

Minutes of the Ramsey County Library Board

January 16, 2019

LIBRARY BOARD PRESENT:

Deb Berry, John Hakes, Craig Klausing, Sida Ly-Xiong, Sylvia Neblett, Gwen Willems

LIBRARY BOARD ABSENT:

Marisol Chiclana-Ayala

STAFF PRESENT:

Jill Boldenow, Library Director; Lynn Wyman, Deputy Director; Mary Larson, Library Board Coordinator; Jeff Eide, Senior Library Manager; Chuck Wettergren, Digital Services Manager; Heidi Holland, Volunteer Services Librarian; Bernice Kuure, Roseville/Technical Services Librarian; Bill Michel, Maplewood Library Manager

OTHERS PRESENT:

Mary Jo McGuire, Ramsey County Commissioner; Les Sipkema, Shoreview Resident

CALL TO ORDER:

Klausing called the meeting to order at 6:30 p.m. at the Ramsey County Library in Shoreview, 4560 Victoria Street North. He welcomed new Library Board member, Gwen Willems, and introductions were made with the Library Board and staff present.

PUBLIC COMMENT:

Les Sipkema, Shoreview resident, commented on the strategic plan goals, Facebook safety, and the selection of BiblioCommons.

APPROVAL OF AGENDA:

Neblett made a motion to approve the agenda for January 16, 2019, with the retirement resolutions moved to Action Items. Berry seconded the motion, which was approved unanimously.

APPROVAL OF MINUTES:

Neblett made a motion to approve the minutes of December 12, 2018 as presented. Willems seconded the motion, which was approved by unanimous vote.

DIRECTOR'S REPORT:

Important Dates: All Ramsey County Libraries will be closed on January 21 and February 18.

Library: Board members are encouraged to stop by or sign up to volunteer at the Kindergarten Card party on January 26, at RCL - Shoreview Library from 10:00 a.m.-3:00 p.m. The Friends of the Ramsey County Libraries sponsor this fun event, which caps off months of effort by Children's Librarians to engage kindergarteners throughout suburban Ramsey County. Award-winning author and illustrator Vanessa Brantley-Newton will present at 10:30 a.m., 12:30 p.m., and 2:00 p.m. All kindergartners will receive a new Library card and a book. County Commissioners will join us to greet parents and kids.

This month, the Library is launching a grant-funded Digital Storytelling Series: Making a Short Video Memoir—with sessions January 12 and February 23. Librarian Jenny Jackson partnered with FilmNorth to offer instruction on storytelling and basic filmmaking, including interviewing, recording, incorporating B-roll footage and stills, and editing. This project was made possible in part by a grant from the Minnesota Department of Education through a Library Services and Technology Act (LSTA) grant from the Institute of Museum and Library Services.

The grant supported new equipment for film, sound, virtual reality, and analog-to-digital conversion. The project will feature other digital storytelling workshops and presentations through the fall of this year.

Friends: Boldenow invited everyone to join her at the Friends Gala the evening of February 2 at RCL - Roseville Library. The theme is "Hats Off to the Library!" Costumes are not required, but prizes for creativity will be awarded. Enjoy music, live and silent auctions, complimentary hors d'oeuvres, wine, and craft beer. The event aims to raise \$30,000 for the Library's collections. Ticket and event information is available at <http://rclfriends.org/events/gala/>.

Ramsey County: On January 8, County Commissioners and the County Attorney were sworn into office. New to the County Board is Commissioner Trista MatasCastillo, who represents District 3. The Ramsey County Board of Commissioners elected Commissioner Jim McDonough to serve as Chair and Commissioner Mary Jo McGuire to serve as Vice-Chair in 2019. The County Board appointed Commissioner McGuire to serve as the Ramsey County Library Board of Trustees Liaison (with Commissioner Reinhardt as alternate). The County Board also appointed Commissioner McGuire to serve on the Metropolitan Library Services Agency (MELSA) Board of Trustees.

MELSA: Ken Behringer, executive director of MELSA, announced that he will retire on July 12, 2019. Ken has been a wonderful colleague and a strong leader at MELSA since 2015. Prior to this, he led the Minnesota Library Information Network (MnLINK), Great River Regional Library, and Dakota County Library. The MELSA Board of Trustees has initiated the search process to fill this important leadership position.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Friends Celebrate 40 Years: In 1979, a small group of suburban Ramsey County residents concerned about potential cuts to county funding for the library banded together to form the Friends. The group counted 51 inaugural members that year, elected Metta Fridley as their first president, and gave their first \$100 gift to Ramsey County Library. Since that time, our 600 member households have helped to raise more than \$3.5 million for Ramsey County Library supporting vital programming, services, and resources for all.

While perusing the Friends archives (22 three-ring binders filled with memories and milestones and kept current by Friends Board Member and Archivist, Nancy Guerino), one of the things Executive Director Cyndi Cook noted is that 40 years ago the Friends were engaged in promoting a greater understanding of the immigrant experience and creating a welcome environment for people coming to the United States to begin new lives. Toward that end, the Friends partnered with the White Bear Lake Historical Society to present a free production of the play, "To A New Land." It is gratifying to know that among its wide range of programming and services, Ramsey County Library now leads the charge in welcoming immigrants and refugees by providing both practical support (conversation circles for English learners, one-to-one computer and tech support, community resource advocates) and mind enriching programming designed to bridge our divides and build community (such as the "Ask" series in partnership with Do Good Roseville, the Green Card Voices exhibits, "Becoming American" documentary film and discussion series, and naturalization ceremonies.) The Friends are proud to support these initiatives and many more.

The excerpt below, reprinted from the Friends first newsletter in Aug/Sept 1979 (Metta Fridley and Jean Henderson, Editors) is a great example of what led to the formation of the Friends and what keeps us strong and vibrant today:

Several people have asked me—just what is a Friend? In searching for the appropriate answer, I myself learned a lot more about Friends' activities. Mrs. Fern Griffen, in her article, "Every Library Needs Friends," says, "I believe a Friend is anyone who cares about libraries and does something about it." Friends have worked in many ways but their goals have been similar—"to promote interest in the library and to help provide materials and services not covered in the average budget." Our goals this first year are modest ones...with these programs, our

newsletters, and your involvement, we hope to bring additional support to the institution which is basic to our democratic society—our free public library.

The “modest goals” of the Friends in 1979 have continued to evolve and grow. Through the support of our growing membership; the operation of three used book stores and two book carts; and the addition of three signature events (Annual Gala, Book It 5K, Author Luncheon)—the Friends provide annual grants of more than \$100,000 to support a wide range of Ramsey County Library needs. In addition, we have conducted six capital campaigns to enhance the library collections and amenities at Maplewood, New Brighton, North Saint Paul, Roseville, Shoreview, and White Bear Lake libraries.

We are grateful to the founders of the Friends for their foresight and dedication to the importance of libraries in building community and look forward to continuing their legacy in the decades ahead.

Upcoming Events

- **Friends Board of Directors** on January 28, 2019 at Shoreview
- **Friends 2019 Gala—*Hats Off to the Library!***, February 2, 2019 at Roseville
- **2019 Book It 5K Walk/Run**, May 18, 2019 at Roseville

RESOLUTION REGARDING THE RETIREMENT OF HEIDI HOLLAND:

Ly-Xiong made a motion to approve the Resolution Regarding the Retirement of Heidi Holland, and to authorize the Library Board Chair to sign the document. Neblett seconded the motion, which was approved by unanimous vote. Boldenow presented the resolution, and the Library Board expressed their appreciation to Holland for her 41 years of service to the Library.

RESOLUTION REGARDING THE RETIREMENT OF BILL MICHEL:

Willems made a motion to approve the Resolution Regarding the Retirement of Bill Michel, and to authorize the Library Board Chair to sign the document. Hakes seconded the motion, which was approved by unanimous vote. Klausung presented the resolution, and the Library Board expressed their appreciation to Michel for his 44 years of service to the Library.

RESOLUTION REGARDING THE RETIREMENT OF BERNICE KUURE:

Berry made a motion to approve the Resolution Regarding the Retirement of Bernice Kuure, and to authorize the Library Board Chair to sign the document. Neblett seconded the motion, which was approved by unanimous vote. Boldenow presented the resolution, and the Library Board expressed their appreciation to Kuure for her 29 years of service to the Library. Commissioner McGuire also thanked the three retirees on behalf of the Ramsey County Board of Commissioners.

ANNUAL MEETING:

Election of Chair: Neblett nominated Ly-Xiong, and moved her election as Chair of the Ramsey County Library Board. Berry seconded the motion. Ly-Xiong was unanimously elected as Chair for 2019.

Election of Vice-Chair: Berry nominated Neblett, and moved her election as Vice-Chair of the Ramsey County Library Board. Ly-Xiong seconded the motion. Neblett was unanimously elected as Vice-Chair for 2019.

Election of Secretary: Neblett nominated Berry, and moved her election as Secretary of the Ramsey County Library Board. Klausung seconded the motion. Berry was unanimously elected as Secretary for 2019.

Library Board By-Laws & Policies: Berry made a motion to approve the Library Board By-Laws and Policies as presented. Ly-Xiong seconded the motion, which was unanimously approved.

Liaison and Library Board Committee Appointments: The Board members agreed to postpone the appointment of a Friends liaison for 2019 to the February meeting, to allow the current liaison, Chiclana-Ayala, to indicate whether she would like to continue for another year.

The Library Board also discussed the Personnel Subcommittee and its function. Larson noted that the Personnel Subcommittee was utilized in the past to coordinate the Library Director's annual appraisal and salary review, duties which are now handled with the assistance of Ramsey County Human Resources. The Board members will appoint a Personnel Subcommittee at a later date if needed.

Annual Schedule of Meetings: The Library Board currently meets at 6:30 p.m. on the third Wednesday of each month at locations throughout the library system. Additional meetings may be scheduled on the first Wednesday of a month or any other date as necessary.

Klausing made a motion to approve the 2019 Annual Schedule of Meetings as proposed. Willems seconded the motion, which was approved by unanimous vote.

DIGITAL SERVICES UPDATE:

Chuck Wettergren, Digital Services Manager, presented an overview of changes, challenges and technology initiatives addressed during the Ramsey County Library 2016-2018 technology planning cycle.

Transforming Automation Services:

- Renamed to Digital Services in July 2017;
- Supports the reorganization requirements around County IT consolidation;
- Moves away from day-to-day management of technology infrastructure already supported by Ramsey County Information Services for other departments;
- Reorganizes duties to provide focus around managing business applications, web interfaces and digital literacy labs/equipment;
- Integrates digital literacy staff to improve design, management and implementation of business systems/applications.

What is supported by Digital Services? Library business systems and applications:

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| • Horizon (library database) | • Laptop (instructional) labs |
| • Self-checkout | • iPad labs |
| • Telephone messaging | • Lab software |
| • Library web interfaces | • Makerspace technology |
| • Phones (near term) | • Printer contracts/maintenance |
| • Library software configuration | • Copier/fax/scan |
| • Materials handling systems | • Planning |
| • Meeting room technology | |

What will be supported by Ramsey County Information Services? Core technology:

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| • Staff computers (PCs, laptops, monitors) | • Networks (physical connectivity to resources) |
| • Public computers (PCs and monitors) | • Local servers (backups and maintenance) |
| • Desktop applications (MS Office, browsers) | • Public and staff wireless access |
| • Peripherals (printers/scanners) | • County-wide applications (E-mail, timesheets) |

What is required to complete alignment?

- Integration and management of all network components
- Maintenance and hosting servers
- Support for remote desktop access

- Training for desktop support staff
- Coordinate technology replacement schedules and configurations
- Integration of phone service

Trends identified in technology plan:

- Migrating to Software as a Service (SaaS) to improve business continuity
- Simplifying the user experience with the Discovery Layer to access resources
- Reconfiguring traditional library space to support innovation and creativity
- Integrating the arts into STEM programming to provide inclusive and balanced education

Progress:

- Migrated Horizon to hosted environment (SaaS)
- Closed and Opened Shoreview library with expanded computing and technologies
- Implemented LibCal, a new event and room booking system provided by MELSA
- Replaced 150 public internet computers
- Replaced 38 public services staff computers
- Negotiated fiber contracts for all locations, including new service at the libraries in New Brighton and Shoreview to replace the free iNET connectivity
- Researched, recommended and received approval for BiblioCommons
- Implemented Niche Academy online instructional videos provided by MELSA
- Migrated staff email to County Outlook 365
- Migrated public computers to Office 2016
- Expanded laptop checkout to Shoreview and North St. Paul
- Expanded fax service to Shoreview and Roseville
- Replaced three portable laptop labs
- Introduced adult maker programming and open labs

Moving forward:

- Update technology plan
- Complete alignment
- Complete contract and migration to BiblioCommons
- Update or replace self checkout technology
- Replace digital signage hardware and update software
- Replace aging desktops
- Negotiate new fiber contracts for E-rate (for internet access and branch connectivity)
- Migrate desktops to Windows 10
- Expand access to open maker spaces

Commissioner McGuire thanked Wettergren for his great work during the alignment process.

RACIAL EQUITY REPORT:

The work of advancing racial equity is woven throughout Ramsey County, and specifically at Ramsey County Library, in the work of individual staff and teams. The Library's Strategic Plan 2016-2018 identified a strategic priority to promote racial equity. In response, staff developed a Racial Equity and Inclusion statement and work plan to guide and track supporting strategies and actions.

Boldenow reviewed 2018 Library activities that support racial equity through engagement, partnerships, communications, collection development, programming, facilities, policy development, and hiring and training.

In 2019-2021, the Library will build on these efforts. With a strategic priority to remove barriers to access, the Library will have the opportunity to further address barriers such as language, fines, and program scheduling that likely contribute to race-based disparities. The Library budget request for 2020-2021 will highlight goals to remove financial barriers for youth, continue community-based outreach and Popup Library programs, and support the Library's ability to offer more weekend and evening programs to serve our racially diverse community.

CAPITAL PLANNING UPDATE:

Ramsey County Library submitted two Capital Improvement Program (CIP) proposals to the County for consideration for bond funding in 2020-2021. A citizen advisory committee and County staff will review proposals and make funding decisions this fall. Approved projects will receive funding in mid-2020.

1. The Library submitted a major project request of \$4,230,152 for the remodel of the Ramsey County Library in Maplewood. The proposal included the pre-design analysis by MSR Design from May, 2018, that outlined issues, solutions, and budget requirements.

This 31,000 square foot library was built in 2007. The open plan design fails to meet the diverse needs of today's library users. The noisy and worn spaces promote frequent patron conflicts across generations and cultures. The café space has not been profitable for renters.

An interior renovation will address noise and distinct user needs, as well as support the County's strategic priority of accessible service delivery. The project maintains attractive features, including generous light and natural views. The project adds sound absorbing materials and walls, more accessible service points, and additional, smaller study rooms. Furnishings are replaced. The café is converted to accommodate more programs and services.

Incident reports as well as unsolicited complaints and recent survey responses show that the public is very frustrated by the user experience and inability to control noise in this library. The Library Board has recommended that this project be implemented as soon as possible.

2. The Library submitted a regular project request of \$59,000 to reconfigure and furnish spaces for Digital Services programming and staff at the Library in Roseville.

Digital Services is a new library team resulting from IT consolidation. This team delivers digital literacy programming—a core lifelong learning offering. The team's basement office was not part of a 2010 Roseville Library renovation. The office has surplus County workstations that are too large to accommodate current staff. Funding will support a new office layout and furnishings.

Funding will also support building and furnishing a Digital Services programming space in the first floor atrium. Staff deliver programs in the atrium because the high visibility attracts users. Setup and takedown is laborious, however, as staff must move heavy equipment, tables, and chairs in and out of the unsecured space. Instruction in this open space impacts nearby patrons. A glassed-in enclosure with secure cabinetry will contain sound and protect and store equipment. It will minimize staff time, equipment transport, and elevator use.

RAMSEY COUNTY UPDATE:

Commissioner McGuire updated the Library Board members on recent happenings in Ramsey County, including a new Commissioner and new Sheriff, and her appointment to the MELSA Board of Trustees.

NEXT MEETING:

February 20, 2019—Ramsey County Library in Mounds View, 2576 Mounds View Boulevard, 6:30 p.m.

ADJOURNMENT:

Klausing adjourned the meeting at 8:25 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator