LIBRARY BOARD PRESENT:
Beverly Aplikowski, Paula Mielke, David Norrgard, Janice Rapheal, Roberta Weltzin, Lori-Anne Williams (7:30 p.m.)

LIBRARY BOARD ABSENT:
Matthew Anderson

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; Mary Moran, Reference Librarian

OTHERS PRESENT:
Jan Parker, Ramsey County Commissioner

CALL TO ORDER:
Norrgard called the meeting to order at 6:30 p.m. in the Lower Level Conference Room of the Ramsey County Library in Shoreview, 4570 North Victoria Street.

PUBLIC COMMENT:
No public comment.

APPROVAL OF AGENDA AND MINUTES:
Mielke made a motion to approve the agenda for August 17, 2011, and the minutes of July 20, 2011 as presented. Aplikowski seconded the motion, which was approved by unanimous vote.

I-NET AGREEMENT TO ADDENDUM:
In March 2008, the Library Board approved the Agreement with the North Suburban Communications Commission (NSCC) to allow the Ramsey County Libraries in Mounds View and Arden Hills to connect to the nearest I-Net termination point with the understanding that “last mile” fiber agreements would be necessary to make any physical connections. The library in Arden Hills was never connected due to cost and the uncertainty over its future.

With the closing of the facility in Arden Hills and construction underway for a new library in New Brighton, the Library Board must approve the Amended Addendum to the I-Net Agreement with NSCC to provide an I-Net connection for New Brighton. The NSCC Board approved the amended addendum at its August 4, 2011 meeting.

Mielke made a motion to approve the Addendum to the Agreement between the North Suburban Communications Commission and the Ramsey County Library Board for Use of Institutional Network Fiber Optic Capacity, subject to the approval of the Ramsey County Attorney’s Office. Aplikowski seconded the motion, which was approved by unanimous vote.

PLANNING PROPOSAL:
In response to the Library Board’s request for further information on a potential Decision Resources, Ltd. (DRL) study for the upcoming planning process, DRL was contacted. They have the capacity to conduct a study before the end of 2011. Their random sample comes from a random digit dial program that includes cell phones. When an individual is reached, the surveyor verifies that the person called lives in Ramsey County Library’s service area and is willing to be called at a later date for a 20-30 minute survey.
The Library’s surveys have all been approximately 75-80 questions; about 600 people are surveyed. That size sample is adequate to separate out responses by branch. Such a survey would cost $17,000 in 2011. Walsh indicated that the Library could reduce costs by reducing the number of questions, but she advised against reducing the sample size, which is necessary to provide statistically significant information for each branch.

Local units of government often do these types of surveys. Cities like North St. Paul and Shoreview often ask a question about the Library. For example, in 2010, Shoreview (using DRL) found that 73% of their residents use the Shoreview branch and 7% reported that they would like to see hours at the Library expanded. North St. Paul did its own mailed survey this summer and found that the Library was the 2nd most valued recreational service in the City after City parks.

DRL was asked about plans for surveys in other governmental units in suburban Ramsey County. DRL just finished a survey for Little Canada. There are no current plans for other surveys of this type, so the Library would not be able to partner with another local government unit to reduce costs. Even if a potential partner arose, pairing with another unit of government could be problematic for several reasons including:

- Service boundaries vary widely (e.g. school districts, cities),
- Timing differences,
- Limits areas of exploration,
- Affects willingness to participate.

Aplikowski expressed concern over the proposed timing of the phone survey, noting that the Library won’t have good data on the new library in New Brighton in late 2011. When asked to reiterate the purpose for this proposed survey, Walsh indicated that gathering data for strategic planning and capital planning for the libraries in Shoreview and White Bear Lake is one of the primary goals.

Parker noted that the information gathered in these surveys is valuable for the County Board of Commissioners, who compare the results to the previous survey to gauge changes in customer satisfaction of library services. Nemitz and Walsh proposed returning in September with the proposed purpose, scope and timing of the survey process outlined for the Library Board. Mielke made a motion to approve this proposal, which was second by Aplikowski and approved by unanimous vote.

SECURITY CAMERA POLICY:
Recently, the King County (WA) Library System decided to remove all security cameras from public libraries after a 77-year-old man was assaulted in a library parking lot. The Library requested that law enforcement obtain a court order for camera footage. Law enforcement was unhappy with this request. The court order was obtained, the footage released, a suspect identified and arrested. In the end, the Library administration chose to remove the cameras because they felt that supplying video to law enforcement agencies could compromise patron privacy. As a result of this incident, the Ramsey County Library Board requested a review of the current Library Security Camera Policy.

In the last twelve months, automation service staff has downloaded 23 segments of film. Staff has not tracked the number of instances when requests have been denied, nor has staff tracked the number of times requests resulted in no evidence of a crime. Requests for camera footage are denied when the request does not meet the requirements of the policy: “…a report of an illegal activity, or the compromise of the protection and safety of patrons, employees and property.”

Since the implementation of security cameras at Maplewood in 2007, camera footage has been provided to police and individuals have been prosecuted for theft of DVDs, theft of cash, theft of other patrons’ personal belongings, and indecent behaviors. The film has been used to absolve an individual accused of theft. The footage has been used to ban a patron for ongoing vandalism of Library property.

Limiting the downloading of footage to “a report of illegal activity” has proven to be robust policy language. The download takes precious staff time and energy. Because of the staff time required, requests are sometimes denied if the likelihood of finding the alleged perpetrator is low or if the loss is small.
The Library does provide camera footage to law enforcement when there is clear evidence of a crime as per the Board policy. Every attempt is made to maintain patron privacy by limiting what is given to authorities. Court orders are required if law enforcement seeks information related to patron accounts or information viewed online.

The Library’s relationship with the Ramsey County Sheriff’s office and other local law enforcement has been good. Most peace officers have an understanding of the Library’s data privacy concerns. The Ramsey County Attorney’s office has been very responsive to requests for assistance when a court order is presented. The vast majority of contact with law enforcement is a request by the Library for their assistance.

Due to cost limitations, the Library parking lots are not well covered by security cameras. Smashing windows and grabbing purses and laptops, bike thefts and traffic accidents are common occurrences. Currently, the libraries’ cameras do not provide adequate coverage for these areas.

Recently, a domestic incident occurred at the library in Roseville, and the couple involved has verbally requested a copy of the security camera footage from the incident. Current policy language does not permit the Library Director to release security footage to individuals, only law enforcement officials.

Nemitz has contacted the Ramsey County Attorney’s Office to re-affirm that security footage is not public data, and the Library is not required to release it upon written request by any individual. This issue will be on the September agenda after clarification is received.

**JOBNOW PRESENTATION:**

Mary Moran, a reference librarian at the library in Roseville, is the project manager for the Job Seeker and Small Business Assistance project. Because the nature of the job market has radically changed in the last few years, and online job postings and application websites have become the norm, the Internet has become an essential resource for job seekers. Digital literacy classes and access to Internet-connected computers have become essential library services for many patrons who would not otherwise have access.

When Ramsey County Library began offering basic computer literacy classes in 2007, staff working at the classes and assisting patrons at the reference desk received many requests for assistance from job seekers. These often required more time than staff could reasonably devote to individual patrons. Moran suggested that the Library offer a class on Internet use for job seekers. Nemitz approved the concept, and asked Moran to develop a job seeker class to add to the digital literacy core curriculum.

Goodwill/Easter Seals (GWES) of Minnesota had approached the Library with a proposal to conduct workshops for jobseekers at RCL on such topics as resume writing, job search techniques, the job market for older workers, etc. These classes are led by GWES staff, and held in conjunction with the Internet job search class developed by Moran. RCL began offering the current program of job seeker classes in September 2009.

In early 2010, MELSA created the Job Seeker/Small Business (JSB) Task Force to consider the role public libraries should play in assisting job seekers, and to develop resources, training and programming to assist job seekers and small business entrepreneurs in the Twin Cities area. Moran joined as the representative from RCL; the group continues to meet monthly. The group’s budget provides technology classes for each MELSA system to offer their patrons, and to develop training for library staff, community partners, and the public on topics related to job searching and small business entrepreneurship.

The JSB also allocated funding for a MELSA-wide subscription to JobNow, a database that offers information and assistance to job seekers. It is available to valid library cardholders both in the library buildings and remotely. JobNow provides information and links to job search sites and online resources, downloadable resume templates, a free resume lab service that provides feedback on uploaded resumes within one business day, and a free, live, interactive interview skills and job seeker coaching service that is available daily from 1:00-11:00 p.m.

Moran will present the program “Libraries Supporting Job Seekers” at the MN Library Association conference.
Commissioner Parker expressed concern that the Library was duplicating services already offered by the Workforce Solutions Department. Nemitz noted that the Library classes focus on showing individuals how the Library’s resources can assist them in their job search, and provide access to computers and the Internet. She noted that Workforce Solutions is not open evenings and weekends, and only 20% of applicants qualify for assistance under State and Federal guidelines. The Library’s program is designed to support Workforce Solutions, not replace it. Nemitz suggested that she and Commissioner Parker meet with the Director of Workforce Solutions to discuss ways to collaborate on programs for job seekers.

ARDEN HILLS/NEW BRIGHTON UPDATE:
Construction of the new library space in the New Brighton Community Center is on schedule. Doors, hardware, and the glass window walls will be installed the week of August 16. The rain garden will be constructed when all the exterior building work is complete. Millwork will be delivered and installed the week of August 23. Wood ceilings will be installed on August 31.

The project remains comfortably within budget. Several finishing touches have been added to enhance the ambiance of the space, including decorative lighting and additional wood ceiling details.

Preparation for the lobby computers will begin with demolition of the coat rack cubbies on August 22. North St. Paul Library Manager Carol Jackson is working with New Brighton Community Center staff to develop procedures around the lobby computers.

DVD vending solutions are still being investigated. Two options remain. Staff is evaluating an untested product against a proven but dated technology. The vending solution may not be in place by the Library opening.

The City of New Brighton has awarded the parking lot contract. Construction will begin in early September and should be complete by October 29.

Construction safety remains good on the site, with no incidents reported to date. There has been one incident of theft. Temporary motion sensors were installed in the construction area after some tools and equipment were stolen. New Brighton Police are working on the case.

The Friends Capital Campaign is well underway. Subcommittees have been meeting to finalize communication and event details. The group has conducted a garage sale and will maintain a presence at Stockyard Days. There will be at least seven names on the $500 donor wall.

Work has begun on the design of the monument signs and the signs at the entrance and the service desk. The entrance will feature a flat-screen monitor with updates on library events and services, similar to those in the lobbies of Maplewood and Roseville.

Based upon the sales agreement with Bethel College, the balances available from the Maplewood and Roseville projects, and the sale of the former library in North St. Paul, projected revenue is within budget for New Brighton.

Mielke suggested that the Library Board have a meeting and tour at the New Brighton Community Center in September. Library staff will contact the Community Center to make arrangements.

Sale of Arden Hills
The sale of the Arden Hills facility continues to move forward. The sale can not be completed until the State of Minnesota receives funds under MN Statute 134.45, Subdivision 8. Based upon Minnesota Department of Education records, in 1996, the Ramsey County Library in Arden Hills received a grant of $2,351 for an accessible water fountain and power assisted doors and an additional grant of $11,737 for improvements to the circulation desk.
Gary Davis, the Library’s attorney, is working to obtain the Commissioner of Management and Budget’s permission to sell the property. Funds totaling $14,088 will be forwarded to the State of Minnesota. The County declared the Arden Hills site surplus property on October 12, 2010.

**BUDGET UPDATE:**
On July 26, 2011, County Manager Julie Kleinschmidt presented her proposed budget for 2012 and 2013 to the Ramsey County Board of Commissioners. She recommended that Ramsey County reduce its overall spending by $7.36 million dollars, or 1.2% by 2013. The Library’s proposed budget calls for a decrease in personnel spending of $100,000 in 2012, and an additional $100,000 in 2013.

To meet this target, the Library must reduce its complement by 3.79 FTE, currently vacant through attrition. No layoffs will be required to meet the proposed budget. Overall, Ramsey County will reduce its staffing complement by 133.69 FTE in the coming biennium. Most of these positions were vacant due to the soft hiring freeze implemented in 2009, but approximately 20-30 employees may be laid off.

Although the proposed budget reduces overall Ramsey County spending over the biennium, it still includes modest property tax levy increases to partially offset cuts to state and federal funding.

The County Manager is recommending a one-time allocation of $60,000 in 2012 to begin planning for facilities changes in Shoreview and White Bear Lake.

David Norrgard, Lori-Anne Williams, Susan Nemitz, Sandy Walsh and Mary Larson attended the Library’s budget hearing with the County Board on August 2. The Commissioners were pleased with the Library’s performance, and asked detailed questions about revenue projections and maintenance of effort thresholds. The County Board will certify the levy for 2012 in September and will vote on the final budget in December.

**DIRECTOR’S REPORT:**
Nemitz’s August 2011 report to the Library Board was mailed prior to the meeting. (Available upon request.)

**MELSA REPORT:**
Norrgard noted that the Finance Committee meeting was canceled as the State data was not available prior to the meeting.

**FRIENDS OF THE LIBRARY REPORT:**
Thanks to a donation of $1,100 from the Maguire Agency, a large framed print of the “Minnesota State Fair” done by Michael Birawer will be installed in the Elementary Children’s Area this month. The Friends have several other donors with whom they are working to commission pieces of original art.

The Capital Campaign subcommittees are working hard to raise funds. One garage sale brought in $175 and a League of Women Voters event raised over $700. The Friends and committee members entered a unit in the Stockyard Days Parade and will be distributing information about the new library and capital campaign at other Stockyard Days activities.

The Friends continue to have higher than projected revenues from the sale of used books and materials. The next large book sale will be held from October 12 through 16 in the Community Room at the Roseville Library.

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.

**OTHER:**
Norrgard suggested that the Internet Access Policy and procedures be placed on an upcoming agenda for Library Board members who have joined the Board since the policy was last reviewed.
NEXT MEETING: September 21, 2011, New Brighton Community Center, 400 10th St. NW, 6:30 p.m.

MEETING ADJOURNED: 8:45 p.m.

Respectfully Submitted,

Mary Larson,
Library Board Coordinator