

**MINUTES OF
HENNEPIN COUNTY LIBRARY BOARD MEETING
September 28, 2016**

The Hennepin County Library Board met Wednesday, September 28, 2016 at Minneapolis Central Library.

Present: Adja Ann, Caitlin Cahill, Chris Damsgard, Barb Fenton, Jonathan Gaw, Sandy Johnson, Jill Joseph, Kathleen Lamb, and Jane Shanard.
Hennepin Helen Burke, Erin Cavell, Gregory Gidden, Maureen Hartman, Commissioner Randy Johnson, Amy Kennedy Fosseen, Johannah Genett,
County Staff: Lois Lenroot-Ernt, Barb McKenzie, Janet Mills, Shira Naharit, Nancy Palmer, Tonya Palmer, Susan Rose, Laurie Schuelein, Andrea Stelljes, Lois Langer Thompson, Ali Turner, Jody Wurl, Marilyn Zastrow, and Sara Zettervall.
Public: None

CALL TO ORDER

Library Board President Chris Damsgard called the Hennepin County Library Board meeting of September 28, 2016 to order at 5:05 p.m. and welcomed all in attendance.

APPROVAL OF AGENDA

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

CONSENT ITEMS

Caitlin Cahill made a motion to approve the meeting minutes of August 24, 2016 and accept donations, and the Lending and Patron Services policies; seconded by Sandy Johnson. Motion passed.

PUBLIC COMMENT None

LIBRARY HIGHLIGHT

• Commendation for County Board Commissioner Randy Johnson

Commissioner Randy Johnson was elected to the Hennepin County Board in 1978 representing District Five and has served the residents of Bloomington, Richfield and southern Eden Prairie with integrity and distinction as their representative on the Hennepin County Board for 38 years.

On January 2, 1979, when Randy Johnson was sworn in as a commissioner for the County Board, *The Invasion of the Body Snatchers* was one of the most viewed movies while *Chesapeake* by James A. Michener was one of the best-selling books. Number one song in 1979 was *Too Much Heaven* by the Bee Gees and number two was *YMCA* by the Village People.

In December of 1993, HCL for the first time since 1968, granted amnesty to borrowers for overdue materials. County Commissioner Randy Johnson returned a few items he had kept too long, all except a six-cassette set titled, *How to Have a Power Memory*, he decided he needed to renew that.

Hennepin County Commissioner Randy Johnson was instrumental in keeping the new Eden Prairie Library project moving when it could have dropped off the county's priority list many times. He had the vision to add a dome to an ordinary grocery store for the expansive open concept library completed in 2004. Randy said, "Basically, the current library is much, much too small, and we expect continued growth and use." The old library was 15,000 square feet and the new library is 40,000 square feet.

The County Board created a city-county joint committee to explore the future of libraries in Hennepin County. As chair of the board, Commissioner Randy Johnson guided the complex merger of the Minneapolis Public Library with Hennepin County Library as of January 1, 2008. By working out the details with the county's expertise, Randy said, "Not only will all Hennepin residents have access to the extraordinary collections of the Minneapolis Public Library, but Minneapolis residents will enjoy the additional resources of the award-winning suburban libraries. The merger provides residents of Hennepin County with the opportunity to enjoy the benefits and resources of two premier library systems united into one seamless system,"

The Hennepin County Library Board, on behalf of Hennepin County citizens, thanks Commissioner Randy Johnson for a job well done and extends its best wishes to Commissioner Johnson and his family for success in all future endeavors.

Commissioner Randy Johnson responded that he is proud that the County Board has been a strong supporter of HCL for many years, especially during the merger. The County Board has been willing to support resources for HCL even during difficult economic times and he hopes that continues. He pledged to continue being a strong supporter of HCL as a retired Hennepin County Commissioner. He thanked the Library Board for their help, advice, and counsel and the great work of the Library Board and HCL staff.

- **Service Priorities Team: Erin Cavell, Gregory Gidden, Amy Kennedy Fosseen, Jody Wurl, and Sara Zettervall**

In 2014, the Library began the Library Services Strategy – Services. The strategy led to action plans to support three service priorities – Reach Out and Partner, Spark Learning and Discover and Use Technology.

 - In 2016 “seed grants” were made available to libraries to explore projects to support the priorities. The Service Priorities Team selected the projects to fund and provided ongoing peer coaching. Three projects are highlighted.
 - Minneapolis Central - *Entrepreneur Expo: Essentials for Small Business Growth*: Erin Cavell
 - The event included networking with entrepreneurs and business development organizations, learning from a panel with five local entrepreneurs who shared startup success stories and a choice of twelve workshops in four core tracks: marketing, finance, business operations, and business for artists.
 - One goal for the event was reaching underserved portions of the business community. The event had 13 exhibitors and about 180 attendees. Sixty percent were women and 33 percent were people of color.
 - Survey responses: 65 percent very satisfied and 35 percent satisfied.
 - Going forward we will build on relationships developed and build stronger promotional networks.
 - Nokomis - *Outreach to Upper Post Veterans Community*: Sara Zettervall
 - Nokomis Library is the closest branch to Fort Snelling and partnered with CommonBond Upper Post Veterans Community to bring materials and services to the residents of this community.
 - Staff provided an on-site collection of books, magazines, CDs, and DVDs for the Upper Post Veterans Community donated by the Friends of Nokomis Library. Staff visit monthly to replenish materials, take requests from residents and provide programming for the residents.
 - The relationships that staff are building support residents in understanding library resources and knowing that the community supports them.
 - Use of the collection does not require a library card and residents can keep the books for as long as needed.
 - St. Louis Park - *Dialogues in the Park*: Gregory Gidden
 - St. Louis Park Library staff considered how to leverage the interest and energy around politics to create programming of sustained value for the community – specifically, how the library could promote civic engagement that might last beyond the current election cycle.
 - Staff proposed a program of four issue forums to offer the community a place to deliberate issues important to them and to begin conversations about how to address them, to engage members of the community in a new way and encourage them to use the library, to reinforce the idea that the library can serve as a community resource and space for public discourse and civic engagement.
 - *Dialogues in the Park* used materials and a model of deliberative dialogue developed by the National Issues Forums Institute and over a dozen HCL staff attended the training prior to offering the program to the community. Community members participated in complex, guided conversations and looked at different ways of thinking about a problem; exchanging views with others; weighing benefits and trade-offs of different approaches; and listening/reconsidering in a safe environment. Patrons have requested follow-up programs.
 - Deliberate dialogues is a practice staff plan to improve over time by bringing a greater diversity of views and perspectives and exploring formats that are accessible and authentic to the community.
 - Summary: Amy Kennedy Fosseen
 - Staff members are passionate about the programs they have chosen and it shows through their work and action plans. For staff, the process has resulted in further development of leadership skills, using continuous improvement and feeling more engaged.
 - Library Board feedback:
 - Jill Joseph was inspired by all three programs with the opportunities provided to patrons. Dialogues with patrons was not the traditional way to look at material to take out, and a way to get to know your patrons better and other ways to better serve them. It’s a marvelous community building technique.
 - Barb Fenton liked that this is staff led and shows the strength and creativity of staff the Library is lucky to have. Each project is a different format, serving different communities with remarkable civic engagement.
 - Jonathan Gaw suggested exploring which projects could be replicated in other libraries. Each project had something unique to the location and it may be beneficial to adapt the projects for other locations.

- Caitlin Cahill said that she was disappointed she missed the Entrepreneur Expo. She receives most of her Library information from opt-in social media options. She asked if the Library can target communication to specific interests. Library Director Thompson responded that the Library is working on that.
- Sandy Johnson was impressed with the varied demographics that were reached by the Library for the Expo. Erin responded that they worked with their planning partners to reach specific audiences.
- Library Director Thompson added that funding to sustain these projects in 2017 will be provided by Friends of HCL and local friends groups.

PRESIDENT'S REPORT

• Announcements

- The next meeting for the Executive Committee is scheduled for Monday, October 10, 4:30 p.m. in Conference Room 172 at Ridgedale. This meeting will be moved to October 26 following the full board meeting.

DIRECTOR'S REPORT

• Operating and Capital Budget Update

- County Administrator Proposed 2017 operating and capital budget presentation was included in the packet.
- County Board briefing on Library 2017 operating and capital budget
 - Presented 2017 proposed HCL budget (handout) to the County Board on September 26. Jill Joseph and Jane Shanard attended. The Board asked about the sustainability of the budget, the details of FHCL funding, and community-based library service. HCL will follow up with the County Board.
 - Capital Budgeting Task Force/Capital Presentation on Thursday, October 20, 9 a.m.
 - County Board approves 2017 budget and levy on Tuesday, December 13, 1:30 p.m. HCL might see some changes in add backs, collection, and community-based library service in the budget.

• Library, County and Community Updates

- Helped kick off the 20th season of Pen Pals with author Anna Quindlen. A [video highlighting the twenty years](#) was shown and the opening series was dedicated to Ann Cole whose spouse Jack Cole had the original idea to bring an author series to Hennepin County.
- Attended Lincoln Playground grand opening at Penn Ave in North Minneapolis. Sumner Library staff worked alongside the community to build an outdoor community room, playground, reading lounge, and space for the community.
- Attended Entrepreneur Expo: Essentials for Small Business Growth at Minneapolis Central.
- Ridgedale Library board action request passed for the upcoming renovations and it will close in the spring.
- Attended North Regional Library meeting regarding staffing and security with Commissioner Higgins, Minneapolis City Council President Barbara Johnson, Council member Blong Yang, Library Board members Katherine Blauvelt, Jonathan Gaw, Kathleen Lamb, Samuel Neisen, Facility Services Director Mike Sable, Library Services Division Manager Janet Mills and staff from North Regional Library. The conversation focused on the value of the library to the community and how we can partner more fully.
- Urban Libraries Council (ULC): background and upcoming conference
 - Chris Damsgard, Maureen Hartman and Library Director Thompson will be attending the 2016 ULC Annual Forum that will focus outcomes and impacts for our communities.
 - ULC serves urban libraries providing research on best practices and continuing education for library leaders.
- Attended MELSA Joint Trustee/Advisory Board meeting and separate Advisory Board meeting.
- Welcomed the Webber Park Library Art Selection Committee. Samuel Neisen is representing the Library Board.
- Diversity & Inclusion (D&I)
 - Tonya Palmer, Hennepin County D&I Manager presented an overview of the county's direction and leadership for Diversity and Inclusion. The D&I Division vision statement envisions a diverse, inclusive workplace where everyone is engaged, valued, and treated fairly.
 - D&I is one of the core values for Hennepin County. Minnesota has a labor pool that continues to diversify and in order to further prepare, Hennepin County is engaging management and leadership teams in training.
 - Library Director Thompson added that the county offered conversations last summer and they will be offered to Library staff and the Library's Race: 101 and 102 sessions will now be offered with the county.

- Sandy Johnson asked about evaluation to track outcomes; retention, grievances, and promotional opportunities. Tonya Palmer responded that the county just started to track this information.
- Adja Ann asked what is being done differently to get a diversified workforce. Tonya Palmer replied that there are several pathways programs to expand opportunities to more people and job classes are reviewed to ensure a diverse candidate pool.
- Maureen Hartman, Division Manager for Library Strategic Services gave an overview of the R. Colbert Consulting firm that will support HCL in building a shared vision and developing a three-year action plan. HCL has scoped the work as a planning process that uses their expertise to facilitate and bring the Library together as follows:
 - Facilitate a process to develop a shared definition and understanding of the differences between the words diversity, inclusion and equity and what they mean to HCL.
 - Conduct an environmental scan of HCL's current environment. There will be discussion groups, interviews and surveys for Library Board members, staff, county stakeholders, patrons and partners.
 - Facilitate the development of a three-year plan. Given the definitions and data gathered, HCL will determine where to target resources.
- Outcomes: Together, we will develop outcomes for staff and our communities that we collectively agree to and then commit to work towards achieving.
- Library Director Thompson said that the Library Board will be updated on the process monthly.
- Barb Fenton suggested that the environmental scan reach beyond HCL to include other library systems.
- **Strategic Plan 2011-2025 innovation indicators update: Maureen Hartman**
 - HCL is developing initial indicators to demonstrate outcomes for the newly reframed Strategic Plan.
 - An environment of creativity and innovation has been defined in three ways: 1) the project leveraged the skills of a variety of job classes in the implementation with a team approach; 2) the project included collaboration with communities, patrons or other staff and 3) included a new way to deliver services.
 - The strategy map is a work in progress with metrics: 93% of these plans leveraged the skills of a variety of team members of various job classes; 76% of the plans identified a new way to deliver services; 61% included collaboration with communities, patrons or other staff.
 - Library Board feedback:
 - The seed grant projects were great opportunity for staff creativity.
 - Consider extending the grants out to the community to bring ideas forward.
 - Build the ability to replicate projects at other libraries into the proposals.

COMMITTEE REPORTS

• **Bylaws Committee Report: Kathleen Lamb**

Kathleen Lamb requested Library Board members review the current bylaws and email any comments to Marilyn Zastrow. Kathleen reported the committee will review the feedback when they meet on Wednesday, November 2, 4 p.m. at Ridgedale.

UNFINISHED BUSINESS None

NEW BUSINESS

• **Friends of Wayzata Library Bonnie Huntley art reception: Jane Shanard**

Jane Shanard reported on the reception for Bonnie Huntley's art donation and shared an article from the Sun Sailor.

Jane reminded the Library Board about the Minneapolis Central Library Tenth Anniversary event sponsored by Friends of HCL that will include a presentation from world-renowned architect of Minneapolis Central Library, César Pelli.

ADJOURN

There being no further business, Jill Joseph made a motion to adjourn the Library Board meeting at 6:40 p.m.; seconded by Chris Damsgard. Motion passed. The next Library Board meeting is Wednesday, October 26, 2016, 5 p.m. at Ridgedale Library, 12601 Ridgedale Drive, Minnetonka.