LIBRARY BOARD PRESENT:
Matthew Anderson, Beverly Aplikowski, Paula Mielke, David Norrgard, Roberta Weltzin, Lori-Anne Williams

LIBRARY BOARD ABSENT:
Janice Rapheal

STAFF PRESENT:
Susan Nemitz, Library Director; Mary Larson, Library Board Coordinator; Sandy Walsh, Deputy Director; Lynn Wyman, Deputy Director; Julie Neville, Building Services Manager; Meg Robertson, New Brighton Library Manager

OTHERS PRESENT:
Mary Anne Lindberg, Friends of the Ramsey County Libraries

CALL TO ORDER:
Mielke called the meeting to order at 6:33 p.m. in Room 208 of the New Brighton Community Center, 400 – 10th Street N.W.

PUBLIC COMMENT:
No public comment.

APPROVAL OF AGENDA AND MINUTES:
Anderson made a motion to approve the agenda for September 21, 2011, and the minutes of August 17, 2011 as presented. Aplikowski seconded the motion, which was approved by unanimous vote.

MAINTENANCE AGREEMENT FOR AMH SYSTEM:
The warranty period for the Roseville AMH system ends October 31, 2011. In order to ensure the Library’s investment is protected and service is not interrupted, a service agreement should be purchased.

Because AMH technology is unique, maintenance is typically purchased directly from the manufacturer at a percentage of the purchase price. Tech Logic offers one-year to five-year Full Service Agreements. The Library is recommending a three-year agreement to take advantage of multi-year discounts that provide maintenance through the 2012-2013 budgets, and does not limit our ability to negotiate lower rates or alternative maintenance for the following budget cycle.

The three-year Full Service Agreement is $58,742.33 per year and will be funded using a portion of the current technology budget set aside for this use. This agreement includes labor for mechanical repair, discounted parts, preventative maintenance visits, and software support. Assistant Ramsey County Attorney Gary Davis worked with Library staff on the development of the proposed maintenance agreement.

Anderson made a motion to approve the AMH Full Service Agreement with Tech Logic for a three (3) year term at a cost not to exceed $58,742.33 per year, and authorize the Library Board Chair to sign the Agreement. Subject to the approval of the Ramsey County Attorney’s Office. Aplikowski seconded the motion which was approved by unanimous vote.

SECURITY CAMERA POLICY:
The Library Board continued its discussion from the August meeting, which was postponed while Library staff worked with the County Attorney’s Office to reaffirm that security camera footage is non-public data under Minnesota Statutes. The attorneys reviewed the relevant statutes and concurred that footage may not be requested by individuals under the Minnesota Data Practices Act. It may only be released to law enforcement officials.
Norrgard recommended that Nemitz notify local law enforcement agencies of RCL’s policy requiring a court order for release of security camera footage, and the length of time this footage is retained. Williams and Anderson disagreed, noting that law enforcement agencies are used to working within these types of limitations. Nemitz also stated that requests for security data come from local, State and Federal law enforcement, and there is no practical way to ensure that the notifications would reach the appropriate staff.

Williams made a motion to reaffirm the current Security Camera Policy. Aplikowski seconded the motion, which was approved by unanimous vote.

**ACCOUNTS RECEIVABLE POLICY:**
The Library’s circulation policies currently include the option for patrons with fines and fees to work to reduce or eliminate charges instead of paying for them. Workers are credited at minimum wage for each hour of work, and earnings are applied to existing fines and fees.

Staff is recommending that the Contract for Community Service Workers be eliminated from Library policy. The authority to write off debt under $1,000 remains with the Library Director within the Accounts Receivable Policy and procedures.

Weltzin made a motion to abolish the Contract for Community Service Workers policy effective immediately. Anderson seconded the motion, which was approved unanimously.

**ARDEN HILLS/NEW BRIGHTON UPDATE:**
The project continues to be on schedule. Carpeting, millwork, and most lighting have been installed, along with the fireplace. Several items have yet to be delivered and installed, including decorative lighting, countertops, and lockers. Workstations and computer tables will arrive the week of the 19th.

The rain garden and a Linden tree have been planted. The auxiliary parking lot is under construction. The Library is working with the Community Center on the development of a new monument sign.

A final construction cleaning was done late last week. The last construction meeting will be held September 22; a punch list walk-through will be completed at that time. The Library’s official occupancy permit is expected to be approved by September 23.

Existing shelving from the former library is on site and being installed. The old collection will be delivered on September 19. New collections should arrive from technical services next week. The opening day collections budget has been spent. Library staff has been reassigned to New Brighton and will begin unpacking and shelving next week. There was a delay in cutting the purchase order for the custom furniture, end panels and canopy tops with the company in Florida. The Library expects delivery of these items on October 17. Plans are in place to rent carts so collections can be staged until the arrival of the furniture. There have been delays in ordering some upholstered items.

The I-net connection has been made. Computers have been ordered and will be installed in October. The security gates will be erected after most of the deliveries are complete. The RFP for a DVD vending machine was issued September 13. If a viable option is offered, a machine could be in place by early next year.

A letter was sent to the Commissioner of Minnesota Management and Budget requesting that the restrictions on the property be lifted, and the request was approved. The Library is working with Property Management to process the reimbursement of $14,088 for the Library Accessibility Grant of 1996. Closing will likely occur in early October.

The opening day festivities are planned for October 29th. The Friends’ capital campaign is off to a good start with almost $50,000 in pledges and gifts. They have released funds to order literacy panels and a custom literacy kiosk.
The Library Board toured the new library space in the Community Center.

**BUDGET UPDATE:**
Ramsey County Manager Julie Kleinschmidt submitted a 2012-2013 Proposed Biennial Budget to the County Commissioners on July 26 that called for a proposed 2012 budget of $575,078,479 (a 2.6% decrease over 2011 spending). After budget hearings with each department, the County Board directed Kleinschmidt to identify additional savings in her proposed budget to lower the proposed maximum tax levy from $274,466,059 to $271,794,856 (from a proposed 2.7% to a 1.7% levy increase over 2011).

In a letter to County staff, the County Manager has stated that her budget was premised upon a more conservative estimate of State aids than was the outcome of the State budget negotiations in July. She believes the County can reach the new levy targets in 2012 without further cuts to departments.

By State law, the County must certify a proposed maximum tax levy to the Property Records and Revenue Department by Sept. 15. The Certified Proposed Tax Levy will be the amount used for the Proposed Property Taxes notices to be mailed to each property owner in November. The Budget Committee of the Whole will hold an additional budget public hearing on Nov. 28 at Roseville Area High School before final budget approval by the Board of County Commissioners on Dec. 13. The final approved levy may not exceed the proposed levy set Tuesday, but may be lower.

Property taxes paid only 36 percent of the County’s budget in 2000, but will pay 46.5 percent in 2012 and 47.1 percent in 2013. The proposed 2012 levy represents the lowest annual levy increase in Ramsey County since 2000.

The Library is likely to lose about $180,000 in revenue from the loss of the Market Value Homestead credit in the last half of 2011. The Library continues its soft hiring freeze; balances in the Library budget should make up for the projected shortfall. A small contingency in the materials budget has been released for targeted collections purchases. Nemitz noted that more severe cuts to neighboring library systems are likely to drive additional business to Ramsey County libraries.

**PLANNING PROPOSAL:**
The Library Board in August requested a review of the purpose of the DRL survey. Staff believes the survey serves two primary purposes; performance management information and demographic information. The Library’s performance management system reports data on the amount and types of patron use of library services. The data does not provide information about patrons’ perspectives of the quality of programs and services. The survey provides this. The Library, in an attempt to protect patron privacy, collects little demographic data on users. Demographic information provided by the survey allows the Library to ascertain where there are service gaps. Performance and demographic data from the survey have been used successfully in communicating with the County Board and other funding bodies.

The Library Board requested information on the possibility of focusing the survey on the Shoreview and White Bear communities. DRL views this as a separate survey in order to have a statistically significant sample size and a useful set of in-depth questions. If both surveys are attempted, this would double the cost. If the broader survey is not done, the Library would lose their ability to measure patron perceptions and demographics over time. A survey of just the White Bear and Shoreview communities would not capture all of the patrons who use those libraries, while a survey of just their patrons would not capture non-users.

The Library Board expressed concern about doing the survey in late 2011 as it would not capture the experience of the new library in New Brighton. A timeline created by staff shows the narrow window of time available to conduct the survey and use its data to develop a new Strategic Plan and updated Master Plan for Shoreview and White Bear Lake. In February 2013, the Library must provide the County its detailed capital requests. A real evaluation of the New Brighton experience will likely be unavailable without one year’s data (November 2012) to control for seasonal changes in workload. Interim reports and data may have to be used to supplement the planning process and maintain the necessary timelines.
Accordingly, the Library administration recommends doing the broader survey with some modifications and addressing the Shoreview and White Bear issues using alternative methods.

The Library would like to do the broader survey in January and February of 2012. This would allow some preliminary feedback from New Brighton. The survey would maintain a series of questions regarding user preferences, demographics and non-use of the library. Questions on future needs, customer experience and value to the community would be added.

Staff anticipates overlap between strategic planning and master planning activities. Strategic planning could kick off in March with a planning retreat of the Library Board and senior managers. Staff input could begin with a planning session at the March In-service Day. In April, senior managers could meet with library staff in work groups to talk about strategic planning from the branch perspective. The Library Board would be presented with a draft strategic plan in May for feedback, and a final plan in June for approval.

Master planning could begin in February with the development of core teams from senior managers and Shoreview and White Bear branch staff. These teams may begin to meet in February to write building programs for each library. The Library Board will draft major master planning questions in the spring.

In May, RFP(s) will be issued for consultant(s) to assist in master planning. The Library will need community input and architectural analysis, renderings and costing services. Both in-house and on-line surveys are anticipated. The Library has already completed a series of community meetings in the area. Staff is contemplating multi-generational focus groups as an alternative input process. Focus groups could take place in late summer; an in-house and on-line survey of library users could be conducted in early autumn. A process to identify and evaluate potential partners at both sites needs to occur. The community input, survey results, partnership identification and building programs would be used to develop schematic designs and cost estimates in late fall. The final master plan report for Shoreview and White Bear could be submitted to the Library Board in December 2012.

The Library Board discussed the draft outlined developed by staff. Norrgard suggested that current usage patterns be documented. Library Board members will be invited to the March 2012 staff in-service day to speak about the planning process, along with outside speakers on topics related to the Library’s planning efforts. Aplikowski noted that she no longer objects to the phone survey, and suggested that it could be held earlier if all the elements are in place. The Library Board will extend its February meeting, starting an hour earlier for purposes of strategic planning. The Board will also meet the first week in March to continue with planning.

Staff will bring a draft survey to the November meeting for review. Anderson made a motion to authorize staff to contract with Decision Resources Limited for a random telephone survey. Aplikowski seconded the motion, which was approved unanimously.

LAKE ELMO LIBRARY:
The Library Board discussed the issues surrounding the removal of the City of Lake Elmo from the Washington County Library system. The City is exploring associate library status with MELSA and the State Librarian, and met this week on that issue. The current associate libraries, located in South St. Paul, Columbia Heights, Stillwater and Bayport, all had city-owned buildings and collections in place when they became associate members of their county systems. There are also currently five unaffiliated libraries in Minnesota, all outside the Twin Cities metropolitan area. These unaffiliated libraries have no interlibrary loan service with other Minnesota libraries, nor do they have access to databases available through the State Library. Lake Elmo cannot automatically become a member of MELSA, which exists as a Joint Powers Agreement between the seven metro counties and the City of St. Paul. Lake Elmo residents can purchase a non-resident card each year to obtain services from other metro library systems.

Nemitz noted that Ramsey County may be asked to cancel library cards for Lake Elmo residents currently registered in the system effective January 1, 2012. Anderson advised against this action until more information is known.

DIRECTOR’S REPORT:
Nemitz’s September 2011 report to the Library Board was mailed prior to the meeting. (Available upon request.) She noted that three Library Board members have terms expiring in December. Norrgard has reached his statutory limit on consecutive terms, and is not eligible to apply for reappointment.
MELSA REPORT:
Norrgard will have copies of MELSA’s Regional Library Basic System Support Accomplishments and Expenditures Report distributed for the October meeting.

FRIENDS OF THE LIBRARY REPORT:
Roseville Library: The bright red fabric sun shades have been installed in the Children’s Garden and look great. The large Minnesota State Fair print purchased with funds donated by the Maguire Agency was installed and adds a lot of pizzazz to the Elementary School Children’s area.

New Brighton Capital Campaign: The Capital Campaign Committee is working very hard, and thanks to a major gift from Beverly Aplikowski, has raised almost half of their $100,000 goal. The fireplace and one large commissioned piece of art have been funded.

Book Sale Volunteers Needed: The Friends’ storeroom is bursting at the seams and they expect to raise a lot of money at the next semi-annual book sale scheduled from October 12 through 16 in the Community Room at the Roseville Library. Lots of volunteers are needed to help with set up, stocking, and cashiering.

Fall Program: The Friends of the Ramsey County Libraries invites you to The Fundamentals and Principles of Genealogy, a free program being held from 10 a.m. to 12:30 p.m. on Saturday, October 22 in the Maplewood Library conference room. The speaker, Tom Rice, describes this presentation as an introduction to the best practices of modern genealogy.

NEXT MEETING: October 19, 2011, RCL-Roseville, 2180 Hamline Avenue North, 6:30 p.m.

MEETING ADJOURNED: 8:40 p.m.

Respectfully Submitted,

Mary Larson,
Library Board Coordinator