

City of Richland Resolution No. 100-20 temporarily designates virtual locations for all municipal meetings until such time as Benton County moves into a phase of the Safe Start reopening plan that authorizes public gatherings and the opening of public facilities. For this meeting, the Library Board will meet remotely via Zoom. The public may attend this meeting through telephonic access by calling the phone number provided. All members of the public who remotely attend must mute their electronic devices and remain silent during the meeting.



Agenda
Library Board Meeting
Tuesday, January 12, 2021
Join the Zoom meeting [here](#)
Public Telephone Access: (206)337-9723 or (253)215-8782
Meeting ID No. 974 2873 2704

Board Members: Chair Maier, Vice-Chair Booth and Board Members Buxton, Lightner and Lunstad

Liaisons: Council Liaison Kent
Staff Liaison: Library Manager Campbell Hime

Regular Meeting - 5:30 p.m.

Call to Order/Attendance:

Introduction of Guests:

Approval of Agenda: (Approved by Motion)

Approval of Minutes: (Approved by Motion)

Draft of December 8, 2020 Library Board Meeting Minutes

Report of the Library Manager:

1. January 2021 Library Manager's Report
 - Leslie Campbell Hime, Library Manager
2. January 2021 Library Statistics
 - Leslie Campbell Hime, Library Manager

Public Comments: Please limit comments to 3 minutes per person and not more than 15 minutes per topic.

Approval of Bills: (Approved by Motion)

1. Approval of Bills for December 1, 2020 through December 31, 2020
 - Leslie Campbell Hime, Library Manager

Unfinished Business:

New Business:

1. Late Fees
 - Leslie Campbell Hime, Library Manager
2. Library Annual Report

- Leslie Campbell Hime, Library Manager

Agenda Items for Upcoming Board Meeting:

Adjournment

The next Library Board Meeting is Tuesday, February 9, 2021

Richland Public Library is ADA accessible with special parking and access available at the entrance facing Northgate Drive. Requests for sign interpreters, audio equipment, and/or other special services must be received 48 hours prior to the Library Board Meeting by calling the City Clerk's Office at 942-7389.



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/12/2021

Agenda Category: Approval of Minutes

Prepared By:

Subject:

Draft of December 8, 2020 Library Board Meeting Minutes

Department:

Parks & Public Facilities

Recommended Motion:

Move to approve the 12-08-20 meeting minutes.

Summary:

The draft of 12-08-20 Library Board Meeting Minutes are included for consideration.

Attachments:

1. 12-08-20 Library Board Meeting Minutes Draft



MINUTES

Richland Public Library Board

Zoom – Public Telephone Access: (206) 337-9723 or (253) 215-8782

Meeting ID No. 958 0836 5992

December 8, 2020, 5:30 – 6:30 PM

CALL TO ORDER:

CHAIR MAIER CALLED THE MEETING TO ORDER AT APPROXIMATELY 5:32 P.M.

ATTENDANCE:

CHAIR MAIER, VICE-CHAIR BOOTH, BOARD MEMBERS BUXTON, LIGHTNER, AND LUNSTAD WERE PRESENT. ALSO PRESENT WERE COUNCIL LIAISON KENT, LIBRARY MANAGER CAMPBELL HIME AND ADMINISTRATIVE ASSISTANT BARADA.

APPROVAL OF AGENDA:

BOARD MEMBER LUNSTAD MOVED AND BOARD MEMBER BUXTON SECONDED THE MOTION TO APPROVE THE AGENDA AS IS. THE MOTION CARRIED 5-0.

APPROVAL OF MINUTES:

CHAIR MAIER ASKED FOR A MOTION TO APPROVE THE MINUTES OF THE NOVEMBER 10, 2020 MEETING. BOARD MEMBER BUXTON MOVED AND VICE-CHAIR BOOTH SECONDED THE MOTION TO APPROVE THE MINUTES OF NOVEMBER 10, 2020 AS IS. THE MOTION CARRIED 5-0.

REPORT OF THE LIBRARY MANAGER:

Two Library Assistant I positions have been filled. The new employees will begin in January.

Installation of security cameras has been complete at the library. The Library Manager will have access to the camera footage. The ability for staff to lock the library doors in case of an emergency is still in the works.

Patrons are utilizing curbside more than coming into the library.

APPROVAL OF BILLS:

BOARD MEMBER BUXTON MOVED AND BOARD MEMBER LIGHTNER SECONDED THE MOTION TO APPROVE THE CERTIFICATION OF CLAIMS FOR PAYMENT FOR NOVEMBER 2020 IN THE AMOUNT OF \$102,992.13. THE MOTION CARRIED 5-0.

UNFINISHED BUSINESS:

NEW BUSINESS:

AGENDA ITEMS FOR UPCOMING BOARD MEETING:

1. Continued Suspension and Elimination of Late Fees
2. Library Annual Report

ADJOURNMENT:

CHAIR MAIER ADJOURNED THE MEETING AT 6:02 P.M.

Prepared and submitted by Kylie Barada, Administrative Assistant

Minutes Approved by: _____
Kurt Maier, Library Board



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/12/2021

Agenda Category: Report of the Library Manager

Prepared By: Leslie Campbell Hime, Library Manager

Subject:

January 2021 Library Manager's Report

Department:

Parks & Public Facilities

Recommended Motion:

Discussion only.

Summary:

The Library Manager's January report is included for discussion.

Attachments:

1. 1-12-2021 Library Manager's Report



LIBRARY MANAGER'S REPORT
Richland Public Library Board
Richland Public Library – 955 Northgate – Board Room
January 2021

Friends of the Library

The Friends sold book-themed baskets to patrons in December and held a \$5 bag sale for several weeks. They refresh the items for sale each day, and patrons' interest in the books, DVDs, and CDs continues to be strong.

Foundation

The Foundation is planning to hold their first meeting of the year via Zoom. The date and a Zoom invite will be emailed when available.

Statistics

Please see attachment.

Revenue / Expense / Voucher Listing

Revenue

December 1-31 revenue is below projections due to fine suspension and the suspension of copying and printing services. The library continues to offer temporary library cards that expire in three months; however, patrons can email/call to renew those cards. The Novel Café's library location remains closed.

Expense

December 1-31 expenses ended below projections. There were cost savings for utilities and materials throughout the year due to the mandated library closure.

Voucher Listing

The December voucher listing shows database, service, and utility payments.



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/12/2021

Agenda Category: Report of the Library Manager

Prepared By: Leslie Campbell Hime, Library Manager

Subject:

January 2021 Library Statistics

Department:

Parks & Public Facilities

Recommended Motion:

Discussion only

Summary:

Staff will discuss the attached statistics regarding library curbside and resource use.

Attachments:

1. 01-12-21 Library Statistics

RICHLAND PUBLIC LIBRARY

December 2020 Statistics Report for the January 12 Board Meeting



DECEMBER SUMMARY

We welcomed patrons into the library in December with cheerful holiday decorations including candy cane posts, chalk drawings on safety barriers, a Christmas tree, and a book display with information about several December holidays including Hanukkah and Kwanzaa. During the month, we continued to offer curbside pickup appointments from 11 a.m. to 4 p.m. on weekdays, and the library building was open to the public from 3 to 6 p.m. on those same days.

Patrons have continued to enthusiastically use our curbside pickup service, so we plan to continue that service in 2021. It is a valuable resource for patrons who like the convenience, as well as for those who don't feel comfortable coming into the library during the pandemic.

PATRON OUTREACH

During December, we continued to reach out to our patrons in many different ways. We provided take-and-make kits that could be picked up in person or through our curbside service, and we encouraged kids to bring us their paper "gingerbread cookie" crafts so we could post fun photos of them in the library. We recorded and posted new story time videos, gave away story time scarves to encourage active participation, and created new Dial-a-Story recordings. We also posted teen and adult book recommendations, information about our online resources, fun memes, links to posts about community events, and more through the library's Facebook and Twitter accounts.



NOV. 16 THROUGH DEC. 15

- Total Circulation: 38,719
- Physical Items Checked Out: 25,599
- Digital Items Checked Out: 13,120
- Hoopla Circulation: 2,278 items
- Kanopy Circulation: 15,225 total minutes
- Overdrive Circulation: 10,215 items
- Mango: 117 sessions
- New Library Cards: 93

CHILDREN'S ACTIVITIES

Story Time with Miss Kelly

Our twice-weekly *Story Time with Miss Kelly* videos continue to be extremely popular with patrons. By the end of December, we had 58 videos on Facebook at the following link.

<https://www.facebook.com/watch/140429522668223/592777207923073/>

In December, Children's Services Librarian Kelly Reed read several different picture books for her story time videos, including *Old MacDonald Had a Truck* by Steve Goetz, *Rosie's Walk* by Pat Hutchins, *Old Hat* by Emily Gravett, *Old MacDonald Had a Boat* by Steve Goetz, *It's Snowing* by Olivier Dunrea, and *Best in Snow* by April Pulley Sayre. She also told two Kamishibai for Kids stories, *The Mother Cat* and *The Hats for the Jizos*; led counting and activity rhymes; and told stories with the felt board. Several of her December videos featured visits from therapy dogs Hazel, Jake, Jemma, and Phoenix.

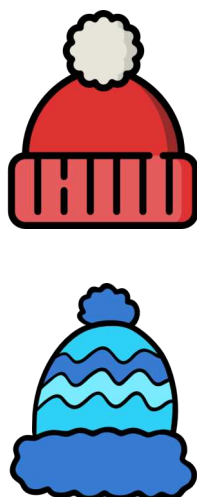
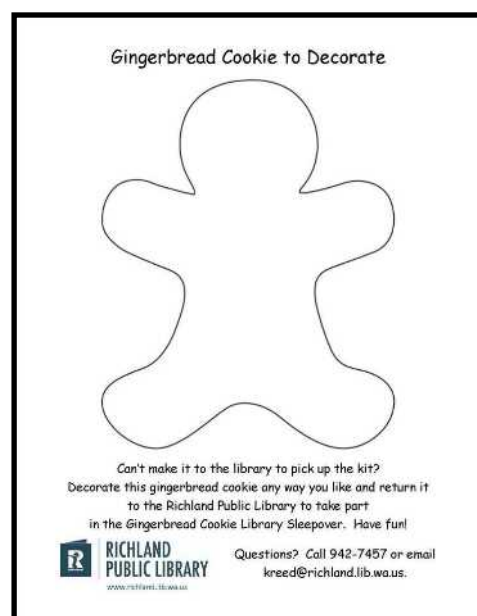
Kelly spends a lot of time selecting books so that kids can see themselves, and other kids, in the stories she reads. Several weeks ago, in one of her videos, she gently explained about her recent hair loss and told kids that's why she is wearing hats now. She viewed this as a chance to explain that while she may look different, she is still the same person. She truly cares about our young patrons, and she wanted to reassure them about the change. The video is available at the following link.

<https://www.facebook.com/140429522668223/videos/367123054483248/>

She wears hats, scarves, and face masks that often match the themes of the books she reads. Many of her wonderful hats were knitted or crocheted by her sister or by a friend.

Story Time Scarves

In her final video of the year, Kelly invited children to come to the library to pick up story time scarves, either in person or through our curbside service. We have 60 scarves to give away. Future story time videos will encourage children to shake, wave, or dance with the scarves, but they can also use bandanas or dish towels that they may already have at home.



CHILDREN'S ACTIVITIES (CONTINUED)

Gingerbread Cookie Library Sleepover

On December 9, Kelly read *Mouse Went Out to Get a Snack* by Lyn Rossiter McFarland for one of her *Story Time with Miss Kelly* videos. In the story, the mouse collects treats, including nine jolly gingerbread men, to take back to his home.

During the story time video, Kelly invited young patrons to come to the library to pick up “gingerbread cookie” craft kits that she had put together with die-cut paper cookie shapes, colorful pipe cleaners, ribbons, pom poms, yarn, cutout hearts, stickers, googly eyes, and sparkly plastic jewels. We also posted a gingerbread cookie shape on Facebook for kids to download, print, and decorate at home.

Kids were asked to decorate their paper cookies and bring them to the library for a “Gingerbread Cookie Library Sleepover.” In late December, Kelly began featuring the decorated cookies in her story time videos, and we also began posting photos of the cookies having adventures in the library when the building isn’t open.

We have noticed that a lot of patrons are liking and sharing these posts, so kids are definitely having fun seeing their gingerbread creations in the library!



TEEN ACTIVITIES

Teen Take-and-Make Kits

During December, we continued to hand out take-and-make craft kits for teens. Teen Services Librarian Michelle Haffner put together fun kits containing supplies for making waterless snow globes with miniature trees, dinosaurs, Christmas figures, and an assortment of little toys. Each kit also includes hot cocoa mix, a candy cane, a Winter Reading Challenge button, and a list of YA (young adult) holiday books. We handed out 47 of those kits. Craft supplies were generously provided by the Friends of the Richland Library.

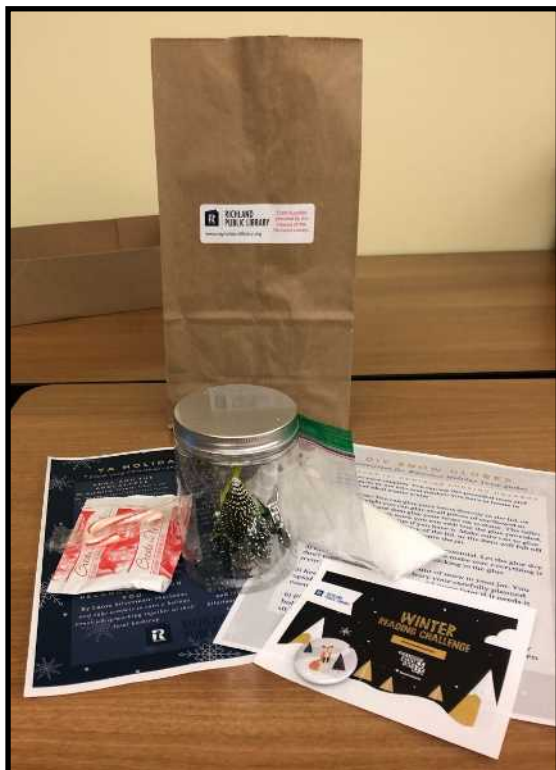
Teen Book Lists from YALSA and Kirkus Book Review

In early December, we posted a link to this year's YALSA Teens' Top Ten List. This "teen choice" list includes books that were nominated and chosen by members of teen book groups from fifteen school and public libraries around the country. Later in the month, we shared a link to the Kirkus Book Review's "Best of 2020" list of middle-grade books for preteens and teens. We are hoping that preteen and teen readers will click on the links to find some new books to check out from the library.

What Are YA Reading?

In mid December, we posted the following link on Facebook to invite teens to check out our "What Are YA Reading" page and view lists of YA books recommended by Michelle.

<https://www.myrichlandlibrary.org/programs-and-events/teens/what-are-ya-reading>



TEEN ACTIVITIES (CONTINUED)

YA Holiday Reads

Michelle created a list of December recommendations for teens, from cozy Christmas romance books to holiday horror, and we posted it to Facebook on December 8. The counseling staff at Kiona-Benton City High School shared our Facebook post with her recommendations, and their post received many additional “likes” and “shares.”

<https://www.facebook.com/RPLibrary/photos/a.219068951470946/3966395190071618/>

Tri-Tech Skills Center

Many of our teen patrons choose career and technical pathways after high school graduation. In late December, we posted on Facebook to highlight opportunities that are available from the Tri-Tech Skills Center in Kennewick. Tuition-free technical and professional training programs are available for all area public, private, and homeschooled students age 16-20 who have not yet graduated from high school. These programs can help teens explore different careers while giving them valuable training opportunities.

Delta High School

We also shared an NBC Right Now post on Facebook to let STEM-loving eighth graders know that Delta High School is currently accepting applications for their class of 2025. Students may submit applications until 3 p.m. on February 11.



FAMILY ACTIVITIES

Letters to Santa

Each December, the City of Richland hosts a Winter Wonderland celebration featuring special activities at John Dam Plaza, Howard Amon Park, the Richland Community Center, and the Richland Public Library. For the past few years, Parks and Recreation Coordinator Lisa Adams has helped with many of the Winter Wonderland events.

This year, Parks and Public Facilities crews created a beautiful HAPO Winter Wonderland Festival of Lights display at John Dam Plaza for people to enjoy, even though the City of Richland wasn't able to hold a tree lighting ceremony or host other special programs like the Kiwanis Club Train, reindeer visits, hot cocoa, or live musical performances due to the Covid-19 pandemic. They also installed a special mailbox so that children could "mail" letters to Santa. These letters were answered by Community Center staff, but because the library couldn't host any in-person holiday programs either, Lisa also offered to help answer them.

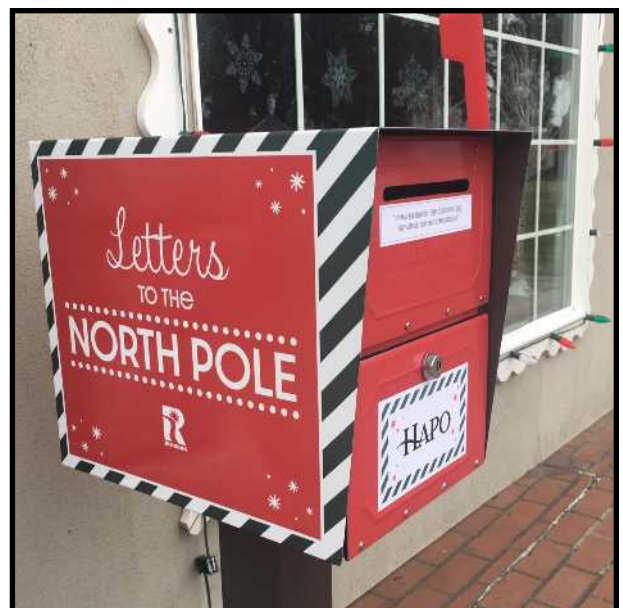
Lisa says, "Some were funny, some were sad, others just really warmed your heart. 700 letters were answered, with 215 answered by me, and another dozen answered by teen librarian Michelle Haffner. Many people posted how happy they were with the letters on social media, and it was a morale boost for staff working on them."

A video of the HAPO Winter Wonderland Festival of Lights show is at the following link.

<https://www.facebook.com/richlandparksandrecreation/videos/399253837940377/>



Many children included hand-drawn Christmas cards and pictures, candy canes, and leaves with their letters to Santa.



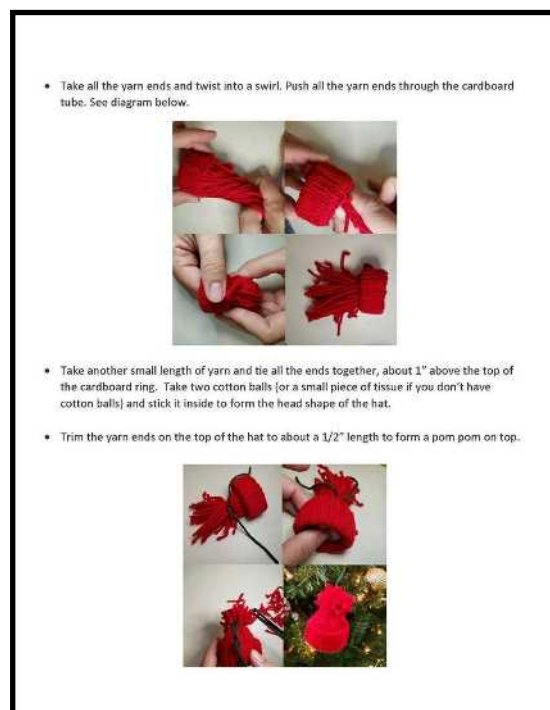
FAMILY ACTIVITIES (CONTINUED)

Mini Yarn Hats

In mid December, we posted instructions on Facebook so that families could make mini yarn hats. This is a very popular craft project that we have featured in Make It Monday sessions in past years. Kids can create mini yarn hats using colorful yarn, toilet paper tubes, scissors, and either cotton balls or toilet paper. The hats may be hung as ornaments on a Christmas tree, strung together like garland, or used as hats for action figures and dolls.

Buddy the Elf

Last year, for the holidays, we created a cardboard Buddy the Elf display so that kids could come have their photo taken with it. This year, during the pandemic, we added a mask with holiday decorations on it, and we posted fun photos on Facebook that showed the display placed in different areas of the library.



HOLIDAY DECORATIONS AND DISPLAYS

Our beautiful Christmas tree was decorated by STEAMspace Coordinator Johanna Talbott, Teen Services Librarian Michelle Haffner, Adult Services Librarian Gavin Lightfoot, and Reference Supervisor Michael Scarfo. For extra cheer, we placed it near the front checkout desk this year.

Library Assistant Mary Brown-Elmore also created colorful holiday book displays featuring books about two other holidays some patrons observe in December: Hanukkah and Kwanzaa. The displays showed different items that people use to celebrate those holidays, including menorahs and a dreidel for Hanukkah and a kinara with candles, an ear of corn, and a basket of fruits and vegetables for Kwanzaa. They were located near the front desk for patrons to view.



HOLIDAY DECORATIONS AND DISPLAYS (CONTINUED)

This month, library staff created many festive winter- and holiday-themed chalk drawings on the safety barriers. We also wrapped the white posts for our waiting areas with red crepe paper so they'd look like candy canes.

Here are some of the decorations and drawings that greeted our patrons in December.



SOCIAL MEDIA OUTREACH

Providing Information

We continue to promote library services, resources, and programs on Facebook and Twitter while also reaching out to patrons with fun memes, photos, and questions.

In early December, we posted a graphic to promote our curbside pickup service and reassure patrons that it is easy to use. The post included step-by-step instructions for scheduling an appointment and picking up materials. We also posted several times during the month to remind patrons of our holiday closures so they could pick up their holds beforehand.

In mid December, we posted a photo of our automated materials handler and gently reminded patrons to return books one at a time through the drive-up book drop so it will not jam. We asked them to bring all electronics (including WiFi hotspots and Raspberry Pi), oddly shaped books, backpacks, kits, and ukuleles inside the building when it is open.

We invited patrons to call Dial-a-Story at 509-942-7444 to hear stories recorded by Kelly, Gavin, and other staff. We also posted to let patrons know that even though the baby board books are not currently available on the shelves for physical browsing, they are still available for checkout.

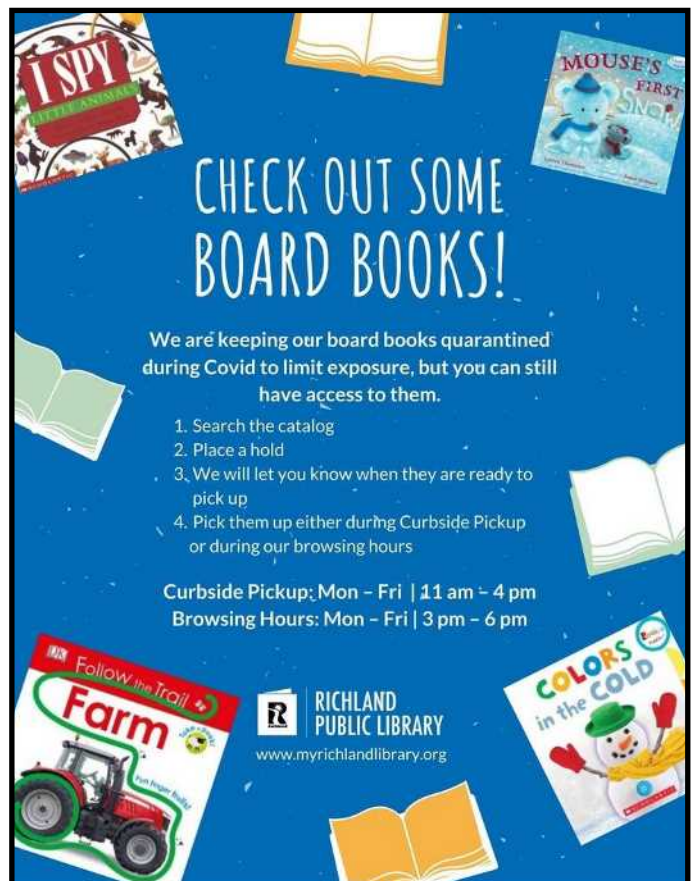
Highlighting Community Activities

In December, we posted several times to highlight the City of Richland's Winter Wonderland activities at John Dam Plaza. One of the videos featured a video of Santa and Mrs. Claus reading *There Was a Cold Lady Who Swallowed Some Snow* by Lucille Colandro.

We shared information about the City of Richland Arts Commission's public art survey, and we invited patrons to nominate individuals and organizations for the STAR (Supporting the Arts in Richland) Award. The survey and the nomination form are open until January 15, and they may be accessed through the following links.

www.ci.richland.wa.us/artscommission

www.ci.richland.wa.us/artrecognition



Additionally, we shared several fun Facebook posts from Vintage Tri-Cities featuring photos of a Christmas party at the Richland Public Library in 1951 and Cub Scouts decorating the library's tree in 1956. We also shared a Facebook post by Tri-Cities Family Fun with a map of holiday lights so that patrons could drive around to see them.

SOCIAL MEDIA OUTREACH (CONTINUED)

Recommending Books and Other Materials

We frequently posted on social media in 2020 to suggest books, e-books, audiobooks, magazines, and videos that patrons might like. In December, we posted short videos to our “Like? Then Try” playlist on Facebook to recommend YA readalikes for patrons who enjoyed reading *The Ballad of Songbirds and Snakes* by Suzanne Collins, horror book readalikes for those who enjoyed *The Kremlin Conspiracy* by Joel C. Rosenberg, and picture book readalikes for kids who enjoyed Pete the Cat books.

Throughout the month, we posted to recommend holiday-themed e-books and audiobooks that are available on Libby, and we invited patrons to take a break from holiday shopping and check them out. We posted recommendations for cozy holiday mysteries available as audiobooks or e-books on Hoopla. We also invited patrons to check out self-care, self-help, hygge, and inspirational titles from Libby to help with holiday and pandemic stress.

We recommended that patrons explore new books by picking up a free copy of *BookPage* magazine in the library, requesting a copy with their curbside pickup, or visiting bookpage.com.

We also continued to post about specific offerings from *The Great Courses* that are available through Kanopy. This month, we featured “Understanding the World’s Greatest Structures: Science and Innovation from Antiquity to Modernity,” “The Everyday Gourmet: Rediscovering the Lost Art of Cooking,” and “Dog Training 101.”

The library’s Facebook page may be viewed at the following link.

<https://www.facebook.com/RPLibrary/>



PATRON FEEDBACK

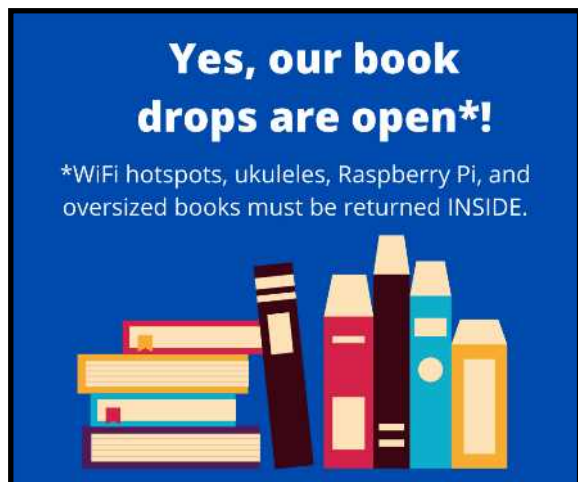
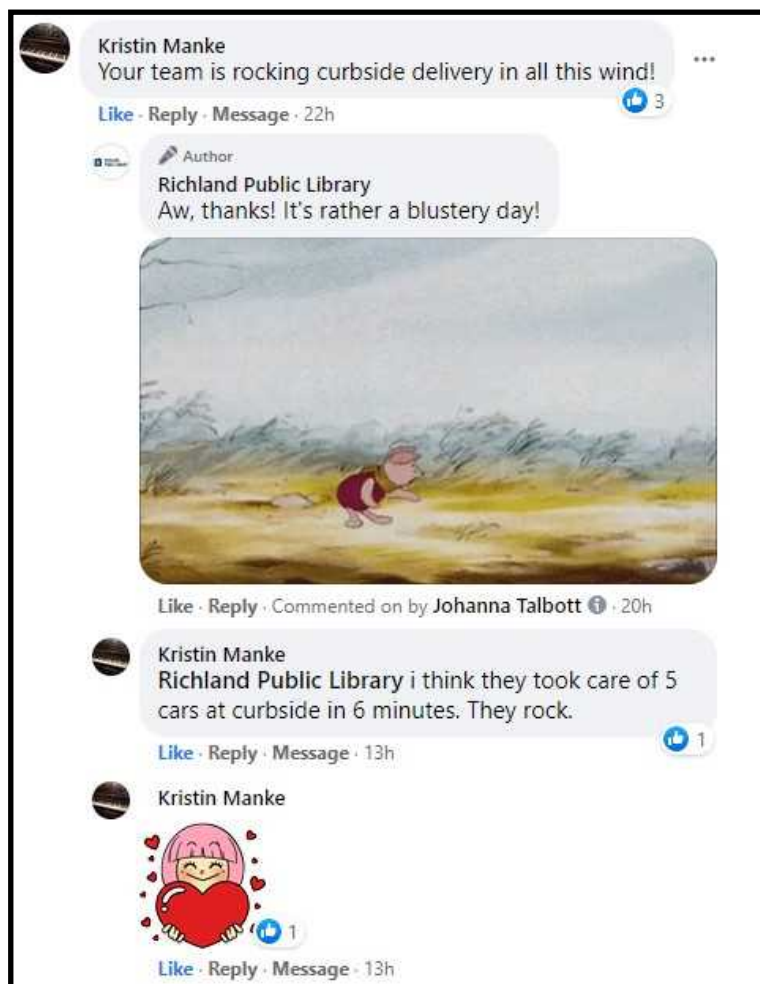
Here are some positive comments that we recently received from patrons through social media.

“Love your posts! Keep up the good work!”

“Thanks for the giggle!”

“I love my 9-year-old’s creativity! She wrote a little story about it, too. Cute teddy bear!”

“I want to buy this book for my granddaughter! Thanks for sharing this darling story!!”



NEW FOR JANUARY!

Winter Reading Challenge

To spread the news about our new Winter Reading Challenge starting on January 1, Teen Services Librarian Michelle Haffner created colorful bookmarks and flyers to place around the library in December. She also created Winter Reading Challenge buttons, and each patron who signed up for Beanstack could come to the front counter and choose a button to wear. Now that the Winter Reading Challenge has begun, patrons will log their reading and participate in activities using the Beanstack app.

The challenge will run from January 1 through 31, and it will include a variety of book recommendations for children, teens, and adults. Our wonderful sponsors, STCU and Powell Real Estate Group, have provided cool prizes for participants.



Story Walk

Children's Services Librarian Kelly Reed has created a new winter-themed Story Walk that will wrap around the front and side of the library in January. It will feature colorful two-page spreads from *Animals in Winter* by Henrietta Bancroft, a "Let's Read and Find Out about Science" title that describes what some different animals do in the winter. The new Story Walk will also highlight other picture books that we have available for patrons to check out.



**Richland Public Library**
1 hr · 🌐

Congrats to Eireana, who won a \$50 gift certificate to REI in the Teen Choose Your Own Career Adventure challenge!

Our next Beanstack challenge starts January 1st. It's open to all age groups. Participants can win cool prizes and also get some really neat swag thanks to our sponsors at STCU and Powell Real Estate Group.

Get signed up today! Download the Beanstack app to your phone or sign up online at richland.beanstack.com.

Congrats to Eireana,
winner of our Teen
Choose Your Own
Career Adventure
challenge!





**WINTER
READING CHALLENGE**
#WinterRead2021

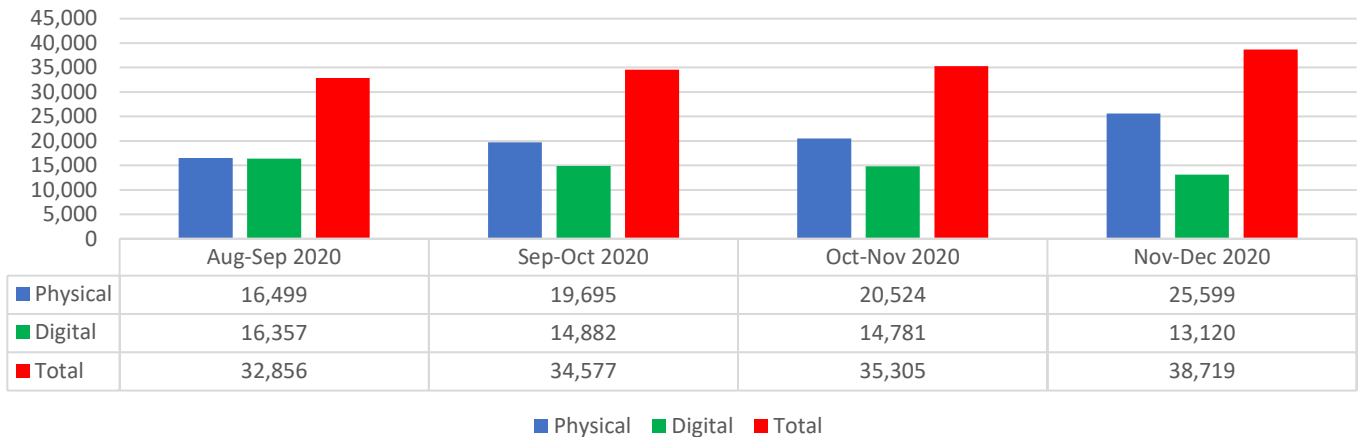

Next up is the Winter Reading Challenge. Open to all ages.

Sign up today at
Richland.beanstack.com for your
chance to win some great prizes!



CIRCULATION

Total Circulation, 2020

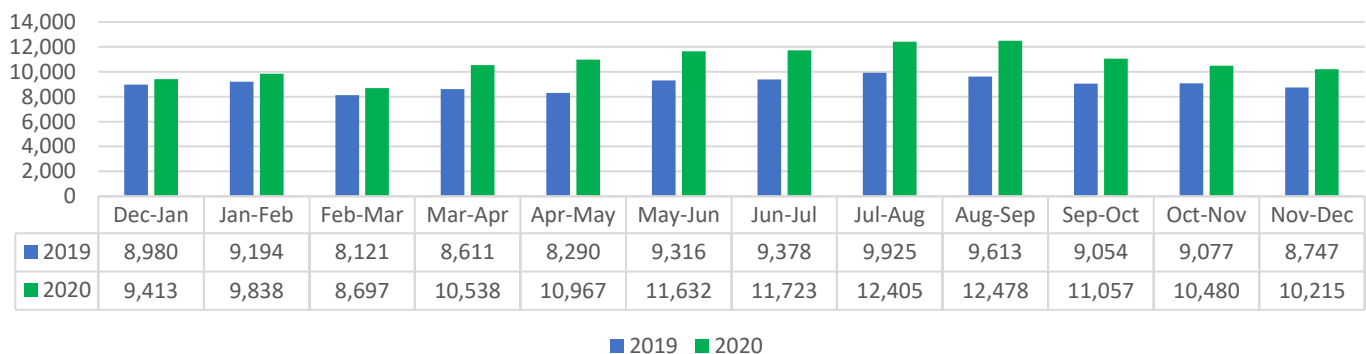


From November 16 through December 15, our total circulation was 38,719 items, of which 25,599 were physical items and 13,120 were digital items obtained through Overdrive, Hoopla, Kanopy, Mango, and RBDigital. This is a 10% increase over the 35,305 items that were checked out during the previous month, and it is the highest circulation we have seen since the library's summer closure.

We filled 6,035 holds for books, DVDs, and other physical items from November 16 through December 15. This is a 13% increase compared to the 5,353 holds that we filled from October-November. Patrons are continuing to place holds on items to be picked up through our curbside pickup service or by coming inside the library. The top five categories of physical items circulated during the past month are Children's Chapter Book Fiction, Children's Nonfiction, Adult Nonfiction, Adult Movies, and Children's Storybooks.

DIGITAL SERVICES

Overdrive Circulation, 2019-2020

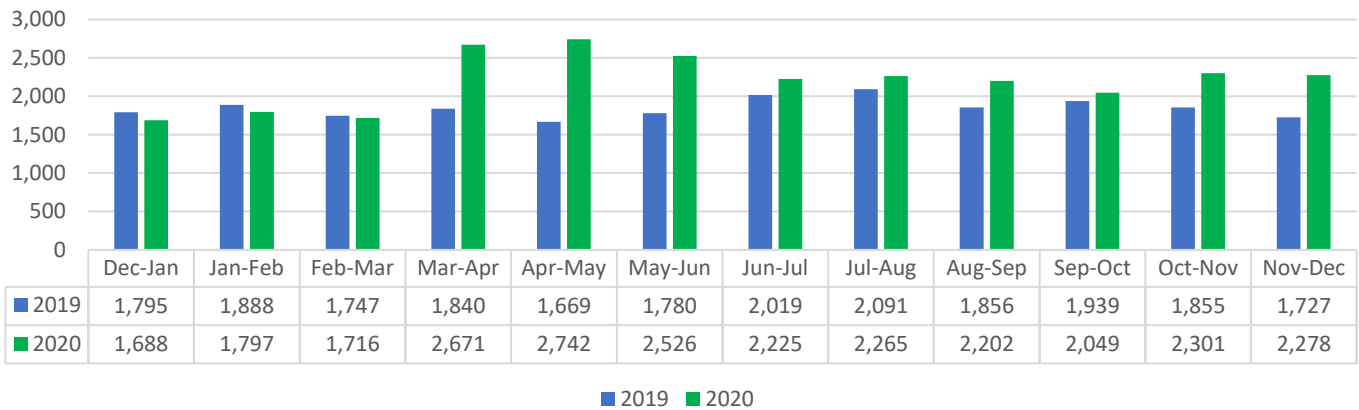


As with many of our digital platforms, we are seeing a continued increase in the usage of Overdrive. Patrons checked out 10,215 Overdrive items from November 16 through December 15, including 6,315 e-books and 3,900 audiobooks. This represents a 3% decrease compared to the 10,480 items checked out the previous month, but it shows a 17% increase over the 8,747 items checked out during the same period in 2019.

Year-to-date Overdrive usage in 2020 shows an increase of 19% over the previous year, with 129,443 total checkouts in 2020 and 108,306 in 2019. Now that the library is open for the public to come in and browse the collection, it will be interesting to see if there will be any drop in usage for 2021 compared to 2020, or if patrons have now developed a new habit of checking out digital items over physical items and the numbers will be more consistent with what we saw in 2020.

DIGITAL SERVICES (CONTINUED)

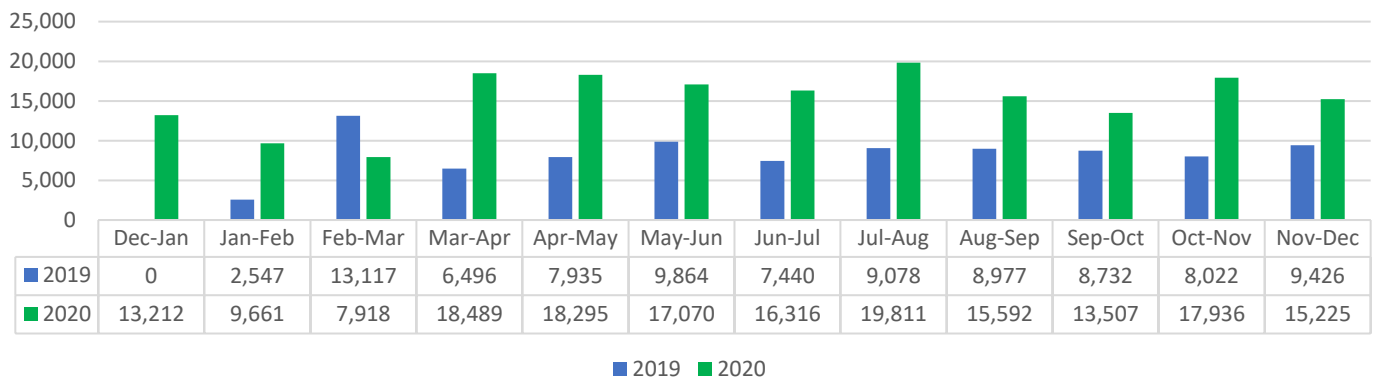
Hoopla Circulation, 2019-2020



Hoopla is continuing to be popular with our cardholders. Patrons checked out 2,278 items from Hoopla between November 16 and December 15, including 958 audiobooks, 813 e-books and comics, 452 movies and TV shows, and 55 music items. Usage of Hoopla during this period is up 32% in 2020 over the 1,727 items checked out during the same period in 2019.

For the year, Hoopla was up 19% overall for 2020 over 2019 (26,460 checkouts versus 22,206). Patrons are using Hoopla for e-books/comics, audiobooks, movies, and television shows, as well as to stream music. One advantage of platforms like Hoopla is that in streaming their selections, patrons do not have to wait for their items to become available. They have instantaneous access as long as they have not exceeded their monthly limit of 10 borrows.

Kanopy Minutes Played, 2019-2020

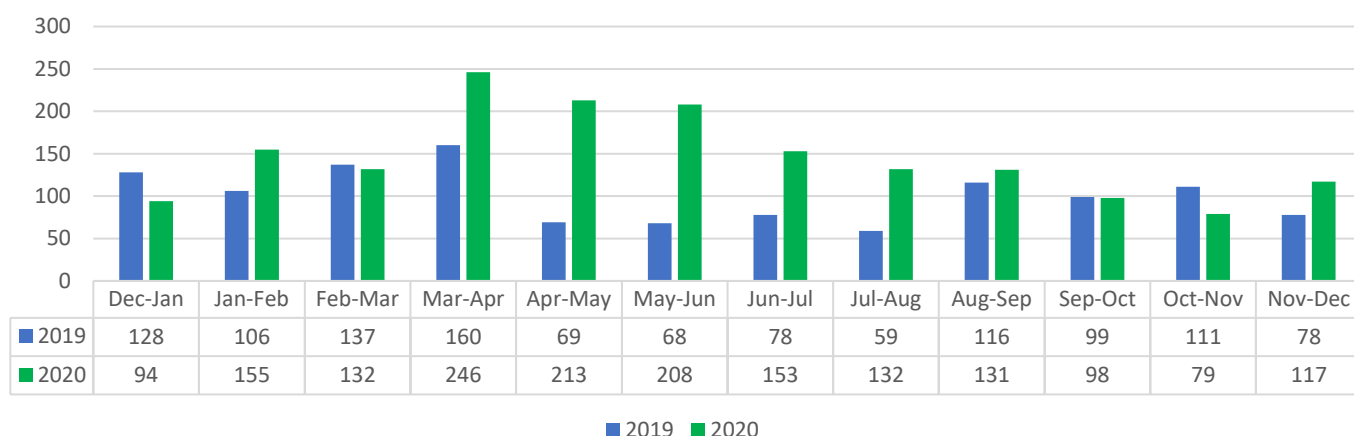


From November 16 through December 15, patrons played a total of 510 videos on Kanopy for 15,225 total minutes of viewing time. When comparing the statistics from 2020 with those from 2019, we see that Kanopy has been experiencing tremendous usage in recent months. The total number of minutes played during that period in 2020 shows a 62% increase over the 9,426 minutes from the same period in 2019.

Overall for 2020, 183,032 minutes were viewed on Kanopy, and this represents an increase of almost 100% over the 91,634 minutes viewed in 2019. Richland Public Library cardholders in the United States, Vietnam, and Canada viewed Kanopy on various platforms. Usage by device was distributed between televisions (34%), desktop computers (31%), mobile devices (20%), and tablets (10%), with the remaining devices “not set” (5%). Patrons continue to use the platform for both educational and entertainment purposes. *The Great Courses* led the way this month in minutes watched, and other top suppliers included *PBS*, *The Criterion Collection*, *Kino Lorber*, and *Weston Woods*.

DIGITAL SERVICES (CONTINUED)

Mango Sessions, 2019-2020

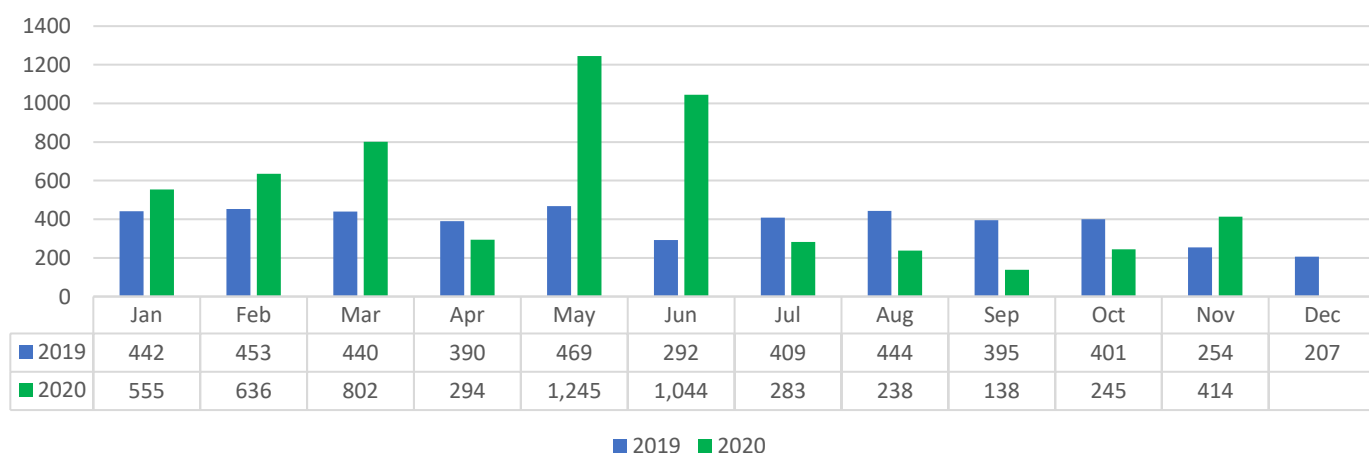


From November 16 through December 15, our patrons had a total of 117 Mango sessions with 127 course uses. Patrons logged 1,792 minutes of total learning time with an average session length of 15 minutes. This represents an increase of 48% over the 79 sessions watched during the previous month, and an increase of 50% over the 78 sessions watched during the same period in 2019.

Our patrons have been using Mango more in 2020 than they did in 2019. Year-to-date usage saw an increase of 45% from 2019 to 2020 (with 1,209 sessions in 2019 and 1,758 sessions in 2020).

The top five languages our patrons studied this month are Portuguese (Brazil), Spanish (Latin American), French, German, and Chinese (Mandarin). These five languages were also the most popular choices of Mango users over the last year, though in a different order. Over the year to date, the most popular languages were Spanish (Latin American), Portuguese (Brazil), Chinese (Mandarin), German, and French. With the coming of approved Covid-19 vaccinations, people may soon be able to travel and put their newfound language skills to use in person, rather than relying upon Zoom, Microsoft Teams, or other video conferencing tools.

Morningstar Searches, 2019-2020



Patrons conducted 414 searches in Morningstar during the month of November. This represents a 63% increase over the 254 searches that were conducted in November 2019. Year-to-date Morningstar searches from January 1 through November 30 were up 44% for 2020 compared to the same period in 2019. With the volatility of the elections over, the stock markets have continued in an upward trend. People may now use Morningstar to research ways to invest and cash in on the rising stock markets.

DIGITAL SERVICES (CONTINUED)

RBdigital

Overdrive acquired RBdigital in 2020, and the two services merged in December. Our RBdigital audiobooks and e-books were transferred to Overdrive on December 10, so those are now included in our Overdrive statistics and will no longer be reported separately.

Our RBdigital magazines will be transferred to the Overdrive platform in January, and magazine statistics will be available then.

OTHER STATISTICS

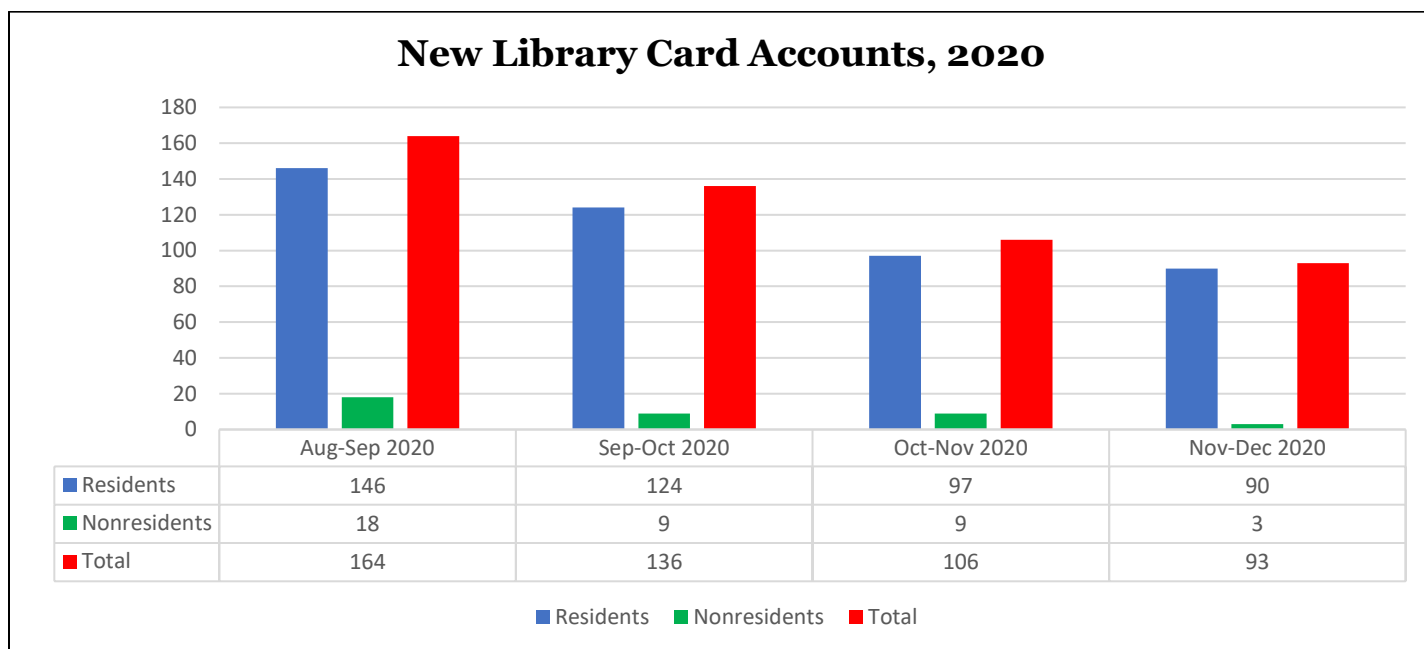
Interlibrary Loan Requests

From December 1 through 31, we received a total of 63 interlibrary loan requests from other libraries. Of those, 62 were for books and one was for a microfiche/film item. We mailed 30 books to other libraries during the month in response to interlibrary loan requests.

We also sent 13 interlibrary loan requests to other libraries in December. Of those, 11 were for books and 2 were for audiovisual (A/V) items. We had 7 requests filled by other libraries, including 6 books and one A/V item.

Please note that requests are sometimes filled in a different month than the one in which they were placed.

New Library Card Accounts



From November 16 through December 15, we had 90 Richland residents and 3 nonresidents sign up for new library card accounts.

Social Media Statistics

During the month of December, the library's Facebook account had 614 page views, along with a "post reach" of 12,913 that indicates how many times our posts were viewed. Our "post engagement" was 3,461, indicating the number of times people clicked on, liked, or shared our posts. We averaged 21 to 25 posts on Facebook each week, including some that were informative and others that were just for fun.

We also tweeted 47 times from the library's Twitter account in December. We had 1,345 profile visits and 8,059 "tweet impressions" that indicate how many times our tweets were seen.

We currently have 4,833 people following our Facebook account and 1,167 following our Twitter account.



Graphic icons in this report were made by Freepik and are available from www.flaticon.com.



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/12/2021

Agenda Category: Approval of Bills

Prepared By: Leslie Campbell Hime, Library Manager

Subject:

Approval of Bills for December 1, 2020 through December 31, 2020

Department:

Parks & Public Facilities

Recommended Motion:

Move to approve the December 1, 2020 through December 31, 2020 claims for payment.

Summary:

This item is a review and approval of the December 1, 2020 through December 31, 2020 claims for payment.

Attachments:

1. December 2020 Library Voucher Listing
2. December 2020 Library Salaries
3. January 2021 Library Claims for Payment

Voucher Listing

Begin Date: 12/1/2020

End Date: 12/31/2020

Fund	Div/Org	Vendor	P.O. Number	Invoice Number	Check #	Description	Amount
001		GENERAL FUND					
	303	LIBRARY					
	K8721000	BANK OF AMERICA		113020	8379	Library Merchant Service Fees	\$5.00
	K8721000	FRONTIER		12/20 2061882614	285418	TELEPHONE CHARGES 11/19/20-12/18/20	\$168.93
	K8188700	OCLC INC		1000085843	286200	CATALOGING METADATA ILL DECEMBER 2020	\$1,050.56
	K8722100	XEROX CORP		011852924	285998	3UA-295258 OCTOBER BASE CHARGE	\$81.80
	K8188700	MIDWEST TAPE		99706338	285820	HOOPLA NOV 2020	\$4,320.75
	K8722100	SAGE PUBLICATION INC		501353KI	285525	WASHINGTON INFORMATION DIRECTORY 2020-2021	\$324.02
	K8721000	XEROX CORP		012062876	285762	7HB-469027 DECEMBER MONTHLY BASE CHARGE	\$10.86
	K8721000	FRONTIER		12/20 5099433152	285799	TELEPHONE CHARGE 12/4/20 - 1/3/21	\$392.53
	K8725000	CITY OF RICHLAND		11/2020 NOV	285776	CITY UTILITY BILLS/NOV 2020	\$2,987.14
	K8721000	XEROX CORP		012062886	285998	3UA-295134 NOVEMBER 2020 BASE CHARGE	\$85.16
	K8722100	XEROX CORP		012062887	285998	3UA-295169 NOVEMBER 2020 BASE CHARGE	\$75.40
	K8721000	XEROX CORP		012062888	285998	3UA-296344 NOVEMBER 2020 BASE CHARGE	\$206.34
	K8722100	XEROX CORP		012088089	285998	3UA-295258 NOVEMBER 2020 BASE CHARGE	\$81.80
	K8188700	OCLC INC		1000079019	286046	CATALOGING METADATA ILL NOVEMBER 2020	\$1,140.91
Division Total:							\$10,931.20
Fund Total:							\$10,931.20

CITY OF RICHLAND

LIBRARY EXPENDITURE

December 2020

Month/Year

PAY PERIODS From November 23, 2020 through December 20, 2020

GROSS SALARIES \$ 79,868.01

		Gross Wages	Total
WEEK OF:	<u>12/10/20</u>	<u>40,374.23</u>	<u>40,374.23</u>
WEEK OF:	<u>12/23/20</u>	<u>39,493.78</u>	<u>39,493.78</u>
WEEK OF:	<u> </u>	<u> </u>	<u>-</u>
	TOTAL	<u>79,868.01</u>	<u>79,868.01</u>



RICHLAND PUBLIC LIBRARY

CERTIFICATION OF CLAIMS FOR PAYMENT

JANUARY 2021

We the undersigned, Richland Public Library Board, City of Richland, Benton County, do hereby certify that the merchandise or services as previously specified have been received and that the accumulated costs are approved for payment in the amount of \$ 90,799.21 this 12th day of January, 2021.

Claims for payment certified by the Library Manager and consolidated are as follow:

Voucher Listings	Amount
December 01, 2020 thru December 31, 2020	\$10,931.20
Transfer Advice (Salaries)	
Salaries for the weeks of: December 10, 2020 thru December 23, 2020	\$79,868.01
MONTHLY EXPENSES	\$90,799.21

Comments: City of Richland Library Expenditure December 2020 City of Richland Library Voucher Listing December 2020

LIBRARY BOARD MEMBERS SIGNATURES (3 Signatures Required for Signoff)

PRINT NAME

SIGNATURE

1.

1.

2.

2.

3.

3.



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/12/2021

Agenda Category: New Business

Prepared By: Leslie Campbell Hime, Library Manager

Subject:
Late Fees

Department:
Parks & Public Facilities

Recommended Motion:

Move to continue the current suspension of late fees and expand the practice for non COVID-19 purposes and consider a future, permanent elimination of late fees on overdue library materials.

Summary:

The City's fee schedule currently assesses a \$0.25 daily fee for standard overdue material with a \$10.00 maximum per item, \$0.50 daily for high demand materials with a \$10.00 maximum per item, and \$1.00 daily for overdue interlibrary loans without a maximum item charge. Additionally, RMC 9.22.020 prohibits the possession of library materials beyond certain timeframes punishable as a gross misdemeanor crime. Collection of overdue fees has been suspended due to several challenges for patrons and library administration related to COVID-19. Staff will present trends in the library industry related to overdue fines.

Attachments:

1. FinesWorkGroup.FAQ.04September2019
2. Resolution on Monetary Library Fines as a Form of Social Inequity-FINAL

Eliminating Library Fines as a form of Social Equity Working Group

FAQ

The American Library Association's position on library fines "asserts that imposition of monetary library fines creates a barrier to the provision of library and information services" (2018-2019 ALA CD#38(Rev.1/27), passed by Council at the 2019 ALA Midwinter Meetings). The association urges libraries to scrutinize their practices of imposing fines on library patrons and actively move towards eliminating them and urges governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue. This FAQ document addresses questions that have arisen from among the membership in relation to the Council debate on the resolution on library fines. The working group hopes that the document will provide clarity and support to libraries and library workers that are considering going fine-free.

1. What exactly is meant by library fines?

- Traditionally, fines are a charge imposed by the library on borrowers who return items past their due date. For our purposes, a **fine** is any monetary penalty assessed against a patron for returning library items after their due date.

2. How does a library fine differ from a library fee?

- A **fee** is a monetary penalty assessed against a patron for damaging or losing library materials, or a fee-for a service such as for making photocopies, test proctoring, etc.

3. Do library fines prevent equitable access to resources and services?

- Research indicates **library fines restrict access to materials and services** while **evidence shows ending library fines results in an increase in patron usage of library resources**.
 - A [2013 study](#) found that low income families avoid the library because of the risk of fines and/or fees from damaged or lost books.
 - [San Francisco](#) eliminated fines, thereby increasing access and library usage.
 - The High Plains Library District ended library fines and circulation increased within six months.
 - Feedback from ASCGLA indicates that for those returning from incarceration, old fines can be a barrier to much-needed library resources.

4. Do library fines disproportionately affect low-income users?

- **Yes.** Data shows **library fines impact lower-income and diverse communities the most.**

- A San Francisco Public Library white paper showed that most blocked cards are from residents in the lowest median income areas.
- Salt Lake City Public Library found that lower income communities accounted for 14% of overall circulation but had 30% of the blocked accounts.
- [Seattle Public Library](#) is working towards fine elimination after noting branches in affluent, predominantly white neighborhoods had “significantly fewer blocked accounts” in comparison to branches in low-income communities of color.
- [Dallas Public Library’s](#) director of libraries is striving to end library fines to help low-income patrons access resources without having to choose between paying a library fine or buying food, gas, etc.
- Long Beach City College collected data that showed that library fines disproportionately affected African American students, lower income students, and students with disabilities.

5. Are library fines needed in order to teach responsibility?

- There is **no evidence supporting the claim that library fines teach responsibility or accountability.**
 - Even though there is a lack of evidence to this concept, the San Francisco Public Library addressed this issue directly in their white paper and states: “If there is a conflict between teaching responsibility and ensuring equal access, the library is duty bound to prioritize equal access.”
 - [Libraries’ missions](#) include equitable access to information but do not include teaching responsibility. While academic and school libraries may have a teaching mission, it is arguable whether teaching responsibility fits the curriculum that those libraries support.

6. Do library fines motivate people to return borrowed materials?

- **No.** In libraries that have eliminated library fines, **the return rate remained consistent** before and after the change.
 - Vernon Public Library reported the average number of days overdue dropped by 42% **after** eliminating fines

7. How much does it cost libraries to collect late fines?

- In many cases the [overall process for fine collection](#) utilizes more resources than what is collected, and ultimately punishes loyal patrons along with lower income and diverse populations.
 - After analyzing fine collection transactions, the [San Rafael Public Library](#) discovered every transaction used approximately ten minutes of staff time.

- The Vernon Area Public Library District asserts “the cost of staff time to handle overdue fines and of [processing the amounts](#) to more than what they’re earning back from patrons.”
- Executive Director of the Stark County (OH) District Library: “it costs more money in staff time for the tracking, collecting and accounting of the [overdue fines](#) than the \$188,000 the district collects in penalties each year.”

8. Does the revenue created by collecting late fines go back into the library?

- **It depends.** For some libraries, revenue collected through fines and fees does not go back into the library budget but rather to their parent institution’s general fund (county, city, university, school, etc.). For other libraries, revenue collected through fines and fees is an integral part of their budget and a reduction in revenue would result in a direct reduction in budget.

9. What about libraries dependent on revenue generated by collecting late fines?

- Although libraries may not receive funding allowing for the elimination of library fines, **relieving some of the burden created by library fines may increase access and use**, which in turn may result in additional funding.
- There are **transitional strategies** for libraries considering going fine free:
 - Phase out fines over time for certain collections/age groups etc.;
 - [Offer amnesty periods](#);
 - Explore alternatives for generating income; and
 - Use elimination of fines as an opportunity to discuss increased appropriations from library funders. Educate funders that increased funding would eliminate the need for revenue derived from fines and would increase access for the most vulnerable populations in our communities.

10. What are the technical aspects of eliminating library fines from a circulation system?

- Work within the library’s ILS to learn **through which factors you can eliminate fines**. For example, if you are only eliminating fines for youth, can you do that based on birth date or on patron type (juvenile vs. adult)? Which is better for your goals? Are the data points you’re relying on reliable and accurate? What types of manual data entry and changes to records will have to take place to remediate bad data (e.g. missing birth dates, mis-coded “home library” fields)? Consider what the impact on staff time that remediation is likely to have.

11. What does elimination of library fines look like in a consortium?

- Eliminating fines in a consortial environment is necessarily **more complex**, especially if not all members of the consortium are participating. Ideally, the consortium board would vote unanimously to eliminate fines and member libraries could take that decision point back to their parent institutions. If not, the best practice is to try to move as many members together at the same time as possible, allowing time for various parent institution approval processes. At the very least, libraries that are not eliminating fines should have as much lead time as possible to prepare for confused users asking questions about why they are still charging fines.
 - A consideration to investigate if you are part of a consortium is whether you can work in the ILS to eliminate fines only for the users or the materials of a particular member of the consortium. The ILS may require fine elimination to be all or nothing.
 - Another consideration is what to do when members of a fine-free library use materials from a partner library – what role does the fine-free library have in paying late fines for materials routed through them from other libraries?
 - Decisions need to be made on whether to eliminate fines based on materials (as owned by the library in question) or users (as registered with the library in question).

12. How can libraries let people/patrons know about new policies regarding the elimination of fines?

- Libraries can take advantage of social media, local media, and in-facility marketing campaigns.
 - Denver Public Library's efforts provide one model, including the use of direct mail, social media, and website activities.

13. Where can I find more information on eliminating library fines?

- One comprehensive resource that includes news stories, links to readings, a map of libraries that have either fully or partially eliminated fines, and additional information is the End Library Fines site: <https://endlibraryfines.info/>

September 4, 2019



Resolution on Monetary Library Fines as a Form of Social Inequity

Whereas monetary fines present an economic barrier to access of library materials and services;

Whereas there is mounting evidence that indicates eliminating fines increases library card adoption and library usage;

Whereas monetary fines create a barrier in public relations, and absorb valuable staff time applying, collecting, and managing dues;

Whereas the first policy objective listed in ALA Policy B.8.10 (Library Services to the Poor) as approved by ALA Council on January 28, 2019, states that the American Library Association shall implement these objectives by "Promoting the removal of barriers to library and information services, particularly fees, and overdue charges";

Whereas ALA Policy B.4.2 (Free Access to Information) "asserts that the charging of fees and levies for information services, including those services utilizing the latest information technology, is discriminatory in publicly supported institutions providing library and information services";

Whereas in Economic Barriers to Information Access, An Interpretation of the Library Bill of Rights, ALA states "All library policies and procedures, particularly those involving fines, fees, or other user charges, should be scrutinized for potential barriers to access;

Whereas libraries will need to take determined and pragmatic action to dismantle practices of collecting monetary fines

Whereas libraries of all types are responsive to bodies, be they school districts, boards of trustees, college and university administration, or government entities and therefore need to be able to make the case to those bodies about eliminating fines; and

Whereas monetary fines ultimately do not serve the core mission of the modern library; now, therefore, be it



Resolved, that the American Library Association (ALA), on behalf of its members

1. adds a statement to the Policy Manual that establishes that "The American Library Association asserts that imposition of monetary library fines creates a barrier to the provision of library and information services.";
2. urges libraries to scrutinize their practices of imposing fines on library patrons and actively move towards eliminating them; and
3. urges governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue.
4. establish a working group to develop information resources, including strategies and tips, for libraries interested in abolishing fines, with a report due to Council at the 2019 Annual Conference

Adopted by the Council of the American Library Association
Monday, January 28, 2019, in Seattle, WA

A handwritten signature in dark ink, appearing to read "Mary W. Ghikas", is positioned above the printed name.

Mary W. Ghikas, Executive Director
and Secretary of the ALA Council



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 1/12/2021

Agenda Category: New Business

Prepared By: Leslie Campbell Hime, Library Manager

Subject:
Library Annual Report

Department:
Parks & Public Facilities

Recommended Motion:
Discussion only.

Summary:
Draft of annual report on the status of the Richland Public Library.

Attachments: