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

STAFF PRESENT:
Susan Nemitz, Library Director; Mary Larson, Library Board Coordinator; Julie Neville, Building Services Manager; Lynn Wyman, Assistant Director-Human Resources; Sandy Walsh, Assistant Director-Operations; Chuck Wettergren, Automation Manager

OTHERS PRESENT:
Joe Skelly, Arnold and Mary Anne Lindberg, Friends of the Suburban Ramsey County Libraries; Jan Parker, Ramsey County Commissioner; Jolly Mangine, Ramsey County Property Management Director

CALL TO ORDER:
Weltzin called the meeting to order at 7:00 p.m. in the Meeting Room of the Ramsey County Library in Roseville, 2180 Hamline Avenue Avenue North.

PUBLIC COMMENT:
None.

APPROVAL OF AGENDA AND MINUTES:
Williams made a motion to approve the agenda for May 16, 2007, as presented and the minutes of April 18, 2007, as amended by Lamb. Under the 2008-2009 budget discussion, “…larger, capital-driven districts” was changed to “…smaller, capital-driven districts.” Norrgard seconded the motion, which was approved by unanimous vote of the Library Board.

AWARD LIBRARY GOLD CARDS:
Weltzin presented a Library Gold Card to Jolly Mangine, Director of Ramsey County Property Management, as a symbol of appreciation for his contributions to the Ramsey County Library. Mangine was a wonderful mentor and advocate for the Library during the capital planning process, and deserves much credit for the success of the Maplewood project. Nemitz also thanked Mangine for his guidance when she was newly appointed as the Library’s Director.

At the May 14 Annual Meeting of the Friends of the Suburban Ramsey County Libraries, Nemitz awarded a Library Gold Card to Dory Lidinsky, outgoing President. Dory served as President of the Friends from 2005-2007, previously served as Treasurer, and was instrumental in the merger of the Friends and Foundation, as well as the Friends reorganization and hiring of its first Director.

INTERNET FILTERING:
In 2006, the Library Board updated the Library’s Internet Access Policy to include language related to installation of filtering on all computers accessing Library-provided Internet resources. This filtering was installed to conform with the provisions of public law 106-554 that relate to the Children’s Internet Protection Act (CIPA). The Library Board requested a review of this policy after one year.
During the past year, filtering has shown not to be a barrier to accessing resources through the Library, and the number of requests to unblock sites has been very small. Because requests to unblock sites are rare, log sheets provided for staff to record these requests have not been maintained at all locations, making detailed statistics unavailable. In a recent informal survey, branch managers listed approximately 30 unique requests over the past year to unblock sites. There are a very small number of patrons that ask on a regular basis to unblock adult dating sites but they have not requested that they be permanently unblocked.

Looking at a sampling of filtering statistics available between December 2006 and May 2007, staff and patrons had 42,103,419 hits on web pages and had 72,276 of those pages blocked. That works out to .172 percent of pages being blocked because they would fall under the categories of Adult Content, Nudity, and Sex.

The first installment of annual staff training will be provided later this year to review filtering policies and address questions about procedures and definitions on what constitutes an inappropriate site. In preparation for training, a draft document “Guidelines for Permanently Unblocking Filtered Websites” was developed to help streamline the process of permanently unblocking what are clearly valid sites, and still allow for a follow-up review process by professional staff. That document included for Library Board review.

Wettergren noted that implementation of the filtering software proceeded without a single hitch, and requests to unblock sites have been rare. He reminded the Library Board that wireless users are subject to the Internet Access Policy and filtering software.

Nemitz recommended that the Internet Access Policy remain unchanged and that future reviews of the policy be on an “as-needed” basis. Norrgard suggested that the Board continue with annual reviews for 2-3 more years, and then switch to the “as-needed” basis.

Williams made a motion to approve continued use of the Internet Access Policy, with the Library Board to review the policy in one year. Cox seconded the motion, which the Library Board approved by unanimous vote.

**2008-2009 CRITICAL SUCCESS INDICATORS AND PERFORMANCE MEASURES:**

In 2006, Ramsey County began a new process to develop performance measures for County activities. At the time, the Library was asked to identify the primary outcomes of our services. The Library identified:

1. County residents are provided with the books and media they need.
2. Children are introduced to reading.
3. The technology gap is bridged.
4. Ramsey County’s communities are literate, vibrant, and culturally rich.
5. County residents are satisfied with library services.
6. County dollars are spent in a cost-effective manner.

The Library was also asked to specify a series of performance measures relating to one outcome. The Library chose to provide more detail on outcome 1 – County residents are provided with the books and media they need.

In 2007, the County Board passed the following six goals:

- Be a leader in financial and operational management.
- Promote multi-modal transit and transportation solutions that effectively serve our citizens.
- Prevent crime and improve public safety.
- Be a leader in responding to the changing demographics in Ramsey County.
• Proactively deliver services that improve the quality of life for children and families, and individuals with special needs.
• Protect our natural resources and the quality of our environment.

The 2007 performance process renamed outcomes as critical success indicators. Departments were asked to fully develop a second indicator. In this case, the Library has chosen to develop indicator 2 – Children are introduced to reading. In 2009, all critical success indicators will need to be developed as part of the supplemental budget process.

Walsh, who led the process to develop the critical success indicators, noted that potentially closing the library in Roseville and moving to a smaller, temporary facility during the addition and remodeling process will result in lower usage statistics for a few years.

The Board members discussed the Library’s collection budget, which has not rebounded following the State budget shortfall of 2003-2004. Although the Library Board has requested additional funding each year for the past few years, limited County resources have not been sufficient to bring the collection budget back to 2000 levels. Nygren suggested that the Library Board direct the Library’s limited resources into technology and electronic resources.

Anderson suggested that indicator #2 be amended to reflect the percentage of residents under age 18 with library cards, rather than the percent of current cardholders under age 18.

2007 DECISION RESOURCES SURVEY:
Every three years since 1995, Ramsey County Library has hired Decision Resources, Ltd. to conduct a telephone survey of suburban Ramsey County residents. Typically the survey has included about eighty questions aimed at gauging customer satisfaction with library services and pinpointing areas where there might be a desire for change. Because 98% of suburban Ramsey County residents maintain a telephone “land line,” a telephone-based survey remains a valid option.

The Library proposes to hire Decision Resources, Ltd. to conduct a similar survey in 2007 at a cost of $14,999. Services would include a seventy-five-question survey administered to 600 randomly selected Ramsey County residents, a written analysis of the survey results, and presentations of the data and findings. Pre-testing and fieldwork would occur in July, with results presented in August and September.

The Board members discussed the frequency of the surveys. Anderson and Williams were in favor of postponing the survey until 2008. Walsh noted that the survey has timely information that will be useful during the current phase of capital planning. Cox indicated that the 3-year interval was recommended by Decision Resources for its statistical validity.

Cox made a motion to move forward with the Decision Resources survey in 2007. Williams seconded the motion, which was approved by majority vote with Anderson dissenting.

FACILITIES MASTER PLANNING:
The Ramsey County Library Board identified funding at the end of fiscal year 2006 to begin a process to create a vision for the facility at each branch library and a facilities master plan for the system as a whole. Because of the newness of the branches in North St. Paul, Maplewood, and potentially Roseville, the majority of planning will focus on the libraries in Mounds View, Arden Hills, Shoreview and White Bear Lake.

Library staff, working closely with Ramsey County Property Management, will create a Request for Proposal (RFP) to hire an expert to facilitate a planning process that will identify and package needed renovations at each branch. Specifically, the plan should:
1. Examine the viability of each building
2. Prioritize deferred maintenance needs (deferred maintenance audit already complete)
3. Develop a patron self-service model based on automation and make recommendations for needed facilities changes
4. Audit patron, asset and staff safety and make recommendations for improvements
5. Develop an ongoing refurbishment cycle for all facilities
6. Develop consensus around a plan for library facilities and services in the northwestern area of Ramsey County (Arden Hills, Mounds View, New Brighton and St. Anthony)

The outcome should be a multi-year plan that prioritizes issues and packages needs by branch. Plans should include cost estimates and where necessary, architectural renderings. A vendor will be selected this summer, with the plan developed over the autumn and approved by early 2008. Williams noted that the timing of the plan is critical. With the libraries currently in good shape, now is the best time to plan and develop standards for ongoing needs. The Board members agreed that the issue regarding service in the northwest area of suburban Ramsey County needs to be resolved. The Library Board discussed the benefits of a “rolling” plan, with scheduled reviews and changes. Mangine indicated that different approaches have different goals, so determining the goal is a priority.

Nemitz suggested a task force be created for long-term facilities planning. The task force would be comprised of Library staff, with a representative from the Library Board. The Board would have input via one or more retreats, and give the final approval. Williams concurred, noting that the ad hoc committee should lay the groundwork, which would be refined and approved by the Library Board. Nemitz noted that the RFP should be ready to let by June 1.

Cox suggested that Nemitz meet with the City Manager of White Bear Lake to discuss facility needs for that library.

DIRECTOR’S REPORT:
Nemitz’s May report to the Library Board was mailed prior to the meeting. Nemitz also noted that the Roseville Rotary Club’s Ready-Set-Read fundraiser will be held on Friday, May 18, with WCCO TV’s Paul Douglas as the keynote speaker.

MELSA REPORT:
Parker reported that she was elected as President of MELSA’s Governing Board for 2007. Other issues of note include:

- The line-up of summer programs is impressive.
- Macy’s is sponsoring MELSA’s first teen program.
- The Museum Adventure Pass program is so successful that a performing arts program is being considered.
- MELSA received the Bronze Quill award for media relations.
- A region-wide “Read” program is being planned.
- The last fiscal year ended with a surplus, which was put into technology funding.
- If the Hennepin /Minneapolis Library merger occurs, the system will be the 12th largest in the US.

FRIENDS OF THE SUBURBAN RAMSEY COUNTY LIBRARIES REPORT:
Joe Skelly, Friends Director, reported that the Friends’ Annual Luncheon and Annual Meeting have been held, and Nancy Guerino is the new President. Dory Lidinsky stepped down after two years, and was awarded a Library Gold Card in appreciation for her volunteer work on behalf of the libraries.

NEXT MEETING: June 20, 2007, RCL-Administration, 4570 Victoria St. N., 7:00 p.m.

MEETING ADJOURNED 8:55 p.m.
Respectfully Submitted,

Mary Larson
Library Board Coordinator