

MINUTES of the Washington County Library Board
Regular Meeting at Washington County Library Administrative Offices
Woodbury, MN
September 27, 2010

Present

Board: Nickerson, Sievert, Skinner, Vidlock, Weik

Staff: Conley, Schneider

1. Call to Order

Nickerson called the meeting to order at 7:00 pm.

Pledge of Allegiance

2. Recognition of Public

No public were present at the meeting.

3. Adoption of Agenda

Motion made by Sievert and seconded by Vidlock to adopt the Agenda as amended with the addition of item d. Library Partners Request under 5. Director's Report. Vote: All in favor. Motion passed.

Consent Calendar Approval

Motion made by Sievert and seconded by Vidlock to adopt the minutes and accept the donations. Vote: All in favor. Motion passed.

4. Unfinished and New Business

- A. Library Holiday & Training Schedule – Conley explained the 2011 schedule with the exception of the closure on Sunday, April 24, 2011, and two tentative Staff training days, March 16, 2011 and October 12, 2011 follows the County holiday schedule. It is not known at this time if both staff training days will be needed but next year we are anticipating a major upgrade to the Library integrated library system which may require additional training. If the training dates are not needed they will be cancelled. Motion made by Skinner and seconded by Sievert to approve the proposed 2011 Holiday & Training Schedule. Vote: All in favor. Motion passed.
- B. Library Board Meeting Schedule 2011 – Conley said the Board schedule is monthly on the fourth Monday except for no meetings July, August and December. The budget should be known by June. Motion made by Vidlock and seconded by Skinner to approve the Library Board meeting schedule for 2011 as presented. Vote: All in favor. Motion passed.
- C. Library Board Membership 2011 – Conley said two people will be leaving the Board at the end of the year, Gary Vidlock, representing District 1 and Bonita Sindelir, an at large representative. There is no action needed on this item.
- D. Budget Update 2010 & 2011- Conley recapped the current 2010 budget changes and the status of the proposed 2011 budget. She reviewed the number of positions lost over the past two years due to reductions and some of the changes in operations and programming. Story time programming has seen some recent adjustment by the library managers who have the delegated discretion to make changes as they review factors such as attendance and staffing in

their regions. As a result the South region has discontinued routine story time at Rosalie Wahl, the North has discontinued story time at Marine but added some at Hardwood Creek and will test some programming at Hugo City hall and Central is making adjustments for fewer at Valley. The net result of these adjustments is no change in the total number of story times in the library.

The Library has returned to its regular open hours from the temporary summer hour schedule and there have been changes in the delivery schedule. It is unknown at this time whether further budget reductions will need to be made in 2010 or in the proposed 2011 budget currently under review by the County Board. It is possible should the State make further reductions in county program aid the County Board would be forced to make further reductions in one or both years. Such reductions might result in the County Board making the decision to change library operations at some locations.

- E. Strategic Plan – Report on staff meetings and comments – Conley reported that she had met with four staff groups on the draft plan. They were one of the groups identified by the Board to gather feedback from. Another group will be the public which will be the next step. A survey will not ask them to rank the goals but rather to get their input on prioritizing the objectives. A survey would both be on the web and in print. Conley said staff was very comfortable with the mission but felt the vision was awkward and the phrase “preserve the best of the past” should be moved. As currently written it seemed to overemphasize this role. Staff also did not like the word “create” in the first strategic priority; some alternatives suggested were fostering, supporting, enriching, and engaging. Board members consensus was to use “engage”. Conley then said the next suggest she was making was to strike out the “Focus Areas:” under each priority and instead use “We Will”. The phrases under the first priority proposed would then be retained. Under the next priority staff struggled with the “Connect” in the priority. One suggestion from staff was “bridge” and Board members suggested “gateway” or “entry”. Under the second strategic priority after much discussion Conley summarized the possible new draft objectives: “provide free public access to the Internet”, “provide tools to assist people in becoming discriminating users of the Internet”, “expand the uses of social media to reach out to the community and “provide users with the latest emerging and proven technology.” Under the third strategic priority Conley modified the priority using “knowledgeable” rather than “literate”. Nickerson suggested to delete “in people of all ages in the third objective and in the fourth action to add “and consultation about library materials and services”. Also it was important do this “in a cost efficient manner”. In the third objective under the fourth priority it was suggest deleting the word “engagement”. Conley told the Board she would take all of their comments and suggested rewordings and produce a new draft. Meanwhile staff would put together a customer service survey which would include both services and collections. The goal would be to get the survey out in October. She thanked the Board for their input.

5. Director's Report

- A. Library Express Service - Hugo - Conley reported that the library express service at Hugo is being used and is a “roaring success”. The hand out distributed to the Board is a record of comments from customers. Staff is tracking the time involved and usage. This information will be important in order in the evaluation. Conley and Schneider both have received training on the routine procedures for filling and emptying the lockers. A joint presentation with Carver County is scheduled for the Minnesota Library Association conference in October. Board members suggested the comments from the public be incorporated into the minutes for the Board meeting. (*See Appendix A for comments*) It was suggested that the Hugo Library

Express statistics be added onto the monthly circulation report. Conley agreed to make this addition. (*Done as of October circulation report with data starting in July 2010.*)

- B.** Civil War Commemoration Project – Conley outlined the developing plans for the Legacy program on commemorating the 150th anniversary of the First Minnesota Volunteer Infantry in the Civil War. She directed the Board to the hand out on the many events to “read, see, meet and hear” about the infantry and their history.
- C.** Legacy Programming Status – Conley summarized that with the Legacy programming that has taken place and with the plans for the next cycle the funds are being utilized.
- D.** Library Partners Request – Conley indicated the foundation has asked for a suggestion on what the Library needs even though they do not yet have funds. She said at one point the Board had earlier in the year identified signage at Valley, large print materials and early readers as needs. Since small donations have accumulated to be able to put a sign on the pylon at Lakeland with the Board’s agreement Conley would suggest to them large print materials and early readers. Nickerson indicated that nods around the table indicated agreement.

6. Board Reports

- A.** Board President’s report – No report but Nickerson moved a resolution of full support by the Board of the librarian’s continuing leadership in a time of fiscal constraint and the evolving nature of libraries. Vidlock seconded the motion. Vote: All in favor. Motion passed.
- B.** Board members’ reports – No reports. Suggestions from board members, Sievert and Weik respectively were to further explore not requiring individuals filling out an online registration to come in to actually get a card and use of Skype to extend the reach of story time. Weik then asked about any plans to promote “books for treats” in October. Conley said she wanted to confirm with Weik that her thinking was to do a press release to promote this to the public as a way to be green and recycle gently used children’s books in lieu of candy for Halloween. It was not that the Library giveaway books. Weik added beyond a press release perhaps a reporter could interview a librarian and do a story. Conley also suggested a program could be taped and possibly air on County Insight to promote it. Conley said she would follow up on the discussion with the youth services librarian. Weik informed the Board she has initiated some discussion with the school district on opening up the school computer labs to students after school hours and weekends.

7. Adjournment

Nickerson entertained a motion to adjourn. Motion made by Sievert to adjourn.
The meeting was adjourned at 8:15 p.m.

The next meeting is scheduled for October 25, 2010, 6:30 p.m. at the Library Administrative Offices. (NOTE: This meeting was cancelled so the next meeting will be November 22, 2010.)

APPENDIX A – User comments on Hugo Library Express as of 9/30/10

Hugo Express Library—Statistics (July 9, 2010-September 30, 2010)

Patron Comments from Comment Cards (In No Particular Order):

- “Great service so far! Much appreciated.”
- “I love this service!!”
- “It is great and I love it.”
- “It is perfect! This system helps me to return books on time since the book return is so close to my house.”
- “Have a certain time items will be put in lockers so if I’m out on errands I can know whether I can just stop by without checking my emails. Thanks for setting this up! ☺”
- “I have 3 kids 3 and under and live just down the street. It is so easy to do this than to go to library with all of them. LOVE IT!”
- “The Buttins just do not tell you what to poch to get onto library. Put something on buttins and how to get online.” (In reference to the computer inside the City Hall, I think)
- “I thought it was very easy and convenient to use.”
- “AWESOME!!!”
- “Good service, please continue!”
- “Love the new service and have used it a lot already!”
- “Check the book return more often. Using the Library Express is very fun.”
- “When are books credited for return when placed in the box in Hugo? Perhaps post that information on the book return box. Thank you!”
- “More days of service?” I have used Library Express 4-5 times, not a problem. Great service, very convenient.”
- “It is great as it is! Thanks! ☺”
- “awesome service—Thank you”

Patron Comments from Email Replies to Alert Email (In No Particular Order):

- “So easy and convenient! We visit the library often (and also request specific materials online); and although the Hardcreek (*sic*) branch is not far away, I love having the convenience of the Hugo option for picking up requested materials and also dropping them off. Saves us time.”
- “I l-o-v-e the express, it is super awesome to be able to get/return books outside my work hours. Great idea!”
- We are loving this program! We are using the Washington County library more instead of the Ramsey County. The only thing I will say is that my daughter (6 years old) and I have the same email address, so I am uncertain which of us has a book waiting. It isn't any big deal, we just try one number and then another. If this was addressed to a person instead of the generic "Good afternoon", it would add another level of customer service.
- Can you tell me which books are on hold in these emails?
- It would be nice if the emails said what book was being held.
- Thanks for the email. The pick up process was super easy and convenient! I will definitely use this again.
- The Answer: Canned beer; sliced bread; Library Express. The Question: Name three great inventions that make life easier for people.

I used the service for the first time today and it went off without a hitch. Having a pick-up two miles away from home allows me to get the material on a morning bike ride or even a walk. The five-mile trip to the Hardwood Creek branch isn't onerous, but usually involves a drive. It's really nice to have the Hugo City Hall option. And I suspect it might be even *nicer* in the winter!

Thanks for having this and keep up the good work. We have a great library system.

- First time user, and I love it! The pick up was very easy. I will definitely use this service regularly.
- The e-mail was very clear and the pick-up worked perfectly. Thank you
- I just wanted to tell you that I picked up my books at Library Express today and I thought the process was fantastic! It was incredibly easy and convenient. I also appreciated that your email laid out exactly what I'd need to do and how long the books would be available.

I just discovered Library Express a few weeks ago and I'm really glad that I did! It will make me much more likely to use the library services if I know I don't have to go up to Forest Lake to pick up my items. Thank you Amy we

just picked up our books! The process was super easy and convenient. Our only feedback is that it would be nice to know in advance how many of our requested materials are actually there for pick-up.

- Just wanted to let you know that the Hugo book retrieval went flawlessly – well, except that I somehow put the wrong book on hold (but that's a personal problem). Anyway, the book I received is of some interest and I've placed another request for the correct title. It's really nice having this service available within walking distance of home!
- I thought this was wonderful. It was close and convenient. I was surprised the lockers were outside, as I thought I had to arrive during business hours to pick up my item, and that it would be located in the building. Another concern I had had was if I use the drop box to return an item that is due that day, will it be considered late? I called and was told that it should be okay.

Thanks for adding this wonderful service. I will definitely use it again!

- The system of placing order and picking up library books at City Hall worked for me. A great idea and service. Thank you.

(Absolutely no problem getting books out of locked box!)

- I just wanted to let you know that my husband and I LOVE the library express! What a great resource for our community!

The only thing I would mention that might help is to include the person's name on the e mail confirmation. I say that because my husband and I have different library cards, however, the email notification goes to the same e mail account and doesn't specify whose account the books are from. I don't always have time to pull up my library account to see if the books are for me or my husband. If that is easy to add a name to the e mail notification, it would be helpful. I know I have stopped at the kiosk (thinking my books were in) and it was for my husband and then I didn't have his card number with me :)

- Good morning-

This is the first time that I tried library express and I LOVE it! It was so quick and easy.

Thank you for providing this service!

- The set-up is wonderful. It's very clear and easy. I love it.

I was expecting more than one book because your e-mail said 'your items' are available. Since I had more than one request and found only one book, I shut the door and re-entered my code number thinking another door would open. Would suggest your e-mail say "your item(s) are currently available..."

Great library feature in Hugo. Hope the residents become more aware of it. It's a real convenience.

- I appreciate that you asked for feedback. I am so glad they opened this Library Express for those of us in southern Hugo (hopefully there will someday be a full service library here, but in the meantime this is much handier than the other locations.) One comment I have about the pickup process is that it was almost impossible to read the screen above the keypad due to glare.

And as for the email, it was very clear, except that you neglected to mention that we have to press the Pound key after the 4 digits. Nothing happened until I finally guessed that maybe I should try that.

Finally, and I don't know if this is even possible, but it would certainly be nice if the drop box could be moved to a "drive by" location for those times when the weather is nasty.

- This process is really slick. Everything worked very smoothly and I will definitely use the service again.