

**MINUTES OF
HENNEPIN COUNTY LIBRARY BOARD MEETING
October 26, 2016**

The Hennepin County Library Board met Wednesday, October 26, 2016 at Ridgedale Library.

Present: Adja Ann, Katherine Blauvelt, Caitlin Cahill, Chris Damsgard, Jonathan Gaw, Sandy Johnson, Jill Joseph, Samuel Neisen, and Jane Shanard.
Hennepin Alicia Anderson, Mary Anderson, Maureen Hartman, Samantha Jekot-Graham, Amy Kennedy Fosseen, Kelli Koob, Lois Lenroot-Ernt,
County Staff: Michele McGraw, Amy McNally, Janet Mills, John Moses, Christy Mulligan, Shira Naharit, Laurie Simenson, Andrea Stelljes, Lois Langer Thompson,
Ali Turner, Jody Wurl, and Marilyn Zastrow.
Public: Robert Colbert and Doris Rubenstein

CALL TO ORDER

Library Board President Chris Damsgard called the Hennepin County Library Board meeting of October 26, 2016 to order at 5:05 p.m. and welcomed all in attendance.

APPROVAL OF AGENDA

Chris Damsgard proposed to amend the agenda by moving the Diversity and Inclusion presentation to the President's Report. Caitlin Cahill made a motion to approve the agenda as amended; seconded by Sandy Johnson. Motion passed.

CONSENT ITEMS

Jill Joseph made a motion to approve the meeting minutes of September 28, 2016 and accept donations; seconded by Caitlin Cahill. Motion passed.

Three copies of *The Journey of a Dollar*, written by former Hennepin County Library Board member Doris Rubenstein, were donated to the Library. Doris said she donated these books to HCL with great joy and pride. One copy will go to the Augsburg Park Library, Doris' neighborhood library in Richfield.

PUBLIC COMMENT None

PRESIDENT'S REPORT

• Employee Recognition Awards

The purpose is to honor current county employees who made exceptional contributions in the workplace or community. Library Department winners include:

- Administrator's Award: Barb McKenzie and the Human Resources Workforce Development Team.
- Diversity and Inclusion in Action Award: Amy McNally and the Transgender and Gender Non-Conforming Employee Resource Group.
- Champions of Change Award: "Geo:Code-a-thon 2015". The library was represented by Michele McGraw, Patrick Orr, Lorenzo Tunesi, and Peggy Woodling.
- Champions of Change Award: User Technology Advisory Committee (UTAC). The library was represented by Tom Farrell and Lorenzo Tunesi.
- Employee Engagement Award: Hennepin County Facilitation Network. The library is represented on this network by Kelli Koob and by former HCL staff Jennifer Reichert Simpson.
- Innovation and Continuous Improvement Award: Library Change Network Planning Team - Paula Baron, Tonya DePriest, Sarah Garbis, Samantha Jekot-Graham, Chuck Knudsen, Barb McKenzie, Anna Sheppard, and Heather Wambach.
- Charles Sprafka Leading the Way Award: Mary Anderson.
- Customer Service Award: retired HCL staff JoEllen Haugo.
- Employee Engagement Award: Services Priorities Team - Alicia Anderson, Abike Eyo, Amy Kennedy Fosseen, Chuck Knudsen, Barb McKenzie, Amy McNally, Jennifer Reichert Simpson, Laurie Simenson, Andrea Stelljes, and Jody Wurl.

• Diversity and Inclusion: Maureen Hartman, Shira Naharit and Robert Colbert

- Maureen Hartman introduced Robert Colbert, R. Colbert Business Consulting, who will assist HCL with diversity and inclusion work. To cultivate a sustainable diversity strategy, his work will entail:
 - Focusing on HCL's mission and vision and how they relate to diversity and inclusion.
 - Conducting a climate assessment, addressing both the qualitative and quantitative aspects of the study.
 - Developing a consensus on the issues to be addressed.
 - Addressing the human challenges to diversity and inclusion.

- Creating action plans with management and staff.
 - Once the action plans are complete, HCL will monitor the plans, review milestones and determine what needs more work to achieve a fully inclusive organization.
 - Change is an important element in diversity and inclusion work.
 - Hurdles to diversity and inclusion are: Exclusion or intolerance; Ignorance and indifference; Dynamics of societal pressures; Resistance to change and variation.
 - Library Board members asked questions for clarification.
 - Library Director Thompson added that the County has conducted an employee survey for the last three years. It contains specific questions about diversity and how people feel welcomed that the Library will use as well.
 - Diversity and inclusion interviews and small group discussions will be conducted with selected stakeholders including the Library Board, staff and patrons.
- **Announcements**
 - Library Board President Chris Damsgard sent a letter thanking Bill and Melinda Gates Foundation for making public libraries their number one grantee for twenty years with an estimated \$1 billion investment.
 - The Executive Committee will meet immediately following this meeting.
 - **Urban Libraries Council Conference Report**
 - Library Director Thompson, Strategic Services Division Manager Maureen Hartman, and Library Board President Chris Damsgard attended the Urban Libraries Council Conference in Kansas City from October 5-7.
 - Chris said the conference theme was “Getting to the evidence” and differentiating between outcomes and impacts. Chris visited the Kansas City Library and met with the Trustees group. He recommended this conference as attendees were from libraries about the same size with similar goals.
 - Library Director Thompson also participated in discussions about inputs and outcomes, the power of stories, research around the impact of storytelling, return on investment and previewed a powerful documentary on libraries. Maureen had one of the top five tweets at the ULC Conference: “Learning is not the opposite of fun.”
 - Maureen said it was awesome that HCL could be at the table to network with other libraries our size and think about national policies and priorities for public libraries.

LIBRARY HIGHLIGHT

- **Patron Experience: Patron Services Lead Samantha Jekot-Graham**

- Samantha discussed the patron commitments from *Reinventing the Patron Experience at HCL: A Vision from Library Services*, unveiled early in 2015. The commitments are: Be friendly; Be responsive; Be accessible; Be knowledgeable; and Create inviting spaces.
 - She works with a 15-member patron experience advisory committee, representing a variety of library sizes and job classes. The committee reintroduced the patron commitments, developed a staff survey, examined customer service best practices and researched work being done in other library systems. Thank you notes, with the patron commitments printed on the back, were created so staff can recognize their colleagues for their customer service efforts. Samantha said that it’s new for them to look at customer service through a patron lens rather than a staff lens.
 - Samantha presented the *Commitments* at library and County meetings, met with individual building supervisors, developed training sessions, and shared the information at staff meetings. Each library received staff engagement tools to continue the Shared Values conversations. Evaluations were distributed after each training session to provide direction for the project’s next steps.
- Library Board members suggested that the notes be made available to patrons who would like to thank staff members. Another suggestion was to add a staff thank you form to the website. They liked that library staff are approaching customer service from the patron’s perspective.

DIRECTOR’S REPORT

- **Policy Task Force: Lois Lenroot-Ernt**

- The Library Board Task Force was formed to review Library Board policies in early 2015. They met in April and recommended that the full board have the same discussion in June.

- A Library staff team was formed to support the policy review. The group met with Hennepin County Plain Language Coordinator Brian Lieb. He said, "Connecting with your audience is the primary goal. Acknowledge that we're writing for different audiences: Library Board, County Board, public and staff. One document will not meet everyone's needs. You need to address each audience, with the format and content that meets the needs of the specific audience."
- Next steps:
 - Translate formal policies into how-to documents that follow plain language principles. Link the how-to documents with the Library Board policies. Staff who provide a particular service will create the documents.
 - Gap analysis is being conducted.
 - Define policy related terms such as: guidelines, procedures, best practices, FAQs, regulations, and policies.
 - Consider methods to evaluate the proposed changes.
 - Library Director Thompson added that the four policies to be reviewed next year will be updated using the same approach to policy revision that was employed this year.

• **Local Friends groups: Christy Mulligan**

- Christy Mulligan, coordinating librarian for Community Connections, supports community involvement in programs and services. A large part of her work involves coordination with local Friends groups.
- Local Friends groups have supported libraries for more than 60 years. They are volunteer, membership-based groups who share a mission to promote, support and enhance the work of the library. They vary in size and fundraising ability, and primarily focus financial support on their local library. Increasingly, they also donate funds to our systemwide initiatives in collaboration with the Friends of HCL.
- Christy is working closely with Library Director Thompson, Executive Team members and library staff who serve Friends contacts. Goals are to strengthen how we work with local Friends, improve communication and create meaningful ways for us to discuss change, challenges, and opportunities for the future.
- Last October, library staff, local Friends and the Friends of HCL celebrated the positive impact local Friends have on our libraries at a forum to share ideas about how we could strengthen our work together. Themes that emerged were:
 - A number of our Friends groups are going strong. They raise significant funds for their local library through book sales and are looking for ways to expand their fundraising.
 - A large number of groups face significant challenges. They are struggling to maintain or recruit new board members, book sales were becoming too resource-intensive without raising the financial support their library needs and some have ceased book sales all together, asking how they can support the library without fundraising. Some groups are on indefinite hiatus.
 - The Friends groups' varying status has impacted funding across the library system. Some libraries have significant funds to work with, while others have very little.
- The second annual meeting with Friends and Library staff was held October 1. Approximately 60 Friends board members and Library staff attended with presentations by Library Director Thompson and Friends of HCL Executive Director Kristi Pearson. Break-out discussions followed. A few of the highlights:
 - Library Director Thompson acknowledged the variation across our Friends groups.
 - We asked local Friends groups that are going strong to work closely with library staff, aligning support with local community needs and partnering with us to address disparities across our library system. By donating funds to system-wide initiatives, in collaboration with the Friends of HCL, we will make sure all of our libraries are strong and have the support they need.
 - To those groups that are struggling: we do not want to lose some of our most passionate supporters, simply because book sales are too much work or not viable. We see a future where community members can support their library in other ways – not just by fundraising.
- Up to two libraries will be invited to shift their focus from fundraising to a new Library Advisory Group model. They will support their library by:
 - Reaching into the community to identify needs and issues.
 - Representing the interests of the community at large.
 - Linking library staff with potential community partners.
 - Brainstorming and advocating for services and programs the library needs.

- Raising awareness and serving as ambassadors to the community.
- Next steps will be to:
 - Roll out the application process for Library Advisory Group pilots by the end of the year, including hosting informational meetings for staff and Friends.
 - Meet with Friends Presidents and Library staff to discuss themes, recommended next steps and survey results from the meeting. Following those discussions, specific work for 2017 will be outlined.
 - In late fall, Library Director Thompson will begin scheduling visits to all Local Friends groups, with a goal to visit every group by mid- 2018.
- The work with local Friends is what true community engagement looks like –working side by side and listening. Over the last year and a half, HCL has strengthened relationships with local Friends leaders, developed a great deal of trust, and created important space to work through change and move forward together.
- Library Board members responded that this is great work for the Library to say what they need and keep the Friends feeling that they're in the fold.
- **Library, County and Community Updates**
 - Emceed the Hosmer Library Centennial celebration on Saturday, October 15. Commissioner McLaughlin and Library Board members Adja Ann, Katherine Blauvelt, Barb Fenton, Jill Joseph, Kathleen Lamb, Jane Shanard, former board member Gary Thaden and City Council Member Elizabeth Glidden attended. Jane Shanard added that the Teen Tech Squad's Tuesday evening "chalks on the sidewalk" messages displayed ingenuity and great marketing.
 - Participated with the HC Designer Selection Committee interviews for Eden Prairie, Hosmer, Oxboro and Southeast Libraries. There were over 30 proposals to read and four half-day interviews for selection.
 - Attended Friends of HCL board meeting with Jane Shanard.
 - CBTF presented the recommended 2017 Capital Budget & 2017-2021 Capital Improvement Program to the County Board on October 20.
 - Met with Saskatoon Public Library staff from Saskatchewan, Canada who toured Brooklyn Park, Walker, and Minneapolis Central libraries with Lois Lenroot-Ernt and other HCL staff.
 - Library Communication Manager Erica Skinner accepted a position with Public Works Administration as their Line of Business Communication Coordinator.
 - Citizen Advisory Board Members-At-Large appointments will open starting mid-November. A note will be sent to the Library Board when this is posted.

COMMITTEE REPORTS

• Friends of HCL Report: Jane Shanard

Jane Shanard reminded the board to attend the Minneapolis Central Library Tenth Anniversary celebration on November 5. The Friends of HCL will be voting on their strategic plan and budget in December. At the last board meeting, the staff working with the Cedar Riverside pop-up library made a great connection with the Board, resulting in much conversation.

• Webber Park Library Art Selection Committee Report: Samuel Neisen

Samuel Neisen attended the first meeting on September 14. LSE Architects provided a site overview with three possible locations for public art. The committee discussed the art selection process and criteria for selection. They talked about community engagement and public art as a whole. The call for submission has gone out. The committee will decide on artists by February and the art is expected to be installed by spring of 2017.

UNFINISHED BUSINESS None

NEW BUSINESS None

ADJOURN

There being no further business, Jill Joseph made a motion to adjourn the Library Board meeting at 6:30 p.m.; seconded by Adja Ann. Motion passed. The next Library Board meeting is Wednesday, November 30, 2016, 5 p.m. at Minneapolis Central Library, 300 Nicollet Mall, Minneapolis.