LIBRARY BOARD PRESENT:  
Victoria Cox, Bruce Kessel, David Norrgard, Burton Nygren, Lori Anne Williams, Roberta Weltzin

LIBRARY BOARD ABSENT:  
Matthew Anderson

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

OTHERS PRESENT: 
Jan Parker, Ramsey County Commissioner; Mary Anne Lindberg, Friends of the Suburban Ramsey County Libraries; John Peterson, North St. Paul resident

CALL TO ORDER:  
Norrgard called the meeting to order at 6:30 p.m. in the Conference Room of the Library Administrative Offices, 4570 North Victoria Street.

PUBLIC COMMENT:  
None.

APPROVAL OF AGENDA AND MINUTES:  
Cox made a motion to approve the agenda for June 21, 2006 and the minutes of May 17, 2006, as presented. Williams seconded the motion, which was approved by unanimous vote.

ENACTMENT DATES:  
At the May Library Board meeting, Nemitz indicated the need for a general policy regarding enactment dates for new and revised library policies and procedures. Because generous lead time is desirable for most policies affecting the Library’s patrons, such as fines & fees, a 90-day lead time is proposed. Language for the proposed policy was included in an amended version of the Library Board’s By-Laws.

Cox made a motion to approve the revised Library Board By-Laws to include the policy on enactment dates under Article X-Policy Enactment. Williams seconded the motion, which was approved by unanimous vote.

INTERNET ACCESS POLICY:  
At the May meeting, the Library Board requested additional revisions to the draft Internet Access Policy and Procedures, including provision of a method for patrons to contest the inclusion or exclusion of a particular website. A new form, “Request for Reconsideration of Library Materials or Resources,” was developed for patrons protesting any print or electronic resource of the Library. Requests will be reviewed by the Library’s Protested Materials Committee, which prepares a report and recommendation for the Library Director.

Cox made a motion to approve the revised Internet Access Policy and Procedures and the form “Request for Reconsideration of Library Materials or Resources” effective June 30, 2006. After Cox’s motion, the Library Board made minor revisions to item #7 under “Procedures for Accessing the Internet.” Cox accepted the friendly amendments to the motion, which was then seconded by Williams. The motion was approved by unanimous vote of the Library Board.
HORIZON UPGRADE:
In the fall of 2005, the Ramsey County Business Information Work Group accepted technology related project proposals that would be funded with 2006 Technology Application monies. These funds are available to county departments for new and upgraded “applications systems” that support the County’s business needs.

Ramsey County Library submitted two proposals associated with updating the Library’s Integrated Library System (ILS) Horizon, used to manage library collections, track patron information, and provide web-based catalog access for the public. These proposals were recently approved and the money has been transferred into the Library’s accounts.

Proposal #1 – Purchase Web Reporter
Web Reporter has become a requirement for producing reports in future versions of Horizon and costs include a dedicated server, eight user licenses, and a series of preconfigured reporting tools.

Proposal #2 – Upgrade the hardware associated with Horizon
The Horizon upgrade includes the purchase of three servers. These support Horizon, the web catalog, and the TeleCirc notification system. Because Horizon is a turnkey system, SirsiDynix provides both the software and hardware as an integrated package. The Library’s attorney, Gary Davis, verified that an RFP process is not necessary or practical because the Library is purchasing an upgrade to an existing integrated system, and the servers can be purchased with Minnesota State contract pricing.

Kessel made a motion to approve the purchase of Web Reporter and the upgrade to the Horizon hardware. Cox seconded the motion, which was approved by unanimous vote of the Library Board.

MAPLEWOOD AUTOMATED MATERIAL HANDLING:
Following an RFP process, Ramsey County Library recently selected Tech Logic, a local manufacturer, as the vendor to provide the Automated Material Handling (AMH) system for new library in Maplewood. A total of three bids were submitted.

Staff has worked with Tech Logic to determine the final configuration of the AMH and the total price will come to $220,000. The final system will be a nine-bin system with self-leveling mechanical bins. Funding was identified prior to the Request for Bid process and included $170,000 in Maplewood project funding and $50,000 in MELSA Phase VI technology funding, which will be available after July 1, 2006.

A total of $112,000 MELSA Phase VI technology funding was applied for and will be distributed to the Ramsey County Library after July 1, 2006. Projects submitted to MELSA for this funding included the Maplewood AMH, expanding use of print management, and updating our network equipment and infrastructure.

Cox made a motion to pre-approve the expenditure of $50,000 MELSA Phase VI technology funding toward the purchase of a Tech Logic nine-bin Automated Material Handling System. Kessel seconded the motion, which was approved unanimously by the Library Board.

NOISE POLICY:
Over the past year, the Ramsey County Library has increasingly received complaints about the use of cell phones within the Libraries. The Library staff has really struggled with these issues.

Over the last forty years, public library systems across the country have reinvented themselves from quiet study spaces to community gathering places. Children’s and teen spaces have been developed, programming has been added, and meeting areas have been included. Sound levels and expectations have changed dramatically. Circulation and visits to the Library have grown.

Despite this, there is still a portion of our patron base that seeks quiet study opportunities. The Ramsey County Library has tried to create these areas within buildings. Now many seek silent computing opportunities which we have not yet been able to address.
The growth in cell phone ring tones and conversations has aggravated these issues. As a result, we completed a survey of patrons and staff requesting their suggestions as to how we manage cell phone noise in the Library, with 1,263 people responding to the survey. Staff results were similar to patron results. Each respondent could include more than one suggestion.

- 6% of respondents wanted no restrictions on cell phone use
- 37% wanted a total ban on cell phone use in the Library
- A majority wanted some mid-level solution including requesting that ring tones be turned off and that conversations be moved to lobby areas

Nationally, academic libraries highly regulate noise within their buildings. Public libraries are more mixed in their approach. At the American Library Association, Public Library Association and local conferences, library experts such as Stephen Abrahm and Michael Stephens argue against cell phone restrictions in public libraries. They believe the cell phone as a technology is so prevalent with both Generation X and Y patrons (i.e. text messaging), that restrictions on use will alienate our future patron pool from long-term library attendance.

John Peterson, a North St. Paul resident, spoke in favor of banning cell phone usage in the libraries. He declared that cell phones and screaming children are driving senior patrons away from libraries.

Mary Anne Lindberg, Arden Hills resident and member of the Friends of the Suburban Ramsey County Libraries, stated that consideration for others is key, and should be the basis for the policy.

The Library Board discussed the draft policy prepared by Nemitz. Board members made several suggestions regarding the overall tone and intent of the policy, which Nemitz will incorporate into a revised policy for Board consideration. She noted that Library staff should be problem-solvers, not enforcers. Williams made a motion, which was seconded by Weltzin, to table the discussion until the July meeting.

SALE OF MAPLEWOOD FACILITY:
Nemitz reported that the buyer for the library facility on Beam Avenue has canceled the purchase agreement with Ramsey County. Property Management is working to develop a letter of intent with the second-highest bidder, who is still interested in purchasing the facility.

MAPLEWOOD PROJECT—ADD ALTERNATES:
The first and second bid packages for the construction of the new library in Maplewood came in $277,583 less than expected. On June 14, 2005, the Maplewood Design Team met and approved the following additions to the construction budget:

- Deck Design Refinement – adds $60,000 to the deck budget to provide a handicap accessible, two-level wood deck with concrete footings, steel supports and wood and wire mesh guard rails.
- Interior Graphics – adds $40,000 to signage budget to provide large graphics and decoration to interior spaces.
- Roof Vapor Barrier Alternate – adds $38,405 to roofing allowance to update roof to R25 and add a 2-ply vapor barrier.
- Lockers – transfers expenditure of $5,000 from FF&E budget to construction budget.
- Tackable Wallcovering – provides $7,300 to create attractive tackable wall spaces in the Library lobby, meeting room, teen area and children’s space.
- Appliances - transfers expenditure of $4,000 from FFE budget to construction budget.
- Epoxy Flooring – provides $14,000 to upgrade the lobby flooring materials to a more attractive and durable surface.
- Irrigation of Remaining Areas – adds $12,650 to the irrigation system to fully irrigate the entire property.
• **Commissioning** – provides $50,000 to hire a third party to test and document that building systems are in compliance with expectations and warranty conditions. Studies have shown that commissioning usually has an immediate payback in energy savings.

The Board discussed the benefits of some of the add alternates, particularly the commissioning of the building systems. The design team also met with representatives from In the Heart of the Beast Theatre to discuss hanging artwork for the children’s area of the new facility.

**MAPLEWOOD PHONE SELECTION:**
Ramsey County Library currently maintains independent, unique, and mostly aging phone systems at each of the seven library locations. North St. Paul library is the exception, as it uses a newer Cisco Voice over Internet Protocol (VoIP) system provided through the City of North St. Paul.

Construction of the new Maplewood library, and the need to provide that facility with an updated phone system, presented an opportunity to look at recent advances in telephony and investigate options that could potentially benefit all seven locations.

The specific needs for Maplewood include a system capable of running 24 extensions with call management and voicemail service. Ideally, any system purchased should have the capability to be upgraded and integrated into a future enterprise-wide solution.

The senior managers of Ramsey County Library investigated three possible alternatives for providing phone service to Maplewood; installing a traditional stand-alone system, connecting to the existing Ramsey County system, or moving to an integrated VoIP solution similar to North St. Paul. The investigation included meeting with phone vendors, the county telecommunications department, and talking to Hennepin County Library staff (Hennepin has implemented VoIP technology at many of its locations). Based on a comparison of functionality and cost, the decision was made to pursue VoIP at Maplewood.

VoIP is rapidly replacing traditional phone systems, and is designed to support expansion of service across existing networks. VoIP provides the means to route voice traffic using the same network infrastructure (wires, connecting equipment, and protocols) already in place for computers, rather than maintaining a separate telephone system that requires unique hardware, cabling and expertise.

A specific vendor will be selected during the third quarter of 2006. Funding for the system will be provided by a combination of Maplewood project money and rebates received from the federal e-rate program. System cost will depend on the final configuration, but initial quotes ranged from $25,000 to provide basic service for the Maplewood facility (including handsets), and up to $75,000 for a system capable of managing all seven locations (handsets for Maplewood only).

**2007 BUDGET REQUEST:**
Ramsey County has approved a two-year budget process. The County Board approved the 2006 and 2007 budgets last year on December 20, 2005.

The primary focus of the 2007 budget discussions with the County Board will be on performance measures. The Library is submitting “Growth in Circulation over Time” as its performance measure for the 2007 budget cycle. The data used is consistent with the quarterly data reported to the Library Board. This new performance measurement method will be tested by departments this year and improvements will be made for the 2008 and 2009 budget cycle.

In addition to the performance measurement data, the Library will be submitting a budget request for “The Virtual Library.” This request, totaling $122,000, includes a full-time librarian to coordinate content for an online virtual library, downloadable audio books, and a web-based content manager. Expanding self-service opportunities for library patrons would reduce pressure on staffing and facilities, and provide the first step in bridging the staffing shortfall that will be addressed in detail in the 2008/2009 Library Budget Request.
Nemitz reported that the “Virtual Library” idea was developed following a suggestion by Nygren to create a package that includes themes that will be addressed in the next full budget request, and highlight concerns currently facing the Library.

The Board members were pleased with the budget request developed by Nemitz. Weltzin noted that the Library will need to educate patrons on how to use the electronic resources provided, especially senior patrons.

**CAPITAL PLANNING—WHAT DO OUR CUSTOMERS WANT?**

During the March retreat, the Library Board committed to re-evaluating its current capital plan. As part of this process, the Board identified four key questions:

1. What are we known for/good at? (Reputation)
2. What do our customers want? (Satisfaction)
3. What does the Board want to accomplish? (Goals)
4. What could we give up doing? (Priorities)

Walsh prepared a memo including data on what customers want from libraries, culled from a variety of local and national sources.

Needs identified by the Library Board members included:

- Credit cards for printers and copiers
- More hours
- Online payments
- Online donations
- Books by mail
- Staff aware of trends & technologies/make available early
- Technology advice/”Geek Squad” type presentations
- Libraries as meeting places
- Online meeting room scheduling/links to community meeting places
- Different marketing in the libraries
- Merchandising the collection/in-house and online
- Expand rental collections/size and formats
- Estimated wait times for requested items/suggest rentals
- Convenience
- Variety of library environments
- Parking
- Customer service/address staffing shortage
- Summer reading program
- Computers
- Expand operating budgets
- Good collections
- Seating

**DIRECTOR’S REPORT:**

Nemitz reported that the Roseville Rotary Gala, held May 19, netted $41,000 in proceeds for the community literacy program, which has the library in Roseville as one of its partners.

**MELSA REPORT:**

Scott County Library is seeking legislation to dissolve its Library Board of Trustees. If successful, the Library would be governed by the Scott County Board of Commissioners. In the MELSA service area, St. Paul Public Library is governed by the City Council, while Hennepin County Library and Washington County Library have citizen Advisory Boards, with governance by their respective County Boards.
FRIENDS OF THE SUBURBAN RAMSEY COUNTY LIBRARIES REPORT:
The Friends’ bus tour to the new downtown Minneapolis Central Library was a huge success. Offered only to Friends’ members, the June 20 tour quickly filled. A second tour may be considered for interested Friends’ members who were unable to attend the first tour.

MEETING ADJOURNED 9:00 p.m.

Next meeting: July 19, 2006, RCL - Roseville, 6:30 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator