

**Duluth Public Library Board Meeting Minutes**  
**June 25, 2024**

**Present:** Bill Arezzo, Ellen Hatfield, Lori Steinbach, Sue Henke, Lizzy Luoma, Jose Gonzalez, and Betty Ramsland

**Also in attendance:** Library Manager Carla Powers, City Council Liaison Azrin Awal, Branch Supervisor Lori Crocker

**Absent:** Matt Rosendahl, Michelle Foshay

**The meeting was called to order at 4:34 PM by Sue Henke, President**

**Review and approval of agenda**

Motion by Ramsland, seconded by Arezzo, to approve agenda as drafted. Motion passed unanimously.

**Approval of minutes of the May 28, 2024 meeting**

Motion by Ramsland, seconded by Gonzalez, to approve minutes as drafted. Motion passed unanimously.

**Reports**

Library Manager

- **William A. Irvin Passes** – There was discussion of whether staff members have been seeking out passes for attractions or whether the attractions are reaching out. It has been a mix. There was a suggestion to approach Glensheen and the Duluth Children’s Museum.
- **Polaris Upgrade** – A major upgrade of the integrated library system software took place on June 4. The system was down for part of the day during the upgrade but is functioning well now.
- **Calendar Software and Website Redesign** – The new software being implemented will make it easier for the public to register for library events and book meeting rooms.
- **2025 Budget** – Funds added by the former mayor and city council will be part of the base budget. However, the \$200,000 one-time payment from a building sale will not be in the budget for next year. Funding added earlier in 2024 for safety needs must be requested again for 2025. Powers mentioned that securing a pay increase for the library’s 13-hour-per-week staff is also a high priority.

Library Staffing Update

- A total of 24 applications were received for the vacant Librarian I position. Interviews are starting the week of July 1.

Library Usage Statistics

- There was discussion around wifi hotspots, which remain very popular and have

long hold lists. Board members inquired about usage statistics for hotspots and attraction passes.

### Friends of the Library

- The annual book sale was a big success, raising \$15,300 over four days.

### **Old Business**

#### Main Library Facility Update

- Carla and Jim participated in an informational webinar for the process and paperwork needed for the \$1.7 million Congressionally Directed Spending request that was submitted last year. The project has changed somewhat from how it was originally envisioned. It's unclear whether the changes are substantial enough to impact whether the funding is awarded.

#### Advocacy Update

- The advocacy team's next focus will be the 2025 budget.

#### Gifts and donations policy

Motion by Ramsland, seconded by Gonzalez, to approve the policy as updated since last month's meeting. Motion passed unanimously

### **New Business**

#### Staff Survey Results

- The library recently completed its fourth Employee Pulse Survey for staff. The survey has been conducted annually since 2021, in conjunction with other organizational culture work.
- The response rate this year was slightly lower than in years past, but still at 74%. Overall employee satisfaction was at 89%, compared with 76% the first year of the survey. Overall flight risk is down to 15%, which is roughly the same as the amount of turnover experienced pre-pandemic.
- One of the open-ended questions asked on the survey was how the library can improve as an organization. The top three answers were to continue to prioritize safety, add staff, and work on communication.
- The survey no longer will be conducted on an annual basis. This is partly because the library's leadership team and culture team do not feel it's necessary to continue doing it ever year, and also because city administration has decided to end its work with the firm that has been conducting the survey.

**Adjournment – 5:44 pm by Sue Henke, President**