LIBRARY BOARD PRESENT:
Beverly Aplikowski, Robert Lamb, David Norrgard, Burton Nygren, Lori-Anne Williams, Roberta Weltzin

LIBRARY BOARD ABSENT:
Janice Rapheal

STAFF PRESENT:
Mary Larson, Library Board Coordinator; Sandy Walsh, Deputy Director; Lynn Wyman, Deputy Director; Julie Neville, Library Facilities Manager; Bill Michel, Roseville Library Manager; Chuck Wettergren, Automation Services Manager; Kristi Saksvig, Communications Manager

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

CALL TO ORDER:
Williams called the meeting to order at 6:30 p.m. in the Conference Room of the Ramsey County Library Administrative Offices, 4570 Victoria Street North in Shoreview, followed by introductions of those present.

PUBLIC COMMENT:
None.

APPROVAL OF AGENDA AND MINUTES:
Norrgard made a motion to approve the agenda for 8-19-09, and the minutes of 7-15-09 as presented. Aplikowski seconded the motion, which was approved by unanimous vote.

LOOKUP FEE:
The Library Board voted in May to make several policy changes that would increase revenue and decrease staff processing times. Library staff has been informing patrons about the changes that will take place in September. There has been some negative reaction to the increased printing costs, and to the lower request and ILL limits. On the whole, patrons have understood the rationale behind the changes and are willing to work with us in streamlining our operations and recovering more of the costs of printing and copying.

The one exception is the $1 charge for looking up a library record. This change has produced a significant number of negative comments, phone calls and letters from patrons regarding their ability to access their own private data, pick up materials for family members or homebound patrons, or even pay charges on their own or another’s account without incurring the additional lookup fee. Staff has also noted a variety of procedural problems with the change, which library technology has not developed far enough to resolve. Some might be addressed by developing duplicate cards or family cards, but developing policies around duplicate and family cards would be complicated and time-consuming. Neither option could be implemented quickly.

Norrgard made a motion to not enact the $1 charge for account lookup, with the provision that library communications and staff talking points state that a library card is required for service. Aplikowski seconded the motion, which was approved unanimously.

ROSEVILLE UPDATE:
Arthur Street
• July circulation at Arthur Street surpassed 120,000 checkouts. Reference questions for the month totaled 8,250.
• Some RV library pages have been reassigned to cover vacancies in other libraries. These new assignments will last until next spring.
Roseville Construction

- Site work continues. Storm sewers and conduit are being installed in the north parking lot. Some of the new sidewalks have been poured.
- Conduit is in place for moving the main transformer. The site is now powered by a generator.
- Steel installation has begun.
- Excavation for the new teen room will begin the week of August 24.
- Recycling of demolition materials continues to run at 99%.
- The RFP for the Coffee Shop has been let. Responses are due by September 8.
- Budget and Accounting received three proposals for the Automated Materials Handling system. Staff is checking references and will make a recommendation to the Library Board in September.
- A contract is under development with MS&R for Interior Design services for the public areas of the building. Carol Morphew, Ramsey County Property Management, will provide staff workroom and office furnishings.
- The Design Committee had a second meeting with terrazzo artist Brad Kaspari on July 29 and selected a design style. Brad will present a completed design to the Committee on September 23. The design will be presented to the Library Board in October.

Wyman noted that the temporary location has exceeded the circulation of the Hamline site on a few days this month. Norrgard suggested that the Library send a thank you to the Ramsey County Commissioners for funding the temporary Roseville library location, which has proven to be a popular and vital destination for library customers.

Norrgard also noted that he toured the construction site, reporting that the new elevator shaft is in, and concrete is being poured for the northern rain gardens. Sewer lines to the former home sites to the north have been severed and capped. As a member of the terrazzo design committee, he stated that the designs presented were very colorful and imaginative, with bright colors that will catch the eyes of customers entering the building and the children’s areas.

Wyman reviewed the list of potential project add-ons that could be incorporated into the renovation if funds are available.

NAMING OF THE NEW RAMSEY COUNTY LIBRARY IN ROSEVILLE:
The consultant for the Facilities Master Plan recommended that as libraries are redeveloped, they be given names that connect them to the library system and not to a particular community. The staff identified several issues and questions regarding the potential renaming:

♦ Do patrons have an affinity for the “Roseville Library” and will there be a backlash if the name is changed?
♦ How will implementing this recommendation affect future portal libraries? If cities invest in portal libraries they may ask for the city’s name to be part of the official library name.
♦ MELSA libraries have varied in their approaches to library naming.
♦ Cost of converting to a new name could be significant. Every collection item is marked with the library name; publications, library cards, direct subscriptions, and monument signs would need to be changed.
♦ How would the public be involved in the process of selecting a new name?
♦ If the public recommends naming the library after a person, is the Library Board willing to do so?

For timing reasons with the construction and re-opening schedule of the Roseville project, the decision whether to rename must be made by the end of 2009.

The Board members concurred that they are not in favor of naming the building after an individual. Nygren suggested changing the regional libraries to be named “Roseville Regional Library,” “Shoreview Regional Library,” and “Maplewood Regional Library,” so that the public can determine which libraries have more extensive resources and hours. The Board members were generally in favor of Nygren’s suggestion, and asked the staff to prepare a report for the September Board meeting on the feasibility and costs associated with the recommendation.

2010-2011 BUDGET UPDATE AND PERFORMANCE MEASURES:
Ramsey County Manager Julie Kleinschmidt will present her recommendations for the 2010-2011 Budget to the Board of Commissioners on Tuesday, September 8. The Library’s budget hearing with the County Board will be held Thursday, October 1 at 8 a.m.
As part of the budget process, departments are required to submit performance measure, and indicate which critical success indicator from the County Board’s approved list will be addressed by the performance measures. The Library’s performance measures were discussed by the Library Board.

AQUABROWSER UPDATE:
One of the largest initiatives to update the website and revitalize the Library’s virtual presence will be the rollout of the AquaBrowser Discovery Tool (search engine). The initial installation began in late February and was expected to roll out to the public by late spring/early summer. Unfortunately all three MELSA libraries that were part of the phase I rollout (St. Paul, Dakota County, and Ramsey) ran into problems that needed to be resolved. The major issues have been associated with add-on or customized functionality requested by the MELSA project.

To move past these problems, the phase I libraries requested that a second instance of Aquabrowser be installed at each of the MELSA libraries. These second instances (called staging sites) will be used to work on the issues associated with add-ons and customizations without affecting the clean/working ‘production’ site that could be rolled out to the public. Ramsey County Library’s staging site was installed on July 10th and the Web Design Team began to move forward with testing and rollout planning.

Wettergren distributed handouts outlining AquaBrowser’s basic functionality, and demonstrated the features for the Library Board. The new discovery tool will be made available to the public for initial reaction in September 2009. Customers preferring the current search engine will have a link to the “classic catalog.” Other useful features include event calendaring and room reservations.

HOMEWORK RESCUE PROGRAM:
MELSA has purchased Brainfuse, an online tutoring product, that MELSA has rebranded “Homework Rescue.”

- Students chat with a tutor through a secure instant messaging feature.
- The service is free; a library card is required.
- Students can save, archive, and print sessions.
- Sessions are recorded and monitored for security – transcripts are reviewed daily.
- Homework Rescue is accessible from any computer with Internet access – from home, library, and schools.
- Tutors -
  - √ are US-based
  - √ are college graduates with teaching or tutoring experience
  - √ have had comprehensive background checks
- The service will be available 1pm-11pm, 7 days a week.
- Subjects include math, science, social studies, and English and language skills.
- Tutoring is available in English and Spanish.

Ramsey County Library has obtained a grant from the Best Buy Foundation to intensely publicize the availability of the resource. The goal is to achieve a higher degree of use than would be possible without a highly visible rollout.

Marcus Lowry, teen librarian, will take the lead in introducing the service to area teachers, students, and parents. Meetings have already been held with Superintendents and district staff. Marcus will be demonstrating Homework Rescue at teacher meetings in August and parent events throughout the fall. The Library’s computer lab will be used to provide training sessions within each school district later in the fall.

Kristi Saksvig will develop a set of brochures for teachers, students, and parents, as well as a packet of promotional materials for mailing in late August. There will be banners for each library, information on the Library’s website and in the fall newsletter.

The service will be demonstrated for staff during the Service Improvement Day on August 20. Staff will also be provided with talking points to enable them to answer questions from the public.

DIRECTOR’S REPORT:
Nemitz submitted a written report for August 2009. Walsh noted that Dakota County has joined the Ramsey County, Anoka County, and St. Paul libraries in a project to analyze how administrative services are provided.
MELSA REPORT:
No meetings of the MELSA Governing Board have been held this summer.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:
Gehrz reported that the last of the Friends-funded volunteer appreciation events was held at the Library today. The Friends did not get approval for the Best Buy Foundation grant for the teen room at Roseville. Over 10,000 capital campaign brochures were mailed to Roseville customers, and over $6,000 was received during the first three days following. Dr. Dale Anderson will headline several fundraising programs for the Roseville Capital Campaign. The programs will be held September 16, September 23, and October 6 at different times and locations.

NEXT MEETING: September 16, 2009, RCL-Mounds View, 2576 County Road 10, 6:30 p.m.

MEETING ADJOURNED 7:50 p.m.

Respectfully Submitted,

Mary Larson,
Library Board Coordinator