



Agenda
Library Board Meeting
Tuesday, May 10, 2022
Richland Public Library ~ 955 Northgate Drive
Join the Zoom meeting [here](#)
Public Telephone Access: (206) 337-9723 or (253) 215-8782
Meeting ID No. 974 2873 2704

This meeting will accommodate virtual and in-person attendance. Those desiring to participate virtually are encouraged to join the meeting via Zoom using the information provided.

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

Council Liaison: Council Liaison Kent

Staff Liaison: Library Manager Nulph

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)

1. April 12, 2022 Library Board Meeting Minutes
 - Christopher Nulph, Library Manager

Report of the Library Manager:

2. May 2022 Library Manager's Report
 - Christopher Nulph, Library Manager
3. May 2022 Library Statistics
 - Christopher Nulph, 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)

4. May 2022 Claims for Payment
 - Christopher Nulph, Library Manager

Unfinished Business:

5. Approval of Circulation Policy
 - Christopher Nulph, Library Manager
6. Strategic Plan Update
 - Christopher Nulph, Library Manager

New Business:

Agenda Items for Upcoming Board Meeting:

Adjournment

The next Library Board Meeting is Tuesday, June 14, 2022

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 meeting by calling the City Clerk's Office at 509-942-7389.



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 5/10/2022

Agenda Category: Approval of Minutes

Prepared By: Christopher Nulph, Library Manager

Subject:

April 12, 2022 Library Board Meeting Minutes

Department:

Parks & Public Facilities

Recommended Motion:

Move to approve the 04-12-2022 meeting minutes.

Summary:

The draft of the 04-12-2022 Library Board Meeting Minutes are included for consideration.

Attachments:

- I. 2022.04.12 Library Board Meeting Minutes



MINUTES

Richland Public Library Board

April 12, 2022, 5:30 – 6:30 PM

Richland Public Library – 955 Northgate Drive

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

Meeting ID No. 974 2873 2704

Richland Public Library Regular Board Meeting – 5:30 p.m.

Chair Booth called the meeting to order 5:39 p.m.

Attendance

Chair Booth, Board Members Buxton and Maier were present. Also present were Council Liaison Kent, Library Manager Nulph, Administrative Assistant Barada, Consultant Ruth Metz from Ruth Metz Associates and Consultant JR Clanton from BerryDunn.

Vice-Chair Lightner and Board Member Hernandez were absent

Approval of Agenda

Board Member Maier moved and Board Member Buxton seconded the motion to approve the agenda as is. The motion carried 3-0.

Approval of Minutes

Chair Booth asked for a motion to approve the minutes of the March 8, 2022 meeting. Board Member Buxton moved and Board Member Maier seconded the motion to approve the minutes of March 8, 2022 as is. The motion carried 3-0.

Report of the Library Manager

The City held their annual employee appreciation breakfast on March 31 where library staff were nominated for awards in each of the categories, Teamwork, Integrity, and Excellence. Library Supervisor Barnaby was nominated and won the Integrity award.

The Capital Improvement grant is moving forward.

At the April 19 Council meeting RPL will have the fee schedule adjustment, removal of misdemeanor and the annual board report on the agenda.

The Friends are having their spring book sale April 28-30.

Public Comments

There were no members of the public present.

Approval of Bills

Board Member Maier moved and Board Member Buxton seconded the motion to approve the certification of claims for payment for April 2022 in the amount of \$143,715.06. The motion carried 3- 0.

Unfinished Business

There was no Unfinished Business on the agenda.

New Business

1. Library Strategic Planners Ruth Metz and JR Clanton shared with the Board where they are at with the library strategic plan process. They presented the vision and mission statement with the Board. Board Member Maier moved and Board Member Buxton seconded the motion to approve the vision and mission statement. The motion carried 3-0.
2. The annual Board Report to Council was presented. Board Members gave their approval of the presentation and will present at the April 19 City Council Meeting.

Agenda Items for Upcoming Board Meeting

1. Approval of Final Strategic Plan

Adjournment

Chair Booth adjourned the meeting at 7:18 P.M.

APPROVED:

ATTEST:

Emily Booth, Library Board Chair

Kylie Barada, Administrative Assistant

DATE APPROVED:

DATE PUBLISHED:



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 5/10/2022

Agenda Category: Report of the Library Manager

Prepared By: Christopher Nulph, Library Manager

Subject:

May 2022 Library Manager's Report

Department:

Parks & Public Facilities

Recommended Motion:

Discussion only.

Summary:

Library Manager Nulph's May 2022 report is included for discussion.

Attachments:

- I. 2022.05.10 Library Manager's Report



LIBRARY MANAGER'S REPORT

Richland Public Library Board

May 10, 2022

State of Library Services

The library strategic planning process continues. The consultants are currently developing a draft to present to Council at a workshop session on 5/24. We will then bring it back to the Library Board on 6/14 for approval. Once approved, Council will give their final support at the 6/21 meeting.

The Library Capital Improvement Grant application has been submitted. Our requested amount, after further discussion, ended up being \$1,500,000. We would receive notification if we made the recommended list in October or November. From there, it would be a part of the State budget process, receiving approval once the State budget is adopted. This would be early 2023 when that budget is approved.

After the new Circulation Policy is approved tonight, we will be able to implement the new fine free policy. There will be a vote at the next Council meeting (5/17) to waive existing late fines. At that point, we will advertise this change with the public. We imagine there will be many questions about the existing late fines, so we will wait to have messaging on existing fines once marketing of the change begins.

The library has come to an agreement with the REACH Museum to circulate admission passes. In May, we will begin offering passes to checkout that are good for 2 adults and 4 children. The passes may be checked out for 7 days and cannot be renewed. The passes will be available to be requested and held. We will pursue ways to build upon this museum pass collection and offer more regional cultural resources to our patrons.

Johanna and Gavin attended an outreach STEM night at Jason Lee Elementary. We spoke to around 200 parents and students, had STEM activities to participate in, and signed participants up for library cards. This outreach opportunity came as a result of our new outreach request form on our website. A unique event early in the month was a Zine Workshop for adults. The editor in chief of the *Tumbleweird* was present to present this program. Building on that partnership, the library is now a distribution point for this local publication. We are in search of other local publications to have on hand and support local journalism.

Friends of the Library Update

The Friends are seeing a delay in the design and implementation of their new website. They held their Spring Book Sale the weekend of 4/30 and received over \$3,000 in sales. The Friends are in discussions with library staff to fund a collection of board games for the library to circulate. Stay tuned for that collection to appear later in the year.

Staffing Updates

Final steps in the hiring process are being taken to bring in our two new intermittent Library Assistant Is and one new intermittent Library Assistant II. Tamara Bernard has resigned from her position as part-time Library Assistant I. This position has been posted.

Library Statistics

After several strong months of increasing gate counts and related statistics, we have seen a leveling of those data points. Gate count is slightly down to 12,252 and physical circulation matched the slight decrease. Overall, these numbers are still among the highest we've seen in two years. Many other in person statistics continue to remain strong: room use numbers, program attendance, and PC usage. Card registrations continue to grow, achieving a mark of 284 this month.

In digital statistics, we are starting to see Overdrive level off at just under 10,000 circulations. Prior to January, it was generally averaging just over 10,000 circulations. We are seeing a redistribution of statistics from the operating hour and mask mandate changes. The digital circulation decrease has likely been relocated to a general increase in physical circulation. Hoopla, Kanopy, and Mango do not seem to share the same relationship to our increase in physical engagement as Overdrive does.



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 5/10/2022

Agenda Category: Report of the Library Manager

Prepared By: Christopher Nulph, Library Manager

Subject:
May 2022 Library Statistics

Department:
Parks & Public Facilities

Recommended Motion:
Discussion only.

Summary:
Staff will discuss the attached statistics regarding library services.

Attachments:
I. 2022.05.10 Statistic Report

RICHLAND PUBLIC LIBRARY

April 2022 Statistics Report for the May Board Meeting



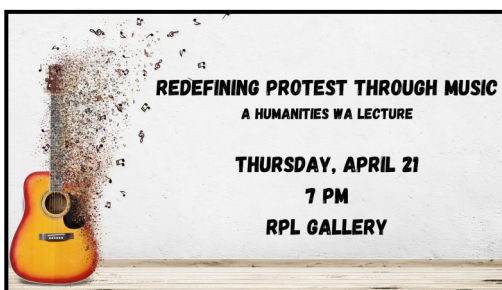
SUMMARY

During the month of April, the Richland Public Library was open from 10 a.m. to 9 p.m. on Mondays through Thursdays, from 10 a.m. to 6 p.m. on Fridays, from 10 a.m. to 5 p.m. on Saturdays, and from 12 to 5 p.m. on Sundays. Curbside pickup appointments were also available.

Recurring library programs held this month included the High School Yarn Academy, the Middle School Yarn Academy, two Singing Strings Ukulele Club teen/adult jams, two STEAMkids sessions, and two Preschool STEAMplay sessions. We also had Tuesday evening story times, Wednesday morning active toddler story times, and Friday morning preschool story times.

We held several special programs this month. On Monday, April 4, we held a Mini Magazine Workshop with special guest Sara Quinn, the editor in chief of *Tumbleweird* magazine. Patrons carved rubber block stamps to decorate their zines. On Thursday, April 21, the library hosted "Redefining Protest Through Music," a Tri-Cities Community Lecture Series presentation by acclaimed roots and acoustic blues musicians Ben Hunter and Joe Seamons.

During spring break for many area schools, we held an audience participation showing of *Encanto* in the Gallery on Tuesday, April 5. Kids had fun singing along and acting out scenes from the movie. The following week, on Thursday, April 14, our High School Book to Movie Club watched *Divergent* after reading the book by Veronica Roth.



APRIL STATISTICS

- Overall Circulation with Renewals: 63,956 items
- Digital Items Checked Out: 12,027
- Physical Items Checked Out: 35,235
- Physical Items Renewed: 16,694
- Holds Filled: 3,128
- Hoopla Circulation: 2,235 items
- Kanopy Circulation: 20,388 minutes
- Overdrive Circulation: 9,012 items
- Mango: 101 sessions
- New Library Card Accounts: 284
- Internet Sessions: 915

CHILDREN'S PROGRAMS

Story Times at the Library

Children's Services Librarian Kelly Reed held Wednesday morning active toddler story times at 10 a.m. on April 6, 13, 20, and 27; and Friday morning preschool story times at 10 a.m. on April 1, 8, 15, 22, and 29. She often hands out children's take-and-make kits after the story times; this month, the kits included a superhero kit (with 37 kits handed out), an origami tulip kit (48), a snail kit (65), a collage fish kit (17), a Mr. King's Castle kit (39), a flowers kit (31), and a paper plate flower kit (70).

Kelly and Librarian Joyce Willis also held Tuesday evening story times at 6 p.m. on April 5, 12, 19, and 26. Our calendar entries for those events said, "Join us for about a half hour of stories, songs and rhymes in the Children's Department. We may even see some therapy dogs after the stories are over."



Preschool STEAMplay

We held Preschool STEAMplay sessions on Thursday, April 14, and Thursday, April 21. Patrons were invited to drop in to the library between 10 a.m. and noon to enjoy blocks, games, and other STEAM activities.

STEAMkids

We held drop-in STEAMkids sessions on Thursday, April 7, and Saturday, April 30. These sessions feature construction sets, blocks, and other fun STEAM activities. The April 7 session during spring break was especially well attended, with 129 patrons participating.

Therapy Dog Visits

Our therapy dog program at the library continues to be very popular. During the month of April, we logged 32 separate therapy dog visits, with up to 51 patron interactions per visit. Children of all ages enjoy reading books to the therapy dogs and visiting with them.

Patron Feedback

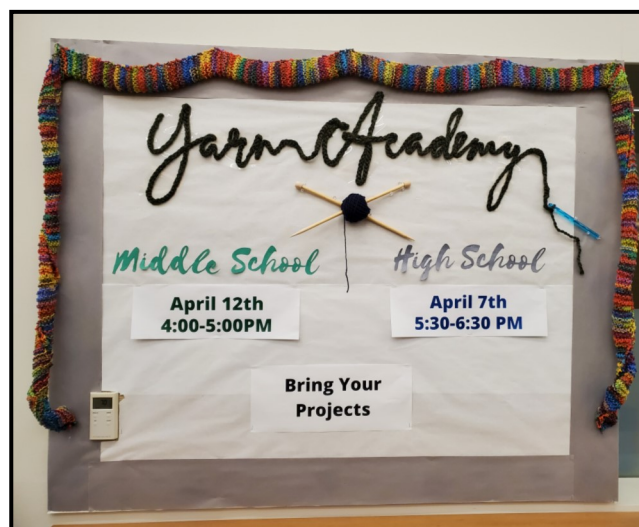
"Lately I have been teaching my 4 year old daughter about different careers. Today after we visited the library we played Librarian. My daughter loved pretending to be Miss Kelly. She read stories and sang songs to her little friends. Then she helped me find books and she even got to help me check out the books. She also had a blast reading to her 'therapy dog.' I just wanted to share that my daughter thinks Miss Kelly has an awesome job! She now thinks she wants to be a librarian, dog walker, and mommy."



TEEN PROGRAMS

High School and Middle School Yarn Academies

Our High School Yarn Academy for teens in grades 9 through 12 met from 5:30 to 6:30 p.m. on Thursday, April 7. Our Middle School Yarn Academy for tweens and teens in grades 5 through 8 met from 4 to 5 p.m. on Tuesday, April 12. At these events, Teen Services Librarian Michelle Haffner and Library Assistant Alyssa Uretsky-Pratt teach crocheting and knitting techniques, answer questions, and help with individual projects. Our calendar entries said, “We will start the program by demonstrating a new skill or craft, and finish with free time for the kids to keep practicing or work on their own project.”



High School Book to Movie Club

Our High School Book to Movie Club for teens ages 13 and older met from 6 to 8:30 p.m. on Thursday, April 14. This month, teens read *Divergent* by Veronica Roth and then watched the 2014 movie starring Shailene Woodley and Theo James. For May, they will be reading the *Guardians of the Galaxy* graphic novels and then watching the first *Guardians of the Galaxy* movie together.



FAMILY PROGRAMS

Singing Strings Ukulele Club

The Singing Strings Ukulele Club held teen/adult jam sessions in the library at 6:30 p.m. on Tuesday, April 5, and Tuesday, April 19. STEAMspace Coordinator Johanna Talbott co-leads this group.



Audience Participation Movie: *Encanto*

During spring break for many area schools, we hosted an audience participation showing of *Encanto* in the Doris Roberts Gallery on Tuesday, April 5. Our social media post about the event said, “We don't talk about Bruno..... but WE SING! Join us in the library gallery for an audience participation viewing of Disney's *Encanto*! When they sing, we sing! We'll also be handing out a short interactive script of what actions we want you to take when certain things happen on screen. *Encanto* tells the tale of an extraordinary family, the Madrigals, who live hidden in the mountains of Colombia, in a magical house, in a vibrant town, in a wondrous place called an Encanto.” This event was extremely popular, with 76 patrons attending.

ALL-AGES PROGRAMS

March Madness Wrap-Up

Our March Madness Tournament of Books came down to a final head-to-head competition between a classic, *To Kill a Mockingbird* by Harper Lee, and a childhood favorite, *Harry Potter and the Sorcerer's Stone* by J. K. Rowling. We tallied all votes from Facebook, Twitter, the Richland Community Center, and the library. Our 2022 Tournament of Books winner is *To Kill a Mockingbird*.



Nature Sketching at McMurray Park

We hosted a nature sketching session from 10 a.m. to noon on Saturday, April 16, at McMurray Park. Our calendar entry said, "Join us at McMurray Park for nature sketching. Bring your own supplies or borrow some of ours. You can follow our cues for a nature journal entry or just sketch as you choose. Meet at McMurray Park. The entrance to McMurray Park is off McMurray behind Safeway. "

Tri-Cities Community Lecture Series Presentation

The Friends of the Richland Public Library hosted "Redefining Protest Through Music," a Tri-Cities Community Lecture Series presentation, from 7 to 8:30 p.m. on Thursday, April 21. Patrons were also able to attend the presentation remotely over Zoom.

Our Facebook invitation read, "Using roots music as a lens, Ben Hunter and Joe Seamons draw on stories, songs, and the people behind protest movements from around the world, connecting them with layered conceptions of heritage. By redefining the terms 'protest' and 'heritage,' Hunter and Seamons invite audiences to explore and reimagine our shared humanity." The program was co-hosted by the Three Rivers Folklife Society.

For more information about upcoming lectures, please visit the Tri-Cities Community Lecture Series website at the following link.

www.cbcartcenter.com/lectures/

OUTREACH ACTIVITIES

STEAM Night at Jason Lee

Johanna and Adult Services Librarian Gavin Lightfoot visited Jason Lee Elementary during STEAM Night on April 21. They helped people sign up for Richland Public Library cards, and Johanna taught coding with Ozobots. The event was well attended, with approximately 200 people visiting the library's table during the evening.



ADULT PROGRAMS

Mini Magazine Workshop

Gavin held a Mini Magazine Workshop for adults from 6:30 to 8:30 p.m. on Monday, April 4.

Our invitation said, “At this free event, come learn the art and history of making and distributing mini magazines (zines). We’ll also be carving rubber block stamps to aid in zine decoration. There will be hands on instruction and all supplies are provided by the Friends of the Richland Public Library. Our special guest, Sara Quinn, is Editor and Chief of the local community paper Tumbleweird. Bottled water will be provided by the Friends of the Richland Public Library. Tickets are limited and require pre-registration.” Eleven patrons attended this event. Here are some of the rubber block prints they created for their zines.



APR 04

Mini Magazine Workshop
by Gavin Lightfoot
[Follow](#)

Free

[Register](#)

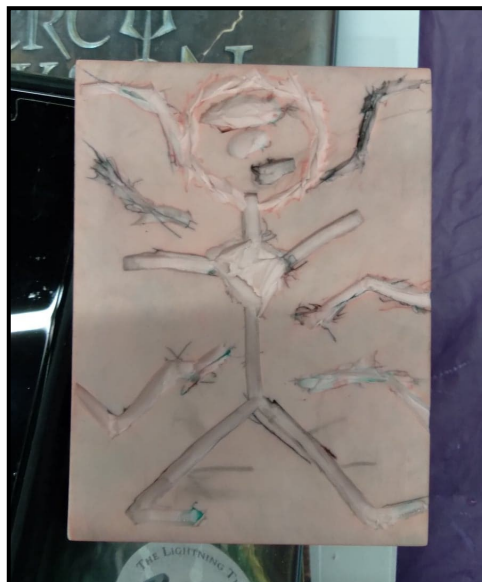
A free workshop on zine history and how to make your own mini zines and rubber block stamps from scratch (18+).

About this event

At this free event, come learn the art and history of making and distributing mini magazines (zines). We'll also be carving rubber block stamps to aid in zine decoration. There will be hands on instruction and all supplies are provided by the Friends of the Richland Public Library. Our special guest, Sara Quinn, is Editor and Chief of the local community paper Tumbleweird. Bottled water will be provided by the Friends of the Richland Public Library. Tickets are limited and require pre-registration. Register for tickets starting March 11th (18+).

Date and time
Mon, April 4, 2022
6:30 PM - 8:30 PM PDT

Location
Richland Public Library
955 Northgate Drive
Richland, WA 99352
[View Map](#)



LIBRARY DISPLAYS

“Earth Day: Invest in Our Planet” Display

Earth Day began in 1970 as a bipartisan effort to encourage public awareness of air and water pollution, and it led to the creation of the U.S. Environmental Protection Agency and the passage of new laws to protect the environment. It is now celebrated each year on April 22.

In recognition of Earth Day, Library Assistant Mary Brown-Elmore created a colorful tabletop display located between the self-check kiosks during the month of April. It featured several potted plants, a photo of the Earth, and a variety of books about the climate crisis and other environmental topics. Titles included *The Atlas of Disappearing Places* by Christina Conklin, *Our Biggest Experiment: An Epic History of the Climate Crisis* by Alice R. Bell, and more.

To go with the display, Library Assistant Martha Einar created four printable handouts featuring adult, teen, and children’s books about Earth Day, the environment, recycling, and upcycled crafts.



Arab American Heritage Month Display

April is designated as Arab American Heritage Month, a time to celebrate the rich and diverse culture, heritage, and contributions of Arab Americans. Mary created a display for Arab American Heritage Month that featured a map of Arab countries, information from the Arab American National Museum, and a selection of books. Martha created printable handouts of adult, teen, and children’s books by Arab American authors. We kept the display stocked throughout the month with many of these books, including *Other Words for Home* by Jasmine Warga, *Home is Not a Country* by Safia Elhillo, and more.

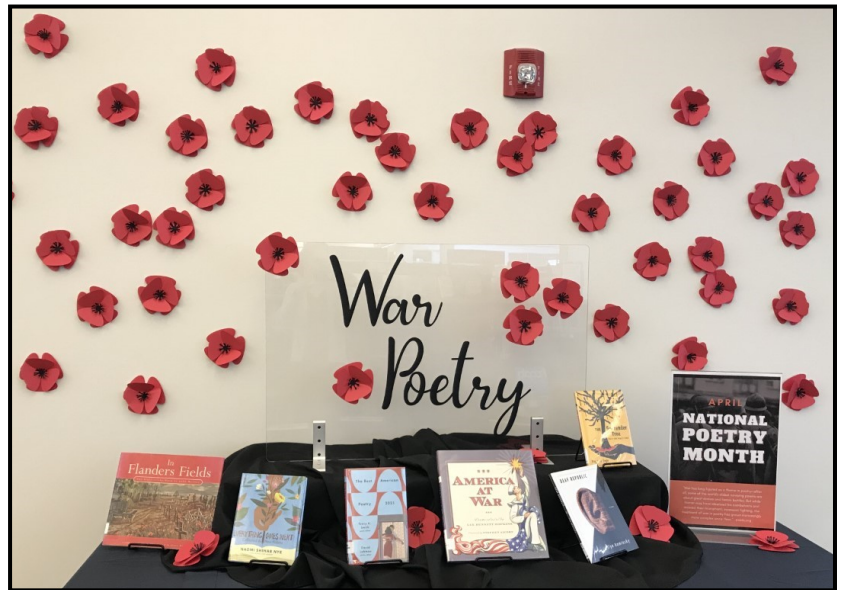


LIBRARY DISPLAYS (CONTINUED)

National Poetry Month Display

April is National Poetry Month, a time to celebrate poets and their craft. The Academy of American Poets launched National Poetry Month in April 1996 to increase the public's awareness and appreciation of poetry, and it has now become the largest literary celebration in the world.

Mary created a "War Poetry" display for April in recognition of National Poetry Month. The display features colorful poppies and a selection of poetry books about war. Books included *In Flanders*



Fields: The Story of the Poem by John McCrae by Linda Granfield, *America at War: Poems Selected by Lee Bennett Hopkins*, *The Best American Poetry 2021*, *The Surrender Tree: Poems of Cuba's Struggle for Freedom* by Margarita Engle, and more.

For more information about National Poetry Month and ways to celebrate, visit the Academy of American Poets website at the following link.

poets.org/national-poetry-month

"Growing" Display

Mary and Alyssa created a rain-themed display in the children's area in March, and they updated it in April to feature books about springtime, growing, flowers, and plants.

Selected books for April included *Have You Ever Seen a Flower?* by Shawn Harris, *We Are the Gardeners* by Joanna Gaines, *This Beautiful Day* by Richard Jackson, *Rain Boy* by Dylan Glynn, and more.

"Color Your World" Bulletin Board

An interactive "Color Your World" bulletin board in the Teen Section featured a black and white poster of houses by artist Dan Welch. Teens were invited to spend some time coloring on the poster with crayons.



LOBBY DISPLAYS

Lobby Display: Columbia Basin Chapter Washington Native Plant Society

During April, we hosted a lobby display from the Columbia Basin Chapter of the Washington Native Plant Society, which has members based in the Tri-Cities and Walla Walla. The goal of the display was to encourage area residents to “appreciate, conserve, and study our native plants.” It featured photographs, graphics, and information about native plants and pollinators. Panels included topics such as “What is pollination?” and “How pollen moves around,” along with fun activity for kids to identify different kinds of pollinators in a series of photos. It also included an invitation to join the group for wildflower walks this spring.



“Clothesline Project” Display

From April 1 through 15, our lobby catwalk featured a “Clothesline Project” display from the Support, Advocacy, and Resource Center (SARC) in recognition of Child Abuse Prevention Month and Sexual Assault Awareness Month.



“These Shining Lives” Display

Our lobby display case advertised the upcoming Richland Players’ performances of *These Shining Lives*, a play about the strength and determination of women who became ill and died from radiation poisoning after painting glow-in-the-dark radium dials onto watches. The display includes photos and information about those women, whose stories were documented in *The Radium Girls: The Dark Story of America’s Shining Women* by Kate Moore, as well as information about unexpected sources of radiation, including an antique orange teapot and other items.



The play will be performed at the Richland Players Theater on April 29-30 and May 1, 6-8, and 13-15. For more information, please visit the Richland Players website at the following link.

www.richlandplayers.org/these-shining-lives

SOCIAL MEDIA HIGHLIGHTS

Library Materials, Services, and Programs

We have continued to post on social media to highlight library materials, services, and programs, as well as to publicize events happening in the community.

In early April, we posted to let patrons know that April was National Poetry Month, and we shared a link to a YouTube video of Alberto Ríos reading his poem, “Don’t Go Into the Library,” for the Academy of American Poets.

April is also Arab-American Heritage Month, so we posted the following link to a collection of e-books, audiobooks, music, and more celebrating Arab heritage.

www.hoopladigital.com/collection/14887

On April 10, we posted to let patrons know about Gale Gardening & Horticulture, a library offering that puts a world of gardening right at their fingertips.

In mid April, we posted about a Native American Read-In that the University of Washington Information School would be holding on Sunday, April 24, and we posted a link so that patrons could register for it. The live, online event was a celebration of Native American creators, with story telling, readings, and Native art and music.

On Earth Day, which is celebrated on April 22, we posted the following link to a collection of e-books and audiobooks from Hoopla.

www.hoopladigital.com/collection/15119

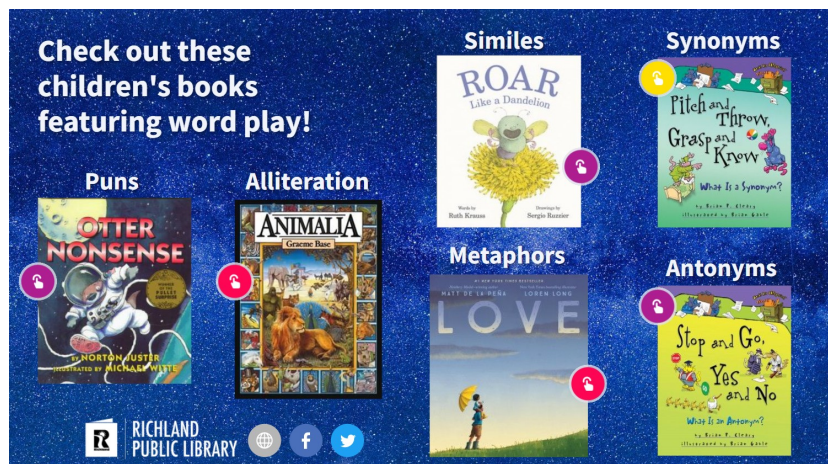
Later in April, we posted to let patrons know about the Friends of the Richland Library book sale, which was held in the library from Thursday, April 28, through Saturday, April 30.

Interactive Graphics

We continue to create and post interactive graphics featuring materials that patrons can check out from the library.

This month, we posted a graphic on April 13 highlighting children’s books that feature word play. Patrons could easily click on links to place holds on items at the library or to check them out from Libby/Overdrive and Hoopla. Here is a link to the graphic.

view.genial.ly/624209c3d007aa0011f9c5fe/interactive-content-puns-similes-metaphors



SOCIAL MEDIA HIGHLIGHTS (CONTINUED)

National Library Week

National Library Week was celebrated from April 3 through 9, and our social media posts during the week reflected that. On April 5, we posted to wish patrons a happy National Library Week, and to encourage them to learn about American Library Association (ALA) efforts to support the freedom to read. We also posted a graphic to let patrons know it was National Library Workers Day, and to encourage them to give their favorite library workers kudos on the ALA website (see comments at right).

On April 6, National Library Outreach Day, we posted to encourage patrons to watch for Richland Public Library outreach activities in the community. On April 7, Take Action for Libraries Day, we posted a graphic from the ALA encouraging patrons to ask their congressional representatives to fund libraries.

Patron Feedback

“Love our library! Thank you!”

“Thank you for your great work.”

“Librarians are truly an asset to a community! Grateful for them.”

“They’re the best!” [on a post about

National Library Workers Day, April 5]

“Librarians are the best! Thank you!” [in reply to an answered reference question]

“We loved seeing you there. Our families had a blast!” [on a post about Jason Lee STEAM Night]

“Thanks for being there!”

Our Social Media Links

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

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

Our Twitter feed may be viewed at the following link.

<https://twitter.com/RichlandLib>

Mary from a **public library** in **Richland, WA**, is a Star because she does consistently stellar work in creating displays around the library. She's incredibly creative and talented, and makes an effort to create displays that are inclusive and informative. The library gets many compliments on the displays as well as many thanks for the inclusivity. – **Anonymous**

Posted in [Public Library](#) | Tagged [WA](#)

Alyssa from a public library in Richland, WA, is a Star because she's an excellent team player who gets things done. She's always willing to lend a helping hand and steps up when she sees something that needs to be taken care of. — **Anonymous**

Posted in [Public Library](#) | Tagged [WA](#)

Lisa from a public library in Richland, WA, is a Star because she has the answers to all the questions, patience (for said “all” questions), kindness towards all patrons, and always has dog treats in her pockets for any four legged visitors! Her years of service have meant so much to our library, when she retires she will be dearly missed. – **Jasmine**

Posted in [Public Library](#) | Tagged [WA](#)



NEW FOR MAY

Make-It Monday: Kentucky Derby Edition

We will be holding a special Make-It Monday craft event from 6 to 8 p.m. on May 2. Our calendar post says, “The Run for the Roses is ON! Join us in the STEAMspace for Kentucky Derby-themed crafts! We'll try our hand at making fancy derby hats and fascinators, plus other horsey-themed crafts, rose garlands, and loads of fun! You don't have to be good at crafts to have a great time at Make-It Mondays! Open to all ages. Supplies provided thanks to the support of the Friends of the Richland Library.”

Sister City Appreciation Program

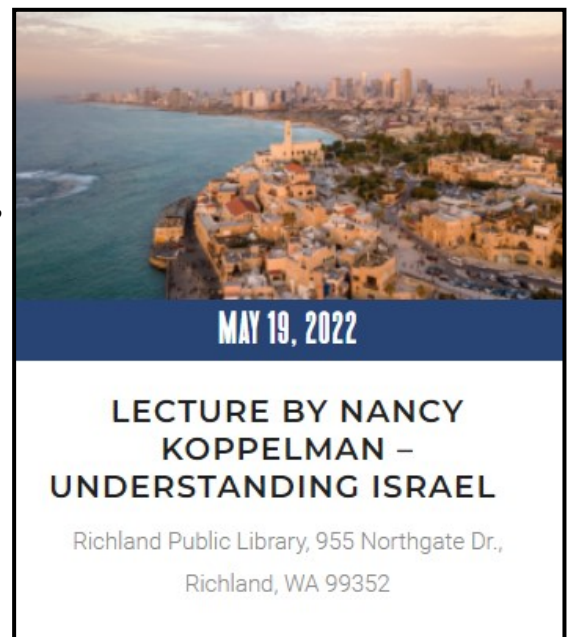
In honor of Asian American/Pacific Islander Heritage Month, which is celebrated in May, we will be hosting a display of artwork gifted to us by our sister city of Hsinchu, Taiwan. We will also be holding drop-in craft events in the Children's Department on Thursday, May 5; Monday, May 9; Friday, May 13; and Friday, May 20. Program times are listed on our calendar. Our calendar entries say, “Drop in to make some artwork about Richland to go on display. At the end of the month, we will send some of your artwork to our sister city to thank them for their gifts to us over the years. Or pick up some information and do your artwork at home. Remember to bring it in before the end of the month to go on display.”

Humanities Washington Presentation: Understanding Israel

The library will be hosting a Tri-Cities Community Lecture Series presentation from 7 to 8:30 p.m. on Thursday, May 19, in the Gallery.

The CBC Arts Center website says, “How much do Americans really know about the people and culture of Israel? How can we foster a better understanding of this intricate state and its neighbors? Join Professor Nancy Koppelman as she explores 12 features of Israel's history, diverse ethnic and religious ways of life, governance and justice structures, and educational system. This talk sheds light on the people who reside in Israel and the occupied Palestinian territories and aims to provide history and context for this complex nation—the only state in the world with a majority Jewish population.” This presentation will be hosted by James and Doris Kelly.

For information about upcoming lectures, please visit the Tri-Cities Community Lecture Series website at the following link. www.cbcartcenter.com/lectures/



“Adventure on the Pacific Crest Trail” Presentation

We will be also be hosting an Inter-Mountain Alpine Club presentation from 7 to 8:30 p.m. on Wednesday, May 25, in the Gallery. Our calendar entry says, “Steve Ghan will tell stories and share photos and videos from his 1,100-mile, 68-day walk on the Pacific Crest Trail in 2021.”

NEW FOR MAY (CONTINUED)

Museum Passes

Patrons can now check out passes for the REACH Museum from the library. We currently have 10 passes available that may be checked out for one week at a time, and each pass is good for regular admission for 2 adults and up to 4 children under the age of 18. Special or ticketed events are excluded. We anticipate that these passes will be very popular with local families, especially during the summertime months when school is out.

High School Book to Movie Club

Our High School Book to Movie Club will be meeting from 6 to 8:30 p.m. on Thursday, May 12. This club is for high schoolers who are age 13 and older. For May, teens will be reading the *Guardians of the Galaxy* graphic novels and then watching the first *Guardians of the Galaxy* movie together.

Viewer Discretion Is Advised Cinema: *Friday the 13th*

Our Viewer Discretion Is Advised Cinema club will be meeting from 6:30 to 8:30 p.m. on Thursday, May 13, to watch *Friday the 13th*.

Our calendar entry says, “Join Viewer Discretion Is Advised Cinema in the Richland Public Library Gallery for a slasher cult classic that is so much more than the date it is named for. It's *Friday the 13th*, starring young Kevin Bacon and lots of blood (1980, R, 1 hr 35 m). Our events feature an introduction and Q&A by the amazing misfits from the local horror/punk podcast Garage-A-Rama! Pre-Packaged snacks and bottled water will be provided by the Friends of the Richland Public Library. Tickets are limited and require pre-registration.”

Patrons must be 18 or older to attend, and preregistration on [Eventbrite](#) is required.

“Outdoor or Indoor” and Preschool Story Times

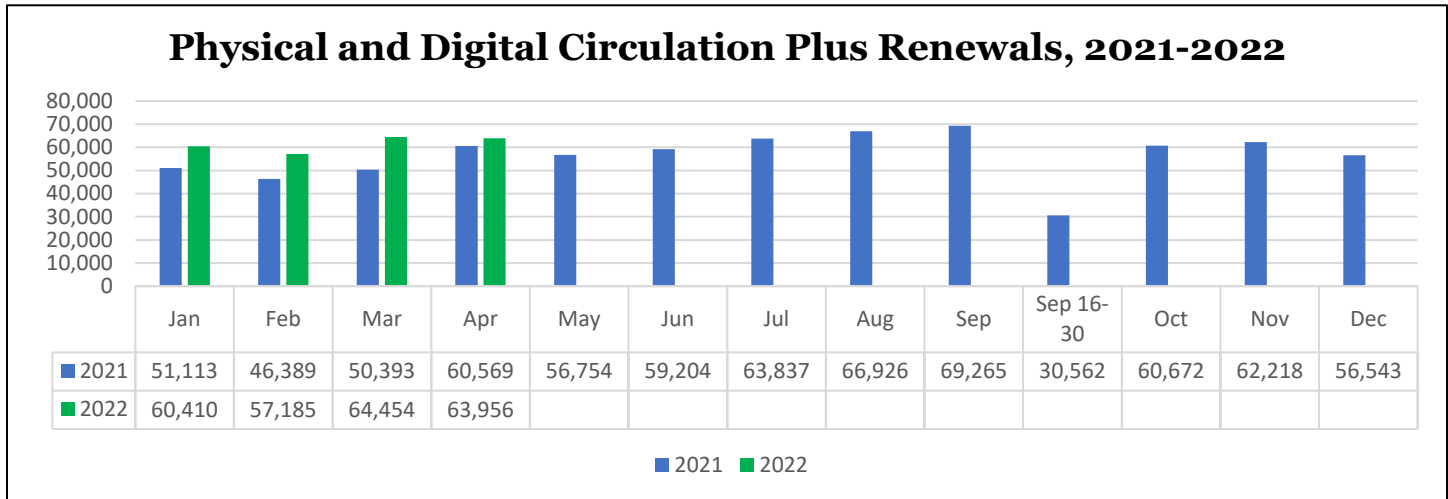
We will be holding “outdoor or indoor” story times for preschoolers at 10 a.m. on Friday, May 13, and Friday, May 27. Our calendar entries say, “About 45 minutes of stories, songs and rhymes geared toward children from 3 to 5 years old. We will try going outside if weather permits. Bring a blanket or chair if you like.” Regular preschool story times will be held in the library at 10 a.m. on Friday, May 6, and Friday, May 20.

Recurring Programs on the Calendar

- Singing Strings Ukulele Club teen/adult jam sessions at 6:30 p.m. on Tuesday, May 3, and Tuesday, May 17
- High School Yarn Academy at 5:30 p.m. on Thursday, May 5, and Middle School Yarn Academy at 4 p.m. on Tuesday, May 10
- Preschool STEAMplay from 10 a.m. to noon on Thursday, May 12, and Thursday, May 26
- STEAMkids at 10 a.m. on Saturday, May 21
- Evening story times at 6 p.m. on Tuesdays and active toddler story times at 10 a.m. on Wednesdays

STATISTICS

TOTAL CIRCULATION



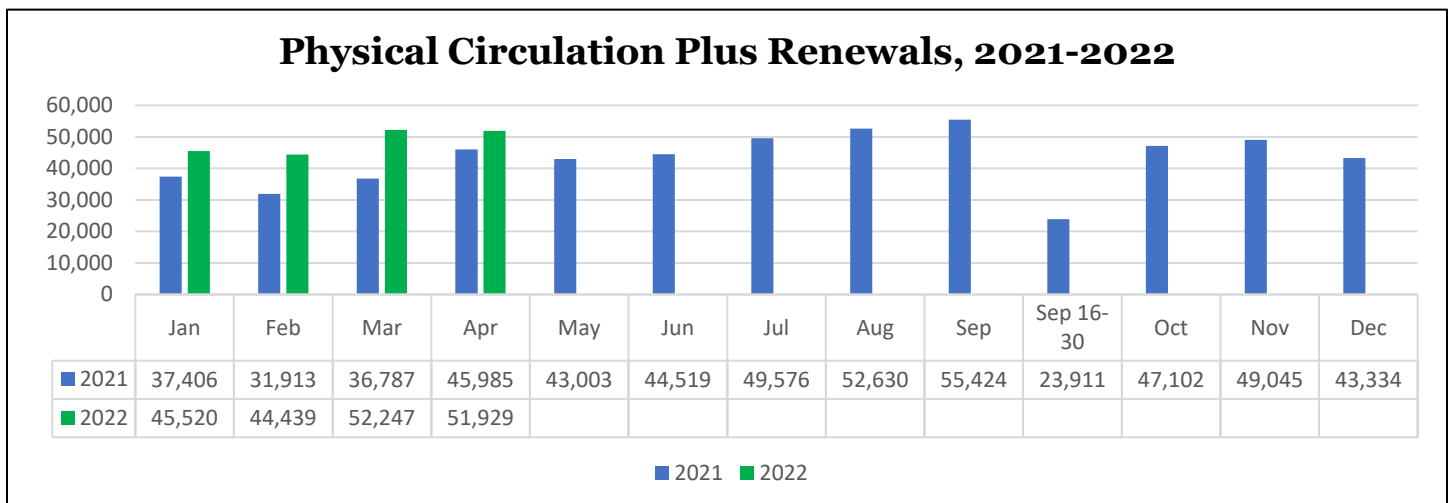
During the calendar month of April 2022, our total physical plus digital circulation was 47,262 items, not including renewals. Of those, 35,235 (74.6%) were physical items and 12,027 (25.4%) were digital items obtained through Hoopla, Kanopy, Mango, and Overdrive. Kanopy plays and Mango sessions are counted in this, but physical item renewals are not. This physical plus digital circulation, not including renewals, was down a modest 1.1% compared to the 47,776 items checked out in March 2022. Digital circulation was down 1.5% compared to the 12,207 items checked out in March.

We filled 3,128 requests for holds, and we had 36 curbside pickup deliveries for 22 patrons.

Our patrons also renewed 16,694 physical items in April. Including these physical item renewals, our overall circulation was 63,956. That overall circulation was down a modest 0.8% compared to the 64,454 items circulated in March 2022, but was up 5.6% compared to the 60,569 items circulated in April 2021.

Please note that the January through September 2021 statistics in this graph are mid-month to mid-month statistics (December 16 through January 15, for example). We switched to full months in October.

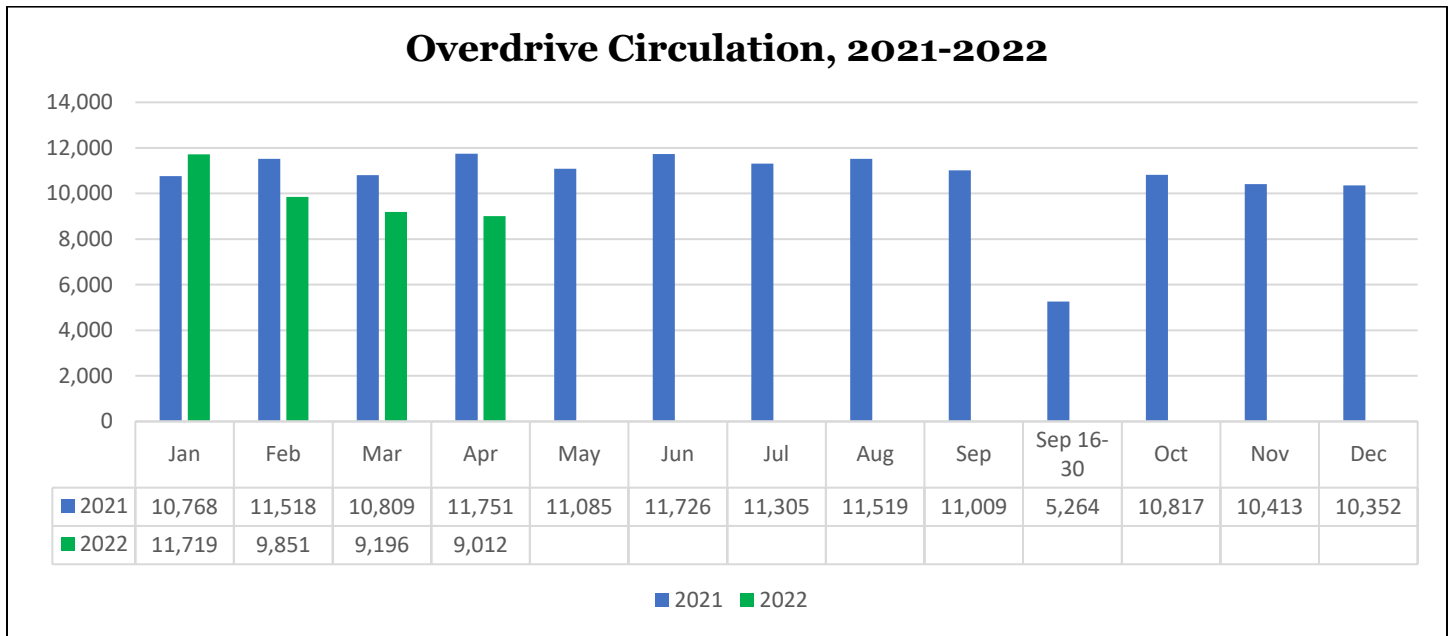
PHYSICAL CIRCULATION



Our patrons checked out 35,235 physical items in April 2022 and renewed 16,694 physical items, for a total of 51,929 items. That is down a modest 0.6% compared to the 52,247 physical items checked out or renewed in March 2022, but is up 12.9% compared to the 45,985 items checked out in April 2021. The top ten categories that circulated were Children's Storybooks (4,531 items), Children's Chapter Book Fiction (4,492 items), Adult Nonfiction (3,553 items), Children's Nonfiction (2,719 items), Adult Movies (2,540 items), Children's Graphic Novels (1,926 items), Adult Fiction 2nd Floor (1,735 items), Children's Favorites on the Story Circle (1,685 items), Children's Easy Readers (1,295 items), and Children's Movies (1,173 items). The January through September 2021 statistics in this graph are mid-month to mid-month.

DIGITAL CIRCULATION

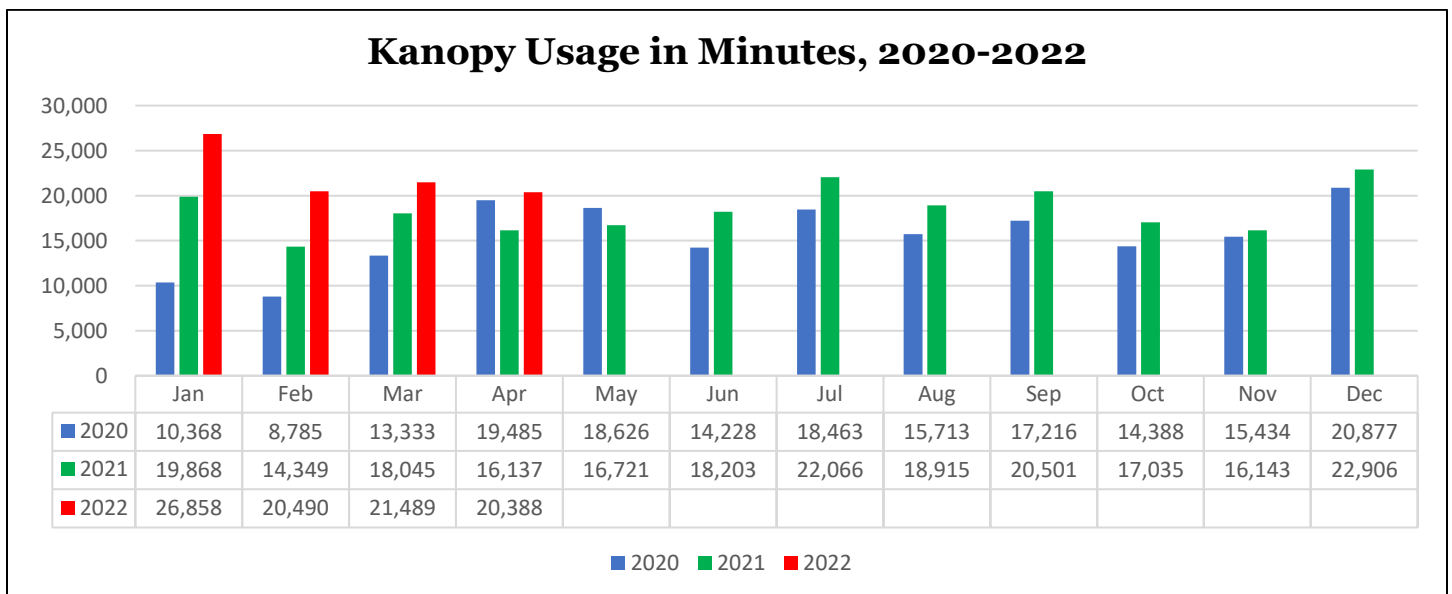
Overdrive



The 9,012 checkouts through Overdrive in April 2022 show a modest decrease of 2% compared to the 9,196 checkouts in March 2022, and they are also down 23.3% from the 11,751 checkouts in April 2021. The library is now fully open for people to check out physical items, and that may be a factor in why our digital checkouts are decreasing slightly compared to last year.

This month's checkouts included 4,815 e-books (which were 53.4% of the Overdrive items checked out), 3,620 audiobooks (40.2%), and 577 e-magazines (6.4%). The January through September 2021 statistics in this graph are mid-month to mid-month.

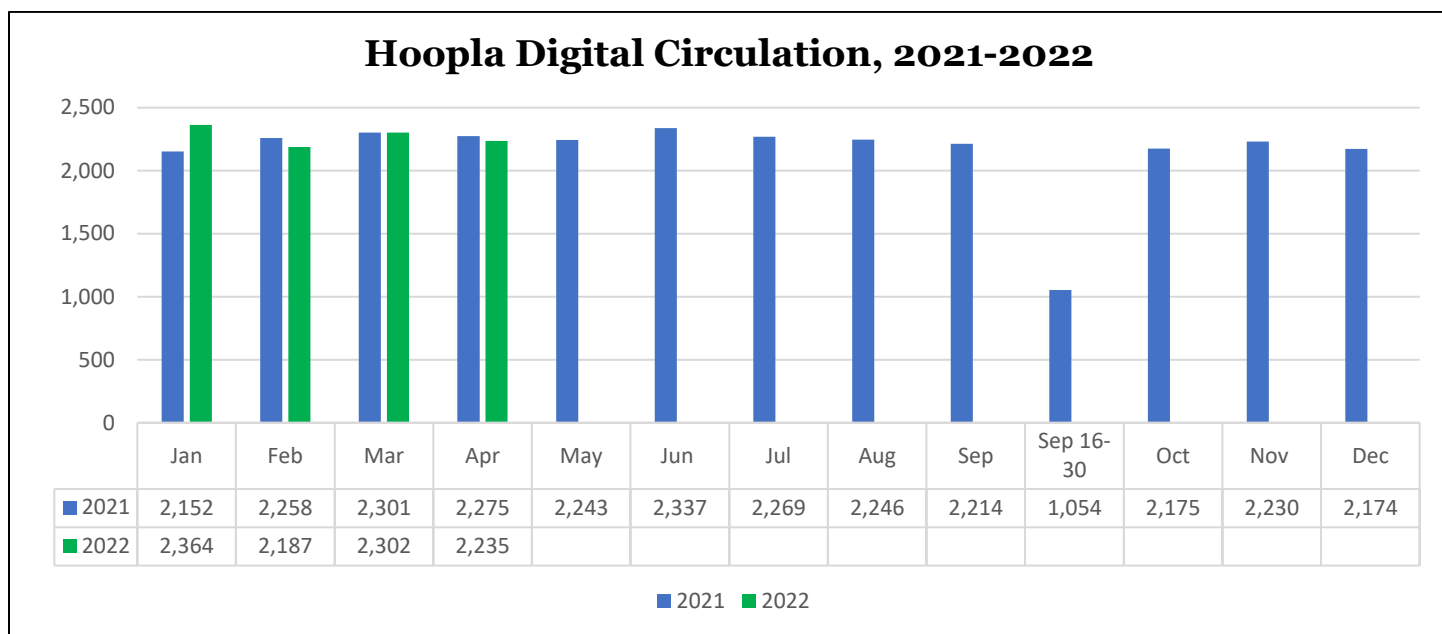
Kanopy



The 20,388 minutes viewed on Kanopy in April 2022 are down 5.1% compared to the 21,489 minutes viewed in March 2022, but they are up 26.3% compared to the 16,137 minutes viewed a year ago in April 2021. Cardholders from the United States and Canada viewed content on Kanopy this month on televisions (47.4%), mobile devices (31%), desktops (12.5%), and tablets (9.1%). The top five suppliers of content were Kino Lorber, Warner Bros., MGM, The Great Courses, and Weston Woods. Patrons are still using Kanopy for their educational and entertainment needs. Like many of our other databases, usage was down compared to the previous month.

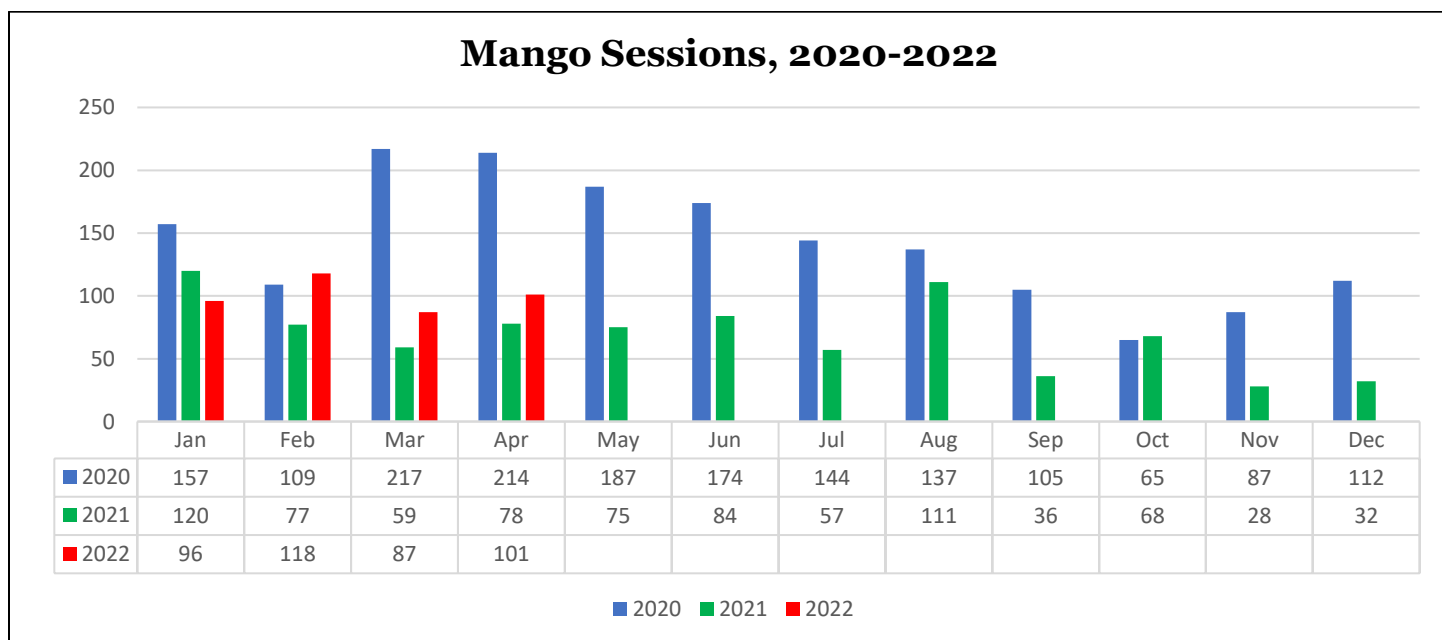
DIGITAL CIRCULATION (CONTINUED)

Hoopla



The 2,235 circulations in Hoopla during April 2022 show a modest decrease of 2.9% compared to the 2,302 circulations in March 2022, and a modest decrease of 1.8% compared to the 2,275 circulations in April 2021. The library is now fully open for people to check out physical items, which may explain why our digital checkouts are decreasing slightly compared to last year. Patrons checked out 1,316 audiobooks, 546 e-books and e-comics, 282 movies and television shows, 82 music items, and 9 BingePasses. The January through September 2021 statistics in this graph are mid-month to mid-month.

Mango

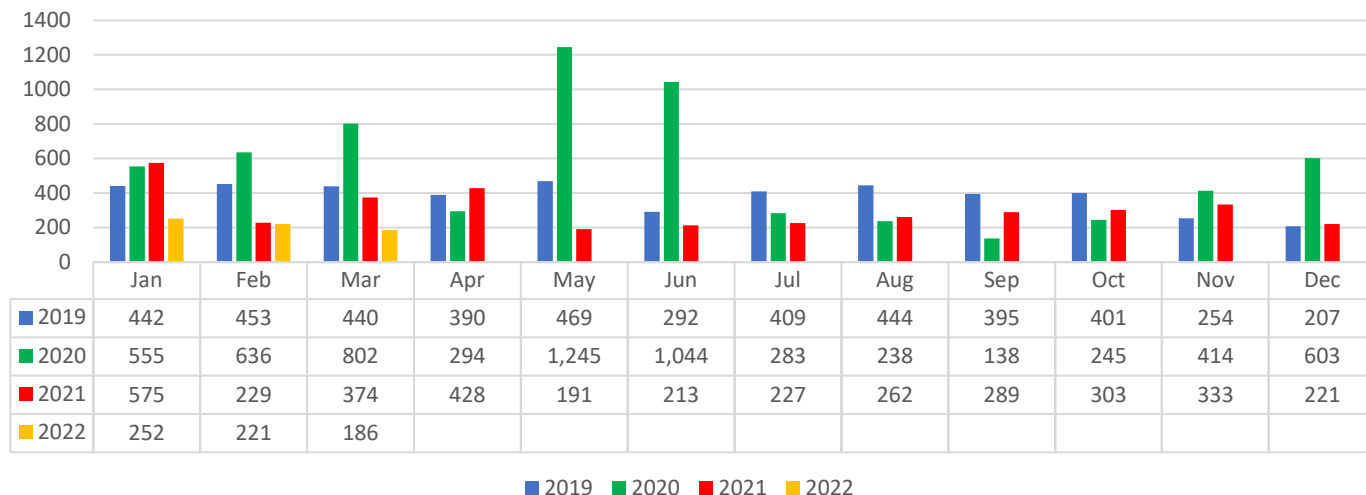


Mango is one database that saw an increase in usage compared to both the previous month and the previous year. Patrons had 101 sessions in Mango during April 2022. This usage is up 16.1% compared to the 87 sessions in March 2022, and it is also up 29.5% compared to the 78 sessions in April 2021. The top languages studied this month included new and infrequent top ten selections such as Pirate; English, Shakespearean; and Cherokee. The complete top ten languages were Spanish, Latin American; Chinese, Mandarin; French; Russian; German; Pirate; Arabic, Egyptian; English, Shakespearean; Cherokee; and Japanese. Mango's usage continues to be hit and miss when compared to previous months and years.

OTHER DIGITAL SERVICES

Morningstar

Morningstar Searches, 2019-2022

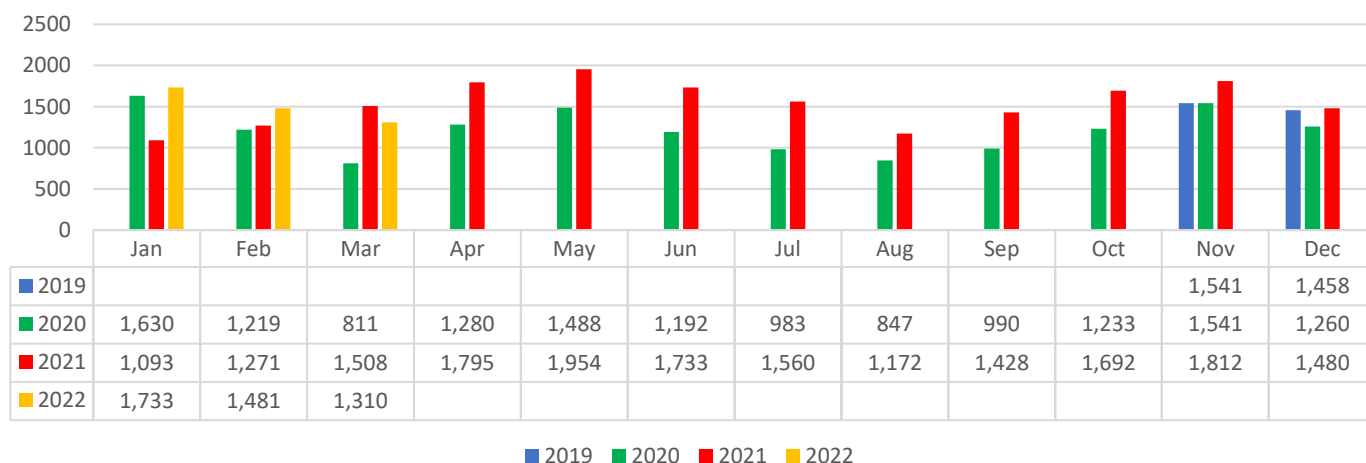


The 186 searches conducted in Morningstar during March 2022 show a usage decrease of 50.3% compared to the 374 searches that took place in March 2021. Usage is also down 15.8% compared to the 221 searches conducted in February 2022. Patrons have averaged 220 searches per month so far in 2022; that is down 27.4% compared to the 303 searches per month averaged in 2021, and is down 59.3% compared to the 541 searches per month averaged in 2020. It will be interesting to see if this decrease continues, or if economic factors cause people to want to research ways to invest when they have more financial resources to do so.

Usage statistics are not yet available from Morningstar for April 2022, so we will include them in next month's board report.

Value Line

Value Line Page Views, 2019-2022



The 1,310 page views in March 2022 for Value Line show a usage decrease of 13.1% compared to the 1,508 page views from March 2021. Usage is also down 11.5% compared to the 1,481 page views from February 2022. Even with this downtick in usage for March 2022, Value Line is still being used more than it was in 2020, when we had an average of 1,206 page views per month and just 811 pages viewed in March.

Usage statistics are not yet available from Value Line for April 2022, so we will include them in next month's board report.

OTHER STATISTICS

Gate Counts

Our total gate count for April 2022 was 12,252. Our busiest day this month was Friday, April 29, with a gate count of 579. That was the main day for the Friends of the Richland Public Library Book Sale.

Interlibrary Loans

In April 2022, we received a total of 149 interlibrary loan requests from other libraries, all of which were for books. We sent 59 books to other libraries during the month in response to their interlibrary loan requests.

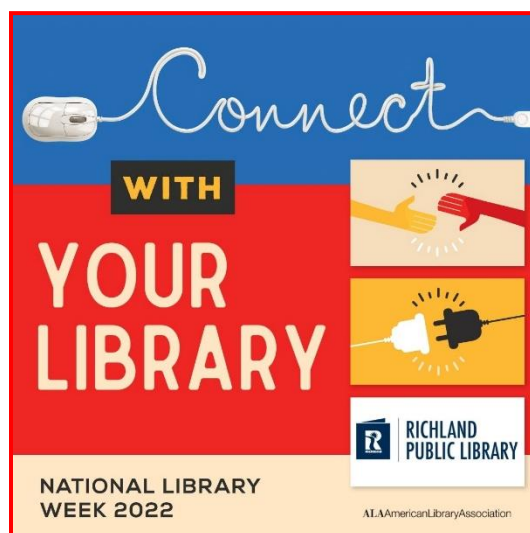
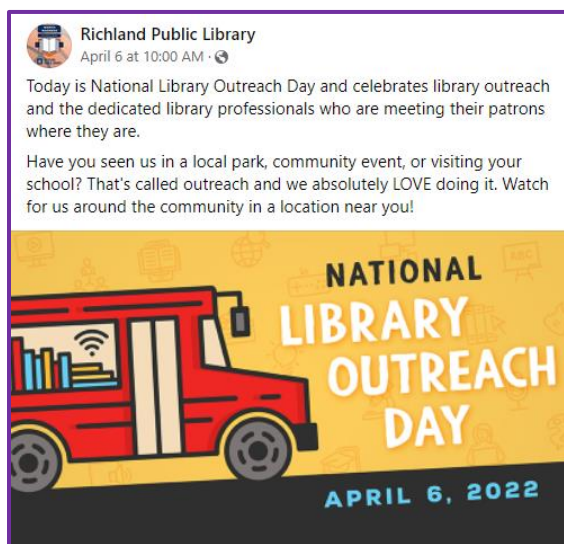
We also sent 14 interlibrary loan requests to other libraries for our patrons in March, all of which were for books. We received 8 books from other libraries in response to requests. Twelve individual patrons requested items this month, with only two patrons requesting multiple (2) interlibrary loans.

New Library Card Accounts

We created 284 new library card accounts in April. They included 227 resident cards, 45 nonresident cards, 6 limited access cards, and 6 interlibrary loan accounts.

Public Internet Sessions

In April, our patrons had 915 public internet sessions for a total of 581 hours and 30 minutes.





LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 5/10/2022

Agenda Category: Approval of Bills

Prepared By: Christopher Nulph, Library Manager

Subject:

May 2022 Claims for Payment

Department:

Parks & Public Facilities

Recommended Motion:

Move to approve the April 1, 2022 through April 30, 2022 claims for payment.

Summary:

This is a review and approval of the April 1, 2022 through April 30, 2022 claims for payment.

Attachments:

1. April 2022 Voucher Listing
2. April 2022 Payroll
3. 2022.05.10 Claims for Payment

Library Voucher Listing

Begin Date: 4/1/2022

End Date: 4/30/2022

NON-FACILITIES EXPENDITURES

Fund	Div Org/Object	Description Vendor	P.O. Number	Invoice Number	Date	Check #	Description	Amount
001		GENERAL FUND						
	303	LIBRARY						
	K8188700/3583	OCLC INC		1000199304	4/1/2022	299308	CATALOGING METADATA ILL MARCH 2022	\$1,163.73
	K8188700/3583	DEARREADER.COM LLC		INV-34311	4/15/2022	299761	NEW BOOK ALERTS	\$2,063.40
	K8188700/3583	ENVISIONWARE INC		INV-US-58584	4/27/2022	300024	SUBSCRIPTION SELF- CHECK PAYWARE	\$1,094.69
SOFTWARE-LICENSING & UPGRADES TOTAL:								\$4,321.82
SOFTWARE-LICENSING & UPGRADES - YTD INFORMATION								
BUDGET: \$65,530.00			YTD ACTUAL: \$32,341.26			YTD % USED: 49.35%		
INFORMATION TECHNOLOGY TOTAL:								\$4,321.82
	K8721000/4201	VERIZON WIRELESS		9884439039	4/27/2022	300064	NASPO JULY WIRELESS	\$47.09
	K8721000/4201	VERIZON WIRELESS		9886609343	4/27/2022	300064	NASPO AUGUST WIRELESS	\$47.09
	K8721000/4201	VERIZON WIRELESS		9888786902	4/27/2022	300064	NASPO SEPTEMBER WIRELESS	\$123.34
	K8721000/4201	VERIZON WIRELESS		9874347693	4/27/2022	300064	Feb WCC 2021 with device trade in credits	\$35.35
	K8721000/4201	VERIZON WIRELESS		9880781454	4/27/2022	300064	WCC May charges with device credits for CM	\$35.38
	K8721000/4201	VERIZON WIRELESS		9887269680	4/27/2022	300064	August WCC with multi transfers	-\$4.39
	K8721000/4201	FRONTIER		03/22 2061882614	4/8/2022	299514	TELEPHONE CHARGES 03/19/22-4/18/22	\$137.22

Library Voucher Listing

Begin Date: 4/1/2022

End Date: 4/30/2022

Fund	Div Org/Object	Description Vendor	P.O. Number	Invoice Number	Date	Check #	Description	Amount
	K8721000/4201	FRONTIER		04/20 5099433152	4/13/2022	299588	TELEPHONE CHARGE 4/4/22 - 5/3/22	\$593.22
TELEPHONE & COMM SVCS TOTAL:								\$1,014.30
TELEPHONE & COMM SVCS - YTD INFORMATION								
BUDGET: \$11,424.00			YTD ACTUAL: \$5,342.51			YTD % USED: 46.77%		
	K8721000/4301	NULPH, CHRISTOPHER		22-097 NULPH	4/6/2022	299443	22-097 NULPH PUBLIC LIBRARY ASSOCIATION 2022 CONF	\$548.56
	K8721000/4301	LIGHTFOOT, GAVIN		22-096 LIGHTFOOT	4/6/2022	299433	22-096 LIGHTFOOT PUBLIC LIBRARY CONFERENCE 2022	\$222.00
TRAVEL EXPENSES TOTAL:								\$770.56
TRAVEL EXPENSES - YTD INFORMATION								
BUDGET: \$14,392.00			YTD ACTUAL: \$1,124.46			YTD % USED: 7.81%		
	K8721000/4504	XEROX CORP		015925065	4/20/2022	299903	7HB-469027 APRIL 2022 BASE CHARGE	\$10.86
	K8721000/4504	XEROX CORP		015925078	4/20/2022	299903	3UA296344 MARCH 2022 BASE CHARGE	\$338.20
	K8721000/4504	XEROX CORP		015925075	4/20/2022	299903	3UA295134 MARCH 2022 BASE CHARGE	\$139.88
	K8721000/4504	XEROX CORP		015925076	4/20/2022	299903	3UA295169 MARCH 2022 BASE CHARGE	\$80.34

Library Voucher Listing

Begin Date: 4/1/2022

End Date: 4/30/2022

Fund	Div Org/Object	Description Vendor	P.O. Number	Invoice Number	Date	Check #	Description	Amount
	K8721000/4504	XEROX CORP		015925077	4/20/2022	299903	3UA295258 MARCH 2022 MONTHLY BASE CHARGE	\$310.27
COPIER/FAX LEASE RENTAL MAINT TOTAL:								\$879.55
COPIER/FAX LEASE RENTAL MAINT - YTD INFORMATION								
BUDGET: \$11,060.00			YTD ACTUAL: \$2,541.49			YTD % USED: 22.98%		
	K8721000/4902	MOON SECURITY SERVIC		1132294	4/22/2022	299972	BASIC FIRE MONITORING TOTAL CONNECT CELL COMMERICA	\$115.06
DUES & SUBSCRIPTIONS TOTAL:								\$115.06
DUES & SUBSCRIPTIONS - YTD INFORMATION								
BUDGET: \$1,855.00			YTD ACTUAL: \$962.78			YTD % USED: 51.90%		
	K8721000/4207	BANK OF AMERICA		033122	4/4/2022	9010	Library Merchant Service Fees	\$116.29
MERCHANT SVC FEES TOTAL:								\$116.29
MERCHANT SVC FEES - YTD INFORMATION								
BUDGET: \$450.00			YTD ACTUAL: \$303.29			YTD % USED: 67.40%		
LIBRARY ADMINISTRATION TOTAL:								\$2,895.76
	K8722100/3401	BRAINFUSE INC		2010380	4/6/2022	299392	EDUCATION SERVICES ONLINE TUTORITING SERVICES HELP	\$5,400.00
	K8722100/3401	MIDWEST TAPE		501910793	4/15/2022	299791	HOOPLA MARCH 2022	\$4,538.10
LIBRARY RESOURCES TOTAL:								\$9,938.10
LIBRARY RESOURCES - YTD INFORMATION								
BUDGET: \$367,277.00			YTD ACTUAL: \$132,607.18			YTD % USED: 36.11%		

Library Voucher Listing

Begin Date: 4/1/2022

End Date: 4/30/2022

Fund	Div Org/Object	Description Vendor	P.O. Number	Invoice Number	Date	Check #	Description	Amount
	K8722100/4107	SPORTSENGINE INC		19927	4/20/2022	299873	BACKGROUND CHECKS: LIBRARY	\$55.50
OTHER PROFESSIONAL SERVICES TOTAL:								\$55.50
OTHER PROFESSIONAL SERVICES - YTD INFORMATION								
BUDGET: \$860.00			YTD ACTUAL: \$330.63			YTD % USED: 38.45%		
LIBRARY PUBLIC SERVICE TOTAL:								\$9,993.60
LIBRARY NON-FACILITIES TOTAL:								\$17,211.18

Library Voucher Listing

Begin Date: 4/1/2022

End Date: 4/30/2022

FACILITIES EXPENDITURES

Fund	Div Org/Object	Description Vendor	P.O. Number	Invoice Number	Date	Check #	Description	Amount
001		GENERAL FUND						
	303	LIBRARY						
	K8725000/4700	CITY OF RICHLAND		03/2022 MAR	4/20/2022	299845	CITY UTILITY BILLS/MAR 2022	\$3,324.09
UTILITIES TOTAL:								\$3,324.09
UTILITIES - YTD INFORMATION								
BUDGET: \$53,736.00			YTD ACTUAL: \$10,190.21			YTD % USED: 18.96%		
LIBRARY FACILITIES TOTAL:								\$3,324.09

CITY OF RICHLAND

LIBRARY EXPENDITURE

April 2022

Month/Year

PAY PERIODS From March 28, 2022 through April 24, 2022

GROSS SALARIES \$ 89,414.52

		Gross Wages	Total
WEEK OF:	<u>04/14/22</u>	<u>44,366.03</u>	<u>44,366.03</u>
WEEK OF:	<u>04/28/22</u>	<u>45,048.49</u>	<u>45,048.49</u>
WEEK OF:	<u> </u>	<u> </u>	<u> </u>
	TOTAL	<u>89,414.52</u>	<u>89,414.52</u>



RICHLAND PUBLIC LIBRARY

CERTIFICATION OF CLAIMS FOR PAYMENT

MAY 2022

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 \$ \$106,625.70 this 10th day of May, 2022.

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

Voucher Listings	Amount
April 01, 2022 thru April 30, 2022	\$17,211.18

Transfer Advice (Salaries)	
Salaries for the weeks of: March 28, 2022 thru April 24, 2022	\$89,414.52

MONTHLY EXPENSES	\$106,625.70
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Comments: COR April 2022 Voucher Listing
April 2022 Library Expenditure

LIBRARY BOARD MEMBERS SIGNATURES (3 Signatures Required for Signoff)

PRINT NAME	SIGNATURE
1. Your Name Here	1. 05/04/2022
2. Your Name Here	2. 05/04/2022
3. Your Name Here	3. 05/04/2022

I.N.



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 5/10/2022

Agenda Category: Unfinished Business

Prepared By: Christopher Nulph, Library Manager

Subject:

Approval of Circulation Policy

Department:

Parks & Public Facilities

Recommended Motion:

Move to approve the Circulation Policy.

Summary:

This Circulation Policy was looked at with no suggested revisions at the March meeting. Now that the Fee Schedule has been changed to support the fine free policy, the Circulation Policy is being revisited for final approval. In addition to the fine free changes, we will be extending Resident card renewals to 3 years, expanding the DVD checkout limit to 20 items, and combining new adult fiction and popular items into one category with a 2 week checkout period.

Attachments:

- I. 2022.05.10 Circulation Policy

Circulation Policy

The purpose of the library's circulation policy is to make the best possible use of the library's collection by the greatest number of borrowers. The Richland Public Library promotes use of materials and ensures the rights of borrowers. Service will not be denied or abridged because of religious, racial, social, economic, or political status; mental, emotional, or physical condition; age; gender; or sexual orientation.

Library Card Options

The Richland Public Library Board welcomes the use of the Richland Public Library by individuals of all ages to support their personal, educational, and professional needs.

Resident

Library cards with full borrowing privileges will be issued to Richland residents with no fee. Photo ID and proof of Richland residency are required. Resident cards are valid for three years.

Non-Resident

Applicants who do not live inside the Richland City limits will be required to purchase a Non-Resident library card with full borrowing privileges unless they meet one of the exceptions established by the Library Board. Exceptions include:

- Individuals paying property taxes to the City of Richland
- Any non-resident students attending Washington State University Tri-Cities (WSUTC), Columbia Basin College (CBC), Richland School District 400, and other schools located within the Richland School District 400 boundaries
- Any non-resident staff of educational institutions serving the City of Richland, which encompasses WSUTC, CBC, or the Richland School District 400
- Volunteers who consistently contribute 10 hours a month, or more, to the library will be granted full library privileges for the duration of their volunteer tenure
- City of Richland employees

Non-Resident cards may be purchased for an individual or a family. Non-Resident cards are valid for one year. See the Non-Resident Policy for more details.

iCards

Non-residents may purchase an iCard for the purpose of accessing the library's digital resources and online services. iCards do not include access to the physical collection and are valid for one year.

Limited Access Cards

Applicants staying in the City of Richland, with no permanent address or without proof of address, may apply for a Limited Access card using a photo ID. Teens (age 13-18) without a parent/guardian may also apply for a Limited Access card with their Student ID. This card entitles the holder to checkout 5 items at a time, computer usage, and access to digital material. Limited Access cards are valid for six months.

Library Card Registration & Maintenance

Applicants who request a library card from the Richland Public Library must show photo identification and verification of Richland residency. Identification must be of a permanent or legal nature.

Examples of acceptable photo identification are:

- Driver's license
- Military identification
- Passport or student body card

Examples of acceptable current street identification are:

- Valid ID with current address
- Current bank statement with name and address
- Vehicle registration
- Post office verification of new address
- Government issued IDs (military, parole, etc.)
- Current preprinted checks
- Current utility bill
- Recent piece of mail with Richland address
- Current paycheck stub with name and address
- Current receipt showing the applicant's current address

Non-Resident patrons must either pay the Non-Resident fee or show valid proof of their exempt status. Examples of acceptable proof of exempt status for non-residents are:

- Current tax receipt, showing property taxes paid to the City of Richland
- City of Richland business license
- Current employment identification at WSUTC, CBC, or the Richland School District 400.
- Current student identification showing enrollment at WSUTC, CBC, or the Richland School District 400
- Current City of Richland employment verification
- Such other documentation the Library Manager would deem acceptable

By submitting the application form, the applicant agrees to:

- Be responsible for all activity and transactions in the library
- Obey the Standards of Patron Behavior for the Richland Public Library
- Pay any fees incurred to continue use of the library
- Provide timely notification to the Richland Public Library of a change of address, change of contact information, or loss of card

Converting Limited Access Cards to Resident Cards

A Limited Access card held by a teen may be converted to a full privilege Resident card when the parent/guardian shows ID. The parent/guardian will assume full responsibility for the materials and any fees charged to the card.

Limited Access Cards for adults require valid proof of Richland residency to be converted to a full privilege Resident card.

Library Card Maintenance

When a library card expires, a conversation with library staff is necessary to verify that all account information is current. Renewals in person require the library card or photo ID. Renewals over the phone require the library card number.

Updating information on a library card may be done in person or over the phone. Account information updates in person require the library card or photo ID. Account information updates over the phone require the library card number. When changing a PIN, photo ID is always required.

If a patron has lost their library card, they may present their valid photo ID to get a replacement library card. Replacement cards are issued at no cost.

Once a year, patron accounts that have been expired seven years or longer will be purged from the database.

Checkout Privileges & Guidelines

A patron must present their own Richland Public Library card or valid photo ID to check out library materials.

Children and teens may borrow or use any materials, resources, or services in the library unless specified otherwise. For example, RPL will not limit children to the use of books in the children's section of the library, as these materials may not meet the needs and interests of all children. In addition, library staff is not responsible for determining whether materials used by children and teens are "age appropriate." It is the responsibility of parents/guardians to monitor their children's and teens' use of library resources and to determine whether to place restrictions.

While children and teens may have their own library cards, the parents/guardian of youth under the age of 18 are financially responsible for library materials and equipment their children or teens check out, including items that are lost, damaged, or unreturned.

The checkout specifications in this section may not include special collection items. Please see library staff for checkout details about special collection items.

Checkout Periods

Most library materials, with the exception of items listed below	3 weeks
New adult books and audiobooks	2 weeks
Movies, games, and magazines	1 week
Current magazine issues and bound periodicals	Not available for checkout
Reference materials	Not available for checkout, see library staff for exceptions

Checkout Limits

Books	No Limit
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DVDs/Games/Magazines	20 per card (limit of two Binge Boxes)
Equipment/Electronics	1 per card

Hold Requests

Most circulating items may be placed on hold. The patron will be notified when the item is available to be picked up and will have seven days to retrieve their items.

Interlibrary Loans

A patron may request material through an Interlibrary Loan when the material is not owned by the Richland Public Library or is not something the library will add to their collection.

There will be no RPL imposed Interlibrary Loan fee on requests, however, if the lending library charges fees, these charges will be passed on to the patron with prior patron approval. The patron will be responsible for all lending library fees and must pay the fee before being allowed to check out the Interlibrary Loan. If the patron cancels the request for the Interlibrary Loan or does not pick it up after notification, they are still responsible for any lending library fee.

Interlibrary Loans will be declared lost once they are 7 days overdue. Because RPL is not the owning library for these materials, this lost item fee must be paid once the owning library decides to take action on the lost item.

Renewals

Most items may be renewed up to five times. RPL implements automatic renewals, which will occur on the due date. Items may also be renewed by phone, in person, or by the patron over the Internet. If an item is on hold for another patron, the patron's account is blocked, the item is marked lost, or if the item has been renewed the maximum number of times, the item will not successfully renew.

Interlibrary Loans may be renewed at the discretion of the lending library. The request must be made through the reference desk and you will be notified if it was successful or not.

Date Due Notifications

A receipt is offered at the time of check-out. Patrons can opt for an emailed receipt. Patrons may also check their due dates online with their library card number and PIN at any time.

Overdue notices are a courtesy to patrons. Failure to receive a notice does not exempt patrons from fees. When library material is classified as overdue, a notice will be sent one week after the due date informing the patron that the item is overdue. This notice will also inform the patron that after 30 days, the material will be declared lost.

Claims Returned

When a patron notifies the circulation staff that they have returned materials that are still on their account, the staff will change the status of the material to 'claims returned'. The patron is asked to continue to search for the material. The library will monitor the claim for a year. At the end of the year, if the material has not been found it will be withdrawn from the library's collection. Upon the fourth Claims Returned incident for any one patron, borrowing privileges will be suspended until the patron has recovered the item(s). Exceptions will be made at the discretion of library management.

Library Fines & Fees

No Late Fines

The Richland Public Library has eliminated charging late fines! We still ask that patrons monitor their due dates and return library material in a timely manner, but patrons will not be penalized for returning items past the due date.

Suspension of Checkout Privileges

Checkout privileges are suspended when a patron has any item that has been marked lost, has been damaged, or has been billed for missing parts. Privileges will only be restored when all lost materials, damaged materials, or missing parts are paid for or returned.

Lost Materials

An item is declared "lost" 30 days after it is marked as overdue. If items are lost, the patron will be billed for replacement costs. The replacement charge will reflect the retail price of the material. As an alternative, a patron may replace lost material with a new copy of the item. A patron must seek library approval before purchasing a new copy as a replacement.

Lost material that has been paid for by the patron will remain in the system for three months. After three months, the holding will be deleted from the system. A refund for the cost of an item

may be requested if the item has been lost and paid for within three months. No refunds will be given after three months. Refunds are processed through the City of Richland and may take several weeks. Lost material not paid for will remain on the patron's record for 7 years.

Damaged Materials

Patrons will be held responsible for items returned with damage sufficient to prevent their continued circulation as judged by library staff. The replacement charge will reflect the retail price of the material. As an alternative, a patron may replace damaged material with a new copy of the item. A patron must seek library approval before purchasing a new copy as a replacement.

Items with Missing Parts

Patrons will be billed for the replacement of items returned with a missing part or parts. For audiobooks, there is a per disc replacement fee charged if the item is missing two or fewer discs upon return. If an audiobook is missing three or more discs upon return, the full cost of replacement is billed to the account. For other items containing discs, such as movies, any one disc that is missing upon return will result in the full cost of replacement being billed to the patron account. The return of missing parts will result in the associated fees being cleared.

See the City of Richland Fee Schedule for the current table of library related fees. Any exceptions to the above procedures will only be at the discretion of the Library Manager.

Adopted by the Richland Public Library Board on August 7, 1994.

Amended November 3, 1994, July 6, 1995, April 3, 1997, Sept. 3, 1998, July 5, 2001, April 4, 2002, September 5, 2002, March 6, 2003, April 19, 2004, May 12, 2005, October 9, 2007, May 10, 2011, September 2, 2014.



LIBRARY BOARD AGENDA ITEM COVERSHEET

Meeting Date: 5/10/2022

Agenda Category: Unfinished Business

Prepared By: Christopher Nulph, Library Manager

Subject:
Strategic Plan Update

Department:
Parks & Public Facilities

Recommended Motion:
Discussion only.

Summary:
Review the attached draft of the Plan for discussion. This is still a rough draft of the Plan and not a final product.

Attachments:
I. 2022.05.10 Richland-Strategic Plan Draft

DRAFT

**RICHLAND
PUBLIC LIBRARY
STRATEGIC
PLAN**

2022–2032



**RICHLAND
PUBLIC LIBRARY
STRATEGIC
PLAN**

2022-2032

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LETTER FROM THE LIBRARY MANAGER

Libraries have provided fundamental resources to communities around the world for millennia. Here in our City, the free services that we offer have evolved with our population. The Richland Public Library may have started as a collection of fundamental resources, but, today, the library is also flourishing as a melting pot of ideas and fellowship for all ages. Through all these wonderful improvements, the library has always been invested in supporting the next chapter of life in Richland.

We are proud to deliver a ten-year strategic plan that was influenced by Richland residents for the City of Richland. We owe a great deal of thanks to everyone that contributed to its creation. Our collaboration doesn't stop there though. A plan only comes to life when the community it serves is along for the ride. I encourage the residents and future residents of Richland to be a part of this journey. Get a library card, checkout our collection, participate in a fun program, give feedback, lead a library event, volunteer, display artwork, connect with others in our meeting space, or become a partner!

A library is at its best when it adapts with its community to reflect the residents, organizations, volunteers, partners, and City employees that make up the neighborhoods we share every day. With your help, the library's potential in this City is limitless, and I look forward to brainstorming our next big adventure together.

Chris Nulph
Library Manager

OUR COMMUNITY

Throughout the course of this strategic plan, the library is often referenced as a place for community. Where did that community start and where is it going? Our community is far more than just boundaries on a map. With a long history and bright future, we are proud to call Richland home. Located near the confluence of the Yakima and Columbia Rivers, this is home to traditional lands of the Nez Perce, Umatilla, Walla Walla, Wanapum, and Yakama tribes. As we moved into the 20th century, Richland became one of the Manhattan Project sites and a critical cog in the World War II effort and beyond. The City became accustomed to quality government services during that time as a federally

planned community. The City of Richland was incorporated in 1958 and is now part of the Tri-Cities region, which includes Kennewick, Pasco, and West Richland.

The innovative spirit is still alive and well in our community. Science and medicine are among the highest employers in the City with Pacific Northwest National Laboratory, Kadlec Regional Medical Center, and Bechtel National driving much of the area's workforce. The region also supports a booming wine and agricultural industry.





With more than 300 days of sunshine each year, weather that ranges from wintertime snow to summertime heat, and an average yearly precipitation of just 7.7 inches, Richland is a community in which residents and visitors alike enjoy an abundance of recreational, educational, and business opportunities. Richland is known for its many parks and paved walking trails throughout the city; recreational activities ranging from waterskiing, boating, and fishing on the Columbia River to walking miles of paved riverfront trails, hiking Badger Mountain, and golfing at Columbia Point; a vibrant arts community hosting concerts, plays, festivals, and art shows; hundreds of wineries, craft breweries, and restaurants within easy driving distance; and much more.



As of 2020, Richland was a community of about 60,560 residents, and the greater Tri-Cities with a population of 237,884. It is a community that has substantially grown and continues to be one of the fastest growing areas in Washington State. In an area full of innovators and entrepreneurs, Richland will continue to be at the forefront of tomorrow. This is the community the City of Richland supports through quality municipal services, and we are honored to be a part of its unique history and future.

OUR LIBRARY

Initial library service in Richland was established in 1944 by the Hanford Engineer Works Employees' Association, providing resources to the employees of the Hanford Project. Once the organization dissolved, the collection eventually found a home at the Richland Public Library in April 1951. Doris Roberts received the honor of being the first manager of the library, when the General Electric Company opened a library building in downtown Richland. Doris maintained that title for the first 33 years of library operation. She noted the tremendous community support at the time, "At some time or another, almost every organization in Richland has contributed financially or with service to the support of their library."



In August 1959, the library transferred operation to the City of Richland, and it has been a municipal service ever since. In 1962, the Library Board set the expectation for library service with this statement of purpose: "The Richland Public Library shall endeavor to provide facilities, staff, and services which will anticipate the needs and stimulate the interest of as many children and adults as possible. New concepts in library procedures, services, and programming shall be introduced when applicable to the interest of the community and economically practicable."

Today, the Richland Public Library is a result of that early purpose statement. It is housed in a modern, light-filled, 58,000-square-foot library building for public use. It currently has two study rooms, two conference rooms, a large gallery, a book sale room run by the Friends of the Richland Public Library, and a two-story lobby that frequently hosts art exhibits and displays from a diverse collection of community groups. The library currently has a physical collection of more than 167,000 items, plus thousands more titles that are available online. Our total physical and digital circulation, including renewals, was 709,920 in 2021. By the beginning of 2022, we had over 46,000 library cardholders in our system.

The Richland Public Library provides a robust array of programming for all ages. The library traditionally performs among the highest per capita program engagement for all libraries in Washington state serving between 25,001 and 100,000 people. The library has a long history of public enjoyment and support in this community with no signs of letting up. Over the next decade, we will continue to find new and creative ways for weaving the library into the fabric of Richland.



ROLES OF THE LIBRARY



Public Square

The Library is a welcoming, comfortable, and evolving community space for everyone. It serves the multi-faceted needs of our community member—creative, cultural, economic, educational, intellectual, interpersonal, recreational, and social. Wherever library service is offered, it embodies a friendly, respectful, safe, and hospitable environment. The library is a valued community destination and a trusted hub for neighborly fellowship.

Desired Results

.....
Hope, belonging,
and a sense of
well-being



Knowledge Nursery

The library is fertile ground for the propagation and nurturing of knowledge for everyone in our community. It is the ultimate source of reliable information. The library is an easily accessible virtual and physical environment that facilitates the freedom to discover new ideas and cultivate the diverse learning pursuits of residents throughout their lifetimes. Its favorable conditions improve quality of life for every person and for the City as a whole.

Desired Results

.....
An inspired and
empowered City



Community Advocate

Leveraging outreach and partnerships, the library facilitates a connected web of community support. In this way, the library is without walls—meeting people where they are and facilitating their access to a network of library and regional resources. The library is committed to the growth and well-being of its partners.

Desired Results

A supported and resilient community

VALUES



INTELLECTUAL FREEDOM

The library is committed to the right of library users to confidentially access information from all points of view without restriction, censure, or oversight.



EQUITY, DIVERSITY, AND INCLUSION

The library will support an environment where all individuals have equitable access to services, are valued and respected for their unique traits, and are welcomed to be a part of the library.



PROACTIVE HOSPITALITY

The library is committed to a proactive approach to customer service in which staff make the first move to help customers. Library staff go out of their way to first find potential needs and then resolve them before customers need to ask for help.



LITERACY

The library is committed to helping children and adults develop the ability to read, use technology, and to seek and effectively utilize information.

VALUES



PUBLIC AWARENESS AND ADVOCACY

The library is committed to increasing public awareness of libraries and the critical role they play in transforming lives and communities through diverse forms of education.



PARTNERSHIPS AND COLLABORATION

The library is committed to developing and sustaining relationships between the library and other entities for the benefit of the residents and the community.



SUSTAINABILITY

The library is committed to mindful use of resources and to supporting sustainability broadly through programming, collections, exhibits, events, advocacy, communication, and library building and space design.



WORKPLACE CULTURE

The library is committed to fostering a workplace where staff, volunteers, and advocates feel valued, included, and empowered to champion the Library's vision, values, and purposes.



VISION

All Richland residents experience the Library as a durable, trusted institution for the public good that is finely interwoven into the entire fabric of our community.

MISSION

Be that hope-inspiring presence in our community where every person belongs and is supported in enjoyment, learning, and understanding.



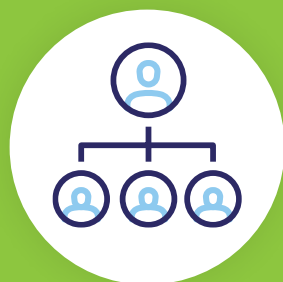
GOALS



All residents experience, enjoy, and benefit from the library.



All residents experience convenient access to the library from anywhere in the city.



Community members and advocacy partners effectively connect through a network of library and regional resources.



Relevancy

Library users should be aware of what the library has to offer. And the library needs to provide users with benefits that make using the library worthwhile. This is what make the library relevant.



- Develop and describe a plan of service and budget that focuses on the three roles of the library.
- Align service, support, and staffing models.
- Develop organizational capacity to dynamically understand what is relevant to the library's served, underserved, and unserved market segments.
 - *Market Intelligence*
 - *Needs Assessment*
 - *Various Outreach methods*
 - *Partnerships*
- Launch and sustain an effective Public Awareness and Advocacy campaign.
- Refurbish, Refresh, Rebrand.
- Involve Library Board, Friends, Foundation.
- Grow Funding for the investments that will progressively enable achievement of the 2032 vision and goals.



Inclusion

To ensure residents feel included, the library will try to identify what resident needs to create a continuous loop of learning. We will seek out partners to help us achieve this.

- Engage and sustain purposeful, mutually beneficial relationships with a balanced, dynamic core of community partners.
 - *Trust-building, relationship-building*
 - *Targeted, on-going needs assessment*
 - *Formalize, initiate*
 - *Staff for*
- Resourcefully, using creative methods, determine who the hard-to- reach residents are, and how best to serve them.
- Select smart outreach and programming, focused on engaging hard to reach residents.
- Collaborate with partners to make residents' access to needed services, resources, and expertise convenient, timely, and accurate.
- Host partners, providers, and programs through the physical and virtual spaces of the library.
- Creatively conduct continuous outreach and assessment and dynamically sculpt responsive services and collections.

STRATEGIES



Accessibility

The library is committed to accessibility by remedying barriers by creating a presence that includes physical spaces, as well as virtual, distributed programmatic offerings throughout the city, and through a network of partners and collaborators.

- Maximize the interior and exterior spaces of the existing library.
- Expand the physical proximity of the library with a location in south Richland.
- Develop, implement, and dynamically improve the “library without walls” concept to achieve a library presence proximate to residents and integral to the neighborhoods and community at large.
- Expand partnerships and possible reciprocity with other libraries.
- Utilize cutting edge technology to increase accessibility.
- Through an equity, diversity, and accessibility lens, improve operations and practices affecting residents and staff.
- Develop a physical and virtual collection that is reflective of all our community.
- Continuously connect with residents to learn how the library can improve access to all residents.

SUCCESS MEASURES



GROW USERSHIP

The resident user base of the library grows proportionately to match or exceed population growth.



GROW CUSTOMER SATISFACTION

Improve the experience, including hospitality, enjoyment, and benefit.



GROW ACCESSIBILITY

Grow access to the library, physically, virtually, and programmatically.



GROW COMMUNITY ADVOCACY

Regional advocacy support is effective in meeting client and partner needs and strengthening resiliency.



GROW RELEVANCY

The library is a valued institution that inspires hope, belonging, and a sense of well-being.

OUR PROCESS

The creation of this plan has been an inclusive, collaborative, and iterative process. We believe the process to help inform the strategic plan is one of the most robust public input efforts to occur in the history of the library. We are thankful for the committed work of many individuals that have made it a reality.

The Library Board of Trustees recognized the need for a strategic plan and has monitored the process through a Trustee representative on the Task Force and via Project Team briefings at its monthly meetings. This plan is supported and affirmed by the Board of Trustees.

Central to this process was the 15-member, community-based Library Strategic Planning Task Force. Invited to bring a cross-section of community perspectives, the Task Force participated in monthly work sessions from January through March 2022. The Task Force helped process findings from meetings, forums, key informant interviews, input from individuals, and from the library planning team and staff. From this analysis, the Task Force helped the Project Team identify community needs and the prospective roles of the library in addressing those needs over a ten-year span.



To encourage the broadest participation by the community, we announced our planning process on the City and the library websites, inviting participation at physical and virtual forums and by providing the Social Pinpoint platform for everyone's comments and ideas. We set up comment boards at various locations as well. We interviewed many specific stakeholder organizations, groups, and individuals to listen to voices that may have otherwise not had the opportunity to provide input. We met with citywide leadership staff and City Council members who serve and represent the community. Also central to the process was the Library Planning Team, a

group of library staff led by Christopher Nulph, Library Manager, for its role in reflecting and responding to the community input.

From all the foregoing synthesis, the Library Planning Team developed the strategic framework for the next decade. This strategic plan is the over-arching framework for guiding policies, practices, services, and resource allocation decisions that will achieve the goals, and ultimately, the vision for 2032. The strategies include that library management will take steps to actualize the Plan. Specific work plans will be created and executed yearly with the goal of balancing circumstantial variables with Plan progress.

COMMUNITY ENGAGEMENT: DATA SOURCES

Our engagement was conducted with multiple areas including Library Planning Team Interviews, Forums, Work Sessions, and Library Staff Meetings.

Social PinPoint was used to collect survey data and capture individual comments.



INTERVIEWS

- Community forums
- City and community leaders
- Residents
- Key informants and other stakeholders
- Community Task Force Work Sessions



INDIVIDUAL COMMENTS

- Community needs
- Roles of the Library
- Challenges to access
- Future imperatives
- Future imperatives

ACKNOWLEDGEMENTS

- Our thanks to the following teams and individuals who invested their time and energy in our process and to every member of the community who participated in forums, surveys, and other forms of input. Every bit of input has been heard and considered and we are thankful.

LIBRARY STRATEGIC PLANNING TASK FORCE MEMBERS

- Steve Slate
- Karen Buxton
- Alan Rither
- Andrew Cook
- YiChien Cooper
- Nancy Doran
- Syd Koegler
- Megan Fullmer
- Anne Spilman
- Amanda Divine
- Sarah Rapoza
- Clinton Sherman
- Issac Marroquin
- KD Organ
- Dori Gilmour
- Nadine Kemp

LIBRARY BOARD OF TRUSTEES

- Emily Booth, Chair
- Lindsay Lightner, Vice Chair
- Cara Hernandez, Member
- Kurt Maier, Member
- Karen Buxton, Member

RICHLAND CITY COUNCIL

- Jhoanna Jones
- Theresa Richardson
- Sandra Kent
- Ryan Lukson
- Phillip Lemley
- Terry Christensen
- Michael Alvarez, Mayor

LIBRARY STRATEGIC PROJECT PLANNING TEAM

- Joe Schiessl, Parks and Public Facilities Director
- Chris Nulph, Library Manager
- Ruth Metz, Ruth Metz Associates
- Jason Genck, BerryDunn
- James Clanton, BerryDunn
- Adrian Newman, Adrian-Designs.com

LIBRARY STRATEGIC PLANNING TEAM

- ----to be named



RICHLAND PUBLIC LIBRARY STRATEGIC PLAN

2022-2032

