

DULUTH PUBLIC LIBRARY BOARD

Notice of Meeting

DATE: March 27, 2018

TIME: 4:30 p.m.

PLACE: Main Library Conference Room

AGENDA

Call to order

Review and approve agenda

Public comments

Approve minutes of February 27 meeting

Reports

Friends of the Library – Powers

Duluth Library Foundation – *No report this month*

Library Manager's Report – Powers

Old Business

Main Library security update

New Business

Strategic plan update

2017 annual report

Election of officers

Adjournment

Next regular meeting: Tuesday, April 24, 2018, at 4:30 p.m. in the Main Library Conference Room

DULUTH PUBLIC LIBRARY BOARD
Minutes of Regular Meeting
February 27, 2018

Call to Order: President Rosendahl called the meeting of the Duluth Library Board to order at 4:35 p.m. on Tuesday, February 27, 2018. Agenda approved as written with voice consent.

Members Present: Matt Rosendahl, David Sperl, Lizzy Luoma, Sue Henke, Sandy Scheiber,
Also Present: Carla Powers, Jim Filby Williams, community member: Jean Walsch from the League of Women Voters

Absent: Betty Ramsland, Sister Edith Bogue, Nick Foucault, Neil Glazman

Minutes: Minutes of the January 23, 2017 board meeting were approved as drafted with voice consent.

Reports:

Friends of Duluth Public Library

- The Friends are on track to have given the library \$40,000 in the last fiscal year, which will close out on April 30, 2018. Friends donations are used to fund library programs and events.
- Foundation board member Theresa O’Gara has agreed to join the Friends board as the Foundation liaison, replacing Milissa Brooks Ojibway who is stepping down from the Foundation board.
- The Friends are getting an appraisal on over 100 World War I posters that have been sitting in a cupboard for many years. They are not a part of the government documents collection, and they fall outside of the scope of what a public library normally collects. As it does with other unneeded library materials, the library plans to turn over the posters to the Friends so the posters can be sold to raise money for the library.

Duluth Library Foundation

- The Foundation is planning an event on April 30 at 5:30 p.m. at Glensheen featuring Brian Freeman and his new book, which will be released the following day.
- Books and Baseball will be held at the Huskies game at Wade Stadium on Sunday, July 15.
- Libations at the Library will be held on September 15. Speakers are currently being scheduled.

Manager’s Report

- The library is going to be featured in an article in the March/April issues of Duluthian magazine.
- Staff is beginning the process of assigning a cost to each program for the City’s Priority Based Budgeting. Powers noted that early literacy services budgeting does not reflect the high priority placed on it by the strategic plan at this time. When and how to seek public input for this budget initiative is being decided by City administration.
- The outdated software that has been used to sign up and track progress in library reading programs will be replaced in time for Summer Reading. A contract for the new program, called “BeanStack”, is in process and should be ready for Summer Reading Program in June 2018.
- Virtual library cards are still being reviewed by City attorneys and are planned to begin with the start of school this fall.
- MNsure navigator presence has switched from appointment-only system to accepting walk-ins at the library. Over the last five years there have been 750 MNsure enrollments

completed at the library, and 280 of them took place just in the last six months. This partnership is thanks to a Blue Cross Blue Shield Foundation grant. A MNsure navigator is present at the main library on Saturdays during open enrollment and on Thursdays all year.

- The Reading Without Walls partnership with UMD has been fruitful. A letter was shared with board staff from the Kathryn A. Martin Library at UMD thanking the public library and recognizing staff involved in the project.

Old Business:

January 22 safety incident update

- A safety incident occurred on January 22, 2018 in which a patron was disruptive and was asked to leave. The patron refused, pushed a staff into a bookshelf, engaged in a fistfight with another patron, threw a chair, and verbally threatened staff and patrons in attempt to get them to not call the police. Police were called immediately and responded in 7 minutes.
- Following that incident, a group including library staff, police department, Duluth facilities staff, and Human Rights Officer Carl Crawford has been meeting weekly to make changes to provide better safety for staff and patrons. This group has come up with the following recommendations. 1) Make changes to space at the main library to reduce problem behavior upstairs and the bathrooms. Filby Williams reports that the City will contribute up to \$100,000 in 2018 capital improvement funds to support this goal. 2) Update behavior policy to address security, train staff on deescalating behaviors, and offer crisis intervention training from Duluth Police. 3) Establish a security presence at the main library. This position may be a Duluth Police officer, a private security company, or a library position. The security presence will support a welcoming environment for patrons by helping to enforce the behavior policy. Filby Williams reports that he is asking for \$25,000 to \$75,000 annually in additional funding for this position(s).
- Costs described above will be in addition to the current library budget.

New Business:

Appropriate Library Behavior Policy:

- The current policy is welcoming and tells people what they can do in the library. Based on the current need, suggestions from the Duluth Police Department and examples from other libraries, a new policy was drafted to also include specific examples of behavior violations. The new policy was reviewed by the board highlighting some changes. Only supervisors would be allowed to trespass a patron. (Currently any staff is allowed to do so.) The goal is to have a spectrum of actions paired with guidelines to deal with lesser violations right away, before they can escalate to a higher-level offense. Staff training will be key as DPL staff would be responsible for enforcing the policy and security personnel would not be on site at all times.
- Motion made by Rosendahl to approve this policy as drafted, pending review by City Attorney. Seconded by Schieber. Approved unanimously.

Contact information for board members:

- There is no current way for a community member or library staff to directly contact the library board. Board members are not comfortable with their personal contact information being public information and would prefer an email alias list. Duluth City IT department will be contacted to see how this can be set up.

ALS workshop/ April board meeting:

- Both meetings are scheduled on the same day. Board decided against rescheduling the April board meeting. Board members are still invited to attend the ALS workshop.

Minnesota Public Library Trustees' Handbook

Pages 83-90 reviewed. The Handbook has been reviewed in completion.

Adjournment: Meeting adjourned at 5:56 pm.

Next meeting: Tuesday, March 27, 2018; 4:30 p.m. in Main Library Conference Room

DRAFT

Friends of the Library Report
From meeting of March 20, 2018

Several of the year-round book sale volunteers are exploring the idea of selling books on Amazon rather than using Thrift Books. This would require more time and a small upfront investment, but it would be more profitable in the long run. Thrift Books only returns a small percentage of its sales to the Friends. The Friends board approved of the idea.

The Friends will continue to support the Lake Superior Libraries Symposium with a donation of \$300 and the Northeastern Minnesota Book Awards with a donation of \$600 this year.

Mark your calendar: our Friends group will be hosting a workshop in the Green Room on Tuesday, Aug. 28 sponsored by the Minnesota Association of Library Friends. There will be no charge to attend and lunch will be included. The topic and speaker will be announced soon.

Submitted by Carla Powers

Manager's Report to Library Board March 2018

Library Aide. For the past few months the library's management team has been working with city HR staff to move our shelvers into a new job description. Traditionally library shelvers have earned minimum wage, and the job description focused on shelving materials. Over the years the duties of library shelvers have expanded slightly to include loading DVD dispensers, pulling items off the shelf to fill holds, processing new materials for the collection, etc. In light of this a new Library Aide position was established, and we are in the process of moving our current shelvers into this new job description. The change also comes with an 85-cent-per-hour pay increase, which will help us attract and retain good employees in an increasingly tight labor market. The position will continue to be 13 hours per week.

PC Management and Printing. A project is in the works to replace the software that manages patrons' computer time and print jobs. Demos of three different products took place a couple of weeks ago, and city IT staff followed up with a few final questions and a check of vendors' references. The systems we are looking at are more robust than the product we're using now. Whichever one is chosen, it will be more intuitive for patrons, easier for staff to manage, and able to more easily print from patrons' own mobile devices. I expect the new software to be launched before summer.

Website Link to Contact Board. There is now a link on our website for people to contact the Library Board. It can be found at <http://duluthlibrary.org/support-us/library-board/> on the right-hand side of the web page. Clicking on the "Contact the Library Board" button opens a form that sends an email to the library's public relations staff, who will pass it along to me for follow up and/or forwarding to the full board. This was a good suggestion, and I'm glad we got it added to the site.