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

LIBRARY BOARD ABSENT:
Matthew Anderson, David Norrgard

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; Jeff Eide, Mounds View Library Manager

OTHERS PRESENT:
Joe Skelly, Arnold and Mary Anne Lindberg, Friends of the Suburban Ramsey County Libraries; John Peterson, North St. Paul resident; Bill Morris, Peter Leatherman, Decision Resources Ltd.

CALL TO ORDER:
Weltzin called the meeting to order at 7:00 p.m. in the Meeting Room of the Ramsey County Library in Mounds View, 2576 County Road 10.

APPROVAL OF AGENDA AND MINUTES:
Nemitz requested the addition of “Job Corps Patrons” to the discussion agenda. Williams made a motion to approve the agenda for September 19, 2007, as amended and the minutes of June 20, 2007 and August 15, 2007, as presented. Lamb seconded the motion, which was approved by unanimous vote.

AWARD LIBRARY GOLD CARD:
The Ramsey County Library in Roseville has greatly benefited from the volunteer service of many people, but one in particular stands out. Nancy Carroll has volunteered at Roseville for 4½ years. Throughout her tenure as a library volunteer, she has provided physical assistance in many areas of the library, wrote a training manual which will be used when training future Roseville volunteers, and has been an outstanding advocate for the Ramsey County Libraries.

Because of her wonderful dedication to the Ramsey County Library in Roseville, Volunteer Services Librarian Heidi Holland and Roseville Volunteer Coordinator Sally Peters have requested that the Library Board honor Nancy Carroll by presenting her with a Library Gold Card. The card and certificate will be presented at a luncheon in her honor at the Library in Roseville.

Williams made a motion to award a Library Gold Card to Nancy Carroll as a symbol of appreciation for her volunteer efforts on behalf of the Ramsey County Library in Roseville. Lamb seconded the motion, which was approved by unanimous vote.

MASTER PLAN CONTRACT:
Nygren reported that the Master Planning Committee, comprised of Nemitz, Walsh, Wyman, Neville, Wettergren, Nygren, and Carol Morphew of Ramsey County Property Management, reviewed the four proposals received in response to the Library’s RFP. Following the review, two firms, Hammel, Green and Abrahamson (HGA) and Meyer, Scherer & Rockcastle Ltd. (MS&R) were selected to interview with the committee on September 19.
Nygren noted that both firms are well known to the Library; HGA was the architect for the new library in Maplewood, while MS&R provided the pre-design drawings and cost estimates for the Roseville project. Both firms gave strong presentations to the committee. After careful consideration, the committee selected HGA as its recommendation to the Library Board, citing its collaborative attitude, industrial engineering experience, and overall creative approach to creating a master plan for the Library.

Lamb made a motion to award the contract for Facilities Master Planning to Hammel, Green and Abrahamson (HGA), at a total cost not to exceed $56,000, and authorizing the Library Board Chair and Library Director to execute the contract. Contract subject to review by the Ramsey County Attorney’s Office. Williams seconded the motion, which was approved by unanimous vote of the Library Board.

I-NET CONTRACT:
Ramsey County Library has been working to upgrade two critical areas of its network. The first is the telecommunications capacity used to connect library branches together (the internal network), and the second is the telecommunications capacity to the Internet.

During its September 2006 meeting, the Library Board approved pursuing contracts and agreement necessary to connect Maplewood to Shoreview via the I-Net. Although stretched out contract negotiations (and frozen ground) prevented the Maplewood connection from being completed before its grand opening, progress has been made to start taking advantage of the I-Net.

Progress to date includes:
- Negotiation of a five-year contract with the North Suburban Cable Commission, allowing utilization of the I-Net in western Ramsey County, affecting Shoreview, Roseville, Arden Hills, and Mounds View.
- Negotiation of a five-year contract with the City of Shoreview to utilize a spare I-Net connection available via the Shoreview City Hall.
- Installation of a fiber connection from the library in Shoreview to the Shoreview City Hall.
- Installation of fiber conduit that will facilitate the delivery of fiber to Maplewood (eliminating the threat of any future frost deadlines).
- Configuration of a test connection between North St. Paul and Shoreview via the I-Net.
- Configuration of a test connection between Shoreview and a 45Mbps Internet connection administrated by the City of Roseville via the I-Net. If made permanent, the library will be guaranteed 10Mbps of this connection with future connections of 100-200Mbps in the planning stages. Prior to this test, the library had been using a 3Mbps connection.
- Completion of E-Rate applications through MELSA to allow continued application for E-Rate reimbursements on the new I-Net connections. This included a window of opportunity for vendors to bid on providing telecommunications to our branches and the Internet. Specifically vendors were asked to:
  1. Establish a fiber connection to Maplewood and Roseville (both terminating at Shoreview)
  2. Provide 10-20Mbps Internet connection (that will allow future connections at 100+ Mbps speed).

Two proposals were received, and the cities of North St. Paul and Roseville had the lowest cost for connecting these facilities and upgrading the Internet connection. Wettergren noted that the bids from private sector companies were much more costly.

The next steps:
- Finalize two contracts with the City of North St. Paul based on the bids submitted through the E-Rate program. These two contracts will provide the connections to the libraries in Maplewood and North St. Paul. One contract pertains to utilization of North St. Paul-owned fiber and the other is for accessing the I-Net through their franchise agreement with Comcast.
- Formally switch the library’ Internet access to the City of Roseville via the I-Net.
- Begin working on a telecommunications contract facilitating the connection of the library in Roseville to the City of Roseville’s network (which in turn provides access to the I-Net).
Lamb made a motion to approve the contracts with the City of North St. Paul for connecting the libraries in Maplewood and North St. Paul to the City of North St. Paul fiber network and I-Net; to authorize the Library Board Chair to sign the contracts pending final review and approval by the Ramsey County Attorney’s Office. Cox seconded the motion, which was approved unanimously.

PERIODICALS CONTRACT:
The Ramsey County Library’s current agreement for periodicals expires this year. An RFP notice was published in the St. Paul Legal Ledger, and six vendors were mailed the RFP directly. Proposals were due August 15, 2007, and two proposals were received, from Ebsco Subscription Services and Basch Online Subscription Service. Staff carefully evaluated both proposals, considering cost, Web-based systems, and number of titles available, along with several other factors.

Based on a thorough evaluation of the bids received, staff recommends that Ramsey County Library contract with Ebsco Subscription Services for 2008, with the option to extend for two additional one-year terms. Gary Davis, Assistant County Attorney, has already reviewed and approved the periodical subscription agreement.

Cox made a motion to approve the Periodical Subscription Agreement between Ramsey County Library and Ebsco Subscription Services of Cary, Illinois, at the one-year bid price of $40,682.30, and to authorize the Library Director to sign the contract. Revisions to the Library’s subscription order or publisher price increases may result in additional payments to vendor. The contract period shall be September 1, 2007 through December 31, 2008, with the option to extend for two additional one-year terms. Williams seconded the motion, which was approved by unanimous vote.

DECISION RESOURCES TELEPHONE SURVEY RESULTS:
Dr. William Morris of Decision Resources, Ltd. (DRL) was present to review the results of the Library’s 2007 telephone survey. Dr. Morris reported that 600 households were surveyed, with an error rate of 4.1%. The non-response rate was 3.1%, with most individuals very willing to speak with DRl regarding the Ramsey County Library. The average survey length was 32 minutes, although 15% of respondents talked to DRl staff for more than one hour.

Highlights noted by Dr. Morris include:
- Weekly users increased significantly
- Staff courtesy and helpfulness were the highest rated of the metro library systems
- Location convenience was also the highest rated in the metro area
- Policies for borrowing and fines had the lowest negative ratings of any metro library
- Support for a tax increase to improve library services high enough to win election, especially with a grass-roots campaign

Suggestions for improvement included:
- More computers
- Longer evening hours
- Adequacy of collection diminishing (budget reductions)
- Quiet seating areas

BENCHMARKING RCL TO OTHER COMPARABLE LIBRARIES:
Jeff Eide, Library Manager at the Ramsey County Library in Mounds View, compiled a statistical report showing comparisons between RCL and other library systems of similar populations served and total income. The information for this year’s report is gathered from the Public Library Data Service Report for 2006.

Continuing a trend from the past several years, RCL far exceeds other library systems in the U.S. and the other MELSA libraries in several key factors: size of collection, circulation per capita, visits per capita, collection turnover (number of times each item is checked out), and circulation per total FTE.
The Library Board discussed the favorable comparisons, and the factors leading to the high numbers for RCL.

**JOB CORPS PATRONS:**
Nemitz reported that she has asked Sandy Walsh, Assistant Director, to coordinate a project to review and update all current policies and procedures. The policies will be presented to the Library Board for approval, voiding all previous versions. Procedures will be separated from policies, and reorganized to make them more accessible to staff.

After this project was begun, Nemitz received a complaint from the Hubert H. Humphrey Job Corps Center on Snelling Avenue regarding an existing library policy that prohibits residents of the Job Corps Center from checking out materials from the Library. The policy dates back to 2002, when Job Corps residents accrued more than $5,200 in lost charges, and attempts to collect on these charges or obtain forwarding addresses were unsuccessful.

Nemitz noted that the American Library Association guidelines call for equitable access for all patrons, regardless of their address. She recommended to the Library Board that the policy be overturned, and the Board members unanimously agreed.

**ROSEVILLE UPDATE:**
Nemitz indicated that the Ramsey County Board of Commissioners gave preliminary approval to the proposed expansion and remodeling of the library in Roseville, as recommended by the Library Board. The preliminary approval includes funding for a radio frequency identification (RFID) system. Final approval will occur in December, and the request to fund a temporary facility during the expansion and remodeling remains unresolved at this time.

**DIRECTOR’S REPORT:**
Nemitz’s September report to the Library Board was mailed prior to the meeting. She reminded the Library Board of the Civic Engagement focus group discussion on September 27 at Maplewood, beginning at 6 p.m.

**MELSA REPORT:**
No report.

**FRIENDS OF THE SUBURBAN RAMSEY COUNTY LIBRARIES REPORT:**
The Friends have been awarded a grant in the amount of $20,000 by the Raft Charitable Foundation, and have submitted a grant proposal for $350,000 for outdoor spaces at the expanded and remodeled library in Roseville. The Friends are working on a partnership with the Watershed District for a $40,000 grant, also for the library in Roseville. Kerri Miller of MPR has agreed to be a member of the Friends’ Roseville Capital Campaign.

**PUBLIC COMMENTS:**
John Peterson, a North St. Paul resident, complained to the Library Board about disruptive noise at the libraries in Maplewood and North St. Paul. Cell phone usage, uncontrolled noise in the libraries, teens using word processing computers for online gaming, and lack of staff response to his repeated complaints were his primary grievances. The Library Board thanked Mr. Peterson for sharing his concerns.

**NEXT MEETING:** October 17, 2007, RCL – White Bear Lake, 4698 Clark Avenue, 7:00 p.m.

**MEETING ADJOURNED** 9:15 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator