Washington County Library Strategic Planning Process
Stakeholder Committee Meeting #3
June 23, 2015 from 2:30-4:00 p.m.
Wildwood Branch Library
763 Stillwater Road, Mahtomedi, MN

AGENDA

2:30-2:45 p.m. I. Progress Update (Attachments A, B, C) – County Administration
   • Review of activities completed
   • Review of updated timeline

2:45-3:15 p.m. II. Community Forums and Commissioner Interviews – Library Strategies
   • Outcomes and insights (Attachment D)

3:15-4:00 p.m. III. Planning for Fall Rapid Results Planning Retreats – Library Strategies (Attachment E)
   • Overview of purpose, process and people
   • Retreat representation and invitations

Library Background and Overview Materials:
Facilities Plan:  www.co.washington.mn.us/DocumentCenter/View/708
Washington County Library Strategic Planning Process  
Stakeholder Committee Meeting #3  
June 23, 2015 from 2:30-4:00 p.m.  
Wildwood Branch Library  
763 Stillwater Road, Mahtomedi, MN

MINUTES

Present: Judy Bull, Katherine Cram, Curt Geissler, Renee McGivern, Jean Oswald, Shayla Denaway, Jill Tammen, Tom Triplett

Staff and Guests: Kevin Corbid (WC Deputy Administrator), Nate Deprey (Lake Elmo Librarian), June Mathiowetz (WC Administration Staff), Keith Ryskoski (WC Library Director), Karen Rose (Library Strategies), Joyce Schneider (WC Library Deputy Director), Stu Wilson

Absent: Jo Bailey, Lynne Bertalmio, Polly Bloom, Dennis Johnson, John Keilholz, Ryan Laager, Bill Sullivan, Brian Zeller, Dean Zuleger

1. Welcome and Introductions. Curt Geissler, Chair, promptly opened the meeting at 2:30 p.m.

2. Progress Update. June Mathiowetz reviewed activities completed so far as part of the library strategic planning process, the updated timeline and the tentative schedule of upcoming meetings with the group. The completed activities summarized included the following:

- **First Stakeholder Meeting:** On December 17th, 2014 the Library Stakeholders Committee met for the first time to review and help shape a Request for Proposals (RFP) to hire a consultant and discuss the strategic planning process and timeline. On December 29, 2014 the RFP was released and posted for one month. A review team of county staff, library staff and the Library Stakeholders Committee interviewed three candidates and selected Library Strategies Consulting Group.

- **Second Stakeholder Meeting:** The Stakeholders Committee met February 25, 2015 at the Oakdale Library. The group was provided with a library system overview, engaged in a conversation about the current system and environment, and discussed next steps.

- **Third Stakeholder Meeting:** On June 5th the survey was mailed to 1,500 households by Rainbow Research. A return of at least 550 surveys is sought by July or August to provide statistically valid data to inform our process.

- **Survey Development:** Prior to the June 5th meeting, the Stakeholders Committee and other stakeholders helped design a community survey by providing feedback via email.

- **Commissioner Interviews:** Library Strategies met individually with county commissioners in May to share details of the upcoming process and better understand their perspectives, visions and concerns related to libraries in Washington County.

- **Two Community Forums:** Two community forums were held to provide early process insights and qualitative data to inform and guide next steps and conversations of the strategic planning process. One was held on May 27th at the Cottage Grove Service Center and the other June 4th at the Washington County Government Center.

- **Library Staff/Consultant Meetings:** Also during the month of June, Library Strategies convened two groups of Library staff to gather and listen to their visions, ideas, concerns and observations to help assess the state of the current system.
June referenced the Project Scheduling agenda attachment to note the major meetings between now and the end of the project include three more stakeholder meetings, four workshops with the County Board, two fall Rapid Results Retreats and a final public capstone event.

The fall retreat details are as follows:

**Rapid Results Retreat #1** – Saturday, September 26th from 9 a.m.-4 p.m.
Washington County Library - R.H. Stafford Branch
Library Administrative Office, Lower Level
8595 Central Park Place
Woodbury, MN 55125

**Rapid Results Retreat #2** - Saturday, October 10th from 9 a.m.-4 p.m.
Forest Lake City Hall, Community Room
1408 Lake Street South
Forest Lake, MN 55025

The Stakeholder Committee members and Library Board will be invited to these events and will be asked to attend only one of the retreats to help keep the size of the events manageable.

3. **Community Forums and Commissioner Interviews.** Library Strategies provided an update on the Community Forums and indicated they had also met individually with county commissioners about the process. The following observations and feedback from the Community Forums were noted by Stu Wilson:

- A significant number of attendees expressed a desire to maintain traditional library services, and to have their libraries serve as community gathering locations. There are different segments of the county that want different things out of their libraries.
- There were strong voices for the library serving as a center point of communities.
- A mixed response was received on technological needs.
- The Community Forums were attended by “library lovers”, people who are passionate about libraries. There were no detractors in attendance.
- There were strong voices and representation from the southern and central part of the county as well as from Marine on St. Croix.
- What didn’t emerge from either Forum was that there’s a particular underserved group in the County like teens or seniors that Library Strategies sometimes hears more distinctly in other communities.
- What also came out of the Forums were some project-type tweaks to the system that can be undertaken as a part of continuous improvement efforts of the Library.

Renee McGivern also reminded the group there was interest at the forums in understanding how community education interfaces with the County’s Library system and questions about a potentially expanded or improved relationship between the two systems. It was noted a difference between community education and the libraries is that the County Library’s classes are free.

Jean Oswald noted the County Library feels distinctly separate from schools and suggested perhaps better alignment of technological resources and services, especially of those that schools can’t afford, is needed.
Tom Triplett noted “Beyond tweaks, there is a need for a very strategic discussion. If we had no library system, what would we build? Then we need to contrast that with what we have and how we can adjust to make something better. We need to have that conversation at some point.” Jean Oswald seconded Tom’s comments, noting it an important point.

Karen Rose noted the Community Forums weren’t designed to be strategic, but rather focused on obtaining early signals and gathering information.

4. **Planning for Fall Rapid Results Retreats.** Karen Rose briefed the group on what the retreats will look like and explained they will be all-day events run on two fall Saturdays from 9-4 p.m. and the magic of the day is who is in the room. She handed out a draft invitation letter for the event. She noted that we will need to come up with about 200 names to assure we can get a turnout of at least 40 people. It was also noted that it will be important that everyone in the room is participatory, not observatory. Library Strategies will manage the conversation to assure all voices have a chance to be heard. The remainder of the meeting was spent brainstorming individuals and different categories or organizations that are important to be represented. Staff will continue to work on developing contacts and following up with people. The Rapid Results Subcommittee will meet for a second time on July 7th to assist in further discussing and refining the invitee list.

5. The meeting was adjourned promptly at 4 p.m.
ATTACHMENT A

2014-15 Library Strategic Planning Process
Communications Plan and Press Coverage

COMMUNICATIONS COMPLETED:

• Notified Stakeholders Committee
• Notified Library Board
• Notified Library Partners
• Notified Library Staff
• Sent out County press release
• Posted forums on County’s library strategic planning website
• Posted article directed to all County employees on County’s internal website Washnet
• Posted announcement repeatedly on social media - Facebook, Twitter and Google
• Posted flyers on County Library website opening page; set up function so that when someone searched for a book, a pop-up screen with the forum details came up
• All Library branches posted and had event flyers available; staff had instructions to print more if they ran out
• Valley Access/Cable Commission – placed on bulletin boards that go up when programs are not showing; potentially reached 7,000-8,000 cable subscribers in Stillwater, Stillwater Township, Bayport, Baytown Township, Oak Park Heights, Lakeland, Lakeland Shores, W. Lakeland, Lake St. Croix Beach, Afton, St. Mary’s Point; they also posted flyer
• South Washington County Telecommunications – placed on bulletin board between programming on channel 18 covering Woodbury, Cottage Grove, St. Paul Park, Newport, Grey Cloud Island Township and being mentioned on news show called “Weekly Wire” on 5-22-15
• Ramsey Washington Cable Commission – placed on bulletin board on channel 15
• Posted flyers at WC Government Center
• Posted flyer at Stillwater Rivermarket Co-op
• Cm Karla Bigham, Tony Jurgens and Marie Skinner from Library Board attended Cottage Grove City Council Meeting to announce forums
• Library staff contacted 40 school people in their school class visits and summer reading programs network with the press release and flyers
• Notified School Administrators/Superintendents and City Administrators
• Notified County Workforce Centers and Housing and Redevelopment Authority
• Notified County department heads and County diversity committee

STAKEHOLDERS AND LIBRARY BOARD HELPED WITH THESE:

• Schools
• Churches
• Nonprofits
• Other ways to reach diverse populations in the county
PRESS COVERAGE:

- Oakdale Lake Elmo Review ran article on 5-13-15: [http://oakdalelakeelmoreview.com/articles/2015/05/13/county-host-community-forums-library-system](http://oakdalelakeelmoreview.com/articles/2015/05/13/county-host-community-forums-library-system)
- The Lowdown had a short clip
- South Washington County Bulletin had Briefly clips on 5-20-15 and 5-27-15 and an article by Emily Buss on 6-3-15
- The Gazette Local Life Section’s “Get Out of the House” calendar had a clip on 5-27-15
- The Woodbury Bulletin had article by Emily Buss on 6-3-15
- Stillwater Gazette/Stillwater Valley Life ran article on 5-28-15
- Country Messenger ran article 6-3-15
- South Washington County Bulletin ran Briefly clip on 5-27 and Briefly clip by Emily Buss on 5-20-15
- Forest Lake Times ran article by Jonathon Young 6-4-15
<table>
<thead>
<tr>
<th>PRE-PLANNING PHASE</th>
<th>Gathering Information, Defining Process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>June 2014-January 2015</strong></td>
<td></td>
</tr>
<tr>
<td>Conduct key stakeholder interviews</td>
<td></td>
</tr>
<tr>
<td>Establish Stakeholder Committee</td>
<td></td>
</tr>
<tr>
<td>Draft process, structure, roles and goals</td>
<td></td>
</tr>
<tr>
<td>Draft potential timeline</td>
<td></td>
</tr>
<tr>
<td>Draft Request For Proposal (RFP) for consultant services</td>
<td></td>
</tr>
<tr>
<td>Identify, gather and create data and maps needed to inform process</td>
<td></td>
</tr>
<tr>
<td>Prepare potential presentations for initial meetings</td>
<td></td>
</tr>
<tr>
<td>Kick-off first Stakeholder Committee meeting: discuss process, structure, roles, timeline, RFP</td>
<td></td>
</tr>
<tr>
<td>Finalize RFP, post and interview candidates and hire consultant</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DISCOVERY PHASE</th>
<th>Understanding Current Environment, Needs and Signals of Future Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>February-July 2015</strong></td>
<td></td>
</tr>
<tr>
<td>Convene second Stakeholder Committee meeting to provide overview/discuss current environment</td>
<td></td>
</tr>
<tr>
<td>Develop and conduct survey</td>
<td></td>
</tr>
<tr>
<td>Discuss and analyze data about current environment</td>
<td></td>
</tr>
<tr>
<td>Plan early project communications and community engagement</td>
<td></td>
</tr>
<tr>
<td>Host two community forums to gather feedback on current and future needs and environment</td>
<td></td>
</tr>
<tr>
<td>Engage library staff in understanding current environment, needs and signals of future environment</td>
<td></td>
</tr>
<tr>
<td>Complete an analysis of current environment</td>
<td></td>
</tr>
<tr>
<td>Convene third Stakeholder Committee meeting to review information gathered to date, discuss emerging needs, priorities and signals of future environment, and plan fall retreats</td>
<td></td>
</tr>
<tr>
<td>Convene Stakeholder sub-committee to plan fall retreats</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PLANNING PHASE</th>
<th>Discussing priorities based on identified needs and signals of future environment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>August-October 2015</strong></td>
<td></td>
</tr>
<tr>
<td>Review and discuss analysis of current environment</td>
<td></td>
</tr>
<tr>
<td>Review and discuss results of survey</td>
<td></td>
</tr>
<tr>
<td>Search for and articulate gaps or missed opportunities</td>
<td></td>
</tr>
<tr>
<td>Convene Stakeholder subcommittee for further fall retreat planning</td>
<td></td>
</tr>
<tr>
<td>Convene Stakeholder Committee and County Board as needed</td>
<td></td>
</tr>
<tr>
<td>Revisit current and/or develop new mission, vision, values, goals, strategies</td>
<td></td>
</tr>
<tr>
<td>Plan and host two fall Rapid Results planning retreats</td>
<td></td>
</tr>
<tr>
<td>Continue discussion of priorities and directions</td>
<td></td>
</tr>
<tr>
<td>Draft initial strategic planning report</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FINALIZATION PHASE</th>
<th>Developing Documents to Guide Future Work and Next Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>October-December 2015</strong></td>
<td></td>
</tr>
<tr>
<td>Review and edit draft report as needed</td>
<td></td>
</tr>
<tr>
<td>Convene Stakeholder Committee, subcommittee or working groups as needed</td>
<td></td>
</tr>
<tr>
<td>Public comment period</td>
<td></td>
</tr>
<tr>
<td>Establish implementation and reporting structure and process</td>
<td></td>
</tr>
<tr>
<td>Finalize final report</td>
<td></td>
</tr>
<tr>
<td>Host final community capstone event to publicly report on strategic plan results and direction</td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT C

DRAFT****PROJECT SCHEDULING ****DRAFT
MEETINGS – PAST, PRESENT, FUTURE

PAST

Stakeholder Committee Meeting #1: December 17, 2015 1-3 p.m.
Washington County Government Center
14949 62nd Street N.
Stillwater, MN

Stakeholder Committee Meeting #2: February 25, 2015 9-11 a.m.
Oakdale Library
1010 Heron Avenue N.
Oakdale, MN

Rapid Results Planning Subcommittee - 1st Meeting: Friday, May 1st from 11:00 a.m.-12:30 p.m.
Oakdale Library
1010 Heron Avenue North
Oakdale, MN 55128

Community Forum 1: Wednesday, May 27th from 7-9 pm
Cottage Grove Service Center Room 149/150
13000 Ravine Parkway South
Cottage Grove, MN 55016

Community Forum 2: Thursday, June 4th from 7-9 pm
Washington County Government Center
14949 62nd Street North
Stillwater, MN 55082

PRESENT

Survey mailed to 1500 households on June 5th, likely to run through third week of July

Internal county meetings to discuss progress, feedback and next steps

Stakeholder Committee Meeting #3: June 23rd from 2:30-4:00 p.m.
Washington County Library - Wildwood Branch
763 Stillwater Road
Mahtomedi, MN

FUTURE

Rapid Results Planning Subcommittee - 2nd Meeting: July 7th from 3-4:30 (Shayla Denaway, Brian Zeller, Katherine Cram, Joyce Schneider, Renee McGivern, John Keilholz)

Potential agenda items:
Retreat invitation list and best approach to reach them/get them there
Agenda, format and details of fall retreats
Rapid Results Planning Subcommittee 3rd Meeting – TO BE SCHEDULED - **early August**?
Potential agenda items:
Check-in on invitation process
Retreat preparations and check-in on invitation process

**Stakeholder Committee Meeting #4: August/September? Location?**
Potential agenda items:
- Anthony Molaro presentation on current environment and trends
- Rainbow research presentation on survey results
- Discussion of retreat details and outcomes: agenda, structure, attendees list and materials

**County Board Workshop 1: August** (Library Strategies suggested mid-August/August 18th)
Potential purpose:
- Present assessment report
- Present survey results
- Present community forums report
- Present plan for fall retreat- agenda, process, structure, attendees, anticipated outcomes

**FINALIZED: Rapid Results Retreat 1**: Saturday, September 26 from 9 a.m.-4 p.m.
  *Washington County Library - R.H. Stafford Branch*
  Library Administrative Office, Lower Level
  8595 Central Park Place
  Woodbury, MN 55125

**FINALIZED: Rapid Results Retreat 2**: Saturday, October 10th from 9 a.m.-4 p.m.
  *Forest Lake*
  1408 Lake Street South
  Forest Lake, MN 55025

**Stakeholder Committee Meeting #5: October? Location?**
Potential agenda items:
- Review and discussion of information gathered from retreat
- Review of first draft of strategic plan

**County Board Workshop 2: October**
Potential agenda items:
- Review and discussion of information gathered from retreat
- Review of first draft of strategic plan

**FINAL Stakeholder Committee Meeting #6: November? Location?**
Potential agenda items:
- Review of second draft of strategic plan; Review of communications/engagement plan

**County Board Workshop 3: November**
Potential agenda items:
- Review of second draft of strategic plan and dashboard; Review of communications/engagement plan

**County Board Workshop 4: November/December?**
Potential agenda items:
- Review and approval of final draft of strategic plan and dashboard; Presentation of implementation plan

**FINAL COMMUNITY CAPSTONE EVENT: December?**
COMMUNITY FORUM
Cottage Grove Service Center
May 27, 2015
7-9 PM

I. Introductions & Strategic Plan Overview

II. Presentation: “Current Trends and Issues Facing Public Libraries”

III. Identification of Needs and Visions for the Library

IV. Summary of Community Feedback
The following suggestions and comments were expressed by the attendees at the Cottage Grove Community Forum on Thursday, May 27, 2015. Attendees were asked to write down their wishes and desires for the future of the Washington County Library System under the following themes. Their comments were recorded according to the following themes:

**PROGRAMS (Adults, Teens, Children)**

**Seniors:**
- Services for seniors
- Services to seniors
  - Delivery of sets for book clubs
  - Classes on how to use ebooks, and computers for research or news or email
  - Bookmobiles
- Outreach to senior housing

**Children:**
- Facilitate finding books for kids – make it easier for a 6-12 year old reader to find a book in which he/she can be excited
- Increase early childhood programs (ages 4-5)
- Keep up good programs in Cottage Grove for ages 3-5 (storytime and learning programs)
- Programs to enhance awareness of being a Global Citizen, i.e. educating kids to create thirst to learn about the world outside of Washington County

**Teens:**
- Teen space needed at Park Grove
- More directions for teen readers
  - Teen Council
  - Teen Book Club
  - Teen involvement
- Book clubs for teens
Outreach for teens – are they part of this process?
Increase availability of interesting ways for teens to share ideas – teen book clubs and also to use and develop skills in creative ways – service projects (e.g. read story time do puppet theater, create videos which inform or entertain such as video a story for younger kids)

Volunteer Opportunities:
- Educate/outreach to community about volunteer opportunities at the library
- Provide books and volunteers to serve the homebound

Overall Programming and Program Space:
- Expand classes and learning opportunities for all ages and all locations
- Keep the breadth of services offered now – call-in reference, homework help, how to use ebooks tutorials, children’s services, teen spaces
- Coffee shop for readers
- Need separate:
  - Early literacy space
  - Teen space
  - Quiet space
  - Sharing space

COLLECTIONS: Print, Media, Downloadable

Books:
- Get “new releases” (books) on the day released
- Keep lots of children’s/early learning books available
- Maintain access to current collections (print, media, downloadable) with access to additional materials (newspapers, reference materials)
- Keep collections as they are
- Books! Maintain books for children, teens, adults
- I know ebooks were supposed to be the next big thing, but my grandkids are reading Books. I like access to Bayport, Stillwater, etc. in the County, the ability to request and hold books there.
- Keep books – show this as an option for children
- Coordinate with local historical organizations for collection in the library system

eBooks:
- Be a part of the Minnesota ebook collection
- Keep expanding ebook titles. Figure out a way around the number of titles available so people don’t have to wait for an ebook.
- Expand ebook collections
- Keep the 3-M and Washington County downloadable books.
Specific Collections and Formats:

- Keep print magazines as well as electronic
- More directions for teen readers
  - Teen council
  - Teen book club
  - Teen involvement
- More access to historical and American music
- Provide digital resources for learning
- Increase ability/availability of resources to borrow besides books – such as technology to create DVDs, or to transfer older audio/video media to digital
- Plan to embrace new forms of materials
- Provide opportunities for people to access music onsite, at home and share knowledge with others

TECHNOLOGY

Access:

- Higher speed internet access
- Embrace technology!
  - Provide for ease of access
  - Provide educational opportunities
- Make technology accessible and less intimidating to seniors
- Keep MN Link – a fabulous resource
- Maintain and enhance technology, services and resources
- Balance between people with money and those with limited resources
- The library should be a place where everyone in the community can access the most current technology, keep it current
- Keep copiers, printers and public stations. Anyone might need them on any given day, even if they have one at home.
- I don’t like having to log into the wi-fi every time I enter the library.
- There needs to be a balance between technology and printed materials.
- I don’t see how libraries can keep up with changing technology. It changes constantly and I think you should leave that to Best Buy as far as hardware goes. Kids have their own tablets and laptops so the plug-ins may be a necessity.
- Automation whenever possible (i.e. self check in/out). What else can be done in this direction?
- Bring back Washington Library County independent website with increased links to interesting avenues for learning and gathering information. New York Public Library, for example, has excellent podcasts. Brainpickings.org discusses interesting, current ideas using books available from public libraries.
- What about school-library duplication of services?
- Do we integrate with the district school technology?
**Education and Training:**
- Provide funds and training for a service like Woodbury’s “reserve police”. Train volunteers 16 years and up to provide technical and library assistance
- Cross-generational meeting to trade ideas or new electronic gadgets and services
- Makerspaces

**TRAINING AND CLASSES**

**Training/Class content:**
- Need more lifelong learning programs
- Training and programs for various age and talented groups
- Classes offered should be based on community requests and needs
- Provide digital training and a dedicated room with funding
- Provide classes on how to research topics
- Musical instruments
- Health training (exercise, diet, blood pressure)
- How to sort through and organize online data services
- Give more classes on utilizing technology not just for elders but younger age groups for them to see the potential

**Concern for Duplication with Community Ed:**
- Leave training classes to community education for the county
- Needs are currently met with community education programs
- Do we think the library can handle this better than other options? Why are the other options not offering training and classes?
- Leave training and classes with community ed
- Community ed. type classes should not be duplicated
- Community ed. classes are not free

**COMMUNITY GATHERING**

Some meeting space is needed
- Initiate mentoring/learning between generations and demographics
- One central place in the community where all age groups are free to gather.
- Yes - small, medium and large gathering spaces
- A community gathering room is great for author visits, non-profit groups to gather, and Book Clubs!
- As public spaces, libraries should have meeting rooms available for community groups without charge.
- This is important to maintain
- Should be educational/literacy related (book clubs, author visits, etc.)
- Need a mission statement. Is the library the best option here?
• Libraries as gathering place to share ideas, learn and discuss – keep this! Book clubs, places to meet for Toastmasters, clubs and much more
• Making/keeping libraries open for community activities and encouraging more
• Have the main space of the library be for social interactions and energy and have dedicated quiet rooms for reading
• Community programs get bumped from school spaces if the students need the space – sometimes without enough notice
• Access to meeting rooms is difficult
• Make any public library space “nice”. It does not have to be cinder block and boring.
• Woodbury style space is appreciated.

FUNDING
• Prioritize county funding to maintain hours and days of being open
• I would pay more taxes for access to a library in my community.
• Raise taxes for better libraries
• I will pay more to keep libraries open and staffed!
• We get the quality we pay for – we should spend more public dollars whatever we do
• The funding and staff to keep daytime and nighttime hours for 7 days a week at Stafford Library is a #1 priority
• Provide bookmobiles to communities
• A blend of taxes and private funding
• Help encourage a robust fundraising organization

STAFFING
• Provide staffing to assist with technology
• More libraries and more training for staff
• Make use of volunteers
• The current model seems to work well.

VIRTUAL SERVICES
• Yes!
• Provide virtual meetings via phones for groups to use
• More promotion for existing databases

OUTREACH
• Bookmobiles – time for a return
• Books-on-wheels – like meds-on-wheels home delivery
• Expand outreach to schools, elderly neighborhoods, classes
• Online and bookmobile
• Reach out to county and city planning groups – bring plans to the library
• Provide tours of regional libraries and other county libraries
• Better coordination of volunteer services – delivering books to seniors, reading to preschoolers, literacy volunteers. What else can volunteers do through the local library?
• Please reach out to non-served county residents in all communities.
• Articles in the local newspapers about what the libraries offer or are doing (Watershed districts do this.)

LOCATION

Space Suggestions:
• Provide funds and staff for a meeting room for groups and a sound-proofed “music room” for all ages to meet and to play instruments together.
• Provide meeting rooms

Access:
• Keep libraries in lower economic areas accessible – perhaps utilizing technological accessible kiosks
• Provide circulation/transportation (for lower economic areas) for library hubs
• Coordinate with current transit discussion in this region to improve access and ease for all residents to local and regional libraries
• Locate near other civic buildings that have reasons to be points of gathering and service – a one stop shop.
• Facilities and capital planning for libraries

Specific Locations:
• Come visit the Lake Elmo Library
• Add teen room space at Woodbury
• Expand and enhance community spaces, meeting rooms, and parking at Woodbury
• Inadequate parking at Woodbury
• Park Grove needs to stay in the same location even if a new building is needed. That location serves a low-income area, specifically teens and kids.
• Keep Park Grove library at current location. Update the current library.
• Work with the City of Cottage Grove to expand the trail system from Oakwood Park and the surrounding area to the library.
• City of Newport is separate – tie in with Washington County and South Washington schools, churches and social services
• Coordinate better with independent libraries, especially on the website

OTHER
• People should talk freely in the library – have rooms for quiet study.
• Mixed age spaces
• Animation is too fast for young brains
• Library card should be incorporated into driver’s license so one card not two
• Keep emphasis on books (not all technology)
• Real wood tables, checkout counters, etc.
- Stained glass windows and chandeliers
- No scents in the library – put signs in the restrooms – no perfumes – clean air
- Establish formal planning with schools
- Wish List: Open longer hours and a coffee shop
- We need a mission statement: What do we want the library to do?
- Need to make sure there are quiet areas in all libraries.
- Long-term plan coordination
- We have gorgeous facilities. Can they be open longer so that the community has access when schools, etc. are not open?
- Accessible services – resources for people of all abilities
- Develop a facilities upgrade and maintenance plan
- Dampen outside sounds within the library
COMMUNITY FORUM

Washington County Government Center
June 4, 2015
7-9 PM

I. Introductions
II. Strategic Plan Purpose, Process Overview and Timeline
III. Community Input – How will your comments/ideas be used?
IV. Presentation: Current Trends and Issues Facing Public Libraries
V. Identification of Needs and Visions for the Library
VI. Summary of your Feedback
WASHINGTON COUNTY LIBRARY SYSTEM
COMMUNITY FORUM NOTES
June 4, 2015
Stillwater

The following suggestions and comments were expressed by the attendees of the Community Forum held on June 4, 2015 at the Washington County Government Center in Stillwater, MN. Attendees discussed the current services of the library and were asked to write down their wishes and desires for the future of the Washington County Library System. Their comments were recorded according to the following themes:

PROGRAMS (Adults, Teens, Children)

Seniors:
- Senior health programs (Tai Chi, etc.)
- More programs for seniors
- Better large print books, elderly classes for resource gathering
- Encourage seniors to volunteer to assist with literacy for you and for immigrants.

Children:
- Tap into seniors, parents, and teens for reading readiness activities: cross-generational stuff is great.
- Early childhood education such as 1,000 Books Before Kindergarten; summer reading for children in conjunction with school
- More storytimes like programs for 0-10 year old kids
- More programs for kids (preschool, elementary & teens):
  - author reads,
  - issue discussions (teens),
  - how to do something (elementary age)

Teens:
- Book clubs for teens
- Be a champion of youth summer reading
- Teen space for homework and brainstorming (community service projects)
**Adults:**
- Programs for adults: authors, poets, musicians
- Local and national authors
- More author visits
- Love the White Bear Historical Society programs
- Partnership in sustainability with local businesses
- “How to use the library” classes, i.e. the special books room, what’s in the archives?

**COLLECTIONS: Print, Media, Downloadable**

**Print Books:**
- The Stafford library has a good print collection. I hope this will not be reduced by other proposed changes.
- Print books: for browsing, theme-based display of print books, research/STEM magazines
- Keep print copies. As virtual books increase, we need to retain some of the tradition
- Large print books
- Keep books. (I agree!)
- Keep print books: charge $1 for extra copies of those on demand, charge 5 cents for each overdue book per day
- Update book club kits more frequently
- Have enough books in the collection for book clubs
- More equitable new materials for smaller libraries

**Other Materials/Formats:**
- I enjoy the magazines
- More movies available for checkout (not everyone affords cable or Netflix or streaming)
- Love being able to check out DVDs and CDs but the collection is pretty minimal and outdated

**eBooks:**
- Use public domain books to improve the ebook holdings
- More ebooks. Continue to not charge a late fee for overdue books. Checkout period of 3 weeks not 2 weeks. Continue to increase the paperback print collection of new books.

**TECHNOLOGY**

**Access:**
- Strong wi-fi is a must. Physical computers and keyboard needed for those who don’t have them.
- One week checkout for Kindles, ebook readers (with sample book checkout) to try out (once in 3 months)
- Advertise/publicize databases
- Offer access to new technology that people cannot afford yet – be ahead of the curve.
- Experimental technology pads/spaces
- Co-operative style spaces people reserve, pay for beyond # number of hours per month.
- MetroNet: County does not use, Ramsey and Hennepin do
- Tap into services of MetroNet
**Operations:**
- Automatic checkout burns the human relation
- Use fingerprint checkout technology – become cardless
- Checkout books with a cell phone
- Assigned library card numbers are too long and complicated – simplify!

**TRAINING AND CLASSES**
- Support for entrepreneurs and small businesses
- Training: continue computer classes for seniors
- Adult classes on technology and current interests
- Technical training: computers, ebooks, etc. that comes to us (Marine)
- Senior focus: basic technology introduction classes
- Classes on writing
  - Classes on writing ebooks
- Establish the OLLIE (Lifelong Learning classes) at Washington County libraries for nominal sum (as Florida and Arizona do) U of M costs too much.
- Serve as the “people’s university” (life skills, child development)
- Facilitate adult and children ESL tutoring or classes

**COMMUNITY GATHERING**
- Remote office: spaces, power sockets, robust and secure wi-fi, secure desks and coffee makers
- More = Better. Stillwater’s “terrace” is a good example and provides a potential revenue stream (weddings, etc.). In MN, indoor options are preferred as well (e.g. Stafford/Central Park)
- Have some school ceremonies at the libraries to get more people in them.
- Keep community meeting spaces
- Define “library”. Much of the 5 points in the slide presentation could be defined as jobs of the school districts or county social services.
- Small libraries can be vital gathering spaces
- Revitalize depressed downtowns

**FUNDING/RESOURCES**
- Increase per capita library support to position WCL at least at mid-point of metro libraries
- Raise the library levy!
- Higher taxes for better libraries that make our community more valuable
- We may be well season readers but we pay the taxes.
- Open library on nights and weekends – pay for this by eliminating expense of teens, technology, training and classes
- Volunteers are low cost and community building
- Charge $1 per visit for adults
- Start charging overdue fines and 25 cents a day for new, popular releases (St. Paul does this I think.)
STAFFING

Open Hours:
• Keep libraries open on weekends
• Sundays please.
• Open Sundays for families with small children and teens and adults who work all weekdays and have family care issues
• Weekend and evening hours
• Keep library open on Sat/Sun please!
• I would like to see Sunday afternoon open time.
• Need evening hours at least once a week for working families
• Open when people can use the library – Sat. & Sun. or even Friday evenings
• Make sure there is someone in charge of each branch. Also don’t rotate staff. Let them stay in one location to learn the people and collection.
• Keep Staff. 1) they link us to books, 2) they provide community for seniors and other patrons, 3) they introduce books to young and teen patrons who don’t have parents who do this.
• Retraining of staff librarians; new title for “librarians”
• Get the staff away from the help desk and out into the library encouraging patrons
• Keep friendly and professional librarians on staff.
• Some of the staff at the Stafford Library are very knowledgeable about literature. That is extremely important to maintain.
• I visit the library weekly and don’t have any interaction with the staff, other than when the checkout equipment doesn’t work. What do all of those staff do? Can the library be open with fewer staff?
  Use volunteers – they connect with the library patrons
• Give responsibility to volunteers – it will improve the library and could lower the staffing needs. Need people to reach teens.

VIRTUAL SERVICES
• Centralized web site so all branches are aware of all events, services and programs at all libraries in Washington County
• A library website has different needs than a county website. Beef up the library website!
• User-friendly web services and website needed
• Website that works for the average user. Currently it is challenging to use.
• County website is not user-friendly and needs to be redesigned. Google county library and first screen does not even have log-on capability.
• Libraries need to figure out how to reach those users who never come into the branch – the virtual users.

OUTREACH
• Door-to-door delivery of books to elderly/disabled adults or children or drop-off locations such as CUB food stores or other places
• Deliver books to seniors and shut-ins – senior population will grow and they need to be served
• Visiting/outreach to low-income housing – esp. seniors or young families
• Bookmobiles? New pods/lockers, services for “shut-ins” and disabled individuals
• Use volunteers! Needed, great help, and promote community and support
• Continued and enhanced collaboration with outlying community libraries – we share goals for access and experience of the library
• Continuing collaboration with outliers
• Establish/maintain community partnerships at county and local library level
• Faster response to book circulation. Keep people informed about programs.
• Have community library days like have community service days.

LOCATION/FACILITIES

Space Suggestions:
• I like the large meeting space and quiet study spaces
• Use local artists to display rotating artworks for 1-2 month periods. No cost! Community involvement!
• How about outdoor reading gardens?
• Revamp all facilities so they are compatible with 21st century technology. In some branches, need more outlets, so simple yet.....
• Recharging stations!!
• I love Wildwood Library
• Provide a community room in each branch
• Have space for gathering with coffee, juices, etc. to bring people together
• As the U.S. moves toward small businesses and telecommuting, libraries should support that with space and technology.
• Offer services like video conferencing and interview rooms and small work rooms

Location:
• We need a library in all towns – not just Woodbury
• Co-location: there are so many options
• Most any “major” or big library with multiple functions/spaces are within 20 minutes from most residents, which seems reasonable. How does this distance ratio compare to other high-quality systems? What about “world class” systems?
• Need renovated increased space in lower St. Croix Valley
• Create specialty locations in the smaller branches, so the newest and best of everything is spread around.
  Library can be the heart of a community – need them in small towns as well as big towns/cities such as Woodbury and Forest Lake
• The area north of Highway 36 makes up at least 35% of the geographical area but it is not served by the County in a proportion that is equitable.

OTHER
• The only way to improve communications is to make sure the person in charge of marketing/communication is part of the senior management team.
• New title for library: Learning Center?
• Maintain personal touch – readers suggest book purchases, librarian knows your name
• Make sure when customers walk into a library it looks like a library. I walked into one and all I saw was computers – I felt lost!
• Exploit 3M’s library knowledge
• Maintain library networks for mobile Washington County residents who use multiple libraries.
Attachment E
Planning for Fall Rapid Results Planning Retreats

Rapid Results Workshop 1 – Saturday, September 26th from 9 a.m.-4 p.m.
Washington County Library - R.H. Stafford Branch
Library Administrative Office, Lower Level
8595 Central Park Place
Woodbury, MN 55125

Rapid Results Workshop 2 - Saturday, October 10th from 9 a.m.-4 p.m.
Forest Lake Community Room
1408 Lake Street South
Forest Lake, MN 55025

Points of Discussion:

- **Overview of purpose, process and people**

- **Retreat representation and invitations**
  - Lead library staff (3-5 max)
  - Library board/trustees
  - County and municipal officials
  - Local school leaders
  - Business leaders – from variety of businesses
  - Representatives from cultural or arts orgs.
  - Representatives from social service agencies
  - Religious leaders
  - Representatives from key civic groups such as Rotary, Kiwanis, Lions, etc.
  - Individuals from local philanthropic community
  - College or universities
  - Homeschool community
  - Representatives from certain demographic groups
    - Seniors
    - Parents with small children
    - Teenagers
    - People from minority populations
    - others