

HENNEPIN COUNTY

LIBRARY BOARD

THE PUBLIC IS WELCOME AT ALL LIBRARY BOARD MEETINGS

March 22, 2017, 5-6:30 p.m.

Minneapolis Central Library | Doty Board Room | 300 Nicollet Mall | Minneapolis, MN 55401

Library Board Agenda

1. CALL TO ORDER
 2. APPROVAL OF AGENDA*
 3. CONSENT*
 - Approval of Minutes of February 22, 2017
 - Acceptance of Donations
 4. PUBLIC COMMENT
 5. COUNTY COMMISSIONER UPDATE
 - Commissioner Linda Higgins
 6. DIRECTOR'S REPORT
 - Ignite Presentation – Anna Sheppard
 7. PRESIDENT'S REPORT
 - Announcements
 - Library Board Fee and Fine Policy Discussion – Lois Lenroot-Ernt
 8. COMMITTEE REPORTS
 - Nominating Committee – Adja Ann
 9. UNFINISHED BUSINESS
 10. NEW BUSINESS
 11. ADJOURN
- * Library Board action items*

The next monthly meeting of the Hennepin County Library Board is Wednesday, April 26, 2017, 5 p.m. at Ridgedale Library, Robert H. Rohlf Room, 12601 Ridgedale Dr., Minnetonka.

Library Board

Adja Ann | Katherine Blauvelt | Caitlin Cahill, Vice President | Chris Damsgard, President | Barbara Fenton
Jonathan Gaw | Sandy Johnson, Secretary | Jill Joseph | Kathleen Lamb | Samuel Neisen | Jane Shanard

Library Director

Lois Langer Thompson



**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

HENNEPIN COUNTY LIBRARY

Hennepin County Library funding recently received from the Friends of the Hennepin County Library

Friends of Hennepin County Library Support - \$84,164.45

Local Friends of Hennepin County Libraries Support - \$7,047.22

- \$2,500 for Maple Grove Library: funded by Friends of Maple Grove Library
- \$1,575 for Minnetonka Library: funded by Friends of Minnetonka Library
- \$765 for Roosevelt Library: funded by Friends of Roosevelt Library
- \$600 for North Regional Library: funded by Friends of North Regional Library
- \$538 for St. Anthony Library: funded by Friends of St. Anthony Library
- \$500 for Penn Lake Library: funded by Friends of Penn Lake Library
- \$299.22 for Edina Library: funded by Friends of Edina Library
- \$150 for Franklin Library: funded by Friends of Franklin Library
- \$120 for Southdale Library: funded by Friends of Southdale Library

Grand Total = \$91,211.67

Prepared by Linda Merritt
Friends of the Hennepin County Library
March 9, 2017



HENNEPIN COUNTY

LIBRARY

Library Board Policy Review **March 2017 Board Meeting**

Two Library Board policies are scheduled for review in 2017: *Fee and Fine Policy* and *Patron Use of Library Spaces*. The *Fee and Fine Policy* update is the most time-sensitive due to Hennepin County's budget cycle. Changes to fees and fines must be submitted in June as part of Library's 2018 budget.

In light of this timeframe, we are asking that the Board act as a Committee of the Whole to consider a light review of the *Fee and Fine Policy*. At the March Board meeting, staff will engage the full Board in a discussion of this policy. Board Members' comments will be used to prepare a revised policy for a first reading at the April Library Board meeting. A second reading and motion to approve will be proposed at the May meeting, giving time to Library Administration to prepare the budget and ensure that Library Board policies continue to support the mission, vision and strategic goals of the Library.

It is important to note that the *Fee and Fine Policy* can be reviewed at any time before its three-year renewal date as staff develop procedures relating to automated renewal of materials or other actions that may impact this policy.

Please review the *Fee and Fine Policy* and consider the questions below before the meeting on March 22. Your familiarity with the policy will help our discussion. The questions pertain to the following sections of the policy: *Principles, Scope and Application, Roles and Responsibilities*.

- 1) Is anything unclear or confusing?
- 2) Is anything missing or left out?
- 3) Is anything unnecessary?



Fee and Fine Policy

Hennepin County Library Board Policy

Purpose

This policy states the principles upon which fees and fines are established; advises the acceptable scope of library fees and fines; describes the roles and responsibilities for establishing and administering fees and fines.

Principles

Our overarching value is access to and stewardship of library resources:

- Hennepin County Library serves the community as a whole and strives to make its limited collection and services freely accessible to all.
- Patrons are responsible for the materials they borrow. When materials are returned late or are lost, they are no longer available for others.
- The library is a publicly funded institution and will establish fees and fines only after a public hearing.

Scope and Application

Fines for overdue material are charged as an incentive for patrons to return materials on time. Patrons are responsible for the library materials checked out on their cards and are expected to return materials in a timely manner. All patrons are subject to overdue fines.

The Library Director may authorize some library programs or services (e.g. Outreach Services) to be exempt from overdue fines.

Fees may be established to help defray the costs associated with long overdue or lost material and support the provision of supplemental services (e.g. photocopying and room set-up services).

Circumstances may warrant staff to waive a patron's fees and fines. Library staff will apply fee and fine waivers fairly and equitably according to established practices.

Roles and Responsibilities

The Hennepin County Board of Commissioners bears the authority to establish library fees and fines.

The Library Director, as a part of the annual budget process, briefs the Library Board regarding any proposed fee and fine changes and advances to the Hennepin County Board of Commissioners for approval.

The Library Services Division Manager (or designee) posts a library administrative policy that:

- Establishes practices to collect and waive library fees and fines
- Defines expectations for the timely resolution of disputes
- Determines the necessary level of financial oversight and review

Authorized fees and fines are posted on the public homepage. Library staff collect fees and fines, resolve disputes in a timely way, and work with patrons to restore borrowing and library use privileges.

Associated Policies and Laws

- Hennepin County Library Administrative Policy. [Collecting Fees and Fines for Library Material](#)
- Hennepin County Library Administrative Policy. [Fee and Fine Schedule](#)
- Hennepin County Library Administrative Policy. [Lending Rules](#)
- Hennepin County Library Administrative Policy. Library Materials: Staff Use
- Minnesota Statute 134.14. [Public Libraries; Multicounty, Multitype Libraries. Title to Property; Free Use](#)
- Minnesota Statute 383B.118. [Hennepin County. Fees](#)
- Minnesota Statute 609.541. [Protection of Library Property](#)

Process

This policy is reviewed by the Library Director (or designee) every three years or more frequently as needed. Recommendations are advanced to the Library Board Program/Policy Committee who reviews, revises as necessary, endorses, and advances to the full Library Board for approval.

Policy History

Next Review Date: 01/2017

Last Reviewed/Revised Date: 06/25/2014

Date Adopted: 10/22/2008

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Policy History

Next Review Date: ~~01/2017~~ 1/2021

Last Reviewed/Revised Date: ~~06/25/2014~~ TBD

Date Adopted: 10/22/2008

HENNEPIN COUNTY

LIBRARY

Upcoming 2017 Library Events as of March 15, 2017

Meeting dates/times/locations are subject to change - please verify with staff contact.

Purpose	Day	Date	Time	Location	Note/Staff Contact
Southdale Library Planning Meeting	Thursday	Mar 23	6:00-8:00 p.m.	Southdale Library Meeting Room 7001 York Avenue South Edina, MN 55435	Lois Langer Thompson 612-543-8541
Library Board Meeting	Wednesday	Apr 26	5:00-6:30 p.m.	Ridgedale Library Robert H. Rohlf Room 12601 Ridgedale Drive Minnetonka 55305	Lois Langer Thompson 612-543-8541
Webber Park Library Grand Opening	Thursday	May 18	5:00 p.m.	Webber Park Library 4440 Humboldt Ave. N. Minneapolis, MN 55412	Lois Langer Thompson 612-543-8541
Library Board Meeting	Wednesday	May 24	5:00-6:30 p.m.	Minneapolis Central Library Doty Board Room 300 Nicollet Mall Minneapolis, MN 55401	Lois Langer Thompson 612-543-8541





**Library
Board
Timesheet**

Name: _____

Month: Mar. 2017

Return to Library Director's Office by the 5th of the month.

Date	Per Diem *Limit 2 per month (See reverse to determine meetings that qualify that qualify for per diem payment.)	Hours
Date	Other Meetings/Teams/Events/and Volunteer Events	Hours

Total:

Library Board Policy

Library Board Per Diem and Expense Policy

The Library Library Board Per Diem and Expense Policy states the following regarding per diem payments:

Per Diem Payments

Pursuant to Minnesota Statute 383B.243 which states:

Members of the Library Board shall be allowed a per diem not to exceed \$50 for meetings relating to advice and recommendations concerning the library program. Each member may also be reimbursed for actual and necessary expenses incurred as a result of the meeting. Payment for meetings of the Library Board shall be authorized in an amount not to exceed two meetings monthly.

Per Diem payments may be claimed by Library Board members for the following meetings:

- Regular monthly Library Board meetings
- Special Library Board meetings
- Committee meetings
- Any meetings which Library Board members are requested to attend as official representatives

Library Board members will submit the "Library Board Timesheet" by the 5th of each month to the Library Director's Office .

Approved October 24, 2012.