

**MINUTES OF
HENNEPIN COUNTY LIBRARY BOARD MEETING
May 25, 2016**

The Hennepin County Library Board met Wednesday, May 25, 2016 at Golden Valley Library.

Present: Adja Ann, Katherine Blauvelt, Chris Damsgard, Barb Fenton, Jonathan Gaw, Sandy Johnson, Jill Joseph, Kathleen Lamb, and Jane Shanard.
Hennepin Jerome Driessen, Johannah Genett, Maureen Hartman, Lois Lenroot-Ernt, Janet Mills, Susan Myles, Nancy Palmer, Jennifer Reichert Simpson,
County Staff: Thomas Rupp, Laurie Schuelein, Mary Steinbicker, Lois Langer Thompson, Lorenzo Tunesi, Ali Turner, and Marilyn Zastrow.
Public: Ken Behringer

CALL TO ORDER

Library Board President Chris Damsgard called the Hennepin County Library Board meeting of May 25, 2016 to order at 5:07 p.m. and welcomed all in attendance.

APPROVAL OF AGENDA

Jill Joseph made a motion to approve the agenda; seconded by Jane Shanard. Motion passed.

CONSENT ITEMS

Jill Joseph made a motion to approve the meeting minutes of April 20, 2016 and accept donations; seconded by Katherine Blauvelt. Motion passed.

PUBLIC COMMENT None

PRESIDENT'S REPORT

• MELSA Executive Director: Ken Behringer

- MELSA (Metropolitan Library Service Agency) named Ken Behringer as its executive director last November. He has more than 25 years of library services experience. Most recently as director of the Dakota County Library system.
- MELSA is one of twelve regional public library systems in the state. MELSA serves the seven county metro area and supports the library systems in each county and the city of St. Paul.
- The majority of funding for MELSA comes from three major programs: Regional Library Basic System Support (RLBSS), Arts & Cultural Heritage Fund (ACH) and Regional Library Telecommunications Aid (RLTA).
- RLBSS is divided by a formula to the twelve regional systems. MELSA's share is about \$4.4 million of which \$1 million is direct payments to library systems. MELSA looks for ways the library systems can collaborate with this funding.
- The ACH funding started in 2008 with passage of the Legacy referendum. The funds are divided biannually by the legislature to partners in the state for the arts. Libraries are included in this distribution through the State Library. Hennepin County Library received \$242,000 in programs support under the Legacy Fund in 2015.
- RLTA is based on federal and state telecommunication reimbursement process to offset the cost of internet access in public libraries that participate in the federal e-Rate program. MELSA coordinates the process for member systems.
- MELSA worked with 3M for an innovative program to provide eBooks across MELSA. They had developed CloudLink, a new feature for consortia that enabled patrons from any MELSA library to check out eBooks from the collections of any other MELSA library, provided there are no holds on the title.
- MELSA launched the smART Pass program this spring. As of now there are 17 participants in the pilot that make discount or free tickets available with your library card. 5,000 people have set up accounts.
- MELSA has also purchased databases collectively for its members systems and leverages the collaborative purchasing power to ensure cost savings.
- Through MELSA, library systems come together to see what is possible and what we can do together collaboratively.
- MELSA received \$100,000 grant to complete a survey on eGovernment services, how people use libraries, what training they would like to receive at libraries, how they receive access to online services and if they are using a laptop, PC or smart phone. The information will be shared at the next MELSA Trustee Board meeting.

• Technology: Resource Services Division Manager Johannah Genett and Chief Information Officer Jerry Driessen

- Johannah Genett gave an update on HCL IT and County federation of IT.
- Library technology includes the software, hardware and online content that patrons now view to be essential library services including:
 - Over 2,000 public PCs found in library buildings and 1,000 staff PCs.
 - Software on those computers, from Microsoft Office products to the reservation system patrons use to reserve those computers.

- The public website, catalog and over 170 databases including Lynda.com and Freegal.
- Other eContent including eBooks, downloadable audiobooks and videos.
- Library IT staff include:
 - Help Desk. We have eight staff who answer phone calls from staff and patrons every hour that we are open. The Help Desk visits all 41 libraries to update hardware.
 - Desktop management team. We have three staff who update staff and public PCs and ensure that computers remain private and secure.
 - Development staff. We have seven staff who create new tools for staff and patrons and keep our website functional and user friendly.
 - All three teams are supported by one project manager and one IT manager. Our staff also work closely with the information and online services team.
- Federation
 - Beginning in 2009, Hennepin County IT increased the amount of collaboration between their department and other county lines of business including the library. The goals of implementing a federated model of IT services are that it leads to more efficient use of staff resources, it allows for more staff expertise and it centralizes infrastructure resulting in a cost management for residents.
 - Centralizing some tasks with HCIT allows Library IT staff to focus on tasks/projects that have a direct benefit to the Library and its patrons. As a part of this process, seven IT positions moved from the library to HCIT.
 - Under the direction of the County's Chief Information Officer Jerry Driessen, County IT has created the HCIT Community to facilitate collaborative and cohesive work across the County.
- County IT has identified three strategic directions for the HCIT community.
 - Alignment & focus – creating countywide synergy and budget alignment.
 - Recruit & develop talent – make Hennepin County an employer of choice that attracts and retains an engaged workforce committed to common goals. Fortunately for Library IT, we already excel in this area. We have incredibly talented and dedicated IT staff who are driven by their passion for the library.
 - Excellence in execution – County IT's desire to be recognized for excellence in the business driven, innovative and effective services that they deliver. What this has meant for the library is more support from County IT in being innovative in our work. For example, conversations with County IT about our new catalog vendor BiblioCommons were not focused solely on the bottom line. County IT engaged Library IT staff in thoughtful conversations about the business need, patron expectations and best use of resources.
- The current work of County IT is identifying business themes across county departments to better use resources in finding solutions. All of these themes are ongoing areas of focus for the Library IT department as well.
 - Online Services: the library continually assesses the online user experience with an eye towards improving usability, security and communications to patrons.
 - Portfolio Management: the library has gone a long way in the past few years to improve the prioritization of projects and project management. One key role we filled in 2014 was hiring a project manager. Since then, we have seen our ability to complete projects and meet deadlines increase.
 - Mobile Workforce: Library staff want to be able to use mobile devices and so do our patrons. We are excited to see that County IT is committed to broader device support for staff and patrons.
 - Paperless Environments: Certainly, libraries will never be paperless, but enabling eSignatures and increasing eForms will make life easier for patrons and staff.
 - Application and Data Management: Balancing the need to manage existing systems while embarking on new projects is challenging. County IT's ability to find enterprise wide solutions means that Library IT staff will be able to concentrate on Library-specific needs.
 - Storing Information & Secure Information: the library and other county departments work to balance with the need to store, secure and easily access data within our policies.
 - Team Collaboration & Train Users: when the library moved from ColdFusion to the .NET environment, we were able to tap talented staff from across the county to assist. It also makes training our staff easier because they have peers who they can easily consult.

- **Library Policy Alignment**
 - Having strong library policies aid us in communicating the principles of HCL to County IT and other collaborators. Thank you for your continued work to clarify and strengthen policies. While we keep all library policies in mind as we do our work, I'd like to highlight three and talk about how we have used them to successfully work with HCIT.
 - The Patron Data Privacy policy clearly defines private patron data versus public data. In having these clear definitions and the principles related to them, we were able to complete a comprehensive and collaborative risk assessment with HCIT to ensure that we chose a new public catalog vendor whose policies align with ours.
 - The principles that are outlined in the Internet Public Use policy clearly communicate why we value internet access in our libraries and allows us to explain the value of this essential service and provides HCIT the rationale to prioritize high-speed fiber optic infrastructure deployment. By transmitting data at the speed of light, fiber optic infrastructure is the state of the art backbone for computer networks around the globe.
 - Board policy affirms and endorses the ALA's Freedom to View and Freedom to Read statements. HCIT stands with the library in supporting these statements and ensuring that the county and library's needs for both security and appropriate filtering software to abide by the Children Internet Protection Act do not impede upon the library's ability to provide the broadest access to internet materials to library patrons.
- Johannah Genett responded to the question about areas of concern saying that the challenge for the Library in the Federated model are questions about how to innovate within a federated system.
- Jerry Driessen said we have to balance innovation, stability and cost. He is open to dialog about innovation while at the same time understanding the complexity of systems.
- **Committee Appointments**
 - **Policy Committee:**

The committee will review *Internet Public Use, Lending, and Patron Services* policies this year. President Damsgard made a motion to appoint Caitlin Cahill chair, Adja Ann, Jonathan Gaw, Sandy Johnson, and Samuel Neisen as members to serve on the Policy Committee; seconded by Barb Fenton. Motion approved.
 - **Webber Park Library Art Selection Committee:**

The committee evaluates the artist qualifications, selects the finalists, evaluates finalists' proposals, and makes a recommendation to the library director. President Damsgard made a motion to appoint Samuel Neisen to serve on the Webber Park Library Art Selection Committee; seconded by Katherine Blauvelt. Motion approved.

DIRECTOR'S REPORT

- **Operating and Capital Budget Update**
 - Library Director Thompson reviewed the budget schedule included the packet.
 - All departments are being requested to submit a budget that is 102% of the current property tax requirement.
 - For HCL the total 2016 operating budget is \$81,628,567.
 - HCL property tax requirement (the portion of our budget that is supported by property tax revenue) is \$67,322,167.
 - The 2017 budget submission will be within the 102% with the exception of the operating costs for the new Webber Park Library and the final year of replacement of Minneapolis merger funding.
 - Nancy Palmer reviewed the 2016 budget charts and clarified data for Library Board members.
 - Library Director Thompson walked through the 2017 budget preliminary estimates document.
 - Information requests for next month included a schedule for the Minneapolis merger funding and adding the 2017 budget request to the 2015 and 2016 Library Budget by line item document for comparison.
 - Library Director Thompson reviewed the 2017 Capital Budget and 2017-2021 Capital Improvement Program.
- **Community Updates**
 - Attended Circle of Women: Purses & Passion Luncheon at the Minneapolis Convention Center. Potential partnership with YWCA for teen workforce development.
- **Library Updates**
 - Library Board members Jonathan Gaw and Samuel Neisen attended new member orientation.
 - I am meeting with staff for open listening sessions at various library locations and will be visiting all library locations and sections this summer and fall. Some themes that have emerged are that staff are passionate and committed, they are bringing thoughtful ideas on how we can be a more diverse and inclusive workplace for staff resulting in better services to our patrons and we are building a culture that can have courageous and critical conversations

- With Jane Shanard, we honored 100 staff representing 2,035 years of service at the annual Years of Service Brunch.
- Hiring for the Patron experience supervisor positions is underway. Initial review is that we have met our goal of diversifying our applicant pool by updating the job requirements and using our networks to promote positions.
- Diversity and Inclusion (D&I): the D&I Manager position has over 80 applicants, we are interviewing D&I consultants and staff are attending D&I sessions this spring.
- **Friends of HCL Updates**
 - Meeting with donors to thank them for support and share HCL's mission. Kristi Pearson is attending the June meeting.
 - Introduced the 2016/2017 Pen Pals lineup at the final two lectures.
 - Attended the fundraiser *Culinary and Cookbook Celebration* with Chef Alex Roberts.
 - Attended the Strategic planning meeting – Chris Damsgard and Jane Shanard also attended.
- **Capital Projects Update**
 - Rogers Library opening on June 16 with a small celebration on June 18 with Commissioner Jeff Johnson attending.
 - Current Brooklyn Park Library will close on May 29. New Brooklyn Park opening June 23, 5 p.m. with remarks by local officials and a ribbon-cutting. On Saturday, June 25, the library will host a community celebration with special events 10 a.m.-3 p.m.
 - Presented at the Brooklyn Park City Council with Commissioner Opat and Chris Damsgard.
- **County Updates**
 - Board Briefing provided an overview of the operating and capital budgets and included several recommendations. Jonathan Gaw and Jane Shanard attended. The Strategic Plan Reframe will come back to the Library Board and County Board for review and approval this summer.
 - Library Summit was outstanding – attended by Chris Damsgard, Caitlin Cahill, Barb Fenton, Jane Shanard, Kathleen Lamb, and Sandy Johnson. Preliminary review includes themes from discussions and what's next for HCL.

COMMITTEE REPORTS

• Executive Committee Report by Chris Damsgard

The committee discussed Library Board gaps and opportunities for strengthening relationships, onboarding new members, and communication with the County Board. Suggestions included a social event in August.

• MELSA Trustees and Advisory Board Report by Jill Joseph

Library Director Thompson and Jill Joseph attended the Joint MELSA Trustees/Advisory Board meeting on May 19 that included a full report by the auditor.

• Friends of HCL by Jane Shanard

The Friends of HCL are in the process of strategic planning including how to better align with the Library. The next meeting will be scheduled in June to provide input prior to the completing the first draft of the new strategic plan by August.

UNFINISHED BUSINESS None

NEW BUSINESS

- Jane Shanard shared that Commissioner Randy Johnson will be retiring at the end of this year. She suggested that the Library Board honor him for 38 years of supporting the residents of Hennepin County and HCL by inviting him to a Library Board meeting perhaps in September.
- Jane Shanard made a motion to move the July 27 Board meeting to Ridgedale; seconded by Jill Joseph. Motion passed.

ADJOURN

There being no further business, Kathleen Lamb made a motion to adjourn the Library Board meeting at 6:50 p.m.; seconded by Jill Joseph. Motion passed. The next Library Board meeting is Wednesday, June 22, 2016, 5 p.m. at Wayzata Library, Wayzata Meeting Room, 620 Rice St., Wayzata.