications; Jackie will follow up.

We are proceeding with recording and airing storytime sessions.

Other staff remain on call awaiting assignments.

Claudia asked if anyone is working at Administrative Services. Christine reported only a few, and we are practicing social distancing. Branch managers have checked in on their locations but in general staff are working remotely using VPN.

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## Announcements and Adjourn

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The Board training scheduled for April has been canceled.

Marvin adjourned the meeting at 7:45 p.m.

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**Next Meeting**

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Next meeting will be at Administrative Services on April 21, 2020 at 9:00 a.m.

Address: 5205 Northwest Drive, Bellingham, WA

<hr/>	<u>04/21/2020</u>	<hr/>
Lori Jump, WCLS Trustee	Date	Jackie Saul, Director of Finance and Administration



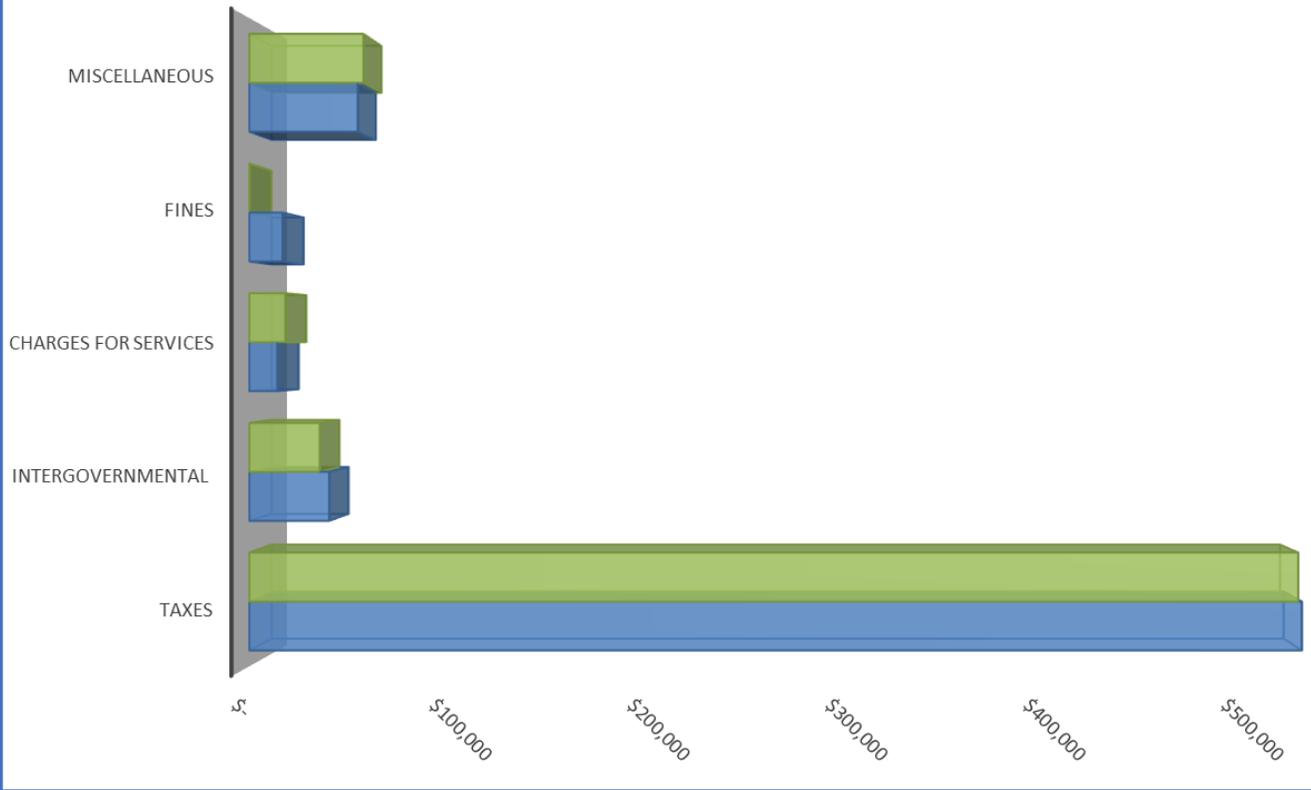
## Finance Committee Report

April 2020

2020 Budget Revenues - Year-To-Date						
March 2020 (25% of FY)						
Acct No	Description	Budgeted Revenues*	Actual Revenues YTD	% of Actual Revenues YTD	% of Budgeted Revenues Received YTD	Budget Variance
310	<b>TAXES</b>					
311.10	General Property Taxes	8,967,707	\$ 545,692	75.96%	6.09%	\$ (8,422,015)
311.30	Sale of Tax Title Property	-	-	0.00%	0.00%	-
	<b>TOTAL TAXES</b>	<b>8,967,707</b>	<b>\$ 545,692</b>	<b>75.96%</b>	<b>6.09%</b>	<b>\$ (8,422,015)</b>
330	<b>INTERGOVERNMENTAL REVENUE</b>					
333.4531	State Library Grant - LSTA	1,000	\$ 1,000	0.14%	100.00%	\$ -
335.0232	DNR Other Trust Revenue	750	412	0.06%	54.93%	(338)
335.0233	DNR Timber Trust Revenue	-	-	0.00%	0.00%	-
337.10	Local Grants, Entitlements & Other	185,000	35,328	4.92%	19.10%	(149,672)
	<b>TOTAL INTERGOV. REVENUE</b>	<b>186,750</b>	<b>\$ 36,740</b>	<b>5.11%</b>	<b>19.67%</b>	<b>\$ (150,010)</b>
340	<b>CHARGES FOR GOODS &amp; SERVICES</b>					
341.80	Printing & Duplication Services	29,000	\$ 6,563	0.91%	22.63%	\$ (22,437)
347.20	Library Use Fees	12,501	12,262	1.71%	98.09%	(239)
	<b>TOTAL CHARGES FOR SERVICES</b>	<b>41,501</b>	<b>\$ 18,825</b>	<b>2.62%</b>	<b>45.36%</b>	<b>\$ (22,675)</b>
350	<b>FINES &amp; FORFEITS</b>					
359.70	Library Fines	-	\$ 3	0.00%	0.00%	\$ 3
	<b>TOTAL FINES &amp; FORFEITS</b>	<b>-</b>	<b>\$ 3</b>	<b>0.00%</b>	<b>0.00%</b>	<b>\$ 3</b>
360	<b>MISCELLANEOUS REVENUES</b>					
361.11	Investment Interest	224,400	\$ 45,803	6.38%	20.41%	\$ (178,597)
361.40	Other Interest Earnings	1,270	703	0.10%	55.31%	(568)
362.10	Rents & Leases	25	-	0.00%	0.00%	(25)
367.10	Contributions & Donations	23,500	3,824	0.53%	16.27%	(19,676)
369.10	Sale of Surplus	150	80	0.01%	53.33%	(70)
369.81	Cashier's Overages or Shortages	-	7	0.00%	0.00%	7
369.9101	Other Misc. Revenue	19,074	4,898	0.68%	25.68%	(14,176)
369.9102	Reimburse Lost/Damaged Books	20,000	4,175	0.58%	20.87%	(15,825)
369.9103	NSF Checks	-	-	0.00%	0.00%	-
369.9106	COBRA Reimbursement	-	-	0.00%	0.00%	-
	<b>TOTAL MISC. REVENUES</b>	<b>288,419</b>	<b>\$ 59,491</b>	<b>8.28%</b>	<b>20.63%</b>	<b>\$ (228,929)</b>
	<b>TOTAL OPERATING REVENUE</b>	<b>9,484,377</b>	<b>\$ 660,751</b>	<b>91.97%</b>	<b>6.97%</b>	<b>\$ (8,823,626)</b>
390	<b>OTHER FINANCING SOURCES</b>					
395.10	Proceeds from Sales	-	\$ -	0.00%	0.00%	\$ -
	<b>TOTAL OTHER FINANCING SOURCES</b>	<b>-</b>	<b>\$ -</b>	<b>0.00%</b>	<b>0.00%</b>	<b>\$ -</b>
	<b>TOTAL REVENUE</b>	<b>9,484,377</b>	<b>\$ 660,751</b>	<b>91.97%</b>	<b>6.97%</b>	<b>\$ (8,823,626)</b>
	<b>Transfer from Reserves to Operating</b>	<b>57,685</b>	<b>57,685</b>	<b>8.03%</b>	<b>100.00%</b>	<b>\$ -</b>
	<b>TOTAL WITH USE OF FUND BALANCE</b>	<b>9,542,062</b>	<b>\$ 718,436</b>	<b>100.00%</b>	<b>7.53%</b>	<b>\$ (8,823,626)</b>

\*as amended 3/17/2020

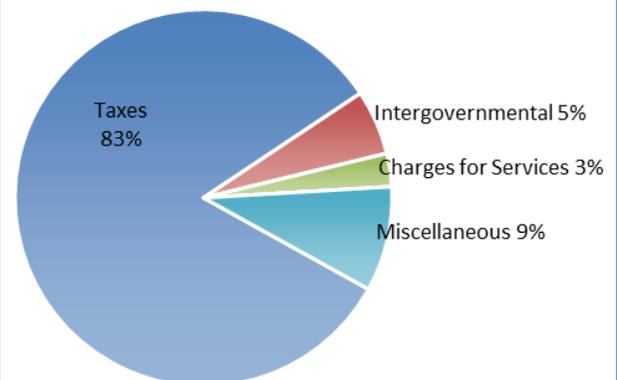
## General Fund Operating Revenue to Date-Compared to Prior Year



### Actual General Fund Revenue to Date Compared to Prior Year

	2019	2020	% Change
Taxes	\$ 547,578	\$ 545,692	-0.34%
Intergovernmental	41,671	36,740	-11.83%
Charges for Services	14,714	18,825	27.94%
Fines	17,369	3	-99.98%
Miscellaneous	56,463	59,491	5.36%
Total Operating Revenue	677,795	660,751	-2.51%
Other Financing Sources	336,933	57,685	-82.88%
Total Revenue	\$ 1,014,727	\$ 718,436	-29.20%

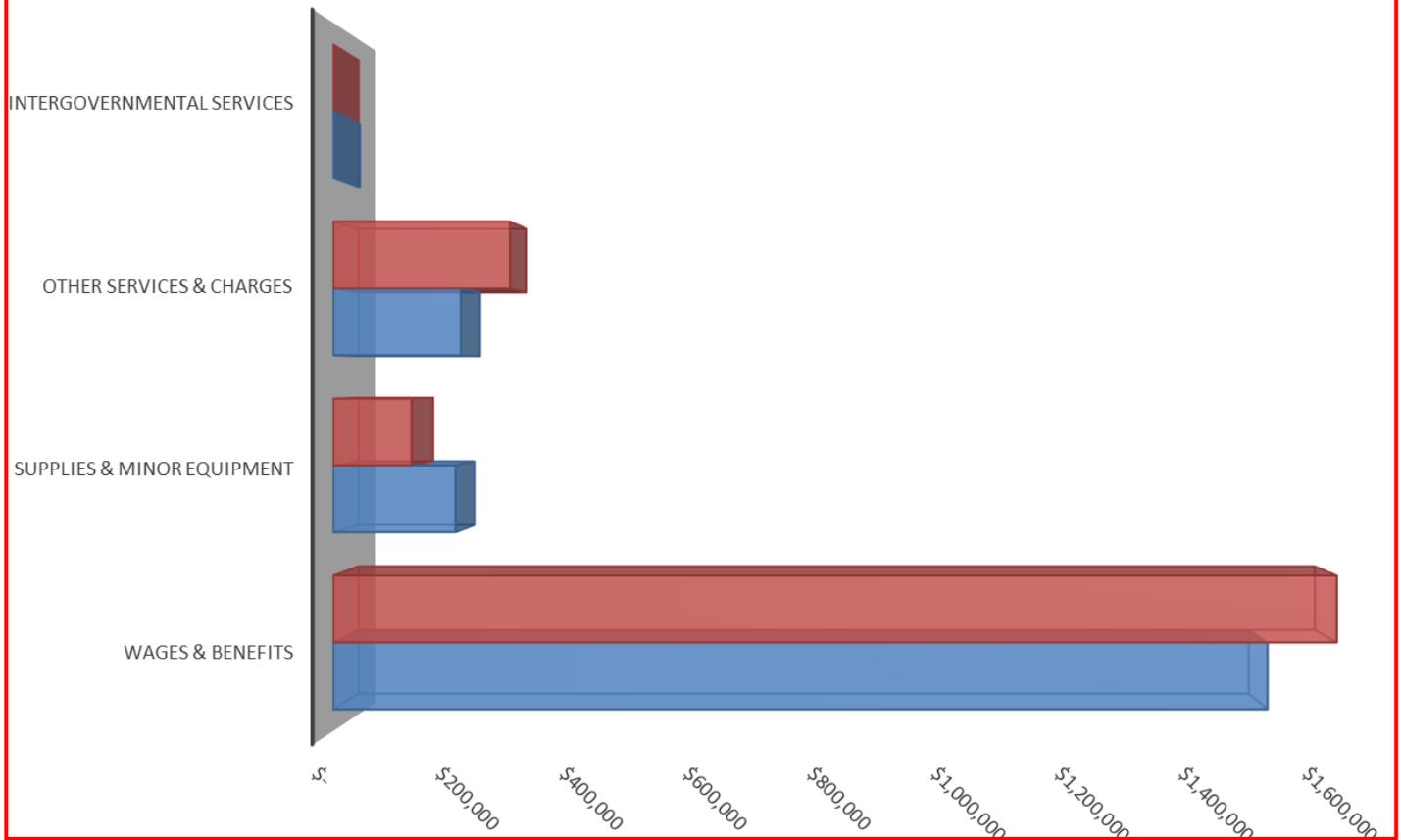
### YTD Operating Revenue by Category



<b>2020 Budget Expenditures - Year-To-Date</b>						
<b>March 2020 (25% of FY)</b>						
<b>Acct No</b>	<b>Description</b>	<b>Budgeted Expenditures*</b>	<b>Actual Expenditures YTD</b>	<b>% of Actual Expenditures YTD</b>	<b>% of Budgeted Revenues Received YTD</b>	<b>Budget Variance</b>
572	<b>SALARIES, WAGES, &amp; BENEFITS</b>					
572.10	Salaries and Wages	\$ 4,994,065	\$ 1,192,591	56.52%	23.88%	\$ (3,801,474)
572.20	Benefits	2,053,762	490,053	23.22%	23.86%	(1,563,710)
	<b>TOTAL SALARIES, WAGES, &amp; BENEFITS</b>	<b>\$ 7,047,828</b>	<b>\$ 1,682,643</b>	<b>79.74%</b>	<b>23.87%</b>	<b>\$ (5,365,184)</b>
572.30	<b>SUPPLIES &amp; MINOR EQUIPMENT</b>					
572.3031	Office & Operating Supplies	\$ 115,315	\$ 19,385	0.92%	16.81%	\$ (95,931)
572.3032	Fuel	16,100	1,191	0.06%	7.40%	(14,909)
572.3034	Collection Materials	1,258,000	100,867	4.78%	8.02%	(1,157,133)
572.3035	Small Tools & Minor Equipment	213,400	9,847	0.47%	4.61%	(203,553)
	<b>TOTAL SUPPLIES &amp; MINOR EQUIPMENT</b>	<b>\$ 1,602,815</b>	<b>\$ 131,290</b>	<b>6.22%</b>	<b>8.19%</b>	<b>\$ (1,471,525)</b>
572.40	<b>OTHER SERVICES &amp; CHARGES</b>					
572.4041	Professional Services	\$ 400,333	\$ 156,286	7.41%	39.04%	\$ (244,046)
572.4042	Communication	115,826	20,285	0.96%	17.51%	(95,540)
572.4043	Travel	35,825	9,007	0.43%	25.14%	(26,818)
572.4044	Taxes & Operating Assessments	2,500	515	0.02%	20.60%	(1,985)
572.4045	Operating Rentals & Leases	23,741	2,958	0.14%	12.46%	(20,782)
572.4046	Insurance	60,991	56,383	2.67%	92.45%	(4,607)
572.4047	Utilities	124,789	21,593	1.02%	17.30%	(103,197)
572.4048	Repair & Maintenance	99,348	16,020	0.76%	16.12%	(83,329)
572.4049	Miscellaneous	71,780	13,172	0.62%	18.35%	(58,608)
	<b>TOTAL OTHER SERVICES &amp; CHARGES</b>	<b>\$ 935,132</b>	<b>\$ 296,220</b>	<b>14.04%</b>	<b>31.68%</b>	<b>\$ (638,912)</b>
572.50	<b>INTERGOVERNMENTAL SERVICES</b>					
572.5051	Intergovernmental Services	\$ 3,000	\$ -	0.00%	0.00%	\$ (3,000)
	<b>TOTAL INTERGOVERNMENTAL SERVICES</b>	<b>\$ 3,000</b>	<b>\$ -</b>	<b>0.00%</b>	<b>0.00%</b>	<b>\$ (3,000)</b>
	<b>TOTAL OPERATING EXPENDITURES</b>	<b>\$ 9,588,775</b>	<b>\$ 2,110,153</b>	<b>100.00%</b>	<b>22.01%</b>	<b>\$ (7,478,622)</b>
590	<b>OTHER FINANCING USES</b>					
597.10	Transfers-Out to Capital	\$ 308,436	\$ -	0.00%	0.00%	\$ (308,436)
	<b>TOTAL OTHER FINANCING USES</b>	<b>\$ 308,436</b>	<b>\$ -</b>	<b>0.00%</b>	<b>0.00%</b>	<b>\$ (308,436)</b>
	<b>TOTAL EXPENDITURES</b>	<b>\$ 9,897,211</b>	<b>\$ 2,110,153</b>	<b>100.00%</b>	<b>21.32%</b>	<b>\$ (7,787,058)</b>
	<b>NET OPERATING INCOME (LOSS)</b>	<b>\$ (412,834)</b>	<b>\$ (1,449,402)</b>		<b>351.09%</b>	<b>\$ (1,036,568)</b>
	<b>NET INCOME (LOSS) W/USE OF</b>	<b>\$ (355,149)</b>	<b>\$ (1,391,717)</b>		<b>391.87%</b>	<b>\$ (1,036,568)</b>
	<b>FUND BALANCE SUMMARY</b>					
	Beginning Fund Balance	\$ 10,141,772	\$ 10,141,772		100.00%	\$ -
	Transfer from Reserves to Operating	(57,685)	(57,685)		100.00%	-
	Net Income	(355,149)	(1,391,717)		<b>391.87%</b>	<b>(1,036,568)</b>
	Ending Fund Balance	\$ 9,728,938	\$ 8,692,370		89.35%	\$ (1,036,568)

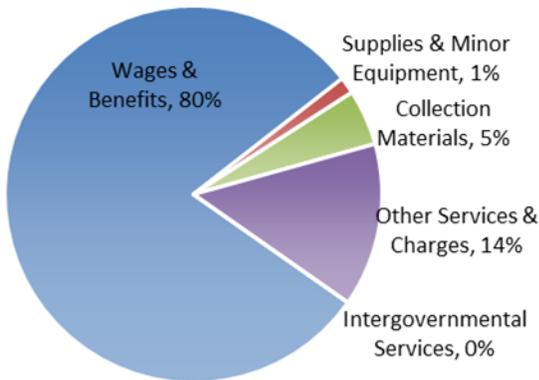
\*as amended 3/17/2020

## General Fund Operating Expenditures to Date-Compared to Prior Year

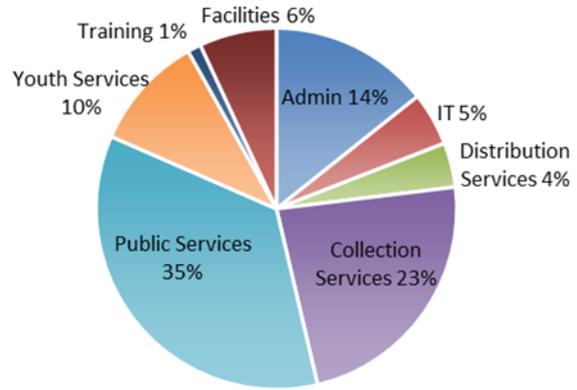


Actual General Fund Expenditures to Date Compared to Prior Year					
	2019		2020		% Change
Wages & Benefits	\$	1,566,475	\$	1,682,643	7.42%
Supplies & Minor Equipment		205,281		131,290	-36.04%
Other Services & Charges		213,879		296,220	38.50%
Intergovernmental Services		2,170		-	-100.00%
Total Operating Expenditures		1,987,805		2,110,153	6.15%
Other Financing Uses		-		-	
Total Expenditures	\$	1,987,805	\$	2,110,153	6.15%
Net Income	\$	(973,078)	\$	(1,391,717)	-43.02%

### YTD Expense by Category



### YTD Expense by Department



Fund Balance Summary	2019 Actual		2020 Budgeted*		2020 Actual to Date	
Beginning Fund Balance	\$	10,043,370	\$	10,141,772	\$	10,141,772
Revenue		9,254,297		9,484,377		660,751
Expenditures		(9,155,894)		(9,897,211)		(2,110,153)
<b>Ending Fund Balance</b>	<b>\$</b>	<b>10,141,772</b>	<b>\$</b>	<b>9,728,938</b>	<b>\$</b>	<b>8,692,370</b>
Ending Fund Balance Designation Detail	2019 Actual		2020 Budgeted		2020 Actual to Date	
Assigned Ending Fund Balance - Cash Flow	\$	3,115,172	\$	3,145,435	\$	2,974,746
Assigned Ending Fund Balance - Emergency		778,793		794,302		794,302
Committed Ending Fund Balance - 2020 Operating Funds		-		-		-
Committed Ending Fund Balance - Capital Transfer		285,001		218,475		218,475
Committed Ending Fund Balance - Unemployment Comp Reserve		12,152		12,533		12,533
Committed Ending Fund Balance - Birch Bay Operating Fund Reserve		600,000		600,000		600,000
Committed Ending Fund Balance - Facility Ownership & Library Svcs Fund Reser		3,250,000		3,192,315		3,192,315
Committed Ending Fund Balance - Facility Maintenance Fund		650,000		650,000		650,000
Committed Ending Fund Balance - Operating Cost Stabilization Fund		250,000		250,000		250,000
Total Committed and Assigned Ending Fund Balance		8,941,118		8,863,059		8,692,370
Beginning Fund Balance less Committed and Unreserved-Assigned		1,102,252		1,278,713		1,449,402
Net Income		98,402		(412,834)		(1,449,402)
Ending Available Funds		1,200,654		865,878		(0)
Ending Unreserved-Assigned		8,941,118		8,863,059		8,692,370
<b>Total Ending Fund Balance</b>	<b>\$</b>	<b>10,141,772</b>	<b>\$</b>	<b>9,728,938</b>	<b>\$</b>	<b>8,692,370</b>
*as amended 3/17/2020						

## March Summary

- March represents 25% or three months of the total 2020 Budget.
- We have received 6% of our total tax levy through the end of March.
  - Property tax revenue typically peaks in April and October, in conjunction with the County's payment deadlines. In response to COVID-19, the County has extended the April deadline to June 1 for property owners who pay directly to the County. Taxes paid through a mortgage company will still be paid by April 30. Cash flow impacts from COVID-19 are discussed further below.
- Intergovernmental Revenues (DNR, Local Grants and Entitlements) fluctuate throughout the year, with 20% of the budgeted target received to date. These funds are earmarked for next year's Capital Budget.
- We have received 45% of budgeted funds in the Charges for Goods and Services category, however, this category is mostly front funded with an annual payment from the Whatcom County Jail for contracted services performed in the prior year.
  - This category includes revenue from print services offered at our libraries, so we can anticipate a reduction in revenue due to the COVID-19 closure. However, there are also costs associated with printing that are reduced as well, so the overall impact is minimal.
- Miscellaneous revenues are below target at 20%. This category includes investment interest, contributions and donations, reimbursement for lost or damaged items, and reimbursement from Bellingham Public Library for shared costs of borrower notices.
  - It is too early to predict the impact of COVID-19 on revenue received through investment interest, although it can be assumed this will be less than budgeted. Only 20% of anticipated earnings have been received through the end of March.
  - Investment interest makes up only 6% of our total budgeted revenue so a reduction will not pose a significant impact on operations.
- Total Operating revenue is at 7% of budget, which is a 2.5% decrease over this period in 2019. This is primarily due to fluctuations in property tax payment timing. Overall revenue is at 7.5% of budget, and includes a transfer of funds from the Facility Ownership and Library Services Fund Reserve.
- Personnel expenditures are trending slightly below target at 24%.
  - Certain personnel costs are reduced due to the COVID-19 closure. For example, Labor and Industries (L&I or workers' compensation) is paid based on hours worked. Due to the closure we will use less of the amount of the personnel budget set aside to cover substitution needs.
- Supplies and Equipment expenditures are below target at 8%, which is typical as purchasing slows down after the end of the year rush. This category includes office supplies, fuel, collection materials, and equipment.
  - We are purchasing additional cleaning and sanitation supplies and investigating equipment needed to support social distancing and safe materials handling as we prepare to resume operations. Some of these costs may be offset by supplies not needed during the closure, or they may be reimbursable through FEMA or other emergency response programs. We will attempt to adjust spending on other items

where possible, and will have a better sense after plans are further developed as to any possible budget adjustments needed.

- Fuel costs will be reduced this budget year as we are not utilizing our vehicles during the COVID-19 closure. There will be some fuel costs associated with the assistance provided to Whatcom Unified Command but these are minimal compared to normal use.
- The Other Services and Charges category is above target at 32% but includes up front annual payments for our Integrated Library System and auto/liability/property insurance coverage. This category also includes communication, travel, utilities, and repairs and maintenance.
  - We can anticipate a reduction in some utility costs during the COVID-19 closure. Garbage pickup service has been paused at all locations, and HVAC systems have been set to run at lower temperatures, for example.
- No costs have been incurred yet in the Intergovernmental Services category. This category covers payments to local fire districts for fire protection services at WCLS-owned facilities.
- Total operating expenditures are at 22% of budget, and up 6% over this period in 2019.
- Net income as of the end of March is -\$1,449,402 (not including transfers in from reserves) and the Fund Balance is \$8,692,370.
- Cash flow is typically in a trough this time of year due to the above-mentioned fluctuations in property tax revenue. This has required that we utilize \$170,689 from the Cash Flow Reserve and is in line with prior years. These funds will be replenished as property tax revenue is received.
  - The Cash Flow Reserve balance at the end of March is \$2,974,746. The percentage of property tax revenue that is paid by mortgage companies and will therefore be received in April as normal is unknown. I will have a better sense of this at the end of April; however, the Cash Flow Reserve could last several months while some tax revenue is still coming in. WCLS has additional reserves that could be freed up for cash flow, although it is unlikely this will be necessary at this time.

## Other Notes

- We are working with MSNW, Inc. to disinfect our libraries and Administrative Services before we resume operations. The cost is approximately \$11,000. I am investigating reimbursement options, such as FEMA or other emergency response funds.
- The 2019 annual report to the State Auditor's Office is due at the end of May. The Auditor's Office has requested that the Governor extend the deadline; however, I would still like to have the report completed as soon as possible. It will be shared at the May or June Board of Trustees meeting.

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**READING**

Although many people working from home are as busy as ever, for others the Stay Home order has meant time to do something they haven't had time for in a while – read! WCLS's social media team has been sharing out great reading suggestions daily. I'm particularly excited to join in a community discussion of the family-friendly title [The Truth as Told by Mason Buttle](#) and thank Thom Barthelmeß for asking the author to do an online interview with us.

**ENGAGEMENT**

Our Community Relations staff have been working nonstop to make sure the public knows about our ongoing services and ways to reach us. Mary Vermillion will report on how the 2020 Marketing Plan has been updated to reflect our COVID-19 reality.

**ACCESS**

Our website is currently the way we are providing access to a majority of our services. Lisa Gresham and our Collection Services team have been adding eResources daily to keep our eBook and eAudiobook collections fresh and wait times short. We recently added a subscription to CreativeBug, a product that presents instructional videos for hundreds of arts and crafts projects.

Meanwhile, we are ever conscious of serving folks who do not have access to the internet. Our team of phone answerers is available to respond to calls seven days a week from 1 to 5 p.m. They've been having reading conversations, helping job seekers by reading ads on Craigslist, and sharing our "HELP from Whatcom County Library System" handouts.

**DILIGENT STEWARDSHIP**

Our Finance Department staff continue to process payroll and accounts payable, order supplies so we'll be on track to re-open, and generally keep an eye on our facilities and fleet. Accounting Specialist Mary Jothen's eagle eyes spotted a \$20 fraudulent charge on a credit card which we promptly cancelled. Distribution Supervisor Zynet Schmid and Delivery Driver Bill Daugherty have voluntarily agreed to drive WCLS box trucks to help delivery groceries to various Whatcom County Food Banks. We're proud that WCLS can assist in this manner.

Whatcom County Library Foundation will be celebrating Library Giving Day on April 23 – you can donate online, get a frame for your Facebook photo, and encourage others to participate.

**Christine Perkins, Executive Director**



## Deputy Director Report

April 2020

Lynden Library patrons share library love by listing books they've read with sidewalk chalk.

### ACCESS

Creatively adapting to provide access to library services during the Stay Home, Stay Healthy order and preparing to reopen services in a staged way that supports social distancing practices is a large part of our current work.

Five days after closure of all WCLS facilities, equipment was deployed and training developed to build a team of staff to answer phones, respond to emails, and monitor an online chat service. Staff log calls so we can monitor patron needs, and we've developed a list of helpful resources responsive to the questions we get the most. In the first 21 days of service, 255 calls were logged. Most calls are for support with digital resources such as eBooks or to ask about item due dates. There are also a number of requests for support with filing unemployment claims, resume building tools, and help searching local job listings. I am often reminded that many of our patrons do not have Internet access. Some people call in to ask us to read news headlines, read a portion of the Bible, or recite a section from the Big Book of AA. More than one patron has called just to talk with someone for a little bit because they are lonely.

Online library card applications have been popular. Staff work quickly to get new patrons access to digital content.

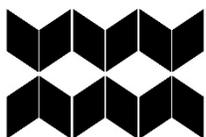
	New Registrations	Existing WCLS	Existing BPL	BPL changed to WCLS	No Card Issued
3/2019	51	14	4	4	7
4/2019	57	9	2	2	5
3/2020	156	88	17	12	10
4/2020*	57	38	11	4	9

\*through 4/13

We are eager to return to service in a coordinated, safe way. A Curbside Holds Pickup model is being developed. Plans are in the works to quarantine returned materials prior to processing by staff. Each library has a plan for how to prepare our public spaces and staff work areas to support distancing. When the time is right to enter our facilities, we will be ready to provide access to services and spaces with a staged approach that best meets the requirements and recommendations of our public officials.

**Michael Cox**

Deputy Director



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### WCLS@Home

We put together a team of people to develop a slate of online content to inform, engage, occupy, and satisfy patrons separated from us and isolated from one another. The team includes Ann McAllen, Adult Programming Coordinator; Christine Perkins, Executive Director; Mary Kinser, Collection Development Librarian; Mary Vermillion, Community Realtions Manager, and myself. Rather than simply taking our existing programs and looking to make it virtual, we took a step back to identify the benefits our programs provide for patrons, and looked for ways to deliver those same benefits in an online environment.

We began with a set of Goals, organized by the acronym **CARE**: **C**onnection--Patrons feel connected to the library and to one another, **A**uthority--Patrons have authoritative information and resources, **R**ecreation--Patrons enjoy myriad opportunities for enjoyment, and **E**nrichment--Patrons learn and grow together.

We identified a number of characteristics for the content:

- Quirky/Personality-filled
- Trustworthy/Expert
- Tranquil/Calm/Reassuring
- Something for all ages
- Perpetual – not limited to COVID-19 closure
- Local
- High-quality

And once we knew what we meant to achieve, and what we wanted that achievement to look like, we came up with a balanced and manageable slate of projects:

- Alphabet Book Collaboration: Soliciting alphabet photos for an alphabet book
- Let's Practice: Five Practices Prompts for Early Learners
- Forest of Words Poem-a-Day: Sharing a poem every day from a local teen poet
- Local Book Groups meeting virtually via Zoom
- Online Scavenger Hunt at three levels, for kids, teens, and adults
- Printable Resource Guides on issues of timely importance (employment assistance, food security, etc.)
- MatchBook: Social Media Readers Advisory in real time
- WCLS Staff@Home: Video profiles of staff featuring WCLS online products and services
- Fall One Read: *Thirst: 2600 Miles to Home* by Heather Anderson
- Shared Community Reading for Youth and Families: *The Truth as Told by Mason Buttle* by Leslie Connor

## **Other updates on Youth Services Work during the closure**

### **EARLY**

We continue to deliver Books for Babies packets to local hospitals and birthing centers to be provided to new mothers and families. We are working on sourcing and ordering materials for the Since Time Immemorial Kits in process. And we are developing a series of new Storytime materials, including poems, songs, and felt stories, to better reflect the diversity of our communities.

### **KIDS**

We have reviewed our entire slate of programs for the coming months, contacting presenters we had engaged for children's programs during the summer and looking at related supply orders, room and space bookings, etc. We continue to order new eBooks and eAudiobooks for immediate availability, as well as staying on top of print selection, so we have prioritized orders ready when the ordering of physical materials begins again.

### **TEENS**

We have put finishing touches on the 2020 issue of *A Forest of Words*, the Whatcom County teen poetry anthology, and it is ready to go to print when the time comes. In addition to sharing individual poems as part of WCLS@Home, we're working on an alternative to the planned reception. We are also working with Northwest Youth Services on video messages of support to teens they serve, particularly LGBTQ youth.

### **SUMMER READING**

In partnership with the Bellingham Public Library, we are revisiting Summer Reading 2020 on a regular basis. We have agreed to forego any scheduled programming. WCLS SRP reading tracking happens via BINGO-style cards at four levels (early, kids, teen, adult), with each square offering a different reading prompt (Road Trip, Made into a Movie, etc.). Anticipating that patrons may have limited access to our print collections, we are adapting the BINGO square prompts to include less specific kinds of reading (Author New to You, From a Series) and an array of activities/ways to read (Read Outside, recommend a Book to Someone, etc.). Our biggest promotional opportunity is always talking to young people at school—we typically connect with just about every student in all of Whatcom County's elementary and middle schools and some high schools—but that will not happen this year. We also don't know the degree to which we will be able to interact with patrons about their summer reading in our own buildings, so we are reviewing the BINGO cards, thinking about them as a primarily online/self-guided tool and reworking the language and instructions accordingly. Because this summer is an anomaly, it did not seem like a good year to undertake a sponsorship, so we have suspended our agreement with WECU with hopes to work together in 2021.

**Thom Barthelmess**

Youth Services Manager

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## DEPARTMENT UPDATES

The Community Relations team has been reinventing our work this past month. From our home offices, we are actively establishing new strategies, creating content, developing novel outreach methods, and forging new partnerships. The sheer volume of work in under a month is impressive; the quality even more so. Demonstrating the depth of talent among WCLS staff, all of the projects outlined in this report were created in-house. We are grateful for the support of a local ad agency for the placement of a digital ad buy and the production of a video ad. The results of these efforts are promising. Strategic messaging and original content are contributing to increased library card enrollment, social media engagement, and awareness of library resources.

Here are highlights of our work:

The minute the library system closed its doors to the public in accordance with county health guidance, the Community Relations team went into action, recreating the website to serve as the hub for library services, writing press releases, maximizing social media, and collaborating with other departments to serve our community.

### Website redesign



Online Experience Coordinator Neil McKay developed what has become the go-to site for WCLS's digital resources, online library programming, and service updates. Neil curates information to share with patrons and continually refines [wcls.org/info](https://wcls.org/info) along with support pages. Communications Specialist Amy Jones designed a campaign that works across all platforms to tell patrons the library is here for them.

## Select website stats March 13-April 12 2020 vs. 2019

WebPage	2020 Pageviews	2019 Pageviews	Growth
Digital Content	7777	2901	168.08%
COVID -19 News Release	2458	New 2020	NA
Library Info and Resources	2190	New 2020	NA
Get a Library Card form	928	435	113.33%
Applying for a Library Card	369	89	314.61%
Can't Find It	804	2680	-70.00%
ConnectED	733	141	419.86%
Kids	350	130	169.23%
Teens	276	132	109.09%
Early Years	218	125	74.40%

### Notes:

- Visits to Digital Content page grew 168% as we continued to provide reading and other content  
Note that we also added home access to Ancestry Library Edition during this time
- COVID-19 News Release was most popular page after Digital Content page
- Info page became a popular destination to find digital resources and information
- Library Card Application Form was visited 928 times in 31 days.
- Library Card application form was filled out 369 times in 31 days.  
One third of visits resulted in an application. Last year, one fifth of visits resulted in an application.
- Request for ILL or purchase of books dropped 70%
- Visits to ConnectED page increased 419% as teachers began developing teach-from-home strategies
- Kids page visits almost tripled after we began adding links to online resources
- Teens page visits doubled after we began adding links to online resources
- Early Years page visits almost doubled as we began adding links to online resources

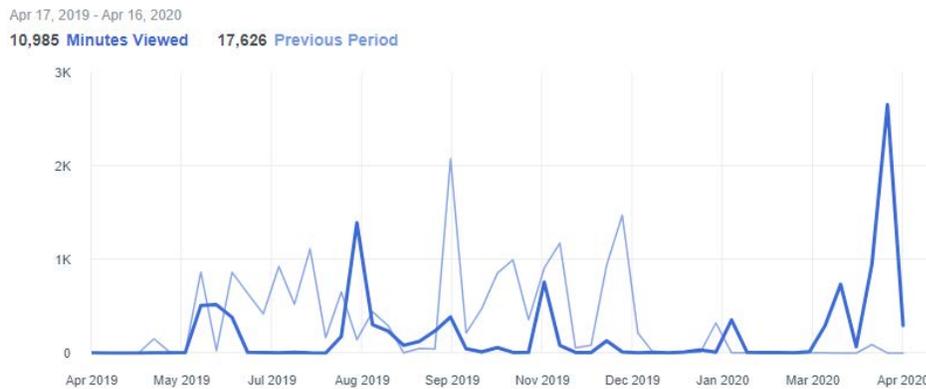
### Social media

We are effectively using social media – especially Facebook – to increase our reach. Our most popular post ever is the announcement of the libraries closing on March 13. This shows that Facebook is an effective way to announce important news because it is disseminated widely and quickly.

## Facebook

	April 16, 2020	April 16, 2019	Annual Increase
Total Page "Likes" (Fans):	4349	3947	+402
Total Page "Followers":	4557	3880	+677

Video is especially effective. Thanks to Neil McKay's video editing skill – and the help of WCLS staff who have been creating raw footage at home -- we have been able to rapidly and consistently include quality videos in our social media. The chart below shows that our strategic use of video is beginning to spike.

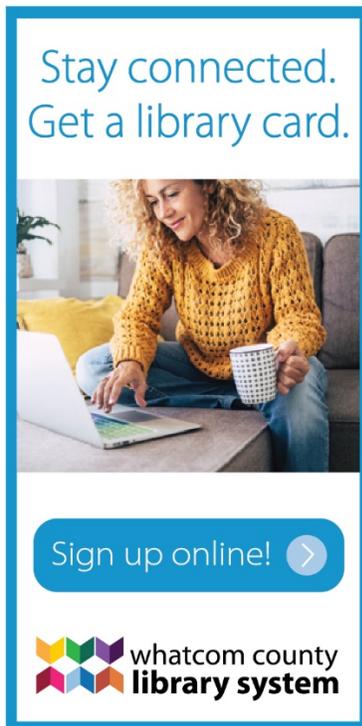


## Advertising

We launched a month-long online ad buy the end of March. To reach county residents who do not have reliable cable or internet service, a series of digital ads appear on connected TV, including Hulu, Sling, and local news. The streaming audio and video portion of the ad buy appears on services such as Spotify and ESPN Radio. When individuals visit websites and apps (on mobile, desktop or tablet), our digital ads appear at the top, inside or next to featured content, as well as news feeds. Recently, we expanded the buy to include sponsored Facebook ads.

The ads, which link to [wcls.org/info](http://wcls.org/info), highlight online services available through the library and encourage viewers to get a card. See examples below. Once again, in-house talent made this possible. Amy Jones designed the ads. WCLS staff shot video at home for the video ad.





Watch for some familiar faces in the video ad: <https://youtu.be/oJ8XnLDAMLE>

Preliminary results show click-through rates and video completion rates above industry standards. And, as noted in Deputy Director Michael Cox’s report, card sign-ups are up more than 200%. A full report will be shared at the end of the ad buy. We plan to extend the buy into May and to expand to additional platforms.

**Content**



We are also working with the WCLS@Home team to create, post and promote original online content that features everything your love about libraries – at home. There are also resource guides to help people navigate this challenging time. These guides can be downloaded and mailed to people who do not have reliable internet service. Many people across WCLS are contributing to this robust weekly schedule of programming. See the current week’s schedule at [wcls.org/info](http://wcls.org/info). Watch a playlist of WCLS@Home videos [here](#).

## Partnerships

WCLS and Whatcom READS are participating in the Whatcom Arts Project. It's wonderful to see the library represented among county arts groups who are collaborating on this gift of art experiences for the community. See the launch video (including scenes from a Ferndale Library event and an appearance by Christine Perkins) on the [Whatcom Arts Project webpage](#) hosted by Bellingham Tourism. Please follow the Whatcom Arts Project on Facebook (@whatcomartsproject) to see the inspiring daily posts – including moments from WCLS and Whatcom READS. Our first post featured Thom Barthelme inviting viewers to join a community shared reading of *The Truth as Told by Mason Buttle* written by Leslie Connor. Watch Thom's video [here](#).

## Major Press This Month

**Note:** Press clips will be included in the May Board report.

### Press releases:

- [Online day of giving supports local libraries](#)
- [Library system launches WCLS@Home](#)
- [March 20 update regarding library services](#)
- [WCLS closes branches to mitigate COVID-19 spread](#) (originally released 3/13, updated 4/5)
- [COVID-19 information and resources, library event cancellations](#) (originally released 3/6, updated 3/10)

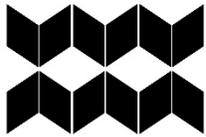
## Other

Rep. Rick Larsen acknowledged the importance of libraries, including WCLS, in an April Facebook post.



Bellingham Tourism featured [WCLS@Home](#) and [WCLS online resources](#) in its newsletter and website. The Bellingham Chamber of Commerce also shares WCLS news releases.

**Mary Vermillion**, Community Relations Manager



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# Board Meeting Agenda Item Cover Sheet

Meeting Date:	4/21/2020
Committee or Department:	Administrative Services
Subject:	COVID-19 Planning – Continued Closure
Prepared By:	Christine Perkins
Impact upon Budget?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Supporting Documents:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Recommendation or Request:** Approve a motion acknowledging a possible continuation of the closure period, to be reviewed again in eight weeks.

**Suggested Motion for Consideration:** Move to approve a motion acknowledging a possible continuation of the closure period beyond the initial eight-week period, to be reviewed again in eight weeks.

**Summary:**

At the March 19 Special Board of Trustees meeting, the Board approved an update to 12.35 Emergency Closure Policy. The policy is attached for reference. The Governor’s current Stay Home, Stay Healthy order is in effect until May 4 but may be extended past the eight-week period defined in the Emergency Closure Policy (eight weeks would be May 13, prior to the regular May 19 Board meeting). There may be other local conditions that could affect when WCLS staff can return to work and our libraries can re-open to the public, including and not limited to local Whatcom County Health Department directives and WCLS’s ability to provide PPE for staff and arrange for social distancing measures. This motion acknowledges that the Board has reviewed the situation as it is known today and determined that the Executive Director’s decision to remain closed until the Governor’s order and/or local conditions warrant is extended for an additional eight weeks. Staff may return to work and libraries may re-open to the public sooner than this period, if the Governor’s order is lifted and conditions are favorable. This motion does not imply that the closure WILL be extended for another eight weeks, just that it MAY.

HR Manager Christina Read has prepared a spreadsheet comparing how other library systems across the state have responded to the Governor’s order, attached. She’s also prepared an analysis about paid emergency closure leave, attached.

**Fiscal Impact:** Slight reduction as we will not be using Extra Hours and L&I costs are reduced; personnel funds have already been budgeted for the year.

**Comments:** N/A



## EMERGENCY CLOSURE POLICY

*(PREVIOUS TITLE: INCLEMENT WEATHER OR OTHER EMERGENCIES POLICY)*

**POLICY NUMBER:** 12.35

**SCOPE:** This policy addresses Whatcom County Library System closures and staffing issues and compensation in emergencies.

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The Executive Director or designee may close the library system or any facility in the event of an inclement weather condition or other emergency. In the event a closure exceeds eight weeks without board review, the Executive Director or designee must attempt to convene the Board of Trustees to review an extension of the closure and provisions of the policy. If a quorum is not possible, the Executive Director or designee is authorized to continue the closure until a quorum is possible.

The Branch Manager or person in charge may close a branch at their discretion in the event of local inclement weather or another similar local emergency.

Inclement weather includes, but is not limited to, snow, ice, flooding, cold weather without heat, or other weather-related conditions that might cause a facility to close. If parking lots and sidewalks are hazardous, no building should open until driving and walking can be done safely.

Other emergencies include, but are not limited to, events that require a facility to be closed. For example, this may include damage due to weather or fire, a gas leak, natural disaster, or pandemic.

**During an emergency closure, WCLS will make every reasonable effort to maintain operations and provide library services as appropriate, depending on the situation, as follows:**

- A. WCLS may close one or more work locations to the public but require some or all employees to continue to report to work.
- B. Employees may also be assigned to work at their regular worksite, or to work at a different location, or to work remotely, as needed to maintain services.
- C. Employees not assigned specific tasks must remain available to report to work in case conditions or staffing needs change.
- D. All employees will be compensated for the hours they are scheduled to work, but not more than eight hours for one day. The use of personal leave accruals or compensatory time is not required.

When a work location is open and employees cannot get to work, or work shorter hours, because of inclement weather or other emergencies, employees must take appropriate paid leave or make up the time, as long as that time does not cause an employee to work more than 40 hours in a workweek.

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ADOPTED by the Whatcom County Library System Board of Trustees April 1988.

**REVISED:** **March 19, 2020;** March 17, 2020; May 15, 2018; July 5, 2016; December 13, 2010; December 17, 2004; February 17, 2004; March 17, 1993.

**NORTHWEST LIBRARIES COVID-19 RESPONSE  
STAFFING AND PAY**

Organization	Contact	Services/Staffing	Pay Status	Policy
Bellingham Public Library	Wendy Jenkins, Admin Asst	Offering online services and answering phones 10-1, M-F. Paying staff for their regularly scheduled hours: some working FT from home; some on standby/on-call; some have a combination of working from home/standby; some are redeployed in a variety of capacities to the Emergency Operations Center (EOC).	Work & Closure pay	Ensuring Continuity of Government During a Pandemic
Central Skagit Library	Jeanne Williams, Director	Staff have work assignments, including training, planning and spending time doing deep dives into our digital resources. Staff are also going in to do building checks.	Paid	Inclement Weather; Board is considering Pandemic Policy on 4/23 - will make retro
Fort Vancouver Retional Library	Lee Strehlow, HR	Libanswers 7 days/wk by having librarians telecommute; conducting some virtual programming using Google hangouts - Dungeons and Dragons and English Conversation Circles. Staff creating and posting on FB fingerplay and soon some storytimes. Paid sub employees for scheduled shifts through March but not April. Five work groups to help with planning to reopen, on-line training, employee engagement, and we have all levels of employees participating in those, via google or zoom. Branches have a weekly virtual meeting to gather questions, concerns, share information	Paid Emergency Closure Leave	No policy, using Personnel Manual
Jefferson County Library	Brwyn Griffin, Admin Services Manager	Staff contracted to work 25-100% of budgeted hours remotely; rest is admin leave with pay. Phones M-F 10-5, daily Zoom staff meetings	Admin Leave With Pay	Pandemic Policy
Kitsap Regional Library	Monica Houston, HR Director	We have all of our staff in paid status during this closure (emergency closure); essential staff doing work remotely	Paid Emergency Closure Leave	Pandemic Policy*
LaConner Public Library	Susan Macek, Director	Closed to the public but working remotely and staggering hours in the library, working on projects, doing purging and clean-up that we would not be able to do while open	Paid	Weather & Emergency Closures*
Mid Columbia Libraries	Celina Bishop, HR Manager	Administering Library Closure pay similar to our process with bad weather; people working from home (like our collection librarians and admin team), some hourly employees and supervisors are checking/clearing the book drops a few times a week. One of our storytime providers is providing a Facebook Live storytime twice a week.	Library Closure Pay	Currently updating policies
North Central Regional Library	Tracy Hazen, HR Director	Substitutes were laid off; regular FT staff were given up to 80 hours of supplemental leave and up to 80 hours per FFCRA; some FT staff are working from home. Not answering phones but did initiate e cards and have expanded online services	Paid	Supplemental Leave, FFCRA Leave*

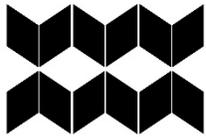
**NORTHWEST LIBRARIES COVID-19 RESPONSE**  
**STAFFING AND PAY**

Organization	Contact	Services/Staffing	Pay Status	Policy
North Olympic Library System	Margaret Jakubcin, Library Director	Paid Administrative Leave through 3/31; providing work from home opportunities for all staff with a broad interpretation of work activities; employees may also utilize paid leave accruals	Initially PAL, then work from home/paid leave accruals	Pandemic Response, Unscheduled Closures, Supplemental COVID-19 Rresponse*
Orcas Island Library	Director	Employees paid for hours as scheduled	Paid	Paid Administrative Leave*, Emergency Operations Policy
Pierce County Library System	Chereé L. Green, Staff Experience Director	Some staff working remotely	Paid	
Seattle Public Library	Heather Delaney, Sr. HR Generalist	Paying all employees their regular pay; All employees have been authorized to telework while SPL facilities are closed. While we have some staff; janitors, custodians, security, reporting to the buildings, other staff are working remotely	Work & Closure pay	
Sno-Isle	Jack Schumacher, HR Director	Sno-Isle Libraries is operating similar to WCLS. We continue to do any online programs that we have and have a number of staff working on developing and implementing new programs.	Pay for emergency closure.	Pay for emergency closure
Spokane County Library District	Toni Costa, HR Director	Some staff (very few) are working remotely to answer customer questions, about their accounts and using online services, some are able to a portion of their regular work from home; Leadership working remotely	Paid Administrative Leave	Emergency Building Closure
Tacoma Public Library		Employees paid for hours as scheduled	Paid	Emergency Closure Policy*
Timberland Regional Library	Kandy Seldin, HR Coordinator	Closed but offering on-line and e-library services. Some staff are assigned work, generally only a portion of their regular hours, and others are on standby. Paying all staff for their regularly scheduled hours, either as a combination of telework time and/or paid administrative leave or entirely paid administrative leave	Paid Administrative Leave	Paid Administrative Leave
Whatcom County Library System	Christina Read, HR Manager	Closed and offering online and e-services; answering phones remotely from 1-5 daily; staff assigned to varying levels of remote work and standby time. Staff are paid for their regularly scheduled hours, as a combination of telework time and/or emergency closure leave	Paid Emergency Closure Leave	Emergency Closure Policy, Pandemic Preparedness Procedure
Yakima Valley Libraries	John Slaughter, Business Services Director	Most management is working from home; Mgrs are checking voicemails if in their library, no work in libraries except emptying the book drops; Answering web and email questions M-F 8:00 – 5:00 and offering online services.	Paid Administrative Leave	Administrative Leave Policy

## Analysis of Paid Emergency Closure Leave

Borrowing and building upon some thoughts that were shared from other entities, there is significant value to continuing to offer paid emergency closure leave (not indefinitely, of course):

1. Sick employees are more likely to remain home if they have paid leave available. If we ask employees to use their sick time during the closure, they will have less for later when they may need it to stay home when they are legitimately ill. There is also a large disparity of current sick leave accruals. WA state law does not allow an employer to require the use of sick leave (although there is nothing that says that the employee has to be paid if they refuse to use their sick leave).
2. Provision of paid emergency closure leave is compassionate and minimizes disruption in the lives of employees and their families, thereby supporting employees' ability to reduce stress, regain health, and return to work sooner.
3. Compassionately supporting the leave needs of employees during a difficult time improves staff retention, morale, and promotes a more rapid return to business-as-usual at the conclusion of the pandemic event.
4. Employer paid leave streamlines paperwork that would be required to administer a multitude of emergency leave law options; this is of particular operational value at a time when WCLS is in remote/standby staffing mode.
5. Provision of employer paid emergency closure leave is in keeping with the intent of state and federal level COVID-19 relief actions, aimed at minimizing loss-of-work impacts on citizens during this pandemic.



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# Board Meeting Agenda Item Cover Sheet

Meeting Date:	4/21/2020
Committee or Department:	Administrative Services
Subject:	COVID-19 Planning – Phased Return to Service
Prepared By:	Christine Perkins
Impact upon Budget?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Supporting Documents:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Recommendation or Request:** Discuss preliminary plan for a Phased Return to Service.

**Suggested Motion for Consideration:** None, for discussion only at this time.

**Summary:**

We are preparing now for bringing staff to the workplace as soon as we are able, and will follow up with re-opening to the public after that. We envision a phased plan that allows us to add service gradually as we adjust to our new realities and the ever-changing understanding of how the COVID-19 virus spreads. Attached please find a review of current assumptions and best practices and a summary of the proposed phases as a starting point for discussion. This is one topic we are authorized to discuss at length!

**Fiscal Impact:** We will need to shift funds from certain budget line items to others to accommodate new equipment, signage, and other expenses related to re-opening in a post-COVID-19 world.

**Comments:** N/A

## **WCLS Phased Return to Work / Building Re-Opening Plan Summary**

**Stage 0 > Preparation**

**Stage 1 > Limited Staff Return to Workplace**

**Stage 2 > All Staff Return to Workplace**

**Stage 3> Some public services restored OUTSIDE OF BUILDINGS**

**Stage 4> Libraries open to public with EXTRA PRECAUTIONS**

**Stage 5> Libraries open to public, business as usual**

## [DRAFT] WCLS Phased Return to Work / Building Re-Opening Plan

Based on the following current understanding of Best Practices, see References at the end.

### **Provide Personal Protective Equipment (PPE) for all Staff and Volunteers**

- Require staff and volunteers to stay home if sick or if they have been exposed to someone who is sick. (2) They must not have experienced a fever for at least 3 days before returning to work.
- Provide cloth facemasks to all staff and volunteers and require them to wear a cloth facemask while at work. (3) (Currently, N95 face masks and other face shields are reserved for medical professionals only.)
- Train staff on the correct way to wear and remove face masks.
- Encourage staff and volunteers to wash hands frequently and/or use hand sanitizer, and to avoid touching their faces.
- Provide latex and non-latex gloves for staff who are handling a large number of materials at check-in. Staff should wash hands with gloves on, then remove gloves, then put on new gloves every time they change tasks.
- Train staff on the correct way to wear and remove gloves.
- Do not re-open to the public until a sufficient supply of PPE and cleaning supplies are available.

### **Materials Handling**

- Preliminary research suggests that the COVID-19 virus can survive on surfaces for 2-3 days and on paper/cardboard for 24 hours. (1)
- Library materials that have not been exposed to humans for more than 72 hours do not need further disinfection.
- Quarantine returned library materials for 72 hours to give time for the virus to no longer be viable.
- Quarantine packages and other deliveries for 72 hours to give time for the virus to no longer be viable.
- For curbside hold pick-up:
  - have patrons call to let staff know when they are ready to pick up materials
  - provide materials to patrons in library-supplied bags that have been sealed
- If possible, provide library-supplied bags to patrons and have patrons bag their own items to reduce the number of times the items are touched by different people.
- If patrons bring their own bags, patrons must bag their own items.

## **Cleaning of Library Facilities**

- Library facilities that have not been exposed to humans for more than 72 hours do not require further disinfection, although it may be a good PR move to do this.
- Wipe “high touch” areas frequently with EPA-approved disinfectant. Follow usage instructions on product labels: some products should be used to saturate and wipe dry while others may need to be air-dried.
- If possible, assign a workstation to a specific user each shift.
- Wipe workstations, electronics, and phones with each user change at a minimum.
- For deeper cleaning, make sure cleaners wear face masks, gloves, and other PPE.

## **Physical Distancing**

- Maintain six feet of social distance to prevent the spread of COVID-19. This applies to staff working near each other and interactions with the public. (2)
- Re-arrange or remove furniture to increase distances between people.
- Post signage as a visible indicator of appropriate distancing.
- If possible, install physical barriers such as cough guards at service points or between workers.
- Stagger shifts to reduce the number of staff or volunteers working in close proximity.
- Stagger breaks to reduce congregation in break areas. Have staff go home to eat if possible rather than eating in a break area. Have staff bring their own utensils to work.
- Consider limiting the number of people who enter a building at the same time. Grocery stores use 20% of the square footage of a facility as a guide.
- Limit gatherings to 10 people or fewer, or as directed by state and local health authorities.
- Serve Bookmobile patrons outside the Bookmobile or limit the number of people who may enter the Bookmobile at the same time.

## References

- 1) "Handling Library Materials and Collections During a Pandemic ", American Library Association, March 26, 2020. <http://www.ala.org/alcts/preservationweek/resources/pandemic> (Accessed April 3, 2020)
- 2) "How to Protect Yourself and Others", Centers for Disease Control and Prevention, April 2, 2020. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html> (Accessed April 3, 2020)
- 3) "Use of Cloth Face Coverings to Help Slow the Spread of COVID-19", Centers for Disease Control and Prevention, April 4, 2020. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html> (Accessed April 6, 2020)
- 4) "Cleaning and Disinfection for Community Facilities", Centers for Disease Control and Prevention. (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>). Accessed April 14, 2020.

*The resource suggests that, if buildings have been closed for an extended time, deep cleaning would not be necessary before going back in. It states "If it has been more than 7 days since the person with suspected/confirmed COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary." This article does not speak to contractor versus staff cleaning, but the tone of the article suggest that this would be done by the lay person rather than a professional janitorial service. My interpretation of this also means that collection items in the library that have been sitting during Stay Home are safe and do not need cleaning.*

*It provides guidelines to employers: "employers should develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE. Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard.*

*The following points are geared towards disinfecting once staff are receiving materials and/or the public are allowed in the buildings again.*

### Hard Surfaces

- *If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.*
- *For disinfection, most common EPA-registered household disinfectants should be effective but need to be used based on the directions for use.*

- Bleach solutions can be used for appropriate surfaces at: 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water

Cloth Surfaces can be cleaned or laundered appropriate to the surface's recommended cleaning with cleaners from the EPA list. It recommends not shaking cloth items that have been touched recently before putting in the laundry.

Electronics:

For electronics such as tablets, touch screens, keyboards, remote controls, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

- 5) **"How to Sanitize Collections in a Pandemic."** Laura Ewan. American Libraries. March 21, 2020. <https://americanlibrariesmagazine.org/blogs/the-scoop/how-to-sanitize-collections-covid-19/>

*This source recommends time as the best disinfectant. There is no consensus on the transmissibility of the virus on library materials. Professional cleaning is recommended for internal hard surfaces/high use items such as doorknobs, tables, book drops, and electronics. Important quote from article by Fletcher Durant, director of conservation and preservation at the University of Florida's George A. Smathers Libraries:*

*"Libraries could provide a risk vector for the spread of the disease, which, beyond the direct health impacts, could reduce the public trust in libraries," he says.*

*That also means libraries should plan to stay closed until the risk of public infection is eliminated. "We would be the first to say that we are not equipped to make recommendations on virology, bacteriology, or medical matters," says Nadal. "Quarantine past the viability of the virus is the best plan."*

- 6) **EMERGENCY MANAGEMENT 3.5 Disinfecting Books and Other Collections.** Northeast Document Conservation Center. March 26, 2020. <https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books>

*Recommends 72-hour quarantine for items with hard covers and 24 hours for cardboard and paper products. Also recommends 72 hours if uncertain about a particular material. This article references Correspondence in the New England Journal of Medicine on March 17, 2020 (<https://www.nejm.org/doi/pdf/10.1056/>) as the source of this timeframe.*

*This article also states that staff should change gloves after each task. For instance, staff emptying a book drop and putting items into a quarantine section should remove gloves before leaving that section to go to touch a doorknob, desk, computer, etc.*

7) **COVID-19 PREVENTION: ENHANCED CLEANING AND DISINFECTION PROTOCOLS.**

University of Washington. April 5, 2020.

<https://www.ehs.washington.edu/system/files/resources/cleaning-disinfection-protocols-covid-19.pdf>

*This article makes the same recommendations as the CDC article.*

8) **Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19.** Accessed April 14, 2020.

<https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html>

*Recommends prescreening employees (temperature checks); wearing approved cloth masks; six feet between staff with visual reminders; stagger breaks so that staff do not congregate in break rooms or have them take breaks in different areas if possible.*

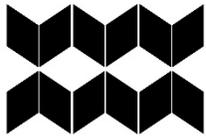
9) **COVID-19 Guidelines for Grocery and Other Food Stores Providing Essential Services.**

Washington State Department of Health. Accessed on April 14, 2020.

<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/GroceryStores.pdf>

*This document recommends that employees NOT use medical grade PPE since it is in short supply for medical workers. Masks should be cloth, not surgical masks or N-95 masks. Patrons with their own bags should bag their own items.*

**###**



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# Board Meeting Agenda Item Cover Sheet

Meeting Date:	4/21/2020
Committee or Department:	Public Services
Subject:	Birch Bay Library Project Update
Prepared By:	Michael Cox
Impact upon Budget?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Supporting Documents:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**Recommendation or Request:** No action or discussion needed

**Suggested Motion for Consideration:** No action or discussion needed



**Summary:** To better estimate a total project budget by investigating unknowns and vetting the project with Whatcom County via a second Pre-app meeting, WCLS contracted with Zervas Architects at the beginning of 2020. A number of factors were discovered that will add costs to the project, though a clear estimate relies upon a geotechnical engineering study to be complete. This work has been halted as a result of the Stay Home order, and work will be scheduled once it can resume.

I asked for additional project costs given a worst-case scenario and was provided with the estimates below. Upon completion of the work contracted with Zervas, these estimates may come down.

- geotechnical report    \$16,000
- additional fill    \$70,000
- pervious concrete    \$54,000

**Fiscal Impact:** Additional \$140,000 to the total project budget

**Comments:** N/A

Collection Size					
	Physical		Electronic		Total
	321,832		118,505		440,337

Circulation	Mar 2019	Mar 2020	Year to Date		% of Change
			2019	2020	
<b>Physical Circulation</b>					
Blaine	18,630	12,106	51,898	46,796	-9.8%
Bookmobile & Outreach	6,663	2,794	17,064	15,634	-8.4%
Deming	13,253	8,390	36,410	34,715	-4.7%
Everson	11,682	8,153	32,376	31,796	-1.8%
Ferndale	40,179	29,168	110,981	108,360	-2.4%
Island	2,877	1,648	8,409	7,520	-10.6%
Lynden	50,426	36,124	140,311	133,029	-5.2%
North Fork	6,462	3,961	18,744	17,394	-7.2%
NWIC	72	27	260	116	-55.4%
Point Roberts	2,600	1,699	6,878	6,329	-8.0%
Sumas	3,039	2,028	7,962	6,970	-12.5%
South Whatcom	6,674	4,846	17,501	18,657	6.6%
NDX	3,596	2,069	10,399	10,223	-1.7%
<b>Total</b>	<b>166,153</b>	<b>113,013</b>	<b>459,193</b>	<b>437,539</b>	<b>-4.72%</b>

<b>Electronic Circulation</b>					
Anytime Library/Overdrive	19,016	24,358	52,647	66,824	26.9%
Freegal	11,277	13,619	38,097	39,320	3.2%
Kanopy	0	785	0	1,803	
RBdigital	5,339	6,712	15,005	18,155	21.0%
<b>Total</b>	<b>35,632</b>	<b>45,474</b>	<b>105,749</b>	<b>126,102</b>	<b>19.25%</b>
<b>Total Circulation</b>	<b>201,785</b>	<b>158,487</b>	<b>564,942</b>	<b>563,641</b>	<b>-0.23%</b>

Visitors (Door Counts)	Mar 2019	Mar 2020	Year to Date		% of Change
			2019	2020	
Blaine	9,254	4,783	25,223	22,377	-11.28%
Deming	4,453	2,368	11,515	9,852	-14.44%
Everson	4,724	2,625	14,668	12,178	-16.98%
Ferndale	21,651	7,611	53,817	35,550	-33.94%
Island	1,257	970	3,444	4,027	16.93%
Lynden	16,684	8,447	47,791	38,544	-19.35%
Northwest Drive Express	0	132	0	570	
North Fork	2,641	1,185	7,788	5,956	-23.52%
Point Roberts + PRX	1,403	830	3,901	3,444	-11.71%
Sumas	1,581	1,130	4,783	5,361	12.08%
South Whatcom	2,144	1,203	5,934	5,531	-6.79%
<b>Total</b>	<b>65,792</b>	<b>31,284</b>	<b>178,864</b>	<b>143,390</b>	<b>-19.83%</b>

<b>New Borrowers Registered*</b>	<b>543</b>	<b>316</b>	<b>1,348</b>	<b>1,220</b>	<b>-9.50%</b>
* Starting Jan 2020: Includes WCLS accts registered at BPL locations/Excludes W-Staff and W-ILL accounts.					

Patron Service	Mar 2019	Mar 2020	Year to Date		% of Change
			2019	2020	
<b>Interlibrary Loan</b>					
Borrowed from BPL	10,796	6,045	26,933	29,246	8.6%
Lent to BPL	30,481	13,102	75,532	71,273	-5.6%
Borrowed from other libraries	689	290	1,452	1,646	13.4%
Lent to other libraries	777	353	1,586	1,758	10.8%

<b>Virtual Reference</b>					
Ask-WA	Answered (Staff)	19	77	36	-53.2%
Ask-WA	Asked (Patron)	63	227	187	-17.6%

Electronic Resources	Mar 2019	Mar 2020	Year to Date		% of Change
			2019	2020	
<b>WCLS.org Visits</b>	40,590	39,429	124,029	127,821	3.1%

<b>Internet Sessions</b>	6,564	2,875	18,366	14,777	-19.5%
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<b>Wifi Clients / Sessions</b>	6,544	4,618	18,318	17,278	-5.7%
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Volunteers	Mar 2019	Mar 2020	Year to Date		% of Change
			2019	2020	
<b>Volunteer Hours</b>	<b>1,055.75</b>	<b>61.00</b>	<b>2,969.25</b>	<b>1,843.75</b>	<b>-38%</b>

Programs	March 2019		March 2020		Year to Date			
	Programs	Attendance	Programs	Attendance	2019		2020	
					Programs	Attendance	Programs	Attendance
Adults	103	2,591	31	821	254	3,738	194	2,514
Teens	73	737	15	110	178	1,900	135	1,799
Children	141	3,404	37	529	325	8,678	206	5,686
<b>Total</b>	<b>317</b>	<b>6,732</b>	<b>83</b>	<b>1,460</b>	<b>757</b>	<b>14,316</b>	<b>535</b>	<b>9,999</b>

**CORRECTIONS:**