

## Minutes of the Ramsey County Library Board

### July 18, 2018

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**LIBRARY BOARD PRESENT:**

Deb Berry, Marisol Chiclana-Ayala, John Hakes, Craig Klausing, Sida Ly-Xiong, Paula Mielke, Sylvia Neblett

**STAFF PRESENT:**

Jill Boldenow, Library Director; Lynn Wyman, Deputy Director; Mary Larson, Library Board Coordinator; Jeff Eide, Senior Library Manager; Bill Michel, Maplewood Library Manager; Nicole Herold, Technical Services Manager; Jason Lyons, Digital Literacy Coordinator

**OTHERS PRESENT:**

Cyndi Cook, Friends of the Ramsey County Library Director; Les Sipkema, Shoreview Resident

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**CALL TO ORDER:**

Klausing called the meeting to order at 6:30 p.m. at the Ramsey County Library in Shoreview, 4560 North Victoria Street.

**PUBLIC COMMENT:**

Les Sipkema, Shoreview resident, shared his thoughts about Facebook, minority contracts, Shoreview documents, sound masking, native grasses, and strategic planning priorities, and donated a book.

**APPROVAL OF AGENDA:**

No changes were made to the agenda as presented.

**APPROVAL OF MINUTES:**

Neblett made a motion to approve the minutes of June 6, 2018 and June 20, 2018 as presented. Berry seconded the motion, which was unanimously approved.

**DIRECTOR'S REPORT:**

**Pollinators and Gardens**—Ramsey County Library has been aflutter with monarchs! Children's Librarians at Roseville, White Bear Lake, North St. Paul, and Shoreview have nurtured monarch caterpillars, chrysalises, and butterflies. Adults and kids enjoy seeing the monarch life cycle, learning about pollinators and plants, and occasionally releasing a butterfly (last year about 80 were released).

This spring, Property Management planted a new butterfly garden at the library in White Bear Lake. This complements their seed library and master gardener programs. Property Management has also planted pollinator-friendly perennials at libraries in Roseville, Maplewood, and Shoreview. An Eagle Scout planted a pollinator garden at North St. Paul.

**Story Trails**—Librarian Monica Stratton has again collaborated with Ramsey County Parks & Recreation to present summer Story Trails. Story Trails feature signs with pages of a book along trails at Parks & Recreation sites. After finishing each book, visitors find a related activity. In June, Battle Creek Water Park hosted a Story Trail with the book, *All the Water in the World*, by George Ella Lyon. In July, a Story Trail at Ramsey County Fair featured *I Know a Wee Piggy*, a fair-themed book by Kimberly Norman. From August 10-13, Keller Regional Park will feature *A Bald Eagle's World*, by Caroline Arnold.

**Capital Planning**—Three consultants responded to the Ramsey County Request for Proposals to produce a Library Facilities Master Plan 2019-2025. Library and Property Management staff and Paula Mielke, Vice-Chair of

the Library Board, evaluated the proposals and selected MSR Design. A team—including Library Director Jill Boldenow, Deputy Director Lynn Wyman, Senior Library Manager Jeff Eide, Digital Services Manager Chuck Wettergren, Library Manager Bill Michel, and Ramsey County Property Management staff—will work with MSR from August-December, 2018 on this project.

**County Manager**—The Ramsey County Board of Commissioners hired Ryan O'Connor to be the next Ramsey County Manager, effective July 30. O'Connor succeeds Julie Kleinschmidt, who is retiring after serving as County Manager since 2009. Ryan O'Connor joined Ramsey County in 2013 as Director of the Policy & Planning Division. He has been Deputy County Manager of the County's largest service team, Health and Wellness, since 2016.

#### **FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:**

**Shoreview Library Capital Campaign Donor and Artist Reception**—With the support of more than 450 individuals and businesses, the Friends Shoreview Library Capital Campaign raised more than \$251,000 to augment Ramsey County funding for the new regional library. To express our gratitude for the outpouring of community support, the Friends hosted the Shoreview Library Donor and Artist Reception held on June 15, 2018. The reception provided a wonderful evening of art appreciation and artist conversations for more than 150 community guests. This event also provided the opportunity to highlight other Library amenities achieved through the capital campaign such as the 3D printer and children's interactive area.

The Friends are deeply grateful for the event sponsors who made this reception possible:

- ✓ **Gold Sponsor:**
- ✓ Highpoint Creative, White Bear Lake
  
- ✓ **Silver Sponsors:**
- ✓ North American Banking Company, Shoreview
- ✓ Quicksilver Express Courier, Little Canada
  
- ✓ **Beverage Sponsors:**
- ✓ Cotroneo's Wine and Spirits in White Bear Lake
- ✓ Lakeridge Liquors in Vadnais Heights.

#### **2018 SECOND QUARTER REPORTS:**

The Library Board reviewed the second quarter workplan, financial report, statistics, and incident reports.

#### **PHOTO AND VIDEO POLICY:**

Public policies are brought to the Library Board every year on a scheduled basis. The Photo & Video Policy is under consideration this month.

The Photo & Video Policy recognizes that the Library follows the Ramsey County Photo Policy. The Library policy provides guidelines related to the impact of photography on library operations and the data privacy of patrons' library materials. Portions that dealt with general County issues were removed, and the County policy is referenced.

The Library Board discussed the proposed policy, and suggested two edits to further clarify the policy.

Klausing made a motion to approve the updated Photo & Video Policy as amended. Chiclana-Ayala seconded the motion, which was approved by unanimous vote.

**LEASE ADDENDUM FOR ROSEVILLE COFFEE SHOP:**

The current lease with KADE2 Inc. to operate a Dunn Bros. coffee shop at the Ramsey County Library in Roseville Library runs through June 2020. KADE2 owner Karen Sturm, the franchise owner for the past seven years, has expressed interest in extending the lease and remodeling the space, which has not been updated since the Library and the coffee shop opened in 2010.

Sturm submitted a proposal to Ramsey County Library, outlining the proposed improvements she is considering, along with a request for financial assistance to offset the investment in the space. The request included a lease extension, relief of monthly rent for three months, and a leasehold improvement contribution of \$25,000, approximately half the cost of the proposed improvements. Library staff consulted with the Ramsey County Attorney's Office, which advised that the Library Board has the authority to negotiate a lease addendum and that a leasehold contribution could be considered at the Board's discretion.

The current lease rate was set in 2010, and has not increased during the term of the lease. Library staff is seeking permission to work with the Ramsey County Attorney's Office to negotiate a lease addendum with KADE2 to extend the current lease, provide the requested leasehold improvement contribution, and add an annual rent increase into the addendum to offset these costs along with the loss of monthly revenue for three months. If approved by the Library Board, the improvements to the space would begin upon execution of the lease addendum. Closure of Dunn Bros. would be limited to three days according to the proposal submitted, and traffic to the Library would not be obstructed during the time of construction.

The Library Board discussed the proposed improvements to the coffee shop space, to ensure that the value would be worth the Library's investment. The space is heavily used, with continuous traffic both indoors and via the drive through window.

Berry made a motion to authorize the Library and the County Attorney's Office to negotiate a lease addendum with KADE2 Inc. for the Dunn Bros. coffee shop at the Ramsey County Library in Roseville, based on their proposal dated June 15, 2018, and authorize the Library Board Chair's signature on the lease addendum. Neblett seconded the motion, which was unanimously approved.

**AWARD PERIODICALS CONTRACT:**

Ramsey County Library obtains the bulk of its periodical subscriptions through a primary subscription services vendor, currently W.T. Cox Information Services. The term of W.T. Cox's current contract to deliver periodical services expires on December 31, 2018, prompting a new solicitation process.

In accordance with Ramsey County solicitation policies, Library staff worked with a Ramsey County Procurement Specialist to prepare a request for bid for subscription services vendors. The request for bids was released on June 13, with responses due on July 5, 2018. Bids were received from two vendors:

1. Popular Subscription Service
2. W.T. Cox Information Services

One of the vendors, Popular Subscription Service, has been deemed non-responsive as there were numerous required documents that the vendor did not return with their response. The lowest responsive and responsible bidder was W.T. Cox Information Services.

Ly-Xiong made a motion to award the contract of primary subscription services vendor to W.T. Cox Information Services at the one-year bid price of \$25,077.06. Revisions to the Library's subscription order or publisher price increases may result in additional payments to the vendor.

The contract period shall commence on October 1, 2018, to allow for placement of orders for 2019 periodicals without interruption in service. Contract period to be October 1, 2018 through December 31, 2020, with an option to renew on an annual basis for up to three additional years. Neblett seconded the motion, which was approved unanimously.

#### **AWARD FACILITIES PLANNING CONTRACT:**

Library staff worked with Ramsey County Property Management and Ramsey County Procurement to create a request for quotes (RFQ) for Library Master Plan Services to provide a framework for decision making over the next six years. The RFQ was released on May 16, with responses due on June 14, 2018. Three responses were received:

1. Bentz/Thompson/Rietow
2. HGA Architects and Engineers
3. Meyer, Scherer and Rockcastle, Ltd.

A committee comprised of Library and Property Management staff and Library Board Vice Chair Paula Mielke evaluated the proposals and selected Meyer, Scherer and Rockcastle, Ltd. (MSR). The anticipated start date of the contract is July 30, 2018, with the final report due no later than December 14, 2018. The maximum not to exceed price submitted by MSR was \$60,000.

Ly-Xiong made a motion to award the contract for Library Master Plan Services 2019-2025 to Meyer, Scherer and Rockcastle, Ltd. at a maximum not to exceed cost of \$60,000. Contract term to commence on or about July 30, 2018, with the final report due no later than December 14, 2018. Chiclana-Ayala seconded the motion, which was approved by unanimous vote.

#### **WRITE OFF UNCOLLECTIBLE DEBT:**

According to the Library's Receivables Policy, approved 7-15-09: When an account is determined to be uncollectible, the account may be written off the Library's financial accounting records and no longer recognized as an account receivable for financial reporting purposes. The write-off of a receivable should be considered only when one or more of the following criteria have been met:

- At least six years have elapsed since the debt was incurred;
- All reasonable and appropriate collection efforts have been exhausted;
- The Library determines that further collection efforts are not in the best economic interests of the County;
- No reasonable expectation of payment can be expected.

The Library shall obtain approval from the County Attorney's Office to write-off uncollectible accounts of less than \$1,000.00. The Library shall document the reasons for the write-off and make such documentation available for review by the County Attorney's Office. Write-off of debts \$1,000.00 or more must be approved by the Library Board.

*Note: Writing off a debt is an accounting transaction and does not cancel the legal obligation of the debtor to pay the debt. Collection of the account receivable may be pursued after the account has been written off if information comes to light that makes further collection efforts worthwhile.*

When it appears the account cannot be collected, the Library should inform the Ramsey County Attorney's Office detailing collection actions taken and requesting an opinion as to the collectability of the receivable. The County Attorney will send an opinion of uncollectability along with the Library's letter of request to write off receivable to the Director of Finance. After recommendation by the Library's budget analyst and the approval of the Finance Director, the charges will be written off the Library's integrated library system (ILS).

Patrons owing \$25 or more are considered for the Revenue Recapture Program, a program that began in 1980 when legislation authorized the Minnesota Department of Revenue to intercept—or recapture—taxpayer refunds and apply them to debts the taxpayers owe to other state agencies, the University of Minnesota, and to certain local government units. The Library has recovered over \$1,000,000 in debt since it began utilizing Revenue Recapture in 1995.

The Library identified 8,235 patron accounts meeting the criteria for write-off, totaling \$169,762.74. Just one account exceeds the \$1,000 threshold requiring Library Board approval (E. Masters, \$1,198.31) and 53% are \$10 or less. The proposed write-offs will be forwarded to the County Attorney's Office and Finance Department as outlined in the Library's Receivables Policy.

Hakes made a motion to approve the write-off of uncollectible debt in the amount of \$1,198.31 belonging to E. Masters as outlined in the Library's Receivables Policy. Chiclana-Ayala seconded the motion, which was approved unanimously.

#### **COLLECTIONS OVERVIEW:**

Nicole Herold, Technical Services Manager, presented an overview of library collections for the Library Board. The Library's Collections Steering Team, comprised of Herold, Wyman, and the branch managers, recommends which physical and digital formats are purchased, develops a budget each year to allocate available funding, chooses selectors for each budget category, and creates the collection management policy and procedures. For the past few years, the Library's selectors have tracked purchases by or about people of color, in order to increase representation in the Library's collection. Currently, approximately 20% of new materials purchased meet these criteria.

The Library's collection budget increased almost 30% in 2018 with the addition of fund balance dollars, after several years of no increases. The extra funding was used to increase existing collections, purchase extra copies to lower request ratios, and start a world languages collection. The historical Star Tribune database was also purchased for years not covered under the MELSA subscription.

Herold highlighted the challenges of purchasing titles in multiple physical and digital formats, and the costs associated with those purchases. While the Library receives discounts on many items purchased, digital materials are full price or even increased pricing for digital platforms used by public libraries. Ramsey County Library has investigated streaming platforms for music, movies, etc. used by other library systems, but has not moved ahead at this time due to budget constraints.

#### **DIGITAL LITERACY OVERVIEW:**

**Digital Literacy Classes and Drop-in Help Labs**—Ramsey County Library continues to make digital literacy instruction to our communities a priority. In 2017, the library offered 439 computer and technology programs within our buildings to 2,382 students. Programs range from structured curriculum in a classroom environment to drop-in technology help labs.

Since January 2018, the library has offered 75 technology classes to 590 students. Classes vary from basic computer skills corresponding to the Northstar Digital Literacy standards to a variety of innovative classes such as *3D Printing and Design* and *Silhouette Studio* that support our maker initiative.

Ramsey County Library is currently hosting six drop-in computer and technology help labs six times per week. Patrons are free to walk in for individual help without registration. Since January 2018, the library has offered 193 drop-in computer and technology help labs to 606 students.

In addition to drop-in technology help, Ramsey County Library piloted a *Tech Help by Appointment* once a week at the Roseville Library in late 2017. Patrons can register for ½-hour timeslots with a staff or CTEP member for true one-to-one technology help. The pilot was a success. In spring 2018, we expanded *Tech Help by Appointment* to the Mounds View Library and we will start in July at New Brighton.

In April, the Roseville Library hosted a Fix-it Tech workshop. Fix-It Tech is a Twin Cities technology education event hosted by volunteers from several non-profit organizations including City of Minneapolis IT Department, University of Minnesota, Minneapolis Community and Technical College, PC's for People and many others. Participants brought in computers and devices needing repair or virus removal and worked with technology experts getting free tech answers and tips on how to maintain and protect personal devices. The program also gives volunteering IT students gain experience in tech support and connect with residents in their community.

**Outreach and Community Engagement**—2018 has been a busy year for outreach and community engagement. The library continues its relationship with Volunteers of America by providing one-to-one digital literacy and job readiness instruction twice a month to ex-offenders at their correction facility in Roseville. We strengthened our relationship by offering structured classes for five weeks at their location covering Northstar digital literacy standards. Upon completion of the series of classes, students received laptops provided by Minnesota Computers for Schools, which they could take with them after their release.

Digital literacy programming plays an important role in the pop-up library initiative. The library provided digital literacy instruction and 3D printer demos during Pop-Up libraries at the VOA re-entry center and the Gladstone community center in Maplewood. We also presented six classes on downloading eBooks and provided online tours of the resources available on the library's website to 66 ESL students at a 2-day pop-up library at the Fairview Community Center. Our relationship continues to grow with District 623 Adult Basic Education as the library is regularly instructing digital literacy classes to new immigrants.

For the second year, the library presented a program to the American Association of University Women on mobile devices, internet searching, and online safety. In March, Ramsey County Library helped 100 girl scouts earn a technology badge at a coding workshop at the New Brighton Community Center.

**Makerspace**—Last fall, the library hired digital services librarian Jenny Jackson to lead the adult makerspace project. The following January we piloted three open makerspaces geared toward adults once a week at Roseville, Shoreview, and Maplewood. Since January, she has offered 77 open makerspaces to 624 interested makers. Classes such as *3D Printing and Design* and *Silhouette Studio* are routinely offered to highlight popular maker equipment and software.

#### **STRATEGIC PLANNING:**

The Library Board has completed two strategic planning sessions. The Board and staff have recognized continued relevancy in the current strategic plan as well as opportunities to refresh the plan with emerging ideas. Building on the work thus far, Kim Vanderwall will lead a work session on July 25 with the Library's Administrative Team to refine priorities and guiding principles. She will lead another strategic planning session with the Library Board at the September 19, 2018 Board meeting. We hope to finalize a new 2019-2021 strategic plan in September or October.

#### **LIBRARY DIRECTOR'S PERFORMANCE EVALUATION:**

The Library Board completes an annual performance evaluation of the Library Director in September. A schedule was provided to the Library Board for the upcoming process, which is facilitated by Ramsey County Human Resources. The September Board meeting will include a closed, executive session with the Director to discuss the evaluation.

**NEXT MEETINGS:**

August 15, 2018—Cancelled

September 19, 2018—Ramsey County Library in New Brighton, 400 – 10<sup>th</sup> Street N.W., 6:30 p.m.

**ADJOURNMENT:**

Following a motion by Hakes and a second by Neblett, Klausing adjourned the meeting at 8:20 p.m.

Respectfully Submitted,

Mary Larson  
Library Board Coordinator