LIBRARY BOARD PRESENT:
Matthew Anderson, Victoria Cox, Robert Lamb, David Norrgard, Burton Nygren, Roberta Weltzin

LIBRARY BOARD ABSENT:
Lori-Anne Williams

STAFF PRESENT:
Susan Nemitz, Library Director; Mary Larson, Library Board Coordinator; Sandy Walsh, Assistant Director

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

CALL TO ORDER:
Weltzin called the meeting to order at 7:10 p.m. in the Conference Room of the Library Administrative Offices, 4570 North Victoria Street in Shoreview.

PUBLIC COMMENT:
Mary Anne Lindberg noted that she is looking forward to the upcoming public meeting to gather input on facilities master planning. She reported that the Friends’ November 15 fundraiser was at the Bigelow Chapel at United Theological Seminary in New Brighton was enjoyable. Lindberg also indicated that the Friends’ are beginning to plan for the organization’s 30th anniversary in 2009.

APPROVAL OF AGENDA AND MINUTES:
Norrgard asked that Roseville Design/Build Process be added to the agenda, and made a motion to approve the agenda for November 28, 2007, as amended and the minutes of October 17, 2007, as presented. Cox seconded the motion, which was approved by unanimous vote.

FACILITIES MASTER PLANNING FOCUS GROUP:
Nemitz introduced Jane Dedering of Hammel, Green and Abrahamson, and Kim Bolan of Kimberly Bolan & Associates, who will facilitate the Library Board’s focus group meeting.

INTRODUCTIONS:
The Library Board members introduced themselves to the consultants, and gave some background information, including which library they use most often.

Trends that will impact the Library’s efforts to provide quality services and collections over the next five years:

- Technology
- New populations, first generation immigrants
- Pressure on property taxes
- Diminishing of English as first language
- Decline of teens and young adults reading for pleasure
- Aging of population
- Teens and young adults returning to libraries when starting families
- Improving service to teens
• Growing number of small (1-2 person) households, few children
• Broadening of formats/selection
• Libraries providing what’s in demand
• Lack of community identity as “suburban Ramsey County”
• Expectations for library atmosphere differ
• Energy efficiency, libraries serving as information source for
• Consolidating services/sites, too few tax dollars to support

Strengths/Issues/Concerns currently facing the Library:
• Lack of adequate funding
• Measurements of success do not correlate to available funding or resources
• Geographic crossover, due to great customer service at RCL
• Strength of services, collections tied to funding, facing property tax crunch where libraries may be viewed as less essential than other County services
• Current County Board members supportive of libraries, may change with turnover
• In information age, demise of libraries unimaginable, funding will be found
• Technology costly, difficult to meet future demand
• Facilities are a current strength
• Variety of libraries ideal—destination libraries, neighborhood libraries, kiosks
• History of successful libraries, not establishing new library or fixing problems
• Supportive population
• Competition between libraries in Twin Cities
• RCL staff work harder than other libraries in Twin Cities, close to diminishing returns
• Staff age, turnover a concern

Where do patrons want “high touch” service?
• Children’s services
• Reference/information
• Staff available when needed to troubleshoot technology
• Patrons adapt well to new technologies
• Computer literacy classes
• RFID
• Requests for materials more automated
• Obtaining library card
• Meeting/program spaces
• Decide which libraries offer which services
• Outreach
• Public relations

Recommendations to improve service to library users:
• More hours, shift priorities to accommodate
• 24/7 library
• Naming policy needs to change
• Connect libraries to transportation options (kiosks, drive-throughs)

On what basis should be decided how many libraries the County needs?
• Use Excensus demographic data
• Co-locating with other services
• Closing, consolidating possible when overall improvement achieved
• Tough to sell “overall benefit”
• Share amenities with partners
• Bandwidth, could be shared
• Costs limit resources provided
• History of varied size libraries
• Added amenities such as coffee shops

**On what basis should be decided the size and scope of library services?**
• Customer satisfaction
• Fewer facilities equals better services
• Demographics of population
• Access to transit, still need “neighborhood” libraries
• Leverage
• Fewer single use libraries, more partnerships
• Communities seeking more libraries, with automation and request system is feasible
• Can’t afford many small libraries
• Commuting, mostly-developed urban communities, only North St. Paul and White Bear Lake have defined downtowns
• St. Paul has more library facilities, Ramsey County has higher usage
• Counties only focus on own populations when planning
• Some residents go to Washington County to avoid late fees

**Favor uniformity or diversity?**
• Standardize quality, diversify services
• Consider amenities by location
• Need to standardize services
• Hours/days not consistent currently
• Consider proximity to smaller and larger libraries
• Nice to have one library always open
• No signs at each library advertising other locations, hours
• RCL tries to be innovative, lose that with uniformity
• Need to do what customers want, they provide our funding via taxes
• Cover County service area
• Develop specialized collections to draw users to each library
• Consider history of support

**NEXT STEPS:**
Walsh noted that the consultants will be meeting with branch focus groups in the next several days and community meetings will be held December 4 & 5 for public input. Updates will be given to the Library Board in December and January, and a final, written report will be presented in February.

**ROSEVILLE DESIGN/BUILD PROCESS:**
Nemitz reported that she met with Jolly Mangine, Ramsey County Property Management Director, to determine whether the addition and remodeling at Roseville should be completed via a design/bid/build or a design/build process. The County has standardized worksheets they utilize to aid with this decision on all County projects.

Following completion of the worksheets, it was determined that either process could be used depending on needs. The design/build process was chosen to ensure that the project stays within budget. Because the Roseville facility is less than 20 years old, there are fewer risks associated with environmental factors such as asbestos abatement, etc. Design/build also speeds up the process, with the difficult decisions made at the beginning of the process.
Norrgard noted that he was Chair of the Charter Commission when the design/build process was authorized for Ramsey County. He was concerned that design/build was not a good choice for a remodel project, but indicated that his concerns were relieved after learning of the factors leading to the decision.

Walsh indicated that the Roseville project budget was developed specifically for a remodeling project, while Maplewood’s was originally planned as a remodel and later adapted to new construction.

Nemitz stated that the final approval for the Roseville project is scheduled for December 18, 2007 by the County Board. Alternative space and options for staging are still being studied.

Norrgard made a motion to approve the selection of the design/build construction process for the remodeling of and addition to the Ramsey County Library in Roseville. Lamb seconded the motion, which was approved unanimously.

DIRECTOR’S REPORT:
Nemitz’s November report to the Library Board was mailed prior to the meeting.

NEXT MEETING: December 12, 2007, Administrative Offices, 4570 North Victoria Street, 7:00 p.m.

MEETING ADJOURNED 9:25 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator