

**MINUTES OF
HENNEPIN COUNTY LIBRARY BOARD MEETING
February 22, 2017**

The Hennepin County Library Board met Wednesday, February 22, 2017 at the Ridgedale Library.

Present: Adja Ann, Katherine Blauvelt, Caitlin Cahill, Chris Damsgard, Jonathan Gaw, Sandy Johnson, Jill Joseph, Kathleen Lamb, Samuel Neisen, and Jane Shanard

Hennepin

County Staff: Maria Baca, Susan Carr, Lois Lenroot-Ernt, Debbie Goettel, Maureen Hartman, Leah Hill, Casey Krolczyk, Nancy Palmer, Gail Mueller Schultz, Lois Langer Thompson, Ali Turner, and Ann Woodson-Hicks

Public: Kristi Pearson and Kai Sakstrup

CALL TO ORDER

Library Board President Chris Damsgard called the Hennepin County Library Board meeting of February, 22, 2017 to order at 4:59 p.m. and welcomed all in attendance.

APPROVAL OF AGENDA

Changes to the agenda included moving the Bylaws Committee report and action item to follow Public Comment, and move the President's Report ahead of the Library Board Dialogue.

Jill Joseph made a motion to approve the agenda; seconded by Sandy Johnson. Motion passed.

CONSENT ITEMS

Kathleen Lamb made a motion to approve the meeting minutes of January 25, 2017 and accept donations; seconded by Sandy Johnson. Motion passed.

PUBLIC COMMENT None

GREETING FROM HENNEPIN COUNTY COMMISSIONER DEBBIE GOETTEL

• **Hennepin County Commissioner Debbie Goettel, District 5**

Commissioner Goettel thanked the Library Board for welcoming her to the County Board. She serves Richfield, Bloomington, and part of Eden Prairie. Commissioner Goettel said that almost 80 people signed up to interview for the Library Board openings. She added that the large number of applicants indicates that the Library Board must be doing great things. Agendas from previous Library Board meetings point to the important work the Library is doing, including building renovations, making everyone feel welcome and working with the community at large. Commissioner Goettel also talked about the significant work taking place in our libraries and through programs for students in the communities that she serves. She thanked the Library Board and HCL staff for all their hard work.

Chris Damsgard thanked the Commissioner for attending and offered an invitation to the Commissioner to return later this year.

COMMITTEE REPORTS

• **Bylaws Committee Report: Kathleen Lamb, Committee Chair**

- The Committee Members are Kathleen Lamb, Jill Joseph, and Jane Shanard.
- Proposed revisions are included in today's packet and are identical to what the board reviewed at the last meeting. The committee moves for approval of this revised set of bylaws. Jill Joseph seconded the motion.
- Kathleen Lamb offered special thanks to Committee Members Jane Shanard, Jill Joseph, and especially to Budget and Finance Division Manager Nancy Palmer for her stewardship in moving the Bylaw changes through the committee.
- Motion on the floor to pass the Bylaws with these changes. Motion passed.

PRESIDENT'S REPORT

• **Friends of HCL Update (FHCL) – Kristi Pearson, Executive Director and Kai Sakstrup, FHCL President**

- Financial Results
 - FHCL donated \$921,308 to the Library, amounting to over \$200,000 above the original commitment of \$870,000.
 - FHCL is working with Library Director Thompson and library staff to determine where the additional funds should be directed.
- Donor Highlights
 - 1,800 new donors were added with 300 donors giving \$500 or more.

- 1,600 donors gave more in 2016 than in 2015.
- A one-million-dollar donation will support Homework Help and Summer Learning over the next 10 years.
- Engaging the Community
 - 500 guests including Senator Klobuchar, Commissioner McLaughlin, Library Director Thompson, architect Cesar Pelli, author Marlon James and soprano Maria Jette came together for a magical library celebration in honor of Minneapolis Central Library's 10th Anniversary.
 - Pen Pals 20th season kicked off in September with nearly sold-out lectures for all 5 authors.
- Strategic Plan
 - In October, the FHCL Board developed and approved a strategic plan which provides the framework for FHCL's operating plan. FHCL will use four key goals as the framework to lay out our operating plan for the coming year.

Goal #1: Increase Awareness of Hennepin County Library programs and services

Goal #2: Grow Appreciation of HCL as the institution offering free and open access to resources, programing and support in all communities across the county

Goal #3: Increase Financial Resources to support Hennepin County Library

Goal #4: Invest in FHCL Internal Structure for maximum external impact

• **Questions/Comments:**

- Library Board members inquired about how local Friends work with FHCL; whether new donors joined FHCL following the Minneapolis Central 10th Anniversary celebration; the possibility of creating Library materials to sell as fundraisers at the City of Minneapolis' Visitor Information Center; the percentages of corporate and individual donors to FHCL; administrative costs for FHCL; and what type of support the Library Board can provide to help FHCL achieve their strategic plan goals.

• **Appointment of the nominating committee**

- Chris Damsgard appointed the following Board members to the nominating committee: Adja Ann, Chair, Sam Neisen, and Jonathan Gaw. Kathleen Lamb made a motion to approve this nomination; seconded by Jill Joseph. Motion passed.

• **Announcements**

- Please inform Chris Damsgard and Lois Langer Thompson if you are planning to attend ALA or any other conference.
- Jill Joseph announced that she will be completing her nine years on the board, but will attend the ALA conference because of her ALA committee appointments.
- Chris Damsgard thanked the board members who will not be returning to the board after this meeting for their service.

LIBRARY BOARD DIALOGUE

• **Collection: Suggestion for Purchase, Susan Carr, Senior Librarian**

- One of Susan's responsibilities is to respond to the 300-500 weekly requests from patrons for collection materials. Susan explained the patron suggestion process and how the library responds to those suggestions.
- Over the past year Collection Services has been evaluating BiblioCommons' *Suggest for Purchase* product. BiblioCommons currently provides HCL's library catalog and website services. *Suggest for Purchase* provides a link to the suggestion form from multiple points in their library account. This product ensures that patrons will always receive a response regarding their suggestion. Either an automated response or a specific staff reply can be created. Only library patrons will be able to use this feature. There is another feature for authors.

• **Comments/Questions:**

- Board members expressed concern about the staff time required to respond to patron suggestions. Susan said that learning the new system may require more staff time, but once staff are familiar with *Suggest for Purchase* the time required to send responses should decrease. Work flow studies have been part of the decision-making process. Library Director Thompson clarified that the number of requests requiring responses is reduced when an item is already on order or if there are repeat requests.
- A Board Member posed the question about the response time expected from staff. Susan said that an automated response on the form would say that the patron should expect a response in a specified period of time. An example might be: "Please allow 72 hours for a response."
- When asked whether the requests are for new or old publications, Susan said it varies, but most of the requests are for new materials. However, when a decline notice is sent, the patron is given a link to other library systems that may have the item.

- Other Board Member comments included the advantages of patron notification so patrons could see if the library ordered the item or the reason why the item is not being purchased and how the appearance of the pop-up form would compromise system response time
- Responding to a question about the project's timeline, Susan said that HCL is in negotiations with the vendor.

DIRECTOR'S REPORT

• Ann Woodson-Hicks, Senior Administrative Manager for Library Facilities and Procurement: Overview of Library Facilities

- Ann joined Hennepin County Library as a project manager in 2011 and has completed 18 projects. The Library Facilities and Procurement Division consists of 12 staff who assist all Library Divisions.
 - Nine staff support library operations including Facility Maintenance Engineers, Mechanics, and Stock Clerks. Their work includes: maintaining and repairing 27 automated materials handling machines (400+ requests annually); managing the contract delivery of materials to the 41 libraries (4,000 bins of books per week and approximately 8 million items per year); delivering Outreach materials to 60 locations (on 3-month rotation); processing 20,000 pieces of mail annually; supporting event management at Minneapolis Central (600+ events annually); and responding to approximately 800 furniture and equipment work requests annually.
 - Two project managers and Ann on building projects. They work extensively with Hennepin County Facility Services department, along with architectural consultants selected for each project to share the Library's information with them. Each library project entails: understanding library space and programming needs; identifying library trends, patron usage and traffic patterns; evaluating collection size and layout, computer and equipment requirements and operational needs for the building; and collaborating with all library divisions on staff and community engagement, space needs, collection planning, opening events, social media coverage, and operational and IT needs.
- Ann shared the project timeline for the next four years and outlined what Library Facilities are currently working on:
 - The 2017/2018 renovations for Edina, Ridgedale, Eden Prairie, Hosmer, Oxboro, & Southeast Libraries; reviewing the office supply program to determine if the current process meets the needs of staff in libraries and is financially sustainable; improving the community engagement process for renovations; adding a new automated materials handling machine at the Edina library; and replacing the ultra-sort machine at Ridgedale.

• Questions/Comments:

- Board Member questions included how collections are moved and stored during a renovation. Ann replied that Operations staff move the collection. Collections are typically stored at the Eden Prairie Library's annex space. However, Ridgedale's large collection will be stored at the old Brooklyn Park Library. The collection will be available for requests during Ridgedale's remodeling.
- The Rogers Library's roof replacement project and its impact on the library closure was another question. Ann said that Rogers was closed about a year ago to remodel the interior spaces. The future closure simply addresses the roof replacement.
- How are staff impacted by renovation projects?
 - Staff are temporarily assigned to nearby libraries. Staff are asked to rank their first, second, and third choice and most receive their first choice. The reassignments have worked out to be a good staff engagement process. Moving to other libraries, whether big or small, gives staff the opportunity to see other buildings and how they work.
- Other questions included: what is the funding source for library renovations and replacements – projects are funded through the capital budget; and what are the plans for the Franklin Library - it is too early to know at this time.
- Webber Park Library will be opening Thursday, May 18th, 5:00 pm. Former Board Members will be invited to the event.

Overview of Library Legislative Day, Lois Lenroot-Ernt

- About 50-60 library advocates attended this morning's legislative briefing
- Jonathan Gaw, Kristi Pearson, Jody Wurl, Jessie Sawyer, Tonya DePriest, Karen Westwood and myself represented Hennepin County Library in meetings with legislative leaders.
- Staff delivered almost 50 informational packets to legislative leaders with whom they were not able to meet.
- Lois Langer Thompson noted two Minnesota Library Association platform items: Continued Legacy Funding and Regional Library Basic Systems Support (RLBSS) Funding were also addressed.

Library, County, and Community Updates, Library Director Lois Langer Thompson

• Library and Community Updates

- Library Updates: Online engagement forms being sent to staff and being used by all departments; Citizen Advisory Board interviews are completed – no date has been set for the appointments; Board Members are invited to attend the fourth Southdale site planning meeting; A celebration for the refreshed St. Anthony Library was held February 11; Lee Child, bestselling author of the Jack Reacher series, was featured at Pen Pals on February 16 and 17; Johannah Genett attended the MELSA meeting where updating the E-rate was discussed; Toured the Brooklyn Park Library with Bibliotheca to discuss service options when Ridgedale closes for remodeling.
- Community updates: Hennepin-University Partnership (HUP) announced a new service relating to mapping transit times which could include libraries; Youth Coordinating Board – issued a joint statement about the President's executive order and included a resource list that highlighted HCL resources; Attended a County Board and Hennepin County School Superintendents meeting about ConnectED and potential partnerships including collaborative purchasing; North Hennepin Community College is considering development of its property adjacent to the new Brooklyn Park Library. HCL Staff are attending a meeting tonight to give input; The Cedar Riverside Opportunity Center grand opening will be Sunday, March 12 at 2:00 pm at 515 15th Avenue S, Minneapolis

• Diversity and Inclusion

- Members of the Leaders of Color Mentoring Program, Hennepin County Diversity and Inclusion Council, Public Library Association's Equity, Diversity and Inclusion Task Force; Invited to the Urban Libraries Council diversity group meeting in March; All are welcome posters and pins were distributed to staff and system libraries; Discussed revising the Library of Congress subject heading, "Illegal aliens"

• Board Briefing

- The date is not set for the Hennepin County Board briefing. The focus will be on the capital plan.

• Katherine Blauvelt attended a Friends of HCL meeting (FHCL)

- Thanked FHCL for all of their work and is looking forward to being a supporter of the Friends as a Library Board representative.

UNFINISHED BUSINESS None

NEW BUSINESS

- Jane Shanard acknowledged that this may be her last Board meeting and thanked the Board for the journey. She said, "It has been a joy in her life and a great experience."
- Samuel Neisen reported that the Webber Park Public Art Selection Committee selected two pieces. Announcement of the winners will be made soon. The art will be installed before the May 18th Webber Park Grand Opening.

ADJOURN

There being no further business, Chris Damsgard made a motion to adjourn the Library Board meeting at 6:23pm; seconded by Jill Joseph. Motion passed. The next Library Board meeting is Wednesday, March 22, 2017, 5 p.m. at Minneapolis Central Library, 300 Nicollet Mall, Minneapolis, MN 55401.

Sandy Johnson, Secretary