



BOARD OF TRUSTEES MEETING
Whatcom County Library System
January 21, 2025

Via Teams 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.
We are on the ancestral homeland of the Nooksack, Lummi and other Coast Salish peoples. They have been its stewards since time immemorial, respecting the land, river and ocean with the understanding that everything is connected, related and alive. We acknowledge the elders and their collective and individual plights and achievements. We consider the legacies of violence, displacement, migration, and settlement that bring us together today. And we pursue ongoing action, to build lasting relationships and grow together so that all may prosper.
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 Rheannan.Pfnister@wcls.org prior to the meeting.
3. 9:15 a.m. **Consent Agenda**
 - a. Meeting Minutes
 - b. Expenditures
4. 9:20 a.m. **Financial Report and Resolutions**
 - a. Finance Committee Report
 - b. 2024 Incident Reports
5. 9:30 a.m. **Trustee Education: Media Review**
6. 9:50 a.m. **Policy Update**
 - a. Substitution Policy 12.16
 - b. Public Records Policy 21.01
7. 10:00 a.m. **BREAK**
8. 10:10 a.m. **Staff Reports**
 - a. Executive Director
 - b. Deputy Director
 - c. Youth Services Manager
 - d. Community Relations Manager
9. 10:30 a.m. **Performance Measures and Committee Reports**
 - a. Performance Measures
 - b. IT Services Committee
 - c. Personnel Committee – Trustee Recruitment
 - d. Whatcom County Library Foundation

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 Rheannan.Pfnister@wcls.org before 4:00 p.m. Monday, January 20, 2025. Written comments may be submitted to Rheannan.Pfnister@wcls.org prior to the meeting.

10. 10:45 a.m. **Announcements and Adjourn**
- a. Listening Sessions Schedule
 - b. Farewell to Holly
 - c. ASLD 3/7 – Register by 2/4

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Board Meeting Agenda Item Cover Sheet

Meeting Date:	1/21/2025
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:

- December 17, 2024 Regular Board Meeting

Expenditures:

General Fund:

- November 16-30, 2024 payroll: check nos. 1041067975-1041067979 and voucher nos. 560932-561084 totaling \$225,411.63 and December 1-15, 2024 payroll: check nos. 1041293464-1041293467 and voucher nos. 561090-561245 totaling \$229,201.71.
- ACH transactions for employee benefits, telecommunication services and monthly sales/use tax filings totaling \$109,313.83; \$53,701.16 of this is for employee funded contributions to dental insurance premiums, Health Savings Accounts, PERS and deferred compensation plans (made via payroll deduction).
- Claim 2024-48G: warrant nos. 1204952-1204972 totaling \$85,441.19
- Claim 2024-49G: warrant nos. 1205251-1205280 totaling \$172,669.60
- Claim 2024-50G: warrant nos. 1205467-1205500 totaling \$189,383.20
- Claim 2024-51G: warrant nos. 1206494-1206510 totaling \$44,515.26

Capital Fund:

- Claim 2024-25C: warrant no. 1205281 totaling \$5,080.25
- Claim 2024-26C: warrant no. 1205501 totaling \$1,455.00

Alternatives: N/A

Fiscal Impact: Expenditures for approval paid from available 2024 budgeted funds.

Comments: The Finance Committee has reviewed the General and Capital Fund claims listed above. They reviewed that there were 2 General Journal entries in December.



Location

This meeting was held in a hybrid manner, with remote attendance via Microsoft Teams and in-person attendance at Administrative Services, 5205 Northwest Drive, Bellingham, WA 98226.

In Attendance

Trustees: Rodney Lofdahl, Chair; John Miller and Danielle Gaughen. Absent: Matthew Santos, Vice Chair and Holly Robinson, Secretary both with prior notice.

Staff: Christine Perkins, Executive Director; Michael Cox, Deputy Director; Jackie Saul, Director of Finance and Administration; Thom Barthelmess, Youth Services Manager; Mary Vermillion, Community Relations Manager; Lisa Gresham, Collection Services Manager; Geoff Fitzpatrick, IT Services Manager; Ryan Cullup, Facilities Services Manager; Beth Andrews, Human Resources Manager; Dianne Marrs-Smith, Birch Bay and Lynden Library Manager and Friends of the Birch Bay Library (FOBBL) President; Maggie Mae Nase, Learning Coordinator; Rheannan Pfnister, Records Management Specialist & Executive Assistant; Alix Prior, Ferndale Branch Manager.

Guests: Brad Cornwall, Principal at RMC Architects; Virginia Naef, Friends of Deming Library.

Call to Order

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

Open Public Comment

No public comment.

Consent Agenda

The Consent Agenda included minutes of the November 19, 2024, Board of Trustees Regular Meeting as well as the following:

Expenditures:

General Fund:

- October 16-31, 2024 payroll: check nos. 1040715249-1040715251 and voucher nos. 560610-560767 totaling \$239,924.80 and November 1-15, 2024 payroll: check nos. 1040889090-1040889094 and voucher nos. 560773-560926 totaling \$236,081.96.
- ACH transactions for employee benefits, telecommunication services and monthly sales/use tax filings totaling \$98,731.03; \$47,995.88 of this is for employee funded contributions to dental insurance premiums, Health Savings Accounts, PERS and deferred compensation plans (made via payroll deduction).
- Claim 2024-44G: warrant nos. 1202986-1203005 totaling \$22,165.44
- Claim 2024-45G: warrant nos. 1203391-1203421 totaling \$117,499.90

- Claim 2024-46G: warrant nos. 1203875-1203900 totaling \$50,700.81
- Claim 2024-47G: warrant nos. 1204842-1204871 totaling \$36,366.96

Capital Fund:

- Claim 2024-22C: warrant no. 1203006 totaling \$14,392.69
- Claim 2024-23C: warrant no. 1203422 totaling \$27,740.00
- Claim 2024-24C: warrant nos. 1204803-1204804 totaling \$24,183.55

Authorization to Void a Warrant:

- Resolution 12/17/24-16 voiding warrant 1203415

John requested that the unapproved minutes for the November Board of Trustees meeting be amended to include “with prior notice” as a note to the absent trustees.

John moved to accept the Consent Agenda with proposed changes to the UNAPPROVED Minutes. Seconded. Unanimous board approval.

Financial Report and Resolutions: Finance Committee Report

Jackie reviewed her report, including the November Notes and Highlights section. Jackie noted that the lag in remaining levy payments has been resolved and most of the tax funds have been received by WCLS. Jackie noted that it will appear that WCLS is collecting less tax money this year than last year due to a payment in abeyance received in 2023.

Jackie reviewed the proposed 2025 Budget. There were minimal changes to the Preliminary 2025 Budget presented to the board in November. One of the changes was an increase in employee benefit expenses after Open Enrollment closed. The IT budget includes the IT equipment for the Birch Bay Vogt Library Express. This equipment comes from the IT budget and not the earmarked funds for FFE for the new library express. The cost of liability insurance appears to be decreasing but this is because of a timing issue with the billing cycle. Jackie has budgeted for an increase in insurance premiums. WCLS will have an operating deficit next year.

Every year the Board reviews the WCLS schedule of Fines and Fees. There have been no changes in the past few years. Danielle asked for clarification on the difference between Schedule A and Schedule B on the Meeting Room Schedule of Fees. Michael clarified that Schedule A is for personal use while Schedule B is for commercial use of library meeting spaces.

Jackie outlined WCLS’s capital projects for the next five years. Some of the updates include new carpet at a branch, transitioning from fluorescent lighting in all branches still using fluorescent lights and updates to signage. The Birch Bay Vogt Library Express construction and adding electric vehicle charging stations at select locations are the two big projects for 2025.

Due to the timing of Whatcom County closing out the 2024 accounts, there will be no finance report at the January Board of Trustees meeting. Trustees should expect a budget amendment at the February Board of Trustees meeting.

Danielle said that the presented budget was well put together and answered all her questions. She appreciates how detailed and explanatory it is.

Danielle moved to approve Resolution 12/17/24-17 adopting the Fiscal Year 2025 General and Capital Fund budgets. Seconded. Unanimous board approval.

John moved to approve Resolution 12/17/27-18 adopting the 2025-2029 Capital Improvement Plan. Seconded. Unanimous board approval.

RMC Architects was hired earlier this year to conduct an Administrative Services (AS) Feasibility Study on the current AS building to determine the best options that WCLS has to remodel, rebuild or relocate. Ryan and Christine reminded the board of the purpose of the AS Feasibility Study – to give trustees the information they need before making major repairs to the current AS building. She introduced Brad Cornwell with RMC Architects.

Brad reviewed the report and findings of the study. RMC recognized that AS staff are working in nonideal conditions and overcrowding; both of which are causing staff to work in a deficient way. He applauded the current Trustees for their wisdom and commitment to bettering WCLS.

RMC looked at existing conditions and provided four options for remodeling or rebuilding. Each option addressed different existing conditions. Brad showed the different footprints for each option. Rod asked how long the pricing for each option is good for in the future. RMC provided the pricing estimates for each year into 2027. The costs listed do not include soft costs like architectural and engineering expenses, permit fees, or sales tax. Rod asked about the pricing for moving staff offsite during the options that staff would not be able to remain on site. RMC did not include those costs in the estimates. That cost would be considered a soft cost.

RMC also looked at relocation options and which currently available sites would be preferable in terms of location and size, as well as pricing. Sites for sale and for lease were investigated for long term or temporary solutions. Beth asked for clarification about the for-sale options also needing construction to become an ideal option. Brad confirmed that the estimates provided on those options did not include costs to ready the properties for WCLS use.

Christine asked Brad to clarify the costs for each of the onsite options.

Danielle asked Christine if AS staff were favoring one option over another. Christine said that staff are currently more concerned about the operating budget and increasing annual deficits. Any changes to the AS facility can only happen once operating budgets are stabilized. She also noted that the addition to the square footage at AS is to maintain current services – not add services. Adding services was not factored into the site selections and construction options.

Christine mentioned that the final report from RMC is over 130 pages long and not included in the packet due to length. If Trustees would like to see the report, we can print it for them. Danielle asked if they could receive a digital copy of the report. Ryan will send out a digital copy of the report to trustees.

The board thanked Brad and his team at RMC for the report and the attention provided to detail.

Policy Updates

Sick Leave Policy 12.22 – Beth presented this policy update, which aligns the policy with the state law update going into effect in 2025. This update further clarifies the definition of a family member and health-related closures of public facilities. Beth also added language to reinforce closure pay versus sick pay if WCLS were to close a facility due to a health-related issue.

Danielle asked if this update covers bad weather closures. This policy is only for health-related closures.

Rod moved to approve the updated Sick Leave Policy 12.22, as presented. Seconded. Passed unanimously.

Temporary Reassignment Policy 12.15 – Beth presented this policy update, which is a result of the negotiations with the union. This change will align this policy with the current bargaining agreement. The update covers temporary reassignments for absences over 30 days and how the hours are counted towards an employee’s annual hour cap.

John moved to approve the updated Temporary Reassignment Policy 12.15, as presented. Seconded. Passed unanimously.

Overtime Pay/Compensatory Time Policy 12.43 – Beth presented this policy update, which increases the amount of time allowed to take accrued compensatory time from two months to three months.

Rod moved to approve the updated Overtime Pay/Compensatory Time Policy 12.43, as presented. Seconded. Passed unanimously.

2025 Addendum to Agreement with Whatcom County Library Foundation

Christine spoke about the agreement between WCLS and the Whatcom County Library Foundation (WCLF) outlining the financial responsibilities between the two organizations regarding the salary of the Foundation Development Director. Christine reviewed a few of the changes included in the 2025 Addendum. The 2025 Addendum has already been approved by the WCLF Board of Trustees.

Danielle moved to approve the 2025 Addendum to the Whatcom County Library Foundation Agreement, as presented. Seconded. Passed unanimously.

Break

Rod adjourned for a break from 10:31-10:41 a.m.

Executive Session to Discuss the Executive Director’s Annual Review

At 10:44 a.m., Board Chair Rod Lofdahl moved the meeting to Executive Session, as per RCW 42.30.110(1)(g), to discuss the Executive Director’s annual performance review. He announced that the Executive Session would end at 10:55 a.m.

At 10:55 a.m., Rod reconvened Open Session.

Executive Director’s Annual Review

John reported that the Board has completed the Executive Director’s 2024 annual performance review. The Personnel Committee recommends a 2.5% COLA and a 1% performance increase in the Executive Director’s annual salary. This mirrors the same increase in pay for WCLS staff as in the 2025 wage and benefit agreement between WCLS and the union.

John motioned to approve the Executive Director’s 2024 annual performance review and a salary increase of 2.5% for COLA and an additional 1% for proficiency. Seconded. Unanimously passed.

2025 Meeting Locations

Christine reviewed the proposed 2025 Board of Trustees meeting schedule locations. Danielle wanted to note that this was previously discussed at a meeting she attended remotely, and she did not catch the conversation. She prefers to attend in person. The board discussed the challenges of meeting at locations other than AS, as well as the benefits of visiting the branches.

John motioned that only the first three meeting locations of 2025 be approved and the February meeting at the Blaine Library begin at 9:30 a.m. to accommodate Trustee travel. Seconded. Passed unanimously.

Trustees will also have an opportunity to visit the branches at upcoming Budget Listening Sessions scheduled throughout February and March and are always encouraged to attend a branch on their own or with Christine.

Trustee Education: Classification Process

Beth spoke to the Trustees about the classification process, including what the job audit application process is like for staff and what the classification committee considers during the process. The process is to determine if a

position is at the appropriate pay level based on the skill level and education requirements for each position. This process can be triggered by staff applying for a job audit or if the position has undergone a significant change in scope, conditions and responsibilities. The committee considers numerous factors, including liability and the impact the proposed changes may have on other staff and positions. Beth reviewed how the applications are scored and how decisions are made. All the application materials are made available to third party advisors for review and advice.

Rod asked about the vacant levels on the pay scale. When the scale was created for WCLS, we intentionally set a 5% difference between each pay level. Some pay levels are vacant because there are no positions that currently fall within that pay level. Christine reiterated that the job audit process only reflects the classification of each position and does not incorporate a salary study, which is completely different. The board is made aware of a position's reclassification if the determination made to reclassify a position creates a significant budget constraint.

Rod inquired if the audits were focused and aimed at individuals or groups of employees in the same position. Although an individual may request a job audit, the audit is completed with the entire group in the same position in mind and the results affect the position and all of its incumbents.

The last classification and compensation study done by a third party on behalf of WCLS was conducted in 2017. It is customary to have a study completed every four years or so. They are expensive to conduct and to implement the results and WCLS does not have the funds to do them as often as ideally needed. Dianne commented that she hopes that WCLS can get back to having the studies done on a regular schedule.

Staff Reports: Executive Director

Christine highlighted the Deming Library annual High Tea hosted by the Friends of the Deming Library that took place in early December. Christine was able to attend and enjoy the festivities.

A group of WCLS staff have begun using their learning hours to utilize Mango Languages to learn and practice American Sign Language (ASL) together. Christine is excited that staff are interested in this topic and eager to provide a deeper level of service to patrons.

Jennifer Rick is retiring from her position with WCLS as the Foundation Development Director. Her position is currently posted on wcls.org. Be on the lookout for a retirement party announcement in January.

Staff Reports: Deputy Director

In addition to his written report, Michael said that WCLS has access to language interpretation services but has recently added on-demand video translation services for ASL.

Michael wanted to make the board aware of a fundraising event hosted by the Friends of the Sumas Library at the Sumas Community Center in February.

There is a property line matter at the Birch Bay Vogt Library Express location. The property line of the Birch Bay Vogt Library Express extends past the current fence line. Michael reviewed the options being explored and the area of impact of this issue. John asked if there was an expedient solution to the property line issue. Michael believes that after the next meeting with the affected property owner, there will be a path forward to a solution.

One of the grants WCLS has received to fund the Birch Bay Vogt Library Express expires in June 2025. WCLS will need to start the process with the State to reallocate the funds to this project for the next grant cycle. It is unlikely the State will not reallocate the funds, but it is a possibility of which the Board should be aware. Christine will be traveling to Olympia to meet with state legislators in February and plans to discuss the reallocation of the grant funds.

Staff Reports: Youth Services Manager

Thom shared his written report and spoke about the Guadalajara International Book Fair that Youth Services Assistant Jim Pettinger and Collection Development Librarian Emma Radosevich were able to attend a few weeks ago. The American Library Association (ALA) helps subsidize the travel fees for libraries attending this fair, which makes it possible for WCLS to send staff. Attending this conference gives the selectors access to lower cost materials that originate in Spanish speaking countries, as opposed to books translated from English into Spanish, providing a more authentic in cultural experience for our patrons.

Thom also highlighted the American Girl Doll collection that WCLS currently has in the Library of Things. These dolls circulate quite a bit. They are cherished and well taken care of by our patrons. Narrative play is important in the development of reading skills. If you can imagine yourself in a story, it helps your reading development. The American Girl Doll collection encourages and aides in this practice.

Staff Reports: Community Relations Manager

Mary discussed her written report. She noted that Whatcom READS season has begun. There are a wide variety of Whatcom READS events taking place throughout the first part of 2025 and she encourages everyone to register and attend them.

The Ferndale Record did a great job reporting the Ferndale Library's 10th anniversary in their current building.

Performance Measures & Committee Reports: Performance Measures

Michael noted that, as predicted, physical media circulation is decreasing, and digital media circulation is increasing. Door counts have increased throughout the system over the year. WCLS has kept the 2019 numbers to refer to in the statistics reports. Michael recommended dropping the 2019 statistics beginning in 2025. The board agreed that the 2019 statistics have been useful as a comparison tool but that they can be removed going forward beginning in 2025. Data from 2019 can be referred to in the future if need be.

Danielle noticed that circulation is down at Island and North Fork branches, but door counts have increased.

The volunteer statistics will be gathered in a slightly different way beginning in 2025 and will no longer be reported in the Board agenda packet.

Performance Measures & Committee Reports: IT Services Committee

The IT Services Committee reported that the network resiliency pilot project that has been taking place at the Lynden branch will be completed soon. The goal of this project is to reduce the dependency of branches on Administrative Services for internet. Geoff reminded the Board that the cyberaudit will be taking place in 2025.

Performance Measures & Committee Reports: Personnel Committee

Rod received an email from Holly saying that she will be resigning from her position with the Board and relocating. Her resignation will go into effect after the January Board of Trustees meeting. The Personnel Committee will be posting for her board position after the holidays.

Performance Measures & Committee Reports: Whatcom County Library Foundation

Christine reported that Matthew met with a few members of the WCLF Board of Directors and Christine to review the Foundation Development Director job description. Matthew may join them again to assist with the application process once the position has been posted.

Announcements and Adjourn

The next Citizen’s Advisory Committee meeting is Thursday, January 30 at 6 p.m.
Budget Listening Sessions will be taking place in February and March at each branch.
Rod adjourned the meeting at 12:40 p.m.

Next Meeting

The next Board of Trustees meeting will be held on January 21, 2025, at 9:00 a.m. online via Microsoft Teams and at Administrative Services, 5205 Northwest Drive, Bellingham, WA 98226.

<hr/>	<u>01/21/2025</u>	<hr/>
Rod Lofdahl, Board Chair	Date	Rheannan Pfnister, Exec. Assistant



2024 Tax Collections

Due to an end-of-the-year system update, the County is not yet able to provide projections for property taxes collected in December. We'll just have to wait until the February report for a final tally for the year!

We have received word from the County Assessor's Office that there will be another property tax refund and amount in abeyance in 2025, resulting from a settlement with Petrogas. Thankfully the refund will be distributed in early 2025 and then withheld later the same year, so there should be no impact on our ending fund balance (other than a portion of our levy will be paid up front early in the year). I will have more information after I get the final levy information from the County later this month.

Pending 2025 Budget Amendment

Each February the annual budget is amended to reflect the prior year's final ending fund balance and current year's beginning balance. This year's amendment will also include revenue and expenses budgeted for 2024 that will carry forward into 2025 and the property tax adjustment mentioned above.

2024 Debt Write-Off

In accordance with policy 20.13 Write-off of Uncollectable Debts, a summary of debts written off in 2024 is provided below. A new write-off reason, transition from youth to adult patron, was added in 2024 per Resolution 06/18/24-05. The 2024 total of \$35,985 is down from \$50,474 in 2023.

2024 Debt Write Off	
\$ 31,984.40	Removal of debt older than six years
\$ 26.94	ConnectEd accounts cleared annually
\$ 92.91	Deceased patron accounts cleared
\$ 293.83	Educator waives
\$ 3,587.38	Youth to adult transition
\$ 35,985.46	Total

2024 Small Works Awards

In accordance with policy 20.04 Purchasing and Contracting, a list of public works contracts awarded under the Small Works Roster Process is provided to the Board of Trustees annually. WCLS did not award any projects using the small works roster process in 2024.



2024 Incident Report Summary
January 21, 2025

- Total of 96 incidents reported in 2024, up from 70 in 2023 and 57 in 2022.
- Most incidents occurred at Ferndale (58) and Lynden (9). All other locations had 5 or fewer incidents.
- Most recurring incidents were Patron Accident/Injury/Illness (18), Disruptive Behavior (16), and Suspended Patrons in the Library (14).
- Eleven suspensions (ten to humans and one to a dog) and five trespasses were issued in 2024.
- Of the incidents at Ferndale, over half involved the same eight individuals.
- Security cameras have been installed at the Ferndale Library patron and staff entrances.

	AS	BB	BL	DE	EV	FE	IS	LY	MS	NF	SU	Total
Staff Injury or Illness	1	2						1		1		5
Vehicle Accident	2											2
Damage/Theft of Patron Property								1				1
Damage/Theft of WCLS Property	1	1		1	1	1						5
Disruptive Behavior			1		2	12		1				16
Graffiti/Damage to Building not owned by WCLS						8		3				11
Harassment/Threat to Individual						5						5
Harassment/Threat to Staff			1			2				1		4
Minor Left After Closing				1								1
Patron Accident/Injury/Illness			3		1	9	1	2		1	1	18
Suspicious Activity/Object		1		1		5			1			8
Other*				1	1	16		1			1	20
Total	4	4	5	4	5	58	1	9	1	3	2	96

No incidents were reported at Point Roberts or South Whatcom Libraries

*Other	DE	EV	FE	LY	SU
Damage to vehicle in parking lot		1			
False Fire Alarm			2		
Police activity adjacent to Library				1	1
Suspended Patron in the Library			14		
Wildlife in the building	1				



Board Meeting Agenda Item Cover Sheet

Meeting Date:	1/21/2025
Committee or Department:	Administration Department
Subject:	Update to Substitution Policy 12.16
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 Substitution Policy 12.16 as presented.

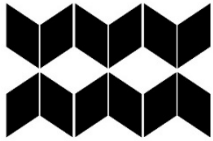
Suggested Motion for Consideration: Move approval of Substitution Policy 12.16 as presented.

Summary: Often WCLS staff who are promoted into a higher pay level position will continue to sub in their previous position. Substitution Policy 12.16 outlines how pay rates are calculated when staff sub into different positions. Occasionally, this results in a staff member's substitution pay rate calculation to be less than what they were originally earning in that position. The policy change presented today allows them to continue to sub at their original rate of pay.

Alternatives: Leave policy as is.

Fiscal Impact: The pay rates of a few individuals will be impacted for hours when subbing; the total annual amount is less than \$100.

Comments: None.



SCOPE

This policy applies to all WCLS employees.

The following pay practices shall be followed when one employee substitutes for another employee:

- a. When an employee substitutes in a position lower in classification than the employee’s home rate position, the employee will be paid at the same percentage above the entry pay rate as their home rate, in the range the substitution occurs. Exceptions may be made by the department head in emergency or other unusual situations, and for full-time employees paid on a salaried basis.
- b. When an employee substitutes in a position of a higher classification, the employee will be paid at the rate representing a 3% pay increase or the minimum rate of the higher range, whichever is higher.
- ~~b.c.~~ If an employee is promoted into a new position but will continue to sub in their previous position, when subbing in the previous position they will be paid the higher of: their rate in the previous position or the rate as calculated in items a or b as applicable. Annual cost of living adjustments (COLAs) as approved annually will continue to be applied to both their regular and sub rates of pay.

This is in addition to the guidelines outlined in Article 11.7 of the Union Contract.

RELATED POLICIES: [Temporary Reassignment Policy 12.15.](#)

APPROVALS AND UPDATES

Date	Action	Reviewer	Approved By	Approval Signature
April 1988	Adopted.	-	Whatcom County Library System Board of Trustees	/s/
March 17, 1993	Revised.	-	Whatcom County Library System Board of Trustees	/s/
April 20, 2004	Revised.	-	Whatcom County Library System Board of Trustees	/s/
February 19, 2008	Revised.	-	Whatcom County Library System Board of Trustees	/s/ Amory Peck

Date	Action	Reviewer	Approved By	Approval Signature
April 18, 2023	Revised.	-	Whatcom County Library System Board of Trustees	/s/ Rodney Lofdahl

DRAFT



Board Meeting Agenda Item Cover Sheet

Meeting Date:	1/21/2025
Committee or Department:	Administration Department
Subject:	Update to Public Records Policy 21.01
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 Public Records Policy 21.01 as presented.

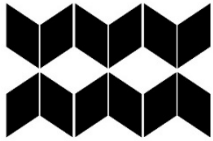
Suggested Motion for Consideration: Move approval of Public Records Policy 21.01 as presented.

Summary: The policy change presented today updates the hours of public records availability at Administrative Services. This change ensures that a staff member will be present and available to assist a requestor at the stated times.

Alternatives: Leave policy as is.

Fiscal Impact: None.

Comments: None.



SCOPE

Whatcom County Library System (WCLS) records subject to RCW 42.56.

PURPOSE

Pursuant to RCW 42.56, it is the policy of WCLS to make available for inspection and copying, upon request, its public records that are not exempt under RCW 42.56 or other applicable law.

DEFINITIONS

A *public record* includes any writing which contains information relating to the conduct of government or the performance of any governmental or proprietary function.

A *writing* includes any form of communication or representation. The forms of communication or representation include documents (paper and electronic), minutes, email, pictures, audio recordings, film, electronic databases, budgets, and charts. Refer to RCW 42.56.010(4) for a complete definition.

The *requestor* is the person requesting a public record for inspection or copying.

Redact means to remove, delete, or black out information that is exempt from public disclosure.

PUBLIC RECORDS OFFICER DESIGNATION

WCLS designates the Records Management Specialist as its Public Records Officer. The Public Records Officer shall ensure compliance with the Public Records Act, track all requests for public records, respond to all requests for public records or designate another individual to respond, and coordinate the review and retention of records.

PUBLIC RECORDS REQUESTS

All requests either for inspection or for copying of public records should be made in writing using WCLS' Public Records Request Form. The Public Records Officer or their designee shall respond to the request within five (5) business days of receipt (excluding the day the request is received, and excluding Saturdays, Sundays, and holidays). The response shall be one of the following based on the information provided by the requestor:

1. Make records available for inspection and/or copying.
2. Deny the request based on legal reasons.
3. Acknowledge receipt and provide an estimate of how much time it will take to provide the record(s).
4. Ask for clarification of the request.

The Public Records Officer or designee may need to revise an estimate of time to provide the records, and will notify the requestor if so.

If WCLS seeks clarification of an unclear request, the requestor has 30 calendar days to respond to WCLS' request for clarification. If the requestor does not respond within 30 calendar days, WCLS will consider the public records request abandoned. The Public Records Officer will send a closing letter to the requestor stating that the request has been closed.

WCLS will make public records available for inspection and copying at Administrative Services Monday through Friday, 10:00 a.m. to 4:00 p.m. (or such other times as WCLS and the requestor may mutually agree), excluding holidays, provided that inspection may not be available immediately upon demand depending on a variety of factors, including (but not limited to): the scope, nature, and availability of requested records; the need to review and apply exemptions; and the availability of staff to oversee the inspection process to protect public records from damage or disorganization. WCLS will make efforts to arrange for timely access to public records in a manner that avoids excessive interference with other essential functions. WCLS may request that a person seeking to inspect public records schedule an appointment for inspection.~~WCLS' public records are available at Administrative Services. WCLS will make available its public records at Administrative Services Monday through Friday, 8:00 a.m. to 5:00 p.m. excluding holidays.~~ WCLS public records shall not be removed, disassembled, or altered by the requestor.

If WCLS denies the request, WCLS will issue a written statement of the reason for the denial. Any person who objects to the initial denial may petition in writing to the Public Records Officer, who will forward it to the Director of Finance and Administration for a review of that decision. The petition shall include a copy or reasonably identify the written statement by the Public Records Officer denying the request. The Director of Finance and Administration will consider the petition within two business days and will either affirm or reverse the denial.

WCLS is not obligated to create records that do not exist, obtain records from another agency that WCLS does not have, mail records at WCLS expense, or respond to unclear requests that are not clarified upon request.

STATUTORY EXEMPTIONS

RCW 42.56.070(8) prohibits the disclosure of lists of individuals for commercial purposes. Therefore, if a public records request seeks a list of individuals, WCLS shall require that the requestor provide information necessary to determine if disclosure of the list of individuals is permitted or prohibited by RCW 42.56.070(8). (The Commercial Purpose Declaration can be found on the Public Records Request Form.)

According to RCW 42.56.310, any library record, the primary purpose of which is to maintain control of library materials, or to gain access to information, which discloses or could be used to disclose the identity of a library user is exempt from public disclosure.

According to RCW 42.56.230, personal information that would violate one's right to privacy is exempt from public inspection and copying. Any personal information, such as residential addresses and phone numbers, medical records, and social security numbers, in files maintained for employees, appointees, or public officials of WCLS are exempt. Routine performance evaluations which do not discuss specific instances of gross misconduct are also exempt. Other items that are exempt include industrial insurance (workers' compensation) claim files and records and any tax information.

According to RCW 42.56.250, applications for employment, including résumés and other related materials submitted with respect to an applicant, are exempt as well as test questions and scoring.

Other exemptions are defined in RCW 42.56 and other applicable laws.

If any record is withheld, the ~~Public Records Officer~~ Public Records Officer or designee shall cite the legal exemption that authorizes such withholding and provide a brief explanation for the withholding.

If certain public records contain some material that is subject to public disclosure and some material that is exempt, WCLS shall redact the material that is exempt before providing the records. WCLS shall provide the reason for the redaction and cite the applicable exemption(s).

COPYING AND MAILING COSTS

It would be unduly burdensome for WCLS to calculate the actual costs for providing public records. WCLS employs over 160 employees who earn different salaries and different rates of pay. The public records officer would be required to maintain a record of all employees who contributed to each part of a public record request and potentially charge different amounts for multiple scanned pages. The response time to a public records request may also be delayed in order to calculate scanning costs and create invoices with different rates of scanning charges. The amount of work involved in calculating the cost in providing copies for all separate requests would require a significant portion of one employee's time. The performance of WCLS's overall mission does not allow for the addition to, or the revision or reassignment of, duties for existing personnel so that these calculations can be done without hiring additional staff. Anticipated revenue, along with adopted priorities for expenditures, does not allow for the hiring of an additional employee for this purpose.

Based on the findings above, WCLS will charge the requestor for photocopies or electronically produced copies of public records in accordance with the charges set forth in RCW 42.56.120(2). Pursuant to that statute, WCLS will provide, upon request, a summary of the applicable charges before any copies are made to allow the requestor to revise the request to reduce the number of copies to be made and reduce the applicable charges. According to RCW 42.56.120, WCLS will charge the requestor \$0.15 per page to copy public records. Actual costs of postage, delivery, and the container will also be charged to the requestor. Electronic records may be provided at no cost provided the file size does not prohibit sending the file as an email attachment. Large file sizes may require alternative delivery methods; requestor will be charged the actual cost to provide these records.

WCLS may require a deposit of up to 10% for the estimated costs of copying for large requests and may require that the requestor make full payment of the copying and mailing costs before providing the records for a request (or for each installment of a request, if produced on an installment basis). If the requestor does not complete the payment requested by WCLS within 20 business days, WCLS will treat the request as abandoned and close the request.

RECORDS RETENTION SCHEDULES

WCLS adopts the State of Washington Local Records Committee's Local Government General Records Retention Schedule and Records Management guidelines as its public records retention schedule and authorization for destruction. These State guidelines have been reviewed by the State Attorney General and the State Auditor offices. A copy of the Local Government General Records Retention Schedule and Records Management guidelines is on file in the Public Records Officer's office at Administrative Services.

RELATED POLICIES: [Confidentiality of Patron Records Policy 5.01](#).

STATUTORY REFERENCE: [RCW 42.56 Public Records Act](#)

Legal review by attorney Jessica Kerr June 26, 2024.

APPROVALS AND UPDATES

Date	Action	Reviewer	Approved By	Approval Signature
November 20, 2007	Approved.	-	Whatcom County Library System Board of Trustees	/s/ Amory Peck
March 19, 2024	Updated Public Records Officer.	Christine Perkins	Whatcom County Library System Board of Trustees	/s/ Matthew Santos
July 16, 2024	Updated to reflect best practices.	Christine Perkins and Jessica Kerr, attorney	Whatcom County Library System Board of Trustees	/s/ Rodney Lofdahl

DRAFT

COMMUNITY

The Friends of South Whatcom Library held a Patron Appreciation Day on January 10 complete with complimentary hot apple cider and a table piled with baked goods. I was able to combine a trip to the SW branch to meet with new Sudden Valley Community Association Executive Director Michael Bennett and SW Branch Manager Liz Andre.

ACCESS

At the end of last year, our ILS Coordinator Carmi Parker started doing some analysis of our patrons who use the Washington Anytime Library and discovered that 40% of them (over 5,700 patrons) have never checked out a physical item or have not checked out a physical item in the last two years. This "online only" cohort is our second largest group of users after the Ferndale Library and edges out the Lynden Library (although some of these people may live in Ferndale and Lynden). These people are getting great access to eMaterials but do not get the face-to-face interaction with staff that others receive in-branch. We are currently considering ways to increase our connection with this user group.

RESOURCES

We received some online love for our newest additions to our Library of Things: animatronic cats. It's great to see that the public understands how these could be a great thing for their family to borrow -- "Great for kiddos who can't have a real cat in the house!"



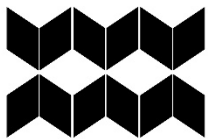
EQUITY, DIVERSITY AND INCLUSION

Our Public Services Assistants – Hispanic Focus are planning a Día de los Niños celebration at the Lynden Library on April 26. There will be piñatas, games, facepainting and of course, books!

STEWARDSHIP

We received 22 applications for the part-time Foundation Development Director position and our interview team plans to meet with the top candidates on January 31. We hope to have someone hired and on board by the end of February.

Christine Perkins, Executive Director



whatcom county
library system

Deputy Director Report

January 2025

COMMUNITY

The Ferndale Library was chosen to be part of the South Arts Jazz Road Tour, a grant program funded by the Doris Duke Foundation and the Mellon Foundation to bring jazz to rural communities. Playing for the packed house was Cyrus Nabipoor and his band. Cyrus is a trumpeter and composer with international acclaim. We received several comments from patrons sharing their appreciation including, "In the era of YouTube, the real concert experience like this brings such an awe to my heart. What a rich sound and experience that was! Thank you for bringing this band."

The next opportunity to hear music at WCLS will take place at the Deming Library on Saturday, Feb. 1. Lindsay Street is a whimsical, fun and musically diverse folk-roots band described as "pan Celtic, quirk and beauty." Lindsay Street creates unique arrangements that feature accordion, guitar, violin, mandolin, bodhran, banjo, whistles and other assorted instruments.

RESOURCES

It has been said in many ways that reading books allows you to travel the world. A patron of the South Whatcom Library took that to heart and recently completed his goal to read a book from every country in the world, a challenge that took six years and 199 books to complete. He relied heavily on Inter-Library Loan services to accomplish this remarkable task.

EQUITY, DIVERSITY AND INCLUSION

WebJunction, a program of OCLC, invited Cultural Liaison staff and I to share the session we prepared for the Association of Rural and Small Libraries conference in 2023 with their audience reaching across the U.S. and beyond. We will discuss how valuing specific knowledge, skills, and abilities during the hiring process can develop a staff group ready to serve a diverse community, and it will highlight some of the successes our Cultural Liaisons have had. All are welcome to register at no cost - [Building community connections by hiring for cultural knowledge](#)

Michael Cox

Deputy Director

COMMUNITY

The Youth Services team said goodbye to 2024 with a series of New Year's at Noon parties at our Everson, Ferndale, Lynden, and South Whatcom locations. Kids gathered to hear some stories, make some noise, and cavort in a balloon drop, the perfect opportunity for families who want a little festivity with their turn-of-the-year without staying up all hours. Hundreds of people joined us for this perennial favorite, beginning the new year at the library!

On January 11th we held our annual Whatcomics Celebration at the Lynden Library, honoring Whatcom County teens with original art published in the 2024 edition. The event features artwork on display throughout the library and invites the artists and their friends and family to explore and mingle. It's wonderful to see the artists' faces bright with a sense of pride and accomplishment as they talk with each other about their inspiration and process and consider the ways art can play a part in their lives. 104 of the 148 published artists attended, and all told we saw 348 attendees at the event. The production values of the anthology get better and better year after year, and it clearly means a great deal to the young artists to see the value of their work affirmed in this way. The anthology also gets a full catalog record so artists can see their name and the name of their piece in Bibliocommons, further validating their contributions. Big thanks to Teen Services Coordinator Tamar Clarke, Communications Specialist Cynthia French, Youth Services Assistant Tess Reding Hoffart, and Teen Intern Sevilla Thomas for all their work publishing the anthology and hosting the Celebration!



Thom Barthelmess
Youth Services Manager

COMMUNITY/RESOURCES



The January-May 2025 issue of *Explorations*, the library system’s newsletter, was published in late December. Readers will find more than 100 free events inside as well as news about the library budget listening sessions. *Explorations* is delivered to all mailboxes in the county and is available on [our website](#). The publication is a partnership between event planners and the Community Relations team. *Explorations* is part of a multi-channel communication plan to raise awareness of library services and to drive participation in library programs. Evidence that it works: program enrollment spikes when the publication lands in mailboxes; guest surveys completed at the Jan. 10 jazz concert at the Ferndale Library show *Explorations* was the top source of event information. Thanks to everyone who contributes!


Press releases: [Apply to serve on Board of Trustees – Whatcom County Library System](#)

Book Reviews

- *The Northern Light*, Dec. 11, 2024, [Blaine book review: “No Two Persons”](#)
- *Cascadia Daily News*, Dec. 16, 2024, [Whatcom County librarians' most-loved books of 2024](#)
- *Cascadia Daily News*, Dec. 27, 2024, [Book Review: 'Horse' by Geraldine Brooks](#)

- *Bellingham Alive*, December 2024, see clip below

Book Reviews
WRITTEN BY EMMA RADOSEVICH



"The Pairing"
by Casey McQuiston

Kit and Theo have been a lot of things to each other: childhood best friends, romantic partners, and now exes. They broke up four years ago after a trans-Atlantic fight en route to the food and wine tour of their dreams. In a twist of fate, they now find themselves on the same tour—this time as exes trying to prove just how much they've moved on.

A lot can change in four years. Kit is a pastry chef at a top restaurant in Paris and Theo is a sommelier-in-training. What hasn't changed is their mutual love of good food, good banter, and good sex. Theo proposes a hookup competition, and the pair try to sleep their way across France, Spain, and Italy. But each European city feels more romantic than the last, and Kit and Theo find it impossible to push their true feelings aside.

The newest by Casey McQuiston (also known for "Red, White, & Royal Blue" and "One Last Stop") is a luscious second-chance romance worth savoring.



"Little Rot"
by Akwaeke Emezi

Longtime couple Aima and Kalu should have been together forever, but a recent move to New Lagos, Nigeria revealed the cracks in their relationship. The night after their breakup, Aima goes dancing with party-girl friend, Ijendu, while Kalu heads to an exclusive sex party hosted by his best friend, Ahmed. An impulsive decision by Kalu ignites the wrath of a dangerous man, and the friends are pulled into Lagos' seedy underworld.

Over one action-packed weekend, our protagonists hurtle through the underbelly of a city rife with murder, blackmail, and sexual violence. Narrative perspective bounces between characters who face impossible choices about how to protect the people they love. Full of drama and intrigue, this high-octane thriller is a stylistic departure from Akwaeke Emezi's last novel, the romance "You Made a Fool of Death with Your Beauty." "Little Rot" is a stylish, sexy roller coaster of a book that never slows down.

Media Coverage

Whatcom READS

- *Cascadia Daily News*, Dec. 12, 2024, ['No Two Persons' by Erica Bauermeister is Whatcom Reads' 2025 selection](#)
- *Salish Current*, Dec. 16, 2024, [Allied Arts is on the move](#)

Other

- *Ferndale Record*, Dec. 4, 2024, [Letters to the editor: Dec. 4, 2024](#)
- *Lynden Tribune*, Dec. 13, 2024, [COUNTRY LIFE: 4-H club holds community service project](#)
- *All Point Bulletin*, Dec. 20, 2024, [Year in Review: Friends of the Point Roberts Library](#)
- *All Point Bulletin*, Dec. 20, 2024, [Year in review: Point Roberts Library](#)
- *Cascadia Daily News*, Dec. 26, 2024, [Where to Celebrate 2025 in Whatcom and Skagit counties](#) (New Year's at Noon, Youth Services programs)

- *All Point Bulletin*, Dec. 19, 2024, see clip below

Point Roberts Book Club: Wednesday, January 29, 5:30–7:30 p.m., Point Roberts Library. All are welcome to join this lively monthly discussion group at the library. Call the library at 360/945-6545 for this month’s selection. Last Wednesday of the month.

Let’s Make Valentines: Wednesday, February 5, 3 to 4 p.m., Point Roberts library meeting room. Teen corps volunteers needed from 2:45 to 4 p.m. Come to the library to make valentines cards for all the loved ones in your life. Supplies provided.

Whatcom READS presents: Buoy painting workshop: Wednesday, February 12, 1 to 2:30 p.m., Point Roberts Library meeting room. Adult activity. Inspired by Whatcom READS selection *No Two Persons*. Painted Buoys will be incorporated into a large art installation at Bellingham Seafest 2025. Info: wcls.org.

- *Bellingham Alive*, December 2024, see clip below

December 11, 4:30-6 p.m..

Award Winning Book Club

Lynden Library, 216 4th St., Lynden
360.354.4883, wcls.org

Gather with other literary lovers at the Lynden Library to discuss three classic, award-winning titles: “To the Lighthouse,” by Virginia Woolf; “The Little Prince,” by Antoine de Saint-Exupéry; and “The Heart is a Lonely Hunter,” by Carson McCullers. Don’t feel pressured to re-read the titles! Just come in, chat with others, and enjoy snacks provided by the library.

Mary Vermillion

Community Relations Manager

Collection Size	Physical	Electronic	Total
	303,906	382,216	686,122

Circulation	Dec 2023	Dec 2024	YTD 2023	YTD 2024	YTD % chg
Physical Circulation					
Blaine	11,875	14,539	149,454	163,430	9.4%
Bookmobile & Outreach	4,210	4,096	55,502	53,237	-4.1%
Deming	7,522	8,184	93,573	90,064	-3.8%
Everson	9,206	8,507	110,060	105,862	-3.8%
Ferndale	31,600	29,967	388,410	381,519	-1.8%
Island	1,742	1,808	22,420	20,279	-9.5%
Lynden	35,162	34,634	456,120	437,399	-4.1%
North Fork	4,134	3,670	52,924	45,541	-14.0%
NWIC	8	6	115	107	-7.0%
Point Roberts + PRX	1,974	1,830	29,087	26,890	-7.6%
Sumas + SLX	2,117	2,333	24,185	29,854	23.4%
South Whatcom	7,468	7,034	92,443	91,577	-0.9%
NDX	3,371	4,427	38,863	41,952	7.9%
Physical Circulation Total	120,389	121,035	1,513,156	1,487,711	-1.7%
Disc materials: DVDs, CDs	29,531	25,527	330,562	310,732	-6.0%
All other materials	89,818	93,648	1,169,614	1,160,496	-0.8%
Digital Circulation					
eBooks/eAudiobooks	33,013	35,932	388,128	433,521	11.7%
eMagazines	5,899	5,122	34,092	57,228	67.9%
eMusic	10,003	12,917	140,739	121,618	-13.6%
Streaming Video	2,629	1,394	23,221	14,401	-38.0%
Digital Circulation Total	51,544	55,365	586,180	626,768	6.9%
Grand Total	171,933	176,400	2,099,336	2,114,479	0.7%

Visitors (Door counts)	Dec 2023	Dec 2024	YTD 2023	YTD 2024	YTD % chg	Feb 2019
Blaine	6,128	6,475	78,030	84,912	8.8%	8,857
Deming	2,441	2,579	30,134	32,770	8.7%	3,905
Everson	3,050	3,122	36,879	38,694	4.9%	5,668
Ferndale	9,825	11,038	150,913	151,880	0.6%	17,333
Island	1,079	310	12,626	13,859	9.8%	1,450
Lynden	9,725	10,382	124,120	136,345	9.8%	17,316
NDX	287	284	3,471	3,809	9.7%	
North Fork	1,740	151	21,084	20,772	-1.5%	2,826
Point Roberts + PRX	1,413	1,071	17,995	18,493	2.8%	1,318
Sumas + SLX	918	955	12,574	13,933	10.8%	1,724
South Whatcom	2,685	2,633	28,206	36,953	31.0%	2,207
Total	39,291	39,000	516,032	552,420	7.1%	62,604

New Borrowers	Dec 2023	Dec 2024	YTD 2023	YTD 2024	YTD % chg
	488	458	7,634	7,623	-0.1%

Interlibrary Loan	Dec 2023	Dec 2024	YTD 2023	YTD 2024	YTD % chg
Borrowed from BPL	11,667	12,303	138,891	143,561	3.4%
Lent to BPL	23,167	23,241	264,377	260,602	-1.4%
Borrowed: other libraries	623	597	6,725	7,557	12.4%
Lent: other libraries	547	590	5,796	7,038	21.4%

Electronic Resources	Dec 2023	Dec 2024	YTD 2023	YTD 2024	YTD % chg
WCLS.org Sessions	34,886	34,472	447,617	456,569	2.0%
Bibliocommons Sessions	79,503	84,531	778,620	1,166,677	49.8%
Internet Sessions	3,223	3,520	39,211	43,929	12.0%
Wifi Clients / Sessions	6,134	6,628	84,788	85,367	0.7%

Volunteers	Dec 2023	Dec 2024	YTD 2023	YTD 2024	YTD % chg
	792	504	10,253	10,279	0.3%

Activities	Dec 2023	Dec 2024	YTD 2023	YTD 2024	YTD % chg
Programs					
Adults	34	59	674	859	27.4%
Teens	9	33	217	301	38.7%
Children	59	70	919	1,092	18.8%
Total	102	162	1,810	2,252	24.4%
Attendance					
Adults	547	590	7,952	10,648	33.9%
Teens	32	638	8,393	11,206	33.5%
Children	956	1,764	28,243	32,894	16.5%
Total	1,535	2,992	44,588	54,748	22.8%

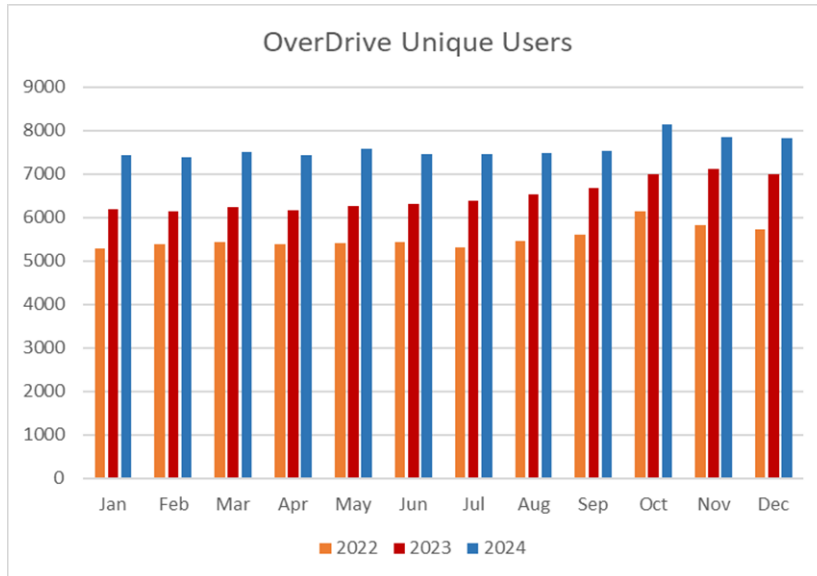
Notes/Corrections:

Jan - Dec 2024 Kanopy stats now track titles played per state library guidance and are not comparable with Jan - Dec 2023, which tracks Kanopy views

Sept - Nov. volunteer stats have increased due to a branch reporting their volunteer numbers late

OVERDRIVE UNIQUE USERS

WCLS cardholders borrowed 64,306 different titles in 2024 for a total of 490,749 eBook, eAudiobook and eMagazine checkouts. WCLS unique users increased 13% in 2024 over 2023, from 13,693 to 15,461 and new users increased 10% (3,933 in 2023 and 4,331 in 2024). Circulation of eAudiobooks is growing at a faster rate than circulation of eBooks; comparing 2023 circulation to 2024 circulation, eAudiobook loans increased 16% while eBook loans only increased 7.5%; this trend is good for us as eAudiobooks tend to have more friendly licensing options.



DATABASE USAGE

December is a slow month for databases and December 2024 was no exception, closely matching the amount of use in the previous two years. Creativebug use was holiday-driven in December, with patrons taking courses on making ornaments and gifts (like slippers, teddy bears, lap quilts). Users of LinkedIn Learning completed courses in 28 different subjects including positive psychology, customer service, stress management, interview preparation and ChatGPT. Staff are using the new addition of American Sign Language on the Mango database to support an ASL practice group.

