

Minutes of the Ramsey County Library Board September 20, 2017

LIBRARY BOARD PRESENT:

John Hakes, Craig Klausing, Paula Mielke, Janice Rapheal, Kim Vanderwall

LIBRARY BOARD ABSENT:

Marisol Chiclana-Ayala, Hector Garcia

STAFF PRESENT:

Jill Boldenow, Library Director; Lynn Wyman, Deputy Director; Mary Larson, Library Board Coordinator; Jeff Eide, Policy & Planning Manager; Meg Robertson, New Brighton Library Manager; Judy Woodward, Protested Materials Coordinator; Kristi Saksvig, Library and Parks & Recreation Communications Manager; Deborah Carter-McCoy, EGCI Team Public Communications Manager; Pa Na Lor, Library Communications Associate; Alisha Seifert, Parks & Recreation Communications Associate

OTHERS PRESENT:

Les Sipkema, Shoreview Resident

CALL TO ORDER:

Klausing called the meeting to order at 6:35 p.m. in Room 218 of the New Brighton Community Center, 400 10th Street N.W.

PUBLIC COMMENT:

Les Sipkema, Shoreview resident, suggested revisions to Library Board voting practices, the format of the meeting minutes, and commented on topics on the September Library Board agenda.

APPROVAL OF AGENDA AND MINUTES:

Vanderwall made a motion to approve the agenda for September 20, 2017, and the minutes of July 19, 2017, as presented. Rapheal seconded the motion. Klausing moved that the CTEP Agreement be pulled from the consent agenda for further discussion. The motion was approved by unanimous vote.

RESOLUTION REGARDING THE RETIREMENT OF DENISE NINAS:

Vanderwall made a motion to approve the Resolution Regarding the Retirement of Denise Ninas, and to authorize the Library Board Chair to sign the document. Rapheal seconded the motion, which was unanimously approved.

CTEP AGREEMENT WITH ST. PAUL NEIGHBORHOOD NETWORK:

Since 2010, Ramsey County Library has contracted with St. Paul Neighborhood Network's AmeriCorps program to serve as a host site for the Community Technology Empowerment Project (CTEP). For the 2017-2018 program year, Ramsey County Library was awarded four full-time CTEP workers, which will be used to support digital literacy programming for teens and adults. Two CTEPs will be assigned to Roseville, one at Maplewood, and a new CTEP position is assigned to Shoreview.

As a host site for the CTEP program, the Library agrees to pay a site fee of \$7,000 for each member, and a travel stipend of \$600 for the new position in Shoreview, bringing the total site fee to \$28,600. The Library Board must approve contracts of \$25,000 or more.

Klausing asked about the review process, noting language inconsistencies. Due to the timing of the approval process, he recommended a full review for the next year's contract.

Klausing made a motion to approve the 2017-2018 Host Site Agreement with St. Paul Neighborhood Network for four Community Technology Empowerment Project (CTEP) members at a maximum not to exceed cost of \$28,600, and to ratify the Library Director's signature on the agreement. Hakes seconded the motion, which was approved by unanimous vote.

DIRECTOR'S REPORT:

Important Dates: All libraries are closed October 9 for staff In-service day. The Friends Annual Luncheon is October 14. The County Board will hold a budget hearing on November 27, at 6:30 p.m., at Shoreview Library.

2018-19 Budget: Boldenow presented about the Library's key strategies at the Ramsey County Board of Commissioners budget hearing on August 15, 2017. Commissioners expressed appreciation for the Library's staff, programs, and collaborations. The proposed budget shows a suburban county tax levy increase of 3.3% in 2018 and 1.1% in 2019 to support the Library. It also calls for an increase to the Library's collections budget of \$225,000 in 2018 and \$225,000 in 2019, using the Library's fund balance. The County Board will certify a maximum property tax levy on September 26. They approve the budget on December 12, 2017.

Book It! 5K Walk/Run: Thanks to all of the RCL staff, board members, and community members who did the 5K, volunteered, help plan, or sponsored it. Thanks to the Friends of the Ramsey County Libraries for organizing another great community-building event and fundraiser to support the Summer Reading Program!

Caféine Hours: The owners of Caféine Thai Café at Maplewood Library have reduced business hours to accommodate the needs of their expectant family. They are now closing early on Fridays and remain closed on Saturdays. They will also close for two months beginning in early November.

Stressler Gift: The Library received a generous bequest of \$20,000 from the Jean M. Stressler Trust. Jean was a longtime library patron and a former member of the Friends of the Ramsey County Libraries. Her gift is unrestricted and provides a wonderful opportunity for us to enhance library services.

Roseville Library Garden: Library and Property Management staff are planning several improvements to the Roseville Library children's garden. The cistern will be removed in October, due to its poor condition and functionality. Next spring, a new rubber play pad and new sails will be installed.

Civic Engagement: The Library is partnering with the County Elections department to increase voting and civic engagement. Early voting will be offered in 2017 at Shoreview and White Bear Lake libraries for one week prior to Election Day. In 2018, RCL will host early voting for the primary and general election at three libraries. In addition, the Library will sponsor programs about voter registration and voting.

North St. Paul Library: A new custodial company, hired by the City of North St. Paul, is doing a great job serving the Library.

LSTA Grants: RCL has applied for two Library Services and Technology Act (LSTA) Grants. This is a federal grant program administered by the Minnesota Department of Education. A \$6,500 grant would support early STEM learning. A \$41,000 grant would support expanding Pop-Up Library services.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Mark Your Calendars for the 2018 Friends Gala: Make a real splash when you attend the 5th annual Friends Gala, "A Whale of a Tale!" All proceeds will go straight to Ramsey County Library's collection budget to replace well-worn favorites and bring in popular new releases. This is your chance to help us keep the collection fresh and exciting!

Saturday, February 24, 2018
6:30-9:30 p.m.
Ramsey County Library in Roseville
2180 Hamline Avenue North

Objective: Celebrate literary adventures on oceans, lakes, rivers and ponds while helping us raise \$30,000 to add 1,500 new items to the lending collection of all seven Ramsey County libraries located in Maplewood, Mounds View, New Brighton, North St. Paul, Roseville, Shoreview and White Bear Lake.

Event Details: This unique fundraising event will feature a cocktail party atmosphere with live music, complimentary wine and hors d'oeuvres, silent and live auctions, a costume contest, prizes and more! This fun and lighthearted event is open to adults of all ages. It's a public event benefitting the whole community, so gather your friends and family.

- Attire: Festive evening attire or costumes are encouraged, but not required. Dress as your favorite character from any fiction or non-fiction book set in, on or around water and you may win a prize in our annual costume contest! Visit our website for costume ideas.
- Registration: will open in early January. Please visit www.rclfriends.org/gala2018 for updates and more information.
- What better place than the Land of 10,000 Lakes with the mighty Mississippi to celebrate water-themed books? We hope YOU will dive in to enjoy the festivities and help support your local libraries.

Shoreview Library Capital Campaign Heading into the Final Months: It is very exciting to see all of the special touches for the Shoreview library coming together. Be sure to check out the new Children's Theater and Park Office created by the Minnesota Children's Museum and made possible by generous gifts from the North Suburban St. Paul Kiwanis Club and Susan Miller in honor of her aunt, Susan Benjamin. Also new this fall, look for the botanical prints on the west wall of the library by Linda Snouffer and three mixed media pieces in the Book Club Room by Janine Olmscheid to be installed on September 22nd. The Shoreview Capital Campaign continues through the end of December and we will continue reaching out to the community to help reach our goal of \$250,000—just \$35,000 to go!

Book It 5K Walk/Run: By the time you read this, the Book It 5K Walk/Run held on September 16th will be over and many tired runners and walkers will be rubbing their feet and remembering a fun-filled day out on the Central Park race route. In addition to the healthy family fun, this event raises funds for the Ramsey County Library Summer Reading Program. We so appreciate our event sponsors for making this event possible!

- Gold Level: Blue Cross Blue Shield of Minnesota and The Aplikowski Family
- Silver Level: Jaci Meyers Agency and Richard and Mary Fowler
- Bronze Level: Kate Bennett Agency, Maguire Agency, and Frank Harris, John W. Harris, and Pamela Harris.

Post-race refreshments were provided by Great Harvest Bread Co. (St. Paul), Kowalski's Market (Shoreview), and Cub Foods.

New this year: Bliss Yoga Studio (St. Paul) provided a free yoga warm up before the race and Ramsey County Library "story trail" signs were set up along the route for families with young children to enjoy reading David LaRochelle's book, "Moo!" while they walked or strolled.

Upcoming events:

- Friends Annual Author Luncheon on Saturday, October 14, 2017 at the North Oaks Country Club.

- Friends Board of Directors meeting on October 23, 2017 at the Roseville Library.
- “Pop Up” Used Book Sale on October 26-28, 2017 at the Shoreview Library
- Kindergarten Library Card Sign-Up Celebration on Saturday, January 20, 2018 with author extraordinaire Kate DiCamillo.
- Friends Annual Gala: *Whale of a Tale!* on Saturday, February 24, 2018 at the Roseville Library.

PUBLIC POLICY UPDATES:

Public policies are brought to the Library Board every year on a scheduled basis. Three policies are under consideration this month: Fines and Fees, Library Cards, and Collection Development.

Staff is recommending language simplification and reorganization of the Fines and Fees policy. These changes provide clarity without changing the intent of the policy. Staff is also recommending reductions in the maximum overdue charges on individual items. Current policy caps overdue charges at \$15 for most adult materials and at \$5 - \$7.50 for most juvenile materials. Staff is recommending that those thresholds be lowered to \$10 for most adult materials and \$2 for most juvenile materials.

Staff is recommending a name change from a Library Cards policy to a Library Accounts policy. The policy has been reorganized and language has been streamlined. Staff is recommending a new account status (Fine Free) that incorporates several existing account statuses in order to streamline and standardize service.

Staff is recommending a change from a Collection Development policy to a Collection Management Policy. The Collection Management policy more fully articulates the library’s collection philosophy and practices.

Mielke made a motion to approve the recommended changes to the Fines and Fees, Library Cards, and Collection Development policies as presented. Rapheal seconded the motion, which was approved by unanimous vote.

FRIENDS OF THE LIBRARY OVERVIEW:

Postponed to the October meeting.

HOMELESS & LIFE SKILLS PROGRAM UPDATES:

Postponed to the October meeting.

PROTESTED MATERIALS OVERVIEW:

The Protested Materials Committee provides the chief avenue to assess and resolve complaints about Library materials. If staff cannot informally satisfy a patron who has concerns about specific materials owned by the Library, the person is invited to fill out a Request for Reconsideration Form, outlining specific complaints.

The Reconsideration form goes to the Protested Materials Committee, an ad hoc committee of librarians, which reviews the work in question and prepares a written report for the Library Director. The written report contains a recommendation as to whether the Library should remove, reclassify or retain the work. If the Director concurs with the Committee’s recommendation, a copy of the report is sent to the patron. The patron then has the right to appeal the Library’s decision to the Library Board, or even in rare cases, beyond that level to the Ramsey County Board of Commissioners.

The Committee regards the reports as an educational opportunity to explain the Library’s philosophy of inclusion and breadth of collection, and strives to personalize the message of service. No individual item in the collection will satisfy every Library patron, but each Library patron is entitled to staff respect and advice when it comes to choosing materials that conform to his or her tastes and values.

Woodward reported that the Library received complaints against three books for young readers: ***At Home in a New Land*** by Joan Sandin; Marvel ***Avengers; the Ultimate Character Guide*** by Alan Cowsill; and a YA Graphic Novel entitled ***The Dissolving Classroom*** by Junji Ito. In all cases, the adults filing the complaints felt that the books in question were in some way unsuitable for children.

The committee recommended that no action be taken in the case of the first two protests and that the materials involved be retained in their present status. They emphasized the importance of an individual parent's right to guide the reading of his or her own child, and offered the complainants assistance in choosing materials compatible with their values. The committee's reports were both ultimately accepted by the patrons involved, and no protest was appealed beyond the level of the Library Director. The third protest involving ***The Dissolving Classroom*** was received within the last few weeks, and the committee is in the midst of the reconsideration process.

COMMUNICATIONS/PROGRAMMING UPDATE:

Kristi Saksvig, Deborah Carter-McCoy, Pa Na Lor, and Alicia Siefert, members of the Ramsey County Economic Growth and Community Investment (EGCI) Communications Team were present to give an overview of Library communications following the alignment with the County. Carter-McCoy leads the EGCI Communications team, which includes several Ramsey County departments. Saksvig manages Communications for the Library and the Parks & Recreation Department. Lor and Siefert are Communications Associates who support both the Library and Parks.

Saksvig noted that the alignment would provide standardization of communications across Ramsey County, and allow departments to work together more as programs overlap. The new Communications Team is in a learning curve for its first year, and should be able to build capacity as processes are streamlined.

Communications for the Library focuses on three areas: services, programming, and special events. The Library averages 82 programs per week, up from an average of 59 programs per week two years ago. Programs are promoted via the Library's newsletter, social media, and electronic bulletin boards in the libraries.

DIGITAL SERVICES UPDATE:

The Library's Automation Services department has been reorganized into an expanded Digital Services (DS) department.

Chuck Wettergren is leading DS and is joined by longtime colleagues Michael Varnado, Gene Kirschner, and Zach Tessier (PT). Other staff have been moved into DS, including Jason Lyons, a librarian who coordinates digital literacy programs, and the CTEP AmeriCorps members who support digital literacy. The Library also hired Jennifer Jackson to fill a longtime vacancy in Automation Services with a librarian responsible for adult makerspace programs.

The DS department will continue to be responsible for some functions that had been assigned to Automation Services. Staff will continue to recommend new technology initiatives and manage business line applications. With the addition of librarians and CTEPs in this department, the public service dimension of this team is being expanded. Staff will collaborate on the selection and management of digital assets and the provision of digital services to the public and staff.

This change recognizes the importance of digital services at the Library and enables us to increase collaboration among staff administering technology and staff delivering public services. This change is also inspired by the County IT consolidation process, which has begun. With consolidation, some IT functions will be assumed by County IT staff—allowing us to shift our focus.

CAPITAL PLANNING UPDATE:

The Library Board recently approved developing a capital needs plan for the library system. The Board also emphasized the urgency to make capital improvements to Maplewood Library, in particular. Based on these recommendations and consultations with Property Management, the Library Director is pursuing two separate capital planning initiatives.

One initiative underway is a Maplewood Library capital plan and project. Staff from the Library and Property Management have begun a process to identify and prioritize Maplewood Library issues and goals. A firm will be hired to produce pre-design options and cost estimates. This work will not exceed \$25,000 and will be funded by the Library's operating budget. The firm's pre-design recommendations should be complete in early 2018. The Library will then issue an RFP to select a firm to design and implement the desired project in mid-2018. Remaining Shoreview project funds will be utilized for this, though additional funds may be requested as needed.

A second initiative to come is a system-wide facility plan. The purpose of this plan is to assess and make recommendations for capital needs at other branch libraries over a six-year period. This may include reconfiguring public or staff spaces, refurbishing furniture, or other improvements to support program needs. The cost of producing a plan will exceed \$25,000, and therefore the Library will issue an RFP to select a firm. Staff is discussing options for funding this initiative.

SHOREVIEW PROJECT UPDATE:

Work continues on completing the punch list items. The building's warranty period expires one year after substantial completion, so both the County and the construction team want to make sure that all the items are taken care of prior to mid-November. The three biggest outstanding items are a flush out of the hot water system, the relocation of a water retention pond on the east end of the parking lot, and the development of a rain garden area on the west side of the building. All of these should happen in the next several weeks.

The flush out is required because there is some contamination in the glycol in the heating loops. The lines and valves will be flushed out to eliminate that contamination. It will involve going under the raised floor at a number of locations throughout the building. This work will take place over several days prior to the Library's opening.

The water retention pond has been judged too close to Shoreview's well house on the east end of the parking lot. The project architect, HGA, has redesigned the pond and general contractor A&P will relocate it further away from the well house. This work will require closing several parking spots for approximately a week. It is currently scheduled for the week of September 24. Once the date is confirmed, signs will be placed in the building warning the Library's patrons of potential inconvenience.

The work on the west side of the building was part of the original landscape/water management plan, which was, for some reason, not done during the original construction phase. It will be done at the same time as the pond work.

In addition, there are a number of additional FF&E items that are being ordered from balances in that budget. Additional DIRT panels are on order, as is the replacement for the "Swirls" artwork for the north side of the children's wall. The artwork for the south side of that wall is being finalized by the artist and the fabricator, and will be ordered shortly.

Once all the work has been completed, and all the bills have been submitted and paid, the County will be able to submit a request for disbursement of the State Library Construction Grant, which will be used to reimburse the County's General Fund.

NEW BRIGHTON BRANCH UPDATE & TOUR:Trends in the Service Area:

- The City of New Brighton is actively working on its 2040 Comprehensive Plan. They are finishing up the second phase of a three-phase process, providing an opportunity for the community to give feedback on various ideas that were generated during phase one via an online survey.
- TUV SUD, a German firm specializing in electronic-magnetic interference testing, is the newest addition to the New Brighton Exchange (at the intersection of 694 and 35W) as Ryan Companies begins work on a 37,000-square-foot building.
- The Eagle's Nest at the New Brighton Community Center (NBCC) is being replaced. Completion is expected in November of 2017.
- Plans for remodeling the NBCC to make space for the Ralph Reeder food shelf are on hold as alternate spaces for Ralph Reeder within New Brighton continue to be explored.
- Enrollment in Mounds View Public Schools is at its highest level in sixteen years and most schools are occupied beyond 100% capacity.
- 27.2% of New Brighton population are people of color and 12.4% of the population are foreign born. (Demographic statistics from City-Data)

Library Issues and Service Trends:

- Programming has remained static. This is due in part to meeting room access on weekends and in part to the historically poor attendance for adult programs.
- Statistically and anecdotally, computer use is up and is a prime reason for patron presence at the library. Printing is in high demand.
- Circulation has dropped as it has at all branches of RCL though we continue to have the highest circulation of the small branches.
- The drive-through bookdrop at New Brighton is used heavily by Shoreview and Roseville patrons.
- Two of the most unfulfilled patron expectations are faxing and study rooms.
- Tami Lee, children's librarian, regularly attends and presents library information at Bel Air and Valentine Hills evening all-school events in addition to her classroom outreach for kindergarten cards and summer reading programs. Tami presented at this year's "Booked for the Evening," an annual St. Catherine's presentation on new children's literature titles. Her knowledge of and perspectives on diversity in children's literature are increasingly sought out by members of the community.
- Read to Play partnership with the NBCC and other library passive programs drive a healthy customer engagement service model.

NEXT MEETING: October 18, 2017—RCL Maplewood, 3025 Southlawn Drive, 6:30 p.m.

LIBRARY DIRECTOR'S PERFORMANCE APPRAISAL AND SALARY REVIEW:

The Library Board went into Executive Session to discuss the 2017 performance appraisal and salary review for Library Director Jill Boldenow. Following the conclusion of the Executive Session, Mielke made a motion to award Boldenow a merit increase of 4% added to her base salary, plus a one-time 1% compensation supplement, based upon her performance evaluation and the recommendation of the Ramsey County Human Resources Department, effective as of September 12, 2017. Vanderwall seconded the motion, which was approved by unanimous vote.

ADJOURNMENT:

Following a motion by Vanderwall and a second by Rapheal, Klausing adjourned the meeting at 8:45 p.m.

Respectfully Submitted,
Mary Larson
Library Board Coordinator