

# HENNEPIN COUNTY

## LIBRARY BOARD

THE PUBLIC IS WELCOME AT ALL LIBRARY BOARD MEETINGS

# October 21, 2020, 5:30-7:30 p.m.

## Virtual Board Meeting

# Library Board Agenda

## EXECUTIVE COMMITTEE

1. WELCOME AND CALL TO ORDER



2. APPROVAL OF Aug 12 & Oct 21 AGENDA\*



3. APPROVAL OF June 3 & Aug 12, 2020, MEETING SUMMARY\*

4. VIRTUAL MEETING RULES

5. BOARD MEMBER ON-BOARDING

6. STRATEGIC PLAN

7. GOALS & INITIATIVES TO THE LIBRARY FOUNDATION

- a) County Commissioner Resolution #96-11-695 states that “the Hennepin County Library Board shall articulate and endorse major library system goals and initiatives for which significant private financial support and partnership will be necessary to ensure success, and the Library Board shall undertake a regular process for recommendation of these goals to The Library Foundation of Hennepin County (Friends of the Hennepin County Library) for consideration and development.”

### Library Board

Erin Vrieze Daniels, President | Chris Damsgard | Jonathan Gaw | Tim Dolan, Secretary | Rahfat Hussain | Adja K. Kaba  
Margy Ligon | LaBelle Nambangi | Samuel Neisen | Sheila Letscher, Vice President

### Library Director

Chad Helton



8. NEW BUSINESS



9. ADJOURN



*\* Library Board action items*

DRAFT

# HENNEPIN COUNTY

## LIBRARY BOARD




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### August 12, 2020, 5:30-7:30 p.m.

Virtual Board Meeting

# Library Board Agenda

## EXECUTIVE COMMITTEE

1. WELCOME AND CALL TO ORDER
-  2. APPROVAL OF AGENDA\*
-  3. APPROVAL OF June 3, 2020, MEETING SUMMARY\*
4. BYLAWS/CODE OF CONDUCT REVIEW cont....
5. DISCUSSION: SECURITY STAFF VS SOCIAL WORKERS IN LIBRARIES
6. BUDGET PROCESS UPDATE
7. AGENDA FOR NEXT BOARD MEETING
8. NEW BUSINESS
-  9. ADJOURN



\* *Library Board action items*

### Library Board

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Margy Ligon | LaBelle Nambangi | Samuel Neisen | Sheila Letscher, Vice President

### Interim Library Director

Janet Mills



# HENNEPIN COUNTY

## LIBRARY BOARD

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### Executive Committee

#### Meeting Summary

The Library Board Executive Committee met Wednesday, June 3, 2020, virtually via Microsoft Teams.

#### Attendees

**Present:** Sheila Letscher, Chris Damsgard, Tim Dolan and Erin Vrieze Daniels.

**Hennepin County Staff:** Janet Mills and Jeannette Lewis

#### Public:

#### Welcome and Call to Order

Chair Vrieze Daniels called the meeting to order at 5:30 p.m. and welcomed attendees.

#### Approval of agenda and meeting summary

Chair Vrieze Daniels made amendments to the agenda.

- New agenda item #4 Directors update
- New agenda item #5 2020 - 2021 Library Board Business/Dialogue/Policy Review
- New agenda item #6 Communications discussion
- New agenda item #7 June Library Board agenda
- New agenda item #8 Adjourn

Sheila Letscher made a motion to approve the amended agenda; seconded by Tim Dolan. Motion passed. Chair Vrieze Daniels appointed Adja Kaba to the Executive Committee.

Sheila Letscher made a motion to approve March 11, 2020 meeting summary; seconded by Tim Dolan. Motion passed.

#### DIRECTOR UPDATE

Janet Mills gave an update to the board on how the Library is responding to challenging times. The Equity Diversity and Inclusion (EDI) change team is working with library staff. The staff has come together specifically to talk about the murder of George Floyd, how we plan to support the community,

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Interim Library Director  
Janet Mills



and each other. East Lake and Minneapolis Central Library sustained damage as a result of the civil unrest in Minneapolis. Repairs to East Lake may take up to 6 months. The Library Innovation Reopening Team is discussing plans to reopen some library locations by June 2020. Janet highlighted services available during the pandemic and county COVID-19 policies surrounding those services.

#### 2020-2021 LIBRARY BOARD BUSINESS/DIALOGUE/POLICY REVIEW

Chair Vrieze Daniels began a discussion on the Library Board's plan for policy review. The board discussed interacting more with staff and having direct dialogue surrounding policies. Executive Committee members removed policy reviews from the committee level a couple of years ago and made it a discussion of the full board. Committee members discussed some difficulties board members and staff face in dialogue during unprecedented times. Committee members recommended holding policy reviews until early 2021 and make their focus on Bylaw review. Sheila Letscher recommended finalizing the Director Selection Process committee work. Chair Vrieze Daniels discussed committee members having a dialogue on creating a naming policy, and making recommendations as an advisory board.

#### COMMUNICATIONS DISCUSSION

Committee members discussed email communications and how they are to be received by the board. The Library Board email address will remain on the main page of the board website. Auto-reply confirmation emails will be acknowledged from the Library Board president email account.

#### JUNE LIBRARY BOARD AGENDA

The next full Library Board meeting is June 24, 2020. Agenda items include a budget update, bylaws discussion, 2020-2021 meeting schedule, eBooks, and a possible Commissioner update. Chair Vrieze Daniels recommended holding on commendations for board members Katherine Blauvelt, Chris Damsgard, and Margaret Ligon for their years of service.

#### ADJOURN

Erin Vrieze Daniels made a motion to adjourn the meeting at 6:26 p.m.; seconded by Sheila Letscher. Motion passed.

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### Executive Committee

#### Meeting Summary

The Library Board Executive Committee met Wednesday, August 12, 2020, via Microsoft Teams.

#### Attendees

**Present:** Sheila Letscher, Chris Damsgard, Tim Dolan, Jonathan Gaw and LaBelle Nambangi

**Hennepin County Staff:** Janet Mills and Jeannette Lewis

#### Public:

#### Welcome and Call to Order

Chair Sheila Letscher called the meeting to order at 5:32 p.m. and welcomed attendees.

#### Approval of Agenda and Meeting summary

The Agenda and June 3, 2020, meeting summary tabled until next Executive committee meeting on October 14, 2020.

Quorum not met. Committee members cannot vote on official business

#### BYLAWS/CODE OF CONDUCT REVIEW

Members of the committee discussed a timeline to begin reviewing Bylaws. It is important to the Board to have input from library staff on possible Bylaw amendments. Committee members agreed the review of Bylaws should be postponed until year 2021. Library staff are currently facing difficult times due to the pandemic. Allowing staff to focus on the needs of the community during this time is best.

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Interim Library Director  
Janet Mills



#### DISCUSSION: SECURITY STAFF VS SOCIAL WORKERS IN LIBRARIES

Janet Mills discussed the current status of security staff and social workers in the libraries. Security officers are present in less than half of the libraries. Security staff are trained with a customer service approach to align and adapt to the needs of patrons. We strive in the library to provide a welcoming experience.

Currently there are (2) Library staff social workers, one at the Minneapolis Central Library and one at Franklin/East Lake/Hosmer. Since COVID-19, both individuals have been working with the County, providing services to the community in response to the pandemic.

#### BUDGET PROCESS UPDATE

Janet Mills briefly discussed where we are at in the county budget process. A requested 2021 Budget has been submitted to the Hennepin County of Office Budget & Finance. A zero percent increase in property tax support has been requested in the Budget.

County Administrator David Hough will propose a county budget to the Hennepin County Board at the end of September. In December, the County Board will vote on the Budget for 2021. The next Budget and Long-Term planning committee meeting is Wednesday, August 26, 2020.

#### AGENDA FOR NEXT BOARD MEETING

Agenda item tabled.

#### NEW BUSINESS

No new business.

#### ADJOURN

Chair Sheila Letscher adjourned the meeting at 6:20 p.m.

# Strategic Plan 2011–2025

REFRAMED FOR 2016–2020

## Our Promises

Engage with our communities

Respond to our patrons

Support our staff

## Mission and Vision

Our mission is to nourish minds,  
transform lives and build community together.

We envision a Hennepin County where  
library services ensure every person  
has the opportunity and resources to  
read, graduate, engage, work and learn.



**TO FULFILL OUR MISSION AND VISION**, and live out the County's core values of customer service, continuous improvement, diversity and inclusion, employee engagement and workforce development, we make the following promises:

**TO OUR COMMUNITIES**

We promise to engage with you, building strength and health by:

Providing library services that reflect and respond to community diversity

Using research-based information when developing library services

Quickly recognizing and responding to changing communities and demographics

Deepening community engagement and collaborations

Partnering with schools, businesses and nonprofits in our communities

Creating library environments that are welcoming, safe and secure

Configuring library spaces and places to reflect new and broader purposes

**TO OUR PATRONS**

We promise to see the whole person and respond to you by:

Delivering relevant, innovative and inclusive library services

Engaging readers and learners of all ages

Developing physical and virtual library services that support patron access

Removing barriers to information and content

Building and maintaining our collections

Preserving historical collections

Soliciting and acting on patron feedback

Building confident library users

**TO OUR STAFF**

We promise to support you in meeting community and patron needs by:

Encouraging learning and development and leveraging existing expertise

Valuing diversity and inclusion

Supporting an environment of creativity and innovation

Prioritizing customer service

Embracing new technologies, programs and services

Demonstrating the value of library services to residents and other stakeholders

Optimizing funding of library services with private and public dollars

**THROUGH THESE PROMISES**, Hennepin County Library will remain a national leader of library service, innovation and excellence, and will become a library system that is community-based and patron-focused — one that holds up excellent staff as the heart of our service.

**About the Reframe**

In 2016, we reviewed our strategic plan (2011-2025) and reframed its objectives within promises to our communities, patrons and staff. We clarified and combined some objectives and removed others that were complete or obsolete. We also incorporated Hennepin County's core values, which have been guiding our work since 2013. The result is a reframed strategic plan that holds our mission and vision constant while emphasizing key stakeholders and objectives, and supporting our County Board directive to provide excellent library service to residents. We will review our strategic plan again for relevance into 2020-2025.