

whatcom county
library system

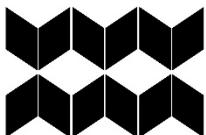
BOARD OF TRUSTEES MEETING
Whatcom County Library System
August 16, 2022

Via Zoom **and** Administrative Services
5205 Northwest Drive
Bellingham, WA 98226

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

-
1. 9:00 a.m. **Call to Order.** Quorum determined. Land Acknowledgement.
 2. 9:05 a.m. **Open Public Comment Opportunity**
This period is set aside for persons wishing to address the Board. Each person may have up to three minutes for this purpose. Written comments may be submitted to Amanda.Bonilla@wcls.org prior to the meeting.
 3. 9:15 a.m. **New Trustee Introduction/Board Committees and Positions Review**
 4. 9:25 a.m. **Consent Agenda**
 - a. Meeting Minutes
 - b. Expenditures
 - c. Resolution 08/16/22-06 voiding a warrant
 5. 9:30 a.m. **IT Services/Network Update**
 6. 9:40 a.m. **Request for Proposals: Cybersecurity Consulting**
 7. 9:50 a.m. **Request for Proposals: Microsoft 365 Deployment and File Structure Optimization**
 8. 10:00 a.m. **Financial Report and Resolutions**
 - a. Finance Committee Report
 - b. Resolution 08/16/22-07 amending the 2022 General Fund Budget
 - c. Resolution 08/16/22-08 authorizing an interfund transfer
 9. 10:20 a.m. **Request to Serve Alcohol at Friends of Birch Bay Library Event**
 10. 10:25 a.m. **BREAK**
 11. 10:40 a.m. **Staff Reports**
 - a. Executive Director
 - b. Deputy Director
 - c. Youth Services Manager
 - d. Community Relations Manager
 12. 11:00 a.m. **Performance Measures and Committee Reports**
 - a. Performance Measures
 - b. Personnel Committee
 - c. Whatcom County Library Foundation
 13. 11:15 a.m. **Announcements and Adjourn**
 - a. Interest Based Bargaining Training online 9/26/22 9:30 a.m. -5:00 p.m.
 - b. Negotiations 10/10, 10/11 and 10/17

Board of Trustees Meetings are open to the public in accordance with RCW 42.30. The Board is currently holding meetings with options for in-person or remote participation. Persons wishing to be provided with an internet link or telephone number to access the meeting are asked to please email Amanda.Bonilla@wcls.org before 4:00 p.m. Monday, August 15, 2022. Written comments may be submitted to Amanda.Bonilla@wcls.org prior to the meeting.



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Board Meeting Agenda Item Cover Sheet

Meeting Date:	8/16/2022	
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:

- July 19, 2022 Regular Board Meeting

Expenditures:

General Fund:

- July 1-15, 2022 Payroll: Nos. 1030712120-1030712122, (Voucher Nos. 551949-552096) Totaling \$207,581.74 and July 16-31, 2022 Payroll: Nos. 1030886159-1030886164, (Voucher Nos. 552103-552250) Totaling \$205,337.79.
- Claim 2022-21G: Warrant Nos. 1149894-1149915 Totaling \$27,351.05
- Claim 2022-22G: Warrant Nos. 1150844-1150866 Totaling \$113,189.67
- Claim 2022-23G: Warrant Nos. 1151240-1151263 Totaling \$129,080.09

Capital Fund:

- Claim 2022-10C: Warrant Nos. 1149916-1149917 Totaling \$18,005.17
- Claim 2022-11C: Warrant No. 1150867 Totaling \$388.42
- Claim 2022-12C: Warrant Nos. 1151264-1151265 Totaling \$1,659.66

Authorization to Void Warrant:

- Resolution 08/16/22-06 voiding warrant 1149906

Alternatives: N/A

Fiscal Impact: Expenditures for approval paid from available 2022 budgeted funds.

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



UNAPPROVED MINUTES

Library Board of Trustees Regular Meeting

July 19, 2022

Location

This meeting was held in a hybrid manner, with remote attendance via Zoom and on-site attendance at Administrative Services, 5205 Northwest Drive, Bellingham, WA.

In Attendance

Trustees: Marvin Waschke, Chair; Lori Jump, Vice Chair; Claudia Disend, Secretary; Erika Lautenbach and Rodney Lofdahl. Absent: None.

Staff: Christine Perkins, Executive Director; Michael Cox, Deputy Director; Jackie Saul, Director of Finance and Administration; Thom Barthelmess, Youth Services Manager; Lisa Gresham, Collection Services Manager; Geoff Fitzpatrick, IT Services Manager; Beth Andrews, Human Resources Manager; Jennifer Rick, Foundation Development Director; Maggie Mae Nase, Learning Coordinator; Ruth Nail, Accountant; Amanda Bonilla, Administrative Assistant.

Guests: Matthew Santos, Blaine resident; and Grace McCarthy, *Point Roberts Press/The Northern Light*.

Call to Order

Marvin determined quorum and called the meeting to order at 9:00 a.m., followed by Michael's reading of the WCLS Land Acknowledgement.

Open Public Comment Opportunity

No public comment.

Consent Agenda

The Consent Agenda included minutes of the June 21, 2022, Board of Trustees Regular Meeting and the June 30 Board of Trustees Special Meeting, as well as the following:

Expenditures:

General Fund:

- June 1 - 15, 2022 Payroll: Nos. 1030516220 - 1030516223, (Voucher Nos. 551642 - 551789) Totaling \$212,673.43 and June 16 – 30, 2022 Payroll: Nos. 1030386033 - 1030386040, (Voucher Nos. 551796 - 551942) Totaling \$207,112.20.
- Claims 2022-18G: Warrant Nos. 1148595-1148624 Totaling \$132,167.12
- Claims 2022-19G: Warrant Nos. 1148696-1148713 Totaling \$20,035.70
- Claims 2022-20G: Warrant Nos. 1149379-1149403 Totaling \$123,323.62

Capital Fund:

- Claims 2022-08C: Warrant Nos. 1148625 - 1148626 Totaling \$1,171.56
- Claims 2022-09C: Warrant Nos. 1149404 - 1149405 Totaling \$1,868.22

There were no questions. Claudia moved approval of the Consent Agenda as amended. Seconded. Unanimous Board approval.

Financial Report and Resolutions: Finance Committee Report

Jackie reviewed her report, providing insight into the compilation of the June financial report in the absence of QuickBooks. She has been closely tracking our financial activity and it aligns with our typical pattern. Jackie confirmed that she was able to prepare a report of our warrants to meet our policy and legal obligations that the Finance Committee and trustees review them, and she noted that the warrant detail has been reviewed by the Finance Committee. Marv concurred with Jackie's statement and commented further.

IT Services/Network Update

Christine gave an update on our network status and thanked the IT Services Team for their efforts to ensure that public services are up and running, allowing for a nearly seamless patron experience at our branches and online. Administratively, we are utilizing this opportunity to accelerate our transition to the Microsoft 365 and Teams environment. She briefly outlined further network goals being evaluated, some of which may require a budget amendment, that will be addressed in more detail at future meetings.

Marv offered his input regarding library services in the cloud and the maintenance of separate databases based on functionality. He thanked the IT Department for their diligence and forethought.

Geoff thanked Marv and added to the network update. With our old phone hardware reaching the end of its life, the IT team is evaluating cloud-based hardware for our new phone system. The transition to Microsoft 365 was already part of the 2022 Strategic Action Plan and the replacement of our phone equipment was on the near horizon. Both items are now being prioritized as we restore operations, keeping data security first and foremost in our considerations. Geoff expressed appreciation for staff's patience and willingness to embrace the challenges and learning opportunities during this transition. Christine commented that we have been in close communication with our partners in the management team at the Bellingham Public Library who have been very gracious and helpful in this endeavor.

Policy Update

Travel Policy 12.53 – Christine reviewed the reasoning behind the changes in the policy, which would allow WCLS to pay a small stipend to prospective employees traveling to WCLS for an interview, or to new employees relocating to Whatcom County for a position with the library system. She clarified that the stipends would be based on budget availability and approved by the Executive Director on a case-by-case basis. Christine and Jackie answered trustees' questions about the policy and update.

Rod moved approval of the changes to Travel Policy 12.53 as presented. Seconded. Unanimously approved.

Birch Bay Library Scope Change Update

Michael recapped the history of the construction project and funding, including details on site preparation and proposed building modifications to provide approximately 1,700 square feet for indoor library services and 6,000 square feet of outdoor program space. He confirmed that, with the approval of the Board last month, he has initiated the scope change process with the Department of Commerce (DOC). We are still waiting to hear

back from the DOC, and an answer may be 3 weeks to 8 months in coming. Michael is hopeful that, since the funds are already allocated, the DOC will allow those funds to be applied to the revised project.

Michael commented that *The Northern Light* ran an article, <https://www.thenorthernlight.com/stories/wcls-board-of-trustees-proposes-to-renovate-vogt-home-for-birch-bay-library,20559>, about the Board of Trustees' decision to pursue this scope change option. Public comments are available for viewing when reading the article online.

Michael answered questions from the trustees, including those about the Departmental of Archaeology and Historic Preservation (DAHP) process, LEED Silver qualifications, project funding, permitting requirements and codes, and project escalation costs. He clarified that the submitted scope change request takes into consideration current cost estimates and permitting requirements—not those on the original plan—and our previous work informs our current plan.

With the meeting running ahead of schedule, the trustees decided to move ahead with staff reports and take a break later.

Staff Reports: Executive Director

Christine announced that we have a new Administrative Assistant on board, being trained by our outgoing Administrative Assistant, Ruth Nail. Christine introduced Amanda Bonilla, who briefly spoke with the trustees.

Christine shared an update from Carol Oberton, Facilities Planning Coordinator, on the progress of enhanced electrical work being done at the Sumas Library building on behalf of WCLS. This work is scheduled to be inspected this week, after which the contractor for the City of Sumas will proceed with a reconstruction plan scheduled to be approved this month. That work is anticipated to take about fifty (50) days to complete, after which we should be able to move back into the facility. Initially, some temporary fixtures may be used while we manage supply chain delays and wait for final fixtures to be delivered. We will be able to offer in-person services as soon as we get approval from the City. Responding to Marv's question, Christine confirmed that we can reasonably expect to re-establish library services there in the September to October 2022 timeframe.

Christine briefly recalled an easement agreement at our Birch Bay property allowing the previous owners of a neighboring property access across our property to a restroom facility. This easement dissolved with new property owners and we have given them a temporary easement while they get permits to remove the facility in the coming weeks. Lori inquired if our insurance would cover us in the case of a temporary easement. Jackie confirmed that we have general coverage and will investigate the temporary easement further. She will also verify the insurance coverage, including any riders, of the contractors utilizing the easement to complete this work.

Christine thanked resigning trustee Claudia Disend for sharing her insights and positivity. This will be Claudia's last meeting. Claudia replied that she has truly enjoyed working with the board and staff and will remain a devoted fan. The rest of the Board extended thanks to Claudia.

Staff Reports: Deputy Director

Michael talked about the success of the June ribbon-cutting ceremony celebrating the Everson Library renovation. The event was attended by the Everson Mayor and other City Council members, WCLS and WCLF trustees, State Sen. Sefzik, State Rep. Shewmake, Whatcom County Executive Sidhu, and representatives of the family who gave the bequest to the library that helped fund the restoration. Paul Fullner shone in his new role as Everson and Sumas Library Manager as he spoke publicly about the library and its importance in the community.

Michael reported that Island and Point Roberts branches have expanded summer hours, with the increased population and activity seen in those communities in the summer. We have hired some temporary Page support for these expanded hours, with the added benefit that these trained staff may offer future coverage as subs.

Michael commented that library services at the branches and online were maintained despite network issues, parking lot closures, and other challenges. We were able to continue connecting with patrons and they were able to continue connecting with us. Lori shared a very positive recent experience in which a patron expressed how impressed they were with WCLS services.

Break

Marvin adjourned for a break from 10:10-10:18 a.m.

Staff Reports: Youth Services Manager

Thom shared details about in-person programming being coordinated by Youth Services, including regular Storytimes and Summer Reading at all locations and the bookmobile, services at the migrant camps in Lynden, and Shakespeare camps at Ferndale and Lynden. He reported that the Pride in the Park event at Marine Park in Blaine went over tremendously well, and even a swarm of bees did not hamper celebrations.

Christine extended kudos to Blaine Library Youth Services Assistant Marie Guenette for coordinating the Pride in the Park event and the splendid work of all the other staff and volunteers involved. Christine expressed thanks to Blaine Library Manager Jonathan Jakobitz and Human Resources Manager Beth Andrews for their support, as well as the Whatcom County Library Foundation for their contribution and Friends of the Blaine Library for their volunteerism. Matthew Santos commented that he had the opportunity to attend with his family and was impressed with staff engagement and the sense of inclusivity in the community.

Responding to Marv's question, Thom provided his assessment of the involvement of kids in programming pre-COVID, during the COVID closures and in-person at present.

Staff Reports: Community Relations Manager

In Mary's absence, Christine shared that media releases and book reviews continue to be published despite challenges with network and software access. She highlighted the recent story in the *Cascadia Daily News* about our network situation. Lisa added that, as *CDN* transitions to a subscription basis, we have asked *CDN* to work with NewsBank for digital access, which will allow WCLS to provide digital subscription access. Lori suggested that we put that up on our webpage, and Lisa will consider doing so once details are finalized with NewsBank. She noted that the once-weekly free print copies will continue to be distributed at the branches in the current manner, and we are prepared to maintain branch availability when the print version also moves to paid subscriptions.

Performance Measures & Committee Reports: Performance Measures

Christine extended a big thank you to ILL (Interlibrary loan) & Circulation Specialist Mike Kusick and his resourcefulness rebuilding the performance statistics spreadsheet to provide this information for the Board report. Michael reported that, with the network outage, we do not have Wi-Fi or internet session counts now, nor do we have door counts for the month of June. Christine noted that our door counters are network-based, so we may have an asterisk for a while. Michael added that Branch Managers say attendance has exploded and Marv asked if manual count estimates would be feasible. With input from Branch Managers, Michael will explore options to manually calculate door count estimates while the network is being fully restored.

Christine highlighted the impressive check-out volume at Sumas, even though we are operating out of a book locker there. Michael expounded on the ILL activity between WCLS and BPL (Bellingham Public Library), noting that current numbers for 2022 match 2019 numbers. During 2020 and 2021, those numbers had increased as services at WCLS branches were more readily available while BPL had limited hours due to COVID closures and construction at the main branch. He has recently received program attendance updates, which will be reflected in next month's report.

Performance Measures & Committee Reports: Personnel Committee

No report this month. Christine said that we hope to have a new trustee in August, pending the County Council's confirmation of the County Executive's appointment. To adequately prepare for union negotiations in the fall and the Executive Director's Annual Review immediately thereafter, we will need to address at next month's meeting which one of the trustees will be filling the Personnel Committee position being vacated by Claudia.

Christine noted that we plan to have interest-based bargaining training this year provided by the Public Employees Relations Commission (PERC). All trustees are invited to attend.

Performance Measures & Committee Reports: Whatcom County Library Foundation

No WCLF report this month. Christine noted that there is no meeting this month and reminded attendees that the Foundation's annual fundraising event, Branch Out, is scheduled for Friday, September 9, 2022, from 6:00 – 8:00 p.m. at the Bellwether Event Center.

Announcements and Adjourn

Next month's meeting is scheduled for Ferndale, with Zoom availability. As the meeting date approaches, the trustees will determine if the primary location will be Zoom or the Ferndale Library. Christine thanked Ruth for being a liaison to the Board and is reassured that Ruth is remaining with WCLS and will be available to assist Amanda in her role as the new Administrative Assistant.

Marvin adjourned the meeting at 10:50 a.m.

Next Meeting

Next meeting will be on August 16, 2022, at 9:00 a.m. online via Zoom and at the Ferndale Library.

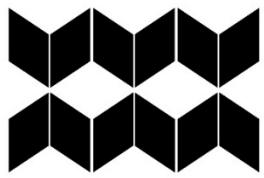
Address: 2125 Main Street, Ferndale, WA 98248

August 16, 2022

Marvin Waschke, Board Chair

Date

Ruth Nail, Accountant



**whatcom county
library system**

RESOLUTION NO. 08/16/22-06

**A RESOLUTION OF THE BOARD OF TRUSTEES OF THE
WHATCOM COUNTY RURAL LIBRARY DISTRICT
AUTHORIZING THE CANCELLATION OF A WARRANT**

This page submitted in place of confidential information



Board Meeting Agenda Item Cover Sheet

Meeting Date:	8/16/2022	
Committee or Department:	Administration Department	
Subject:	RFP for Cybersecurity Consulting	
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: Authorize Executive Director to execute a contract with a cybersecurity consultant to perform work as described in the Request for Proposals (RFP) for Cybersecurity Consulting, for an amount not to exceed \$100,000.

Suggested Motion for Consideration: Move approval to authorize Executive Director to execute a contract with a cybersecurity consultant to perform work as described in the RFP for Cybersecurity Consulting.

Summary: We issued an RFP for Cybersecurity Consulting on 8/8/2022 (attached); the deadline to submit proposals is 9/2/2022. An ad hoc committee will review proposals and will make a recommendation based on the evaluation process and award criteria spelled out in the RFP. Because the network outage and related cybersecurity issue was impactful, and the anticipated cost to perform the cybersecurity audit is likely to be significant, board approval to acknowledge support is requested.

Alternatives: As discussed.

Fiscal Impact: Up to \$100,000 for this project. The Board will be asked to approve a Fund Balance Amendment to accommodate this expense.

Comments: IT Services make up the backbone of WCLS operations and it is essential that our network architecture, systems, policies and procedures are all aligned and following industry best practices to reduce vulnerability to cyberattack or other damage. IT staff recently rebuilt our network and transitioned many functions to the Microsoft 365 environment. We want to be certain that we have set ourselves up optimally for the future and that we have systems in place to ensure that we are maintaining network security and backups of our work.

WHATCOM COUNTY LIBRARY SYSTEM

REQUEST FOR PROPOSAL

Cybersecurity Consulting

August 2022

1 OVERVIEW

Whatcom County Library System (WCLS) is seeking consultant services to conduct a cybersecurity audit, develop standards and procedures for ongoing information technology activities, especially those associated with cybersecurity, and develop a system-specific cyber incident response plan and a disaster recovery plan.

The Consultant selected for this project will work directly with the Executive Director as the Project Manager, and will meet with the Information Technology Manager, Network Administrator, Desktop Support Technician and Finance Director as well as other designated staff and an ad hoc Board of Trustees IT Committee. The Consultant will present a final written report that is specific to WCLS's network infrastructure, staffing, locations and services.

2 BACKGROUND

WCLS is a public library system serving approximately 137,000 residents of the small cities and unincorporated areas of Whatcom County, Washington, outside the city limits of Bellingham. WCLS provides library services online 24/7 via its hosted website, www.wcls.org, and in-person at 10 branch libraries, a bookmobile and one Administrative Services building. The annual operating budget is \$10.3 million. WCLS has approximately 165 staff members. Prior to the pandemic, WCLS checked out over 2 million items per year. WCLS is a proud recipient of the PEN/Newman's Own First Amendment Award and several John Cotton Dana Awards for library marketing and public relations.

There are approximately 300 devices used by WCLS employees and the public, including laptops and desktop workstations. Public and staff networks are located on separate VLANs with limited access between the two for administrative purposes. WCLS provides public internet workstations, public printers and publicly-available Wi-Fi internet access across all 11 locations. WCLS currently has virtualized on-premises file servers, print servers, and other servers dedicated to collection of library-specific data and statistics for a minimal amount of time. These services are migrated to cloud-based solutions as quickly as possible but some staff needs are not met by these services. Network switches and firewall/VPN endpoints in each location comprise the majority of networking equipment.

WCLS had been planning to migrate to Microsoft 365 by the end of 2022 and this process has been accelerated due to a recent network outage. All production file storage, mail and phone

services have been migrated to Microsoft 365. There are a small number of files that remain on-premises as of August 2022.

WCLS contracts with several SaaS vendors for its Integrated Library System (ILS) and discovery layer. We download cataloging records from OCLC. We use a hosted payroll service. We provide patrons with access to online tools such as Consumer Reports, Kanopy streaming video, Freegal streaming music, and more.

3 SCOPE OF WORK

IT staff have had to rebuild our network rapidly, under adverse conditions. The purpose of this Request for Proposal (RFP) is to bring on outside expertise to review the network architecture, data maintenance and security processes of both IT and general staff and to set up systems to minimize security vulnerabilities and protect files and data in the future. Further, it will include the development of formal standards and procedures for maintaining the network for the purposes of assigning responsibility, clarifying specific steps, and providing a method for confirming accountability. Finally, the project will result in a thorough incident response plan and disaster recovery plan that includes a requirement for annual simulation of disaster response and recovery scenarios.

4 DELIVERABLES

There are five (5) main deliverables expected for this project.

4.1 Cybersecurity Audit Report

The Cybersecurity Audit must include the following:

- Internal/External Penetration Testing
 - Attempt to gain access to internet facing systems and attempt exfiltration of data
 - Attempt to enumerate, acquire, and exploit plaintext user credentials in order to perform privilege escalation
 - Assess if it is possible to disrupt data integrity and availability
 - Review firewall rules
 - Include testing of firewall, servers, routers, switches, wireless equipment, printers/copiers, etc.
 - Produce report(s) with details of potential vulnerabilities as well as the risk and severity levels
- Internal/External Network Vulnerability Assessment
 - Assess, identify, and provide evidence of potential vulnerabilities with network end points

- Identify remote users, devices, and 3rd party resources
 - Assess, identify, and provide evidence of potential vulnerabilities with users (including remote users), devices and infrastructure (such as application, host, or network, etc.)
 - Include both wireless and wired networks, firewall, servers, routers, switches, wireless equipment, printers/copiers, etc.
 - Send email phishing test to approximately 160 employees and recommend a process for regular phishing testing and/or other security monitoring for regular phishing testing and/or other security monitoring
 - Produce report(s) with details of potential vulnerabilities as well as the risk and security levels
- Internal Control Review
 - Perform an analysis of current IT/security policies and procedures, patch management, etc.
 - Identify deficiencies in existing policies and procedures
 - Provide samples of, and assist with the development of, policies and procedures that are needed to conform to industry best practices
- Data Backup Review
 - Identify deficiencies in existing data backup procedures
 - Suggest improvements to ensure preservation of critical data and build into IT Standards and Procedures document
- Remediation
 - Identify steps to remediate any deficiencies found in the audit
 - Define short- and long-term measurements for mediation
 - Work with WCLS to develop list of priorities for improvements, including cost estimates and expected timelines for implementation
 - Recommendations for remediation should not utilize the vendor as a solution; WCLS should be able to remediate issues based on report without utilizing vendor (unless WCLS requests afterward)
 - Provide executive summary of the findings

The following items are optional, please provide cost estimates to add these services:

- Physical security review onsite – review of physical network security
- Web application testing – identify any potential security issues with WCLS website
- Mitigation retest – assess for successful implementation of mitigation efforts

Audit completion must be guaranteed by December 31, 2022 at the latest. Earlier is preferred.

4.2 IT Standards and Procedures Document

Develop detailed documentation of IT standards and procedures that clearly assign responsibility for specific tasks, give precise instructions that communicate expectations, and provide a method for confirming that processes have been completed as required. This document should address trust but verify failovers/switchovers, timely documentation of new configurations, routine backups, maintenance and practice of incident response and disaster recovery plans. It should also include best practices for all staff regarding network security: scheduling changing of passwords, working with emails or documents that contain patron data or other personal identifiable information (PII), etc.

4.3 IT Incident Response Plan

Develop an IT Incident Response Plan that aligns with industry best practices and is specific to WCLS. At a minimum, the plan should include the following:

- Chain of command including roles and responsibilities
- Processes to recognize if the network has been compromised
- Key IT architectural highlights mapping out WCLS assets, data, users, devices, etc. in the IT environment. This should include on-premises hardware, Internet of Things devices, endpoints, cloud-based services, accounts, cyber security tools, domains and more. This should be readily available for reference during an incident.
- Details about cybersecurity insurance policy requirements
- Procedures for gathering information and threat identification and for saving forensic information for later analysis, response, and reporting (e.g. Log and data retention)
- Containment procedures
- Procedures for the actual handling of the security event, addressing common threats to security
- Communication plan for internal stakeholders, staff, trustees, library partners (e.g. Bellingham Public Library and/or vendors), the media and the public
- Details about where to keep the plan for maximum availability during an emergency
- Post-incident debrief and analysis

The Incident Response Plan should help WCLS answer questions like “What happened?” “Is the problem ongoing?” “How do I make it stop?” and “How do I know it stopped?”

4.4 IT Disaster Recovery Plan

Develop an IT Disaster Recovery Plan that aligns with industry best practices and is specific to WCLS. At a minimum, the plan should include the following:

- Chain of command including disaster recovery roles and responsibilities
- Key IT architectural highlights mapping out WCLS assets, data, users, devices, etc. in the IT environment. Should include complete inventory of on-premises hardware, Internet of Things devices, endpoints, cloud-based services, accounts, cyber security tools, domains and more. This should be readily available for reference during an incident.
- Documented business objectives: mission-critical, essential, non-essential
- Defined tolerance for downtime and data loss
- Alternative workspaces / fallback email and phone systems
- Remote access
- Risk Assessment
- Failover plan
- Secure Backups using a 3-2-1 backup strategy for all on-prem data and a regular plan to test backups to make sure data is protected and recoverable
- Communication plan for internal stakeholders, staff, trustees, library partners (e.g. Bellingham Public Library and/or vendors), the media and the public
- Details about where to keep the plan for maximum availability during the disaster recovery phase of a security incident

4.5 Presentation of Findings, Reports, and Documents to Project Team and Board of Trustees

In addition to the written reports prepared in 4.1 – 4.4, consultant will make an initial presentation of these documents and findings to the Project Team via an online meeting. Once the reports are finalized, the consultant will present a Final Report Summary to the Board of Trustees via an online meeting. The Board of Trustees meet the 3rd Tuesday of every month and will meet October 18, November 15 and December 20, 2022.

5 TIMELINE

8/8/2022	RFP Issued
8/19/2022	Questions Due by Noon (PDT)
8/22/2022	Addenda Issued (if necessary)
9/2/2022	Proposals Due by 5:00 p.m. (PDT)

9/9/2022 Possible Online Interview with Finalists
9/20/2022 Contract Award
12/20/2022 Project Completed (earlier is preferable)

6 PROPOSALS

6.1 SUBMITTING A PROPOSAL

Proposals will be accepted via email. The format may be a .docx or .pdf document. The deadline for receipt of submissions is Friday, September 2, 2022 by 5:00 p.m. (PDT).

Executive Director Christine Perkins is the sole point of contact at WCLS for questions regarding this solicitation. **Questions via telephone will not be accepted.** All questions must be received via email no later than 12:00 noon PDT on Friday, August 19, 2022. A list of all the questions and answers will be issued as an addendum on Monday, August 22, 2022.

Submit your questions and/or Proposal to:

Christine Perkins, Executive Director
christine.perkins@wcls.org
in subject line: RFP Response – Cybersecurity Consulting

Whatcom County Library System
5205 Northwest Drive
Bellingham, WA 98226

We will email an acknowledgement of receipt of the Proposal and/or any questions. If you do not receive an email acknowledgement, please contact Amanda Bonilla at 360-305-3608 or amanda.bonilla@wcls.org to assure that the Proposal has been received.

WCLS shall not be responsible for any costs incurred by the firm in preparing, submitting or presenting its response to the RFP.

Proposals received after the designated deadline will not be considered.

6.2 REVISION/REJECTION OF PROPOSALS

WCLS reserves the right to “revise” or “amend” the RFP prior to the Proposal deadline by “written addenda”.

6.3 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

All Proposals received shall become the property of WCLS. The Proposals shall be deemed public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW).

Any information contained in the Proposal that is proprietary must be clearly designated.

6.4 PROPOSAL CONTENTS

WCLS is looking for succinct answers with relevant information. Please limit your Proposal to no more than a dozen pages. In addition, there will also be one “Certifications and Assurances” page you will include as part of your Proposal.

6.4.1 Cover Letter

Please include the following: (1) a letter of interest signed by the firm principal with a statement of availability to complete the work; (2) the identification of the proposer, including name, address, email address and telephone number; (3) the name, title, address, email and telephone number of contact person during period of Proposal evaluation; and (4) the signature of a person authorized to bind proposer to the terms of this Proposal.

6.4.2 General Company Profile and Experience

Briefly provide general information about the firm’s experience, capabilities, and length of time the firm has been in the business of performing work of a similar nature to the work outlined in the proposal. Highlight previous work with public libraries, government agencies, Washington State regulations, Microsoft 365, or other applicable experience.

6.4.3 Professional Credentials of Key Staff

Briefly describe the professional credentials and experience of the staff who will work to create the project deliverables. Include any Microsoft certifications and all security certifications. Do not include lengthy résumés or vitae.

6.4.4 Project Approach

Describe your vision for how you will address this project. Provide links (preferred) or examples of other projects you have created which are similar to your vision for this project. If the reports are lengthy, some sample pages, including a table of contents, will be sufficient. Include a proposed schedule for completion of the project no later than December 20, 2022. Earlier completion is preferable.

6.4.5 Information Request of WCLS Staff

What information would you request WCLS staff provide to help you create the deliverables?

6.4.6 Budget/Cost Scenarios

Provide a not-to-exceed budget amount with high-level detail showing projected costs. Proposers may submit as many cost scenarios as desired. For each cost scenario, include related assumptions and explanatory comments. Summarize the costs and attach all detail necessary to support the summarized costs. Note: cost Proposals must be all-inclusive and must include the hourly/daily rate, estimate number of hours/days to complete the project and a detailed estimate of all other costs, such as travel. No other monies will be paid for items omitted by the proposer.

6.4.7 References

Provide contact information for three references who can describe work you have done which is similar or related to the deliverables we are seeking.

6.4.8 Signed Certifications and Assurances

Sign and submit the attached Certifications and Assurances document as part of your Proposal.

7 EVALUATION PROCESS AND AWARD CRITERIA

Via email, WCLS staff will confirm receipt of all Proposals received by the due date, and will later inform vendors of the status of their Proposals.

All responsive proposals will be evaluated, ranked and rated according to the criteria stated below. WCLS may select a short list of highest ranked offerors with which to hold additional discussions and evaluation within the award criteria. The discussions may include, but are not limited to, presentations, qualifications, proposals, cost estimates or other pertinent information. The proposal review committee may permit revisions to the proposals so long as all offerors who are selected for additional discussion are given equal opportunity to revise their proposals.

Firm Profile and Staff Experience (including references): Respondents will be evaluated on past performance as reflected by evaluation of other previous clients of the respondent with respect to such factors as quality of work and success in meeting deadlines. Additional factors to be strongly considered include experience working with libraries or other public sector organizations and knowledge of Washington State public records laws. 30 possible points

Project Approach: Respondents will be evaluated as to their understanding of the scope of work, how well the proposal addresses the project requirements, and the completeness and innovation evident in the approach to the project and the proposed work. 40 possible points

Budget/Cost Scenario(s): Total project cost will be an important consideration in the selection, although it will not be the sole determining factor. 15 possible points

Other Value-Added Tools and Services: Responses will be evaluated on the inclusion of other related information that will produce a better project outcome. 10 possible points

Adherence to RFP Directions: 5 possible points

WCLS staff may elect to conduct interviews, either via Teams or by telephone, with finalist candidate(s) on September 9, 2022.

WCLS will select the vendor with the best overall solution and value, and is not obligated to select the lowest price bidder. A number of factors will influence WCLS's decision in selecting the vendor.

WCLS intends that the final selection and award of the bid will be made at the Board of Trustees meeting on September 20, 2022.

8 TERMS AND CONDITIONS

The successful Proposer will be required to sign a written Contract with WCLS.

The Proposer, by submitting a response to this RFP, waives all right to protest or seek any legal remedies whatsoever regarding any aspect of this RFP.

WCLS reserves the right to negotiate with the selected Proposer the exact terms and conditions of the contract agreement.

WCLS is under no obligation to award this project to the Proposer offering the overall lowest fee or contract terms. Evaluation criteria, included in the document, shall be used in evaluating Proposals.

Thank you for considering this RFP and for the efforts you may undertake to submit a Proposal.

Christine Perkins
Executive Director
Whatcom County Library System

CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract:

- 1) I/we declare that all answers and statements made in the proposal are true and correct.
- 2) The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organization for the purpose of presenting a single proposal.
- 3) The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by WCLS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.
- 4) In preparing this proposal, I/we have not been assisted by any current or former employee of WCLS whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. If there are exceptions to these assurances, I/we have described them in full detail on a separate page attached to this document.
- 5) I/we understand that WCLS will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of WCLS, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
- 6) Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other Proposer or to any competitor.
- 7) I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
- 8) No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
- 9) I/we grant WCLS the right to contact references and others, who may have pertinent information regarding the ability of the Contractor and the lead staff person to perform the services contemplated by this Request.

On behalf of the Contractor submitting this proposal, my name below attests to the accuracy of the above statement.

Signature of Proposer

Date



Board Meeting Agenda Item Cover Sheet

Meeting Date:	8/16/2022	
Committee or Department:	Administration Department	
Subject:	RFP for Microsoft 365 Deployment	
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: Authorize Executive Director to execute a contract with a Microsoft 365 consultant to perform work as described in the Request for Proposals (RFP) for Microsoft 365 Deployment and File Structure Optimization, for an amount not to exceed \$50,000.

Suggested Motion for Consideration: Move approval to authorize Executive Director to execute a contract with a Microsoft 365 consultant to perform work as described in the RFP for Microsoft 365 Deployment and File Structure Optimization, for an amount not to exceed \$50,000.

Summary: We issued an RFP for Microsoft 365 Deployment on 8/8/2022 (attached); the deadline to submit proposals is 9/2/2022. An ad hoc committee will review proposals and will make a recommendation based on the evaluation process and award criteria spelled out in the RFP. The network outage and related cybersecurity issue had a tremendous impact on WCLS operations and forced us to dramatically speed up our transition to the Microsoft 365 environment. Before we spend too much time establishing a file hierarchy and rebuilding our documents, we want to work closely with a Microsoft 365 expert to recommend a methodology and organization based on industry best practices which will allow us to easily search for documents and comply with document retention requirements.

Alternatives: As discussed.

Fiscal Impact: Up to \$50,000 for this project. The Board will be asked to approve a Fund Balance Amendment to accommodate this expense.

Comments: We have a rare opportunity to get things done right – we'd like to move quickly on this RFP and get assistance as soon as possible.

WHATCOM COUNTY LIBRARY SYSTEM

REQUEST FOR PROPOSAL

Microsoft 365 Deployment and File Structure Optimization

August 2022

1 OVERVIEW

Whatcom County Library System (WCLS) is seeking consultant services to establish a systemwide file structure in Microsoft 365 including OneDrive, Teams, and SharePoint including file naming protocols, rules and permissions, and any policies and procedures to keep the file structure working optimally.

We wish to make best use of Microsoft 365 to organize and standardize shared files, optimize collaboration, ensure appropriate confidentiality and file security, maintain access to sufficient file back-ups, enhance searchability, and make it easy to comply with document retention requirements set forth in the Washington State Public Records Act (PRA).

We would also like a consultant to collaborate with our Learning Coordinator to train a group of staff trainers about how to set up and maintain the file structure, the importance of naming conventions, and present an overall introduction to how all the components of Microsoft 365 work together.

Successful Proposer will have extensive experience in the Microsoft 365 environment, especially OneDrive, Teams, and SharePoint. They will have documented experience with enterprise content analysis, architecture and development of Microsoft 365 systems, and will be a Certified Microsoft Partner. Experience working with local governments is preferred; experience with governmental agencies in Washington State and/or public libraries would also be welcome.

The Consultant selected for this project will work directly with the Executive Director as the Project Manager, and will meet with the Information Technology Manager, Network Administrator, Desktop Support Technician, Finance Director and Learning Coordinator as well as other designated staff from each WCLS department. The Consultant will present a final written report that is specific to WCLS's network infrastructure, staffing, locations, departmental needs, and services and follows industry best practices. The report should include the full hierarchy / architecture design and other items listed in Section 4 Deliverables below.

2 BACKGROUND

WCLS is a public library system serving approximately 137,000 residents of the small cities and unincorporated areas of Whatcom County, Washington, outside the city limits of Bellingham. WCLS provides library services online 24/7 via its hosted website, www.wcls.org, and in-person at 10 branch libraries, a bookmobile and one Administrative Services building. The annual operating budget is \$10.3 million. WCLS has approximately 165 staff members. Prior to the pandemic, WCLS checked out over 2 million items per year. WCLS is a proud recipient of the PEN/Newman's Own First Amendment Award and several John Cotton Dana Awards for library marketing and public relations.

Departments include: Administration, Collection Services (library materials collection), Community Relations, Finance, Facilities, Human Resources and Learning, IT Services, Public Services including Distribution and Mobile Services, and Youth Services.

Cross-departmental committees / teams include: Whatcom READS, Diversity Advisory Committee, Administrative Services Staff Association, All Staff Learning Day, Surprise Selections, Various Project Teams (Birch Bay Library Project, Sumas Library Repairs Project) and each library branch: Blaine, Bookmobile, Deming, Everson, Ferndale, Island, Lynden, North Fork, Point Roberts, South Whatcom, and Sumas.

WCLS recently suffered a complete network outage that left staff without access to email, phones, or digital files. Unfortunately, the most recent viable backup of email and staff files was seven months prior, and staff are in the process of recreating valuable documents and work that was lost.

WCLS had been planning to migrate to Microsoft 365 with OneDrive and Teams by the end of 2022 and this process has been accelerated. We would like to set up our new files as quickly as possible, but recognize that this is an ideal time to change or update our file organization and implement necessary file retention and archival processes required of local government agencies by Washington State law. Therefore, we wish to work with consultants with expertise in this area who can set us up for success in a timely and thorough manner.

3 SCOPE OF WORK

IT staff have had to rebuild our network rapidly, under adverse conditions. The purpose of this Request for Proposal (RFP) is to bring on outside expertise to set up our file structure and file naming conventions to maximize the effectiveness of the Microsoft 365 environment and also set us up well to follow Washington State document retention requirements. Proposer should include a staff training component in a "train the trainer" format to help staff understand the file structure, file naming protocols, how Microsoft 365 / Teams, OneDrive and SharePoint work together, and how to maintain the system moving forward.

4 DELIVERABLES

The proposal will include the following deliverables.

4.1 Data Gathering and Architecture Diagram

Plan to review client systems to gather and capture information about existing infrastructure, identify potential challenges and pose solutions and present in the form of a written report. Diagram the file hierarchy and overall architecture. Include details about who has the ability to create Teams, Channels, folders, and files, and who can assign permissions. Review with project team and revise based on their input.

4.2 File Naming Conventions and Best Practices

Develop WCLS-specific folder and file naming conventions to aid in search and document retention per Washington State requirements and create a best practices handout for staff reference. Include specific examples, like how to name/number/organize versions of draft documents, where to save final documents, etc. Include best practices related to records with personal identifying information (PII).

4.3 Staff Training

Design and implement an online train-the-trainer curriculum consisting of a minimum of 2 sessions with approximately 12 – 20 trainers. Include handouts with links or other tools for trainers to use with their students.

4.4 Migration Plan

Provide a step-by-step guide for staff to use as they transfer previously created files from a shared drive to the Microsoft 365 environment – renaming, choosing the best location, etc.

4.5 Support

Check in with trainers after they have led their training sessions to make sure staff questions are answered. Develop a plan to revisit file hierarchy and structure in 12 months to make sure staff implemented it as designed; update documentation to reflect actual practices.

4.6 Report

Pull together all written materials referenced above into a final report and present it to the project team at the conclusion of the project.

5 TIMELINE

- 8/8/22 RFP Issued
- 8/19/22 Questions Due by Noon (PDT)
- 8/22/22 Addendum Issued (if necessary)
- 9/2/22 Proposals Due by 5:00 p.m. (PDT)

9/8/22 Possible Online Interview with Finalists
9/20/22 Contract Award / Project Begins
10/31/22 Deliverables Due

6 PROPOSALS

6.1 SUBMITTING A PROPOSAL

Proposals will be accepted via email. The format may be a .docx or .pdf document. The deadline for receipt of submissions is September 2, 2022 by 5:00 p.m. (PDT).

Executive Director Christine Perkins is the sole point of contact at WCLS for questions regarding this solicitation. **Questions via telephone will not be accepted.** All questions must be received via email no later than 12:00 noon PDT on August 19, 2022. A list of all the questions and answers will be issued as an Addendum on August 22, 2022.

Submit your questions and/or Proposal to:

Christine Perkins, Executive Director
christine.perkins@wcls.org
in subject line: RFP Response – Microsoft 365 Optimization

Whatcom County Library System
5205 Northwest Drive
Bellingham, WA 98226

We will email an acknowledgement of receipt of the Proposal and/or any questions. If you do not receive an email acknowledging your submissions, please contact Amanda Bonilla at 360-305-3608 or Amanda.Bonilla@wcls.org to assure that the Proposal has been received.

WCLS shall not be responsible for any costs incurred by the firm in preparing, submitting or presenting its response to the RFP.

Proposals received after the designated deadline will not be considered.

6.2 REVISION/REJECTION OF PROPOSALS

WCLS reserves the right to “revise” or “amend” the RFP prior to the Proposal deadline by “written addenda”.

6.3 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

All Proposals received shall become the property of WCLS. The Proposals shall be deemed public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW).

Any information contained in the Proposal that is proprietary must be clearly designated.

6.4 PROPOSAL CONTENTS

WCLS is looking for succinct answers with relevant information. Please limit your Proposal to no more than a dozen pages. In addition, there will also be one “Certifications and Assurances” page you will include as part of your Proposal.

6.4.1 Cover Letter

Please include the following: (1) a letter of interest signed by the firm principal with a statement of availability to complete the work; (2) the identification of the proposer, including name, address, email address and telephone number; (3) the name, title, address, email and telephone number of contact person during period of Proposal evaluation; and (4) the signature of a person authorized to bind proposer to the terms of this Proposal.

6.4.2 General Company Profile and Experience

Briefly provide general information about the firm’s experience, capabilities, and length of time the firm has been in the business of performing work of a similar nature. Highlight previous work with public libraries, government agencies, Washington State regulations, Microsoft 365, or other applicable experience.

6.4.3 Professional Credentials of Key Staff

Briefly describe the professional credentials and experience of the staff who will work to create the project deliverables. Include any Microsoft certifications and all security certificates. Do not include lengthy résumés or vitae.

6.4.4 Project Approach

Describe your vision for how you will address this project. Provide links (preferred) or examples of other projects you have created which are similar to your vision for this project. If the reports are lengthy, some sample pages, including a table of contents, will be sufficient

6.4.5 Information Request of WCLS Staff

What information would you request WCLS staff provide to help you create the deliverables?

6.4.6 Budget/Cost Scenarios

Provide a not-to-exceed budget amount with high-level detail showing projected costs. Proposers may submit as many cost scenarios as desired. For each cost scenario, include related assumptions and explanatory comments. Summarize the costs and attach all detail necessary to support the summarized costs. Note: cost Proposals must be all-inclusive and must include the hourly/daily rate, estimate number of hours/days to complete the project and a detailed estimate of all other costs, such as travel. No other monies will be paid for items omitted by the proposer.

6.4.7 Project Timeline

Provide the anticipated start and completion date for the project and estimated dates for the fulfillment of each work task. This proposed project timetable will be used as the basis for the project timetable to be included in the project contract. WCLS anticipates that the successful consultant will be able to begin this project on or before September 20, 2022. Please include a proposed schedule for completion. Our interest is in setting up the file hierarchy as quickly as possible so that staff can begin using it.

6.4.8 References

Provide contact information for three references who can describe work you have done which is similar or related to the deliverables we are seeking.

6.4.9 Signed Certifications and Assurances

Sign and submit the attached Certifications and Assurances document as part of your Proposal.

6.4.10 Additional Information

The response may include any additional information that is believed to be pertinent and helpful but not specifically requested elsewhere in this RFP.

7 EVALUATION PROCESS AND AWARD CRITERIA

Via email, WCLS staff will confirm receipt of all Proposals received by the due date, and will later inform vendors of the status of their Proposals.

All responsive proposals will be evaluated, ranked and rated according to the criteria stated below. WCLS may select a short list of highest ranked offerors with which to hold additional discussions and evaluation within the award criteria. The discussions may include, but are not limited to, presentations, qualifications, proposals, cost estimates or other pertinent information. The proposal review committee may permit revisions to the proposals so long as

all offerors who are selected for additional discussion are given equal opportunity to revise their proposals.

Firm Profile and Staff Experience (including references): Respondents will be evaluated on past performance as reflected by evaluation of other previous clients of the respondent with respect to such factors as quality of work and success in meeting deadlines. Additional factors to be strongly considered include experience working with libraries or other public sector organizations and knowledge of Washington State public records laws. 30 possible points

Project Approach: Respondents will be evaluated as to their understanding of the scope of work, how well the proposal addresses the project requirements, and the completeness and innovation evident in the approach to the project and the proposed work. 40 possible points

Budget/Cost Scenario(s): Total project cost will be an important consideration in the selection, although it will not be the sole determining factor. 15 possible points

Other Value-Added Tools and Services: Responses will be evaluated on the inclusion of other related information that will produce a better project outcome. 10 possible points

Adherence to RFP Directions: 5 possible points

WCLS staff may elect to conduct interviews, either via Teams or by telephone, with finalist candidate(s) on September 8, 2022.

WCLS will select the vendor with the best overall solution and value, and is not obligated to select the lowest price bidder. A number of factors will influence WCLS's decision in selecting the vendor.

8 TERMS AND CONDITIONS

The successful Proposer will be required to sign a written Contract with WCLS.

The Proposer, by submitting a response to this RFP, waives all right to protest or seek any legal remedies whatsoever regarding any aspect of this RFP.

WCLS reserves the right to negotiate with the selected Proposer the exact terms and conditions of the contract agreement.

WCLS is under no obligation to award this project to the Proposer offering the overall lowest fee or contract terms. Evaluation criteria, included in the document, shall be used in evaluating Proposals.

WCLS reserves the right to reject any and all proposals, as well as to waive minor irregularities in any proposal.

Thank you for considering this RFP and for the efforts you may undertake to submit a Proposal.

Christine Perkins
Executive Director
Whatcom County Library System

CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract:

- 1) I/we declare that all answers and statements made in the proposal are true and correct.
- 2) The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organization for the purpose of presenting a single proposal.
- 3) The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by WCLS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.
- 4) In preparing this proposal, I/we have not been assisted by any current or former employee of WCLS whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. If there are exceptions to these assurances, I/we have described them in full detail on a separate page attached to this document.
- 5) I/we understand that WCLS will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of WCLS, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
- 6) Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other Proposer or to any competitor.
- 7) I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
- 8) No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
- 9) I/we grant WCLS the right to contact references and other, who may have pertinent information regarding the ability of the Contractor and the lead staff person to perform the services contemplated by this Request.

On behalf of the Contractor submitting this proposal, my name below attests to the accuracy of the above statement.

Signature of Proposer

Date



Finance Committee Report

July 2022

Profit and Loss Statement

July 2022

Revenue

Property & other taxes	\$	36,712
Investment interest		10,450
Other revenues		955
Total Revenue		\$ 48,118

Expenditures

Warrants issued	\$	769,249
Payroll & benefits		459,795
Total Expenditures		\$ 1,229,044

Net Income

\$ (1,180,926)

Beginning Fund Balance 7/1/22	\$	10,942,879
Net Income		(1,180,926)
Ending Fund Balance 7/31/22	\$	9,761,953

- The Accounting team continues to work on restoring QuickBooks data. The usual reports we're used to should be available for the September meeting.
- After months of working with FEMA regarding losses from the flooding in SU last year, our application for funding has been completed and is now pending approval. FEMA will pay for 75% of losses not covered by insurance. Total reported losses were around \$209,000 with insurance covering \$178,000, so we anticipate receiving around \$23,250 from FEMA.
- We have pending insurance claims for vandalism at AS earlier this summer and for the recent cyber event. Our deductible for property damage is \$2,500 and the deductible for cyber coverage is \$25,000.

- I have completed a physical count of capital assets and small and attractive assets (i.e. computers and other IT equipment) at all branches and at Administrative Services. I typically do this task every spring but got a late start this year.
- Next I'll be shifting into 2023 budget mode. Over the next month I will meet with department heads and branch managers and compile data to begin building the budget. I'll be sharing initial budget projections at the October Board of Trustees meeting. I will present a levy adoption resolution and preliminary budget at the November meeting, and the final budget at the December meeting.
- We have slowed down on scheduled Capital projects this year. The Facilities team's focus for the remainder of the year, in addition to the Birch Bay project, will be restoration of services at Sumas, lighting upgrades at Deming, and staff work area updates at North Fork.



Board Meeting Agenda Item Cover Sheet

Meeting Date:	8/16/2022
Committee or Department:	Administration Department
Subject:	Resolution 08/16/22-07 Amending the 2022 General Fund Budget
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 Resolution 08/16/22-07 amending the 2022 General Fund budget.

Suggested Motion for Consideration: Move approval of Resolution 08/16/22-07 amending the 2022 General Fund budget.

Summary: This budget amendment includes additional revenue from insurance recoveries related to the recent network event. It also includes increased professional services costs resulting from the network event and follow-up consulting costs for a cyber security audit and Microsoft 365 deployment.

Alternatives: As discussed.

Fiscal Impact: An increase of \$152,518 in Revenue and an increase of \$330,700 in Expenditures, resulting in a net decrease of \$178,182 to the 2022 Ending Fund Balance.

Comments: None.

WHATCOM COUNTY LIBRARY SYSTEM

2022 General Fund Budget - Revenue

Acct. No.	Description	2022 Budget	Amended	Adjustment
		Adopted*	Budget	Amount
308	BEGINNING FUND BALANCE	\$ 10,583,741	\$ 10,583,741	\$ -
310	TAXES			
311.10	General Property Taxes	9,419,052	9,419,052	-
	TOTAL TAXES	9,419,052	9,419,052	-
330	INTERGOVERNMENTAL REVENUE			
333.00	State Library Grants	30,000	30,000	-
333.97	Fed Indirect Grant from DHS	75,000	75,000	-
337.01	Local Grants & Entitlements	175,000	175,000	-
337.02	Leasehold Excise Tax	22,000	22,000	-
	TOTAL INTERGOVERNMENTAL REV	302,000	302,000	-
340	CHARGES FOR GOODS & SERVICES			
341.81	Printing & Duplication Services	3,400	3,400	-
347.2	Library Use Fees	12,250	12,250	-
	TOTAL CHARGES FOR GOODS & SVCS	15,650	15,650	-
360	MISCELLANEOUS REVENUES			
361.11	Investment Interest	100,000	100,000	-
361.40	Other Interest Earnings	-	-	-
362.10	Rents & Leases	400	400	-
367.10	Contributions & Donations	67,350	67,350	-
369.10	Sale of Surplus	100	100	-
369.81	Cashier's Overages or Shortages	-	-	-
369.9101	Other Misc. Revenue	20,000	20,000	-
369.9102	Reimburse Lost/Damage Books	12,000	12,000	-
	TOTAL MISCELLANEOUS REVENUE	199,850	199,850	-
	TOTAL OPERATING REVENUE	9,936,552	9,936,552	-
390	OTHER FINANCING SOURCES			
398.10	Insurance Recoveries	177,000	329,518	152,518
398.10	Transfer-in from Reserves	45,000	45,000	-
	TOTAL OTHER FINANCING SOURCES	222,000	374,518	152,518
	TOTAL REVENUE	\$ 10,158,552	\$ 10,311,070	\$ 152,518

*As amended February 15, 2022

WHATCOM COUNTY LIBRARY SYSTEM
2022 General Fund Budget - Expenditures

Acct. No.	Description	2022 Budget Adopted*	Amended Budget	Adjustment Amount
572	SALARIES, WAGES, & BENEFITS			
572.10	Salaries & Wages	5,403,270	5,403,270	-
572.20	Benefits	1,950,523	1,950,523	-
	TOTAL SALARIES, WAGES & BENEFITS	7,353,793	7,353,793	-
572.30	SUPPLIES & MINOR EQUIPMENT			
572.3031	Office & Operating Supplies	128,150	128,150	-
572.3032	Fuel	19,300	19,300	-
572.3034	Collection Materials	1,369,000	1,369,000	-
572.3035	Small Tools & Minor Equipment	273,954	273,954	-
	TOTAL SUPPLIES & MINOR EQUIPMENT	1,790,404	1,790,404	-
572.40	OTHER SERVICES & CHARGES			
572.4041	Professional Services	531,910	862,610	330,700
572.4042	Communication	140,704	140,704	-
572.4043	Travel	30,400	30,400	-
572.4044	Taxes & Operating Assessments	600	600	-
572.4045	Operating Rentals & Leases	25,166	25,166	-
572.4046	Insurance	65,290	65,290	-
572.4047	Utilities	140,527	140,527	-
572.4048	Repair & Maintenance	141,840	141,840	-
572.4049	Miscellaneous	99,805	99,805	-
	TOTAL OTHER SERVICES & CHARGES	1,176,242	1,506,942	330,700
	TOTAL OPERATING EXPENDITURES	10,320,439	10,651,139	330,700
590	OTHER FINANCING USES			
597.1	Transfers-Out to Capital	350,581	350,581	-
	TOTAL OTHER FINANCING USES	350,581	350,581	-
	TOTAL EXPENDITURES	\$ 10,671,020	\$ 11,001,720	\$ 330,700
	NET INCOME (LOSS)	\$ (512,468)	\$ (690,650)	\$ (178,182)
	Transfer from Reserves	\$ (45,000)	\$ (45,000)	\$ -
	TOTAL ENDING FUND BALANCE	\$ 10,026,273	\$ 9,848,091	\$ (178,182)

*As amended February 15, 2022

FUND BALANCE SUMMARY

	2022 Budget	Amended	Adjustment
	Adopted*	Budget	Amount
Beginning Fund Balance	\$ 10,583,741	\$ 10,583,741	\$ -
Revenue	10,158,552	10,311,070	152,518
Expenditures	(10,671,020)	(11,001,720)	(330,700)
Transfer from Reserves to Operating	(45,000)	(45,000)	-
Ending Fund Balance	\$ 10,026,273	\$ 9,848,091	\$ (178,182)

Fund Balance Designation Summary

Assigned Ending Fund Balance - Cash Flow	3,369,707	3,369,707	-
Assigned Ending Fund Balance - Emergency	850,936	850,936	-
Committed Ending Fund Balance - Capital Transfer	172,000	172,000	-
Committed Ending Fund Balance - Unemployment Comp Reserve	13,599	13,599	-
Committed Ending Fund Balance - Birch Bay Operating Fund Reserve	600,000	600,000	-
Committed Ending Fund Balance - Facility Ownership & Library Svcs Fund Reserve	3,147,315	3,147,315	-
Committed Ending Fund Balance - Facility Maintenance Fund	650,000	650,000	-
Committed Ending Fund Balance - Operating Cost Stabilization Fund Reserve	250,000	250,000	-
Committed Ending Fund Balance - Collection Project Fund	112,000	112,000	-
Total Committed and Assigned Ending Fund Balance	9,165,557	9,165,557	-
Unassigned Ending Fund Balance	860,716	682,534	(178,182)
Total Ending Fund Balance	10,026,273	9,848,091	(178,182)



RESOLUTION NO. 08/16/22-07

**A RESOLUTION OF THE BOARD OF TRUSTEES OF THE
WHATCOM COUNTY RURAL LIBRARY DISTRICT AMENDING
THE 2022 GENERAL FUND BUDGET**

WHEREAS, at the December 21, 2021 Board of Trustees meeting the Board approved the Final 2022 General Fund budget; and,

WHEREAS, at the February 15, 2022 Board of Trustees meeting the Board approved the amendment of the 2022 General Fund budget; and,

WHEREAS, General Fund revenues need to be adjusted to reflect an anticipated increase in insurance recoveries; and,

WHEREAS, General Fund expenditures need to be adjusted to reflect an increase in professional services costs; and,

WHEREAS, an amendment to the 2022 General Fund budget is needed to reflect these adjustments;

NOW, THEREFORE, BE IT RESOLVED that budget amendment Resolution No. 08/16/22-07 be adopted, amending the 2022 General Fund budget to \$20,849,811 as follows:

General Operating Fund - Budgetary Accounts		
308 Beginning Fund Balance	\$10,583,741	
310-360 Operating Revenue	9,936,552	
390 Other Financing Sources	329,518	
572 Operating Expenditures		\$10,651,139
590 Other Financing Uses		350,581
508 Ending Fund Balance		9,848,091
Total	\$20,849,811	\$20,849,811

Approved by the Whatcom County Rural Library District Board of Trustees this 16th day of August, 2022.

Marvin Waschke, Chair



Board Meeting Agenda Item Cover Sheet

Meeting Date:	8/16/2022	
Committee or Department:	Administration Department	
Subject:	Resolution 08/16/22-08 Authorizing an Interfund Transfer	
Prepared By:	Jackie Saul	
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: Approval of Resolution 08/16/22-08 authorizing an interfund transfer from the General Fund to the Capital Fund as presented

Suggested Motion for Consideration: Move approval of Resolution 08/16/22-08 authorizing an interfund transfer from the General Fund to the Capital Fund as presented.

Summary: The Board of Trustees budgeted for the transfer of \$350,581 from the General Fund to the Capital Fund during the 2022 fiscal year. Monies are currently available in the General Fund to complete this transfer.

Alternatives: N/A

Fiscal Impact: Transfers \$350,581 from the General Fund to the Capital Fund

Comments: None



RESOLUTION NO. 08/16/22-08

**A RESOLUTION OF THE BOARD OF TRUSTEES OF THE
WHATCOM COUNTY RURAL LIBRARY DISTRICT
AUTHORIZING AN INTERFUND TRANSFER**

WHEREAS, the Whatcom County Rural Library District in Resolution 12/29/80-21 established a Cumulative Reserve Fund for the purpose of acquisition, enlargement or improvement of the real or personal property of the Library District; and,

WHEREAS, the Cumulative Reserve Fund was renamed the Capital Fund in Resolution 09/23/08-12; and,

WHEREAS, \$350,581 has been budgeted to be transferred from the General Fund to the Capital Fund during the 2022 fiscal year;

NOW, THEREFORE, BE IT RESOLVED, that \$350,581 be transferred from the Whatcom County Rural Library District General fund into the Whatcom County Rural Library District Capital Fund.

Approved by the Whatcom County Rural Library District Board of Trustees this 16th day of August, 2022

Marvin Waschke, Chair



Board Meeting Agenda Item Cover Sheet

Meeting Date:	8/16/2022	
Committee or Department:	Administration Department	
Subject:	FOBBL Request to Serve Alcohol at Annual General Meeting	
Prepared By:	Christine Perkins	
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: Approval of Friends of Birch Bay Library's request to serve alcohol to adult FOBBL members at their Annual General Meeting on 9/12 from 6:30 – 8:00 p.m.

Suggested Motion for Consideration: Move approval of Friends of Birch Bay Library's request to serve alcohol to adult FOBBL members at their annual general meeting on 9/12 as presented.

Summary: The Friends of Birch Bay Library would like to offer wine or other alcohol to their adult members for consumption at their Annual General Meeting (AGM) on 9/12 at the site of the future Birch Bay Library. According to Administrative Procedure 7.03.01 Meeting Room and Facilities Use, "Alcohol is allowed on WCLS premises only after hours and on a limited basis with prior approval from the Library Board." The AGM will be held on library premises after hours. This request is for this one event only. The alcohol would be served, not sold.

Alternatives: As discussed.

Fiscal Impact: N/A

Comments: None.



Executive Director's Report

August 2022

COMMUNITY

Our ten Friends of the Library groups consist of members of each local community, coming together because of their shared love of libraries. Friends raise funds that support library events, and sometimes Friends groups host events themselves. This month, the Friends of the South Whatcom Library will be scooping ice cream at an ice cream social on Friday, August 19 from 1:30 – 5:30 p.m. It's one example of the ways libraries, and Library Friends, build community.

ACCESS

With a library card, people can access state parks. WCLS currently offers 24 Check Out Washington backpacks complete with trail guides and Discover Passes; when I checked, 23 were checked out and 1 had been recently returned. It's great to know that Whatcom County residents are making good use of these.

RESOURCES

Self-checkout stations are back in operation, and patrons are happy to resume checking out their own materials. Self-checkout gives people some additional privacy, and frees staff to dig into more complex questions for people who need more help. While staff enjoyed connecting with some folks they hadn't spoken with in a while, our checkout levels continue to climb and self-checkout allows people to complete their transactions quickly if there's a line at the desk.

EQUITY, DIVERSITY AND INCLUSION

In July WCLS celebrated Disability Pride Month with (of course) curated lists of items written by and about people with different abilities: [Disability Pride Month | Whatcom County Library System | BiblioCommons](#). The Washington Library Association will be hosting an Accessibility in Libraries Summit online in October and some of our staff will attend to see ways that we can serve these people better.

STEWARSHIP

The recent network outage has taught us many things, and one is the importance of doing regular IT security audits. We have prepared a Request for Proposal to select a consultant with expertise in this area and would like board authorization to enter into contract with a vendor. We will also be working with a consultant to help us set up our file structure in Office 365 / Teams / OneDrive to maximize its effectiveness and set us up to comply with document retention requirements.

Christine Perkins
Executive Director



Deputy Director's Report

August 2022

PUBLIC SERVICES STAFFING UPDATE

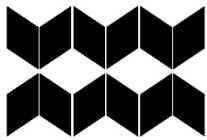
With the recent retirements of Ferndale Branch Manager / Mobile Services Manager Sarah Koehler and Distribution Services Supervisor Zynet Schmid, we took the opportunity to re-configure those positions. We are now in the process of hiring a Mobile Services / Distribution Services Manager, giving us one person who is responsible for coordination of all services involving vehicles and pulling both departments under the Public Services umbrella, reporting to me.

Our new Ferndale Branch Manager will begin in mid-September. We hired Alix Prior, a Ferndale resident who has her Master's in Social Work (MSW). Alix had been working for the Opportunity Council as a Housing Programs Coordinator. Prior to that, she worked for four years as the Director of SafeChoice, a domestic violence services program in Vancouver, Washington. Her other work experience includes managing programs related to providing shelter to individuals and families in Portland, Oregon, including leading teams, overseeing facilities, and providing information, referral and crisis intervention services. Alix brings new skill sets to our public services team which will directly benefit the people of Ferndale.

BIRCH BAY UPDATE

Now that the scope change request has been submitted to the Department of Commerce, we are in a holding pattern. The Friends of the Birch Bay Library have invited local state legislators (Senator Simon Sefzik and Representatives Alicia Rule and Sharon Shewmake) to Birch Bay Discover Days on August 27.

Michael Cox
Deputy Director



whatcom county
library system

Youth Services Report

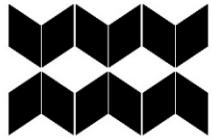
August 2022

RESOURCES

The 2022 Summer Reading program began with an especially vibrant week of Kickoff events at every library location and Bookmobile stop. The goal of our summer reading efforts is to validate young people's reading; we want them to know that they, and their reading, matter. With that in mind, young people began their summer reading adventures talking with staff about their interests and pursuits. Instead of giving them detailed instructions about how they should read this summer, we gave them space to tell us about how reading might be a part of their summer. We amplified those opportunities for sharing with a drawing activity. Kids and teens received a large blank paper stone to decorate, inspired by a favorite book or story, and we hung them up in our buildings as a way to honor their contributions. Thanks to the generous support of WECU and the WCLF, we were able to purchase new books to distribute to kids and teens during our kickoff events. Every young person chose a forever book from a terrific selection of titles for all ages. In addition to the kickoffs, we distributed books through some targeted outreach, at the Lummi Nation School, during our Migrant Camp outreach, and at our Pride in the Park event. Many young people receive their summer reading materials at school, and for that reason we have moved away from hard registration. Participation is now as easy as having a card. While we no longer have a registration data point, we will be tracking forever book distribution numbers year over year to measure engagement. We have granular numbers for books in fourteen categories distributed at the kickoffs and outreach events. Here are the 2022 numbers for each location, aggregated by age group:

	Early	Kids	Teens	Total
Bookmobile	35	26	13	74
Blaine	38	34	21	93
Deming	5	12	4	21
Everson	34	31	9	74
Ferndale	88	113	38	239
Island	14	15	4	33
Lynden	137	125	39	301
North Fork	14	20	15	49
Point Roberts	22	27	18	67
South Whatcom	58	69	25	152
Lummi Nation School	36	25	23	84
Migrant Outreach	31	22	0	53
Pride in the Park	12	23	15	50
Total	524	542	224	1290

Thom Barthelmess, Youth Services Manager



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Community Relations Report

August 2022



In late June, Communications Specialist Amy Jones and Community Relations Manager Mary Vermillion joined ILS Administrator Carmi Parker – and 7,735 other attendees – at the American Library Association (ALA) annual conference in Washington, D.C. This was ALA’s first major in-person conference since the pandemic began.

During the conference, Amy and Mary represented WCLS and the Community Relations team at the John Cotton Dana Award ceremony, where our 2021 win for the I Believe in Libraries campaign was celebrated. We proudly carried our Sasquatch tote bags, which led to great conversations.

Major conference themes included book bans and censorship; issues around diversity, equity, and inclusion; examples of successful library programming during the pandemic; library funding strategies; patron and library worker safety; information access; and technology trends and challenges.

Amy’s conference highlight was a panel of picture book illustrators who shared how to varying degrees they collaborate with authors to create images. There are interesting parallels with our own work-from-home life during the time of COVID. Mary is reflecting on insights from panels with indigenous librarians (community driven preservation of cultural expression and research, the library system’s archival role), reporters with The New York Times (intellectual freedom, media literacy, privacy and the “truth”), and Evanston (IL) Public Library staff (family engagement through race and culture education).

Author Celeste Ng in conversation with Nancy Pearl reflected on how libraries served communities during the pandemic. “One of the things that saved me was libraries,” she said. “Curbside pickup was like being air-dropped survival packages.” Ng added that she needed books to make sense of this time.

Librarian of Congress Carla Hayden stressed the library’s crucial role in a world of misinformation. Don’t be afraid to say that the library is a place to find trusted information, Hayden said. “Claim it,” she added. “Be more vocal.”

Press Releases – Press releases and coverage not available in July. This report reflects June-July.

- [It's time for Summer Reading](#)
- [Everson Library celebrates remodel at June 27 event](#)
- [WCLS responds to network security incident](#)
- [Whatcom County Library System provides notice of data event](#)

Book Reviews

- Cascadia Daily News, June 7, 2022, [Northwest Know-How: Beaches](#) by Rena Priest
- Cascadia Daily News, June 27, 2022, [Everything Left to Remember by Steph Jagger](#)
- Cascadia Daily News, July 10, 2022, [The Family Chao by Lan Samantha Chang](#)
- Cascadia Daily News, July 16, 2022, [52 Ways to Nature by Lauren Braden](#)

Press Coverage

- *The Northern Light*, June 1, 2022, [Blaine Library starts weekly workout group](#)
- *The Northern Light*, June 15, 2022, [Lots of fun around the corner in Blaine, Birch Bay](#)
- *Cascadia Daily News*, June 21, 2022, [Local libraries keeps the pages turning for Summer Reading 2022](#)
- *Cascadia Daily News*, June 27, 2022, [Everson Library celebrates completed remodel](#)
- *Cascadia Daily News*, June 27, 2022, [Whatcom County Library System hit by data breach](#)
- *The Northern Light*, July 13, 2022, [WCLS board of trustees proposes to renovate Vogt home for Birch Bay library](#)
- *The Northern Light*, July 13, 2022, [Primary election voting opens, ballots mailed](#)
- *Lynden Tribune*, July 13 2022, [New branch manager at Everson/Sumas libraries](#)
- *Cascadia Daily News*, July 15, 2022, [Digital resources in Whatcom libraries restored following breach](#)
- *The Northern Light*, July 20, 2022, [Rollback Weekend, Birch Bay Sand Sculpture Contest to return July 30-31](#)
- *The Northern Light*, July 20, 2022, [Library system celebrates Pride in the Park](#)
- *Cascadia Daily News*, July 21, 2022, [Library: Patron data was downloaded in data breach](#)
- *The Bellingham Herald*, July 22, 2022, [Data breach affects Bellingham Public Library patrons](#)
- *Whatcom News*, July 22, 2022, [Whatcom Library System officials say some patron data downloaded by “unknown actor”](#)
- *KGMI*, July 22, 2022, [Rollback Weekend scheduled to kick off in Birch Bay](#)
- *Whatcom News*, July 23, 2022, [Special Weather Statement issued due to “Very warm temps expected next week”](#)
- *The Bellingham Herald*, July 26, 2022, [Where to keep cool in the hot weather in Bellingham, Whatcom](#)
- *The Northern Light*, July 27, 2022, [Primary election voting closes August 2](#)
- *KGMI*, July 27, 2022, [Cooling centers available throughout Whatcom County](#)
- *The Northern Light*, July 27, 2022, [WCLS circulation peaked in 2019, rebounding since pandemic](#)
- *All Point Bulletin*, July 28, 2022, [Library quick picks – August | All Point Bulletin](#)
- *The Bellingham Herald*, July 28, 2022, [Whatcom heat will linger, and wildfire smoke is now a concern](#)

Sarah Kohler to retire from Ferndale library



By Bill Helm
Bill@lyndentribune.com

FERNDALE — After 25 years with the Whatcom County Library System, Sarah Kohler is calling it a career.

Kohler, currently branch manager at the Ferndale Library and mobile services branch manager with Whatcom County Library System, will work her last day on June 30. She and her Dave are moving to Nevada.

"We've visited that area (Nevada, Utah, Arizona) many times over the years and love the area," Kohler said. "We look forward to having more time to spend exploring on our Harley and enjoying the beautiful outdoors."

Kohler explained that the decision to retire and leave WCLS

was not easy.

"WCLS goes out of their way to support staff and give them opportunities to learn and grow," Kohler said. "I am very fortunate to have had 25 years with amazing co-workers who have also become close friends."

In 1997, Kohler began her WCLS career checking in and shelving library materials. Eventually, she was promoted to clerk and substitute public services assistant. In 2003, Kohler joined the mobile services department.

Once she acquired her CDL, Kohler drove the bookmobile, had an outreach route of homebound, nursing homes, assisted living facilities, and even drove to the jail once each week for collection maintenance. All this, and Kohler continued her duties

at the Ferndale Library.

In 2008, Sarah became the Ferndale branch manager. WCLS Executive Director Christine Perkins said recently that because Kohler has worked in various roles at WCLS, she "understands what it takes to do them well."

"Sarah is practical, calm and unflappable," Perkins said. "Nothing fazes her. She can drive our big blue bookmobile in the snow, corral unruly middle schoolers, cheer on our faithful Friends of the Library, train new staff and serve on systemwide project teams, all in a single day."

WCLS is currently screening applications to fill Kohler's responsibilities as Ferndale Library branch manager. Online interviews are scheduled for the

week of July 4, Perkins said.

"We're looking for someone who understands how important that a public library can be to people in a growing community," Perkins said. "Previous library experience is helpful, but an orientation to community service is essential."

WCLS is also looking for Kohler's replacement to "support and inspire their staff and who's able to have difficult conversations with the public."

"We look for hands-on managers who can do the work and stay on top of all the details of running a branch library," Perkins said. "We are also interested in people who want to help the residents of the Ferndale area

See Kohler on A3

Friday, July 1 is the last day of Sarah Kohler's career at the Ferndale Library. Kohler and her husband Dave are moving to Nevada. (Courtesy photo)

Kohler: Onto the next chapter

Continued from A1

thrive." When she's not giving of herself at the library, Kohler has serves on the Ferndale Chamber of Commerce board since 2012 and has been a Kiwanis member since 2013.

"I have enjoyed and will miss having the opportunity to be an active member of the Ferndale community," Kohler said. "I'm looking forward to this next chapter, but will miss Ferndale very much."

The Ferndale Library's branch manager supervises eight staff members directly, including an assistant branch manager who in turn supervises 10 people.

Duties of the branch manager include hiring, training, scheduling and daily super-

vision of staff, and conducting performance evaluations.

Branch managers also serve as liaisons to the broader community, including city government, local schools and nonprofits, as well as local businesses.

They coordinate public events at the library for adults and library participation at community events.

Branch managers lead all public services at the branch, providing and directing readers' advisory, reference, holds requests, and assistant to patrons of all ages.

"There is always something interesting happening at WCLS libraries," Perkins said. "Our branch managers are at the heart of it all."

Whatcom libraries kick off annual Summer Reading Program

Whatcom County's annual Summer Reading Program for kids, teens and adults is underway at local public libraries.

Pick up a Summer Reading card at Bellingham Public Library or Whatcom County Library System branches or download a card at the library systems' websites, bellinghampubliclibrary.com/summer-reading or wcls.org/summer-reading.

Cards are available in English, Punjabi, Russian and Spanish languages. The library systems' Summer Reading Program ends Aug. 31.

This year, community partner WECU will help to spread the word about Summer Reading.

Thanks to the financial support of WECU, Friends of Bellingham Public Library, Friends of Whatcom County Library System groups and Whatcom County Library Foundation, young readers in Bell-

ingham and Whatcom County will receive a free book at Summer Reading events. There are two cards — one for readers of all ages and one for young children who are not yet reading.

The front of each card is illustrated with stepping stones that participants can fill in whenever they like to track their summer reading.

Side two of the pre-reader card features five early reading practices (reading, singing, talking, playing and writing) that adults can follow to help young people in their lives to develop a love of reading.

The back of the reader card has suggestions on how to participate in Summer Reading 2022.

Readers will find inspiration on the library systems' websites and social media accounts.

The library systems also offer free ac-

tivities to add to the Summer Reading experience. Bellingham Public Library will host outdoor Library Parties in parks for children (birth to teenagers) where young readers will receive a free book, have a chance to talk with library staff about books, take a StoryWalk and participate in other reading-inspired activities. The free events are 5-7 p.m. Wednesday, June 22 at Squalicum Park, and 2-4 p.m. Wednesday, July 13 at Cordata Park.

More details at bellinghampubliclibrary.com/summer-reading.

Summer Reading cards can be returned to any Bellingham Public Library branch to receive a free children's book or yard sign.

Whatcom County Library System will host kickoff parties at each of its 10 branches and bookmobile stops Monday, June 27-Saturday, July 1.

Find the dates and times for each event at wcls.org/summer-reading or at the library's online event calendar.

Library staff will distribute free books to young people, offer fun family crafts and share information about in-person summer programs.

Drop by for a quick hello or stay awhile to meet fellow readers.

At wcls.org/summer-reading, readers of all ages can find book recommendations as well as links to book clubs and other bookish experiences.

For more information, about Summer Reading activities visit local libraries in person or the library systems' websites: bellinghampubliclibrary.com/summer-reading or wcls.org/summer-reading. Families can also find pre-recorded virtual story times for children ages birth to 5 on the websites.

Ferndale Record and Lynden Tribune

Everson Library celebrates remodel, Summer Reading Program

Community members are invited to celebrate and tour the newly remodeled Everson McBeath Community Library on Monday, June 27.

Following brief remarks by community leaders at 9:45 a.m. and a 10 a.m. ribbon cutting, guests may tour the library and participate in Summer Reading kickoff activities. The event ends when the library closes at 8 p.m.

A \$144,000 bequest to the Friends of Everson Library from the estate of Fred D. and Evelyn Nowicke kickstarted the renovation. Over the past five years, Whatcom County Library System (WCLS) staff and Friends of Everson Library members have been steadily planning and implementing updates to the 4,142-square-foot library's infrastructure and interior spaces.

The building was constructed in 1977 with additions in 1983 and 1997. The re-

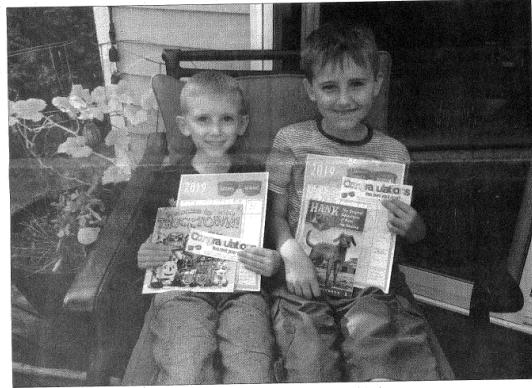
model includes new furniture and fixtures, improved sight lines, an expanded teen section, an historic photo installation and a redesign of the Nooksack Valley Heritage Center.

In addition to the donation, WCLS contributed \$75,000 to the project.

The City of Everson also replaced the roof on the city-owned building. "Patrons frequently tell us that the renovated library feels bright and open," says Paul Fullner, who was recently named manager of the Everson and Sumas libraries. "It feels like a brand new space."

Summer Reading kickoff activities include free books for all young people in attendance, fun all-ages crafts, and the chance to talk with library staff about in-person summer programs and Summer Reading book recommendations. The Everson McBeath Community Library is located at 104 Kirsch Drive in Everson. The library is open 10 a.m.-8 p.m. Monday through Thursday, 10 a.m.-6 p.m. Friday and 10 a.m.-5 p.m. Saturday.

The gift of reading



The Ferndale Library offers a number of events during the summer to help kids discover their love for reading. (Courtesy photo)

Ferndale Library to host array of children's summer reading programs

By Lora Watson
Lora@lyndentribune.com

FERNDALE — The Ferndale Library is the place for kids to be this summer. With an impressive lineup of events for youth of all ages, the Ferndale Library is the perfect place to take the little one to get them out of the house and discover their love for reading.

Sarah Lavender, the youth services

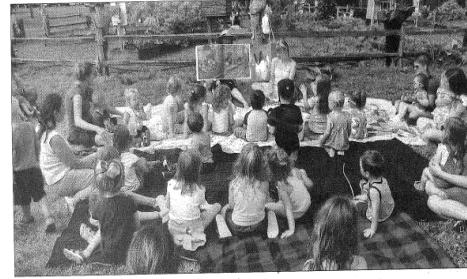
librarian at the Ferndale Library and the head of the summer reading committee, said the Whatcom County Library system is revamping its summer reading program for children and changing the way the program is designed.

According to Lavender, many youth summer reading programs in public libraries are very goal- and prize-oriented, encouraging kids to read to receive an award.

"We're trying to move away from that model," said Lavender. "We're really emphasizing the reading part of it and really giving kids that gift of reading. Having the prize be that [kids] develop a love of reading for the rest of [their lives]."

Part of the new summer reading

See Library on A3



Library: Kids get to explore a love for reading

Continued from A1

ing model is hosting summer reading kickoff events throughout the different library branches in the county, according to Lavender.

The Ferndale Library will host its kickoff event all day Friday, July 1.

"We're doing the kickoff event at the beginning of the summer, where they can get their free book at the beginning," said Lavender. "It's more of just encouraging them to read over the summer and not as much as you need to do this and get your prize."

Besides receiving a free book, participants can expect a variety of activities to do at the Ferndale summer reading kickoff. This includes arts and crafts, children receiving

their summer reading card to track their books, and hearing about all the other fun summer activities the library is offering, according to Lavender.

"I got to pick the books this year to buy for those prize books and I'm so excited because I think I picked some good stuff," said Lavender.

"Our main goal for the summer reading kickoff event is creating connection and belonging to the library for the community and families, according to Lavender.

"Rediscovering the library for those who may not have been there for a while," said Lavender.

Summer reading kickoff is not the only event for kids that the Ferndale Library is hosting this summer, but one of many:

• Summer reading kick-

off, July 1, 9 a.m. to 6 p.m. • Storytime for ages two to six, every Wednesday in July, 10 a.m. to 11 a.m., at Hovander Story Garden or in the Ferndale Library during rainy days

• Gnome homes and fairy dwellings, grades K-5, July 6, 2 p.m. to 3 p.m.

• Shakespeare camp for teens, grades 6-12, Monday through July 11 to 15, 2 p.m. to 4 p.m.

• Rock out rock painting, grades K-5, July 20, 2 p.m. to 3 p.m.

• Nature exploration, grades K-5, July 27, 2 p.m. to 3 p.m.

For more information visit www.ferndalelibrary.org. The Ferndale Library is at 2125 Main St. Hours are 9 a.m. until 8 p.m. Monday through Thursday, 9 a.m.-6 p.m. Friday, 9 a.m.-5 p.m. Saturday, and 1-5 p.m. on Sunday.

Mary Vermillion
Community Relations Manager

Collection Size	July				
	Physical		Electronic		Total
	314,592		228,256	542,848	
Circulation<	July		Year to Date		% Chg
	2021	2022	2021	2022	
Physical Circulation					
Blaine	14,962	13,787	85,865	98,085	14.2%
Bookmobile & Outreach	5,543	4,529	39,913	31,888	-20.1%
Deming	9,665	8,663	66,792	67,619	1.2%
Everson	9,399	10,196	56,919	70,166	23.3%
Ferndale	35,234	35,389	195,824	238,516	21.8%
Island	2,275	2,162	14,551	14,975	2.9%
Lynden	44,270	44,262	235,999	284,520	20.6%
North Fork	5,067	4,744	31,890	32,654	2.4%
NWIC	20	4	120	72	-40.0%
Point Roberts	2,446	3,226	14,120	15,879	12.5%
Sumas	2,498	528	13,020	2,215	-83.0%
South Whatcom	8,279	8,380	44,200	53,010	19.9%
NDX	3,531	3,043	27,761	24,813	-10.6%
Total	143,189	138,913	826,974	934,412	12.99%
Electronic Circulation					
eBooks/eAudiobooks^	25,974	29,821	182,074	194,433	6.8%
eMusic	10,122	7,600	86,412	65,698	-24.0%
Streaming Video#	739	660	5,490	6,201	13.0%
eMagazines>	1,524	1,517	29,225	11,230	-61.6%
Total	38,359	39,598	303,201	277,562	-8.46%
Total Circulation	181,548	178,511	1,130,175	1,211,974	7.24%

< Curbside only services offered: 11/23/2020 to 2/28/2021.

< Limited in-person services: 3/1/2021 to 6/7/2021 (25%) and 3/22/2021 to 6/30/2021 (50%).

< Sumas Library closed 11/20/21 to present - holds pickup only.

> RbDigital discontinued 3/31/2021. Absorbed by Overdrive.

Kanopy and Overdrive streaming videos combined under Streaming Video header.

^ Includes Overdrive and Gale eBooks and eAudiobooks. GALE started 6/1/2021.

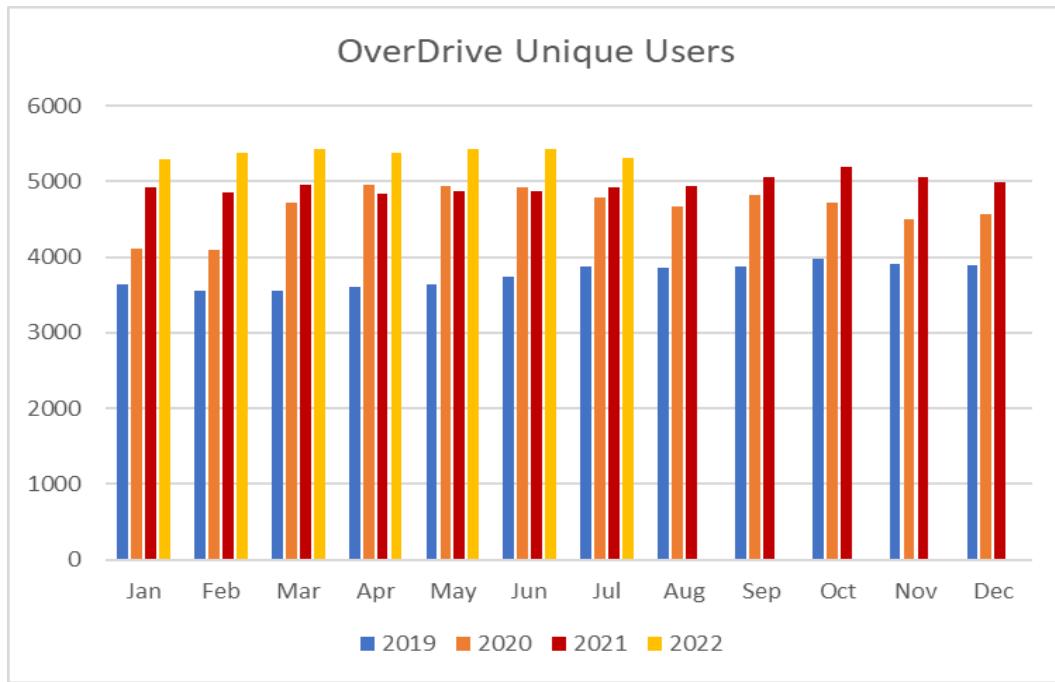
Visitors (Door Counts)	July			Year to Date		% Chg Frm 2021
	2019	2021	2022	2021	2022	
Blaine	9,287	5,576		19,462	30,273	55.5%
Deming	4,199	2,095		9,112	11,829	29.8%
Everson	6,093	1,660		10,303	11,120	7.9%
Ferndale	17,106	8,442		39,228	49,306	25.7%
Island	1,548	1,920		6,660	5,721	-14.1%
Lynden	17,394	8,884		32,543	53,746	65.2%
Northwest Drive Express		314		1,682	1,524	-9.4%
North Fork	2,502	2,048		5,914	7,531	27.3%
Point Roberts + PRX	3,110	1,403		6,791	5,402	-20.5%
Sumas	2,214	1,162		4,665	0	-100.0%
South Whatcom	3,089	2,799		11,798	11,358	-3.7%
Total	66,542	36,303	0	148,158	187,810	26.76%

Patron Service	July		Year to Date		% Chg
	2021	2022	2021	2022	
Interlibrary Loan					
Borrowed from BPL	12,425	11,355	98,214	84,280	-14.2%
Lent to BPL	25,035	21,684	216,068	160,403	-25.8%
Borrowed from other libraries	550	346	3,997	4,336	8.5%
Lent to other libraries	520	350	3,301	3,377	2.3%
Electronic Resources	July		Year to Date		% Chg
	2021	2022	2021	2022	
WCLS.org Entrances	35,877	33,158	250,548	257,564	2.8%
Bibliocommons Entrances	52,046	48,791	375,931	362,246	-3.6%
Internet Sessions	2,535	1,795	7,752	14,996	93.4%
Wifi Clients / Sessions	6,016	7,880	33,769	37,281	10.4%
Volunteers	July		Year to Date		% Chg
	2021	2022	2021	2022	
Volunteer Hours	1,017.75	827.25	4,457.00	5,052.00	13.3%
Activities	July		Year to Date		% Chg
	2021	2022	2021	2022	
Programs					
Adults	16	35	104	166	59.6%
Teens	14	17	192	151	-21.4%
Children	30	74	175	266	52.0%
Total	60	126	471	583	23.8%
Attendance					
Adults	124	514	2533	2750	8.6%
Teens	187	185	1458	3027	107.6%
Children	584	2,569	2834	10875	283.7%
Total	895	3,268	6,825	16,652	144.0%

Corrections:						
Circulation<	March		Year to Date		% Chg	Spreadsheet Error
	2021	2022	2021	2022		
Sumas	2,243	581	4,792	1,031	-78.5%	Spreadsheet Error
Circulation<	June		Year to Date		% Chg	Spreadsheet Error
	2021	2022	2021	2022		
Bookmobile & Outreach	5,847	4,823	34,370	27,359	-20.4%	Spreadsheet Error
Sumas	1,964	279	10,522	2,900	-72.4%	
Patron Service	June		Year to Date		% Chg	Spreadsheet Error
	2021	2022	2021	2022		
Lent to BPL	27,619	20,686	191,033	138,719	-27.4%	Spreadsheet Error
Collection Size	May				Spreadsheet Error	Spreadsheet Error
	Physical		Electronic		Total	
	315,981		219,867		535,848	Spreadsheet Error
Collection Size	June				Spreadsheet Error	Spreadsheet Error
	Physical		Electronic		Total	
	315,108		224,263		539,371	Spreadsheet Error
Activities	June		Year to Date		% Chg	Late Entry
	2021	2022	2021	2022		
Programs						
Adults	9	36	88	131	48.9%	Late Entry
Attendance						
Adults	109	605	2,409	2,236	-7.2%	Late Entry
Volunteers	June		Year to Date		% Chg	Late Entry From PR and AS
	2021	2022	2021	2022		
Volunteer Hours	827.00	795.00	3,439.25	4,224.75	22.8%	Late Entry From PR and AS

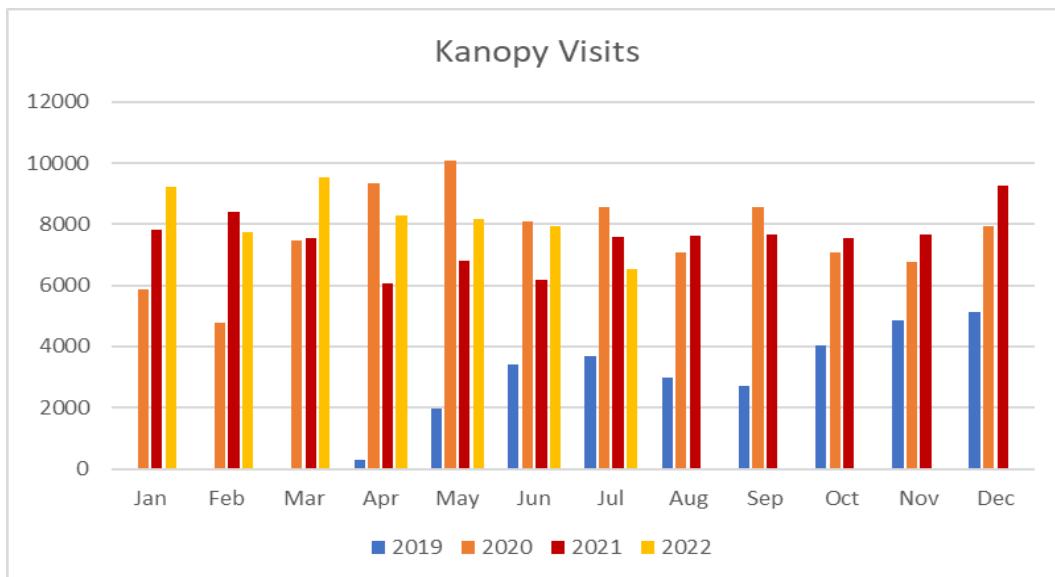
OVERDRIVE UNIQUE USERS

The most circulated title in July was *The Girl in His Shadow* by Audrey Blake (367 ckos), a historical fiction novel about an orphaned girl who becomes a surgeon in mid-19th century London; this book was the OverDrive Big Library Read for July, so could be checked out with no holds or waitlist. Also, popular was the eaudio for *Love and Saffron: A Novel of Friendship, Food, and Love* by Kim Fay (41 ckos), which was one of the WCLS always available summer reading titles. As usual, several eMagazines also made the list, with *Us Weekly* ranking #3 (68 ckos) and *The Economist* #4 (59 ckos).



KANOPY VISITS - JANUARY TO DECEMBER COMPARISON

In July, in addition to the U.S., patrons accessed Kanopy from Mexico, Canada, and the Netherlands. 42.6% of users in July accessed Kanopy content on their televisions, followed by desktop (29.7%), mobile (19.9%), and tablet (7.7%). The Great Courses content remains at the top of the popularity list as the supplier with the highest number of "plays" in July (387) as well as the highest number of minutes of content viewed (9,836 or ~164 hours).



DATABASE USAGE

WCLS uses the library card authentication system EZProxy for managing database access. EZProxy is an OCLC (Online Computer Library Center) product that can be implemented either locally or hosted. WCLS was using a local implementation which means that when we lost servers in our network event, we lost access to most databases as well. Service to most databases was unavailable from June 26th to July 13th which accounts for the lower statistics for these two months. WCLS and BPL now share costs for offsite EZProxy hosting by OCLC.

